Oracle® Retail Order Management System Cloud Service

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4

Preface

The Order Management System Cloud Service Implementation Guide describes the process an administrator follows to set up essential data for the daily order cycle.

Audience

This Implementation Guide is intended for administrators who are responsible for system configuration.

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Related Documents

For more information, see the following documents in the Order Management System Cloud Service documentation set:

- *Release Readiness Guide*
- *Administration Guide*
- *Online Help*
- *Modern View Online Help*

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- Exact error message received
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Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, emphasis, screen names, or terms defined in text or the glossary.
italic	Italic type indicates book titles, field labels, 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.

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1

Environment

The standard customer implementation of Order Management System is made up of a staging environment and a production environment.

The Cloud Hosting team is responsible for provisioning and managing these environments.

- Order Management System Environment Configuration
- Properties
  - Working with Customer Properties (PROP)
  - Working with Admin Properties (CPRP)
- Order Management System Application Configuration
- Reviewing Application Settings in the Jenasys Properties File
- Regional Settings
- Email Generation Setup
- Image Setup
- Custom Link Setup
- Working with Contact Center (WWCC)
- Restarting Order Management System

2

Order Management System Environment Configuration

Purpose: This topic describes the setup required by cloud administration staff to configure a database connection for Order Management System.

DBConfig Properties File

Use the **dbconfig.properties** file on the application server to configure database connection settings for Order Management System. This file contains the database information required to connect to each Order Management System database.

When to update this file: The system updates this file automatically during the installation process. Cloud administration staff will need to update this file if you change your database server, database name, or database login; otherwise, the information in this file should not be changed.

Location of file: This file is normally saved on the application server at `domain/conf/jenasysproperties`, where `domain` is the WebLogic domain directory for Order Management System.

To edit the file: Cloud administration staff can review and update this file using a text editor. If Cloud administration staff make any changes to the DBConfig Properties file, Cloud administration staff must restart Order Management System before the changes take effect.

The settings in this file that Cloud administration staff might wish to review or edit are explained below.

Setting	Description
environment	The name of the Order Management System database environment. Change this setting to the name of your Order Management System environment.
db.machine.name	The name of the database server where the Order Management System database is located.

Setting	Description
db.url	The connection information used to connect to the Order Management System database: `jdbc:oracle:thin:@//hostname.us.oracle.com:9999/service name` where: • hostname = The *Hostname* defined for the database connection. • 9999 = The port used to connect to the database. • servicename = The *Service name* defined for the database connection.
db.user.name	The user ID used to connect to the Order Management System database server. This should be **ORDER_MANAGEMENT**.
db.password	The user's database password used to connect to the Order Management System database server. The password entry here is encrypted. If Cloud administration staff change the database password as part of your security standards, Cloud administration staff must change this value and then restart Order Management System.

3

Properties

Properties define system-wide configuration settings for Order Management System.

- The Working with Customer Properties (PROP) menu option contains properties that a user would update, such as system-wide configuration settings for forms, integrations, and system settings.
- The Working with Admin Properties (CPRP) menu option contains properties that an administrator would update, such as system-wide configuration settings for email, logging, system and job monitoring, printing, and system settings.
- The CWDirectCP Server Properties File contains properties that an administrator would update that affect each Order Management System application server. You must have access to the Order Management System application server in order to update this property file.

  Note: If you update a property in the Working with Customer Properties (PROP) or Working with Admin Properties (CPRP) menu option, most of your updates take effect immediately; however, if you do not see the update, restart Order Management System to make sure your change takes effect.

If you update a property in the CWDirectCP Server Properties File, you must restart Order Management System before the change takes effect.

Working with Customer Properties (PROP)

Purpose: Use this menu option to define system-wide configuration settings for Order Management System that an administrator type user would update.

When you update a property setting, unless otherwise noted, your update takes effect immediately.

In this chapter:

- Work with Properties Screen
- Summary of Customer Properties
  - Forms Property Settings
  - Integration Property Settings
  - System Property Settings

Work with Properties Screen

How to display this screen: Enter **PROP** in the *Fast path* field or select Refresh System Properties from a menu.

Authority: Users with ALLOW or DISPLAY authority to this menu option can update the settings in the properties files with the new values.

When you first advance to this screen, property settings display in ascending property name sequence.

Field	Description
Group	The type of property setting. Valid values are: • **Forms:** The property setting is related to forms processing. • **Integration:** The property setting is related to an integration with an external system. • **System:** The property setting is related to a system-wide function. Enter a full or partial group name to display property settings that contain your entry. *Alphanumeric, 25 positions; optional.*
Property	The name of a property. Enter a full or partial property name to display property settings that contain your entry. You can expand the *Property* column to review the full name of the property setting. *Alphanumeric, 75 positions; optional.*

Field	Description
Value	The current setting of the property. If this field is blank, it means a property setting has not been defined. Enter a full or partial property value to display property settings that contain your entry. You can expand the *Current Value* column if its full value does not display. *Alphanumeric, 150 positions; optional.*
Type	The type of property setting. This setting is always set to **CUSTOMER** indicating the property setting is a setting available to the customer. Enter a full or partial property type to display property settings that contain your entry. *Alphanumeric, 10 positions; optional.*

Screen Option	Procedure
Change the current value defined for a property	Select **Change** for a property to advance to the Change Property screen.

Summary of Customer Properties

The property settings that display on the Work with Properties Screen are listed below.

- Forms Property Settings
- Integration Property Settings
- System Property Settings

Forms Property Settings

Property Name	Description
BOCARDS BOCARDS	Controls whether certain information prints on the Backorder Card. Currently, there is no information to define.
CAMPAIGNPERF CAMPAIGN_PERFORMANCE	Controls whether certain information prints on the Campaign Performance Report (PCPR). Currently, there is no information to define.
CPGSKUEXUPLOAD CPG_SKU_EXCLUSION_UPLOAD_ERROR	Controls whether certain information prints on the CPG Item/SKU Exclusions Upload Error Records Report. Currently, there is no information to define.
CRTBCHRCP CART_BATCH_RECAP	Controls whether certain information prints on the Cart Batch Recap. Currently, there is no information to define.
CSHLDORD HELD_ORDER_BY_REASON_REPORT	Controls whether certain information prints on the Held Order by Reason Code Report. Currently, there is no information to define.
CSHLDORDCSV HELD_ORDER_BY_REASON_REPORT_CSV	Controls whether certain information prints on the Held Order by Reason Code Report in spreadsheet format. Currently, there is no information to define.
EMSTSRPT CUSTOMER_EMAIL_STATUS_REPORT	Controls whether certain information prints on the Unmatched Email Status Report. Currently, there is no information to define.
EXCARSNNOITM EXCHANGE_ALL_REASON_NO_ITEM	Controls whether certain information prints on the Exchange Reason Report when the exchange reason code and item are not defined. Currently, there is no information to define.
EXCARSNNOITMCSV EXCHANGE_ALL_REASON_NO_ITEM_CSV	Controls whether certain information prints on the Exchange Reason Report in spreadsheet format when the exchange reason code and item are not defined. Currently, there is no information to define.
EXCARSNWITM EXCHANGE_ALL_REASON_WITH_ITEM	Controls whether certain information prints on the Exchange Reason Report when an item is defined. Currently, there is no information to define.
EXCARSNWITMCSV EXCHANGE_ALL_REASON_WITH_ITEM_CSV	Controls whether certain information prints on the Exchange Reason Report in spreadsheet format when an item is defined. Currently, there is no information to define.
EXCRSNNOITM EXCHANGE_SPECIFIC_REASON_NO_ITEM	Controls whether certain information prints on the Exchange Reason Report when an exchange reason code is defined. Currently, there is no information to define.

Property Name	Description
EXCRSNNOITMCSV EXCHANGE_SPECIFIC_REASON_NO_ITEM_CSV	Controls whether certain information prints on the Exchange Reason Report in spreadsheet format when an exchange reason code is defined. Currently, there is no information to define.
EXCRSNWITM EXCHANGE_SPECIFIC_REASON_WITH_ITEM	Controls whether certain information prints on the Exchange Reason Report when an exchange reason code and item are defined. Currently, there is no information to define.
EXCRSNWITMCSV EXCHANGE_SPECIFIC_REASON_WITH_ITEM_CSV	Controls whether certain information prints on the Exchange Reason Report in spreadsheet format when an exchange reason code and item are defined. Currently, there is no information to define.
FLASHPIECHARTS FLASHPIECHARTSFULL	Defines the order statistics that display on the Menu Driver screen. • **FLASHPIECHARTS** = The order statistics section of the menu screen displays total numbers and dollars of orders created by the current date, current week, current month, year to date, and previous year. Use this setting if the Delay Billing Updates (K85) system control value is selected. • **FLASHPIECHARTSFULL** = The order statistics section of the menu screen displays total numbers and dollars of orders created and shipped by the current date, current week, current month, year to date, and previous year. Use this setting if the Delay Billing Updates (K85) system control value is unselected.
FLASHREPORT FLASHREPORT	Controls whether certain information displays in Reviewing Operations Control Summary (FLSH). Currently, there is no information to define.

Property Name	Description
GIFTACKG =GIFTACKDB,SUPPRESS_IMAGES =N,INPUT_TYPE=DB **Note:** These settings also apply to your graphical custom gift acknowledgement. Each option is available only if your gift acknowledgement print program supports it.	Defines whether images print on the graphical Gift Acknowledgment. **SUPPRESS_IMAGES** Controls whether the system prints images on the graphical gift acknowledgement. • **N** (default) = Print images on the graphical gift acknowledgement. • **Y** = Suppress images on the graphical gift acknowledgement. **Note:** The *SUPPRESS_IMAGES* value should be **N** for the graphical gift acknowledgement. **INPUT_TYPE** Controls the means by which your gift acknowledgement printing program obtains the data to print on the gift acknowledgement. Valid values are: • **XML** = The program uses the CWPickOut XML message to generate the gift acknowledgment. • **DB** = The program queries the database to generate the gift acknowledgement. The INPUT_TYPE setting for the standard printing program **GIFTACKG** is **DB**.
JFLR0393 PICKING_PULLSHEET_CARTBIN	Controls whether certain information prints on the Cart/Bin Batch Picking Pullsheet. Currently, there is no information to define.
JFLR0393CSV PICKING_PULLSHEET_CARTBIN_ CSV	Controls whether certain information prints on the Cart/Bin Batch Picking Pullsheet in spreadsheet format. Currently, there is no information to define.
JFLR0397 PICKING_PULLSHEET	Controls whether certain information prints on the Picking Pullsheet. Currently, there is no information to define.
JFLR0397CSV PICKING_PULLSHEET_CSV	Controls whether certain information prints on the Picking Pullsheet in spreadsheet format. Currently, there is no information to define.

Property Name	Description
ORDERRECG ORDERREC,SUPPRESS_IMAGES=N **Note:** These settings also apply to your graphical custom order receipt. This option is available only if your order receipt print program supports it.	Defines whether images print on the graphical Order Receipt. **SUPPRESS_IMAGES** Controls whether the system prints images on the graphical order receipt. • **N** (default) = Print images on the graphical order receipt. • **Y** = Suppress images on the graphical order receipt. **Note:** The *SUPPRESS_IMAGES* value should be **N** for the graphical order receipt.
ORDERSUM ORDERSUM,SUPPRESS_IMAGES=Y **Note:** These settings also apply to your non-graphical custom order summary. This option is available only if your order summary print program supports it.	Defines whether images print on the non-graphical Order Summary. **SUPPRESS_IMAGES** Controls whether the system prints images on the non-graphical order summary. • **N** = Print images on the non-graphical order summary. • **Y** (default) = Suppress images on the non-graphical order summary. **Note:** The *SUPPRESS_IMAGES* value should be **Y** for the non-graphical order summary.
ORDERSUMG ORDERSUM,SUPPRESS_IMAGES=N **Note:** These settings also apply to your graphical custom order summary. This option is available only if your order summary print program supports it.	Defines whether images print on the graphical Order Summary. **SUPPRESS_IMAGES** Controls whether the system prints images on the graphical order summary. • **N** (default) = Print images on the graphical order summary. • **Y** = Suppress images on the graphical order summary. **Note:** The *SUPPRESS_IMAGES* value should be **N** for the graphical order summary.

Property Name	Description
PICKG =PICKDB,SUPPRESS_IMAGES=N,BARCODE_IMAGE=Code39,ORDER_BARCODE_IMAGE=Code39;INPUT_TYPE=XML **Note:** These settings also apply to your graphical custom pick slip. Each option is available only if your pick slip print program supports it.	Defines whether images and barcodes print on the graphical Pick Slip. **SUPPRESS_IMAGES** Controls whether the system prints images on the graphical pick slip. • **N** (default) = Print images on the graphical pick slip. • **Y** = Suppress images on the graphical pick slip. **Note:** The *SUPPRESS_IMAGES* value should be **N** for the graphical pick slip. **BARCODE_IMAGE** Controls whether the system prints a barcode on the graphical pick slip. • **Code39** (default) = Print this type of barcode on the graphical pick slip. • **Code128** = Print this type of barcode on the graphical pick slip. **Note:** **Code 39** is a low-density format that encodes upper case letters (A to Z), digits (0 to 9), and some special characters. **Code 128** is a high-density format that accepts alphanumeric or numeric-only codes, or all 128 ASCII characters. • **NOT DISPLAYED** = Do not print barcodes on the graphical pick slip. **Note:** This value is case-sensitive. **ORDER_BARCODE_IMAGE** Controls whether the system prints the order barcode on the graphical pick slip. The barcode is comprised of the company code, order number, and ship to number. • **Code39** (default) = Print this type of order barcode on the graphical pick slip. • **Code128** = Print this type of order barcode on the graphical pick slip. • **NOT DISPLAYED** = Do not print the order barcode on the graphical pick slip. **Note:** This value is case-sensitive.

Property Name	Description
	INPUT_TYPE Controls the means by which your pick slip printing program obtains the data to print on the pick slip. Valid values are: • **XML** = The program uses the CWPickOut XML message to generate the pick slip. • **DB** = The program queries the database to generate the pick slip. The INPUT_TYPE setting for the standard printing program **PICKG** is **DB**.
PICKAUTH PICK_AUTH_REPORT	Controls whether certain information prints on the Pick Authorization Error Report. Currently, there is no information to define.
PICKLBL PICKLBL,SUPPRESS_IMAGES=Y,BARCODE_IMAGE=Code39 **Note:** These settings also apply to your non-graphical custom pick label. Each option is available only if your pick label print program supports it.	Defines whether images and barcodes print on the non-graphical pick label, as defined in the *Pick Label Print Program (F28)* system control value. **SUPPRESS_IMAGES** Controls whether the system prints images on the non-graphical pick label. • **N** = Print images on the non-graphical pick label. • **Y** (default) = Suppress images on the non-graphical pick label. **Note:** The *SUPPRESS_IMAGES* value should be **Y** for the non-graphical pick label. **BARCODE_IMAGE** Controls whether the system prints a barcode on the non-graphical pick label. • **Code39** (default) = Print this type of barcode on the non-graphical pick label. • **Code128** = Print this type of barcode on the non-graphical pick label. **Note:** **Code 39** is a low-density format that encodes upper case letters (A to Z), digits (0 to 9), and some special characters. **Code 128** is a high-density format that accepts alphanumeric or numeric-only codes, or all 128 ASCII characters. • **NOT DISPLAYED** = Do not print barcodes on the non-graphical pick label. **Note:** This value is case-sensitive.

Property Name	Description
PICKPACK PICKPACK,SUPPRESS_IMAGES=Y **Note:** These settings also apply to your non-graphical custom pack slip. Each option is available only if your pack slip print program supports it.	Defines whether images print on the non-graphical Pack Slip. **SUPPRESS_IMAGES** Controls whether the system prints images on the non-graphical pack slip. • **N** = Print images on the non-graphical pack slip. • **Y** (default) = Suppress images on the non-graphical pack slip. **Note:** The *SUPPRESS_IMAGES* value should be **Y** for the non-graphical pack slip.
PICKPACKG PICKPACK,SUPPRESS_IMAGES=N **Note:** These settings also apply to your graphical custom pack slip. This option is available only if your pack slip print program supports it.	Defines whether images print on the graphical Pack Slip. **SUPPRESS_IMAGES** Controls whether the system prints images on the graphical pack slip. • **N** (default) = Print images on the graphical pack slip. • **Y** = Suppress images on the graphical pack slip. **Note:** The *SUPPRESS_IMAGES* value should be **N** for the graphical pack slip.
PICKUNIT PICK_UNIT_REPORT	Controls whether certain information prints on the Pick Unit Report. Currently, there is no information to define.
PPRORDERED PRODUCT_PERFORMANCE_ORDERED	Controls whether certain information prints on the Product Performance Report (Ordered Totals). Currently, there is no information to define.
PPRORDEREDF PRODUCT_PERFORMANCE_ORDERED_FAST	Controls whether certain information prints on the Product Performance Report (Ordered Totals). Currently, there is no information to define.
PPRORDEREDFCSV PRODUCT_PERFORMANCE_ORDERED_FAST_CSV	Controls whether certain information prints on the Product Performance Report (Ordered Totals) in spreadsheet format. Currently, there is no information to define.
PPRORDEREDOT PRODUCT_PERFORMANCE_ORDERED_BY_ORDER_TYPE	Controls whether certain information prints on the Product Performance Report (Ordered Totals). Currently, there is no information to define.
PPRSHIPPED PRODUCT_PERFORMANCE_SHIPPED	Controls whether certain information prints on the Product Performance Report (Shipped Totals). Currently, there is no information to define.
PPRSHIPPEDF PRODUCT_PERFORMANCE_SHIPPED_FAST	Controls whether certain information prints on the Product Performance Report (Shipped Totals). Currently, there is no information to define.

Property Name	Description
PPRSHIPPEDFCSV PRODUCT_PERFORMANCE_SHIPPED_FAST_CSV	Controls whether certain information prints on the Product Performance Report (Shipped Totals) in spreadsheet format. Currently, there is no information to define.
PPRSHIPPEDOT PRODUCT_PERFORMANCE_SHIPPED_BY_ORDER_TYPE	Controls whether certain information prints on the Product Performance Report (Shipped Totals). Currently, there is no information to define.
PRCCDUPLDERR PRICE_CODE_UPLOAD_ERROR_REPORT	Controls whether certain information prints on the Price Code Upload Errors Report. Currently, there is no information to define.
PROMOUPLDERR PROMOTION_UPLOAD_ERROR_REPORT	Controls whether certain information prints on the Promotion Upload Error Records Report. Currently, there is no information to define.
PROVRCIRPT PRICE_OVERRIDE_REASON_BY_CODE_AND_ITEM	Controls whether certain information prints on the Price Override Reason Report by reason code and item. Currently, there is no information to define.
PROVRCIRPTCSV PRICE_OVERRIDE_REASON_BY_CODE_AND_ITEM_CSV	Controls whether certain information prints on the Price Override Reason Report by reason code and item in spreadsheet format. Currently, there is no information to define.
PROVRCRPT PRICE_OVERRIDE_REASON_BY_CODE	Controls whether certain information prints on the Price Override Reason Report by reason code. Currently, there is no information to define.
PROVRCRPTCSV PRICE_OVERRIDE_REASON_BY_CODE_CSV	Controls whether certain information prints on the Price Override Reason Report by reason code in spreadsheet format. Currently, there is no information to define.
PROVRIRPT PRICE_OVERRIDE_REASON_BY_ITEM	Controls whether certain information prints on the Price Override Reason Report by item. Currently, there is no information to define.
PROVRIRPTCSV PRICE_OVERRIDE_REASON_BY_ITEM_CSV	Controls whether certain information prints on the Price Override Reason Report by item in spreadsheet format. Currently, there is no information to define.
PROVRRPT PRICE_OVERRIDE_REASON	Controls whether certain information prints on the Price Override Reason Report. Currently, there is no information to define.
PROVRRPTCSV PRICE_OVERRIDE_REASON_CSV	Controls whether certain information prints on the Price Override Reason Report in spreadsheet format. Currently, there is no information to define.

Property Name	Description
PROVRUCIRPT PRICE_OVERRIDE_REASON_BY_USER_CODE_AND_ITEM	Controls whether certain information prints on the Price Override Reason Report by user code and item. Currently, there is no information to define.
PROVRUCIRPTCSV PRICE_OVERRIDE_REASON_BY_USER_CODE_AND_ITEM_CSV	Controls whether certain information prints on the Price Override Reason Report by user code and item in spreadsheet format. Currently, there is no information to define.
PROVRUCRPT PRICE_OVERRIDE_REASON_BY_USER_AND_CODE	Controls whether certain information prints on the Price Override Reason Report by user code and reason code. Currently, there is no information to define.
PROVRUCRPTCSV PRICE_OVERRIDE_REASON_BY_USER_AND_CODE_CSV	Controls whether certain information prints on the Price Override Reason Report by user code and reason code in spreadsheet format. Currently, there is no information to define.
PROVRUIRPT PRICE_OVERRIDE_REASON_BY_USER_AND_ITEM	Controls whether certain information prints on the Price Override Reason Report by user code and item. Currently, there is no information to define.
PROVRUIRPTCSV PRICE_OVERRIDE_REASON_BY_USER_AND_ITEM_CSV	Controls whether certain information prints on the Price Override Reason Report by user code and item in spreadsheet format. Currently, there is no information to define.
PROVRURPT PRICE_OVERRIDE_REASON_BY_USER	Controls whether certain information prints on the Price Override Reason Report by user. Currently, there is no information to define.
PROVRURPTCSV PRICE_OVERRIDE_REASON_BY_USER_CSV	Controls whether certain information prints on the Price Override Reason Report by user in spreadsheet format. Currently, there is no information to define.
PURCHORDG PURCHORD,SUPPRESS_IMAGES=N **Note:** These settings also apply to your graphical custom purchase order. This option is available only if your purchase order print program supports it.	Defines whether images print on the graphical Purchase Order. **SUPPRESS_IMAGES** Controls whether the system prints images on the graphical purchase order. • **N** (default) = Print images on the graphical purchase order. • **Y** = Suppress images on the graphical purchase order. **Note:** The *SUPPRESS_IMAGES* value should be **N** for the graphical purchase order.

Property Name	Description
QUOTE QUOTE,SUPPRESS_IMAGES=Y **Note:** These settings also apply to your non-graphical custom quote form. This option is available only if your quote print program supports it.	Defines whether images print on the non-graphical Quote Form. **SUPPRESS_IMAGES** Controls whether the system prints images on the non-graphical quote form. • **N** = Print images on the non-graphical quote form. • **Y** (default) = Suppress images on the non-graphical quote form. **Note:** The *SUPPRESS_IMAGES* value should be **Y** for the non-graphical quote form.
QUOTEG QUOTE,SUPPRESS_IMAGES=N **Note:** These settings also apply to your graphical custom quote form. This option is available only if your quote print program supports it.	Defines whether images print on the graphical Quote Form. **SUPPRESS_IMAGES** Controls whether the system prints images on the graphical quote form. • **N** (default) = Print images on the graphical quote form. • **Y** = Suppress images on the graphical quote form. **Note:** The *SUPPRESS_IMAGES* value should be **N** for the graphical quote form.

Property Name	Description
REFCHECK REFCHECK,SUPPRESS_IMAGES=Y, TEXT_AMOUNT_UPPERCASE=N,INCLUDE_DOLLAR_SIGN=Y **Note:** These settings also apply to your non-graphical custom refund check. This option is available only if your refund check print program supports it.	Defines whether images and a dollar sign print on the non-graphical Refund Check. **SUPPRESS_IMAGES** Controls whether the system prints images on the non-graphical refund check. • **N** = Print images on the non-graphical refund check. • **Y** (default) = Suppress images on the non-graphical refund check. **Note:** The *SUPPRESS_IMAGES* value should be **Y** for the non-graphical refund check. **TEXT_AMOUNT_UPPERCASE** Defines whether the system prints text on the non-graphical refund check in all uppercase. • **N** = Print text on the non-graphical refund check in upper and lower case. • **Y** = Print text on the non-graphical refund check in all uppercase. **INCLUDE_DOLLAR_SIGN** Defines whether the system prints the dollar sign on the non-graphical refund check. • **N** = Do not print the dollar sign on the non-graphical refund check. • **Y** = Print the dollar sign on the non-graphical refund check.

Property Name	Description
REFCHECKG REFCHECK,SUPPRESS_IMAGES=N,TEXT_AMOUNT_UPPERCASE=N,INCLUDE_DOLLAR_SIGN=Y **Note:** These settings also apply to your graphical custom refund check. This option is available only if your refund check print program supports it.	Defines whether images and a dollar sign print on the graphical Refund Check. **SUPPRESS_IMAGES** Controls whether the system prints images on the graphical refund check. • **N** (default) = Print images on the graphical refund check. • **Y** = Suppress images on the graphical refund check. **Note:** The *SUPPRESS_IMAGES* value should be **N** for the graphical refund check. **TEXT_AMOUNT_UPPERCASE** Defines whether the system prints text on the graphical refund check in all uppercase. • **N** = Print text on the graphical refund check in upper and lower case. • **Y** = Print text on the graphical refund check in all uppercase. **INCLUDE_DOLLAR_SIGN** Defines whether the system prints the dollar sign on the graphical refund check. • **N** = Do not print the dollar sign on the graphical refund check. • **Y** = Print the dollar sign on the graphical refund check.
REPLENDTLSHC REPLENDTLSHC,BARCODE_IMAGE=Code128	
RESAUDITLOG RESET_AUDIT_LOG	Controls whether certain information prints on the Print Reset Audit Log. Currently, there is no information to define.
RESETBO RESET_AUDIT_LOG_QTY_BACKORDERED	Controls whether certain information prints on the Reset Audit Log for Quantity on Backorder. Currently, there is no information to define.
RESETONHAND RESET_AUDIT_LOG_QTY_ON_HAND	Controls whether certain information prints on the Reset Audit Log for Quantity On Hand. Currently, there is no information to define.
RESETPRT RESET_AUDIT_LOG_QTY_PRINTED_ITEM_LOC	Controls whether certain information prints on the Reset Audit Log for Quantity Printed. Currently, there is no information to define.

Property Name	Description
RESETRSV RESET_AUDIT_LOG_QTY_RESERVED	Controls whether certain information prints on the Reset Audit Log for Quantity Reserved. Currently, there is no information to define.
RESETSKU RESET_AUDIT_LOG_SKU_QTYS	Controls whether certain information prints on the Reset Audit Log for SKU Quantities. Currently, there is no information to define.
RETARSNNOITM RETURN_ALL_REASON_NO_ITEM	Controls whether certain information prints on the Return Reason Report. Currently, there is no information to define.
RETARSNNOITMCSV RETURN_ALL_REASON_NO_ITEM_CSV	Controls whether certain information prints on the Return Reason Report in spreadsheet format. Currently, there is no information to define.
RETARSNWITM RETURN_ALL_REASON_WITH_ITEM	Controls whether certain information prints on the Return Reason Report by item. Currently, there is no information to define.
RETARSNWITMCSV RETURN_ALL_REASON_WITH_ITEM_CSV	Controls whether certain information prints on the Return Reason Report by item in spreadsheet format. Currently, there is no information to define.
RETRSNNOITM RETURN_SPECIFIC_REASON_NO_ITEM	Controls whether certain information prints on the Return Reason Report by reason code. Currently, there is no information to define.
RETRSNNOITMCSV RETURN_SPECIFIC_REASON_NO_ITEM_CSV	Controls whether certain information prints on the Return Reason Report by reason code in spreadsheet format. Currently, there is no information to define.
RETRSNWITM RETURN_SPECIFIC_REASON_WITH_ITEM	Controls whether certain information prints on the Return Reason Report by reason code and item. Currently, there is no information to define.
RETRSNWITMCSV RETURN_SPECIFIC_REASON_WITH_ITEM_CSV	Controls whether certain information prints on the Return Reason Report by reason code and item in spreadsheet format. Currently, there is no information to define.
SLSJRN SALES_JOURNAL	Controls whether certain information prints on the Standard Sales Journal. Currently, there is no information to define.
SLSJRNCSV SALES_JOURNAL_CSV	Controls whether certain information prints on the Standard Sales Journal in spreadsheet format. Currently, there is no information to define.

Property Name	Description
SLSJRNDIV SALES_JOURNAL_BY_DIV	Controls whether certain information prints on the Sales Journal by Division. Currently, there is no information to define.
SLSJRNDIVCSV SALES_JOURNAL_BY_DIV_CSV	Controls whether certain information prints on the Sales Journal by Division in spreadsheet format. Currently, there is no information to define.
SLSUPERR SALES_REP_UPDATE_ERROR	Controls whether certain information prints on the Sales Rep Update Errors Report. Currently, there is no information to define.
SOLDOUT SOLDOUT	Controls whether certain information prints on the Soldout Notification Card. Currently, there is no information to define.
STRUPERR STORE_UPDATE_ERROR	Controls whether certain information prints on the Store Update Errors Report. Currently, there is no information to define.
TAXJUR TAX_JURISDICTION_REPORT	Controls whether certain information prints on the Tax Jurisdiction Report. Currently, there is no information to define.
UTJOBMRPT JOB_MONITOR_STS_TXT	Controls whether certain information prints on the job monitor alert email; see Monitoring Jobs. Currently, there is no information to define.
UTSTSRPT SERENADE_STATUS_REPORT	Controls whether certain information prints on the Order Management System Status report. Currently, there is no information to define.

Integration Property Settings

Property Name	Description
ADDRESS_SERVICE_ENDPOINT_URL	Verify the URL used to connect to EDQ. This setting is delivered with the application and should not be changed.
ADDRESS_SERVICE_RETURN_LAYOUT	The name of the custom layout used for data mapping. This layout resides with Experian and should be set to **Serenade**. Do not change this setting.
API_SERVER_URL	Information will be provided at a later date.
API_TENANT_ACCESS_KEY	Information will be provided at a later date.
API_TENANT_SECRET_KEY	Information will be provided at a later date.
ASSOCIATE_FILE_PATH	The directory the Salesman Associate Upload Process monitors for new Salesman Associate files to process, if the file storage API is not in use. However, even if the file storage API is enabled, the process still uses this folder to place files that have been uploaded prior to additional processing, so this property must be set up even if you use the file storage API. An example directory on the application server is `/domain/conf/OMSFiles/File/Associate/`, where `domain` is the WebLogic domain directory for Order Management System. **Note:** The name of the file must start with **SR** and have a **.TXT** file extension; for example: **SR00001.txt** and **SR00002.txt**. If there are multiple eligible files, they are processed sequentially based on file name; SR00001 processes before SR00002. If you use the file storage API, you can upload a zip file that contains a single text file with the same name, for example: **SR00001.ZIP** containing a text file named **SR00001.TXT**.
AVATAX_ACCOUNT	The account ID used for communication with the AvaTax tax interface when a company-specific account ID has not been provided in the *AvaTax Account (M37)* system control value. See Avalara AvaTax Setup for more information.
AVATAX_LICENSE	The license ID used for communication with the AvaTax tax interface when a company-specific license ID has not been provided in the *AvaTax License (M38)* system control value. The system encrypts this entry. See Avalara AvaTax Setup for more information.
CA_INVENTORY_FILE_LOCAL_FOLDER	The folder on the Order Management System server where the CAINV periodic function writes the inventory file. See Sending Current Inventory Information to ChannelAdvisor in the online help for background. **Note:** You should create this folder on your server if the folder does not already exist.

Property Name	Description
CA_INVENTORY_FILE_NAME	The file name for the CAINV periodic function to use when creating a file of current inventory levels for items. See Sending Current Inventory Information to ChannelAdvisor in the online help for background.
CA_PRODUCT_SERVICE_SUFFIX	The suffix to include in the URL used for the ChannelAdvisor price and inventory integration. The CAINV and CAPRICE periodic functions use a web service request to pass the generated price and inventory files to ChannelAdvisor. The URL is composed of the CA_SERVICES_URL_PREFIX concatenated with the CA_PRODUCT_SERVICE_SUFFIX, for example: `https://api.channeladvisor.com/v1/ProductUpload`. Defaults to `vi/ProductUpload` and should not ordinarily be changed. See Sending Current Inventory Information to ChannelAdvisor and Sending Current Prices to ChannelAdvisor in the online help for background.
CA_SERVICES_URL_PREFIX	The prefix to include in the URL used for the ChannelAdvisor price and inventory integration, as described above under the CA_PRODUCT_SERVICE_SUFFIX. Defaults to `https://api.channeladvisor.com` and should not ordinarily be changed. **Note:** It is not necessary for this prefix to include a trailing slash in order to create the full URL of `https://api.channeladvisor.com/v1/ProductUpload`. The CAINV and CAPRICE functions insert the slash. See Sending Current Inventory Information to ChannelAdvisor and Sending Current Prices to ChannelAdvisor in the online help for background.
CHANNELADVISOR_ORDER_URL	The URL for: • the CAORDUP periodic function to use when requesting new orders from ChannelAdvisor; see Importing Orders from ChannelAdvisor for background. • Processing Refunds (MREF) to use when sending refund information to ChannelAdvisor; see Submitting Refunds for ChannelAdvisor in the online help for background.
CHANNELADVISOR_SHIPPING_URL	The URL for the CASHIP periodic function to use when sending shipment confirmations to ChannelAdvisor; see Sending Shipment Confirmations to ChannelAdvisor in the online help for background.

Property Name	Description
CHANNELADVISOR_ PULL_ORDERS_MAX	The maximum number of orders that the GetOrderList function processes at once before sending the notification to ChannelAdvisor that the orders were successfully received and created. Each batch can include up to 50 orders. For example, if you set this property to 100, the function imports two batches of 50 orders. If no maximum is specified, a default of 50 orders applies.

CW_FTP_POS_LOG_FILE	If set to `Y`, indicates to FTP the POSLog file using the `poslog_ftp_commands.script`, described below.
	
	FTP script: The FTP script for POSLog integration is defined in the `poslog_ftp_commands.script` file. This file is located in the CWDIRECTCP_ FTP_FOLDER property. The script consists of:
	
	`open | server | userID | passwd`
	
	`put | /poslog/FTP_REMOTE_FILE_NAME`
	
	where:
	• `server` = the name of the destination server
	• `userID` = a valid user ID for the destination system
	• `passwd` = the user ID's password
	
	Note: You should not modify the second line of the command file.

CW_MANIFST_ENVIRONMENT_ ID	The environment ID that identifies the Order Management System database environment associated with the Manifest Web Service. The environment ID associated with a database environment is defined in the dbconfig.properties file. You can locate the environment ID in this file by locating the database; the number in the first column for the database represents the environment ID. The default environment ID is **1**. Required.
CW_MANIFST_USER_ID	The user ID that the Manifest Web Service uses to connect to the Order Management System database environment specified in the *CW_MANIFEST_ENVIRONMENT_ID* property. **Note:** You must also create this user ID in Order Management System: • as a valid user ID with administrator authority in Work with Users (WUSR), *and* See *User Configuration* in the **Administration Guide** for more information on creating a user ID. Required.

Property Name	Description
CW_POS_LOG_FILE_NAME	Specifies the name of the POSLog file, with the pound sign (#) indicating where to insert the three-position *Default Store for Sales Download (K69)* system control value. For example, if you set this property to `Store #.POL`, the file is named `Store #123.POL`, where `123` is the *Default Store for Sales Download (K69)* system control value
CWDIRECTCP_ USPS_UPLOAD_ FILE	The location on the application server where the system should look for the City State data file when you use the Load USPS Zip Code File (LZPS) to update postal code data, if the File Storage API is not in use. However, even if the file storage API is enabled, the process still uses this folder to place files that have been uploaded prior to additional processing, so this property must be set up even if you use the file storage API. An example directory is `/domain/conf/OMSFiles/LZIP/ctystate.txt`, where `domain` is the WebLogic domain directory for Order Management System. **Note:** If you are using multiple application servers, you need to update this setting on each server where you plan to use the Load USPS Zip Code File (LZPS) to update postal code data.
CYB_PAY_LINK_DECISION_MA NAGER_ENABLED	Defines whether Cybersource Decision Manager Fraud Scoring processing is enabled in the Order Management System Point-to-Point integration with Cybersource. **false** = the Order Management System Point-to-Point integration with Cybersource does not support Decision Manager processing in Cybersource. Order Management System sends all authorization transactions to Cybersource with the *decisionManager_enabled* tag set to **false**, indicating Decision Manager processing should not occur. However, you can use Cybersource's Decision Manager for authorization transactions you process on your web storefront. **true** = the Order Management System Point-to-Point integration with Cybersource supports Decision Manager processing in Cybersource. Order Management System sends all authorization transactions to Cybersource with the *decisionManager_enabled* tag set to **true**, indicating Decision Manager processing should occur. See Cybersource Point-to-Point Decision Manager Process for more details.
CYB_PAY_LINK_DECISION_MA NAGER_KEY	A key, generated in Cybersource Decision Manager, that is used to authenticate the Cybersource Decision Manager Update periodic function (CYBDMUP).

Property Name	Description
CYB_PAY_LINK_DECISION_MANAGER_MERCHANT_ID_OVERRIDE	The merchant ID provided by Cybersource to use during Decision Manager Fraud Scoring processing. Used as the portfolio merchant ID in the URL, and the child merchant ID is e passed as report parameter. If this setting is blank, the system uses the following hierarchy to determine the merchant ID to use: • *Merchant #* field in the CC Paytype Cross Ref table • *Merchant ID* field in the Merchant ID Override table • *Merchant ID* field in the Authorization Services table
CYB_PAY_LINK_DECISION_MANAGER_PASSWORD	**Note:** The Cybersource Decision Manager Update periodic function no longer uses this property, and the property has been discontinued.
CYB_PAY_LINK_DECISION_MANAGER_SEND_TO_PRODUCTION	Defines whether transactions are sent to the Cybersource Decision Manager TEST server or PRODUCTION server. **true** = Order Management System sends transactions to the Cybersource Decision Manager PRODUCTION server. **false** = Order Management System sends transactions to the Cybersource Decision Manager TEST server.
CYB_PAY_LINK_DECISION_MANAGER_SECRET_KEY	A key, generated in Cybersource Decision Manager, that is used to authenticate the Cybersource Decision Manager Update periodic function (CYBDMUP).
CYB_PAY_LINK_DECISION_MANAGER_USER_ID	**Note:** The Cybersource Decision Manager Update periodic function no longer uses this property, and the property has been discontinued.
CYB_PAY_LINK_SERVICE	The name of the external system. Set this to **Cybersource**.
CYB_PAY_LINK_SERVICE_ENABLE_LOG	Defines whether the web service logs request and response messages. **true** = Order Management System writes request and response messages to the Cybersource log. **false** = Order Management System does not write request and response messages to the Cybersource log. **Data security:** Set this value to **false** unless you are troubleshooting the Order Management System integration with Cybersource. Once you are done troubleshooting, delete any log files that are created.

Property Name	Description
CYB_PAY_LINK _SERVICE_LOG_DIRECTORY	The location of the log written by the web service API program. Use this log to review the transactions processed between Order Management System and Cybersource. **Data security:** For data security, Order Management System masks credit card information in this log. An example directory is `domain/conf/OMSFiles/Integrations/Cybersource/Log`, where `domain` is the WebLogic domain directory for Order Management System.
CYB_PAY_LINK_ SERVICE_KEY_ DIRECTORY	The location of the encrypted security key file used by the web service API program to validate and secure transactions from Order Management System. An example directory is `domain/conf/OMSFiles/Integrations/Cybersource/Key`, where `domain` is the WebLogic domain directory for Order Management System.
CYB_PAY_LINK_SERVICE_SEND_ TO_PRODUCTION	Defines whether transactions are sent to the Cybersource TEST server or PRODUCTION server. **true** = Order Management System sends transactions to the Cybersource PRODUCTION server. **false** = Order Management System sends transactions to the Cybersource TEST server.
FILE_STORAGE_EXPORTS_ENAB LED	Defines whether to place file data for export in the FILE_STORAGE table rather than placing the files in a folder for FTP. Set to `true` if the file storage API is enabled for exports; otherwise, `false`. See File Storage API in the online help for information.
FILE_STORAGE_IMPORTS_ENA BLED	Defines whether to use the FILE_STORAGE table and the file storage API, rather than Work with File Uploads (WUPL), to upload files. Set to `true` if the file storage API is enabled for imports; otherwise, `false`. See File Storage API in the online help for information.
FILE_STORAGE_MAX_SIZE	The maximum size, in bytes, of a file that can be uploaded to the FILE_STORAGE table. Applies only if the FILE_STORAGE_IMPORTS_ENABLED property is set to `true`. If a file's size exceeds this maximum, the API returns a 403 error and the upload fails. Uploaded files should be less than 1G in size, so this property should be set to 1073741824 or less.

Property Name	Description
IMAGE_URL_PREFIX	Specifies the prefix to use for the URL of a company logo, entity logo, at the Home page in Modern view, and the menu driver image to display on menu screens or print on forms, including the pick slip, purchase order, quote form, gift acknowledgment, and order receipt. Must point to a publicly available server. For example, set this property to `https://SERVER:7500/images` where `SERVER` is the name of the server, `7500` is the port, and `images` is the folder where company and entity logo images are stored. The URL for `image.png` might then be `https://SERVER:7500/images/image.png`. See Setting Up Company Logos for Menu Screens and the Modern View Home Page, Setting Up Home Page Images for Companies, Setting Up Menu Driver Images for Companies, and Setting Up Company Logos for Forms for more information. **Note:** This URL is not used for item images. You need to specify the complete URL. See Setting Up Item Images for background.
JOB_NOTIFICATION_ENDPOINT_URL	Defines the URL to receive the Job Notification Outbound Message. When you set this URL, the change takes effect immediately. Required to generate the Job Notification message. See Using the Job Notification Outbound REST Message for more information. If the endpoint is not valid or cannot be reached for any reason, an error is written to the CWDirect.log. However, if the property is blank, a message such as the following is written to the APP log: DEBUG APP - message: Job Notification Outbound Webservice URL not mentioned in Property.
LOYALTY_REWARDS_ACCOUNT_INQUIRY_PROCESSING	Not implemented.
LOYALTY_REWARDS_REDEEM_CERTIFICATE_PROCESSING	Not implemented.
LOYALTY_REWARDS_VOID_CERTIFICATE_PROCESSING	Not implemented.

Property Name	Description
MASS_CUSTDWNLD_CUSTOMER_CLASSES	The customer class used to determine which sold to customers to include in the Mass Customer Download. To define more than one customer class, separate the values with a comma. **Example: CL,NR** **Note:** You cannot add a blank value to this setting to include sold to customers that do not have a customer class defined. For example, you cannot enter CL, ,NR or CL,'',NR. Leave this setting blank if you wish to include all sold to customers, regardless of the assigned customer class, in the Mass Customer Download.
MASS_ CUSTDWNLD_ DOWNLOAD_ DIRECTORY	Required. The directory where Order Management System places the Mass Customer Download file to be sent to an external system. This can be a directory on the Order Management System application server or on another server. An example directory is `domain/conf/OMSFiles/Integrations/Xlink`, where `domain` is the WebLogic domain directory for Order Management System. **Note:** If you define a directory on an external server, the remote destination folder must be a shared folder. See Mass Customer Download in the online help for more information.
MASS_CUSTDWNLD_FILE_NAME	Required. The name of the Mass Customer Download file. The delivered setting is `MassCustomerDownload`. • During processing, Order Management System adds the prefix `TEMP` to the name of the file; for example: `TEMP_MassCustomerDownload` • Once processing is complete, Order Management System adds a date and time stamp to the file name; for example: `MassCustomerDownload.20110128.170150340` • Order Management System also archives the file in zip format; for example: `MassCustomerDownload.20110128.170150340.zip`
MASS_CUSTDWNLD_MESSAGE_WRAPPER	The XML root element name Order Management System adds to the beginning and end of the Mass Customer Download file to make the contents of the file a valid XML document. If you leave this setting blank, the file will not be a valid XML document; however, each message in the file will be a valid XML message.

Property Name	Description
ORCE_ALT_ID_OROMS	Indicates the *Alt Key Type* of the alternate key in Oracle Retail Customer Engagement that maps to the Order Management System customer number. Oracle Retail Customer Engagement automatically creates this entry for a customer when you send the customer to Oracle Retail Customer Engagement if it does not already exist. Also, Oracle Retail Customer Engagement adds a row to the **CST_ALT_KEY_TYPCODE** table in the Oracle Retail Customer Engagement database if it does not already exist. An example of this setting is: **ORCE_ALT_ID_OROMS=OROMS_ID**
ORCE_ALT_ID_POS	Not currently implemented.
ORCE_ALT_ID_WEB	Indicates the *Alt Key Type* of the alternate key in Oracle Retail Customer Engagement that maps to the e-commerce site's customer number. **How to define in Oracle Retail Customer Engagement?** You can create a alternate key type such as **EONE_USER_ID** in Oracle Retail Customer Engagement by: • sending the Customer Engagement Add or Update Customer Message from your e-commerce system with an `AlternateKey` whose `TypeCode` is `EONE_USER_ID` • adding a row to the **CST_ALT_KEY_TYPCODE** table in the Oracle Retail Customer Engagement database **Note:** See the Customer Engagement Customer Integration in the online help for information on how the e-commerce customer ID is used to identify the customer in the order API. An example of this setting is: **ORCE_ALT_ID_WEB=OCP_CUST_ID**
ORCE_CARD_SERVICE_SUFFIX	The system uses this property, along with the `ORCE_CUSTOMER_SERVICE_PREFIX` and the value in the *ORCE Organization Descriptor (L50)* to build the URL for communication with Oracle Retail Customer Engagement using the Oracle Retail Customer Engagement Card Services API. Set this to **/OrceWebServices/v2_1/CardServicesApiService?wsdl** where **2_1** is the version of the Card Services API.

Property Name	Description
ORCE_CUSTOMER_ID_DIRECTORY_PATH	Defines the location on the Order Management System application server where the **RLTCSID** Update Customer with Relate ID periodic function (program name **PFRCIU**) looks for the Oracle Retail Customer Engagement query results comma separated value file (CSV) to process. See Oracle Retail Customer Engagement Update Customer with Relate ID Process in the online help. This setting must be a valid location on the Order Management System application server. An example directory setting is `/domain/conf/OMSFiles/RelateData/customerID/`, where `domain` is the installed location of Order Management System .
ORCE_CUSTOMER_SERVICE_PREFIX	The system uses this property to build the URL for communication with Oracle Retail Customer Engagement. Set this to **https://server:8447/** where: • **server** = the name of your Oracle Retail Customer Engagement server • **8447** = the port to use on the Oracle Retail Customer Engagement server
ORCE_CUSTOMER_SERVICE_SUFFIX	The system uses this property, along with the `ORCE_CUSTOMER_SERVICE_PREFIX` and the value in the *ORCE Organization Descriptor (L50)* to build the URL for communication with Oracle Retail Customer Engagement using the Customer Services API. Set this to **/OrceWebServices/v2_3/CustomerServicesApiService?wsdl** where **2_3** is the version of the Customer Services API.
ORCE_CUSTOMER_WITHOUT_ORCE_ID_DIRECTORY_PATH	Defines the location on the Order Management System application server where the **RLTNOID** Report Customer with No Relate ID Report periodic function (program name **PFRCNI**) generates the Customers without Relate IDs report. See Oracle Retail Order Management System Customers without Relate ID Report in the online help. This setting must be a valid location on the Order Management System application server. An example directory is `/domain/conf/OMSFiles/RelateData/customerWithoutRelateIdReports/`, where `domain` is the WebLogic domain directory for Order Management System.

Property Name	Description
ORCE_DAY_PHONE_LABEL	Indicates the *Telephone Type* in Oracle Retail Customer Engagement that maps to the daytime phone number in Order Management System. Should be set to **BUSINESS**. **How to define in Oracle Retail Customer Engagement?** You can create a telephone type of **BUSINESS** in Oracle Retail Customer Engagement by: • sending the Customer Engagement Add or Update Customer Message with a `ContactType` of `Phone` and a `SubTypeCode BUSINESS` • adding a row to the **CST_PHONE_TYPCODE** table in the Oracle Retail Customer Engagement database An example of this setting is: **ORCE_DAY_PHONE_LABEL=BUSINESS**
ORCE_DIRECTORY_PATH	Defines the location where Order Management System places the batch files to send to Oracle Retail Customer Engagement. If this setting is blank or an invalid path, the system writes a message to the Order Management System Application Log: `Item Feed not run because the ORCE_DIRECTORY_PATH` was not set up on this server. **Note:** Not related to the Customer Engagement Customer Integration. **Order Management System application server example:** `/domain/conf/OMSFiles/RelateData/` where, `domain` is the WebLogic domain directory for Order Management System.
ORCE_EVE_PHONE_LABEL	Indicates the *Telephone Type* in Oracle Retail Customer Engagement that maps to the evening phone number in Order Management System. **How to define in Oracle Retail Customer Engagement?** You can create a telephone type of **HOME** in Oracle Retail Customer Engagement by: • sending the Customer Engagement Add or Update Customer Message with a `ContactType` of `Phone` and a `SubTypeCode HOME` • adding a row to the **CST_PHONE_TYPCODE** table in the Oracle Retail Customer Engagement database An example of this setting is: **ORCE_EVE_PHONE_LABEL=HOME**

Property Name	Description
ORCE_FAX_PHONE_LABEL	Indicates the *Telephone Type* in Oracle Retail Customer Engagement that maps to the third phone number in Order Management System. The *Third Phone Number Type (L53)* system control value controls whether the third phone number is labeled as the mobile or fax number in Order Management System. **Note:** The name entered in the *Third Phone Number Type (L53)* system control value should match the value defined for the ORCE_FAX_PHONE_LABEL. **How to define in Oracle Retail Customer Engagement?** You can create a telephone type of **FAX** or **MOBILE** in Oracle Retail Customer Engagement by: • sending the Customer Engagement Add or Update Customer Message with a `ContactType` of `Phone` and a `SubTypeCode` `FAX` or `MOBILE` • adding a row to the **CST_PHONE_TYPCODE** table in the Oracle Retail Customer Engagement database An example of this setting is: **ORCE_FAX_PHONE_LABEL=MOBILE**
ORCE_LOYALTY_AWARD_SERVICE_SUFFIX	The system uses this property, along with the `ORCE_CUSTOMER_SERVICE_PREFIX` and the value in the *ORCE Organization Descriptor (L50)* to build the URL for communication with Oracle Retail Customer Engagement using the Oracle Retail Customer Engagement Award Account Services API. Set this to **/OrceWebServices/v1_2/AwardAccountServicesApiService?wsdl** where **1_2** is the version of the Award Account Services API.
ORCE_LOYALTY_PROMPT_ATTRIBUTE	Defines the corresponding Oracle Retail Customer Engagement custom attribute to identify whether Order Management System should automatically display the Customer Loyalty Registration Window for a customer that is not already assigned to a loyalty card. See Oracle Retail Customer Engagement PROMPT_TO_JOIN_LOYALTY Attribute Definition for setup instructions.
ORCE_LOYALTY_REG_MESSAGE	The text to display on the Customer Loyalty Registration window, up to 55 positions.

Property Name	Description
ORCE_LOYALTY_SERVICE_SUFFIX	The system uses this property, along with the `ORCE_CUSTOMER_SERVICE_PREFIX` and the value in the *ORCE Organization Descriptor (L50)* to build the URL for communication with Oracle Retail Customer Engagement using the Oracle Retail Customer Engagement Loyalty Account Services API. Set this to **/OrceWebServices/v1_2/LoyaltyAccountServicesApiService?wsdl** where **1_2** is the version of the Loyalty Account Services API.
ORCE_SECURITY_USER_ID	The Oracle Retail Customer Engagement user ID with Security Group permission included in the Oracle Retail Customer Engagement API messages. This setting must be a valid user ID in Oracle Retail Customer Engagement that has Security Group permission.
ORCE_SVC_SERVICE_SUFFIX	The system uses this property, along with the `ORCE_CUSTOMER_SERVICE_PREFIX` and the value in the *ORCE Organization Descriptor (L50)* to build the URL for communication with Oracle Retail Customer Engagement using the Oracle Retail Customer Engagement Stored Value Card Transaction Services API. Set this to **/OrceWebServices/v3_1/SvcTransactionServicesApiService?wsdl** where **3_1** is the version of the Stored Value Card Transaction Services API.
OROB_DISCOVERY_SERVICES_WSDL_LOCATION	The endpoint for the Discovery Services web service. This entry should be set to `https://SERVER:8443/Locate/DiscoveryServices`, where `SERVER` is the name of your Oracle Retail Order Broker server.

Property Name	Description
OROB_IMPORTS_ENABLED	Defines whether the system uses the Order Broker Import RESTful web service to automatically upload product, product location, and incremental inventory import files to the OROB-Imports location on the Order Broker application server. • **true** = The system uses the Order Broker Import RESTful web service to automatically upload product, product location, and incremental inventory files to the OROB-Imports location in Order Broker. **Note:** Set this value to true only if you are use Order Broker version 18.0 or higher. • **false** = The system does not use the Order Broker Import RESTful web service to automatically upload product, product location, and incremental inventory files to Order Broker. Instead, the system places the generated file in the location on the application server defined in the OROB_DIRECTORY_PATH property and you must use sFTP to move the files to the OROB-Imports location in Order Broker. Once the import file is in the OROB-Imports location in Order Broker, you must use the Schedule Import Process screen in Order Broker to process the import. You can also run the import on demand from this screen. See Order Broker's Product, Product Location, and Incremental Inventory Import Process in the online help.

Property Name	Description

OROB_LIMITED_STATUS_BEG_TIME
 	
OROB_LIMITED_STATUS_END_TIME
	Defines settings for the Daily Status Inquiry Time Window (all versions). These settings apply to retail pickup and ship-for-pickup orders.
	
	Overview: For certain Order Broker statuses, it is not necessary to send a status inquiry as frequently as the *Order Broker Status Update Interval (K10)*, because no immediate action is required in Order Management System. These statuses apply to retail pickup and ship-for-pickup orders:
	
	• **In transit:** the order has been shipped to the store location.
	• **received:** the order has been received at the store location, but the customer has not yet picked it up.
	• **partially fulfilled:** the customer has picked up some of the items, or quantity of items on the order, but has not yet received the entire order.
	
	In order to avoid including orders in these statuses in the status list request more often than necessary, if the *Use OROB for Ship for Pickup Fulfillment Assignment (M34)* system control value is set to **NEVER** or blank, the BROKER process checks their status once daily during a specified time window. It uses the following two additional properties to determine the start and end of the window:
	
	• OROB_LIMITED_STATUS_BEG_TIME=123456
	• OROB_LIMITED_STATUS_END_TIME=123456
	
	Each time is indicated in HHMMSS format, military time. For example, if you set these properties to:
	
	`OROB_LIMITED_STATUS_BEG_TIME=180000`
	
	`OROB_LIMITED_STATUS_END_TIME=210000`
	
	Then the BROKER process can send status inquiry list requests for these orders between 6:00 p.m. and 9:00 p.m. daily. Orders are eligible for status inquiry if an inquiry has not taken place in the previous 12 hours.
	
	You should set the time window long enough to process status inquiries for all orders in the related statuses; also, the time window should not cross midnight.

Property Name	Description
OROB_MAXIMUM_STATUS_LIST_REQUEST_ORDERS	Defines the maximum number of request IDs to include in a single Status List request message to Order Broker. Defaults to 500, and should not exceed 1000. If you do not set this property to a number of 1 or higher, the maximum number of request IDs to use is set to 1, indicating to send requests for one request ID at a time. You need to stop and restart the BROKER job to apply a change to this property. Pick slip generation also uses this property to determine the maximum number of request IDs to include in a single status list request. **For more information:** See Order Broker Configuration.
OROB_MESSAGE_VERSION	Defines the message version to include in Order Broker and merchandise locator request messages that Order Management System sends to Order Broker. **Version requirements:** • A message version of **5.0** or higher is required to use the status list request message and streamlined allocation at pick slip generation. A message version of **16.0** or higher is required to use the Ship-for-Pickup orders integration with Order Broker. • A message version of **19.0** or higher is required to include the `shipment_date` tag in the status inquiry response message from Order Broker. This date indicates the actual date when the order line was shipped by the fulfilling location, provided the fulfilling system passed this date when it submitted the status update to Order Broker when reporting the fulfillment. The shipment date is available to include in shipment notifications to the customer. **Note:** To avoid unpredictable results, do not leave this property blank.
OROB_PURCHASING_SERVICES_MAX_UPDATES	Indicates the maximum number of drop ship updates for Oracle Retail Order Broker to include in drop ship status inquiry responses. For example, you might set this number to **100** to prevent a large number of status updates from impeding system performance. If this property is blank, Oracle Retail Order Broker does not limit the number of updates included in the response message.
OROB_PURCHASING_SERVICES_MESSAGE_VERSION	Specifies the outbound message version to send to Oracle Retail Order Broker for integration with the Supplier Direct Fulfillment module. Should be set to **4.5** or higher.

Property Name	Description
OROB_PURCHASING_SERVICES_WSDL_LOCATION	The endpoint for the Purchasing Services web service. This entry should be set to `https://SERVER:8443/Locate/PurchasingServices`, where `SERVER` is the name of your Oracle Retail Order Broker server.
OROB_SERVICES_WSDL_LOCATION	The endpoint for the Services web service. This entry should be set to `https://SERVER:8443/Locate/LocateServices`, where `SERVER` is the name of your Oracle Retail Order Broker server.
PMD_PAY_LINK_SERVICE	The name of the external system. **Note:** This field is not currently implemented.
PMD_PAY_LINK_SERVICE_BATCH_DEPOSIT_PORT	The port number used to connect to Paymentech to process batch deposit transactions. **Note:** Defining a separate port number to process batch deposit transactions allows you to run pick slip generation (batch authorizations) and deposits at the same time. Leave this setting blank if you wish to use the port number defined for the PMD_PAY_LINK_SERVICE_BATCH_PORT property to process both batch authorization and deposit transactions; if you use the same port number to process batch authorization and deposit transactions, you cannot run pick slip generation and deposits at the same time. **Note:** This setting is not currently implemented.
PMD_PAY_LINK_SERVICE_BATCH_IP_ADDRESS	The IP address used to connect to Paymentech to process batch transactions. **Note:** This setting is not currently implemented.
PMD_PAY_LINK_SERVICE_BATCH_PORT	The port number used to connect to Paymentech to process batch transactions. **Note:** This setting is not currently implemented.
PMD_PAY_LINK_SERVICE_ONLINE_IP_ADDRESS	The IP address used to connect to Paymentech to process online transactions. **Note:** If you change this setting you must restart the PMD_ONLINE Integration Layer Job. **Note:** This setting is not currently implemented.
PMD_PAY_LINK_SERVICE_ONLINE_PORT	The port number used to connect to Paymentech to process online transactions. **Note:** This setting is not currently implemented.
QAS ADDRESS SERVICE TOKEN	Enter the address service token used by EDQ to identify a customer; this is a token you created in the EDQ self service portal.

Property Name	Description
STORE_FILE_PATH	The directory the Store Upload Process monitors for new Store files to process. **Note:** The name of the file must start with ST and have a .TXT file extension; for example: ST00001.txt and ST00002.txt. An example directory on the application server is `/domain/conf/OMSFiles/File/Store/`, where `domain` is the WebLogic domain directory for Order Management System. See Store Upload in the online help. **Note:** The file storage API does not support uploading stores. If the file storage API is enabled, you need to use Work with File Uploads (WUPL) to upload stores.
UPDATE_ON_ORDER_FROM_PO_LAYERING	Select this property to have the warehouse on-order quantity updated through the purchase order layering process. *Default = false.* • You should set this property to TRUE if you upgrade to 19.0 or higher from a release prior to 18.0, in order to have PO layering update the on-order quantity consistently with prior functionality. • You should leave this property set to FALSE if you use the enterprise order integration for future receipts and pre-order processing. See *Purchase Order Layering* in the online help for background on the purchase order layering process.
VERTEX_PASSWORD **VERTEX_USER**	The user ID and password used to connect to Vertex. The password is encrypted. See Vertex Setup.
VERTEX_SERVICE_ENDPOINT_URL	The URL used to communicate with Vertex, such as `http://example.com/vertex-ws/services/CalculateTax90`, where `90` indicates the version of Vertex, such as 9.0. See Vertex Setup.
WMSKUBLOCKER_HOST	Defines the IP address used to connect to the external system that determines item eligibility for an order. See *Second Compatibility Code used to Trigger SKU Blocking (K84)* in the online help for more information. Contact your Oracle Retail Order Management System representative for more information about creating a unique program to transmit SKU Blocking messages between Oracle Retail Order Management System and an external system.

Property Name	Description
WMSKUBLOCKER_PORT	Defines the port number used to connect to the external system that determines item eligibility for an order. See *Second Compatibility Code used to Trigger SKU Blocking (K84)* in the online help for more information. Contact your Order Management System representative for more information about creating a unique program to transmit SKU Blocking messages between Order Management System and an external system.
XLINK_DIRECTORY_ARCHIVE_PATH	The directory where the POSLOGX periodic function archives a copy of the custom POSlog sent to Xlink. This directory is used if the FILE_STORAGE_EXPORTS_ENABLED property is set to false. Otherwise, if file storage exports are enabled, the function adds a record to the OMS-POSLOG container of the FILE_STORAGE table with a zip file containing the POSlog file, and you can use the file storage API to retrieve the file. The zip file has the same name as the POSlog file, except for the .zip extension. See file storage API in the online help for background.
XLINK_DIRECTORY_PATH	The directory where the POSLOGX periodic function places a custom POSlog to send to Xlink if you are not using the file storage API, as described above.
XLINK_POSLOG_FILE_DATETIME **XLINK_POSLOG_FILE_EXTENSION** **XLINK_POSLOG_FILE_FORMAT** **XLINK_POSLOG_FILE_PREFIX** **XLINK_POSLOG_FILE_TRIGGER_EXTENSION**	Used to create the name of a custom POSLog: • the date and time format. • the file extension. • the file format. • the file prefix. • the file trigger extension.

System Property Settings

The settings below define configuration settings for the Order Management System application server.

Property Name	Description
CWDIRECTCP_ USPS_UPLOAD_ FILE	The location on the Order Management System application server where the system should look for the City State data file when you use the Load USPS Zip Code File (LZPS) to update postal code data. An example directory is `/domain/conf/OMSFiles/LZIP/ctystate.txt/`, where `domain` is the WebLogic domain directory for Order Management System. Note that even if you use the file storage API, the upload process uses the folder specified in this property, so you must set it up. **Note:** If you are using multiple application servers, you need to update this setting on each server where you plan to use the Load USPS Zip Code File (LZPS) to update postal code data.
DECIMAL_SEPARATOR	The character format used to indicate the decimal place in a number on screens. Valid value are: **.** (period); default , (comma) For example, if you enter `.` (period) as the decimal separator, a number with decimals displays as `123.45`. If you enter `,` (comma) as the decimal separator, a number with decimals displays as `123,45`. During installation, the system prompts for the default decimal separator of Order Management System. The system stores the default decimal separator in this property. **Important:** If you change the default decimal separator from the decimal separator selected during installation, the new default decimal separator applies only to new data; seed data provided during installation will not be translated to the new decimal separator format. The decimal separator used on reports generated through BI Publisher is based on the *BI Date and Separator Format* defined for the company. See Regional Settings for an overview, and see Where are Number Format Applied? for more information on the decimal separator that defaults to different areas of the application.

Property Name	Description
DEFAULT_DATE_FORMAT	The default date format used in the application. Valid values are: • **DMY (DDMMYY)** = If the date is December 25 2018, the date displays as `251218`. • **MDY (MMDDYY)** = If the date is December 25 2018, the date displays as `122518`. • **YMD (YYMMDD)** = If the date is December 25 2018, the date displays as `161228`. During installation, the system prompts for the default date format of Order Management System. The system: • Stores the default date format in this property. **Important:** If you change the default date format from the date format selected during installation, the new default date format applies only to new users and companies; seed data provided during installation will not be translated to the new default date format. • Defaults this date format to the admin user that is created during installation. • Defaults this date format to the *Date format* field in the Company table for the companies delivered with Order Management System. However, you can change the date format for a company in the Work with Company (WCMP) menu option. • When you create a new user or company, the system assigns the default date format to the user or company. However, you can change the date format defined for a user in the Work with Users (WUSR) menu option and you can change the date format for a company in the Work with Company (WCMP) menu option. **Note:** Regardless of the date format that displays on screens, dates are stored in the database in CYYMMDD format. The date format to use on reports generated through BI Publisher is based on the *BI Date and Separator Format* defined for the company. **Note:** In order to have a consistent date format on all reports, this property and the *Date Format* defined for the company should be the same. See Regional Settings for an overview and see Where are Date Formats Applied? for more information on the date format used for different areas of the application.

Property Name	Description
DEFAULT_LOCALE	The default locale used in the application, indicating the default language for the application. During installation, the system: • Stores the default locale in this property. • Defaults this locale to the admin user that is created during installation. • Defaults this locale to the *Locale* field in the Company table for the companies delivered with Order Management System. • When you create a new user or company, this default locale defaults, but you can override it. See: • Regional Settings for an overview. • Where are Date Formats Applied? for more information on which date format the system uses in different areas of the application. • Where are Number Format Applied? for more information on the decimal and thousand separators the system uses in different areas of the application.
ECOMMERCE_AVAILABILITY_XML_VERSION	The XML version of the AvailabilityWeb XML message received from an external system; see E-Commerce Item Availability Web API in the online help.
ECOMMERCE_PRODUCT_XML_VERSION	The XML version of the ProductWeb XML message generated through downloading e-commerce offer files (EOFR) when the *Generate E-Commerce Offer Tables (M29)* system control value is unselected.

Property Name	Description
THOUSAND_SEPARATOR	The character format used to separate groups of thousands. Valid value are: **,** (comma); default . (period) For example, if you enter `.` (decimal) as the thousand separator, a number with thousand displays as `1.000`. If you enter `,` (comma) as the thousand separator, a number with thousand displays as `1,000`. During installation, the system prompts for the default thousand separator of Order Management System. The system stores the default thousand separator in this property. **Important:** If you change the default thousand separator from the thousand separator selected during installation, the new default thousand separator applies only to new data; seed data provided during installation will not be translated to the new thousand separator format. The thousand separator used on reports generated through BI Publisher is based on the *BI Date and Separator Format* defined for the company. See Regional Settings for an overview and see Where are Number Format Applied? for more information on the thousand separator that defaults to different areas of the application.

5

Working with Admin Properties (CPRP)

Purpose: Use this menu option to define system-wide configuration settings for Order Management System that an administrator would update.

When you update a property setting, your update takes effect immediately.

In this chapter:

- Work with Admin Properties Screen
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Work with Admin Properties Screen

Use this screen to define property settings that are available to an administrator user in the application.

How to display this screen: Enter **CPRP** in the *Fast path* field or select Work with Admin Properties from a menu.

When you first advance to this screen, property settings display on this screen in ascending property name sequence.

Column sort: You can sort on any column on this screen by clicking the column name. An arrow pointing up displays next to the field when the values for the field display in ascending sequence; an arrow pointing down displays next to the field when the values for the field display in descending sequence.

Field	Description
Group	The type of property setting. Valid values are: • **Email:** The property setting is related to email processing. • **Logging:** The property setting is related to logging. • **Integration:** The property setting is related to an integration with an external system. • **Monitor:** The property setting is related to job monitoring. • **Printing:** The property setting is related to printing. • **System:** The property setting is related to a system-wide function. Enter a full or partial group name to display property settings that contain your entry. *Alphanumeric, 25 positions; optional.*
Property	The name of the property. Enter a full or partial property name to display property settings that contain your entry. *Alphanumeric, 75 positions; optional.*
Value	The current setting of the property. If this field is blank, it means a property setting has not been defined. Enter a full or partial property value to display property settings that contain your entry. *Alphanumeric, 150 positions; optional.*
Type	The type of property setting. Valid values are: • **Admin** = The property setting is a setting available to an administrator user in the application. • **Customer** = The property setting is a setting available to a user in the application. Enter a full or partial property type to display property settings that contain your entry. *Alphanumeric, 10 positions; optional.*

Screen Option	Procedure
Change the current value defined for a property	Select **Change** for a property to advance to the Change Property screen.

Screen Option	Procedure
Switch between viewing admin property settings and customer property settings	Select **Admin/Customer**. • If you are currently on the Work with Admin Properties screen, the system advances you to the Work with Properties Screen. • If you are currently on the Work with Properties screen, the system advances you to the Work with Admin Properties Screen.

Change Property Screen

Purpose: Use this screen to change a property setting.

How to display this screen: Select **Change** for a property on the Work with Admin Properties Screen.

Field	Description
Property	The name of the property whose value you wish to update. *Alphanumeric, 75 positions; display-only.*
Group	The group assigned to the property. *Alphanumeric, 25 positions; display-only.*
Type	The type of property setting. Valid values are: • **Admin** = The property setting is a setting available to the administrator user. • **Customer** = The property setting is a setting available to customer. *Alphanumeric, 10 positions; display-only.*
Display	Defines whether you can update the property setting. Valid values are: • **C** = You can change the value defined for the property. • **D** = The value defined for the property is display-only. *Alphanumeric, 1 position; display-only.*
Value	The current setting of the property. If this field is blank, it means a property setting has not been defined. **Note:** The system does not validate your entry. *Alphanumeric, 150 positions; optional.*

Summary of Admin Properties

The property settings that display on the Work with Admin Properties Screen are listed below.

- Email Property Settings
- Forms Property Settings

- Integration Property Settings
- Logging Property Settings
- Monitor Property Settings
- System Property Settings

Email Property Settings

See Email Generation Setup for more information on the required and optional setup for generating email notifications through Order Management System.

Property Name	Description
CWEMAIL_TEMPLATE_PATH	The location of the folder containing the template files used to generate HTML-based emails. An example location is `domain/conf/OMSFiles/EmailTemplates`, where `domain` is the WebLogic domain directory for Order Management System. Not used for shipment emails generated through the Narvar integration.
CWEmailOutQueueName	The output queue to use for emails. Output queues are displayed when you select the **My Jobs** option in Order Management System, where you can use them for filtering purposes. The default output queue is **EMAIL**. Not used for shipment emails generated through the Narvar integration.
mail.debug	Indicates whether to log error messages about email generation in the CWDirect Log. **true** = Log error messages about email generation in the log. **false** = Do not log error messages about email generation in the log. Not used for shipment emails generated through the Narvar integration.
mail.from	The default “from” email address to use for system-generated emails if there is no address specified at the entity or company level. See “From” Email Address for a discussion. Not used for shipment emails generated through the Narvar integration.
mail.host	The name or IP address of the mail server. The mail server must be accessible by the Order Management System application server. Not used for shipment emails generated through the Narvar integration.

Property Name	Description
mail.password	The current password for the user ID. Required if the mail server requires authentication. **Note:** The password is encrypted so it is not readable in this file. **Note:** Not used for shipment emails generated through the Narvar integration.
mail.user	A valid user ID with authority to log into the mail server. Required if the mail server requires authentication. Not used for shipment emails generated through the Narvar integration.
SUPPORT_EMAILS	The list of email addresses to receive the Support Notification email when a job is placed in **MSG** status because an error has occurred, or System Alert email for other errors such as inconsistent system control value setup across companies. Separate each email address with a semi-colon (;), such as: `email1@add.com;email2@add.com`. **Note:** You cannot enter an email distribution list in this field. However, you can use an email program, such as Microsoft Outlook®, to create rules to send emails to a distribution list. See Order Management System Support Notifications for more information on error email processing.

Forms Property Settings

Property Name	Description
BI_BYPASS_CACHE_ENABLE	Defines whether the system bypasses caching for reports generated using Oracle Business Intelligence Publisher. `true` = Bypass caching for reports generated using Oracle Business Intelligence Publisher. `false` = Cache reports generated using Oracle Business Intelligence Publisher.
BI_REST_REPORTS_FOLDER	The location in Oracle Business Intelligence Publisher where Order Management System reports are stored. For example: `OMS/Reports/`

Property Name	Description
BI_REST_URL	The name of the host where Oracle Business Intelligence Publisher is running. The system uses this property to build the URL for communication with Oracle Business Intelligence Publisher. For example: `https://<host>:<port>/xmlpserver/services/rest/reports` where: • `host` is the setting in the BI_REST_URL. • `port` is the setting in the BI_REST_PORT. • `/xmlpserver/service/rest/reports` is the setting in the BI_REST_SERVER_PATH.
BI_REST_PORT	The IP port number where Oracle Business Intelligence Publisher is running. The system uses this property to build the URL for communication with Oracle Business Intelligence Publisher. For example: `https://<host>:<port>/xmlpserver/services/rest/reports` where: • `host` is the setting in the BI_REST_URL. • `port` is the setting in the BI_REST_PORT. • `/xmlpserver/service/rest/reports` is the setting in the BI_REST_SERVER_PATH.
BI_REST_SERVER_PATH	The fixed prefix for Oracle Business Intelligence Publisher REST report resource. The system uses this property to build the URL for communication with Oracle Business Intelligence Publisher. For example: `https://<host>:<port>/xmlpserver/services/rest/v1/reports` where: • `host` is the setting in the BI_REST_URL. • `port` is the setting in the BI_REST_PORT. • `/xmlpserver/service/rest/v1/reports` is the setting in the BI_REST_SERVER_PATH.
BI_REST_USER	The user ID used to connect to Oracle Business Intelligence Publisher.

Property Name	Description
BI_REST_PASSWORD	The password for the user ID used to connect to Oracle Business Intelligence Publisher. For security, the system encrypts the password.

Integration Property Settings

See Integrations for more information on the set up required for integrations with Order Management System.

Property Name	Description
CWDIRECTCP_UPLOAD_ BATCH_SIZE	Defines the number of records to process in an upload file at a time. The default setting is `2500`, indicating the system inserts records from the upload file into the Order Management System database in batches of 2500. If a record in a batch contains an error, the system does not insert any of the records in the batch into the Order Management System database and places the upload file in an error status. For troubleshooting purposes, you can decrease the `UPLOAD_BATCH_SIZE` and reprocess the file upload to help you determine which record contains the error. **Example:** In this example, the `CWDIRECTCP_UPLOAD_BATCH_SIZE` is 10. You process an upload file containing 30 records. In this situation, the system processes the upload file in 3 batches: the first batch contains records 1-10; the second batch contains records 11-20; and the third batch contains records 21-30. If a record in the second batch fails, the system does not process any of the records in the second batch, but does process all of the records in the first batch and third batch. See Work with File Uploads (WUPL) in the online help for more information. **Setting for pick slip forms generated through the database:** If you use a pick slip form that is generated directly through the database, set this value to **999999**. The INPUT_TYPE setting for your pick slip form in the Forms Properties indicates the means by which your pick slip printing program obtains the data to print on the pick slip. Valid values are: • **XML** (default) = The program uses the CWPickOut XML message to generate the pick slip. • **DB** = The program queries the database to generate the pick slip. This option is available only if your pick slip printing program supports it. **Note:** If no INPUT_TYPE is specified, the program uses the CWPickOut message.

Property Name	Description
IDCS_ENABLED	Defines whether the Oracle Identity Cloud Service (IDCS) integration is enabled. `false` = The system uses internal password authentication. `true` (default) = The system uses IDCS for password authentication. **Note:** • Once you change this property to `true`, the setting can no longer be changed. *If you need to change this setting back to false, you must contact your support representative to disable IDCS*. • New cloud installations of Order Management System version 17.1 and later will have this setting delivered as `true`. • When you enable the IDCS integration, the system no longer creates records in the Password Audit table to track when a user's password is updated. • Before you change this value to `true`, make sure your admin user and other users in Order Management System are set up in IDCS and match the exact format of the user name. • When this property is set to `true`, multi-factor authentication is disabled. See *Multi-Factor Authentication* in the Administration Guide for background. • When defining a user ID in IDCS, the user ID is NOT case-sensitive. • If this property is set to true, when users sign out of Order Management System or OMS Modern View, they return to the IDCS login page. • When this property is set to true, working with User Control records is not available through the Advanced Commands option. See *Oracle Identity Cloud Service (IDCS) Password Authentication* in the Administration Guide for more information.
IDCS_SERVICE_ ENDPOINT_URL	The endpoint to use when requesting information from IDCS through the **Manage External Application Access** page in Modern View.
IDCS_ACCESS_ APPLICATION_ID	Not currently implemented.

Property Name	Description
IDCS_ACCESS_CLIENT_ID	The client ID that identifies Order Management System in requests to IDCS through the **Manage External Application Access** page in Modern View. If no *Client ID* is specified in **Work with Web Service Authentication** for an outbound web service to Order Broker or Customer Engagement, and it is assigned an *Authentication Type* of **OAUTH**, then this client ID is used for authentication of the web service.
IDCS_ACCESS_CLIENT_ SECRET	The client secret to use when requesting a token for OAuth authentication. If no *Client Secret* is specified in **Work with Web Service Authentication** for an outbound web service to Order Broker or Customer Engagement, and it is assigned an *Authentication Type* of **OAUTH**, then this client secret is used for authentication of the web service.
INVOIC_OUT_MAX_THREADS	Controls the maximum number of threads that the INVOIC_OUT job spawns to process invoice trigger records. Defaults to 10. Optionally, set it to a higher number to enhance performance. If this property is not set to a whole number larger than 0, a setting of 1 applies.

Property Name	Description
OCDS_RESPONSE_BATCH_SIZE	The number of records to request at a time for different types of data imported through the integration with Omnichannel Cloud Data Service (OCDS). **Background:** The OCDSITM periodic function requests merchandise hierarchy information, item information, item image information, item location attribute information, and pricing information, if the related system control value for each type of data is configured. **Limiting the number of records in the response:** For each of these types of data (with the exception of merchandise hierarchy information), the function requests the number of records specified in this property; for example, it requests up to 15,000 pricing information records when this property is set to 15,000. Oracle recommends that you set this property no higher than 100,000. The default setting is 10,000. **If property not set:** if this property is blank, the import requests the number of records defined in the INT_OCDS_CONFIG table for the import type. For example, if this property is blank and the quantity defined in the table for the item image import is 10,000, then the item image request specifies a quantity of 10,000. **INT_OCDS_CONFIG defaults:** The default settings in this table are 10,000 for each type of imported information. **Note:** This setting does not control the number of records requested for the merchandise hierarchy import; instead, it always uses the setting from the INT_OCDS_CONFIG table. **For more information:** See Importing Enterprise Foundation Data through Omnichannel Cloud Data Service in the online help.
OKM_ACCESS_PASSWORD	The OMS Key Management (OKM) password. For security, the system encrypts the password. See *Credit Card Encryption Initial Setup and Execution* in the Data Security and Encryption Guide for more information.
OKM_ACCESS_ALIAS	The OMS Key Management (OKM) alias used to retrieve the encryption key. For security, the system encrypts the alias. See *Credit Card Encryption Initial Setup and Execution* in the Data Security and Encryption Guide for more information.
OKM_ACCESS_ALIAS_SWITCH	The OMS Key Management (OKM) alias used to retrieve the encryption key during the encryption key switch process. For security, the system encrypts the alias. See *Credit Card Encryption Initial Setup and Execution* in the Data Security and Encryption Guide for more information.

Property Name	Description
OKM_ENABLED	Indicates whether OMS Key Management (OKM) encryption is enabled. • **true** = OMS Key Management (OKM) encryption is enabled. • **false** = OMS Key Management (OKM) encryption is not enabled. See *Credit Card Encryption Initial Setup and Execution* in the Data Security and Encryption Guide for more information.
OKM_KEY_SWITCH_TYPE	The type of encryption key switch currently in process. The system automatically updates this property during the encryption key switch process. Once the encryption key switch process is complete, you must manually remove the value to indicate that an encryption key switch is not currently being performed. Valid values are: • Blank = Encryption key switch is not in process. • **OMS-OKM** = Encryption key switch is in process, where the current encryption uses the Order Management System encryption key and the new encryption uses the OMS Key Management (OKM) encryption key. During this process, the system generates a new encryption key and alias. • **OKM-OMS** = Not currently supported. • **OKM-OKM** = Encryption key switch is in process, in which both the current encryption and the new encryption key use an OMS Key Management (OKM) encryption key and alias. • **OMS-OMS** = Encryption key switch is in process in which both the current encryption and the new encryption use an Order Management System encryption key. See *Encryption Key Switch Process* in the Data Security and Encryption Guide for more information.
OKM_PATH_1	See the Data Security and Encryption Guide for information.
OKM_PATH_2	See the Data Security and Encryption Guide for information.
PROXY_HOST **PROXY_PORT**	The IP address and port number used to connect to the proxy server during payment processing.

Property Name	Description
QAS SERVICES WSDL LOCATION	The location of the ProOnDemandService.wsdl file. The recommended location is `file:///domain/conf/cwdirectcpproperties/ProOnDemandService.wsdl`, where `domain` is the WebLogic domain directory for Order Management System. The ProOnDemandService.wsdl is delivered with Order Management System and should not be changed.

Logging Property Settings

See Logs for more information on the logs that are available to help troubleshoot Order Management System processing.

Property Name	Description
ALERT_LOG_LEVEL	Defines the level of detail to include in the Alert Log. See Logging Level.
ALERT_MAXBACKUP_DAYS	The number of days to store a backup copy of the Alert Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
APP_LOG_LEVEL	Defines the level of detail to include in the Application Log. See Logging Level.
APP_MAXBACKUP_DAYS	The number of days to store a backup copy of the Application Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
CA_MAXBACKUP_DAYS	The number of days to store ChannelAdvisor archived or failed price and inventory export files before they are eligible for deletion. The CAINV and CAPRICE periodic functions delete the inventory or price files if they are eligible based on the setting of this property. Defaults to 30. If this property is blank, files are eligible for deletion after 30 days. **Note:** Unlike the other properties with similar names, the CA_MAXBACKUP_DAYS property entry should not include the letter d.

Property Name	Description
CUST_FILE_ NAME	The name of the log that stores Customer API transaction information. The delivered setting is **CUST.log**. **If you Use Multiple Application Servers** If you use multiple application servers, rename the log so that it identifies the server where the log is located. For example, if you use two application servers named **SERVER1** and **SERVER2**, rename the CUST log on each server to **CUSTSERVER1.log** and **CUSTSERVER2.log**.
CW_LOG_DIR	The directory path on the application server where the logs are located. An example directory is `domain/conf/OMSFiles/Logs`, where `domain` is the WebLogic domain directory for Order Management System.
CW_LOG_BACKUP_ PATTERN	The file extension added to backup copies of the log file. The system creates a backup copy of the log file for each day, using the date format from the *CW_LOG_DATE_PATTERN* setting and file extension from the *CW_LOG_BACKUP_PATTERN* setting. For example, for the APP.log file, the system names the backup copy `APP.YYYY-DD-MM.log.zip`. The delivered setting is **.zip**. **Note:** The file extension must be lower case.
CW_LOG_DATAQ	Defines whether the system includes messages written to data queues in the log. Valid values: **true** = The system includes messages written to data queues in the log. **false** = The system does not include messages written to data queues in the log.
CW_LOG_DATE_PATTERN	The date format for backup copies of the log file. The system creates a backup copy of the log file for each day, using the date format from the *CW_LOG_DATE_PATTERN* setting and file extension from the *CW_LOG_BACKUP_PATTERN* setting. For example, for the APP.log file, the system names the backup copy `APP.YYYY-DD-MM.log.zip`. The delivered setting is **.%d{yyyy-MM-dd}.log**.

Property Name	Description
CW_LOG_PATTERN	The format used when naming a log file. The delivered setting is **%d{HH:mm:ss,SSS} {UTC}** **%-5p %-5c - %m%n*.**
INTEGRATIONORDER_ LOG_LEVEL	Defines the level of detail to include in the IntegrationOrder (ChannelAdvisor) Log. See Logging Level.
INTEGRATIONORDER_ MAXBACKUP_DAYS	The number of days to store a backup copy of the IntegrationOrder (ChannelAdvisor) Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
JOB_LOG_LEVEL	Defines the level of detail to include in the Job Log. See Logging Level.
JOB_MAXBACKUP_DAYS	The number of days to store a backup copy of the Job Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
MANIFEST_LOG_LEVEL	Defines the level of detail to include in the Manifest Log. See Logging Level.
MANIFEST_MAXBACKUP_DAYS	The number of days to store a backup copy of the Manifest Log before it is eligible for deletion See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
MQ_LOG_LEVEL	Defines the level of detail to include in the MQ Log. See Logging Level.
MQ_MAXBACKUP_DAYS	The number of days to store a backup copy of the MQ Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
NARVAR_LOG_LEVEL	Defines the level of detail to include in the Narvar Log. See Logging Level.
NARVAR_MAXBACKUP_DAYS	The number of days to store a backup copy of the Narvar Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

Property Name	Description
OCDS_JOB_HISTORY_RETENTION_DAYS	Defines the number of days to retain records in the INT_OCDS_STATUS table. This table tracks activity of the OCDSITM Periodic Function and the OCDSFA periodic function (see Importing Future Available Information (OCDSFA Periodic Function) for background). You can review these records at the **Enterprise Data Import History** page in Modern View. The OCDSITM Periodic Function purges records older than the number of days specified here. Default = 30 days. If this property is blank, the periodic function does not purge records.
OCDS_LOG_LEVEL	Defines the level of detail to include in the OCDS (Omnichannel Cloud Data Service) Log. See Logging Level.
OCDS_MAXBACKUP_DAYS	The number of days to store a backup copy of the OCDS (Omnichannel Cloud Data Service) Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
ORCE_LOG_LEVEL	Defines the level of detail to include in the ORCE (Oracle Retail Customer Engagement) Log. See Logging Level.
ORCE_MAXBACKUP_DAYS	The number of days to store a backup copy of the ORCE (Oracle Retail Customer Engagement) Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
ORDER_LOG_LEVEL	Defines the level of detail to include in the Order Log. See Logging Level.
ORDER_MAXBACKUP_ DAYS	The number of days to store a backup copy of the Order Log before it is eligible for deletion See Archived Logs. To retain a month's worth of logs, set this field to **30**. The system deletes any log file older than 30 days.
OROB_DIRECTORY_PATH	Defines the location on the application server where the system downloads the Product, Product Location, and Incremental Inventory output files to send to Order Broker. An example directory is `/domain/conf/OMSFiles/OROBData`, where `domain` is the WebLogic domain directory for Order Management System. **Note:** If the OROB_DIRECTORY_PATH is not valid or is blank, or the specified folder does not exist, the system does not generate the output files and writes a message to the Application log.

Property Name	Description
OROB_LOG_LEVEL	Defines the level of detail to include in the Order Broker Log. See Logging Level.
OROB_MAXBACKUP_DAYS	The number of days to store a backup copy of the Order Broker Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30**d. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
PAYPAL_LOG_LEVEL	Defines the level of detail to include in the PayPal Log. See Logging Level.
PAYPAL_MAXBACKUP_ DAYS	The number of days to store a backup copy of the PayPal Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
RESP_LOG_LEVEL	Defines the level of detail to include in the Response Log. Valid values are: • `DEBUG` = Generates fine-grained informational events. • `INFO` = Generates informational messages. • `WARN` = Generates warning messages. • `ERROR` = Generates messages that indicate a serious issue. • `FATAL` = Only generates messages that will cause the application to abort. The delivered logging level is `INFO`.
RESP_MAXBACKUP_DAYS	The number of days to store a backup copy of the Response Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
RICS_LOG_LEVEL	Defines the level of detail to include in the RICS Log. Valid values are: • `DEBUG` = Generates fine-grained informational events. • `INFO` = Generates informational messages. • `WARN` = Generates warning messages. • `ERROR` = Generates messages that indicate a serious issue. • `FATAL` = Only generates messages that will cause the application to abort. The delivered logging level is `INFO`.

Property Name	Description
RICS_MAXBACKUP_DAYS	The number of days to store a backup copy of the RICS Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d** (default) The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
TRACE_LOG_LEVEL	Defines the level of detail to include in the Trace Log. See Logging Level.
TRACE_MAXBACKUP_ DAYS	The number of days to store a backup copy of the Trace Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30**d. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

Monitor Property Settings

The settings below are used by Oracle staff to manage system processing.

For more information: See:

- Monitoring Jobs for more information on how the system monitor jobs to ensure that they are running correctly.
- Long Running Jobs Monitor for more information on how the system watches the batch jobs running on the Job Management Screen and sends a Long Running Job Email to a specified email address if a job runs without ending longer than a specified time.
- Working with Required Responses (WREQ) and Required Response Processing for more information on how to respond to Order Management System jobs that require user intervention in order to proceed.
- Running a Periodic Process on Server Startup for more information on how to run a periodic process when the Order Management System application server is restarted.

Property Name	Description
ACTIVE_PROCEDURES	Used to filter data on the Managed Services report.
ALERT_EMAILS	The email addresses that receive Managed Services reports. Separate email addresses with a semi-colon.

Property Name	Description
ALLOW_JOB_MONITOR	Indicates whether the job monitor runs on this application server. Valid values: **Y** = The job monitor runs on this server. **N** (default) or blank = The job monitor does not run on this server. In this situation, the only option on the Work with Job Monitor Rules Screen is to display a rule's settings. **Note:** Set this value to **Y** for all application servers that you wish to collect data on the Work with Job Monitor Screen (WJMO).
CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_DEFAULT	Required; must be numeric. Indicates how long, in minutes, a job must be running before the system sends a Long Running Job Email to the email address defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_TO_EMAIL_ADDRESS. **Note:** The system applies this time to all batch jobs not included in the CWDIRECTCP_LR_JOB_MONITOR_EXCLUDE_JOBS list or the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE list. The default setting is 30 minutes.
CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE	Optional. A list of batch jobs that the Long Running Jobs Monitor watches using a time other than the default time defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_DEFAULT setting. The format for this setting is `BATCH_JOB_NAME,99`, where `BATCH_JOB_NAME` is the name of the batch job, and `99` is how long, in minutes, the job must run before the system sends a Long Running Job Email. Separate each batch job name and its time with a comma; for example: `BATCH_JOB_NAME1,120,BATCH_JOB_NAME2,30`. **Example:** The default time is 60 minutes, indicating a job must be running for 60 minutes before the system sends a Long Running Job email. However, the PICK_GEN job runs longer than 60 minutes on a regular basis and you don't want to be notified about this job unless it runs longer than 120 minutes. In this situation, enter `PICK_GEN,120`. The default setting is blank.
CWDIRECTCP_LR_JOB_MONITOR_ALERT_FROM_EMAIL_ADDRESS	Required. The "from" email address for the Long Running Job Email.

Property Name	Description
CWDIRECTCP_LR_JOB_MONITOR_ALERT_TO_EMAIL_ADDRESS	Required. The list of email addresses that receive the Long Running Job Email when a job requires user evaluation. Each email address entered must be separated by a semi-colon (;). For example: email1@add.com;email2@add.com.
CWDIRECTCP_LR_JOB_MONITOR_CONTROLLER	Optional. Allows changes to the Monitor Properties file without having to stop and restart Order Management System. See Applying Changes to the Monitor Properties for instructions. **RELOAD** = The next time the Long Running Jobs Monitor wakes up, reload the settings in the Monitor Properties file and restart the Long Running Jobs Monitor to use the new settings. **EXIT** = Stop the Long Running Jobs Monitor and do not send alerts until Order Management System is stopped and restarted. When you stop and restart Order Management System, the new settings will take effect. **RUN** or any other value, including blank = Run the Long Running Jobs monitor using the current settings. **Important:** If you make a change to the properties file and change this setting to **RELOAD** or **EXIT**, after your change takes effect, make sure you change this setting back to **RUN**, blank, or any other value other than **RELOAD** or **EXIT**. The default setting is blank.
CWDIRECTCP_LR_JOB_MONITOR_EXCLUDE_JOBS	Optional. A list of batch jobs excluded from the Long Running Jobs Monitor evaluation. Typically, these are jobs that run all day, such as the Async, E-Commerce, and Drop Ship Integration jobs, or jobs that do not require a Long Running Job Email if they run too long. Separate each job in the list with a comma. For example: `IX_CDC,CNTL_ASYNC,ORDR_ASYNC,OTHR_ASYNC,BILL_ASYNC`. The default setting is `IX_CDC,CNTL_ASYNC,ORDR_ASYNC,OTHR_ASYNC,BILL_ASYNC,EBO_ASYNC,EC_STS_INQ,EC_RETURNS,EC_CANCELS,EC_CAT_REQ`. **Note:** If you enter a batch job name here and the job is also defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE setting, the system considers the job an override and it is not excluded from the Long Running Jobs monitor.

Property Name	Description

CWDIRECTCP_LR_JOB_ MONITOR_REPEAT_ALERT_AFT ER_X_CYCLES	Required; must be numeric. Indicates how many times the Long Running Jobs Monitor must find the same running batch job before sending another Long Running Job Email.
	
	Example: The Long Running Jobs Monitor configuration is as follows:
	
	`LR_JOB_MONITOR_RUNS_EVERY_X_MINUTES = 15`
	
	`LR_JOB_MONITOR_REPEAT_ALERT_AFTER_X_CYCLES = 5`
	
	If the PICK_GEN job runs longer than 15 minutes, the system sends a Long Running Job email. The system will not send another Long Running Job email unless the PICK_GEN job is still running after an additional 75 minutes (15 minutes x 5 cycles = 75).

CWDIRECTCP_LR_JOB_ MONITOR_RUNS_EVERY_X_MI NUTES	Required; must be numeric. How often, in minutes, the Long Running Jobs Monitor wakes up and looks at the running batch jobs on the Job Management Screen to determine if a job has been running longer than the number of minutes defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINU TES_DEFAULT setting. The default setting is 15 minutes.
INTEGRATION_PROCESS	Used to filter data on the Managed Services report.
JOB_HISTORY_PURGE_ DAYS	Defines how long to retain a batch job in the Job History table before the system purges it automatically based on the job's *End date*. The default setting is 30 days. The system submits the Job History purge process each time you start the application server. Job History records that do not have an *End Date* (indicating the job did not end) are not purged. See Display Job History (DJHY) for more information.
JOB_MONITOR_QUERY_ DIRECTORY	The directory on the application server where you store queries used by the job monitor. An example directory is `domain/conf/OMSFiles/JobMonitorQueries/`, where `domain` is the installed location of Order Management System.
REPORT_TYPE	Indicates the format of the Managed Services report. • **.pdf** = Generate the Managed Services report in .pdf portable document format. • **.rtf** = Generate the Managed Services report in .rtf rich text format. • **.txt** = Generate the Managed Services report in .txt text format.

Property Name	Description
RESPONSE_EMAILS	The list of email addresses that receive the Response Required Email when a job requires user intervention. Each email address entered must be separated by a semi-colon (;). For example: email1@add.com;email2@add.com.
RESPONSE_RETRIES	The number of times Order Management System looks for a response to a job that requires user intervention before using the default response in order to proceed with the job. For example, if this setting is 5, Order Management System will look for a user response five times, waiting 60 seconds between each time.
STARTUP_COMPANY_TO_RUN_ PERIODIC_PROCESS	The company number used to run a periodic function that requires a company to be defined. If none of the periodic functions require a company number, enter your default company number or 1. Valid values are 1-999. The system does not validate that your entry is a valid company number. Required if a periodic process is defined in the STARTUP_PERIODIC_PROCESS_TO_RUN setting.
STARTUP_NBR_MINUTES_TO_W AIT_BEFORE_ RUNNING_PERIODIC_ PROCESS	The number of minutes after system startup that the periodic process should be scheduled to start. This time allows Order Management System to start up completely before running the periodic process. Valid values are 1-999 minutes. The delivered setting is 5 minutes. Required if a periodic process is defined in the STARTUP_PERIODIC_PROCESS_TO_RUN setting.
STARTUP_PERIODIC_ PROCESS_TO_RUN	The name of the periodic process to run when you restart Order Management System. The process you enter must be a valid periodic process with assigned periodic functions. See Work with Periodic Processes (WPPR) for more information on creating a periodic process and how to assign periodic functions to it.
STARTUP_USER_TO_RUN_PERI ODIC_PROCESS	The user ID to run the periodic process; enter the user ID in all caps, for example JSMITH and not jsmith. This is the user ID that displays on the Scheduled Jobs Screen for the periodic process; any jobs submitted for the periodic process are also assigned to this user ID. This must be a valid user ID in the User table. Required if a periodic process is defined in the STARTUP_PERIODIC_PROCESS_TO_RUN setting.
SUBJECT_LINE	The text that displays in a Managed Services email.

Property Name	Description
SUPPRESS_EMAIL	Defines whether a Managed Services email is generated. • **Y** = Do no generate Managed Services emails. • **N** = Generate Managed Services emails.
TRACK_ALERTS_IN_LOG	Indicates whether you log all alerts generated by the job monitor. Valid values: • **Y** = Log all alerts generated by the job monitor in the Alert Log. • **N** or blank = Do not log alerts generated by the job monitor.
TRACK_ALERT_EMAILS_ IN_FOLDER	The directory on the application server where the system stores a copy of the alert emails generated by the job monitor. This directory is not delivered; an example location is `/domain/conf/OMSFiles/JobMonitorEmails/`, where `domain` is the installed location of Order Management System. Each alert email is stored in this directory using the following naming convention: `ALERT_JOBNAME_RULENAME_DDMMYY_HHMMSS.txt`, where: • `JOBNAME` is job monitor name • `RULENAME` is the job monitor rule name • `DDMMYY` is the date the email alert was sent • `HHMMSS` is the time the email alert was sent **Example:** `ALERT_BILL_ASYNC_BILLASYNCACTIVE_032713_083000` indicates the email alert was generated for the BILL_ASYNC job monitor and BILLASYNCACTIVE job monitor rule on March 27 at 8:30. **Note:** The system does not save an alert email in this directory if the job monitor rule name contains any special characters.

System Property Settings

The settings below define configuration settings for the Order Management System application server.

Property Name	Description
CC_TOKENIZATION_ CLASS	Information will be provided at a later date.
CC_TOKENIZATION_ CLASS_PROPERTIES	Information will be provided at a later date.
CC_TOKENIZATION_DEFAULT_ LOG_LEVEL	Information will be provided at a later date.

Property Name	Description
CC_TOKENIZATION_LOG_NAME	Information will be provided at a later date.
CHECK_AUTHS_IN_PICKS	Defines whether you can process Streamlined Pick Slip Generation (WSPS) when records exist for your company in the CC Authorization Transaction table. Valid values are: • **Y** or this setting does not exist = Before processing Streamlined Pick Slip Generation (WSPS), the system first looks for records in the CC Authorization Transaction table for the company for which you are generating pick slips. If records exist in the CC Authorization Transaction table, the system does not continue with pick slip generation and instead generates a Pick Authorization Error Report and a Oracle Retail Order Management System Support Notification. Review the records in the CC Authorization Transaction table to determine if you need to use the Reprocess Authorizations screen (RPAA) to reprocess authorizations and clear the records from the CC Authorization Transaction table. • **N** = The system allows you to run Streamlined Pick Slip Generation (WSPS) when records exist for your company in the CC Authorization Transaction table. Any records in the CC Authorization Transaction table will be resent for authorization.
COMMIT_RATE	The number of records that the Batch Inventory Overlay Upload should process at a time. Normally set to 1000.
CORS_ALLOWED_ORIGINS	The domain and port allowed to call the Order Management System web services. In order to use the Modern View module, you must enter the Modern View domain and port in this property. Enter the domain in the following format `https://domain:8000`, where `domain` is the name of the server and `8000` is the port number. To enter multiple values, separate each entry with a comma. For example: `https://domain:8000,https://domain:9000`. Enter `*` (asterisk) to allow any domain and port to call the Order Management System web services. **Note:** Leave this setting blank if the Modern View module and the Order Management System web services share the same domain and port.

Property Name	Description
CWDIRECTCP_ALLOW_ PASSWORD_REUSE	When using Order Management System for password authentication (the IDCS_ENABLED property is not `true`), defines whether a user is able to reuse previous passwords. **Y** = users are able to reuse previous passwords. **N** = the system saves a record of previously used passwords to prevent their reuse. **Example:** Setting of `CWDIRECTCP_ALLOW_PASSWORD_REUSE=N` User cannot specify a password that has already been used.

CWDIRECTCP_FTP_FOLDER	The location of the FTP script for the POSLog integration (`poslog_ftp_commands.script` file). The script consists of:
	
	`open | server | userID | passwd`
	
	`put | /poslog/FTP_REMOTE_FILE_NAME`
	
	where:
	
	• `server` = the name of the destination server
	• `userID` = a valid user ID for the destination system
	• `passwd` = the user ID's password
	
	Note: You should not modify the second line of the command file.
	
	This folder is also used for the following integrations:
	
	• Oracle Retail Sales Audit Integration
	• Marketing Download Extract
	
	See these integrations in the online help for more information.

CWDIRECTCP_REPORTS_DIREC TORY	The location of the delivered forms and reports.

The *CWDIRECTCP_LINK_TEXT* and *CWDIRECTCP_LINK_URL* settings below allow you to add a link to all screens in Order Management System (with the exception of the menu screens, the DITH and MMCM menu options, and the administrative screens such as Job Management and Document Management).

Example: If you enter `Go To Google` in the *CWDIRECTCP_LINK_TEXT* setting and `http://www.google.com` in the *CWDIRECTCP_LINK_URL* setting, then each screen will have a link that reads `Go To Google` that will open a new browser window and launch the URL to the Google web site.

Property Name	Description
CWDIRECTCP_LINK_TEXT	Defines the text to display on the Order Management System screens for the link. **Example:** If you enter `Go To CNN`, then each screen will have a link that reads `Go To CNN`. **If you are Using Multiple Application Servers** If you are using multiple application servers, you will need to update this setting on each server.
CWDIRECTCP_LINK_URL	Defines the URL to launch when a user clicks the link on a Order Management System screen. **Example:** If you enter `http://www.cnn.com`, the system opens a new browser window and launches the URL to advance to the CNN web site. **If you are Using Multiple Application Servers** If you are using multiple application servers, you will need to update this setting on each server.

Password Rules

The following settings identify the requirements for user passwords, including the minimum and maximum length and any required numeric, uppercase, or special characters.

Note: These rules apply only when using Order Management System for password authentication (the IDCS_ENABLED property is not `true`).

When you change password rules: Your new password rules take effect for new users the next time you reboot Order Management System or the server itself. However, your password rules do not prevent existing users from logging in using passwords created under the previous rules. The new rules apply only when you attempt to change user control record settings or change the password itself.

To make sure a user will change the password to conform to the new rules upon the next login, set the user's *Password Expired* field to a date that is earlier than the current date.

See *User Configuration* in the **Administration Guide** for more information.

CWDIRECTCP_MAXIMUM_PASSWORD_LENGTH	When using Order Management System for password authentication (the IDCS_ENABLED property is not `true`), indicates the maximum number of positions allowed in a user's password. Leave this setting blank if there is no maximum. **Example:** Setting of `CWDIRECTCP_MAXIMUM_PASSWORD_LENGTH=12` indicates the password must be no longer than 12 positions.
CWDIRECTCP_MINIMUM_PASSWORD_LENGTH	When using Order Management System for password authentication (the IDCS_ENABLED property is not `true`), indicates the minimum number of positions required for a user's password. Leave this setting blank if there is no minimum.

Property Name	Description
CWDIRECTCP_PASSWORD_EXPIRATION_DAYS	When using Order Management System for password authentication (the IDCS_ENABLED property is not `true`), indicates the number of days after which a user's password expires. ***NO** = you do not want user passwords to expire automatically. **Example:** Setting of `CWDIRECTCP_PASSWORD_EXPIRATION_DAYS=30` When a user changes his or her password, the *Password Expired* date is reset to 30 days after the current date. For example, if a user changes her password on June 30, the *Password Expired* date is reset to July 30. The next time the user logs in after July 30, she will need to change her password. **Note:** This property must be set to a whole number.
CWDIRECTCP_REQUIRE_DIGIT_IN_PASSWORD	When using Order Management System for password authentication (the IDCS_ENABLED property is not `true`), indicates if a numeral is required in a user's password. **Y** = a numeral is required. **N** or blank = a numeral is not required.
CWDIRECTCP_REQUIRE_SPECIAL_CHAR_IN_PASSWORD	When using Order Management System for password authentication (the IDCS_ENABLED property is not `true`), defines whether a special character is required in a user's password. **Y** = a special character is required. **N** or blank = a special character is not required. Special characters are: !"#$%&'()*+,-./:;<=>?@[\]^_`{|}~.
CWDIRECTCP_REQUIRE_UPPERCASE_CHAR_IN_PASSWORD	When using Order Management System for password authentication (the IDCS_ENABLED property is not `true`), defines whether an uppercase (capital) letter is required in a user's password. **Y** = an uppercase (capital) letter is required. **N** or blank = an uppercase letter is not required.
CWDIRECTCP_SERVER_NAME	Information will be provided at a later date.
CWDIRECTCP_UPLOAD_DIRECTORY	The location on the application server where files are initially uploaded to Order Management System if the File Storage API is not enabled for imports. However, even if the file storage API is enabled for imports, the process still uses this folder to place files that have been uploaded prior to additional processing. See Working with File Uploads (WUPL) in the online help for more information.

Property Name	Description
CWDIRECTCP_VERSION	The version, or build number, of Order Management System that the system is currently running. This number displays on the About Application Screen.
CWMQ_JNDI_INITIAL_CONTEXT_FACTORY	The default setting is `org.apache.openejb.client.LocalInitialContextFactory`.
CWMQ_JNDI_LOOKUP_NAME	The default setting is `java:/comp/env/`.
CWMQ_JNDI_PROVIDER_URL	The default settings is `jnp://localhost:1099`.
CWMQ_TARGET_CLIENT	The default setting is `1`.
CWMQ_WAIT_TIME	The default setting is `-1`.
CW_JDBC_PROVIDER	The default setting is `openejb:Resource/CWDirectCPDS`.
CW_SECURITY_LEVEL	Information will be provided at a later date.
DEPOSIT_MAX_THREADS	Controls the number of threads available to process deposits. The default setting is 1. Optionally, set it to a higher number to enhance performance. You can enter any positive integer. If the property is empty, missing, or not set to an integer, a setting of 1 defaults. **For more information:** See Processing Auto Deposits in the online help.

Property Name	Description
ECOMMERCE_DIRECTORY_PATH	Defines the location on the application server where the system downloads product offer and customer merge information if the FILE_STORAGE_EXPORTS_ENABLED property is set to false. An example directory is `/domain/conf/OMSFiles/WebData/`, where `domain` is the installed location of Order Management System. **Note:** If the FILE_STORAGE_EXPORTS_ENABLED property is set to false: • The system downloads product offer information to this directory when you download e-commerce offer files (EOFR) and the *Generate E-Commerce Offer Tables (M29)* system control value is unselected. See Downloading E-Commerce Offer Files in the online help for processing details. • The system downloads customer merge information to this directory when performing a merge using the Work with Merge/Purge Sold to Names (MMCS) menu option if the *Generate E-Commerce Customer Merge Staging Files (H86)* system control value is selected. • The system downloads the AvailabilityWeb XML file to this directory when it receives the E-Commerce Availability Web Request XML Message (AvailabilityWebRequest). **Note:** If the FILE_STORAGE_EXPORTS_ENABLED property is set to true, these files are not placed in this directory; instead, they are each included in a zip file of the same name and placed in the OMS-ECOMMERCE container of the FILE_STORAGE table.
END_ORDERIN_IJCT_ON_CONNECTION_ERROR	Indicates the action to take when the order API generates an `Invalid XML` error response, since this error can indicate a database connection problem. If this property is set to **Y**, when the order API generates an `Invalid XML` error response, it attempts to verify the database connection. If the attempt is unsuccessful, the system ends the ORDER_IN job and sends a support notification. Otherwise, if this property is set to **N** or blank or does not exist, the order API continues trying to process order messages in the event of an `Invalid XML` error response.
GWT_RESOURCE_URI	• When TLS communication is turned on, set this property to `https://localhost/SerenadeSeam/srsc`. • When TLS communication is turned off, set this property to `https://localhost/SerenadeSeam/srs`. This is also the URL that GWT screens in Modern View use to communicate with the services. This URL is used only if the CC_RESOURCE_URI property is not set in the cwdirectcp_server.properties file.

Property Name	Description
JOB_RETENTION_DAYS	The number of days to store jobs and generated reports and forms before they are eligible for deletion. Each time you restart Order Management System, the start up process deletes the following if they are older than the number of days specified here: • archived reports, including PDF files, XML files, and text files. • job logs. • entries in the `dbo.Jenasysjob` table. This table is used to track submitted jobs. If you do not define the retention days, Order Management System does not delete outdated documents. **Note:** • The deletion uses both the date and the time in determining whether to purge a document. For example, the current time is 7:00 a.m. and the JOB_RETENTION_DAYS is set to 30. If the report was created earlier than 7:00 30 days ago, it is eligible for deletion; otherwise, if it was created later than 7:00 30 days ago, it is not currently eligible. • Certain text files might have a later date than the related PDF files, and so might not be eligible to purge at the same time as the related PDF. For example, if you view a PDF file for a form a day after creating it, Order Management System creates a text file logging that activity for the date when you viewed the PDF.
OROB_DIRECTORY_PATH	The location on the application server where the system creates Order Broker product, product location, and incremental inventory files to import into Order Broker. An example directory is `/domain/conf/OMSFiles/OROBData/`, where `domain` is the WebLogic domain directory for Order Management System. **Note:** If the OROB_DIRECTORY_PATH is not valid or is blank, or the specified folder does not exist, the system does not create any output files and writes a message to the Application log. See Order Broker's Product, Product Location, and Incremental Inventory Import Process in the online help.

Property Name	Description
OROB_IMPORTS_URL	The URL used to call the Order Broker RESTful web service when sending product, product location, and incremental inventory data to Order Broker if the OROB_IMPORTS_ENABLED property is set to `true`. For example: `https://order_broker_url:port`, where `order_broker_url` is the URL used to connect to Order Broker and `port` if the port number used to connect to Order Broker. See Order Broker's Product, Product Location, and Incremental Inventory Import Process in the online help.
OROMS_DATA_ACCESS_ PATH	Information will be provided at a later date.
OVERLAY_DEBUG	If this property is set to Y, the Batch Inventory Overlay Upload writes entries in the `Job.log` file, for example: `File: INV_OVERLAY_005.TXT Rows: 4 Success: 1 Errors: 3 Start Time: Mon Mar 04 16:03:11 EST 2019 End Time: Mon Mar 04 16:03:11 EST 2019 Time In Seconds: 0.041420431 Time In Minutes: 6.903405166666667E-4`

Property Name	Description
PICKS_IN_SPOOL_FILE	The maximum number of pick slips in a single PDF document. The system continues to break pick slips into separate PDF documents using the criteria outlined under Sorting Pick Slips; however, if the number of pick slips in a PDF document reaches the number defined in the `PICKS_IN_SPOOL_FILE` setting, the system creates a new PDF document. **Note:** The system uses the `PICKS_IN_SPOOL_FILE` setting when printing pick slips through Streamlined Pick Slip Generation (WSPS) and Reprinting and Voiding Pick Slips (WVRP). Also, the system uses this setting when printing Gift Acknowledgments. **Working with the pick slip form:** Once the system finishes processing one pick slip PDF document, you can open and print the pick slips in the document using the Forms Management Screen; you do not have to wait until all of the PDF documents for the pick slip generation run have generated. When printing pick slips, the system includes a PDF document sort number in the name of the document generated for the pick slip. For example, if the system generates two pick slip documents for warehouse 1, ship via priority 5, the system names the documents `PICKG.KBROWN.20090804.103001456_001.PDF` and `PICKG.KBROWN.20090804.103001456_002.PDF`, where `PICKG` is the name of the print program, `KBROWN` is the user ID of the person who generated the pick slips, `20090804.103001456` is the date and time stamp, and `001` and `002` is the PDF document sort number. See Form Naming Conventions for more information. **Recommended setting:** The recommended setting is **250** picks. The system also uses 250 as the default value if this setting is blank or missing.

Property Name	Description
	Example: When the `PICKS_IN_SPOOL_FILE` setting is **600**, the system creates the following spool files for a pick slip generation run: • **50** pick slips for warehouse 1, ship via priority 1 (`PICKG.KBROWN.20090804.103000123_001.PDF`) • **300** pick slips for warehouse 1, ship via priority 5 (`PICKG.KBROWN.20090804.103001456_001.PDF`) • **510** pick slips for warehouse 1, ship via priority 9 (`PICKG.KBROWN.20090804.103003789_001.PDF`) • **75** pick slips for warehouse 2, ship via priority 1 (`PICKG.KBROWN.20090804.103006912_001.PDF`) • **225** pick slips for warehouse 2, ship via priority 5 (`PICKG.KBROWN.20090804.103007134_001.PDF`) • **25** pick slips for warehouse 2, ship via priority 9 (`PICKG.KBROWN.20090804.103008112_001.PDF`) When the `PICKS_IN_SPOOL_FILE` setting is **250**, the system creates the following spool files for the same pick slip generation run: • **50** pick slips for warehouse 1, ship via priority 1 (`PICKG.KBROWN.20090804.103000123_001.PDF`) • **250** pick slips for warehouse 1, ship via priority 5 (`PICKG.KBROWN.20090804.103001456_001.PDF`) • **50** pick slips for warehouse 1, ship via priority 5 (`PICKG.KBROWN.20090804.103001456_002.PDF`) • **250** pick slips for warehouse 1, ship via priority 9 (`PICKG.KBROWN.20090804.103003789_001.PDF`) • **250** pick slips for warehouse 1, ship via priority 9 (`PICKG.KBROWN.20090804.103003789_002.PDF`) • **10** pick slips for warehouse 1, ship via priority 9 (`PICKG.KBROWN.20090804.103003789_003.PDF`) • **75** pick slips for warehouse 2, ship via priority 1 (`PICKG.KBROWN.20090804.103006912_001.PDF`) • **225** pick slips for warehouse 2, ship via priority 5 (`PICKG.KBROWN.20090804.103007134_001.PDF`) • **25** pick slips for warehouse 2, ship via priority 9 (`PICKG.KBROWN.20090804.103008112_001.PDF`) Notice that the system creates multiple spool files for pick slips in warehouse 1, ship via priority 5 and for pick slips in warehouse 1, ship via priority 9, based on **250** in the PICKS_IN_SPOOL_FILE setting.

6

Order Management System Application Configuration

Purpose: Use the following property files on the Order Management System application server to define configuration settings for Order Management System.

- CWDirectCP Server Properties File
- Application Properties File

For more information: See:

- **Admin Properties:** See Working with Admin Properties (CPRP) for more information on the properties that an administrator would update.
- **Customer Properties:** See Working with Customer Properties (PROP) for more information on the properties that a user would update.

CWDirectCP Server Properties File

The system updates this file during the installation process; however, there are some settings that Cloud administration staff may wish to change to fit your configuration requirements.

Location of file: This file is normally saved on the application server at `domain/conf/cwdirectcpproperties/cwdirectcp_server.properties`, where `domain` is the WebLogic domain directory for Order Management System.

To edit the file: Cloud administration staff can review and update this file using a text editor, being careful not to change any of the settings except those indicated below.

If Cloud administration staffake any changes to the Order Management System properties file, Cloud administration staff must restart Order Management System before the changes take effect.

Setting	Description
CWDIRECTCP_ALLOW_ SCHEDULING_ON_THIS_SERVER	If this setting is selected, periodic processes can run on this server at system startup. Typically, Cloud admin staff would select this setting in the properties file on a single server. See Running a Periodic Process on Server Startup for a discussion.

Setting	Description
https.protocols	The HTTPS protocols required to communicate with an external system such as Order Broker and Vertex. An example of the setting is: `TLSv1,TLSv1.1,TLSv1.2`

Application Properties File

The system updates this file with settings on the application server; you would typically not change the settings in this file.

Location of file: This file is normally saved on the application server at `domain/conf/cwdirectcpproperties/application.properties`, where `domain` is the WebLogic domain directory for Order Management System.

Setting	Description
name	The name of the application without any version information included.
path	The location of the application folder on the server.
version	The version information of the product not including the patch level.
patch	The patch level of the application.

7

Reviewing Application Settings in the Jenasys Properties File

Purpose: Use the **jenasys.properties** file on the Order Management System application server to review base configuration settings for Order Management System, such as where the specific parts of the Order Management System application are installed and how they should run.

Jenasys Properties File

> **Important:** The system updates the contents of this file during the installation process and you would typically not change the contents of this file.

Location of file: This file is normally saved on the application server at `/domain/conf/jenasysproperties/`, where `domain` is the WebLogic domain directory for Order Management System.

To review the file: When Cloud administration staff review this file using a text editor, be careful not to change the settings in this file.

The settings in this file that Cloud administration staff may wish to review for troubleshooting purposes are listed below

Setting	Description
LOG_DIR	The directory on the Order Management System application server where the logs are stored. An example directory is `properties\\serverconfig\\logging`.
config.dir	The directory on the Order Management System application server where the system stores the server run-time data. An example setting is `/domain/conf/OMSFiles`, where `domain` is the WebLogic domain directory for Order Management System.
XML_ CONVERSION **and** **XML_CONVERSIO N_ADMIN**	Must be set to `FORCE_SERVER` in order to support Internet Explorer 9.0 or higher. This entry can be anywhere in the properties file.
proxied.external.hos ts	Defines the necessary proxy information required for integrations with Order Management System. This setting is delivered with the application and should not be changed.

8

Regional Settings

Regionalization is the process of creating software that is able to be translated more easily. Changes to the code are not specific to any particular market. Order Management System supports multiple decimal and thousand separators as well as multiple date formats.

This topic describes the configuration settings and features of the software that ensure that the base application can handle regionalization.

In this chapter:

- Defining Localization Defaults During Installation
- Setting the Default Locale
- Setting the Default Date Format
- Setting the Default Decimal and Thousand Separator Formats
- Reports and Forms Generated through Oracle BI Publisher
- BI Publisher Date and Separator Formats

For more information: See:

- *Multi Currency by Offer (E03)* in the online help for more information on how to configure the system to take orders in more than one currency.
- *Using Alternate Currency Pricing* in the online help for more information on how to configure the system to price offers in a foreign currency.

Recommended Screen Size

In order to align screens correctly, the default size of the application window has been adjusted to 800 x 1200. Displaying the application in this window size is recommended for most screens except the Streamlined Order Inquiry (DORI) menu option.

Defining Localization Defaults During Installation

During installation, the system:

- Sets the base locale for the application. See Setting the Default Locale for more information.
- Prompts for the default date format for the application. See Setting the Default Date Format for more information.
- Prompts for the base decimal separator and thousand separator for numeric fields in the application, such as price and weight. See Setting the Default Decimal and Thousand Separator Formats for more information.

- Assigns the default locale and default date format to the admin user created during installation.

You can reset or override these defaults, as described below.

Setting the Default Locale

During installation, the system:

- Stores the default locale in the DEFAULT_LOCALE property. When you create a new user or company, the system assigns the default locale to the user or company by default.
- Defaults this locale to the *Locale* field in the Company table for the companies delivered with Order Management System.
- Defaults this locale to the admin user that is created during installation.

Overriding the default locale: You can change the locale for users through Work with Users (WUSR), and you can change the locale for companies through Work with Companies (WCMP).

You can change the DEFAULT_LOCALE property through Work with Properties (PROP).

> **Note:** If any content is not supported in the user's selected locale, the screen displays the English text.

Where are Locale Settings Applied?

Company locale: The locale specified for the company controls the language on generated reports and emails.

The company locale also controls the date and number formats available for use on reports generated through BI Publisher. See BI Publisher Date and Separator Formats.

User locale: The locale specified for the user controls the language for screen titles, field names, messages on screens (such as confirmation that a record has changed), and the labels of options available on screens.

The locale does not control:

- The content of data fields, such as customer or vendor name or address
- The descriptions of items and other data
- The descriptions of menu options or of periodic functions or processes, although you can populate this seed data to your chosen locale at initial installation; contact your Oracle representative for more information
- The contents of the online help or other documentation
- The descriptions of menus

Supported Locales

Order Management System supports the following locales for companies and users:

- English
- French

- German
- Italian
- Spanish

When the locale is changed for a user, it is necessary for the user to log off and then log back in, in order for the locale change to take effect.

Additional Localized Content

The following content can also be set to the language of the selected locale:

- System Control Value names (*Description* field)
- Secured Feature names (*Description* field)
- Menu names (*Description* field; system-delivered menus only)
- Menu Option names (*Description* field)
- Match Code field names
- Integration Layer Process names (*Description* field)
- Order Hold Reason descriptions
- Periodic Function titles (*Description* field; system-delivered functions only)
- Asynchronous Job Control titles (*Description* field)
- Inventory Transaction Code titles (*Description* field)
- Application Area names (*Description* field)
- Application Group Descriptions
- Tickler Event names (*Description* field)
- Order Line Activity names (*Description* field)

  Note: Updating this content will overwrite any custom entries, such as the names of periodic functions or order hold reason code descriptions.

Contact your Oracle representative for information on how to localize this content after initial installation.

Setting the Default Date Format

During installation, the system prompts for the default date format of Order Management System. The system:

- Stores the default date format in the DEFAULT_DATE_FORMAT property. When you create a new user or company, this date format defaults.
- Defaults this date format to the *Date format* field in the Company table for the companies delivered with Order Management System.
- Defaults this date format to the admin user that is created during installation.

  Note: Regardless of the date format displayed on screens and reports, dates are stored in the database in CYYMMDD format.

Overriding the default date format: You can change the date format for users through Work with Users (WUSR), and you can change the date format for companies through Work with Companies (WCMP).

You can change the DEFAULT_DATE_FORMAT property through Work with Properties (PROP).

> **Note:** In order to have a consistent date format on all reports, the DEFAULT_DATE_FORMAT property and the company setting should be the same.

Where are Date Formats Applied?

Date Formats on Reports, Forms, and Emails

Company date format: Emails, reports and forms that are **not** generated using Oracle Business Intelligence Publisher (BI Publisher), display the date in the date format defined for the company.

> **Note:** Reports that are not associated with a company display the date in the format from DEFAULT_DATE_FORMAT property.

Oracle BI Publisher Date Formats

Reports that are generated using Oracle BI Publisher do not use the Date Format defined for the company; instead, they use the format defined in *BI Date and Separator Format* for the current company where the report is generated. See Reports and Forms Generated through Oracle BI Publisher and BI Publisher Date and Separator Formats for more information.

Date Formats on Screens

User date format: Unless as noted below, dates displayed on screens are in the date format defined for the user. This includes the dates on the Open, Held Order Recap Dollars pie charts and Order Statistics.

> **Note:** When you are manually entering a date on a screen, such as in a scan field, certain screens in the application require you to include forward slashes in the date. For example, if the *Date Format* defined for your user ID is `MMDDYY`, you need to manually enter the date as `MM/DD/YY` on the screen, such as `12/25/16` and not `122516`. If you do not include the forward slashes, the system displays an error message indicating the valid date format and that slashes are required.

Company date format: The expected ship date included in the backorder card message on the Display Order History screen, indicating when a backorder card was generated for the order, is in the format defined for the company, so that the date format in the message matches the date format included on the backorder card/email.

Date Entries in System Control Values

User date format: Date entries in system control values, such as the *Tax Inclusive Cutoff Date (E79)*, are in the date format defined for the user.

Date Format for User-Entered Dates

When a user enters a date in a message or text field, such as an order message or tickler note, the system stores and displays the date in the format it was entered. It is treated as text.

Date Formats in APIs

Dates in APIs do not use the format defined for the user or company. See each specific XML message in the online help for more information on the date format for each message.

Date Formats in Uploads

Dates in uploads do not use the format defined for the user or company. See each specific upload in the Work with File Uploads (WUPL) section of the online help for more information on the date format for each upload.

Calendar Widget

When you select a date from the calendar widget, the date is in the format defined for the user.

Setting the Default Decimal and Thousand Separator Formats

During installation, the system prompts for the following values to determine the default decimal and thousand separator of Order Management System.

- **Default decimal separator:** The character format used to indicate the decimal place in a number. The system stores the default decimal separator in the DECIMAL_SEPARATOR property. This property is used for any numeric field that contains a decimal, such as price, cost, and weight.
- **Default thousand separator:** The character format used to separate groups of thousands. The system stores the default thousand separator in the THOUSAND_SEPARATOR property. This property is primarily used on reports and is not entered by a user.

You cannot override these properties at the company or user level.

> **Note:** The above properties do not apply to reports generated through BI Publisher, as these reports use the *BI Date and Separator Format* defined for the company. See Reports and Forms Generated through Oracle BI Publisher and BI Publisher Date and Separator Formats for more information.

Supported Thousand and Decimal Separator Formats

Possible settings for the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties are listed below.

Default Thousand Separator	Default Decimal Separator	Results
, (comma)	**.** (period)	4,294,967,295.00
. (period)	, (comma)	4.294.967.295,00

Where are Number Format Applied?

Number Format on Home Screen

Default number format: The Home screen displays numbers using the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties.

Number Format in Menu Options

Default number format: Screens in menu options display numbers using the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties.

Number Format on My Jobs, My Docs, My Forms

Default number format: The Job Management (My Jobs), Document Management (My Docs), and Forms Management (My Forms) screens display numbers using the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties.

Number Format of User Entered Numbers

Default number format: When a user enters a number, the correct decimal separator must be used and the thousand separator should not be entered since it is implied.

Example: To enter the number one thousand eleven and fifty cents:

- if the default decimal separator is . (period), enter `1011.50`
- if the default decimal separator is , (comma), enter `1011,50`

Number Format on Reports, Forms, and Emails

Default number format: Emails, reports and forms that are not generated using Oracle BI Publisher display numbers using the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties.

Oracle BI Publisher format: Reports and forms generated using Oracle BI Publisher use the number format defined in Oracle BI Publisher for the locale in the Company table.

Number Format in APIs

Numbers in APIs do not use the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties. See each specific XML message in the online help for more information on the number format used in each message.

Number Format in Uploads

Numbers in uploads do not use the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties. See each specific upload in the *Working with File Uploads (WUPL)* section of the online help for more information on the number format used for each upload.

Reports and Forms Generated through Oracle BI Publisher

The following reports are generated through Oracle BI Publisher, and use the BI Publisher Date and Separator Formats:

- Backorder Card Notification (GBOC)
- Campaign Performance Report (PCPR)
- Carryover Report (PCOR)
- Cart Batch Recap Report (WSPS)
- Cart Bin Picking Report (WSPS)
- Credit Card Credit Acknowledgement (MREF)
- Credit Card Authorization Listing (WSPS, RPAA, MDSP)
- Credit Card Credit Register (MREF)
- Deposit History Detail (PDHD)
- Drop Ship Integration Items reports (PDSR)
- Exchange Reason Report (PERR)
- Gift Acknowledgement in graphical format (WSPS, MDSP)
- Held Order by Pay Type Report (PHOP)
- Held Order by Reason Code Reports (PHOR)
- Item Upload Error Report (RIIU)
- On Hand by Warehouse (POHW)
- Online Credit Card Authorization Listing (PATL or SATH)
- Order Broker Aging Report (WOBR)
- Order Cancellation List by Item (PBRI or WBPC)
- Order Hold Detail Report (MASO)
- Order Receipt (OIOM, DORI)
- Order Type Summary by Delivery Report (PDTS)
- Password Change Report (PUSA)
- Pick Authorization Error Report (WSPS)
- Pick Slip in graphical format (WSPS, MDSP)
- Pick Unit Report (WSPS)
- Picking Pullsheet (WSPS)
- Price Code Upload Errors Report (PCUPLD periodic function)
- Price Override Reason Reports (PROR)
- Print Remote Order Errors (OEOM)
- Product Performance Reports (PPPR)
- Promotion Analysis Report (POPA)
- Promotion Upload Error Records Report (WPRO)
- Purchase Order in graphical format (MDSP, MPOE, MPRP)
- Purged Order List (PURGEOR periodic function)
- Refund Check (MREF)

- Refund Check Register (MREF)
- Refund Writeoff Register (MREF)
- Reset Audit Log for Quantity On B/O (MRBO)
- Reset Audit Log for Quantity On Hand (MRIW)
- Reset Audit Log for Quantity Printed (MRPC)
- Reset Audit Log for Quantity Reserved (MRQR)
- Reset Audit Log for SKU Quantities (MRSO)
- Return Reason Report (PRRR)
- Sales Journal (PROR)
- Soldout Notification (MSON)
- Standard Pick Label (PAPL, WPPV)
- Stored Value Card Credit Register (MREF)
- Tax Jurisdiction Report (PTJX)
- User Authority Change Reports (PUSA)

BI Publisher Date and Separator Formats

The date and separator formats available for selection for a company are listed below. The possible date and separator formats are restricted based on the selected locales.

See Setting Up Companies in the online help for more information.

See Reports and Forms Generated through Oracle BI Publisher, above, for a listing of reports that use these formats.

Date and time formats for the following languages are supported in BI Publisher reports:

- French
- English
- German
- Italian
- Spanish

French

Format	Date	Decimal Separator	Thousand Separator	Sample Date	Sample Number	Sample Large Number
Belgium	dd-mm-yyyy	comma	space	3/7/2018 8:06	141.420,08	2.983.583,25
Canada	yyyy-mm-dd	comma	space	18-03-07 08:12:08	141 420,08	3 006 139,99
France	dd/mm/yyy	comma	space	07/03/18 14:22 PM	121,25	3 006 139,99

French

Format	Date	Decimal Separator	Thousand Separator	Sample Date	Sample Number	Sample Large Number
Luxembourg	dd/mm/yy	comma	space	7/3/2018 14:24	121,25	3 006 139,99
Switzerland	dd.mm.yy	period	Apostrophe	07.03.18 14:26	121.25	3'006'139.99

English

Format	Date	Decimal Separator	Thousand Separator	Sample Date	Sample Number	Sample Large Number
Australia	dd-mm-yyyy	dot	comma	15-04-2018 00:44:42	256.53	2,983,583.25
Canada	dd/mm/yy	dot	comma	15/04/18 00:44:42	256.53	2,983,583.25
India	dd/mm/yy	dot	comma	4/15/2018 0:37	256.53	2,983,583.25
Ireland	dd/mm/yy	dot	comma	15/04/18 00:39:26	256.53	2,983,583.25
New Zealand	dd/mm/yy	dot	comma	15/04/18 00:41:55	256.53	2,983,583.25
South Africa	yy/mm/dd	dot	comma	18/04/15 00:42:54	256.53	2,983,583.25
UK	dd/mm/yy	dot	comma	15/04/18 00:44:42	256.53	2,983,583.25
US	mm/dd/yy	dot	comma	4/15/2018 0:45	256.53	2,983,583.25

German

Format	Date	Decimal Separator	Thousand Separator	Sample Date	Sample Number	Sample Large Number
Austria	dd.mm.yyyy	comma	dot	15.04.18 00:48:45	256,53	2.983.583,25
Germany	dd.mm.yy	comma	dot	15.04.18 00:50:08	256,53	2.983.583,25
Luxembourg	dd.mm.yy	comma	dot	15.04.18 00:51:38	256,53	2.983.583,25

German

Format	Date	Decimal Separator	Thousand Separator	Sample Date	Sample Number	Sample Large Number
Switzerland	dd.mm.yy	dot	Apostrophe	15.04.18 00:52:44	256.53	2'983'583.25

Italian

Format	Date	Decimal Separator	Thousand Separator	Sample Date	Sample Number	Sample Large Number
Italy	dd/mm/yy	comma	dot	15/04/18 00:54:54	256,53	2.983.583,25
Switzerland	dd.mm.yy	dot	Apostrophe	15.04.18 00:56:06	256.53	2'983'583.25

Spanish

Format	Date	Decimal Separator	Thousand Separator	Sample Date	Sample Number	Sample Large Number
Argentina	dd/mm/yy	comma	dot	15/04/18 01:00:20	256,53	2.983.583,25
Bolivia	dd-mm-yy	comma	dot	15-04-18 01:02:01	256,53	2.983.583,25
Chile	dd-mm-yy	comma	dot	15-04-18 01:03:13	256,53	2.983.583,25
Colombia	dd/mm/yy	comma	dot	15/04/18 01:04:16	256,53	2.983.583,25
Costa Rica	dd/mm/yy	comma	dot	15/04/18 01:05:30	256.53	2,983,583.25
Dominican Republic	mm/dd/yy	dot	comma	4/15/2018 1:06	256.53	2,983,583.25
Ecuador	dd/mm/yy	comma	dot	15/04/18 01:08:07	256,53	2.983.583,25
El Salvador	mm-dd-yy	dot	comma	04-15-18 01:16:33	256.53	2,983,583.25
Guatemala	dd/mm/yy	dot	comma	15/04/18 01:18:07	256.53	2,983,583.25
Honduras	mm-dd-yy	dot	comma	04-15-18 01:19:29	256.53	2,983,583.25

Spanish

Format	Date	Decimal Separator	Thousand Separator	Sample Date	Sample Number	Sample Large Number
Mexico	dd/mm/yy	dot	comma	15/04/18 01:20:55	256.53	2,983,583.25
Nicaragua	mm-dd-yy	dot	comma	04-15-18 01:23:25	256.53	2,983,583.25
Panama	Mm/dd/yy	dot	Comma	04/15/18 01:24:49	256.53	2,983,583.25
Paraguay	dd/mm/yy	comma	dot	15/04/18 01:25:47	256,53	2.983.583,25
Peru	dd/mm/yy	comma	dot	15/04/18 01:31:04	256,53	2.983.583,25
Puerto Rico	mm-dd-yy	dot	comma	04-15-18 01:32:36	256.53	2,983,583.25
Spain	dd/mm/yy	comma	dot	15/04/18 01:33:42	256,53	2.983.583,25
Uruguay	dd/mm/yy	comma	dot	15/04/18 01:34:46	256,53	2.983.583,25
Venezuela	dd/mm/yy	comma	dot	15/04/18 01:35:47	256,53	2.983.583,25

9

Email Generation Setup

Purpose: This topic describes the required and optional setup for generating email notifications through Order Management System.

Narvar integration: If you use the Narvar Integration, Narvar generates shipment confirmation emails to the customer based on an order request message sent through billing, and the shipment confirmation is not generated using the settings described here.

In this chapter:

- Email Properties
- Email Setup within Order Management System
  - "From" Email Address
  - Email Text Templates
  - HTML Email or Outbound Email XML Message?
- System Control Values Related to Email Generation
- Emails Troubleshooting

For more information: See Clearing the Cache for HTML Email Templates (CEML).

Email Properties

Purpose: Use Working with Admin Properties (CPRP) to set defaults for email generation within Order Management System.

Setting	Description
mail.host	The name or IP address of the mail server. The mail server must be accessible by the Order Management System application server.
mail.user	A valid user ID with authority to log into the mail server. Required if the mail server requires authentication.
mail.password	The current password for the user ID. Required if the mail server requires authentication.
mail.from	The default "from" email address to use for system-generated emails if there is no address specified at the entity or company level. See "From" Email Address for a discussion.

Setting	Description
mail.debug	Indicates whether to log error messages about email generation in the CWDirect Log. **true** = Log error messages about email generation in the log. **false** = Do not log error messages about email generation in the log.
CWEmailOutQueue Name	The output queue to use for emails. Output queues are displayed when you select the **My Jobs** option in Order Management System, where you can use them for filtering purposes. The default output queue is **EMAIL**.
CWEMAIL_TEMPLATE_PATH	The location of the folder containing the template files used to generate HTML-based emails. An example location is `/domain/conf/OMSFiles/EmailTemplates/`, where `domain` is the installed location of Order Management System.
Support_Emails	The list of email addresses to receive the Support Notification email when a job is placed in **MSG** status because an error has occurred, or System Alert email for other errors such as inconsistent system control value setup across companies. Separate each email address with a semi-colon (;), such as: `email1@add.com;email2@add.com`. **Note:** You cannot enter an email distribution list in this field. However, you can use an email program, such as Microsoft Outlook®, to create rules to send emails to a distribution list. See Order Management System Support Notifications for more information on error email processing.

Email Setup within Order Management System

Overview: The email setup within Order Management System includes:

- Generate Notifications?
- Email Text Templates
- "From" Email Address
- HTML Email or Outbound Email XML Message?
- HTML Email Template Setup

Also, see System Control Values Related to Email Generation for information on related system control values.

Generate Notifications?

Order type: You can generate or suppress the automatic generation of emails based on order type. The *Email notification* setting for the order type controls whether to automatically generate any emails. If this flag is not selected, the system does not automatically generate any emails related to orders of this type.

If the *Email notification* flag for the order type is selected, you also have the option to control the automatic generation of specific notifications for that order type. The notification types you can control by order type are:

- Backorder 1st Notice
- Backorder 2nd Notice
- Backorder Continue Notice
- C/C Credit Acknowledgment
- Order Cancel Confirmation
- Order Confirmation
- Order Line Cancel Confirmation
- Return Confirmation
- Soldout Confirmation
- Shipment Confirmation

If the *Email notification* flag for the order type is selected, the system automatically generates the following notification types if the customer and order are otherwise eligible. These additional notification types are:

- Credit Card Decline
- Loyalty Activate Notice
- Loyalty Deactivate Notice
- Maintenance Failure
- Membership Cancel Confirmation
- Store Pickup Notification
- Stored Value Card Notification

> **Note:** The *Email notification* flag does not apply to emails generated for quotes except for soldout notifications, because the system does not automatically generate any other emails for a quote until you accept the quote by changing it to a different order type.

Email Text Templates

About text templates: Email notification text templates supply the boilerplate text to appear in the email. Each template provides a means to include text both above and below detail information included in the email notice, such as items on the order; however, some email types, such as the purchase order, do not include detail information, so you would not normally include the text below.

Setup options: You can set up email notification text at the company or entity level for most notifications. You can also set up email notification text at the order type and entity/order type level for the order, shipment, order cancellation, and order line cancellation notifications.

Hierarchy: The system uses the following hierarchy in selecting the boilerplate text to include in email notifications:

1. **Entity/Order Type:** To set up boilerplate text at the entity/order type level, advance to the Entity Email Overrides by Order Type screen and select the **Create** or **Change** for the email notification whose text you would like to edit. This option is available only for the order, shipment, order cancellation, or order line cancellation notifications.
2. **Entity:** To set up boilerplate text at the entity level, advance to the Work with Entity Email Overrides screen and select **Change** for the email notification whose text you would like to edit.
3. **Order Type:** To set up boilerplate text at the order type level, advance to the Order Type Email Template screen and select **Change** for the email notification whose text you would like to edit. This option is available only for the order, shipment, order cancellation, or order line cancellation notifications.
4. **Company:** To set up boilerplate text at the company level, use Working with E-Mail Notification Templates (WEMT) and select **Change** for the email notification whose text you would like to edit.

   Note: The purchase order email and Oracle Retail Customer Engagement loyalty registration notification email do not have an order type, order type/entity or entity-level template, since these emails are not related to a specific order type or entity.

The system treats the text template entries at each level as a separate unit, and does not combine entries if you leave any text fields blank. For example, if you enter just the lines above the item fields in the entity template, but the company template also includes the lines below, the email includes just the entity-level text and does not include any text below the items.

"From" Email Address

About the "from" email address: The "from" address is the email address that appears to have generated the email. The system does not validate the format of the "from" email address, and it does not need to be an actual email address; however, using a working email address provides a means to track emails that are undeliverable.

Setup: You can specify "from" email addresses for different email notification types at the company, entity, or order type/entity level, and also specify a default email address in Working with Admin Properties (CPRP).

Selection hierarchy: The system uses the following hierarchy in selecting the "from" email address:

1. **Entity/Order Type:** If a From email address is specified at the Create Entity Order Type Template screen for the email notification type in the related order type and entity, use this address. This option is available only for the order, shipment, order cancellation, or order line cancellation notifications. Otherwise,
2. **Entity**: If a *From email address* is specified at the Change Email Override screen for the email notification type in the related entity, use this address; otherwise,
3. **Company**: If a *From email address* is specified through Setting Up Companies (WCMP), use this address; otherwise,
4. **System**: Use the `from.email` specified through Email Properties.

> **Note:** The purchase order email and Oracle Retail Customer Engagement loyalty registration notification email do not include the option to specify a template or "from" email address at the entity level, since these emails are not specific to an entity.

Varying the "from" email address: Using a different "from" email address based on entity for notifications such as the loyalty membership activation or deactivation notice might be confusing to your customers if the same customers commonly place orders in multiple entities within your company. In this situation, the "from" email address on an activation or deactivation email might not match the entity where the customer places the majority of his or her orders.

For example, a customer might qualify for a loyalty membership based on orders placed in entity 1, and receive a loyalty activation notice using the "from" email address for this entity. Then the customer places an order in entity 2 that makes him eligible for a higher loyalty program. In this situation, it is possible for him to receive a deactivation notice for the first loyalty membership using the "from" email address from entity 1, and an activation notice for the second loyalty membership using the "from" email address from entity 2.

Not included in the CWEmailOut message: The "from" email address is not included in the Outbound Email XML Message (CWEmailOut).

HTML Email or Outbound Email XML Message?

XML only? Some of the screens you use to set up Email Text Templates also include the *XML only?* flag. This flag indicates whether to generate HTML-formatted emails or generic XML messages that you can route to a secondary email formatting utility.

> **Note:** HTML formatting and generic XML messages are not available for the loyalty activation/deactivation, cancellation failure, or purchase order emails. These emails are sent as plain text.

Hierarchy: The system determines whether to generate an HTML email or the Outbound Email XML Message (CWEmailOut) by checking the *XML only?* flag using the hierarchy described above under Email Text Templates.

If the *XML only?* flag is selected for the template text selected through the hierarchy, the system generates the Outbound Email XML Message (CWEmailOut); otherwise, if this flag is not selected, the system generates the email in HTML format.

If no template text: If you have not set up template text at any of the levels listed above under Email Text Templates, the system checks the setting of the *XML only?* flag associated with the "from" email address for a notification type:

1. **Entity/Order Type:** If a *From email address* is specified at the Create Entity Order Type Template screen for the email notification type in the related order type and entity, use the related setting of the *XML only?* flag; otherwise,
2. **Entity**: If a *From email address* is specified at the Change Email Override screen for the email notification type in the related entity, use the related setting of the *XML only?* flag; otherwise,
3. The system uses the *XML only?* setting for the blank email template at the company level. Since you cannot set the *XML only?* flag for this template without

entering text, the flag is normally **unselected**, so the system does not generate the Outbound Email XML Message (CWEmailOut).

HTML Email Template Setup

For notifications available in HTML format, you need to define an HTML template to control the appearance of the email as well as the template text described under Email Text Templates. Setup includes:

- **HTML program name:** See System Control Values Related to Email Generation for a listing that includes each system control value you use to define an HTML template.
- **Location of email templates:** The **CWEMAIL_TEMPLATE_PATH** property indicates where the HTML email templates are located. For example, if the Order Acknowledgment Program (G50) is set to **OrdConf**, and the CWEMAIL_TEMPLATE_PATH property is set to `/domain/conf/OMSFiles/EmailTemplates/`, then the system uses the `OrdConf.html` file in this folder to generate the order confirmation email. See Email Properties for more information.
- **Samples of HTML emails:** See HTML Format Notification Samples and Contents in the Order Management System Online Help.
- **Changing template content:** If you change the content of an HTML email template and would like to begin using the new template without restarting Order Management System, you can use the Clearing the Cache for HTML Email Templates (CEML) option.

For more information: For more information on creating custom HTML email templates, contact your Order Management System representative.

System Control Values Related to Email Generation

Purpose: The system control values available to configure email notice generation are summarized below. See the description of each system control value for details.

Print programs for each email notification type:

- Backorder Notification E-Mail Program (G95): The base program is **BONOTF.**
- *Contact Us Email Program (K54)*: The standard base program is **CTUSNOTF**.
- *Credit Card Credit Acknowledgement E-Mail Program (H08)*: The standard base program is **CCCNOTF**.
- *Credit Card Decline Email Program (K53)*: The standard base program is **CDECLNOTF**.
- Loyalty Membership Activation Notification Email Program (I82): The base program is **OER1359**.
- Loyalty Membership Deactivation Notification Program (I83): The base program is **OER1361**.
- Order Acknowledgement Program (G50): The standard base program is **OrdConf**.
- Order Maintenance Confirmation E-Mail Program (H12): The base program is **OCFAILNOTF**.

- Return Confirmation E-Mail Program (H53): The standard base program is **RtnConf**.
- Shipment Confirmation Program (G51): The standard base program is **ShpConf**.
- Soldout Notification E-Mail Program (G96): The base program is **SONOTF**.
- Stored Value Card Email Notification Program (I30): The standard base program is **SVCNOTF**.
- Quote Confirmation Email Program (K74): The standard base program is **QUOCONF**.
- Membership Cancellation Email Program (K77): The standard base program is **MEMCANNOTF**.
- *Order Cancellation Email Program (K78)*: The standard base program is **ORDCANNOTF**.
- *Order Line Cancellation Email Program (K79)*: The standard base program is **ORDLCANOTF**.
- Store Pickup Confirmation Email Program (L48): The standard base program is **SPCONF**.
- ORCE Loyalty Registration Notification Email Program (M10): The standard base program is **LoyRegNotf**.

Additional system control values related to email generation:

- E-Mail Order Confirmations for All Orders (H51): Controls whether the system sends an email confirmation when any order is accepted, or only when a customer on the web storefront accepts or maintains an order.
- *E-Mail Shipment Confirmation for All Orders (H52)*: indicates whether all order shipments and return confirmations should generate email confirmations
- Write Outbound Email to Email Repository (H99): Controls whether to keep a record of email notifications you send to customers in the email repository.
- *Email Purchase Order (K80)*: must be selected in order to send the purchase order by email.
- For both the order and order line cancellation emails, the cancel reason code used must not match the *Cancel Reason Code to Suppress Email (L08)*.
- *Suppress Order Confirmations for Orders in Error (K09)*: indicates whether the order API should generate order confirmations if an order it creates is in error, or to wait until you correct the order and accept and process the corrected order batch.
- *Return Disposition Code to Exclude in ORCE Sales Feed (M22)* defines the return disposition code assigned to return (credit) invoices that Order Management System excludes from the Oracle Retail Customer Engagement Sales Feed and suppresses a return confirmation when the *Suppress refund* field in the Order Payment Method table is **Y**.
- Send Shipment Confirmation from Billing (L98): defines whether the system generates shipment and return confirmations during billing.

  Note: The *Print Credit Card Credit Acknowledgements (C35)* system control value does not control whether to email credit card credit acknowledgments. The system

checks this value only if the customer would not receive an email notification.

Emails Troubleshooting

Problem	Possible Explanation or Solution
The system is not generating any emails.	• The server might be blocking emails. Ask your system administrator if the virus scanner is currently blocking port 25, as this block can prevent emails from being distributed. • Check your "Junk" email folder to make sure that the system is not flagging the email as junk. • To send emails, the Order Management System application server must be set up as an email server. • Use the Testing Email Generation (UEML) menu option to generate a test email. • The Outbound XML version for the EMAIL_OUT process needs to be set to the highest available version to generate certain emails (backorder, soldout, stored value card, quote confirmation), because the system uses the CWEmailOut message to generate HTML email notifications, and these notification types require information that was added to the CWEmailOut message in later versions. • Confirm that the email configuration described under Email Generation Setup has been completed on the server running the async jobs. • Confirm that the *Email notification* flag for the order type is selected and that the Send email flag at the Order Type Email Selection screen is also selected. • Confirm that the *XML only?* flag for the email text template is not selected; if it is, the system generates the Outbound Email XML Message (CWEmailOut) rather than the actual email. See HTML Email or Outbound Email XML Message?
You have replaced an HTML email template with new content or appearance, but Order Management System is still generating emails using the old HTML template	Use Clearing the Cache for HTML Email Templates (CEML) to update the HTML template in the cache.

10

Image Setup

Purpose: This topic describes how to set up images to display in Order Management System.

You can set up the following types of images:

- A company logo to display at menu screens: see Setting Up Company Logos for Menu Screens and the Modern View Home Page.
- Additional images to display on the Home page in Modern View: see Setting Up Home Page Images for Companies.
- An image to display in the right-hand area of the menu driver screen for users who do not have authority to view Open, Held Order Recap Amounts and Order Statistics; see Setting Up Menu Driver Images for Companies.
- A company logo to print on forms: see Setting Up Company Logos for Forms.
- An entity logo to print on selected forms: see Setting Up Entity Logos for Picks and Other Forms.
- An item depiction to display in order entry and the Work with Item screen: see Setting Up Item Images.

Setting Up Company Logos for Menu Screens and the Modern View Home Page

Purpose: You can set up a company logo for each company within Order Management System to display at menu screens and at the Modern View **Home** page. To set up company logos for menu screens and the **Home** page:

- **Image size:** The company image for menus should be 270 pixels wide by 240 pixels high.
- **Image location:** Specified in the IMAGE_URL_PREFIX property.
- **Image naming convention:** The company logo image file name for menus should consist of:
  - the label `MenuLogo` and the zero-padded company number in order to display individual company-specific logos.
  - the jpg extension.

Example: The logo image file for company 6 should be named `MenuLogo006.jpg`.

If there is no image file for the user's current company, Order Management System displays:

- **Classic View menu screens:** The default logo delivered with the application, named `MenuLogo.jpg`.
- **Modern View Home page:** The default logo delivered with the application, named `MenuLogo.jpg`.

If the company logo does not display correctly:

- If you add, change, or delete the company image for menus, menu screens in Order Management System might not display the change immediately because the image might be cached on your local computer. To display the current company image for menus, exit Order Management System and clear the cache in your browser.
- Image files should not exceed 10K in size.

Setting Up Home Page Images for Companies

Purpose: You can set up small and large images for each company within Order Management System to display at the Modern View **Home** page for users who do not have authority to:

- **Home page summary tiles:** The **Home** page displays the large home image only if the user does not have authority to any of the following options:
  - Sales Summary (DSSS)
  - Operations Summary (FLSH)
  - Held Order Summary (DHOS)

  If the user has authority just one or two of these options, the related summary tile(s) is/are displayed instead of the large home image.
- **Quick Link Menu:** The **Home** page displays the small home image only if a user does not have a *Modern View Quick Link Menu* assigned to their user class.

To set up small and large home images:

- **Image size:**
  - *Small home image:* Typically 814 pixels wide by 186 pixels high.
  - *Large home image:* Typically 814 pixels wide by 442 pixels high.
- **Image location:** Specified in the IMAGE_URL_PREFIX property.
- **Image naming convention:**
  - *Small home image*: The label `SmallHomeImage` with the zero-padded company number and the `jpg` extension. For example, the small home image for company 6 should be named `SmallHomeImage006.jpg`.
  - *Large home image:* The label `LargeHomeImage` with the zero-padded company number and the `jpg` extension. For example, the large home image for company 6 should be named `LargeHomeImage006.jpg`.

  Note: The file extension must be `jpg` in lower case if the image server supports case-sensitivity, such as a Linux server.

In either case, if there is no company-specific image file found for the user's current company, the *Home* page displays the default logo delivered with the application and found in the location specified with the IMAGE_URL_PREFIX:

- **Small home image default:** `SmallHomeImage.jpg`.
- **Large home image default:** `LargeHomeImage.jpg`.

If an image is not displayed correctly:

- If you add, change, or delete one of the images, the **Home** page might not display the change immediately because the image might be cached on your local computer. To display the current image, exit Order Management System and clear the cache in your browser.
- Image files should not exceed 10K in size.

For more information:

Setting Up Menu Driver Images for Companies

Purpose: You can set up a menu driver image for each company within Order Management System to display in the right-hand area of menu screens for users who do not have authority to view the open, held recap dollars and order statistics. The Display Order Statistics and Recap (J03) secured feature controls the authority to view these components. To set up menu driver images:

- **Image size:** The menu driver image should be 400 pixels wide by 420 pixels high.
- **Image location:** Specified in the IMAGE_URL_PREFIX property.
- **Image naming convention:** The menu driver image file name should consist of:
  - the label `MenuDriverLogo` and the zero-padded company number
  - the jpg extension

Example: The menu driver image file for company 6 should be named `MenuDriverLogo006.jpg`.

If there is no menu driver image file for the user's current company, this area on the menu driver screen is blank. You cannot set up a default image that is not specific to a company.

Setting Up Company Logos for Forms

Purpose: If you use a standard graphical print program for a form, you can point to an image of your company logo to include on the form. The image must be in jpg format, and:

- **Image size:**
  - The company logo image for the purchase order should be 210 pixels wide by 70 pixels high.
  - All other company logo images for forms, including the pick slip image should be 239 pixels wide by 80 pixels high. The pick slip image is also used on several other forms, listed below.
- **Image location:** Specified in the IMAGE_URL_PREFIX property.

- **Image naming convention:** The company logo image file name should consist of the name of the print program for the form, the label `CompanyLogo`, and the company number, plus the jpg extension. Unlike some of the other images, the company logo for forms does not use zero-padding before the company number. For example, the logo image file for pick slips in company 6 should be named `PICKCompanyLogo6.jpg`.
- **Pick image used on other forms:** You do not have to create a separate company logo image to print on the following forms, which use the logo image for the pick slip:
  - Quote Form
  - Drop Ship Invoice/Pick Slip
  - Order Summary
  - Pack Slip
  - Order Receipt

  For each of these forms, the system uses the image file created for the pick slip (for example, `PICKCompanyLogo1.jpg` (company logo, where 1 is the company code) or the `PICKEntityLogo177.jpg` (entity logo, where 1 is the company code and 77 is the entity if the Print Entity Image (K35) system control value is selected. See Setting Up Entity Logos for Picks and Other Forms for details.
- **Image naming for unique forms:** Even if you use a custom printing program, it is not necessary to include the complete print program in the image name. For example, if your unique pick printing program is **PICKABC** rather than **PICK**, you can still use a name of `PICKCompanyLogo6.jpg`.

  Note: Image files should not exceed 10K in size.

For more information: See Forms Management (My Forms) for additional background and setup requirements for forms, such as related system control values.

Restart the application: To be sure that changes to form images take effect, you can restart the application. See Restarting Order Management System for more information.

Setting Up Entity Logos for Picks and Other Forms

Purpose: Optionally, you can print the entity logo rather than the company logo on picks and other forms.

Select the Print Entity Image (K35) system control value if you want to always use the entity logo on pick slips and certain other forms. This setting requires that you set:

- the outbound version of the PICK_OUT job in Work with Integration Layer Processes (IJCT) to 2.0 or higher, and
- the Pick Printing Program (C37) system control value to **PICKG**, or to a unique graphical print program that supports printing the entity logo.

  Note: If you select the Print Entity Image (K35) system control value, then the pick slip will never print a company logo, so it is important to set up an entity logo for each entity in your company that might generate pick slips. If there is no logo for an entity, the logo area on the pick slip will be blank.

Generating pick slips: When you generate pick slips, the job includes pick slips of different entities within the same PDF file.

Setup requirements: The entity logo image file name should consist of the label PICKEntityLogo, the company number, the entity number, plus the jpg extension.

> **Note:** The company number and the entity number are **not** zero-filled. For example, the logo for company 6, entity 10 is `PICKEntityLogo610.jpg`.

Image size and location: The image should be the same dimensions as the company logo, and stored using the same URL prefix. See Setting Up Company Logos for Forms, above, for details.

Other printing programs:

- **Drop ship pick slip:** Includes the entity logo if the Print Entity Image (K35) system control value is selected and the *Drop Ship Pick Print Program (E92)* system control value is set to **PICKG**.
- **Order summary:** Includes the entity logo if the Print Entity Image (K35) system control value is selected and the *Order Summary Print Program (K31)* is set to **ORDERSUMG**.
- **Pack slip:** Includes the entity logo if the Print Entity Image (K35) system control value is selected and the *Pack Slip Print Program (K32)* is set to **PICKPACKG**.

  > **Note:** The Order summary and the pack slip are not currently implemented.

- **Quote form:** Includes the entity logo if the Print Entity Image (K35) system control value is selected and the Quote Printing Program (K73) system control value is set to **QUOTEG**.
- **Order receipt:** Includes the entity logo if the Print Entity Image (K35) system control value is selected and the Order Receipt Print Program (L46) is set to **ORDERRECG**

  > **Note:** The gift acknowledgment does not use the entity logo regardless of the setting of the Print Entity Image (K35) system control value.

Setting Up Item Images

Purpose: Certain screens in order entry, order maintenance, and item maintenance display an item image if one is configured for the item.

To define: Use the Item Image/Info Link screen to define the URLs where the image and product information for an item or SKU are stored on an external image hosting application.

> **Note:** The Item Image/Info Link screen is available only if the *Use External Item Image (L55)* system control value is selected; otherwise, an error message displays: `Image/Info Link not available - enabled by SCV L55`.

> **Note:** You need to specify the complete URL for an item image; the IMAGE_URL_PREFIX property. is not used for item images.

Import from OCDS: You can import primary item images from Omnichannel Cloud Data Service (OCDS) as well as other item-related data. This import is available regardless of the setting of the Use External Item Image (L55) system control value. See Importing Enterprise Foundation Data through Omnichannel Cloud Data Service in the online help for more information.

Displaying the Item Image

- **Work with Order Lines screen:** This screen displays the image for each item after you enter the item, and the image of the last item entered remains on this screen until you exit. The image that displays is:
  - The image defined at the SKU level.
  - If an image is not defined at the SKU level, the image defined at the item level displays.
  - If an image is not defined at the SKU or item level, no image displays.

  If you click on the image, the system opens a web browser to the URL specified in the *Information Link* field for the item/SKU on the Item Image/Info Link screen.
- **Work with Items screen *(MITM)*:** When you mouse over the item code, this screen displays:
  - the image defined at the item level.
  - If an image is not defined at the item level, the image defined for the first SKU in alphabetical order displays.
  - If an image is not defined for the item or SKU, no image displays.

Image size: The image is displayed at 150 x 150 pixels at the Work with Order Lines screen, and at 120 x 120 pixels at the Work with Items screen in item maintenance.

11

Working with Contact Center (WWCC)

Contact Center is a module of Order Management System where you can review and maintain orders. Contact Center is available in OMS Modern View.

Use this menu option to configure which fields display in Contact Center and the order in which fields display on the Order Search page in Contact Center.

In this chapter:

- Contact Center Field Display Screen
- Contact Center Order Search Field Sequence Screen

Contact Center Field Display Screen

Purpose: Use this screen to configure which fields display in Contact Center. In addition, you can use this screen to define whether the *Phone Number* and *Email* fields in Contact Center display as a hyperlink to directly call or email the customer.

How to display this screen:

- Enter **WWCC** in the *Fast path* field at the top of any menu or select Work with Contact Center from a menu.
- Select **Configure Field Display** on the Contact Center Order Search Field Sequence Screen.

Available Fields to Display

The *Available Fields to Display* section of the screen lists the fields that are available to display in Contact Center that currently will not display in Contact Center.

To select fields for display: Highlight one or more fields that you wish to select and drag the fields over to the *Selected Fields to Display* section of the screen.

Selected Fields to Display

The *Selected Fields to Display* section of the screen lists the fields that will display in Contact Center.

To remove fields from display: Highlight one or more fields that you wish to select and drag the fields over to the *Available Fields to Display* section of the screen.

Select to set as a hyperlink

The *Select to set as a hyperlink* section of the screen allows you to define whether the *Phone Number* and *Email* fields in Contact Center display as a hyperlink to directly call or email the customer.

Phone set as a hyperlink:

- **Selected** = The *Phone Number* field in Contact Center displays as a hyperlink. When you select the *Phone Number* field in Contact Center, the system advances you to the default application used to initiate phone calls. If a default application is not defined, a window displays where you can select the application to use to call the customer.
- **Unselected** (default) = The *Phone Number* field in Contact Center displays as text only.

Email set as a hyperlink:

- **Selected** (default) = The *Email* field in Contact Center displays as a hyperlink. When you select the *Email* field in Contact Center, the system advances you to the default application used for email. If a default application is not defined, a window displays where you can select the application to use to email the customer.
- **Unselected** = The *Email* field in Contact Center displays as text only.

Fields Available for Configuration

The following fields are available to display or hide in Contact Center.

Field	Description
Affect Inventory	Defines whether the system reserves an item and reduces inventory for the item after shipment. Valid values are: • **Selected** = Reserve the item and reduce inventory. • **Unselected** = Do not affect inventory.
Arrival Date	The date an item is scheduled to be shipped to the customer. *Alphanumeric, 6 positions, in user date format.*
Backorder Priority	The backorder priority defined for a source code. The system defaults the backorder priority to orders assigned to the source code. • 9 = highest priority • 0 = lowest priority The Evaluate Backorders program runs in the background and matches available inventory to backorders. *Numeric, 1 position.*

Field	Description
Broker Delivery Type	Defines whether the order is fulfilled through the Order Broker Integration. Possible settings are: • **Retail Pickup** = The order originated in an external system and Order Management System ships the order to the originating retail store location, where the customer picks it up • **Delivery** = The order originated in an external system, and Order Management System ships the order directly to the customer • **Ship for Pickup** = The order originated in Order Management System, and Order Management System ships the order ships the order to a designated retail store location, where the customer picks it up • **Store Pickup** = The order originated in Order Management System, and the customer picks up the order in a designated retail store location where the inventory is currently available **Note:** This setting does not indicate whether the order includes any brokered backorder lines (in which Order Management System assigns backordered items to the Order Broker for fulfillment).
Calculate Shipping	Defines whether the system calculates and adds shipping charges to the order. • **Selected** = The system calculates shipping charges for the order. • **Unselected** = The system does not calculate shipping charges for the order; the freight method for the source code is ignored.
Cancel Backorder	Defines whether to automatically cancel items that are unavailable (backordered) with the first shipment on the order. Valid values are: • **Selected** = Cancel backordered items with first shipment. • **Unselected** = Do not cancel backordered items. If this field is selected, any unshipped line on an order is canceled during billing using the *Auto Soldout Cancel Reason (C20)*, provided this system control value specifies a valid cancel reason code.
Cancel Date	The date the customer wants the order canceled if it has not been shipped. The order is not canceled automatically, but is listed on the Order Cancellation List. You can cancel the order manually or contact the customer to extend the deadline. *Numeric, 6 positions (in user date format).*
Coordinate Group	A number assigned to two or more items to ensure that they ship together. *Numeric, 2 positions; display-only.*

Field	Description
Coupon	A code that identifies the coupon applied to an order or order detail line. *Alphanumeric, 6 positions; optional.*
Coupon Amount	Indicates the amount of the discount. • If the coupon's *Discount type* is **D**, this is the dollar discount for the coupon; if this is an order-level coupon, the total dollar discount applies to the eligible order detail line with the highest unit price; if this is a detail-level coupon, the total dollar discount applies to this order line. The total discount amount is prorated against the quantity of the order line. • If the coupon's *Discount type* is **%**, this is the percentage discount for the coupon to apply to the eligible items on the order (order-level coupons) or the order detail line (detail-level coupons). *Numeric, 13 positions with a 2-place decimal.*
Customer Class	A code that categorizes customers at a high level for reporting purposes. You can use customer class codes to: • send offers to a limited group of customers. • restrict item sales to a group of customers. • bypass normal item reservation (If the customer is assigned to a class flagged to bypass reservation, then the bypass setting applies even if the Bypass reservation setting for the customer is unselected). • determine whether to prompt for user-defined fields in order entry. *Alphanumeric, 2 positions.*
Gift Wrap	A flag that identifies whether an item is gift wrapped. Valid values are: • **Selected** = Gift wrap the item. • **Unselected** = Do not gift wrap the item.
Offer Code	A code for the catalog, space, or television advertisement from which you accept quotes and orders. The offer defined for the quote or order controls how to calculate shipping and price items. However, if you override the offer for an item (if the customer is ordering from more than one catalog, for example), demand for the item is attributed to the offer associated with the item rather than the order. Demand represents the number and dollar value of orders placed against an offer. Offers are defined in and validated against the Offer table. You can create and work with offers using the Work with Offers (WOFR) menu option. *Alphanumeric, 3 positions.*
Phone	The customer's telephone number. *Alphanumeric, 14 positions.*

Field	Description
Priority	Used by the Evaluate Backorders program to match items to backorders. Immediate Reservation If you use Immediate Reservation, this value determines the sequence in which orders with backordered items receive inventory. The Evaluate Backorders program uses the priority to determine which backorders receive stock first. *Numeric, 1 position.*
Purchase Order Number	The customer's purchase order number. *Alphanumeric, 15 positions.*
Quote Origin	Defines whether the order originated from a pre-order quote. • **Selected** = The order originated from a pre-order quote. • **Unselected** = The order did not originate from a pre-order quote.
Recalculate Shipping	Defines whether to recalcuate shipping charges. • **Selected** = Recalculate shipping charges. • **Unselected** = Do not recalculate shipping charges.
Sales Representative Number	The person who is credited for making the sale. This is the person who is responsible for obtaining the customer's order; this may not be the same person who enters the order on the system. Sales representatives are defined in and validated against the Salesman table. You can create and work with sales representatives in the Work with Sales Representatives (WSLS) menu option. *Numeric, 7 positions.*
Shipping	The total charge for shipping the quote or order, not including additional shipping charges. You can define additional shipping charges for a carrier to include standard freight; in this case, this field is blank. See the Add'l freight (Additional freight charges) field. This field also includes service charges by ship via, if any. This field also includes order weight charges based on the ship via defined for each ship to customer on the order. See Working with Ship Via Codes (WVIA). The system calculates shipping charges based on the freight method defined for the source code. If the system calculates freight as a percentage of the merchandise charges, there might be a penny variation in total freight amount due to rounding differences. *Numeric, 13 positions with a 2-place decimal.*
Source Code	The source code from the order header. Source codes are unique codes used to identify segments of your customer base or a rented list. Each source code is assigned to one offer and one division. Source codes control the freight and pricing method used on an order. *Alphanumeric, 7 positions.*

Field	Description
Warehouse	A code that identifies the warehouse from which merchandise on the order ships. A value appears in this field only if it was entered during order entry or order maintenance or was passed through the Order Broker Integration for a retail pickup or delivery order. *Warehouse code: numeric, 3 positions.*
Weight	The total shipping weight of the items on the order, excluding soldout, cancelled, and returned items. *Numeric, 13 positions with a 3-place decimal.*
Discount Percent	The percentage discount to apply to an order in Contact Center order entry. Controls whether this field is available at the **Select Shipping Option and Enter Other Details** step in Contact Center order entry. Does not control whether a discount percentage field is available anywhere else in Contact Center, such as through the **Order Summary** page. **Note:** The *Discount Percent* option is available after the *Weight* field at the Contact Center Field Display Screen; it is not listed alphabetically. *Numeric, 5 positions with a 2-place decimal.*

Contact Center Order Search Field Sequence Screen

Purpose: Use this screen to define the order in which fields display on the Order Search page in Contact Center.

How to display this screen: Select **Configure Search Field Sequence** on the Contact Center Field Display Screen.

When you advance to this screen, the system displays the configuration that is currently defined.

Delivered Order Information Settings: The delivered sort order for the Search for Order panel on the Orders Search page in Contact Center is:

- Order Number
- Order Date
- Invoice Number
- Alternate Order Number
- Last 4 Digits of Payment Card
- Item ID and SKU
- Order Status
- Origin
- Pick Control Number
- User ID
- Sales Rep Number

The delivered number of Order Quick Search fields is **1**.

Delivered Customer Information Settings: The delivered sort order for the Search for Customers panel on the Order Search page in Contact Center is:

- Email Address
- Phone Number
- Last Name
- Company Name
- Postal Code
- Customer Number
- Match Code

The delivered number of Customer Quick Search fields is **6**.

Field	Description
Search by Order Information Fields	The order in which the fields in the Search for Orders panel of the Order Search page in Contact Center display. You can define the sort order of the following fields: • Order Number • Order Date • Invoice Number • Alternate Order Number • Last 4 Digits of Payment Card • Item ID and SKU • Order Status • Origin • Pick Control Number • User ID • Sales Representative Number **Note:** The *Sales Representative Number* field displays only if it has been selected for display on the Contact Center Field Display Screen.

Field	Description
Number of Order Quick Search Fields	The number of fields in the Search for Orders panel that initially display on the Order Search page in Contact Center. Based on this number, the system displays fields in the sort order sequence that you have defined, and once the maximum number is reached, you must select the **> Additional Order Search Fields** link to display the remaining fields in the defined sort order. **Example:** If you have defined the following sort order: • Order Number • Order Date • Invoice Number • Alternate Order Number • Last 4 Digits of Payment Card • Item ID and SKU • Order Status • Origin • Pick Control Number • User ID • Sales Representative Number And you have entered **4** in the *Number of Order Quick Search Fields*, the system initially displays the *Order Number, Order Date, Invoice Number,* and *Alternate Order Number* fields in the Search for Orders panel of the Order Search page. You must select the **> Additional Order Search Fields** link to display the *Last 4 Digits of Payment Card, Item ID* and *SKU, Order Status, Origin, Pick Control Number, User ID,* and *Sales Representative Number* fields. **Note:** You must enter a number greater than 0 and equal to or less than the number of fields that display in the Search by Order Information panel of the screen. *Numeric, 2 positions; required.*

The Search for Customer Information Fields and the Number of Customer Quick Search Fields control the display of fields in both the Search for Customers panel of the Order Search page, as well as the Customer Search page in Contact Center Order Entry.

Field	Description
Search by Customer Information Fields	The order in which to display the fields in Contact Center in the Search for Customers panel of the Order Search page, as well as the Customer Search page in Contact Center Order Entry. You can define the sort order of the following fields: • Email Address • Phone Number **Note:** The *Phone Number* field displays only if it has been selected for display on the Contact Center Field Display Screen. • Last Name • Company Name • Postal Code • Customer Number • Match Code
Number of Customer Quick Search Fields	The number of fields to display in Contact Center in the Search for Customers panel of the Order Search page, as well as the Customer Search page in Contact Center Order Entry. Based on this number, the system displays fields in the sort order sequence that you have defined, and once the maximum number is reached, you must select the **> Additional Customer Search Fields** link to display the remaining fields in the defined sort order. **Example:** If you have defined the following sort order: • Email Address • Phone Number • Last Name • Company Name • Postal Code • Customer Number • Match Code And you have entered **4** in the *Number of Customer Quick Search Fields*, the system initially displays the *Email Address*, *Phone Number*, *Last Name*, and *Company Name* fields when you are searching for a customer in Contact Center. You must select the **> Additional Customer Search Fields** link to display the *Postal Code*, *Customer Number*, and *Match Code* fields. **Note:** You must enter a number greater than 0 and equal to or less than the number of fields that display in Contact Center for searching. *Numeric, 2 positions; required.*

Screen Option	Procedure
Change the sort order of the *Search by Order Information Fields*	Highlight one or more fields that you wish to move and drag the fields up or down to the preferred sort order.
Change the number of fields in the *Search by Order Information Fields* that initially display on the Order Search page in Contact Center	Enter a number in the *Number of Order Quick Search Fields* field and select **OK**.
Change the sort order of the *Search by Customer Information Fields*	Highlight one or more fields that you wish to move and drag the fields up or down to the preferred sort order.
Change the number of fields in the *Search for Customers* fields that initially display on the Order Search in Contact Center, as well as the Customer Search page in Contact Center Order Entry	Enter a number in the *Number of Customer Quick Search Fields* field and select **OK**.

12

Custom Link Setup

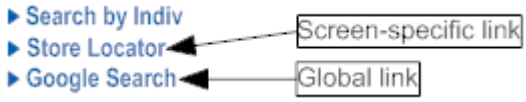
Purpose: This topic describes how to set up custom links to display on Order Management System screens. You can use custom links to access an internal or external web site.

Types of links: You can add a link on a specified screen or add a global link on all screens (with the exception of the menu screens, the Inventory Transaction History (DITH) and Update Customer Memberships (MMCM) menu options, and the administrative screens such as Job Management and Document Management).

If you set up a link to an individual screen and a global link for all screens, both links will display on the screen.

> **Important:** Screen-specific links and global links are NOT company specific.

Location of link: The link is the last entry on the left-hand side of the screen. If you define a screen-specific link and a global link, the screen-specific link is above the global link.



In this chapter:

- Adding a Link to a Specified Screen
- Adding a Global Link to All Screens

Adding a Link to a Specified Screen

Purpose: You can add a link to a specified screen by editing the screen's XML file.

> **Note:** Changes you make to individual screens take effect immediately.

Instructions:

1. Identify the program name for the screen by hovering the mouse over the screen title. For example, the program name for the standard Order Inquiry scan screen is OER0545.

2. On the Order Management System application server, advance to the folder that contains the XML files used to render screens. Typically, the XML files are located on the application server at `/domain/conf/OMSFiles/screens/`, where `domain` is the WebLogic domain directory for Order Management System.
3. Open the subfolder whose two-character prefix matches the first two positions of the screen's program name. For example, if the screen's program name is OER0545, open the subfolder **oe**.
4. Locate the screen's XML file and make a copy of the original XML file. For example, if the original XML file name is Oer0545N.xml, name the copy Oer0545N_YYMMDD.xml.
5. Open the original XML file in a text editor, and insert the tags for the button you would like to add in the same area as the other button tags. To add a link, insert a new "button" tag in the following format:

   ```
   <button id="CF99" flag="99" value="Text to display on link">
   attribute id="url" value="URL for link"/></button>
   ```

   Example: To add a link to the CNN home page, insert the following: `<button id="CF99" flag="99" value="Launch CNN"> attribute id="url" value="http://www.cnn.com"/></button>`
6. Make a backup copy of your edited XML file.

Adding a Global Link to All Screens

Purpose: The *CWDIRECTCP_LINK_TEXT* and *CWDIRECTCP_LINK_URL* settings in Working with Customer Properties (PROP) allow you to add a link to all screens in Order Management System (with the exception of the menu screens, the Inventory Transaction History (DITH) and Update Customer Memberships (MMCM) menu options, and the administrative screens such as Job Management and Document Management).

Example: If you enter `Go To Google` in the *CWDIRECTCP_LINK_TEXT* setting and `http://www.google.com` in the *CWDIRECTCP_LINK_URL* setting, then each screen will have a link that reads `Go To Google`. This link will open a new browser window and launch the URL of the Google website.

CWDIRECTCP_LINK_TEXT

The text to display on the Order Management System screens for the link.

Example: If you enter `Go To CNN`, then each screen will have a link that reads `Go To CNN`.

If you are Using Multiple Application Servers

If you are using multiple application servers, you need to update this setting on each server.

CWDIRECTCP_LINK_URL

The URL to open when a user clicks the link on a Order Management System screen.

Example: If you enter `http://www.cnn.com`, the system opens a new browser window and advances to the URL of the CNN website.

If you are Using Multiple Application Servers

If you are using multiple application servers, you need to update this setting on each server.

13

Restarting Order Management System

Purpose: It is necessary to restart Order Management System in order for certain changes to take effect; see Restarting the Order Management System Application Servers.

When Cloud administration staff restart Order Management System, the system also looks at settings in Working with Admin Properties (CPRP) to determine the periodic process and its assigned periodic functions to run once Order Management System has restarted; see Running a Periodic Process on Server Startup.

Before restarting: Notify all users before restarting Order Management System, as restarting ends all currently open sessions and stops all active jobs.

> **Note:** If Cloud administration staff restart Order Management System without first stopping all active processes and completing the associated running jobs, the processes and jobs will not end normally. Any processes and jobs that did not end normally will need to be reset to inactive manually when you log back in to Order Management System.

Restarting the Order Management System Application Servers

Use the following steps to restart one or more of the Order Management System application servers.

1. Log in to the WebLogic Server Administration Console. The user ID you log in with must be part of the Administrators group.
2. On the home page, locate the Environment pane and click **Clusters** to advance to the Summary of Clusters page.
3. On the Summary of Clusters page, click the name of the cluster used for Order Management System to advance to the Settings for Cluster page.
4. On the Settings for Cluster page, click the Control tab to display the application servers for Order Management System. The *State of the server* indicates whether the application is currently running.

   To stop one or more application servers that is currently running:

   - Select the check box next to the server and click **Shutdown > Force Shutdown Now**. At the confirmation window, click **Yes** to shut down the server.
   - Refresh the screen until the *State of the server* is **SHUTDOWN** and the *Status of Last Action* is **TASK COMPLETED**.

   To start one or more application servers that is currently shutdown:

- Select the check box next to the server and click **Start**. At the confirmation window, click **Yes** to start the server.
- Refresh the screen until the *State of the server* is **RUNNING** and the *Status of Last Action* is **TASK COMPLETED**.

Running a Periodic Process on Server Startup

When Cloud administration staff restart Order Management System (see Restarting Order Management System), the system looks at the settings in Working with Admin Properties (CPRP) to determine the periodic process and its assigned periodic functions to run on server startup.

Why run a periodic process at startup? Typically, you would assign the periodic functions that start the async, e-commerce, integration layer jobs, and Drop Ship Background job to the periodic process that starts on server startup. However, you can assign any periodic function to the periodic process that runs on server startup. You can use the Work with Process Assignments screen in Work with Periodic Processes (WPPR) to assign periodic functions to the periodic process and select which of these periodic functions will run the next time you restart Order Management System. See Periodic Functions Available to Schedule for a list of periodic functions available to assign to the periodic process that is scheduled to run on server startup.

Required properties file setting: Periodic processes can run at server startup only if CWDIRECTCP_ALLOW_ SCHEDULING_ON_THIS_SERVER in the CWDirectCP Server Properties File is selected. Typically, Cloud admin staff would select this setting in the properties file on a single server.

Scheduled jobs: When Order Management System executes the specified periodic process at server startup, the system schedules the periodic process to run one time. You can review the periodic process on the Scheduled Jobs Screen. The user assigned to the periodic process is the user ID defined in the STARTUP_ USER_TO _RUN_ PERIODIC _PROCESS monitor property setting. Any jobs submitted by the periodic functions assigned to the periodic process display on the My Jobs screen under this user ID. See Scheduling Jobs for more information on scheduled jobs.

> **Note:** If you have scheduled the periodic process to run on server startup, do not define a job schedule for this periodic process. Instead, create one periodic process to run on server startup and a separate periodic process to schedule for other times. See Defining the Job Schedule for more information on setting up a schedule for a periodic process.

Application log: The system writes a message to the Application Log if its Logging Level is set to **INFO** and you do not set up the monitor properties correctly; for example: `StartUpPeriodicProcess failed to start because Scheduling is not allowed on this server.` If an error occurs, you need to correct the error and stop and restart Order Management System.

Monitor Property Settings

The Monitor Properties in Working with Admin Properties (CPRP) contain the settings required to have the system run a specified periodic process and its assigned periodic functions when you restart Order Management System.

Property Name	Description
STARTUP_ PERIODIC_ PROCESS_TO_RU N	The name of the periodic process to run when you restart Order Management System. The process you enter must be a valid periodic process with assigned periodic functions. See Work with Periodic Processes (WPPR) for more information on creating a periodic process and how to assign periodic functions to it.
STARTUP_NBR_MI NUTES_TO_WAIT_ BEFORE_ RUNNING_ PERIODIC_ PROCESS	The number of minutes after system startup that the periodic process should be scheduled to start. This time allows Order Management System to start up completely before running the periodic process. Valid values are 1-999 minutes. The delivered setting is 5 minutes. Required if a periodic process is defined in the STARTUP_PERIODIC_PROCESS_TO_RUN setting.
STARTUP_ USER_TO _RUN_ PERIODIC _PROCESS	The user ID to run the periodic process; enter the user ID in all caps, for example JSMITH and not jsmith. This is the user ID that displays on the Scheduled Jobs Screen for the periodic process; any jobs submitted for the periodic process are also assigned to this user ID. This must be a valid user ID in the User table. Required if a periodic process is defined in the STARTUP_PERIODIC_PROCESS_TO_RUN setting.
STARTUP_ COMPANY_TO_RU N_ PERIODIC_ PROCESS	The company number used to run a periodic function that requires a company to be defined. If none of the periodic functions require a company number, enter your default company number or 1. Valid values are 1-999. The system does not validate that your entry is a valid company number. Required if a periodic process is defined in the STARTUP_PERIODIC_PROCESS_TO_RUN setting.

For more information: See Long Running Jobs Monitor for more information on the settings in the Monitor Properties file related to the Long Running Jobs Monitor.

14

Data

Data commonly comes into the system by either file upload or web service interaction. Data is sent out through an XML message that uses a JMS messaging service or by file output.

- Generic Web Services
- Working with Web Service Authentication (WWSA)
- Advanced Queuing
- Integration Layer Processes and Web Services

15

Generic Web Services

Purpose: Order Management System provides two generic web services to post different types of XML messages to Order Management System and to receive response messages. The generic web services enable you to send messages to Order Management System and receive responses without the need of queues. The generic web services allow you to use a single protocol to send messages to Order Management System.

- **CWMessageIn web service:** The CWMessageIn Web Service works with any of the integration layer processes set up through Work with Integration Layer Processes (IJCT). The *target* attribute in each inbound message identifies the Order Management System process used to process the message and whether the integration layer job must be started and a queue defined in order for the job to process messages. For example, the CWMessageIn web service can route customer history requests to a process queue set up for the CUST_HIST integration layer process and also route catalog requests to the e-commerce catalog request job. If the *target* attribute for a customer history request is set to **CUSTHISTIN**, the CUST_HIST integration layer job can remain inactive and a queue is not required. See CWMessageIn Web Service for more information.
- **CWServiceIn web service:** The CWServiceIn Web Service does not require an integration layer job to process the message. The *type* attribute in each inbound message identifies the Order Management System process used to process the message. See CWServiceIn Web Service for more information.

Additional web services: Order Management System also provides the following web services to process specific XML messages:

- **CWEmailRequest web service:** Used to process an Email Request Message (CWEmailRequest) received from an integrated point-of-sale system.
- **CWManifest web service:** Used to process a Manifest Pick Request Message (CWManifestPickRequest) and Manifest Ship Request Message (CWManifestShipRequest) received from a PC manifesting station.
- **CWOrderIn web service:** Used to process an Inbound Order XML Message (CWOrderIn) received from an external system, such as a web storefront.
- **CWCustomer web service:** Used to process an Inbound Customer Message (CWCustomerIn) received from an external system, such as a point-of-sale system.
- **CWReceiptIn web service:** Used to process a PO Receipt In XML Message (CWReceiptIn) received from a warehouse management system.
- **CWPickIn web service:** Used to process a CWPickIn XML Message received from a warehouse management system.

Types of Web Services Available

Order Management System supports the following types of web services:

- **SOAP-based web service:** In this situation, you use the web service's `.wsdl` (Web Services Definition Language) file to control the function of the web service. The web service routes the messages sent to the endpoint, and dispatches them to the correct process queue if a queue is defined or necessary. If the process generates a response message, the web service routes the response.

  If you use a web service's `.wsdl`, you need to embed each inbound message in the SOAP (Simple Object Access Protocol) message tags in order for the web service to receive and process it correctly.

  See Setup for the CWMessageIn SOAP-Based Web Service for more information.

- **RESTful web service:** In this situation, you POST the inbound messages to the URL, or endpoint, of the RESTful service. The web service routes the messages sent to the endpoint and dispatches them to the correct process queue. If the process generates a response message, the web service routes the response.

  See Setup for the CWMessageIn RESTful Web Service for more information.

  Note:

- Since SOAP web services have been deprecated and will be removed in a future release, Oracle recommends that you transition to the use of the RESTful web service.
- The address found in the wsdl definition may not match the endpoint provided in this documentation, and therefore should not be used.

In this chapter:

- CWMessageIn Web Service
  - Required Setup for the CWMessageIn Web Service
- CWServiceIn Web Service
  - Required Setup for the CWServiceIn Web Service
- Generic Web Services: Supported Jobs and Messages
  - XML Messages Processed by the CWServiceIn Web Service
  - XML Messages Processed By the CWMessageIn Web Service

CWMessageIn Web Service

Overview: The CWMessageIn Web Service works with any of the integration layer processes set up through Work with Integration Layer Processes (IJCT).

The *target* attribute in each inbound message identifies the Order Management System process used to process the message and whether the integration layer job must be started and a queue defined in order for the job to process messages. For example, the CWMessageIn web service can route customer history requests to a process queue set up for the CUST_HIST integration layer process and also route catalog requests to the e-commerce catalog request job. If the *target* attribute for a customer history request is set to **CUSTHISTIN**, the CUST_HIST integration layer job can remain inactive and a queue is not required.

Which messages can you send and receive? See XML Messages Processed By the CWMessageIn Web Service for a list.

Web service authentication? Use the Working with Web Service Authentication (WWSA) menu option to define a valid user for basic web service authentication or a client ID if using OAuth. If you use Oracle Identity Cloud Service for password authentication, in addition to creating the web service authentication user or client ID in Work with Web Service Authentication (WWSA), you must also create a corresponding user profile in Oracle Identity Cloud Service and assign the user to the corresponding web service role defined for the Order Management application.

Do inbound-only messages generate any type of response? The supported messages that are inbound-only generate a simple response of `OK`. The response is not formatted as an XML message.

Required Setup for the CWMessageIn Web Service

To use the CWMessageIn web service, complete the setup below.

- Setup for the CWMessageIn SOAP-Based Web Service
- Setup for the CWMessageIn RESTful Web Service
- Setup for Integration Layer Jobs

Setup for the CWMessageIn SOAP-Based Web Service

The CWMessageIn web service's `.wsdl` (Web Services Definition Language) file controls the function of the CWMessageIn web service. The CWMessageIn web service routes the messages sent to the endpoint, described below, and dispatches them to the correct process queue, if a queue is defined or necessary. If the process generates a response message, the CWMessageIn web service routes the response.

You need to embed each inbound message in the SOAP (Simple Object Access Protocol) message tags in order for the CWMessageIn web service to receive and process it correctly. Also, each inbound message must specify the inbound job name for the integration layer process queue as its target, so the CWMessageIn web service can route the message appropriately.

Determine the endpoint: When using SOAP, the endpoint where you send the message is `https://server:port/CWDirectCPService/services/CWMessageIn`, where `server:port` identifies the application server and port.

Note:

- Since SOAP web services have been deprecated and will be removed in a future release, Oracle recommends that you transition to the use of the RESTful web service.
- The address found in the wsdl definition may not match the endpoint provided in this documentation, and therefore should not be used.

Sample Inbound Message in SOAP Envelope

The SOAP-based CWMessageIn web service requires that inbound messages be embedded in SOAP envelope tags. A sample XML message embedded in a SOAP envelope is presented below.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:dom="http://dom.w3c.org">
    <soapenv:Header/>
    <soapenv:Body>
         <dom:performAction type="xsd:string"><![CDATA[
            <Message source="IDC" target="CUSTHISTIN" type="CWCUSTHISTIN"
            resp_qmgr="QM_TEST" resp_q="CUSTHISTIN_TEST">
            <CustomerHistoryRequest company="6" customer_number="12345"
            number_of_orders="15" send_detail="N"/>
            </Message>]]>
        </dom:performAction>
    </soapenv:Body>
</soapenv:Envelope>
```

Setup for the CWMessageIn RESTful Web Service

You POST inbound CWMessageIn messages to the endpoint of the RESTful service. The web service routes the messages sent to the endpoint and dispatches them to the correct process queue. If the process generates a response message, the web service routes the response.

Determine the endpoint: The individual URL for the CWMessageIn RESTful service uses the following format:
`http://server:port/SerenadeSeam/sxrs/application/CWMessageIn`, where `server:port` identifies the application server where the RESTful service is located and the port.

Sample Inbound Message using RESTful Web Service

The CWMessageIn RESTful web service does not require that inbound messages be embedded in SOAP envelope tags. A sample XML message when using a RESTful web service is presented below.

```
<Message source="IDC" target="CUSTHISTIN" type="CWCUSTHISTIN" resp_qmgr="QM_TEST"
resp_q="CUSTHISTIN_TEST">
    <CustomerHistoryRequest company="6" customer_number="12345"
    number_of_orders="15" send_detail="N"/>
</Message>
```

Setup for Integration Layer Jobs

Set up the integration layer process queues: To set up each integration layer process that will receive messages through the CWMessageIn web service:

1. Create one or more queues for the integration layer process. If the process is inbound-only, it requires only a single queue; otherwise, it requires both an inbound and an outbound queue.
2. Use the Integration Layer Process Queue screen to create or configure the process queue for the integration layer process, including specifying the inbound and outbound queues.

Determine the target from the process queue: At the Integration Layer Process Queue screen, determine the *Inbound job name* for the process queue. The CWMessageIn web service requires that the `target` specified in the `Message` element for each inbound message indicate the specific inbound job name used to process the message. See XML Messages Processed By the CWMessageIn Web Service for a table that provides the correct `target` for each type of message.

> **Note:** If there are multiple process queues for a single integration layer process, each must have a unique

Inbound job name. For example, if you receive customer history requests both from the web storefront and from a store, you typically set up a separate CUST_HIST process queue for each, using different inbound job names.

Make sure the integration layer processes are running: You need to start most of the related integration layer process(s) in order for them to receive or process messages forwarded by the CWMessageIn web service.

The following integration layer processes can remain inactive and a queue is not required if you enter a specific target in the XML message:

- CUST_HIST process if the target is **CUSTHISTIN**
- CUSTOMR_IN process if the target is **CUSTCRT_IN**
- CUST_SRCH process if the target is **CWCUSTSRCH**
- RETURN_IN process if the target is **CWRETURNIN**

CWServiceIn Web Service

Overview: The CWServiceIn Web Service does not require an integration layer job to process the message. The *type* attribute in each inbound message identifies the Order Management System process used to process the message.

Which messages can you send and receive? See XML Messages Processed by the CWServiceIn Web Service for a list.

Web service authentication? Use the Working with Web Service Authentication (WWSA) menu option to define a valid user for basic web service authentication or a client ID if using OAuth. If you use Oracle Identity Cloud Service for password authentication, in addition to creating the web service authentication user or client ID in Work with Web Service Authentication (WWSA), you must also create a corresponding user profile in Oracle Identity Cloud Service and assign the user to the corresponding web service role defined for the Order Management application.

Do inbound-only messages generate any type of response? The supported messages that are inbound-only generate a simple response of `OK`. The response is not formatted as an XML message. However, the CWProcessIn message, which you can use to start a periodic process, generates a slightly more detailed response.

Required Setup for the CWServiceIn Web Service

To use the CWServiceIn web service, complete the setup below.

- Setup for the CWServiceIn SOAP-Based Web Service
- Setup for the CWServiceIn RESTful Web Service
- Define the Message Type

Setup for the CWServiceIn SOAP-Based Web Service

The CWServiceIn web service's `.wsdl` (Web Services Definition Language) file controls the function of the CWServiceIn web service. The CWServiceIn web service routes the messages sent to the endpoint and dispatches them to the correct Order Management System process. If the Order Management System process generates a response message, the CWServiceIn web service routes the response.

You need to embed each inbound message in the SOAP (Simple Object Access Protocol) message tags in order for the CWServiceIn web service to receive and process it correctly. Also, the *type* attribute in the inbound message identifies the Order Management System process, so the CWServiceIn web service can route the message appropriately.

Determine the endpoint: The endpoint is `https://server:port/CWDirectCPService/services/CWServiceIn`, where `server:port` identifies the application server and port.

Note:

- Since SOAP web services have been deprecated and will be removed in a future release, Oracle recommends that you transition to the use of the RESTful web service.
- The address found in the wsdl definition may not match the endpoint provided in this documentation, and therefore should not be used.

Sample Inbound Message in SOAP Envelope

The CWServiceIn web service requires that the inbound messages be embedded in SOAP envelope tags. A sample XML message embedded in a SOAP envelope is presented below.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:dom="http://dom.w3c.org">
<soapenv:Header />
<soapenv:Body>
<dom:performAction type="xsd:string">
<![CDATA[

<Message source="External" target="OMS" type="CWORDLNHSTIN" resp_qmgr=""
resp_q="">
    <Header company_code="7" order_number="1234">
        <ShipTos>
            <ShipTo ship_to_number="1">
                <OrderLineHistorys>
                    <OrderLineHistory order_detail_seq="1" activity_code="T"
                    quantity="1" contact_date="101112" contact_time="101112"
                    delivery_provider="KB" ext_sys_date="091011" user="USER"
                    ext_ref_nbr="2"/>
                </OrderLineHistorys>
            </ShipTo>
        </ShipTos>
    </Header>
</Message>

]]>
</dom:performAction>
</soapenv:Body>
</soapenv:Envelope>
```

Setup for the CWServiceIn RESTful Web Service

You POST inbound CWServiceIn messages to the web service's URL, or endpoint, of the RESTful service. The web service routes the messages sent to the endpoint and dispatches them to the correct process queue. If the process generates a response message, the web service routes the response.

Determine the endpoint: Unless otherwise noted, the individual URL for the CWServiceIn RESTful service uses the following format:

`https://server:port/SerenadeSeam/sxrs/SerenadeREST/CWServiceIn`, where `server:port` identifies the application server and port.

Sample Inbound Message using RESTful Web Service

The CWServiceIn RESTful web service does not require that inbound messages be embedded in SOAP envelope tags. A sample XML message when using a RESTful web service is presented below.

```
<Message source="External" target="OMS" type="CWORDLNHSTIN" resp_qmgr=""
resp_q="">
    <Header company_code="7" order_number="1234">
        <ShipTos>
            <ShipTo ship_to_number="1">
                <OrderLineHistorys>
                    <OrderLineHistory order_detail_seq="1" activity_code="T"
                    quantity="1" contact_date="101112" contact_time="101112"
                    delivery_provider="DP" ext_sys_date="091011" user="USER"
                    ext_ref_nbr="2"/>
                </OrderLineHistorys>
            </ShipTo>
        </ShipTos>
    </Header>
</Message>
```

Define the Message Type

The CWServiceIn web service requires that the `type` attribute specified in the `Message` element identify the Order Management System process used to process the message. See XML Messages Processed by the CWServiceIn Web Service for a table that provides the correct `type` for each type of message.

Generic Web Services: Supported Jobs and Messages

You can use the generic web services to route any of the inbound messages listed below, and it can then return the outbound messages indicated.

- XML Messages Processed by the CWServiceIn Web Service
- XML Messages Processed By the CWMessageIn Web Service

XML Messages Processed by the CWServiceIn Web Service

Message	Process	Type	Direction
The *type* attribute in each inbound message identifies the Order Management System process used to process the message.			
Order Line History In Message (CWOrdLnHstIn)	Order Line History In API	CWOrdLnHstIn	inbound
Order Transaction History Message (CWOrderTransactionHistory)	Generic Order Transaction History API	CWOrder TransactionHistory	inbound
Item Availability Web Request XML Message (CWItemAvailabilityWeb)	Generic Item Availability API	CWItemAvailabilityWeb	inbound
Item Availability Web Response XML Message (CWItemAvailabilityResponseWeb)			outbound
E-Commerce Item Availability Web Request XML Message (AvailabilityWebRequest)		AvailabilityWebRequest	inbound
E-Commerce Item Availability Web Response XML Message (AvailabilityWebResponse)			outbound
E-Commerce Cancel Request Message (CWCancel)	E-Commerce Cancel Process	CWCancel	inbound
E-Commerce Catalog Request Message (CWCatRequest)	E-Commerce Catalog Requests	CWCatRequest	inbound
E-Commerce Catalog Request Response Message (CWCatreqResponse)			outbound
CWProcessIn Message	see Using the CWProcessIn Message to Start a Periodic Process	CWProcessIn	inbound

JSON Message Processed by the CWServiceIn Web Service

You can use the CWServiceIn RESTful web service for the Order Broker Product Inventory Availability API to post the Order Broker Product Inventory Availability Request directly to Order Management System and receive the associated response. You POST the Order Broker Product Inventory Availability Request to the web service's URL, or endpoint, of the RESTful service. The web service routes the messages sent to the endpoint and dispatches them to the Item Availability Update process. When the Item Availability Update process generates an Order Broker

Product Inventory Availability Response, the CWServiceIn web service routes the response.

JSON Message	Process	Direction
Order Broker Product Inventory Availability Request	Item Availability Update	inbound
Order Broker Product Inventory Availability Response		outbound

The individual URL for the CWServiceIn RESTful service used for the Order Broker Product Inventory Availability API uses the following format: `https://server/SerenadeSeam/sxrs/Inventory/getAvailable`, where `server` identifies the application server where the RESTful service is located.

For more information: See Order Broker Product Inventory Availability API in the online help for more information.

Troubleshooting the CWServiceIn web service:

If the *type* specified by an inbound message is not correct, the CWServiceIn web service returns an error such as:

```
Message>Invalid Target: com.mr.serenade.exception.BOException:
MessageInBO.getQueues - Target KB does not match inbound job name&lt;/Message>
```

See the individual messages listed above for more information on message validation.

XML Messages Processed By the CWMessageIn Web Service

Message	Process(es)	Direction	Target
Integration Layer Processes			
The following XML messages are processed through the Work with Integration Layer Processes (IJCT) menu option.			
The `target` for each inbound message must match the Inbound program name for the integration layer process queue, as specified at the Integration Layer Process Queue screen.			
The following integration layer processes can remain inactive and a queue is not required if you enter a specific target in the XML message:			
• CUST_HIST process if the target is **CUSTHISTIN**			
• CUSTOMR_IN process if the target is **CUSTCRT_IN** or **CWCustomerIn**			
• CUST_SRCH process if the target is **CWCUSTSRCH**			
• RETURN_IN process if the target is **CWRETURNIN**			
Inbound Customer Search Message (CWCustomerInqRequest)	CUST_SRCH	inbound	user-defined; queue not required if target is **CWCUSTSRCH**
Outbound Customer Search Response (CWCustomerInqResponse)		outbound	
Inbound Customer Message (CWCustomerIn) **Note:** This message typically uses the CWCustomer web service; however, you can use the CWMessageIn web service to route messages for the Generic Customer API if you prefer to use a single endpoint for all messages rather than using the separate endpoint. To use the CWMessageIn web service the `type` in the message must be **CWCustomerIn**. For this message, you do not need to set up the CUSTOMR_IN integration layer job.	CUSTOMR_IN	inbound	user-defined; queue not required if type is **CWCustomerIn**
Outbound Customer Response Message (CWCustomerOut)		outbound	
Customer History Request XML Message (CWCustHistIn)	CUST_HIST	inbound	user-defined; queue not required if target is **CUSTHISTIN**
Customer History Response XML Message (CWCustHistOut)		outbound	
Detailed Order Inquiry Response XML Message (CWORDEROUT)		outbound	
Email XML Message (CWEmail)	EMAIL	inbound	user-defined

Message	Process(es)	Direction	Target
Inventory Inquiry Request XML Message (CWInventoryInquiry)	INV_INQURY	inbound	user-defined
Inventory Inquiry Response XML Message (CWInventoryInquiryResponse)		outbound	
Inventory Transaction Upload XML Message (inCreateInvXaction)	INVTRAN_IN	inbound	user-defined
Inbound Order XML Message (CWORDERIN) **Note:** You can use the CWMessageIn web service to route messages for the Generic Order Interface (Order API) if you prefer to use a single endpoint for all messages rather than using the separate endpoint specified for the CWOrderIn message; however, using the CWMessageIn web service this way requires the same additional setup for the ORDER_IN process as for the other supported integration layer jobs, as described in Required Setup for the CWMessageIn Web Service; you would need to specify inbound and outbound queues and then make sure the ORDER_IN process is active.	ORDER_IN	inbound	user-defined
Detailed Order XML Response (CWORDEROUT) or Order Acknowledgment XML Message (CWORDEROUT)		outbound	
Return Request Message (CWReturnIn) **Note:** The returns integration with Oracle Retail Xstore Point-of-Service sends a message with a target of CWRETURNIN, so if you use this integration you need to create a process queue that uses this *Inbound job name*.	RETURN_IN	inbound	user-defined; queue not required if target is **CWRETURNIN**
Return Response Message (CWReturnOut)		outbound	
Generic Workflow XML Message (CWWorkflow)	WORKFLOW	inbound	user-defined

Troubleshooting the CWMessageIn web service:

If the target specified by an inbound message is not correct, the generic web service returns an error such as:

```
Invalid Target
```

```
Target OMS does not match inbound job name
```

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Setting Up Web Service Authentication

Overview: Oracle recommends the use of OAuth rather than basic authentication. With basic authentication, the user password will expire periodically and require a reset. Each of these authentication options is described below.

In this chapter:

- Basic or OAuth Authentication
  - OAuth Support for Omnichannel Products
- Setting Up Inbound Authentication
  - Implementing Basic Authentication with IDCS
  - Implementing OAuth through the Manage External Application Access page in Modern View
  - Validation of Inbound Requests
  - Order Management System Web Services Eligible for Authentication
- Setting Up Outbound Authentication
  - Basic Authentication
- Web Service Authentication Process for Order Broker
  - Order Broker Web Services Eligible for Authentication
- Web Service Authentication Process for Customer Engagement
  - Oracle Retail Customer Engagement Web Services Eligible for Authentication

Basic or OAuth Authentication

Basic authentication requires the requesting system to pass a user ID and a password to authenticate a web service request. The destination system validates the user ID and password.

When basic authentication is used, you should use the Working with Web Service Authentication (WWSA) rather than the *Manage External Application Access* page in Modern View.

OAuth requires the requesting system to provide an access token with the web service request. Oracle Cloud Services use IDCS as the authenticating service. The requesting system will use its configured client ID and secret to request an OAuth token from IDCS and then include that token in service requests.

In addition to being more secure, OAuth provides better performance than basic authentication.

With OAuth authentication:

- The requesting system first passes a client ID and a client secret to an authenticating service, such as IDCS.
- The authenticating service, such as IDCS, generates a temporary token.
- The requesting system submits the token to the destination system, rather than a password and user ID as with basic authentication.
- The destination system validates the token and client ID with the authenticating service.

Note: Order Management System supports OAuth 2.0 for inbound and outbound requests.

OAuth Support for Omnichannel Products

Product	Supports Receiving OAuth	Supports Sending OAuth
Order Broker	19.0 or higher	19.1.1 or higher
Order Broker Cloud Service	18.2 or higher	19.1 or higher
Order Management System	18.3 or higher; 19.0 or higher supports XOffice OnPrem validation of stores with parent ID. 19.0 or higher. See the **Manage External Application** page in Modern View for background.	19.1 or higher
Customer Engagement	18.0 or higher; 18.3or higher supports XOffice OnPrem validation of stores with parent ID.	not currently supported

Setting Up Inbound Authentication

Implementing Basic Authentication with IDCS

When an external system calls an Order Management System web service, the external system sending the message to Order Management System must send authentication information in the HTTP header of the message.

To implement:

- Create a user profile in IDCS for inbound web service authentication and assign the password in IDCS. You can create a single user, or a separate user for different inbound messages.
- Create the web service authentication user, using the *User Name* defined in IDCS, in Work with Web Service Authentication (WWSA) for the inbound web service message. No password entry is required or supported, because the authentication takes place through IDCS.

Implementing OAuth through the Manage External Application Access page in Modern View

Typically, you would use the *Manage External Application Access* page in Modern View to:

- Review the clients that have already been created in IDCS.
- Generate a new client for the XOffice On Premises application and assign web service access.
- Generate a new client for another application and assign inbound web service access.

For more information: See the *Oracle Retail Omnichannel Web Service Authentication Configuration Guide* on My Oracle Support (2728265.1) for web service authentication configuration instructions.

Validation of Inbound Requests

When Order Management System receives an inbound web service request:

- If the web service passes authentication, the web service continues with regular processing.
- If the web service fails basic authentication, the web service returns an error. If Oracle Identity Cloud Service (IDCS) is enabled, a 401 error is returned.

Order Management System Web Services Eligible for Authentication

You must define web service authentication, either through Work with Web Service Authentication (WWSA) or through the *Manage External Application Access* page in Modern View, for the following Order Management System web services.

- **CWCustomer**, both SOAP-based and RESTful web service types. This web service is used to process an Inbound Customer Message (CWCustomerIn) received from an external system. See Generic Customer API in the online help for more information.
- **CWEmailRequest**; this web service is available as a SOAP-based web service type only. It is used to process an Email Request Message (CWEmailRequest) received from an external system. See Store Pickup Confirmation Email Program (L48) in the online help for more information.
- **CWManifest**; this web service is available as a SOAP-based web service type only. It is used to process a Manifest Pick Request Message (CWManifestPickRequest) and Manifest Ship Request Message (CWManifestShipRequest) received from an the external system. See PC Manifesting Interface in the online help for more information.
- **CWMessageIn**, both SOAP-based and RESTful web service types. This web service works with any of the integration layer processes set up through Work with Integration Layer Processes (IJCT). See XML Messages Processed By the CWMessageIn Web Service for a list of the messages processed by the CWMessageIn web service and see CWMessageIn Web Service for an overview.
- **CWOrderIn**, both SOAP-based and RESTful web service types. This web service is used to process an Inbound Order XML Message (CWOrderIn) from an external

system. See Generic Order Interface (Order API) in the online help for more information.

- **CWPickIn**, both SOAP-based and RESTful web service types. This web service is used to process a CWPickIn XML Message from an external system. See Generic Pick In API (Shipments, Voids, and Backorders) in the online help for more information.
- **CWReceiptIn**, both SOAP-based and RESTful web service types. This web service is used to process a PO Receipt In XML Message (CWReceiptIn) from an external system. See Purchase Order Receipt In API in the online help for more information.
- **CWServiceIn**, both SOAP-based and RESTful web service types. This web service is used to process the following messages received from an external system:
  - Order Transaction History Message (CWOrderTransactionHistory) if its *type* attribute is `CWOrderTransactionHistory`. See Generic Order Transaction History API for more information.
  - Order Line History In Message (CWOrdLnHstIn) if its *type* attribute is `CWOrdLnHstIn`. See Order Line History In API for more information.
  - Item Availability Web Request XML Message (CWItemAvailabilityWeb) if its *type* attribute is `CWItemAvailabilityWeb`. See Generic Item Availability API for more information.
  - E-Commerce Cancel Request Message (CWCancel) if its *type* attribute is `CWCancel`. See E-Commerce Cancel Process for more information.
  - E-Commerce Catalog Request Message (CWCatRequest) if its *type* is `CWCatRequest`. See E-Commerce Catalog Requests for more information.
  - CWProcessIn Message if its *type* attribute is `CWProcessIn`. See Using the CWProcessIn Message to Start a Periodic Process for more information.
- **JMSQueue**. This web service is used during Advanced Queuing to read from a queue in the queuing database.
- **PrivateDataRequest** RESTful web service. This web service is used to process a Get Personal Data Request and Forget Personal Data Request from an external system. See the Personal Data API in the Data Security and Encryption guide for more information.
- **ProcessIn.** This RESTful web service is used to start a periodic process. See Using the ProcessIn REST Message to Start a Periodic Process for more information.
- **Storage.** This RESTful web service is used to upload, download, delete, or inquire on files imported or exported through the File Storage API.

Setting Up Outbound Authentication

Required administrative properties: You need to set up the following properties through Work with Admin Properties (CPRP) for communication with IDCS:

- IDCS_ACCESS_CLIENT_ID: The client ID that identifies Order Management System to IDCS when using OAuth.
- IDCS_ACCESS_CLIENT_SECRET: The client secret to authenticate Order Management System to IDCS using OAuth.

- IDCS_SERVICE_ENDPOINT_URL: The URL to use for communicating with IDCS.

Order Management System also uses the `IDCS_ACCESS_CLIENT_ID` and the `IDCS_ACCESS_CLIENT_SECRET` for authentication of web service messages to Order Broker or Customer Engagement flagged for OAuth authentication if the *Client ID* and *Client Secret* are not defined in Work with Web Service Authentication (WWSA).

Basic Authentication

Which outbound services require basic authentication? OAuth is not supported for the following:

Narvar Service: Used for authentication of RESTful web service requests to generate shipment notification emails through the Narvar Integration.

RICS Service: Used for authentication for the pre-order (backorder quantity update) notification message that is part of the Enterprise Order Integration.

OCDS Service: Used for authentication for RESTful web service requests sent to the Omnichannel Cloud Data Service.

For more information: See the Work with Outbound Web Service Authentication Screen.

Web Service Authentication Process for Order Broker

You can configure Order Management System to use either basic authentication or OAuth authentication for an Order Broker web service. When Order Management System generates a message to send to Order Broker, it includes the web service authentication user and password in the HTTP header of the message.

The type of authentication you select must be supported by Order Broker. Web service authentication is available starting in version 15.0 of Order Broker, and OAuth authentication for outbound requests to Order Broker is available in 18.2 or higher of Order Broker.

- Order Broker requires you to pass a valid web service authentication based on the settings defined at the Web Service User screen, using either basic authentication or OAuth.
  - If the web service passes authentication, the web service continues with regular processing.
  - If the web service fails basic authentication, the web service refuses the request with an error: `Inbound Message failed validation`.

If the message fails web service authentication: If the password used for web service authentication is invalid or expired, or the request for an OAuth token fails, the system writes an error message to the CWDirect log.

Order Broker Web Services Eligible for Authentication

You can define web service authentication for the following Order Broker web services:

- **OROB Discovery**. The Location discovery request is used to request a listing of all locations set up in Order Broker for the specified system. See Importing Store

Cross Reference Locations through Order Broker's Discovery Web Service for more information.

- **OROB Imports**. Includes all imports using Order Broker's Product, Product Location, and Incremental Inventory Import Process when the OROB_IMPORTS_ENABLED setting in Working with Customer Properties (PROP) is set to `true`.
  - Order Broker Product Output File: Used to import product information into Order Broker.
  - Order Broker Product Location Output File: Used to import product location, attribute, and availability information into Order Broker.
  - Oracle Retail Order Broker Incremental Inventory Output File: Used to import inventory updates into Order Broker.
- **OROB Locate**. Includes all requests related to the Routing Engine. See Order Broker Integration for more information.
  - EchoTest: Used to test the connection to Order Broker.
  - Fulfillments: Used to request a list of pickup and shipment orders assigned to the requesting location.
  - LocateItems: Used to request locations available for store pickup orders.
  - OrderUpdate: Used to update the *Under Review* indicator for an order.
  - ProductAvailability: Used to request product availability for one or more items based on one or more order types.
  - StatusRequest and StatusListRequest: Used to request current order status for a list of orders.
  - StatusUpdate: Used to request a status update to a pickup or shipment order.
  - SubmitOrder: Used to request creation of a pickup order in the requesting location, or request selection of a location for shipment of an order.
- **OROB Purchasing**. Includes all requests related to the Supplier Direct Fulfillment module. See Interface with Order Broker's Supplier Direct Fulfillment Module: Overview and Setup for more information.
  - CreateDSOrder: Used to create a drop ship purchase order.
  - CreateDSVendor: Used to create or update a vendor.
  - GetDSChanges: Used to request a listing of changes to all drop ship purchase order lines since the last request for changes was processed.
  - GetDSInvoices: Used to request information on invoices submitted by the vendor and approved since the last request for invoices was processed.
  - SetDSAddressChange: Used to request a shipping address change for a drop ship purchase order.
  - SetDSCancel: Used to request the cancellation of a line on a drop ship purchase order.
  - SetDSCostChange: Used to request a change to the retailer or vendor unit price, or both, for a drop ship purchase order line.

Web Service Authentication Process for Customer Engagement

Releases earlier than 16.0: When Order Management System calls a Customer Engagement web service earlier than release 16.0, the web service looks at the AUTHENTICATION_SCHEME setting defined in Conflate to determine whether authentication is required. If the AUTHENTICATION_SCHEME is set to **Org-User**, the web service requires authentication. In this situation, the system requires you to pass a valid user ID and password, as defined in the USR_RELATE_USER table, and to also identify the organization to which the user belongs, based on the relevant element in the URL.

> **Note:** If you integrate with Relate 11.4 or earlier, you must upgrade to at least release 15.0 of Customer Engagement to use web service authentication.

Release 16.0 or later: In release 16.0 of Customer Engagement and later, authentication is required.

- If the web service passes authentication, the web service continues with regular processing.
- If the web service fails authentication, the web service returns a 401 error: `unauthorized`.

Inbound OAuth authentication is supported in release 18.0 or higher of Customer Engagement. When using OAuth, the *Client ID* for Order Management System must be assigned an application role of API access in IDCS. See Web Service Authentication Process for Order Broker for background.

If the message fails web service authentication: If the password used for web service authentication is invalid or expired, or the request for an OAuth token fails, the system writes an error message to the CWDirect log.

Oracle Retail Customer Engagement Web Services Eligible for Authentication

You can define web service authentication for the following Oracle Retail Customer Engagement web services:

- **ORCE Customer**. This web service is used to create and update customer information between Oracle Retail Customer Engagement and Order Management System. See Oracle Retail Customer Engagement Customer Integration for more information.
- **ORCE Loyalty**. This web service is used to assign a loyalty card to a customer and process activity for the loyalty account. See Oracle Retail Customer Engagement Loyalty Integration for more information.
- **ORCE Purchase History**. This web service is used to review a customer's completed sales and return transactions across multiple channels using the Display Purchase History screen. See Oracle Retail Customer Engagement Purchase History Integration for more information.
- **ORCE Stored Value Card**. This web service is used to generate a new loyalty card and process stored value card transactions between Order Management System and Oracle Retail Customer Engagement. See Oracle Retail Customer Engagement Stored Value Card Integration for more information.

- **ORCE Wish List**. This web service is used to review and modify a customer's wish list from Oracle Retail Customer Engagement. See Oracle Retail Customer Engagement Customer Wish List Integration for more information.

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Working with Web Service Authentication (WWSA)

Web service authentication allows you to define a valid web service authentication user for each web service used by Order Management System.

Which web services are eligible? You can define web service authentication for the following:

- **Inbound:** Web services used to process inbound messages to Order Management System. See Inbound Web Service Authentication Process for Order Management System.
- **To Order Broker:** Web services used to process messages from Order Management System to Order Broker. See Web Service Authentication Process for Order Broker.
- **To Customer Engagement:** Web services used to process messages from Order Management System to Customer Engagement. See Web Service Authentication Process for Customer Engagement.
- **To OCDS:** Web services used for authentication for RESTful web service requests sent to the Omnichannel Cloud Data Service (OCDS). See Importing Enterprise Foundation Data through Omnichannel Cloud Data Service (OCDS) for background.
- **To RICS:** Web services used for authentication for the pre-order (backorder quantity update) notification message (RICS). See Enterprise Order Integration (Future Receipts and Pre-Order Processing).
- **Job notifications:** A web service to send a job notification to an external system. See Using the Job Notification Outbound REST Message for more information.

Authentication types: Order Management System supports both basic and OAuth 2 authentication for inbound and outbound messages, although not all integrating systems support OAuth. See Basic or OAuth Authentication for a discussion.

For more information: See Setting Up Web Service Authentication for an overview and a discussion of the different types of authentication, and see the *Oracle Retail Omnichannel Web Service Authentication Configuration Guide* on My Oracle Support (2728265.1) for web service authentication configuration instructions.

In this chapter:

- Basic or OAuth Authentication
- Inbound Web Service Authentication Process for Order Management System
  - Order Management System Web Services Eligible for Authentication
- Work with Inbound Web Service Authentication Screen

- Work with Inbound Web Service Authentication Users Screen
- Add User Window
- Work with Outbound Web Service Authentication Screen
- Change Outbound Web Service Authentication Screen

Basic or OAuth Authentication

Basic authentication requires the requesting system to pass a user ID and a password to authenticate a web service request. The destination system validates the user ID and password.

OAuth requires the requesting system to provide an access token with the web service request. Oracle Cloud Services use IDCS as the authenticating service. The requesting system will use its configured client ID and secret to request an OAuth token from IDCS and then include that token in service requests.

In addition to being more secure, OAuth provides better performance than basic authentication.

How Requests are Validated with OAuth

OAuth enables web service communication between applications using a token provided by IDCS rather than a password, providing greater security. The requesting application first passes its:

- *Client ID:* Similar to a user ID in that it identifies a client application to the authentication service, in this case IDCS. You can create client IDs through the *Manage External Application Access* page, in IDCS, or through other applications, such as Customer Engagement.
- *Client secret*: A secure code that IDCS creates for a client application, and that the client application passes to IDCS for authentication. The client secret should be known only to the requesting application and to IDCS.

When IDCS receives the valid client ID and client secret, it then provides the token to the requesting application. The requesting application can then include the token in the web service request to the destination system, which validates the token with IDCS.

For example, if your ecommerce system will communicate with Order Management System using OAuth, you can use this page to:

- Create a client ID and secret, which you can then provide to the ecommerce system.
- Create the associated web service authentication records for the ecommerce system.

With OAuth authentication:

The requesting system first passes a client ID and a client secret to an authenticating service, such as IDCS.

- The authenticating service, such as IDCS, generates a short-lived token.
- The requesting system submits the token to the destination system, rather than a password and user ID as with basic authentication.

- The destination system validates the token and client ID.

The following is required in order to support OAuth with Omnichannel products:

- The IDCS client ID and client secret for the integrating system must be created through an Omnichannel cloud service, if it does not already exist.
- The system receiving the web service request needs to have a record of the client ID with assigned access for the web service API.
- A system sending the web service request needs to be able to request the token from IDCS.
- The system sending the web service request needs to include the token so the system receiving the web service request can validate the request.

Configuration for outbound web service authentication: You need to specify an authentication type of either BASIC or OAUTH for each outbound web service from Order Management System. OAuth is supported for the following outbound web services:

- Order Broker 18.2 or higher
- Customer Engagement 18.0 or higher
- Job Notification

OAuth is not currently supported for the OCDS Service or the RICS Service.

OAuth summary by product:

Product	Supports Receiving OAuth	Supports Sending OAuth
Order Broker	19.0 or higher	19.1.1 or higher
Order Broker Cloud Service	18.2 or higher	19.1 or higher
Order Management System	18.3 or higher; 19.0 or higher supports XOffice OnPrem validation of stores with parent ID. 19.0 or higher. See the **Manage External Application** page in Modern View for background.	19.1 or higher
Customer Engagement	18.0 or higher; 18.3or higher supports XOffice OnPrem validation of stores with parent ID.	not currently supported

For more information: See the *Oracle Retail Omnichannel Web Service Authentication Configuration Guide* on My Oracle Support (2728265.1) for web service authentication configuration instructions.

Inbound Web Service Authentication Process for Order Management System

When an external system calls an Order Management System web service, the external system sending the message to Order Management System must send authentication information in the HTTP header of the message.

Oracle Identity Cloud Service: When you use Oracle Identity Cloud Service (IDCS) for password authentication, you do not define passwords in Work with Web Service Authentication (WWSA) for inbound web services; instead:

- **Basic HTTPS:**
  - Create a user profile in IDCS for inbound web service authentication and assign the password in IDCS. You can create a single user, or a separate user for different inbound messages.
  - Create the web service authentication user, using the *User Name* defined in IDCS, in Work with Web Service Authentication (WWSA) for the inbound web service message. No password entry is required or supported, because the authentication takes place through IDCS.
- **OAuth:** Uses the IDCS Client ID of the client that generates the OAuth token as the user ID in Web Service Authentication (WWSA). You use the *Manage External Application Access* page in Modern View to create web service authentication records for client applications created in IDCS that use OAuth authentication. See Basic or OAuth Authentication for a discussion.

  When OAuth not used: When basic authentication is used, you should use the Work with Inbound Web Service Authentication screen (WWSA) rather than the *Manage External Application Access* page in Modern View.

For more information: See *Oracle Identity Cloud Service (IDCS) Authentication* in the Administration Guide.

When Order Management System receives an inbound web service request:

- If the web service passes authentication, the web service continues with regular processing.
- If the web service fails basic authentication, the web service returns an error. If Oracle Identity Cloud Service (IDCS) is enabled, a 401 error is returned; otherwise,
  - For SOAP-based web service types, if IDCS is not enabled, the web service returns a general exception error:

```
<soapenv:Envelope
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <soapenv:Body>
        <soapenv:Fault>
            <faultcode>soapenv:Server.generalException</faultcode>
            <faultstring>Invalid access</faultstring>
                <detail>
                    <ns1:hostname
                    xmlns:ns1="http://xml.apache.org/axis/">OMS-
                    qa2</ns1:hostname>
                </detail>
            </soapenv:Fault>
        </soapenv:Body>
    </soapenv:Envelope>
```

- For RESTful web service types, if IDCS is not enabled, the web service returns an access not allowed error: `Access not allowed`.

If the password is invalid or expired: If IDCS is not enabled and the password used for web service authentication is invalid or expired, the system writes an error message to the CWDirect log.

Order Management System Web Services Eligible for Authentication

You must define web service authentication, either through this menu option or through the *Manage External Application Access* page in Modern View, for the following Order Management System web services.

- **CWCustomer**, both SOAP-based and RESTful web service types. This web service is used to process an Inbound Customer Message (CWCustomerIn)n received from an external system. See Generic Customer API in the online help for more information.
- **CWEmailRequest**; this web service is available as a SOAP-based web service type only. It is used to process an Email Request Message (CWEmailRequest) received from an external system. See Store Pickup Confirmation Email Program (L48) in the online help for more information.
- **CWManifest**; this web service is available as a SOAP-based web service type only. It is used to process a Manifest Pick Request Message (CWManifestPickRequest) and Manifest Ship Request Message (CWManifestShipRequest) received from an the external system. See PC Manifesting Interface in the online help for more information.
- **CWMessageIn**, both SOAP-based and RESTful web service types. This web service works with any of the integration layer processes set up through Work with Integration Layer Processes (IJCT). See XML Messages Processed By the CWMessageIn Web Service for a list of the messages processed by the CWMessageIn web service and see CWMessageIn Web Service for an overview.
- **CWOrderIn**, both SOAP-based and RESTful web service types. This web service is used to process an Inbound Order XML Message (CWOrderIn) from an external system. See Generic Order Interface (Order API) in the online help for more information.
- **CWPickIn**, both SOAP-based and RESTful web service types. This web service is used to process a CWPickIn XML Message from an external system. See Generic Pick In API (Shipments, Voids, and Backorders in the online help for more information.
- **CWReceiptIn**, both SOAP-based and RESTful web service types. This web service is used to process a PO Receipt In XML Message (CWReceiptIn) from an external system. See Purchase Order Receipt In API in the online help for more information.
- **CWServiceIn**, both SOAP-based and RESTful web service types. This web service is used to process the following messages received from an external system:
  - Order Transaction History Message (CWOrderTransactionHistory) if its *type* attribute is `CWOrderTransactionHistory`. See Generic Order Transaction History API for more information.
  - Order Line History In Message (CWOrdLnHstIn) if its *type* attribute is `CWOrdLnHstIn`. See Order Line History In API for more information.

- Item Availability Web Request XML Message (CWItemAvailabilityWeb) if its *type* attribute is `CWItemAvailabilityWeb`. See Generic Item Availability API for more information.
- E-Commerce Cancel Request Message (CWCancel) if its *type* attribute is `CWCancel`. See E-Commerce Cancel Process for more information.
- E-Commerce Catalog Request Message (CWCatRequest) if its *type* is `CWCatRequest`. See E-Commerce Catalog Requests for more information.
- CWProcessIn Message if its *type* attribute is `CWProcessIn`. See Using the CWProcessIn Message to Start a Periodic Process for more information.

- **JMSQueue**. This web service is used during Advanced Queuing to read from a queue in the queuing database.
- **PrivateDataRequest** RESTful web service. This web service is used to process a Get Personal Data Request and Forget Personal Data Request from an external system. See the Personal Data API in the Data Security and Encryption guide for more information.
- **ProcessIn.** This RESTful web service is used to start a periodic process. See Using the ProcessIn REST Message to Start a Periodic Process for more information.
- **Storage.** This RESTful web service is used to upload, download, delete, or inquire on files imported or exported through the File Storage API.

Job Notification Outbound Message. This web service is used to notify an external system of a periodic process or job completion. See Using the Job Notification Outbound REST Message for more information.

Work with Inbound Web Service Authentication Screen

Purpose: Use this screen to define valid web service authentication users for the Order Management System web services.

Oracle Identify Cloud Service: When you use Oracle Identity Cloud Service (IDCS) for password authentication, you do not define passwords in Work with Web Service Authentication (WWSA) for inbound web services; instead:

- **Basic HTTPS**:
  - Create a user profile in IDCS for inbound web service authentication and assign the password in IDCS. You can create a single user, or a separate user for different inbound messages.
  - Create the web service authentication user, using the *User Name* defined in IDCS, in Work with Web Service Authentication (WWSA) for the inbound web service message. No password entry is required or supported, because the authentication takes place through IDCS.
- **OAuth**: Use the IDCS Client ID of the client that generates the token as the user ID in Web Service Authentication (WWSA).

For more information: See Basic or OAuth Authentication for background.

For more information: See *Oracle Identity Cloud Service (IDCS) Authentication* in the Administration Guide.

How to display this screen: Enter **WWSA** in the *Fast path* field at the top of any menu or select Work with Web Service Authentication from a menu.

Field	Description
Web Service	An Order Management System web service that requires web service authentication. Valid web services are: • CWCustomer • CWEmailRequest • CWManifest • CWMessageIn • CWOrderIn • CWPickIn • CWReceiptIn • CWServiceIn • JMSQueue • PrivateDataRequest • ProcessIn • Storage Enter a full or partial web service name to display web services that contain your entry. See Order Management System Web Services Eligible for Authentication for a summary of each web service. *Alphanumeric, 50 positions; optional.*

Screen Option	Procedure
Configure web service authentication for an Order Management System web service	Select **Authentication** for a web service to advance to the Work with Inbound Web Service Authentication Users Screen.
Configure web service authentication for an external web service	Select **Outbound Svcs** to advance to the Work with Outbound Web Service Authentication Screen.

Work with Inbound Web Service Authentication Users Screen

Purpose: Use this screen to configure web service authentication for a web service.

How to display this screen: Select **Authentication** for a web service on the Work with Inbound Web Service Authentication Screen.

Field	Description
Web Service	The web service requiring authentication. *Alphanumeric, 50 positions; display-only.*
User	A valid web service authentication user that can authenticate the web service through one of the following methods: • **OAuth authentication:** When you use OAuth authentication, this is the IDCS Client ID of the client that requests the OAuth token. • **Basic authentication:** When you use Oracle Identity Cloud Service (IDCS) for basic password authentication, this is the user ID defined in IDCS. See Basic or OAuth Authentication for background. **About OAuth:** OAuth is a standard for web service authentication through the use of access tokens rather than passwords. When OAuth is used, the inbound web service request specifies a client ID and a temporary token for authentication, rather than a user ID and a password. You can use the *Manage External Application Access* page in Modern View to create web service authentication records for applications created in IDCS that use OAuth authentication. **When OAuth not used:** OAuth is not currently supported for web service requests to Order Management System from older versions of Order Broker. When OAuth is not supported, you should use the Work with Inbound Web Service Authentication screen (WWSA) rather than the *Manage External Application Access* page in Modern View. Enter a full or partial user ID to display users that contain your entry. *Alphanumeric, 100 positions; optional.*

Screen Option	Procedure
Create a web service authentication user	Select **Create** to advance to the Add User Window. Typically, you use the *Manage External Application Access* page in Modern View to create web service authentication records for client applications created in IDCS and using OAuth authentication.
Delete a web service authentication user	Select **Delete** for a user. At the *Are you sure you want to delete the web service user?* window, select **Yes** to delete the user; otherwise, select **No** to cancel. You can also use the *Manage External Application Access* page in Modern View to delete web service authentication records for client applications created in IDCS, if necessary,

Add User Window

Purpose: Use this window to create a web service authentication user.

How to display this screen: Select **Create** on the Work with Inbound Web Service Authentication Users Screen.

Field	Description
User	The web service authentication user ID. When you use Oracle Identity Cloud Service (IDCS) for password authentication, this is the user ID or client ID defined in IDCS. **About OAuth:** OAuth is a standard for web service authentication through the use of access tokens rather than passwords. When OAuth is used, the inbound web service request specifies a client ID and a temporary token for authentication, rather than a user ID and a password. Use the *Manage External Application Access* page in Modern View to create web service authentication records for client applications created in IDCS that use OAuth, such as XOffice on premises. **When OAuth not used:** OAuth is not currently supported for web service requests to Order Management System from older versions of Order Broker. When OAuth is not supported, you should use the Work with Inbound Web Service Authentication screen (WWSA) rather than the *Manage External Application Access* page in Modern View. *Alphanumeric, 100 positions.* *Add window: required.*

Work with Outbound Web Service Authentication Screen

Purpose: Use this screen to define a valid web service authentication user and password for an external web service that requires web service authentication.

You must define web service authentication for each of your Order Management System companies that communicates with the external system. Unlike inbound web service authentication, outbound web service authentication is defined at the company level.

Web service authentication for messages to Order Broker or Customer Engagement occurs when the message is received in that application. The web service user for web service authentication on inbound messages to Order Broker or Customer Engagement must be defined in that application.

How to display this screen: Select **Outbound Svcs** at the Work with Inbound Web Service Authentication Screen.

Field	Description
Web Service	An external web service for which you can define a valid web service authentication user and password. **Job Notification:** The Job Notification web service is used to notify an external system about the completion of a periodic process or a job. See Using the Job Notification Outbound REST Message for more information. **Narvar Service:** Used for authentication of RESTful web service requests to generate shipment notification emails through the Narvar Integration. **Note:** Narvar currently supports only **Basic** authentication. **OCDS Service:** Used for authentication for RESTful web service requests sent to the Omnichannel Cloud Data Service. See Importing Enterprise Foundation Data through Omnichannel Cloud Data Service (OCDS) for background. **Customer Engagement:** Web services listed for Oracle Retail Customer Engagement are: • ORCE Customer • ORCE Loyalty • ORCE Purchase History • ORCE Stored Value Card • ORCE Wish List See Oracle Retail Customer Engagement Web Services Eligible for Authentication for a summary of each web service.

Field	Description
	Order Broker: Web services listed for Order Broker are: • OROB Discovery • OROB Locate • OROB Purchasing See Order Broker Web Services Eligible for Authentication for a summary of each web service. **RICS Service:** Used for authentication for the pre-order (backorder quantity update) notification message that is part of the Enterprise Order Integration (Future Receipts and Pre-Order Processing). **Note:** OCDS Service and RICS Service do not support OAuth authentication. See Basic or OAuth Authentication for more information on using OAuth. **Default client ID and secret for Order Broker and Customer Engagement:** You can use the IDCS_ACCESS_CLIENT_ID and IDCS_ACCESS_CLIENT_ SECRET defined in Working with Admin Properties (CPRP) for outbound OAuth authentication to Order Broker and Customer Engagement if the client ID and secret are not defined in Working with Web Service Authentication (WWSA). Otherwise, these defaults are not used for other outbound web service authentication, *Alphanumeric, 50 positions; optional.*
User/Client ID	The web service authentication user defined for the web service, or the client ID to use for the web service for OAuth authentication. Enter a full or partial user name or client ID to display web service users that contain your entry. See Basic or OAuth Authentication for background. *Alphanumeric, 100 positions; optional.*
Authentication Type	Indicates the type of authentication to use for the outbound web service: • **BASIC:** Requests pass a user ID and a password for authentication of the web service. • **OAUTH:** Requests pass a client ID and a client secret for authentication of the web service. See Basic or OAuth Authentication for background.

Screen Option	Procedure
Define a valid web service authentication user and password or client ID and client secret	Select **Change** for a web service to advance to the Change Outbound Web Service Authentication Screen.

Screen Option	Procedure
Configure web service authentication for an Order Management System web service	Select **Inbound Svcs** to advance to the Work with Inbound Web Service Authentication Screen.

Change Outbound Web Service Authentication Screen

Purpose: Use this screen to define whether the service uses basic or OAuth authentication, and to define a valid:

- User and password if using basic authentication for the web service.
- Client ID and client secret if using OAuth for the web service.

See Basic or OAuth Authentication for background.

Default client ID and secret for Order Broker and Customer Engagement: You can use the IDCS_ACCESS_CLIENT_ID and IDCS_ACCESS_CLIENT_ SECRET defined in Working with Admin Properties (CPRP) for outbound OAuth authentication to Order Broker and Customer Engagement if the client ID and secret are not defined in Working with Web Service Authentication (WWSA). Otherwise, these defaults are not used for other outbound web service authentication,

How to display this screen: Select **Change** for a web service on the Work with Outbound Web Service Authentication Screen.

Field	Description
Web Service	The web service for which you wish to define web service authentication. *Alphanumeric, 50 positions; display-only.*
Authentication Type	Indicates the type of authentication to use for the outbound web service: • **BASIC:** Requests pass a user ID and a password for authentication of the web service. • **OAUTH:** Requests pass a client ID and a client secret for authentication of the web service. See Basic or OAuth Authentication for background. **If you have difficulty seeing both authentication types:** Both options for this field may be difficult to see in Internet Explorer if the *Enable syncing Internet Explorer settings and data* option is not selected at the *Advanced* tab of the **Internet Options** window for Internet Explorer.

Field	Description
User/Client ID	Depending on the setting of the *Authentication Type*, this field is: • **User (basic authentication):** A valid web service authentication user that can authenticate the web service using basic authentication. You must enter the user ID in the correct case. • This user must be defined in the destination system, such as Order Broker or Customer Engagement. • **Client ID (OAuth authentication):** A valid client ID that you can use, along with the client secret, to generate a temporary token for OAuth authentication. In IDCS, this field is labeled as the *Display Name* for the client, for example, RGBU_OBCS_<RANDOM>_APPID, where OBCS identifies the application, and <RANDOM> is a series of 8 random characters. The client ID must be defined in the authentication service, such as IDCS, as well as the destination system. If you use IDCS, you create the user in IDCS and import the user into the destination system. *Alphanumeric, 10 positions; required.*
Password/Client Secret	Depending on the setting of the *Authentication Type*, this field is: • **Password (basic authentication):** A valid web service authentication user that can authenticate the web service using basic authentication. You must enter the user ID in the correct case. The password assigned to the web service authentication user. Must match the password in the destination system. You can define both upper and lower case letters for the password. • **Client secret (OAuth authentication):** The client secret defined for the client ID in the authentication service, such as IDCS, to generate a temporary token for OAuth authentication. You can regenerate the client secret For security reasons, the system masks the password or client secret on the screen and encrypts it in the database. *Alphanumeric, 50 positions; required.*

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Advanced Queuing

Advanced queuing allows you to send messages between Order Management System and other applications using database-integrated message queuing.

Advanced queuing is made up of the following components:

Queuing Database The Oracle database used for queue processing.

Queues An area where messages are stored so that they can be processed in sequential order (first in, first out).

Queue Table Queues are stored in queue tables in the database.

Message The actual data, such as an XML message, that is inserted into and retrieved from a queue. The message contains:

- control information (metadata) to define message properties used to manage the message.
- payload, or the actual data, in the message.

Message log The Message log tracks XML and transactional messages generated or received by Order Management System.

In this chapter:

- Advanced Queuing Process
  - Outbound Process Flow
  - Inbound Process Flow
- Advanced Queuing Setup
  - JMS Server in WebLogic
  - Queuing Database and Queues Configuration
  - JMS RESTful Web Service

For more information: See:

- Generic Web Services for more information on the web services available for Order Management System.
- Working with Web Service Authentication (WWSA) for more information on how to define which Order Management System web service endpoints require authentication and the valid web service authentication users or client IDs for each web service
- Logs for more information on the Order Management System application logs.

- Working with Integration Layer Processes (IJCT) in the online help for more information on the processes that transmit data between Order Management System and an external system.

Advanced Queuing Process

Outbound Process Flow

1. A user or a process in Order Management System calls an outbound integration layer process to send information to an external system.
2. If the *Communication type* setting for the outbound integration layer process (IJCT) is set to **Message Queue** and the status of the integration layer process is active, the process looks at the queue defined for the process. For an outbound process, the queue indicates:
   - the name of the outbound queue to which the integration layer process sends the message for transmission to the external system; this must be a valid queue in the database used for queue processing.
   - the name of the XML message generated and sent to the external system.
3. The system sends the message to the outbound queue defined for the integration layer process.
4. An external system uses the JMS RESTful web service to retrieve the message from the queue in order to process the message; see the JMS RESTful Web Service for the correct format of the URL for this web service.

   Note: The web service authenticator, **JMSQueue**, in Work with Web Service Authentication (WWSA), defines the user for basic web service authentication for the JMS RESTful web service when it reads from a queue in the queuing database. If you use Oracle Identity Cloud Service for password authentication, in addition to defining the web service authentication user in Work with Web Service Authentication (WWSA), you must also create a corresponding user profile in Oracle Identity Cloud Service and assign the user to the corresponding web service role defined for the Order Management application.

Inbound Process Flow

1. An external system uses an Order Management System web service to send a message to a queue in the database used for queue processing. **Note:** The *target* in the message must match the *Inbound job name* defined on the Integration Layer Process Queue screen in Work with Integration Layer Processes (IJCT). See Generic Web Services for more information on the web services available for Order Management System.
2. If the *Communication type* setting for an inbound integration layer process is set to **Message Queue** and the status of the integration layer process is active, the process monitors the queue defined for the process for new messages. For an inbound process, the queue indicates:

- the name of the inbound queue that the integration layer process monitors for new messages to process from an external system; this must be a valid queue in the database used for queue processing.
- the name of the job that processes the message from the inbound queue.

3. If the integration layer process finds a new message to process in the queue, the process picks up the message and processes it using existing functionality.

   Note: The web service authenticator, **JMSQueue**, in Work with Web Service Authentication (WWSA), defines the user for basic web service authentication for the JMS RESTful web service when it reads from a queue in the queuing database. If you use Oracle Identity Cloud Service for password authentication, in addition to creating the web service authentication user in Work with Web Service Authentication (WWSA), you must also create a corresponding user profile in Oracle Identify Cloud Service and assign the user to the corresponding web service role defined for the Order Management application.

For more information: See Integration Layer Processes and Web Services in the online help for more information on the integration layer processes that use a message queue.

Advanced Queuing Setup

Before you can begin using advanced queuing, you must complete the necessary setup.

- JMS Server in WebLogic
- Queuing Database and Queues Configuration
- JMS RESTful Web Service

JMS Server in WebLogic

1. During installation of the application, the JMS server for Order Management System was created and configured in WebLogic.

   In addition, the OrderManagementNonXADS JDBC data source in WebLogic was created and configured in order to connect to the Order Management System database and advanced queuing database.

2. In Work with Admin Properties (CPRP), the JMS_QUEUE_FACTORY property was set during installation based on the JMS server defined in WebLogic. This property contains the name of the Java Naming and Directory Interface (JNDI) used for queuing; this is the *Local JNDI Name* as defined in WebLogic. The delivered setting is `AqJmsConnectionFactory`. Use the following steps to verify the *Local JNDI Name* in WebLogic:

   - Log in to the WebLogic Server Administration Console.
   - On the home page, locate the Services pane and click **JMS Modules** to advance to the Summary of JMS Modules page.
   - On the Summary of JMS Modules page, click the name of the JMS module used for Order Management System to advance to the Settings for JMS Module page.
   - On the Settings for JMS Module page, click the JMS resource used for Order Management System to advance to the Settings for JMS Resource page.
   - On the Settings for JMS Resource page, select the Connection Factories tab to display the foreign connection factory for Order Management System. The system defaults the *Local JNDI Name* defined for the connection factory to the JMS_QUEUE_FACTORY property.

Queuing Database and Queues Configuration

1. Typical advanced queuing configuration uses the Order Management System database as the queuing database. Make sure the database has open access to use for queue processing.

2. Queues are delivered for the processes in Work with Integration Layer Processes (IJCT); see Delivered Queues.

   Use the following steps if you wish to create another queue for a job.

   For each queue you wish to create in the database:

   - Use the following SQL command to create a queue table:

```
EXEC DBMS_AQADM.CREATE_QUEUE_TABLE (queue_table => 'process_table',
queue_payload_type => 'SYS.AQ$_JMS_TEXT_MESSAGE');
```

   where `process_table` is the name of the queue table you wish to create.

   - Use the following SQL command to create a queue:

```
EXEC DBMS_AQADM.CREATE_QUEUE (queue_name => 'process', queue_table =>
'process_table');
```

   where `process` is the name of the queue you wish to create and `process_table` is the name of the corresponding queue table. **Note:** the queue name is case-sensitive.

   - Use the following SQL command to start the queue:

```
EXEC DBMS_AQADM.START_QUEUE (queue_name => 'process');
```

   where `process` is the name of the queue you wish to start. The queue must be started in order to enable the queue for processing.

   Recommended queue naming convention: To easily identify the purpose of a queue, use the following naming convention when creating a queue:

```
PROCESS_DIRECTION
```

   where:

   - `PROCESS` = the name of the Order Management System process that sends or receives the message.
   - `DIRECTION` = the direction of the message.
     - `IN` = the message is inbound to Order Management System.
     - `OUT` = the message is outbound from Order Management System.

   Example:

   - `CUST_SRCH_OUT` = The queue receives messages from the CUST_SRCH process in Work with Integration Layer Processes (IJCT) in Order Management System.
   - `CUST_SRCH_IN` = The queue sends messages to the CUST_SRCH process in Work with Integration Layer Processes (IJCT) in Order Management System.

3. Queue information is delivered for the processes in Work with Integration Layer Processes (IJCT).

   Verify the following:

   - On the Integration Layer Process screen, verify **Message Queue** defaults for the *Communication type.*
   - On the Work with Integration Layer Process Queues screen verify the queues that run for the process. The *Inbound queue* and/or *Outbound queue* is the name of the associated queue in the database used for queue processing.

Delivered Queues

The following queues are delivered with the application.

IJCT Process	Inbound queue	Outbound queue
CCAUTH_BTH	CCAUTH_BTH_IN	CCAUTH_BTH_OUT
CCAUTH_ONL	CCAUTH_ONL_IN	CCAUTH_ONL_OUT
CUSTOMR_IN	CUSTOMR_IN_IN	CUSTOMR_IN_OUT
CUST_HIST	CUST_HIST_IN	CUST_HIST_OUT
CUST_OUT		CUST_OUT_OUT
CUST_SRCH	CUST_SRCH_IN	CUST_SRCH_OUT
DEPOSITS	DEPOSITS_IN	DEPOSITS_OUT
EMAIL	EMAIL_IN	
EMAIL_OUT		EMAIL_OUT_OUT
INVOIC_OUT		INVOIC_OUT_OUT
INVTRAN_IN	INVTRAN_IN_IN	
INV_DOWNLD_OUT		INV_DOWNLD_OUT_OUT
INV_INQURY	INV_INQURY_IN	INV_INQURY_OUT
ITEM_OUT		ITEMOUT
ORDER_IN	ORDER_IN_IN	ORDER_IN_OUT
PERDEP	PERDEP_IN	PERDEP_OUT
PICK_OUT		PICK_OUT_OUT
PMD_ONLINE	PMD_ONLINE_IN	PMD_ONLINE_OUT
PMT_BTCH	PMT_BTCH_IN	PMT_BTCH_OUT
PMT_ONL	PMT_ONL_IN	PMT_ONL_OUT
PO_OUT		PO_OUT_OUT
RETURN_IN	RETURN_IN_IN	
RETURN_OUT		'RETURN_OUT_OUT
SVC_AUTH	SVC_AUTH_IN	SVC_AUTH_OUT
SVC_BALANC	SVC_BALANC_IN	SVC_BALANC_OUT
SVC_DEP	SVC_DEP_IN	SVC_DEP_OUT
SVC_OUT		SVC_OUT_OUT
SVC_REVRSL	SVC_REVRSL_IN	SVC_REVRSL_OUT
VENDOR_OUT		VENDOR_OUT_OUT
WORKFLOW		WORKFLOW_OUT

Viewing Messages on a Queue in the Database

Because messages are placed in normal rows in a database table, if you have access to the queuing database, you can query the table using standard SQL.

Use the following SQL command to view existing messages on a queue:

```
select msgid, enq_time, enq_uid, qt.user_data.text_vc || qt.user_data.text_lob
from process_table qt where q_name = 'process'
```

where `process_table` is the name of the queue table and `process` is the name of the queue. **Note:** the queue name is case-sensitive.

JMS RESTful Web Service

Advanced queuing uses the Java Messaging Service (JMS) as its method to transmit information from the queuing database to an external system. The JMS RESTful web service is used to read from a queue in the queuing database.

The individual URLs for the web service use the following format: `http(s)://server:port/SerenadeSeam/sxrs/jms/getFromQueue`, where `server:port` identifies the server where the JMS RESTful web service is located.

In the payload, or message data, include the name of the queue to be read as a JSON string; for example: `{"queueName":"process"}`, where `process` is the name of the queue.

Basic Authentication

For security, the RESTful web service endpoint requires basic authentication. In the basic authentication header, you must pass the user ID and password that has access to the queue.

You can define web service authentication using the Work with Web Service Authentication (WWSA) menu option. The web service authenticator, **JMSQueue**, in Work with Web Service Authentication (WWSA), defines the user for basic web service authentication for the JMS RESTful web service when it reads from a queue in the queuing database.

- If the message passes basic authentication, the message will be returned as a JSON string: `{"status": "OK", "message": "data"}`, where `data` is the message data.
- If there are no more messages to read from the queue, a status of EOF (End Of File) will be returned: `{"status": "EOF"}`.
- If there is a failure, the status will return the error condition; for example: `{"status": "JMS-232: An invalid user/password was specified for the JMS connection"}`.

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Integration Layer Processes and Web Services

Purpose: This topic provides a master listing of integration layer processes and their characteristics, including whether they process inbound or outbound messages, require queues, or must be stopped and started. This topic also includes a listing of web services that do not use integration layer processes, and provides troubleshooting information for XML messages.

In this chapter:

- Integration Layer Processes
- Web Services without Integration Layer Processes
- Troubleshooting XML Messages and Integration Layer Processes

For more information: See:

- Generic Web Services describes how to use the CWMessageIn Web Service to process XML messages for integration layer jobs that ordinarily use advanced queuing. This topic also describes how to use the CWServiceIn Web Service, which does not require an integration layer job to process the message.
- XML Messages in the online help provides a master list of Order Management System XML messages, including links to the DTDs, schemas, sample messages, and descriptions of message layouts.
- Working with Integration Layer Processes (IJCT) in the online help describes the screens you use to work with and configure integration layer jobs.
- Advanced Queuing for more information on using advanced queuing to send messages between Order Management System and an external system.
- Working with Web Service Authentication (WWSA) describes how to define which Order Management System web service endpoints require web service authentication.

Integration Layer Processes

This table describes:

- the integration layer processes
- their functions
- the jobs they initiate
- the messages they handle

- whether they require a queue
- whether they need to be active
- their communication type setting.

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Billing Updates	At periodic intervals, processes deferred billing updates for records in the Invoice Header table whose *Process Date* field is **0**. The *Outbound delay time* defines how often the job processes the deferred billing updates. **Example:** If the *Outbound delay time* is **60**, the system looks for deferred billing updates to process every 60 seconds. See *Delay Billing Updates (K85)* in the online help for processing details.	**BILL_UPD (ILR0022)**	This job does not generate or receive any messages and is used only to submit the Delay Billing Update Process at defined intervals.	no	yes	message queue (but does not process any message)
Order Broker integration	Order Management System sends and receives order information and updates. See the Order Broker Integration in the online help for an overview.	**BROKER (ILR0022)**	Sends and receives information using Order Broker's message formats; see Sample Order Broker Messages in the online help for examples.	no	yes	web service

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Customer history, order inquiry (inbound/ outbound)	Order Management System receives a CustHistRequest for customer order history or information on a specific order, and generates a response (CWCUSTHISTOUT or CWORDEROUT). See Generic Customer History API in the online help for an overview.	**CUST_HIST (ILO0012)**	CustHistRequest (to Order Management System) CWCUSTHISTOUT (from Order Management System) CWORDEROUT (from Order Management System)	no (if passing target of CUSTHISTIN)	no (if passing target of CUSTHISTIN)	message queue or CWMessageIn web service
Customer download (outbound)	Order Management System generates an outbound CWCustomerDownload XML message when you create, change, or delete a customer. See Generic Customer Download API in the online help for an overview.	**CUST_OUT (ILR0022)**	CWCustomerDownload (from Order Management System)	yes	yes	message queue

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Customer inquiry/ search (inbound/ outbound)	Order Management System receives a CWCustomerInqRequest for information on one or more customers matching specific search criteria, and generates a CWCustomerInqResponse. See Generic Customer Inquiry (Search) API in the online help for an overview.	**CUST_SRCH (ILO0022)**	CWCustomerInq Request (to Order Management System) CWCustomerInq Response (from Order Management System)	no (if passing target of CWCUST SRCH)	no (if passing target of CWCUST SRCH)	message queue or CWMessageIn web service
Customer API (inbound)	Order Management System receives a new customer or a change to an existing customer. See Generic Customer API in the online help for an overview. **Note:** If using the CWCustomer web service, the CUSTOMR_IN IJCT job is not used.	**CUSTOMR_IN (ILO0019)**	CWCustomerIn (to Order Management System)	no	no	CWCustomer web service or CWMessageIn web service

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Email (inbound)	Order Management System receives email messages and creates Correspondence History and Correspondence History Detail records; attempts to assign the emails to customers; flags the emails as being in error if they cannot be assigned, or include inconsistent or invalid information. See Email Repository Overview in the online help.	**EMAIL (ILO0001)**	CWEmail (to Order Management System)	yes	yes	message queue or CWMessageIn web service
Email (outbound)	Order Management System generates the a generic outbound XML message rather than an actual email, so that you can you can use the information to produce a reformatted HTML email that includes promotional material. See Outbound Email API in the online help.	**EMAIL_OUT**	CWEmailOut (from Order Management System)	yes	yes	message queue
Inventory download (outbound)	Order Management System sends inventory availability information to another system in the CWInventoryDownload message. See Generic Inventory Download API in the online help for an overview.	**INV_DOWNLD (ILR0022)**	CWInventory Download (from Order Management System)	yes	yes	message queue

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Inventory inquiry (inbound/ outbound)	Order Management System receives a CWInventoryInquiryRequest for inventory availability on a specific item/SKU and generates a CWInventoryInquiryResponse. See Generic Inventory Inquiry API in the online help for an overview.	**INV_INQURY (ILO0013)**	CWInventoryInquiry (to Order Management System) CWInventoryInquiry Response (from Order Management System)	yes	yes	message queue or CWMessageIn web service
Invoice Outbound (outbound)	Order Management System sends invoice information in the CWInvoiceOut message to another system, such as a retail store, financial system, or warehouse management system. See Generic Invoice Download API in the online help for an overview.	**INVOIC_OUT (ILR0022)**	CWInvoiceOut (from Order Management System)	yes	yes	message queue
Inventory transaction processor (inbound)	Order Management System receives inventory transactions in the inCreateInvXaction message and updates inventory information, such as in the Item Location and Item Warehouse tables. Any errors create Item Transaction Error records. See Generic Inventory Transaction Upload in the online help for an overview.	**INVTRAN_IN (ILO0008)**	inCreateInvXaction (to Order Management System)	yes	yes	message queue or CWMessageIn web service

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Item Outbound (outbound)	Order Management System sends item and SKU information in the CWItemOut message to another system, such as a retail store or warehouse management system. See Generic Item Download API in the online help.	**ITEM_OUT (ILR0022)**	CWItemOut (from Order Management System)	yes	yes	message queue
Merchandise locator (outbound/ inbound)	Order Management System sends a request for inventory information to an external system, such as Order Broker, and receives a response listing external warehouse and store locations where the specified item is available. See Merchandise Locator API in the online help for an overview.	N/A	LocateItems request (from Order Management System) LocateItems response (to Order Management System) **Note:** The CWMerchLoc request and response messages are used only to support processing the LocateItems request and response messages and the merchandise locator API, and are not themselves generic API messages.	no	no	web service

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Order Cleanup	Rejects orders that have been abandoned on the web storefront if, for example, the customer closes the browser window. This process uses the Time Limit for Suspended E-Commerce Orders (G43) setting to determine the number of minutes to wait before rejecting an order. Only orders of the type specified in the E-Commerce Order Type (G42) system control value are eligible for cleanup, and the cleanup takes place only if the Get Orders from E-Commerce (G35) system control value is selected. The system generates the E-Commerce Orders Cleanup Log each time it deletes a suspended order and writes a record in the Deleted Order Table.	**ORDER_CLN**	This job does not generate or receive any messages and is used only to submit the order cleanup.	no	no	message queue

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Order processor (inbound/ outbound)	Order Management System receives new orders through a generic order interface and optionally generates detailed or simple acknowledgments, as requested in the inbound order message. See Generic Order Interface (Order API) in the online help for an overview.	**ORDER_IN (ILO0003)** If the ORDER_IN job uses a web service and does not read from or write to queues (the default setting in Order Management System 1.1 or higher), there is no need to start or stop the job.	CWOrderIn (to Order Management System) CWOrderOut (from Order Management System)	no	no	CWOrderIn web service (but can specify message queue or use CWMessageIn web service)
Pick Outbound	Order Management System sends a Pick Message from Oracle Retail Order Management System (CWPickOut) for each pick slip generated. See Generic Pick Out API in the online help for an overview.	**PICK_OUT** **(ILR0022)**	CWPickOut (from Order Management System)	yes	yes	message queue
Purchase Order Outbound	Order Management System sends a CWPurchaseOrderOut message to a warehouse management system or an EDI vendor. See Generic Outbound Purchase Order API in the online help.	**PO_OUT** **(ILR0022)**	CWPurchaseOrderOut (from Order Management System)	yes	yes	message queue

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Return Inbound	Order Management System receives a Return Request Message (CWReturnIn) to create and process a return against a specified order line. Optionally, the process sends a Return Response Message (CWReturnOut) to the external system, indicating if the return processed successfully or if an error occurred. See Inbound Return API in the online help for an overview.	**RETURN_IN (ILO0021)**	CWReturnIn (to Order Management System) CWReturnOut (from Order Management System)	no (if passing target of CWRETURNIN)	no (if passing target of CWRETURNIN)	message queue or CWMessageIn web service
Return Authorization Outbound	Order Management System sends a Return Authorization Outbound XML Message (CWReturnRAOut) when a return authorization is created, changed, or deleted. See Outbound Return API in the online help for an overview.	**RETURN_OUT (ILR0022)**	CWReturn AuthorizationOut (from Order Management System)	yes	yes	message queue

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Tax Request (inbound / outbound)	Order Management System sends a request for tax information for an order to an external system, and then receives the response. See *Use Generic Tax XML Interface (J10)* and the Oracle Retail Order Management System/Vertex Interface in the online help.	**TAX_INT** This process does not submit a job; it is used to determine the XML message format and the queue used to transmit the message. You do not need to start or end this job.	CWTaxRequest (from Order Management System) CWTaxResponse (to Order Management System)	no	no	web service
Vendor Outbound (outbound)	Order Management System sends a CWVendorOut message to another system, such as a retail store or warehouse management system. See Generic Vendor Download API for more information.	**VENDOR_OUT (ILR0022)**	CWVendorOut (from Order Management System)	yes	yes	message queue

Process	Function	Submitted job or program	Messages	Needs Queue?	Must be Active?	Comm type?
Workflow processing (inbound)	Order Management System receives the `CWWorkflow` XML message from an outside source and creates a tickler, based on the information in the message. This process does not process any message other than `CWWorkflow`. See Workflow Management Overview and Setup and WF (Remove Workflow) Event Processing in the online help.	**WORKFLOW (ILO0002)**	CWWorkflow (to Order Management System)	yes	yes	message queue or CWMessageIn web service

Web Services without Integration Layer Processes

The following web services allow you to process XML messages directly without using a process at the Work with Integration Layer Process Screen.

Web Service	Inbound Message	Outbound Message	For More Information
CWEmailRequest	Email Request Message (CWEmailRequest)	CWEmailResponse	*Store Pickup Confirmation Email Program (L48)* in the online help
CWManifest	Manifest Pick Request Message (CWManifestPickRequest)	Pick Message from Order Management System (CWPickOut)	PC Manifesting Interface in the online help
CWOrderIn	Inbound Order XML Message (CWOrderIn)	Detailed Order XML Response (CWOrderOut), or Order Acknowledgment XML Message (CWOrderOut)	Generic Order Interface (Order API) in the online help
CWCustomer	Inbound Customer Message (CWCustomerIn)	Outbound Customer Response Message (CWCustomerOut)	Generic Customer API in the online help

Web Service	Inbound Message	Outbound Message	For More Information
CWReceiptIn	PO Receipt In XML Message (CWReceiptIn)	none	Purchase Order Receipt In API in the online help
CWPickIn	CWPickIn XML Message	none	Generic Pick In API (Shipments, Voids, and Backorders) in the online help
CWServiceIn	Order Transaction History Message (CWOrderTransactionHistory)	none	Generic Order Transaction History API in the online help
	Order Line History In Message (CWOrdLnHstIn)	none	Order Line History In API in the online help
	Item Availability Request XML Message (CWItemAvailabilityWeb)	Item Availability Response XML Message (CWItemAvailabilityResponseWeb)	Item Availability API in the online help
	E-Commerce Cancel Request Message (CWCancel)	none	E-Commerce Cancel Process in the online help
	E-Commerce Catalog Request Message (CWCatRequest)	E-Commerce Catalog Request Response Message (CWCatreqResponse)	E-Commerce Catalog Requests in the online help
	CWProcessIn Message	none	Using the CWProcessIn Message to Start a Periodic Process in the online help

Web Service	Inbound Message	Outbound Message	For More Information
CWMessageIn this web service works with any of the integration layer processes set up through Work with Integration Layer Processes (IJCT); see CWMessageIn Web Service in the online help for more information	Inbound Customer Search Message (CWCustomerInqRequest)	Outbound Customer Search Response (CWCustomerInqResponse)	queue not required if target is **CWCUSTSRCH**; see Generic Customer Inquiry (Search) API in the online help
	Inbound Customer Message (CWCustomerIn)	Outbound Customer Response Message (CWCustomerOut)	queue not required if type is **CWCustomerIn**; see Generic Customer API in the online help
	Customer History Request XML Message (CWCustHistIn)	Customer History Response XML Message (CWCustHistOut) or Detailed Order Inquiry Response XML Message (CWOrderOut)	queue not required if target is **CUSTHISTIN**; see Generic Customer History API in the online help
	Email XML Message (CWEmail)	none	Email Repository Overview in the online help
	Inventory Inquiry Request XML Message (CWInventoryInquiry)	Inventory Inquiry Response XML Message (CWInventoryInquiryResponse)	Generic Inventory Inquiry API in the online help
	Inventory Transaction Upload XML Message (inCreateInvXaction)	none	Generic Inventory Transaction Upload in the online help
CWMessageIn continued	Inbound Order XML Message (CWOrderIn)	Detailed Order XML Response (CWOrderOut) or Order Acknowledgment XML Message (CWOrderOut)	Generic Order Interface (Order API)
	Return Request Message (CWReturnIn)	Return Response Message (CWReturnOut)	queue not required if target is **CWRETURNIN**; see Inbound Return API in the online help
	Generic Workflow XML Message (CWWorkflow)		Workflow Management Overview and Setup and WF (Remote Workflow) Event Processing in the online help

Troubleshooting XML Messages and Integration Layer Processes

See also Using the JOBCLN Function to Resolve Job Status Across Servers.

Question	Possible Solution
What are some reasons why inbound messages might not be processed?	If the process uses a JMS provider (advanced queuing): • Is the queue name correct? (**Note:** Queue names are case-sensitive.) • Is the *Enabled* flag selected for the process queue at the Integration Layer Process Queue screen? • Did the server end unexpectedly while the process was active? If so, the Work with Integration Layer Process screen might display a *Status* of **Active** even if the process is no longer running. See Changing Process Status in the online help for information on how to reset the status.
Do you need to use a JMS provider (advanced queuing) for integration layer processes or e-commerce?	You can use the Generic Web Services to send XML messages if you prefer not to use advanced queuing.
What is the purpose of an integration layer job that doesn't need to be stopped or started?	Some possible purposes: • To specify the version of an outbound XML message • To specify the queue where an interactive process writes an outbound message
Are all integration layer processes listed at the Work with Integration Layer Process screen?	If you have hidden a process, it is not listed. See Hiding an Integration Layer Process in the online help.
How can I track the messages processed?	See Order Management System Application Logs for information on the logs you can use to track XML messages.
How can the version number of an XML message be higher than the Order Management System release number?	XML version numbers do not increase in sync with the current Order Management System release number; instead, the XML version number increases each time new elements or attributes are added to the message, which can occur multiple times between major Order Management System releases. See XML Versions in the online help for a discussion.

Question	Possible Solution
Does the inbound XML version number matter?	The inbound XML version number is informational, indicating when new elements or attributes are added. Even if the inbound XML version number is lower than the one in which the new elements or attributes were added, the integration layer job can still process the inbound message if the elements or attributes were added prior to the current Order Management System release. See XML Versions in the online help for a discussion.
Is it necessary to start and stop a process manually?	See Scheduling Jobs for more information on how to schedule a periodic function and for a list of the periodic functions used to start and stop the integration layer jobs.
Where can I find DTDs and schemas, for XML messages?	See XML Messages in the online help.

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Integrations

Order Management System has the following core integrations, which are all configured using applications or properties settings:

- Authorization/Deposit Interface Setup
- Avalara AvaTax Setup
- Vertex Setup
- Experian Data Quality (EDQ) Setup
- PC Manifest Interface Setup
- Order Broker Configuration
- Setting Up the Customer Engagement Integrations

E-Commerce Integration: See the E-Commerce Guide for more information on processing, configuration, and the messages used.

Custom Integrations: Custom integrations can be done using existing messages. Custom integrations can also be done by Oracle Consulting Services or an SI.

Examples of acceptable custom integrations include:

- WMS integrations using existing API messages and messages via JMS
- Web integrations using existing API messages
- Authorization integrations using paylink or existing API messages
- Tax integrations using existing options in IJCT to define XML messages and wsdls. This assumes that the existing flow for acquiring tax from a third party vendor is used.

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Authorization/Deposit Interface Setup

Purpose: This topic describes the setup required to communicate with a service bureau for authorization and deposit settlement.

In this chapter:

- System Control Values
- Number Assignment Value
- Service Bureau Settings
- Order Types
- Pay Types
- Pick Slip Generation
- Integration Layer Jobs
- Notify Property Settings
- Logging Property Settings

For more information: See:

- *Store Value Card Overview and Setup* in the Online Help for more information on the setup required to process a stored value card.
- Processing Authorizations and Deposits Using Point-to-Point Communication in the Online Help for more information on the setup required to processing transactions directly to the service bureau in its own message format.

System Control Values

System Control Value	Description
Use Auto Authorization Interface (C14)	Defines whether you are using the interface to electronically transmit authorization and deposit information for your credit card orders to an authorization service.
Consolidated Invoice (B49)	Determines whether a separate authorization and invoice will be created for each pick associated with an order, or if only one authorization and invoice will be created per shipment.
On-line Authorizations (B89)	Defines whether the system performs online credit card authorization during order entry.
Maximum Number of Retries on Credit Card Orders (E74)	Determines the maximum number of times to attempt to authorize an order before flagging the order for cancellation.
Credit Card Authorization AVS Hold Exemption/Bypass (E61)	Specifies how to handle orders put on the same type of AVS hold a second time after you have released them. If you **select** this field, the system will not hold an order more than once for the same AVS response code if, for example, you need to reauthorize the order again because a backordered item is now available for shipment.
Default Credit Card Authorization Number for Soft Declines (F93)	Defines the authorization number the system defaults when a credit card authorization is declined but is under a specified dollar amount.
Use Credit Card Vendor Response Entity Ship Via Dollar Limits (F94)	Defines whether the system performs an edit against a credit card vendor response to determine if the dollar amount for the credit card authorization exceeds the dollar limit defined for the ship via on the order.
Authorize Full Amount During Order Entry (G99)	Defines whether the credit card on the order is authorized for the entire dollar amount defined for the card or the shippable amount defined for the card when you perform online authorization during order entry.
Authorization Number for Authorizations Under $1.00 (I08)	Defines the authorization number the system automatically applies to credit cards that require authorizations that are under one dollar.
Online Auth Verification Only (I96)	Defines whether the system processes online authorizations for $1.00 for the purpose of validating the card. During batch authorizations, the system authorizes the card for the shippable dollar amount and voids the online authorization for $1.00.

Number Assignment Value

Number Assignment	Description
Transaction Sequence #	Assigns the next available number to the credit card authorization.

Number Assignment	Description
Batch Auth File Trace Number	Assigns the next available number to the *merchantFileTrace* value in the Authorization Request XML Message (CWAuthorizationRequest) and Deposit Request XML Message (CWDepositRequest) sent to the service bureau. Order Management System updates the *Reference ID* field in the Integration Process Control table with this value. **Note:** • Enter **999** in the *End number* field for this number assignment value to ensure that this number does not exceed 3 positions. • If you are using more than one company, make sure that the Batch Auth File Trace Number for each company has a different number and that the numbers do not overlap. For example, company 1 uses 1-499 and rolls back to 1 again and company 2 uses 500-999 and rolls back to 500 again.

Service Bureau Settings

Use the Defining Authorization Services (WASV) menu option to:

- define the service bureaus that you use, such as:
  - Authorization services, to authorize charges against a credit card or stored value card.
  - Authorization/Deposit services, to authorize card charges and receive deposit amounts.
  - Deposit services, to provide settlement for card payments.
- identify the type of service the service bureau performs
- define the parameters that identify your company to the service bureau
- define the information necessary to connect, transmit, and receive data to and from the service, such as:
  - the method of communication: Integration Layer (via an integration layer process (IJCT)) or Payment Link (point-to-point)
  - if the communication type is Integration Layer, the integration process control job used to transmit data between Order Management System and the service bureau
  - response codes (vendor responses, AVS responses, and CID responses)
  - currency codes
  - merchant IDs for individual entities within your company
  - whether the order originated as an internet order

Some of the information required to establish a service bureau on your system is provided by the service bureau. For example, each service bureau will assign you a unique password.

Communication Method

The *Communication type* field for the service bureau indicates how you send transactions between Order Management System and the service bureau.

- **Integration Layer** = Transactions are sent between Order Management System and the service bureau using an integration layer process (IJCT). Integration layer jobs provide the settings required to send transactions between Order Management System and the service bureau.
- **Payment Link** = Transactions are processed between Order Management System and the service bureau using a point-to-point integration. Settings in Working with Customer Properties (PROP) provide the point-to-point service that is executed and the URL used to connect to the service bureau.

.IL service bureau: To send transactions to the service bureau using an integration layer process or Point-to-Point communication, create a service bureau using the service code**.IL** and enter a value in the following fields:

- *Application:* **ATDP** (authorization and deposit)
- *Merchant ID:* **INTEGRATION LAYER**
- *Charge description:* **.IL**
- *Media type:* **C** (communications)

Enter the **.IL** service bureau in the *Primary authorization service* field for each service bureau that you create.

Order Types

You define whether an order type is eligible for on-line authorizations and if the order type will display a window during order entry when a response is received from the service bureau, based on the *On-line authorization* field:

- **1** = the order type is eligible for on-line authorizations and the Select Authorization Response Option window displays.
- **2** = the order type is eligible for on-line authorization and the Select Authorization Response Option Window does not display.
- **3** = the order type is not eligible for on-line authorization.

See *Performing Online Credit Card Authorizations* in the Online Help for more information on online authorizations.

Pay Types

Each credit card pay type eligible for authorization should have the service bureau set up as its authorization and deposit service. See *Working with Pay Types (WPAY)* in the Online Help for more information on setting up pay types.

Pick Slip Generation

If you wish to generate pick slips only for orders that contain pre-paid payment methods and/or credit cards that have received an authorization, you can create a pick slip generation template with the *Preauthorized orders only* field **selected**.

Integration Layer Jobs

The following integration layer jobs are used to send authorizations and deposits to a service bureau. The system uses these integration layer jobs when the *Communication type* field for the service bureau is **Integration Layer**.

Integration Layer Job	Description
Online Authorization	When active, the Online Authorization integration layer job generates an Authorization Request XML Message (CWAuthorizationRequest) in online format and sends the message to the service bureau. The service bureau sends an Authorization Response XML Message (CWAuthorizationResponse) back to the integration layer job.
Batch Authorization	When active, the Batch Authorization integration layer job generates an Authorization Request XML Message (CWAuthorizationRequest) in batch format and sends the message to the service bureau. The service bureau sends an Authorization Response XML message (CWAuthorizationResponse) back to the integration layer job.
Deposit	When active, the Batch Authorization integration layer job generates a Deposit Request XML Message (CWDepositRequest) in batch format and sends the message to the service bureau. The service bureau sends a Deposit Response XML Message (CWDepositResponse) back to the integration layer job.

For each integration layer process, make sure you define:

- an outbound queue to send the request to the service bureau via advanced queuing.
- an inbound queue to receive the response from the service bureau via advanced queuing.

> **Note:** You can only define one outbound and inbound queue for each integration layer process. If you create multiple queues, the system sends and receives data in the queue whose *Sequence number* is **1**; all other queues are ignored.

For more information:

- See *Working with Integration Layer Processes (IJCT)* in the Online Help for more information on setting up an integration layer process.
- See *Processing Authorizations and Deposits using CWIntegrate* in the Online Help for more information on communicating with a service bureau via an integration layer process.
- See *Stored Value Card Overview and Setup* in the Online Help for more information on the additional integration layer jobs required for a stored value card pay type.

- See Advanced Queuing for more information on how to use advanced queueing to transmit messages between Order Management System and an external system.

Notify Property Settings

In order to respond to Order Management System jobs that may require user intervention to proceed, you must define notify property settings in Working with Admin Properties (CPRP).

Why would a job require user intervention?

- An error occurred during processing
- The job is used to send transactions to another system and communication failures occur before the transmission completes

Which types of jobs require user intervention?

- Stored Value Card (activation, balance inquiry or authorization reversal)
- Authorization
- Deposit

For more information: See *Working with Required Responses (WREQ)* in the Online Help for more information on the steps performed when a job requires user intervention.

Property Name	Description
RESPONSE_RETRIES	The number of times Order Management System looks for a response to a job that requires user intervention before using the default response in order to proceed with the job. For example, if this setting is 5, Order Management System will look for a user response five times, waiting 60 seconds between each time.
RESPONSE_EMAILS	The list of email addresses that receive the Response Required email when a job requires user intervention. Each email address entered must be separated by a semi-colon (;). For example: email1@add.com;email2@add.com.

Logging Property Settings

Order Management System writes messages to the Response Log file when a job requires user intervention. The logging property settings in Working with Admin Properties (CPRP) define settings for the RESP.log.

Property Name	Description
RESP_LOG_LEVEL	The level of logging for the RESP.log. Valid values are: • `DEBUG` = Generates fine-grained informational events. • `INFO` = Generates informational messages. • `WARN` = Generates warning messages. • `ERROR` = Generates messages that indicate a serious issue. • `FATAL` = Only generates messages that will cause the application to abort. The delivered logging level is `INFO`.
RESP_MAXBACKUP_DAYS	The number of days to store an archived RESP.log before it is deleted. The delivered number of days is `30`, indicates the system stores one month of RESP.log files. Order Management System stores one Response Log per day. Files older than the current day are stored in zip format with the name: `RESP.YYYY-MM-DD.log.zip`.

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Avalara AvaTax Setup

Overview: This document provides the steps needed to configure Order Management System to integrate with Avalara AvaTax so that AvaTax calculates tax for orders during order entry, pick slip preparation, and billing.

Compatibility: Order Management System version 17.0 and later is compatible with Avalara AvaTax REST API v2.

In this chapter:

- Before You Start: Taxability Considerations:
  - Mapping Data from Order Management System to AvaTax
- Configuration Steps:
  - Setup within Order Management System
  - Set up Data within AvaTax
- Configuration Files
  - Proxy Settings
  - WebService Mapping File
  - AvaTax Values by Company Properties File

Before You Start: Taxability Considerations

Mapping Data from Order Management System to AvaTax

Before you start the configuration steps described below, it is helpful to note the information in Order Management System that maps to corresponding values in AvaTax.

OROMS	AvaTax	Notes
company (**WCMP**)	taxpayer	Typically, the Order Management System company code matches the AvaTax taxpayer code; however, if you specify a `default_company` in the AvaTaxValues_999.properties file, it overrides the actual company code. You might define a company override if the AvaTax taxpayer is already set up in AvaTax and you need to configure Order Management System to map to the existing taxpayer.

OROMS	AvaTax	Notes
entity (**WENT**)	taxpayer	Used if the *Pass Entity Code to Tax Interface (F69)* system control value is **selected**, indicating you want to report taxes by entity. In AvaTax, set up the company taxpayer as the parent, and configure all required data at the entity-level taxpayer (child). Typically, the Order Management System entity code matches the entity-level (child company) AvaTax taxpayer code; however, if you specify an entity_999_child_company in the AvaTaxValues_999.properties file, it overrides the actual entity code. You might define an entity override if the AvaTax taxpayer is already set up in AvaTax and you need to configure Order Management System to map to the existing taxpayer. The entity on an order is determined by the division assigned to the source code on the order header.
item class (**WICL**)/ long SKU department (**WLSD**)/ long SKU division (**WLSV**)/ long SKU class (**WLSC**)	product class	Assigned in Order Management System to the item/SKU (**MITM**). Used to map to the tax code in AvaTax in order to apply tax rules and exemptions. You can create a cross-reference between a tax product code and an item class, long SKU division, long SKU department, and long SKU class combination using the Work with Tax Product Code Cross References (WTPC) menu option.
customer class (**WCCL**)	customer class	Assigned in Order Management System to the customer. Defined in the AvaTaxValues_999.properties file. Maps to the tax code in AvaTax to apply tax rules and exemptions. **Note:** • You can also flag specific customers as tax-exempt in Order Management System by specifying a *Tax identification* number and *Expiration date*. • If the customer on an order is assigned to a customer class in Order Management System that does not correspond to a matching tax code in AvaTax, AvaTax calculates tax based on the tax code assigned to the product class.

Configuration Steps

Setup within Order Management System

AvaTax Account ID and License

Use the *AvaTax Account (M37)* and *AvaTax License (M38)* system control values to specify a company-specific account ID and license ID used for communication with AvaTax.

If a company-specific account ID and license ID is not defined, the system uses the AVATAX_ACCOUNT and AVATAX_LICENSE properties in Working with Customer Properties (PROP) for communication with AvaTax.

The system encrypts the license ID entry.

System Control Values

- *Tax on Freight (B14):* Must be selected.
- *AvaTax Account (M37):* Enter the company-specific account ID used for communication with AvaTax. If you leave this blank, the system uses the account ID defined in the AVATAX_ACCOUNT property.
- *AvaTax License (M38):* Enter the company-specific license ID used for communication with AvaTax. If you leave this blank, the system uses the license ID defined in the AVATAX_LICENSE property. The system encrypts this value.
- *Use Generic XML Tax Interface (J10):* Must be selected to have Order Management System communicate with AvaTax.
- *Use Standard Tax Calculation if Tax Interface Fails (J13):* Select this value to have Order Management System use the standard tax calculation if it does not receive a response from AvaTax. If you select this value, you will need to set up tax rates at the SCF level (**WSCF**) and/or the postal code level (**WZIP**).
- *Pass Entity Code to Tax Interface (F69):* Select this value to pass the entity associated with the source code on the order header to AvaTax,. If you select this value, then you can set up product class or customer class tax exemptions at the entity level in AvaTax. In AvaTax, set up the company taxpayer as the parent, and configure all required data at the entity-level taxpayer (child). Typically, the Order Management System entity code matches the entity-level (child company) AvaTax taxpayer code; however, if you specify an entity_999_child_company in the AvaTaxValues_999.properties file, it overrides the actual entity code. You might define an entity override if the AvaTax taxpayer is already set up in AvaTax and you need to configure Order Management System to map to the existing taxpayer.
- *Tax Included in Price (E70):* Must be unselected if your company integrates with AvaTax.
- *Send Tax to Tax Interface as Quote not Invoice (L11):* Indicates whether billing should send a quotation or an invoice request message to AvaTax when processing a shipment or a return.

  Note: When you change a system control value, stop and restart the background jobs (MBJC) and exit and re-enter Order Management System to have your changes take effect.

TAX_INT Integration Layer Job (IJCT)

For the TAX_INT job: Set the *Communication type* to **Web Service** and set the *WSDL Document Name* to **CalculateTax70.wsdl**. **Note:** The system requires a value in the *WSDL Document Name* field, but the wsdl is not used by the interface.

Because the **TAX_INT** job is always in **INTERACT** status, you do not stop or restart the job for your change to take effect.

> **Note:** The **TAX_INT** job does not require a process queue.

Customer Class for Exempt Customers

Use the Work with Customer Class (**WCCL**) to set up one or more classes of customers who are tax exempt, and then assign customers in Order Management System to the appropriate customer class. You can then set up the customer class(es) as tax exempt in AvaTax. Similarly, set up tax product code exemptions in AvaTax and define a tax product code cross reference in the Work with Tax Product Code Cross References (WTPC) menu option.

> **Note:** If the customer on an order is assigned to a customer class in Order Management System that does not correspond to a matching class in AvaTax, AvaTax calculates tax as if there is no customer class assignment.

Specific Customer Tax Exemptions

Use Work with Customers (**WCST**) to set up specific customers as tax exempt, including specifying their *Tax identification* number and the *Expiration date*, or setting this information up for the customer in specific states or provinces. Order Management System passes this information to AvaTax when a tax exempt customer places an order. It is not necessary to assign these customers to a particular customer class in order to flag them as tax exempt to AvaTax.

Tax Product Codes

Use Work with Items/SKUs (MITM) to assign items and SKUs to an item class, long SKU department, and long SKU class and define a cross reference to a tax product code in AvaTax.

> **Note:** It is not necessary to set up tax rates or other settings at the SCF level or the postal code level if you are using the generic tax integration with AvaTax.

Warehouse Address

Use Work with Warehouses (WWHS) to define an address for each warehouse used for items that require tax.

Set up Data within AvaTax

Companies and Entities

Use the Organization tab within Avalara AvaTax to set up company and entities as companies in AvaTax:

1. Set up an AvaTax company for each company to integrate with AvaTax. The AvaTax company code should match the Order Management System company code and should be zero-filled (for example, company 3 in Order Management System = company code 003 in AvaTax). Assign the company code to the appropriate jurisdictions, such as all U.S. states.
2. If you are sending entity information to AvaTax, add an AvaTax company for each entity for the related Order Management System company, where the Order Management System company is the parent company to the entity company. For example, if you are adding entity 100 for company 3, select company 003 in AvaTax as the parent for company 100. Again, assign the company to the appropriate jurisdictions, such as all U.S. states.

   Note: If the Order Management System company code does not match the company code in AvaTax, set up default values in the AvaTaxValues_999.properties file.

Tax Jurisdictions

For each AvaTax company, use the Nexus Jurisdictions option to define where AvaTax calculates tax.

Custom Tax Codes

For each AvaTax company, use the Custom Tax Codes option to define custom tax codes for a product, service, or charge.

Custom Tax Rules

For each AvaTax company, use the Custom Tax Rules option to define tax rules for a specified country, tax level (state, county, city, special tax jurisdiction), and region.

Items

For each AvaTax company, use the Items option to map your items to tax codes.

Note: Use the Work with Tax Product Code Cross References (WTPC) menu option as your master list for mapping; any mapping you define in AvaTax will override the mapping in the Work with Tax Product Code Cross References (WTPC) menu option.

For more information: See the AvaTax documentation for more information on the set up required in AvaTax.

Configuration Files

Use a text editor to edit the following files.

Important: Make a backup copy of each of the files discussed below before making any changes. Also, it is important that you do not make any changes in these files beyond those outlined in these instructions.

Proxy Settings

When communicating with AvaTax, you must define a proxy server to act as an intermediary in order to increase security. Order Management System sends transactions to the proxy server and the proxy server sends the transactions along to Vertex. The PROXY_HOST and PROXY_PORT properties in Working with Customer Properties (PROP) define the IP address and port number used to connect to the proxy server during tax calculation.

WebService Mapping File

Purpose: This file contains information required for the AvaTax web service. The AvaTax web service runs outside of Order Management System and is used to transmit information between AvaTax and Order Management System.

File location: This file is typically located on the application server at `/domain/conf/cwdirectcpproperties/webservicemapping.properties`, where `domain` is the WebLogic domain directory for Order Management System.

> **Note:** This file is delivered with Order Management System and should not be changed.

Property Name	Description

TAX_INT	This setting indicates Order Management System communicates with AvaTax.
	The setting for AvaTax production is:
	`com.mr.interfaces.avatax.AvaTaxWS`
	The setting for AvaTax test is:
	`com.mr.interfaces.avatax.AvaTaxWSTest`

AvaTax Values by Company Properties File

Purpose: Use this file to specify default values to send to AvaTax for each company that will use the tax integration.

File name and location: An `AvaTaxValues.properties` file is delivered with the application.

- If you wish to define specific settings for a company, create a copy of the file and name it `AvaTaxValues_999.xml`, where `999` is the company code. The company number in the file name should be zero-filled; for example, the file name for company 1 is `AvaTaxValues_001.xml`.
- If you do not define an `AvaTaxValues.properties` file for a specific company, the system uses the settings in the generic AvaTaxValues.properties file.

The files are typically located on the application server at `/domain/conf/cwdirectcpproperties/AvaTax/`, where `domain` is the WebLogic domain directory for Order Management System.

Configuring the file: Each entry in the file is labeled by an `ID`, for which you enter the corresponding `Value`.

> **Note:** After making any change to the `file`, you need to restart Order Management System to have your

changes take effect. See Restarting Order Management System for more information.

Default Value ID	Value
default_company	If the Order Management System company code differs from the actual company value in AvaTax, use this field to enter an override company code to pass to AvaTax. Leave this field blank to pass the actual Order Management System company code to AvaTax. This value is mapped to the *companyCode* in the AvaTax Request message if the *entity_999_child_company* setting is blank.
entity_999_child_company (where **999** is the Order Management System entity code)	If you are configured to use entity and the entity defined in Order Management System does not match the value defined in AvaTax, use this field to enter an override entity code to pass to AvaTax. Leave this field blank to pass the value in the *default_company* field to AvaTax. If the *default_company* field is blank, the system passes the actual Order Management System company code to AvaTax. **Note:** There can be multiple records for this property value. This value is mapped to the *companyCode* in the AvaTax Request message.
default_warehouse_line1	Used to populate the *ShipFrom* address fields in AvaTax message. If the *ship_from_warehouse* is `000` in the CWTaxRequest message, the system uses this value to populate the *line1* field in the *ShipFrom* section of the AvaTax message.
default_warehouse_line2	Used to populate the *ShipFrom* address fields in AvaTax message. If the *ship_from_warehouse* is `000` in the CWTaxRequest message, the system uses this value to populate the *line2* field in the *ShipFrom* section of the AvaTax message.
default_warehouse_line3	Used to populate the *ShipFrom* address fields in AvaTax message. If the *ship_from_warehouse* is `000` in the CWTaxRequest message, the system uses this value to populate the *line3* field in the *ShipFrom* section of the AvaTax message.

Default Value ID	Value
default_warehouse_city	Used to populate the *ShipFrom* address fields in AvaTax message. If the *ship_from_warehouse* is `000` in the CWTaxRequest message, the system uses this value to populate the *city* field in the *ShipFrom* section of the AvaTax message.
default_warehouse_state	Used to populate the *ShipFrom* address fields in AvaTax message. If the *ship_from_warehouse* is `000` in the CWTaxRequest message, the system uses this value to populate the *region* field in the *ShipFrom* section of the AvaTax message.
default_warehouse_country	Used to populate the *ShipFrom* address fields in AvaTax message. If the *ship_from_warehouse* is `000` in the CWTaxRequest message, the system uses this value to populate the *country* field in the *ShipFrom* section of the AvaTax message.
default_warehouse_postalcode	Used to populate the *ShipFrom* address fields in AvaTax message. If the *ship_from_warehouse* is `000` in the CWTaxRequest message, the system uses this value to populate the *postalcode* field in the *ShipFrom* section of the AvaTax message.
call_center_line1	Used to populate the *PointOfOrderAcceptance* address fields in AvaTax message. The system uses this value to populate the *address line 1* field in the *PointOfOrderAcceptance* section of the AvaTax message.
call_center_line2	Used to populate the *PointOfOrderAcceptance* address fields in AvaTax message. The system uses this value to populate the *address line 2* field in the *PointOfOrderAcceptance* section of the AvaTax message.
call_center_line3	Used to populate the *PointOfOrderAcceptance* address fields in AvaTax message. The system uses this value to populate the *address line 3* field in the *PointOfOrderAcceptance* section of the AvaTax message.
call_center_city	Used to populate the *PointOfOrderAcceptance* address fields in AvaTax message. The system uses this value to populate the *city* field in the *PointOfOrderAcceptance* section of the AvaTax message.

Default Value ID	Value
call_center_state	Used to populate the *PointOfOrderAcceptance* address fields in AvaTax message. The system uses this value to populate the *state* field in the *PointOfOrderAcceptance* section of the AvaTax message.
call_center_country	Used to populate the *PointOfOrderAcceptance* address fields in AvaTax message. The system uses this value to populate the *country* field in the *PointOfOrderAcceptance* section of the AvaTax message.
call_center_postalcode	Used to populate the *PointOfOrderAcceptance* address fields in AvaTax message. The system uses this value to populate the *postalcode* field in the *PointOfOrderAcceptance* section of the AvaTax message.
order_freight_tax_code	Used to populate the AvaTax tax code for Order Freight. The system uses this value when the line item type is **OF** (order freight).
line_duty_tax_code	Used to populate the AvaTax tax code for Line Duty. The system uses this value when the line item type is **LD** (line duty).
line_handling_tax_code	Used to populate the AvaTax tax code for Line Handling. The system uses this value when the line item type is **LH** (line handling). **Note:** If the *S/H exclude tax?* flag is selected for an additional charge code, then a line that uses this additional charge code for special handling is not subject to order line handling (**LH**) tax. See Establishing Additional Charge Codes (WADC) for background.
additional_freight_tax_code	Used to populate the AvaTax tax code for Additional Freight. The system uses this value when the line item type is **AF** (additional freight and shipper item charges).
line_freight_tax_code	Used to populate the AvaTax tax code for Line Freight. The system uses this value when the line item type is **LF** (line freight).
customer_usage_type_CC (where **CC** is the Order Management System customer class code)	Defines the customer usage type value for each customer class. **Note:** There can be multiple records for this property value.

Default Value ID	Value
tax_date	Used to determine the tax date during billing. Valid values are: • **I** = Invoice; use invoice tax calculations during billing. • **O** = Order; use order tax calculations during billing.

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Vertex Setup

Overview: This document provides the steps needed to configure Order Management System to integrate with Vertex Indirect Tax O Series® On Demand so that Vertex calculates tax for orders during order entry, pick slip preparation, and billing.

Compatibility: Order Management System version 15.1 and later is compatible with Vertex Indirect Tax O Series® On Demand 7.0 8.0, and 9.0. For 8.0, Order Management System uses the 7.0 messages.

In this chapter:

- Before You Start: Taxability Considerations:
  - Mapping Data from Order Management System to Vertex
  - Creating the Product Class
- Configuration Steps:
  - Setup within Order Management System
  - Set up Data within Vertex
- Configuration Files
  - Vertex wsdl (Web Service Definition Language) File
  - Vertex User ID and Password
  - Vertex URL
  - Proxy Settings
  - VertexWS XML File
  - WebService Mapping File
  - Default Values by Company XML File
  - Warehouses XML File

Before You Start: Taxability Considerations

Mapping Data from Order Management System to Vertex

Before you start the configuration steps described below, it is helpful to note the information in Order Management System that maps to corresponding values in Vertex.

OROMS	Vertex	Notes
company (**WCMP**)	taxpayer	Typically, the Order Management System company code matches the Vertex taxpayer code; however, if you specify a `Company` in the Default Values by Company XML File, it overrides the actual company code. You might define a company override if the Vertex taxpayer is already set up in Vertex and you need to configure Order Management System to map to the existing taxpayer.
entity (**WENT**)	taxpayer	Typically, the Order Management System entity code matches the entity-level Vertex taxpayer code; however, if you specify an `Entity` in the Default Values by Company XML File, it overrides the actual entity code. You might define an entity override if the Vertex taxpayer is already set up in Vertex and you need to configure Order Management System to map to the existing taxpayer. Used if the *Pass Entity Code to Tax Interface (F69)* system control value is **selected** and you do not specify a company code and division code in the Default Values by Company XML File. Set up with the company taxpayer as the parent, and configure all required data at the entity-level taxpayer. The entity on an order is determined by the division assigned to the source code on the order header. If you specify a `Company` and a `Division` in the Default Values by Company XML File, the `Division` specified overrides the entity code.
item class (**WICL**)/ long SKU department (**WLSD**)/ long SKU division (**WLSV**)/ long SKU class (**WLSC**)	product class	Assigned in Order Management System to the item/SKU (**MITM**). Used to map to the product class in Vertex in order to apply tax exceptions. See Creating the Product Class, below.

OROMS	Vertex	Notes
customer class (**WCCL**)	customer class	Assigned in Order Management System to the customer. Maps to the customer class in Vertex to apply tax exemptions. **Note:** • You can also flag specific customers as tax-exempt in Order Management System, and specifying a *Tax identification* number and *Expiration date*. • If the customer on an order is assigned to a customer class in Order Management System that does not correspond to a matching class in Vertex, Vertex calculates tax as if there is no customer class assignment.

Creating the Product Class

Purpose: In order to set up product classes for taxability purposes, you can map your company's item class, long SKU department, long SKU division, and long SKU class combinations to product classes (taxability drivers) in Vertex. The particular categories mapped, and the order in which they are mapped, is user-defined, so that you can select the product class hierarchy that best matches the way you group and classify items.

Identified where? The `Product_Class_Concatenation_Type` in the Default Values by Company XML File identifies the sequence in which to concatenate the four product class code components, with leading zeros included.

What components can you include?

Component	Identified as Element Number:
item class (**WICL**)	1
long SKU division (**WLSV**)	2
long SKU department (**WLSD**)	3
long SKU class (**WLSC**)	4

The setting of the `Product_Class_Concatenation_Type` identifies the order in which to send these elements to Vertex in order to indicate an item or SKU's product class.

Example: You set the `Product_Class_Concatenation_Type` to `2341`. This setting indicates to concatenate the product class elements as: `long SKU division (2) + long SKU department (3) + long SKU class(4) + item class (1).`

You enter an order for an item with the following assignments:

- long SKU division: XYZ
- long SKU department: 4
- long SKU class: 6543
- item class: FD

Vertex receives a product class assignment for the item of `XYZ00046543FD`. Note that leading zeroes are included (for example, the long SKU department of 4 is included as `0004`).

Setup considerations: As a way to simplify the setup process, you can set the `Product_Class_Concatenation_Type` so that your most commonly used components are included first. For example, if you always use item class (1), sometimes use long SKU department (3) and never use long division (2)) or long SKU class (4), you can set the `Product_Class_Concatenation_Type` to `1324`. Then when you set up product classes (taxability drivers) in Vertex, you only need to specify the item class (1) and long SKU department (3), as the integration concatenates those two values and leaves the rest of the product class blank.

Configuration Steps

Setup within Order Management System

System Control Values

- *Tax on Freight (B14):* Must be selected.
- *Use Generic XML Tax Interface (J10):* Must be selected to have Order Management System communicate with Vertex.
- *Use Standard Tax Calculation if Tax Interface Fails (J13):* Select this value to have Order Management System use the standard tax calculation if it does not receive a response from Vertex. If you select this value, you will need to set up tax rates at the SCF level (**WSCF**) and/or the postal code level (**WZIP**).
- *Pass Entity Code to Tax Interface (F69):* Select this value to pass the entity associated with the source code on the order header to Vertex, provided you do not specify a `Company` and `Division` code in the Default Values by Company XML File. If you select this value, then you can set up product class or customer class tax exemptions at the entity level in Vertex.
- *Tax Included in Price (E70):* Must be unselected if your company integrates with Vertex.

- *Send Tax to Vertex as Quote not Invoice (L11):* Indicates whether billing should send a quotation or an invoice request message to Vertex when processing a shipment or a return.

  Note: When you change a system control value, stop and restart the background jobs (MBJC) and exit and re-enter Order Management System to have your changes take effect.

TAX_INT Integration Layer Job (IJCT)

For the TAX_INT job: Set the *Communication type* to **Web Service** and set the *WSDL Document Name* to:

- **CalculateTax90.wsdl** for integration with Vertex 9.0
- **CalculateTax70.wsdl** for integration with Vertex 7.0 or 8.0

See Vertex wsdl (Web Service Definition Language) File for more information.

Because the **TAX_INT** job is always in **INTERACT** status, you do not stop or restart the job for your change to take effect.

Note: The **TAX_INT** job does not require a process queue.

Additional Setup in Order Management System

Create a customer class for exempt customers: Use Work with Customer Class (**WCCL**) to set up one or more classes of customers who are tax exempt, and then assign customers in Order Management System to the appropriate customer class. You can then set up the customer class(es) as tax exempt in Vertex. Similarly, set up product class exemptions and individual product (item) exemptions in Vertex. See Set up Data within Vertex for more information on setup steps in Vertex.

Note: If the customer on an order is assigned to a customer class in Order Management System that does not correspond to a matching class in Vertex, Vertex calculates tax as if there is no customer class assignment.

Set up specific customer tax exemptions: Use Work with Customers (**WCST**) to set up specific customers as tax exempt, including specifying their *Tax identification* number and the *Expiration date*, or setting this information up for the customer in specific states or provinces. Order Management System passes this information to Vertex when a tax exempt customer places an order. It is not necessary to assign these customers to a particular customer class in order to flag them as tax exempt to Vertex.

Assign items and SKU's to a product class hierarchy: Use Work with Items/SKU's to assign items and SKU's to the categories you use to identify product classes in Vertex, as described under Creating the Product Class.

Note: It is not necessary to set up tax rates or other settings at the SCF level or the postal code level if you are using the generic tax integration with Vertex.

Set up Data within Vertex

Use the Sales Tax option within the Vertex Taxability Manager:

Set up company and entities as taxpayers in Vertex:

1. Set up a taxpayer for each company to integrate with Vertex. The taxpayer *Code* should match the company code and should be zero-filled (for example, company 3 in Order Management System = taxpayer Code 003 in Vertex). Assign the taxpayer to the appropriate jurisdictions, such as all U.S. states.
2. If you are sending entity information to Vertex, add a taxpayer for each entity for the related company, where the company taxpayer is the parent to the entity taxpayer. For example, if you are adding entity 100 for company 3, select taxpayer 003 in Vertex as the parent for taxpayer 100. Again, assign the taxpayer to the appropriate jurisdictions, such as all U.S. states.
3. If you would like to set up product class exceptions, use the Taxability Driver option in Vertex:
   - *Input Field* = Product Class
   - *Code* = the concatenated product class, as determined through Creating the Product Class
   - *Taxpayer* = your company and, optionally, entity
   - *Taxability* = `Generally Taxable` or `100% Exempt`
   - Use the Taxability Mapping option to associate the taxability driver to predetermined taxability logic as defined by Vertex
4. Set up product classes for freight, additional charges, and handling and map them to the appropriate delivery charge categories:

Line Item Type	Product Class
OF	OF (Order Freight)
LD	LD (Line Duty)
LH	LH (line handling) **Note:** If the *S/H exclude tax?* flag is selected for an additional charge code, then a line that uses this additional charge code for special handling is not subject to line handling (LH) tax.
AF	AF (additional freight and shipper item charges)
LF	LF (line freight)
Note:	If you use the integration with Vertex to calculate taxes, then the settings within Order Management System to control tax on freight and handling (such as system control values and settings at the SCF and postal code level) are not used.

5. Optionally, use the Customers option in Vertex to set up customer class exceptions:
   - *Type* = Customer Class
   - *Code* = customer class code
   - *Taxpayer* = your company and, optionally, entity

- *Taxability* = set to `100% Exempt` to indicate customers assigned to this customer class are exempt from tax

Note: If the customer on an order is assigned to a customer class in Order Management System that does not correspond to a matching class in Vertex, Vertex calculates tax as if there is no customer class assignment.

Define a Tax Assist Rule for Canada: In order to tax Canadian orders, the *deliveryTerm* passed to Vertex must be set to **SUP**. You can define a tax assist rule in Vertex as follows:

```
If Destination.Country ="CA"

Set deliveryTerm="SUP"
```

Configuration Files

Use a text editor to edit the following files.

Important: Make a backup copy of each of the files discussed below before making any changes. Also, it is important that you do not make any changes in these files beyond those outlined in these instructions.

Vertex wsdl (Web Service Definition Language) File

Purpose: The wsdl file controls web service communication and other settings between Order Management System and Vertex.

File location and name: The wsdl file you use for integration with Version 9.0 On Demand of Vertex is named `CalculateTax90.wsdl`, and is typically located on the application server at `conf\cwdirectcpproperties\xslt\VertexWS\7.0` or `conf\cwdirectcpproperties\xslt\VertexWS\9.0`, based on the version of Vertex in use, where `domain` is the WebLogic domain directory for Order Management System.

Configuring the wsdl file:

- Search for REPLACE_WITH_VERTEX_SERVER_NAME and replace any instance in the file with the name or IP address of the server running Vertex. For example, replace `https://REPLACE_WITH_VERTEX_SERVER_NAME/vertex-ws/xsd/9.0/VertexInc_Envelope.xsd` with `https://SAMPLE_REPLACEMENT.vertexinc.com/vertex-ws/xsd/9.0/VertexInc_Envelope.xsd`.
- Do not change anything else in the file.

Note: After making any change to the `wsdl`, you need to restart Order Management System to have your changes take effect. See Restarting Order Management System for more information.

Vertex User ID and Password

Use the VERTEX_USERID and VERTEX_PASSWORD properties in Working with Customer Properties (PROP) to specify the user ID and password to use for connection to Vertex.

The user ID you specify should be assigned to the Vertex partition that includes the data that will be required by Order Management System.

The password entry here is encrypted. Also, the system masks the password for any transactions posted to the CWDirect Log or Trace Log.

Vertex URL

Use the VERTEX_SERVICE_ENDPOINT_URL in Working with Customer Properties (PROP) to define the URL used to communicate with Vertex. An example of the URL is `https://partners1.ondemand.vertexinc.com/vertex-ws/services/CalculateTax90`, if you integrate with release 9.0 of Vertex.

Proxy Settings

The proxied.eternal.hosts setting in the Jenasys Properties File defines the necessary proxy information required for the integration. Verify this setting contains the Vertex server name followed by `|www.vertexinc.com`. An example of the setting is below, where `partners1.ondemand.vertexinc.com` is the Vertex server name:

`partners1.ondemand.vertexinc.com|www.vertexinc.com` where `partners1` is the server name

When communicating with Vertex, you must define a proxy server to act as an intermediary in order to increase security. Order Management System sends transactions to the proxy server and the proxy server sends the transactions along to Vertex. The PROXY_HOST and PROXY_PORT properties in Working with Customer Properties (PROP) define the IP address and port number used to connect to the proxy server during tax calculation.

VertexWS XML File

Purpose: This file is required for the integration with Vertex and should not be changed.

File location: This file is typically located on the application server at `/domain/conf/cwdirectcpproperties/VertexWS.xml`, where `domain` is the WebLogic domain directory for Order Management System.

WebService Mapping File

Purpose: This file contains information required for the Vertex web service. The Vertex web service runs outside of Order Management System and is used to transmit information between Vertex and Order Management System.

File location: This file is typically located on the application server at `/domain/conf/cwdirectcpproperties/webservicemapping.properties`, where `domain` is the WebLogic domain directory for Order Management System.

Note: This file is delivered with Order Management System and should not be changed.

Property Name	Description
TAX_INT	This setting indicates Order Management System communicates with Vertex. The setting for Vertex is: `com.cwi.direct.interfaces.webservice.VertexWS`

Default Values by Company XML File

Purpose: Use this file to specify default values to send to Vertex for each company that will use the tax integration.

File location and name: A copy of this configuration XML file is required for each company that will use Vertex. The files are typically located on the application server at `/domain/conf/cwdirectcpproperties/xslt/VertexWS/9.0`, where `domain` is the WebLogic domain directory for Order Management System and 9.0 is the version of Vertex in use. The company number in the file name should be zero-filled; for example, the file name for company 49 is `DefaultValues_049.xml`.

Sample files: Your Order Management System installation includes a sample default values XML file for company 49 and for company 51. You can use these samples as starting points to build default values XML files for your companies.

Configuring the file: Each entry in the file is labeled by an `ID`, for which you enter the corresponding `Value`:

Default Value ID	Value
`Company`	Optionally, use this field to enter an override company code to pass to Vertex that differs from the actual company number. See Configuring the Division and Company Codes for more information.
`Division`	Optionally, use this field to pass a division code to pass to Vertex. See Configuring the Division and Company Codes for more information.
`Product_Class_Concatenation_Type`	Indicates the sequence of the item class, long SKU department, long SKU division, and long SKU class to use when creating product classes (taxability drivers) for exceptions to default tax rules. See Creating the Product Class for setup considerations, and see Set up Data within Vertex for setup steps in Vertex.
`Call_Center_TaxAreaID`	The tax area ID to send to Vertex in order to identify your call center's location. You can determine a location's tax area ID in Vertex Central Home under **Tools** > **Tax Area ID Lookup**.

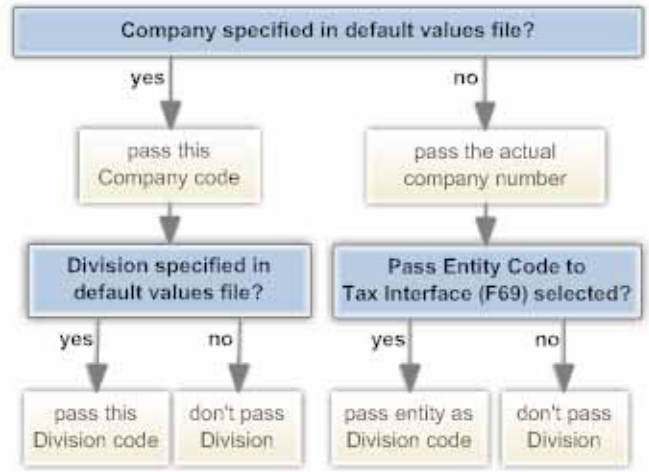
Default Value ID	Value
Call_Center_Country	This information is required by Vertex.
Call_Center_City	
Call_Center_State	
Call_Center_PostalCode	
Call_Center_StreetAddress	
Default_Warehouse	This information is required by Vertex. You also use the Warehouses XML File to indicate the tax area ID of each warehouse where you make shipments.
Default_Warehouse_Country	
Default_Warehouse_City	
Default_Warehouse_State	
Default_Warehouse_PostalCode	
Default_Warehouse_StreetAddress	

Configuring the Division and Company Codes

These fields in the Default Values by Company XML File enable you to override the `Company` and `Division` specified in the `QuotationRequest`, `InvoiceRequest`, and `DistributeTaxRequest` messages that Order Management System sends to Vertex.

Typically, the Order Management System company code and entity code matches the Vertex taxpayer code and entity level taxpayer code; however, if you specify a `Company` and/or `Division` in the Default Values by Company XML File, it overrides the actual company code and entity code. You might define an override if the Vertex taxpayer is already set up in Vertex and you need to configure Order Management System to map to the existing taxpayer.

- **If you do not specify a Company here:** Regardless of whether you specify a `Division` here, Order Management System passes:
  - `Company`: The actual company code.
  - `Division`: If the *Pass Entity Code to Tax Interface (F69)* system control value is selected, this is the entity code related to the source code on the order header. If the *Pass Entity Code to Tax Interface (F69)* system control value is not selected, no `Division` is passed.
- **If you specify a Company here but not a Division:** Regardless of the setting of the *Pass Entity Code to Tax Interface (F69)* system control value, Order Management System passes:
  - `Company`: The `Company` code you enter here.
  - `Division`: None.
- **If you specify both a Company and a Division here:** Order Management System passes the `Company` code and `Division` code you enter here.



Changes effective immediately: Changes you make to the default values by company file take place immediately. It is not necessary to stop and restart Order Management System.

Warehouses XML File

Purpose: This file provides the list of warehouses from which you ship merchandise, so that Vertex can apply the appropriate tax rules for the shipping location.

File location and name: Like the default values by company XML file, a copy of this configuration file is required for each company that will use Vertex. The files are typically located under `/domain/conf/cwdirectcpproperties/xslt/VertexWS/9.0`, where `domain` is the WebLogic domain directory for Order Management System and 9.0 is the version of Vertex in use. The company number in the file name should be zero-filled; for example, the file name for company 6 is `Warehouses_006.xml`.

Sample files: Your Order Management System installation includes a sample warehouses XML file for company 49 and for company 51. You can use these samples as starting points to build warehouses XML files for your companies.

Information in this XML file

First WarehouseValue element: The first `WarehouseValue` element at the beginning of the file indicates that the file provides a list of warehouse ID's and their corresponding tax area ID values:

```
<WarehouseValue>
    <ID>Warehouse</ID>
    <Value></Value>
</WarehouseValue>
```

Do not change the default element.

Default warehouse tax area ID: The first warehouse entry in the file should indicate a warehouse `ID` of 000 and your company's default tax area ID. For example, if the tax area ID is `220250100`, the first entry is:

```
<WarehouseValue>
    <ID>000</ID>
    <Value>220250100</Value>
</WarehouseValue>
```

For each warehouse: For each warehouse where you will be processing shipments, enter the `ID` that identifies the warehouse code in Order Management System, and enter the tax area ID of the warehouse. For example, if warehouse 3 has a tax area ID of `140430510`, enter:

```
<WarehouseValue>
    <ID>003</ID>
    <Value>140430510</Value>
</WarehouseValue>
```

Example: The following example defines tax area ID's for warehouses 1, 2, and 3:

```
<WarehouseValues>
    <WarehouseValue>
        <ID>Warehouse</ID>
        <Value></Value>
    </WarehouseValue>
    <WarehouseValue>
        <ID>000</ID>
        <Value>220250100</Value>
    </WarehouseValue>
    <WarehouseValue>
        <ID>001</ID>
        <Value>700151420</Value>
    </WarehouseValue>
    <Wxml2zarehouseValue>
        <ID>002</ID>
        <Value>140430510</Value><
    /WarehouseValue>
    <WarehouseValue>
        <ID>003</ID>
        <Value>140430510</Value>
    </WarehouseValue>
</WarehouseValues>
```

Note: Make sure that the *Default Warehouse (A04)* is one of the warehouses included in this file.

Changes effective immediately: Changes you make to the warehouse XML file take place immediately. It is not necessary to stop and restart Order Management System.

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Experian Data Quality (EDQ) Setup

Overview: This document provides the steps needed to configure Order Management System to integrate with Experian Data Quality (EDQ).

Experian Data Quality (EDQ) Address Validate API, formerly known as the QAS Pro On Demand Service, allows you to retrieve address information from Experian's Address Validate API to update an Order Management System address during interactive quote or order entry/maintenance, the order API, catalog requests, the customer API, and customer maintenance. The Address Validate API captures, cleans, maintains, and enhances address records and validates the address data against national postal authorities, such as the U.S. Postal Service. This is an on-demand, SaaS solution hosted by Experian Data Quality.

For more information: See Experian Data Quality (EDQ) Address Validate API in the online help for processing details.

EDQ Setup

Purpose: Before you can use EDQ, you must perform the necessary setup in Order Management System.

Required setup includes:

- System Control Values
- Country ISO Codes
- Order Type
- SCF Codes
- Ship Via
- WebService Mapping File
- Property Settings
- Proxy Server
- Serenade Map

System Control Values

System Control Value	Description
Use QAS Address Interface (I67)	**Select** this field if you wish to use the EDQ to retrieve address information.
Address Interface User Hold Code (I68)	Enter a valid hold reason code in this field that the system can assign to a remote order at the user level when the remote order fails address verification. A remote order fails address verification if EDQ could not find an exact match to the Order Management System address (the Address Validate Response Match Level is not **Verified**). If you do not define a hold reason code in this system control value, the system does not assign a hold reason to a remote order at the user level when the remote order fails address verification. • If the remote order does not contain any errors, the system creates the order in an open status. • If the remote order contains errors, the system places the order in an order batch with an error status.
Perform Address Standardization in Customer API (I99)	**Select** this field if you use EDQ and you would like to use the interface to verify customer addresses that you add or change through the Generic Customer API. In the case of an Add request, the address standardization takes place before any duplicate checking. **Note:** The address standardization only occurs if there is an exact match to the address (the Address Validate Response Match Level is **Verified**); otherwise, the process does not update the customer's address before proceeding with regular edits.
Display Confirmation After QAS Picklist Selection (J01)	**Select** field if you wish to display the Address Standardization: Verify Recommendation (from Pick List) Screen after you select an address from a list of possible address matches returned by EDQ. Leave this field blank if you wish to suppress the Address Standardization: Verify Recommendation (from Pick List) Screen after you select an address from a list of possible address matches returned by EDQ.
Use Zip/City/State Defaulting? (B13)	If this system control value is **selected**, when you enter a postal code for an address, the system defaults the associated city and state (as defined in the Postal Code/City/State file) before sending the address to EDQ.
Default Country for Customer Address (B17)	If you do not define a country code for an address, the system defaults the country code defined in this system control value to the address.

Country ISO Codes

Country ISO codes are codes representing the international standard code used to

identify a country. When the system sends address information to EDQ for validation and standardization, the system sends the *Country ISO code* defined for the country instead of the *Country code* as the country code defined for the address. For example, the country code for the United States may be US and the country ISO code may be USA.

The country ISO codes supplied by the EDQ for Canada and the United States are listed below.

Country Code	ISO Code	Country
CA	CAN	Canada
US	USA	United States of America

You can define a country ISO code for a country in the Work with Countries (WCTY) menu option. A country ISO code must be defined for the United States and Canada in order to send addresses for standardization to EDQ.

> **Note:** The Order Management System integration with EDQ supports address standardization for United States and Canadian addresses; it does not support address standardization for European countries at this time. You should not define a country ISO code for a country other than the United States or Canada.

Order Type

The *Address standardization* field defined for an order type controls whether orders with this order type are eligible for address standardization using the Address Interface.

- If the *Address standardization* field for the order type on the order is **selected**, the order is eligible for address standardization using EDQ.
- If the *Address standardization* field for the order type on the order is **unselected**, the order is not eligible for address standardization using EDQ.

SCF Codes

The system uses the SCF file to validate that a customer's postal code and state are consistent. Regardless if you use EDQ to validate addresses, you must still use the Work with SCF Codes (WSCF) menu option to create SCF codes and tax rates that apply to orders shipped to the SCF.

Ship Via

Regardless of whether you use EDQ to validate addresses, you must define the eligible shippers for a specific postal code. You can define eligible shippers for a postal code using either:

- the Work with Zip/Ship Via (WZSV) menu option to create a zip code/ship via cross reference for each postal code.
- the Work with SCF/Ship Via Values (WSHV) menu option to create an SCF/ship via cross reference for each SCF code.

WebService Mapping File

This file contains information required for EDQ.

Location of file: This file is normally saved on the application server at the following location, where `/usr/local/tomcat01` is the installed location of Order Management System:

`/usr/local/tomcat01/conf/cwdirectcpproperties/webservicemapping.properties`

> **Note:** This file is delivered with Order Management System and should not be changed.

Property Name	Description
ADD_INT	This setting indicates Order Management System communicates with EDQ. The delivered setting is: `com.mr.serenade.service.thirdparty.qas.saas.SaasQuickAddressProcessor` **Do not change this setting.**

Property Settings

The following properties are used with EDQ.

Property Name	Description
ADDRESS SERVICE ENDPOINT URL defined in Working with Customer Properties (PROP)	Verify the URL used to connect to EDQ. This setting is delivered with the application and does not require any change unless the domain where Experian resides changes.
ADDRESS SERVICE RETURN LAYOUT defined in Working with Customer Properties (PROP)	The name of the custom layout used for data mapping. This layout resides with Experian and should be set to **Serenade**. Do not change this setting.
QAS ADDRESS SERVICE TOKEN defined in Working with Customer Properties (PROP)	Enter the address service token used by EDQ to identify a customer; this is a token you created in the EDQ self service portal.
QAS SERVICES WSDL LOCATION defined in Working with Admin Properties (CPRP)	The location of the ProOnDemandService.wsdl file. The recommended location is `file:///usr/local/tomcat01/conf/cwdirectcpproperties/ProOnDemandService.wsdl`, where `usr/local/tomcat01/` is the installed location of Order Management System. The ProOnDemandService.wsdl is delivered with Order Management System and should not be changed.

Property Name	Description
proxied external hosts defined in the Jenasys Properties File	Defines the necessary proxy information required for the integration. This setting is delivered with the application and does not require any change unless the domain where Experian resides changes.

Proxy Server

When communicating with EDQ, you can define a proxy server to act as an intermediary in order to increase security. Oracle Retail Order Management System sends transactions to the proxy server and the proxy server sends the transactions along to EDQ. The PROXY_HOST and PROXY_PORT properties in Working with Admin Properties (CPRP) define the IP address and port number used to connect to the proxy server during address standardization.

Serenade Map

The address information and placement of the information returned from EDQ is based on a layout defined in the **Serenade** map. For example, the address mapping details specify:

- whether the data should be returned in upper case letters.
- if non-address data such as *Leave at back door* should be retained, and if retained, in which address field the information should be stored.

> **Note:** The Order Management System integration with EDQ supports address standardization for United States and Canadian addresses; it does not support address standardization for European countries at this time.

EDQ maps the following information to each Order Management System address field.

OROMS Field	Mapping Details
Street address	EDQ updates this field with the primary number and street address. **Example:** `1234 SAMPLE STREET` updates to `1234 SAMPLE ST`.
Address line 2	Based on the EDQ Address Response Match Level, EDQ may clear address line 2 of any information.

Address line 3	Based on the EDQ Address Response Match Level, EDQ may update this field with the first 32 characters of non-address information that was defined in address lines 1, 2, and 3 in Order Management System.
	Example: The following non-address information was defined in address lines 2 and 3 for the Order Management System address:
	`KAT'S FRUITS AND VEGETABLES`
	`LEAVE PACKAGES ON FRONT PORCH`
	EDQ moves the first 32 characters of this information to address line 3:
	`KAT'S FRUITS AND VEGETABLES LEAV`

Address line 4	EDQ clears address line 4 of any information.

OROMS Field	Mapping Details
Apartment	EDQ updates this field with a valid apartment/suite/unit number and includes an abbreviation such as APT or STE. **Example:** `APT 3` **Apartment Triggers** Certain text in address lines 2 and 3 and the EDQ Response Match Level triggers EDQ to move the text to the *Apartment* field on an address. For example, if you enter `NO 3` in *Address line 2*, the system moves this text to the *Apartment* field.
City	EDQ updates this field with the valid city name for the address. **Example:** WESTBORO updates to WESTBOROUGH
State code	EDQ updates this field with the valid state code for the address. **Example:** `MA`
Postal code	EDQ updates this field with the valid zip + 4 postal code for the address. **Example:** `01468` updates to `01468-1566`.
Country code	EDQ translates the ISO country code for the address to the associated country code defined in Order Management System. **Example:** `US`

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PC Manifest Interface Setup

Purpose: This topic describes the setup required to communicate with a PC manifest system.

In this chapter:

- System Control Value
- Manifest Properties

> **Note:** In addition to the configuration required for Order Management System, you must also purchase a manifesting application and have it installed at each manifesting station.

AgileShip interface: If you use AgileShip as your PC manifest system, see the Order Management System/Agileship Integration Reference for more information on the processing that occurs between Order Management System and AgileShip.

System Control Value

System Control Value	Description
# of Pick Control Labels (D47)	Enter the number of label records you wish to create for each pick slip record you download to the PC manifesting system. You can use the pick control label number to track a pick slip that has been split into multiple cartons. In order to use the PC Manifesting interface, this field must be greater than or equal to one. Regardless of the setting of this system control value, the system creates only one label record for drop ship pick slips.

Manifest Properties

Working with Customer Properties (PROP) includes settings you need to define for the Manifesting Web Service.

The Manifest Web Service is a job that runs outside of Order Management System and is used to transmit messages between the PC Manifest system and Order Management System. Because the Manifest Web Service runs outside of Order Management System, it needs to know how to connect to the Order Management System database environment. The Manifest Properties identify the Order Management System

database environment and the user ID to use to connect to the Order Management System database environment.

Property Name	Description
CW_MANIFEST_ ENVIRONMENT_ID	The environment ID that identifies the Order Management System database environment associated with the Manifest Web Service. The environment ID associated with a database environment is defined in the DBConfig Properties File. You can locate the environment ID in this file by locating the database; the number in the first column for the database represents the environment ID. The default environment ID is **1**. Required.
CW_MANIFST_USER_ID	The user ID that the Manifest Web Service uses to connect to the Order Management System database environment specified in the *CW_MANIFEST_ENVIRONMENT_ID* property. Required.

Manifest Web Service Configuration

You will need to provide the PC Manifest system with the IP address and port number for the Order Management System application server. The PC Manifest system will need to add this information to the WSDL (Web Services Description Language) XML file in order to communicate with Order Management System. For example: `oroms-prod:9099`, where `oroms-prod` is the name of the Order Management System server and `9099` is the port number.

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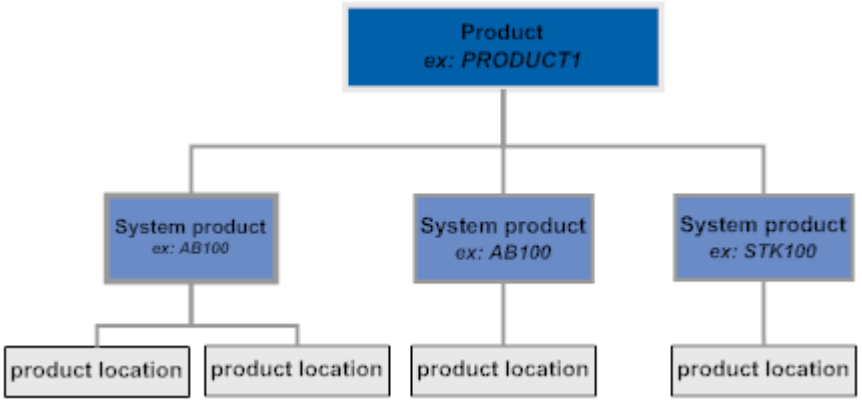
Order Broker Configuration

Purpose: This topic describes the required setup to integrate Order Management System with Order Broker, and how to load item and inventory information from Order Management System into the Order Broker database.

Default system? When you begin setting up data in Order Broker, you build a location group of integrated systems, such as your Order Management System company and your POS system. If your Order Management System company is the **default system**, or system of record, in Order Broker, then when you import your Order Management System item and SKU records into Order Broker, they serve as the master products, and the product records imported from other systems reference the Order Management System items and SKUs. The Order Management System item and SKU code is the product code in Order Broker, and the product codes from other integrated systems are system products that reference the product code from the default system.



If Order Management System is not the default system in Order Broker, then each item and SKU sent to Order Broker in the product feed needs to reference the product code from the default system. If the systems use different product codes, you can use a secondary field in Order Management System, such as the *Reference number* or a UPC code, to store the Order Broker product code, so that the Order Management System system product is correctly linked to the default system's product code during the import process. The *OROB Product Code ID (K66)* system control value indicates whether the Order Management System item and SKU, or some other field, contains the default system's product code.

For more information: See:

- Background on the integration with Order Broker: the Order Broker Integration topic in the Order Management System online help.

- Instructions on setting up data in Order Broker: the **Setting Up Data for Order Broker** topic in the Order Broker online help.
- Instructions on setup required for integration with Order Broker's Supplier Direct Fulfillment module: the Interface with Order Broker's Supplier Direct Fulfillment Module chapter in the Order Management System online help.

Version compatibility: Fulfillment assignment and ship-for-pickup functionality is available in release 16.0 or higher of Order Management System and release 16.0 or higher of Order Broker. In order to use ship-for-pickup processing, you must select the *Enable Ship For Pickup* option on the Organization window in Order Broker. Once you enable ship for pickup, the *Ship for Pickup Enabled Date* displays on the Organization window and you cannot unselect this option.

When integrating with Order Broker 19.4 or higher, you cannot create a new organization without ship-for-pickup enabled.

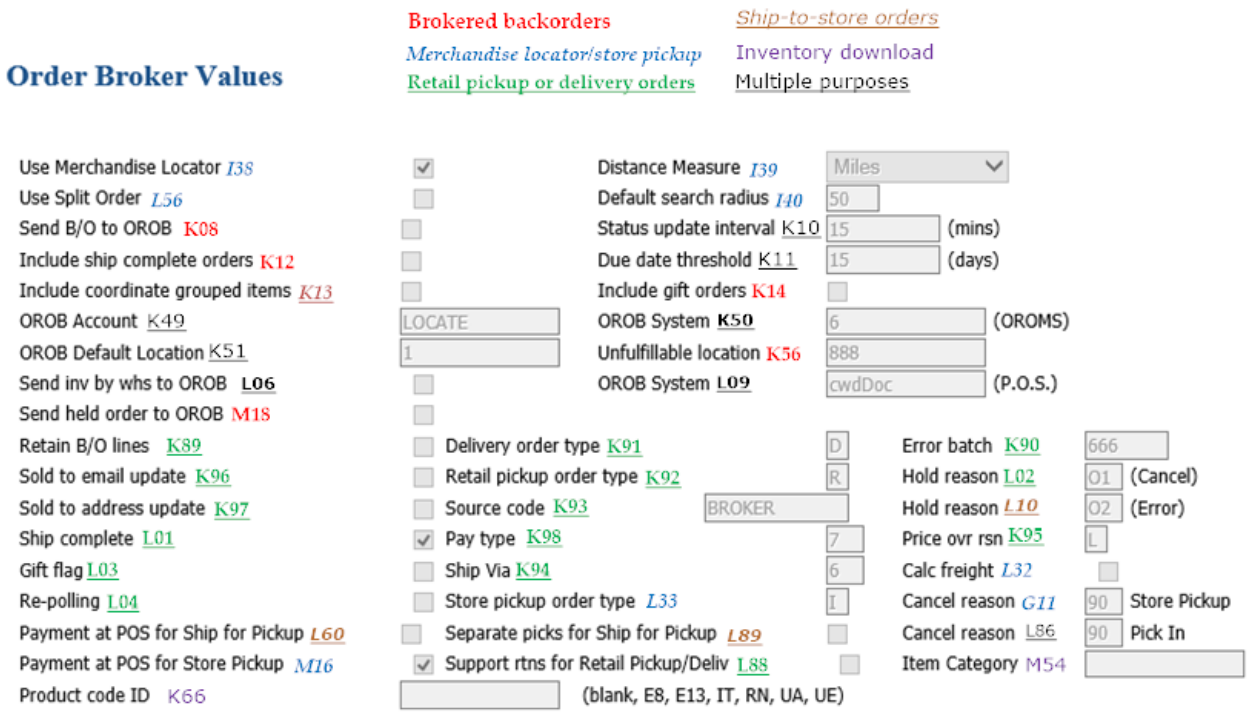
An OROB_MESSAGE_VERSION of 16.0 or higher is required to use the Ship-for-Pickup orders integration with Order Broker.

In this chapter:

- Order Broker-Related System Control Values
- Order Broker Properties
  - WSDL Locations
  - Setting the Daily Status Inquiry Time Window (all versions)
  - Message Version Number
  - Imports Enabled
  - Directory Path
  - Imports URL
  - Maximum Number of Request IDs to Include in a Status List Request
- Additional Order Broker Setup in Order Management System
- Notes on Configuration in Order Broker

Order Broker-Related System Control Values

Most of the system control values related to integration with Order Broker are available through the *Order Broker Values (K15)* umbrella screen:



In addition, select **Order Broker Fulfillment** on this screen to advance to the Order Broker Fulfillment Values screen which displays system control values related to processing orders for fulfillment assignment.

System Control Value	Description
Use Merchandise Locator (I38)	Indicates whether the merchandise locator option is available in order entry, order maintenance, and item availability. You must have this system control value selected in order to create store pickup orders in Order Management System.
Merchandise Locator Distance Measurement (I39)	Indicates whether Order Broker should calculate and list distances in miles or kilometers when it sends a locate items response message. Also used in store pickup order creation.
Use Split Order (L56)	Indicates whether to have Order Management System send all brokered backorders on an order to Order Broker in a single SubmitOrder message. Leave blank to continue to send each backordered line separately. **Note:** This system control value should be set consistently with the *Allow Split Order* flag for your organization in Order Broker.
Default Search Within Radius (I40)	Indicates the search radius distance, based on the Merchandise Locator Distance Measurement (I39), to default to the Merchandise Locator Search window. Also used in store pickup order creation.
Send Backorders to OROB (K08)	Indicates whether to submit order requests to the Order Broker for backordered lines, creating delivery orders in Order Broker.
Order Broker Status Update Interval (K10)	The number of minutes to wait before checking on whether an unfulfilled brokered backorder or retail pickup, delivery, or store pickup order should be included in the status list request message.

System Control Value	Description
Include Ship Complete Orders (K12)	Indicates whether to submit backordered lines to the Order Broker if the order is flagged to ship complete.
Due Date Threshold (K11)	The number of days to use as a threshold in determining whether to submit a brokered backorder to the Order Broker, or to reject a retail pickup or delivery order assigned by the Order Broker. If there is not an open purchase order for the item that is due within this threshold, the system: • submits a backordered line to Order Broker for fulfillment • rejects a retail pickup or delivery order for the item **Note:** The system checks the due date threshold for retail pickup or delivery orders only if the *Retain Backordered Lines Brokered to OROMS (K89)* system control value is unselected.
Include Coordinate Grouped Orders (K13)	Indicates whether to submit backordered lines to the Order Broker if the line is coordinate grouped with other order lines (for example, the components of a set).
Include Gift Orders (K14)	Indicates whether to submit backordered lines to the Order Broker if the order is flagged as a gift order.
OROB Account (K49)	The name of the Order Broker database to receive Order Broker messages. Specified as the `destination` in messages sent to Order Broker.
OROB System (K50)	The Order Management System company as set up in Order Broker. Must be a valid system in Order Broker.
OROB Default Location (K51)	The default requesting location code, identifying the Order Management System warehouse, to pass to the Order Broker; used if the *Send Inventory by Warehouse to OROB (L06)* system control value is unselected. Must be a valid location code in Order Broker. **Note:** If you send ship-for-pickup orders for drop ship items, you need to specify a valid location in this system control value, since there is no warehouse associated with a drop ship order line.
OROB Default Location Code for Unfulfillable (K56)	The *Default shipping location* in Order Broker; when the Order Broker assigns a brokered backorder to this location code, it indicates that the order line is unfulfillable through the Order Broker and that the item should be fulfilled through Order Management System using standard fulfillment processing. Must be a valid location code in Order Broker.
Send Inventory by Warehouse to OROB (L06)	Indicates whether to send product location information separately for each warehouse that has an *OROB location* specified, or to aggregate totals across all allocatable warehouses and send a single product location for the *OROB Default Location (K51)*; also, indicates whether to periodically send a single fulfillment request message for the *OROB Default Location (K51)*, or to send one for each warehouse that has a *OROB location* specified.
Name in OROB for Point of Sale (L09)	Indicates the default point-of-sale system code to include in the Submit Order request message. Identifies the location where the customer wants to pick up a ship-for-pickup or store pickup order. Can be overridden by a *System Code* specified for the Store Cross Reference record.

System Control Value	Description
Send Held Orders to OROB (M18)	Select this field to have Order Management System submit backordered items to Order Broker for fulfillment even if the order is still held, but include the *Under Review* flag to indicate that should not be shipped yet. You might use this setting to provide the location that fulfills a brokered backorder with the opportunity to reserve stock and begin order processing before the order is removed from hold.
Retain Backordered Lines Brokered to OROMS (K89)	Indicates whether to accept retail pickup or delivery orders regardless of whether they are backordered, or to reject them if there is not a purchase order due within the *Due Date Threshold (K11)*.
Order Type for Orders Brokered for Delivery (K91)	The order type to assign to delivery orders received from the Order Broker. Must be a valid order type (**WOTY**). **Note:** In order to have Order Management System request either retail pickup or delivery orders from Order Broker, you must complete both this system control value and the *Order Type for Retail Pickup Orders Brokered to OROMS (K92)* system control value.
Order Broker Error Batch Number (K90)	The batch number to use for retail pickup or delivery orders received from the Order Broker when the orders are in error.
Sold To Email Update for Orders Brokered to OROMS (K96)	Indicates whether to update the sold-to customer's email address with the email address passed for a retail pickup or delivery order in the fulfillment response message.
Order Type for Retail Pickup Orders Brokered to OROMS (K92)	The order type to assign to retail pickup orders received from the Order Broker. Must be a valid order type (**WOTY**). **Note:** In order to have Order Management System request either retail pickup or delivery orders from Order Broker, you must complete both this system control value and the *Order Type for Orders Brokered for Delivery (K91)* system control value.
Order Broker Hold Reason (Cancel) (L02)	The hold reason code to apply to a retail pickup or delivery order when pick slip generation sends an inquiry to the Order Broker on the order's current status, and the response message indicates that the order has been canceled.
Sold To Address Update for Orders Brokered to OROMS (K97)	Indicates whether to update the sold-to customer's name and address with the name and address passed in the fulfillment response message for a retail pickup or delivery order.
Order Broker Source Code (K93)	The source code to assign to retail pickup or delivery orders if there is no source code passed in the fulfillment response message or specified for the originating location's Store Cross Reference record (**WSCR**). Must be a valid source code (**WSRC**). Typically, you would create a source code that is not eligible for free gifts, promotions, or other updates that could apply at order creation; also, the source code should point to an offer that does not add any accompanying items.
Hold Reason for Errored Ship for Pickup Orders (L10)	Indicates the hold reason code to apply to ship-for-pickup orders when the Order Broker returns an error to the Submit Order request that Order Management System sends during pick slip generation.

System Control Value	Description
Ship Complete for Orders Brokered to OROMS (L01)	Indicates whether to flag retail pickup or delivery order to ship complete, or to enable multiple shipments for an order that initially includes any backordered items.
Order Broker Payment Type (K98)	The pay type to apply to retail pickup or delivery orders. Must be a valid pay type (**WPAY**), and should not require any additional information or validation, such as authorization, expiration date, or modulus check. **Note:** You cannot apply this payment method to an order in order entry or order maintenance, although it can be applied to orders created through the generic order API.
Order Broker Price Override (K95)	The price override reason code to assign to order lines on retail pickup or delivery orders. Must be a valid price override reason code (**WPOR**).
Gift Flag for Orders Brokered to OROMS (L03)	Indicates whether to flag retail pickup or delivery orders as gift orders in order to suppress printing pricing and order totals on pick slips.
Order Broker Ship Via (K94)	The ship via to assign to retail pickup or delivery orders if no ship via was passed in the fulfillment response message. Must be a valid ship via (**WVIA**). Typically, you would select a ship via that does not add any additional freight charges to the order.
Calculate Freight for Store Pickup Orders (L32)	Indicates whether to calculate freight for store pickup orders you create in interactive order entry.
Re-Polling for Orders Brokered to OROMS (L04)	Indicates whether to send a notification to the Order Broker for pickup or delivery orders that are initially in error in Order Management System, in order to prevent the Order Broker from re-sending the order. Must be set consistently with the *Require status update* flag for the system in Order Broker; see the Order Broker online help for more information.
Order Type for Orders Brokered for Store Pickup (L33)	Defines the order type to assign to store pickup orders. Must be a valid order type (**WOTY**). **Note:** This order type should be flagged for Email notification so that the system generates the store pickup notification email.
Cancel Reason Code for Retail Fulfillment Confirmation (Rejected Store Pickup Orders) (G11)	Defines the cancel reason code to apply to store pickup orders rejected by Order Broker or by the assigned fulfilling location. **Note:** This system control value is also used by the retail fulfillment integration.
Collect Payment at POS for Ship for Pickup Orders (L60)	Defines whether to send the pick slip total as the balance due for ship-for-pickup orders, and to impose restrictions on the payment method and to prevent returns and refunds.
Create Separate Picks/POs for Ship for Pickup Orders (L89)	Specifies whether to generate separate pick slips or drop ship purchase orders for ship-for-pickup orders so that each line creates a separate order in Order Broker.
Cancel Reason Code for Retail Pickup and Delivery Auto Cancel (Pick In) (L86)	Defines whether to automatically cancel retail pickup, delivery, or special ship-for-pickup orders if their pick slips are voided through the generic pick in API.

System Control Value	Description
Collect Payment at POS for Store Pickup Orders (M16)	Select this system control value to authorize store pickup orders for just $1.00 in order to verify the payment method, and to suppress deposit processing in Order Management System, because payment is collected in the store when the customer picks up the order.
Suppress Returns for Retail Pickup/Delivery (L88)	Defines whether to prevent returns and refunds for retail pickup or delivery orders.
OROB Product Code ID (K66)	The field you use in Order Management System to store an item's product code in Order Broker. If Order Management System is the default system in Order Broker, the Order Broker product code is the same as the item/SKU in Order Management System; otherwise, you can use a different field as a cross reference. **Note:** If the *OROB Product Code ID (K66)* is not set to *Item/SKU*, then you need to populate the specified field for each item or SKU that is flagged as OROB eligible; otherwise, the product import process for that item/SKU will result in an error.
Special orders system control values: The following system control values are required to process special ship-for-pickup orders:	
Order Type for Special Orders (L15)	Identifies the order type code that indicates to send the e-commerce order number rather than the Order Management System order number as the order ID when submitting the ship-for-pickup order to the Order Broker. Since special ship-for-pickup orders originate in the retail location, they are identified primarily by the store system's original order number.
Pay Type for Special Orders (L16)	Identifies the pay type that indicates that the customer needs to pay for a ship-for-pickup order when picking it up at the retail location. When a ship-for-pickup order uses this pay type, the Submit Order message indicates a `balance_due` that is the same as the order total.
Store Pickup Confirmation Email Program (L48)	Specifies the program that generates a notification to the customer when a store pickup order is ready for pickup.
OROB Item Category Value (M54)	Indicates whether to map the long SKU division or the item category to the category in Order Broker.

Order Broker Fulfillment system control values: Select **Order Broker Fulfillment** on the Order Broker Values (K15) umbrella screen to advance to the Order Broker Fulfillment Values screen where you can define system control values related to brokered backorders for fulfillment assignment.

System Control Value	Description
Use OROB for Fulfillment Assignment (M31)	Select this system control value to use brokered backorders for fulfillment assignment. In this situation, orders placed in Order Entry and orders received from the Generic Order Interface (Order API) bypass reservation and the items on the orders are placed on backorder and are sent to Order Broker to determine the fulfilling location for the order lines. **Note:** If you select this system control value: • You must also select the *Send Backorders to OROB (K08)* system control value. • You must unselect the *Disallow shopping from same system* setting on the Orders tab of the System screen in Order Broker. • You should not manually update the *Bypass reservation* flag on an order line or unpredictable results will occur.
Originating Location to Pass to OROB (M32)	Defines the originating location code for delivery orders that originated in Order Management System and are sent to Order Broker to determine the fulfilling location. **Note:** This system control value is used only when the *Use OROB for Fulfillment Assignment (M31)* system control value is selected. **Note:** Do not use `IN PROCESS` as the originating location code; this location code is used for internal processing by Order Broker.
Order Type for Delivery Orders Originating in OROMS (M33)	Defines the order type code the system assigns to delivery orders that originated in Order Management System that Order Broker determined should be fulfilled by Order Management System.
Use OROB for Ship for Pickup Fulfillment Assignment (M34)	Defines whether ship-for-pickup orders are sent to Order Broker for fulfillment assignment.
Order Type for Retail Pickup Orders Originating in OROMS (M35)	Defines the order type code the system assigns to retail pickup orders the originated in Order Management System that Order Broker determined should be fulfilled by Order Management System.
Additional system control values	
Default Previous Pay Type in Order Entry (D64)	To avoid an error in order entry, do not set the this system control value to ALL; otherwise, the Order Broker Payment Type (K98) might default in order entry, although this pay type is reserved for delivery or retail pickup orders created through integration with the Order Broker.
Use OROB Status Inquiry List Web Service (M05)	Use this system control value to specify whether pick slip generation uses the status list request message rather than individual status inquiry request messages to check on whether retail pickup or delivery orders have been canceled by the originating system; and, if using the status list request, whether the request specifies that it requires updates on all orders, or only orders currently in canceled status.
Tax on Freight (B14)	Select this system control value to avoid incorrect tax calculation when you use Order Broker fulfillment.

See the complete description of each system control value in the Order Management System online help for more information.

Order Broker Properties

Overview: Use Working with Customer Properties (PROP) to define property settings for:

- WSDL Locations
- Setting the Daily Status Inquiry Time Window (all versions)
- Message Version Number
- Imports Enabled
- Maximum Number of Request IDs to Include in a Status List Request

Use Working with Admin Properties (CPRP) to define additional settings for:

- Directory Path
- Imports URL

Purchasing services properties: See the Interface with Order Broker's Supplier Direct Fulfillment Module: Overview and Setup in the Order Management System online help for information on the additional properties related to integration with Order Broker's Supplier Direct Fulfillment module.

WSDL Locations

Discovery Services WSDL

Use the `OROB_DISCOVERY_SERVICES_WSDL_LOCATION` entry in Working with Customer Properties (PROP) to specify the endpoint for the Discovery Services web service. This entry should be set to `https://SERVER:8443/Locate/DiscoveryServices`, where `SERVER` is the name of your Oracle Retail Order Broker server.

Web service authentication: If the web service requires basic web service authentication, you must use Working with Web Service Authentication (WWSA) to define a valid web service authentication user; otherwise, define the client ID and client secret if using OAuth.

For more information: See Importing Store Cross Reference Locations through the Order Broker Discovery Web Service in the online help.

Services WSDL

Use the `OROB_SERVICES_WSDL_LOCATION` property in Working with Customer Properties (PROP) to specify the endpoint for the Services web service. This entry should be set to `https://SERVER:8443/Locate/LocateServices`, where `SERVER` is the name of your Oracle Retail Order Broker server.

Required for Supplier Direct Fulfillment integration: You need to set this property as described above even if you integrate with Order Broker's Supplier Direct Fulfillment module but not with Order Broker's Order Broker module, or if you integrate with an earlier version of Order Broker for the Order Broker than you use for the Supplier Direct Fulfillment module.

Web service authentication: If the web service requires basic web service authentication, you must define a valid web service authentication user and password in Working with Web Service Authentication (WWSA); otherwise, define the client ID and client secret if using OAuth.

Purchasing Services WSDL

Use the `OROB_PURCHASING_SERVICES_WSDL_LOCATION` property in Working with Customer Properties (PROP) to specify the endpoint for the Purchasing Services web service. This entry should be set to `https://SERVER:8443/Locate/PurchasingServices`, where `SERVER` is the name of your Oracle Retail Order Broker server.

Required for Supplier Direct Fulfillment integration: You need to set this property as described above even if you integrate with Order Broker's Supplier Direct Fulfillment module but not with Order Broker's Order Broker module, or if you integrate with an earlier version of Order Broker for the Order Broker than you use for the Supplier Direct Fulfillment module.

Web service authentication: If the web service requires basic web service authentication, you must define a valid web service authentication user and password in Working with Web Service Authentication (WWSA); otherwise, define the client ID and client secret if using OAuth.

Setting the Daily Status Inquiry Time Window (all versions)

For certain Order Broker statuses, it is not necessary to include an order in a status inquiry list request as frequently as the *Order Broker Status Update Interval (K10)*, because no immediate action is required in Order Management System.

The following statuses are updated once a day:

Status	Applies to Order Type	Description
In Transit In Transit Polled	• retail pickup • ship-for pickup if the *Use OROB for Ship for Pickup Fulfillment Assignment (M34)* system control value is set to **NEVER** or blank	You have confirmed shipment of the order from an Order Management System warehouse to the store.
Received by Store	• retail pickup • ship-for pickup if the *Use OROB for Ship for Pickup Fulfillment Assignment (M34)* system control value is set to **NEVER** or blank	The order has been received by the store location but not yet picked up by the customer.
Partial Fulfill	• retail pickup • store pickup • ship-for-pickup if the *Use OROB for Ship for Pickup Fulfillment Assignment (M34)* system control value is set to **NEVER** or blank	The customer has picked up one or more items on the order, but not the complete order.

In order to avoid including orders in these statuses more often than necessary in the status inquiry list request, the BROKER process checks their status once daily during a specified time window. It uses the following two additional properties in Working with Customer Properties (PROP) to determine the start and end of the window:

- `OROB_LIMITED_STATUS_BEG_TIME=123456`
- `OROB_LIMITED_STATUS_END_TIME=123456`

Each time is indicated in HHMMSS format, military time. For example, if you set these properties to:

`OROB_LIMITED_STATUS_BEG_TIME=180000`

`OROB_LIMITED_STATUS_END_TIME=210000`

Then the BROKER process can send status inquiry list requests including these orders between 6:00 p.m. and 9:00 p.m. daily. Orders are eligible for status inquiry if there has not been an inquiry in the previous 12 hours.

You should set the time window long enough to process status inquiries for all orders in the related statuses; also, the time window should not cross midnight.

Note: You use the *Order Broker Status Update Interval (K10)* system control value to define how many minutes Order Management System should wait before including orders in the status inquiry list request for all other status updates.

Message Version Number

Use the OROB_MESSAGE_VERSION property (PROP) to specify the message version to include in Order Broker and merchandise locator request messages that Order Management System sends to Order Broker.

Version requirements:

- A message version of **5.0** or higher is required to use the status list request message and streamlined allocation at pick slip generation. A message version of **16.0** or higher is required to use the Ship-for-Pickup orders integration with Order Broker.
- A message version of **19.0** or higher is required to include the `shipment_date` tag in the status inquiry response message from Order Broker. This date indicates the actual date when the order line was shipped by the fulfilling location, provided the fulfilling system passed this date when it submitted the status update to Order Broker when reporting the fulfillment. The shipment date is available to include in shipment notifications to the customer.

> **Important:** To avoid unpredictable results, do not leave the `OROB_MESSAGE_VERSION` blank.

Imports Enabled

Use the OROB_IMPORTS_ENABLED property to define whether the system uses the Order Broker Import RESTful web service to automatically upload product, product location, and incremental inventory import files to the OROB-Imports location on the Order Broker application server.

- **true** = The system uses the Order Broker Import RESTful web service to automatically upload product, product location, and incremental inventory files to

the OROB-Imports location in Order Broker. **Note:** Set this value to true only if you are use Order Broker version 18.0 or higher.

- **false** = The system does not use the Order Broker Import RESTful web service to automatically upload product, product location, and incremental inventory files to Order Broker. Instead, the system places the generated file in the location on the application server defined in the OROB_DIRECTORY_PATH property and you must use sFTP to move the files to the OROB-Imports location in Order Broker.

Once the import file is in the OROB-Imports location in Order Broker, you must use the Schedule Import Process screen in Oracle Retail Order Broker to process the import. You can also run the import on demand from this screen.

See Order Broker's Product, Product Location, and Incremental Inventory Import Process in the online help.

Directory Path

Use the OROB_DIRECTORY_PATH property to define the location on the application server where the system creates Order Broker product, product location, and incremental inventory files to import into Order Broker. An example directory is `/domain/conf/OMSFiles/OROBData/`, where `domain` is the WebLogic domain directory for Order Management System. **Note:** If the OROB_DIRECTORY_PATH is not valid or is blank, or the specified folder does not exist, the system does not create any output files and writes a message to the Application log.

See Order Broker's Product, Product Location, and Incremental Inventory Import Process in the online help.

Imports URL

Use the OROB_IMPORTS_URL property to define the URL used to call the Order Broker Import RESTful web service when sending product, product location, and incremental inventory data to Order Broker and the OROB_IMPORTS_ENABLED property is set to `true`.

For example: `https://order_broker_url:port`, where `order_broker_url` is the URL used to connect to Order Broker and `port` if the port number used to connect to Order Broker.

Web service authentication: If the Import web service requires basic web service authentication, you must define a valid web service authentication user and password in Working with Web Service Authentication (WWSA); otherwise, define the client ID and client secret if using OAuth.

See Order Broker's Product, Product Location, and Incremental Inventory Import Process in the online help.

Maximum Number of Request IDs to Include in a Status List Request

Use the OROB_MAXIMUM_STATUS_LIST_REQUEST in Working with Customer Properties (PROP) to specify the maximum number of request IDs that the BROKER job can include in a single order status list request message to Order Broker. This property defaults to 500, and should not be set higher than 1000.

Pick slip generation also uses this property to determine the maximum number of request IDs to include in a single status list request.

Additional Order Broker Setup in Order Management System

Purpose: Additional setup for integration with Order Broker is described below:

- The BROKER_ORD process submits new orders and cancellation requests.
- The BROKER process handles the messages that are not handled by the BROKER_ORD process, including status inquiries and updates, as well fulfillment requests and responses.

General Order Broker setup:

- Item: Unselect the *OROB eligible* flag for any items that should not be included in the Order Broker integration. This flag is selected by default.
- Warehouse: Complete the *OROB location* for each warehouse (WWHS) that maps to a location in Order Broker. If the *Send Inventory by Warehouse to OROB (L06)* system control value is selected:
  - the product import process sends inventory information separately for each warehouse that has an *OROB location* specified.
  - the BROKER process sends a separate fulfillment request message for each warehouse that has an *OROB location* specified.

  Note: If the Send Inventory by Warehouse to OROB (L06) system control value is selected but you do not define an OROB location in Creating and Maintaining Warehouses (WWHS), fulfillment requests for the warehouse are not sent to Order Broker.
- A first and last name or a company name are required for the sold-to customer on all orders sent to Order Broker.

Order Broker setup:

- **BROKER process in Work with Integration Layer Processes (IJCT):** Optionally, change the *Outbound delay time*. This setting controls how often to send fulfillment request messages for newly-assigned retail pickup and delivery orders.
- **BROKER_ORD process in Work with Integration Layer Processes (IJCT):** Optionally, change the *Outbound delay time*. This setting controls how often to send cancellation requests.
- **Secured features**:
  - Use the *Cancel Order Broker Lines (B19)* secured feature to restrict access to Order Broker cancellations as needed.
  - Use the *Maintain Brokered Fulfillment Orders (B20)* secured feature to restrict access to order maintenance for retail pickup or delivery orders.
- **Store cross references:** Create store location cross references for each potential fulfilling location through Work with Store Cross Reference (WSCR), including:
  - Optionally, a source code for any store location to send retail pickup or delivery orders to Order Management System as an override to the *Order Broker Source Code (K93)*. If the fulfillment response message specifies a source

code, it overrides any source code specified in the system control value or the store cross reference.

- For ship-for-pickup orders, select the *Ship for pickup* flag; also, complete the description and address fields, as this information is used as the ship-to name and address for ship-for-pickup orders.
- Optionally, specify a *System Code* to override the *Name in OROB for Point of Sale (L09)* used to identify the fulfilling location for ship-for-pickup and store pickup orders.For example, if you use the Store Connect module for pickup orders in some store locations, but use a point-of-sale system for other locations that support ship-for-pickup orders, you might set this system control value to the code identifying your point-of-sale system, and enter the code for your Store Connect system for the Store Cross Reference records used for Store Connect locations. When submitting a store pickup or ship-for-pickup order to Order Broker, Order Management System uses the *System Code*, if any, from the Store Cross Reference record; otherwise, it uses the system code from this system control value.

Note: You can also use a periodic function that calls Order Broker's discovery web service to create store cross reference records. See Importing Store Cross Reference Locations through the Order Broker Discovery Web Service in the online help for more information.

- **BROKER periodic function:** Set up and schedule the **BROKER** periodic function (program PFR0083) to generate requests for existing backordered lines.

  Note: Since the BROKER periodic function should not run at the same time as pick slip generation, the periodic function runs in the PICKGEN queue regardless of your selection for the periodic process.

- **Schedule BROKER process:** Optionally, set up periodic functions to schedule the BROKER process in Work with Integration Layer Processes (IJCT):
  - **ENDBROK** (program=**ILENDBROKR**) to stop the BROKER process
  - **STRBROK** (program=**ILSTRBROKR**) to start the BROKER process
- **Schedule BROKER_ORD process:** Optionally, set up periodic functions to schedule the BROKER process in Work with Integration Layer Processes (IJCT):
  - **ENDBRO** (program=**ILENDBROK**) to stop the BROKER process
  - **STRBRO** (program=**ILSTRTBROK**) to start the BROKER process
- **CWPickOut:** If you use the CWPickOut message to send pick slip information to an external system, set the *Outbound XML version* of the PICK_OUT process (IJCT) to 3.0 or higher to include:
  - `broker_delivery_type` of R (retail pickup), D (delivery), or S (ship-for-pickup).

    Note: This field is not used for brokered backorders.
  - `destination_store`: the store cross-reference code (WSCR) for a ship-for-pickup order.

- `originating_store`: the store cross-reference code (WSCR) for a retail pickup or delivery order.

- **CWInvoiceOut:** If you use the CWInvoiceOut message to send invoice information to an external system, set the *Outbound XML version* of the INVOIC_OUT process (IJCT) to 2.0 or higher to include:
  - `ost_broker_delivery_type` of R (retail pickup), D (delivery), or S (ship-for-pickup). This field is not used for brokered backorders.
  - `ost_destination_store`: the store cross-reference code (WSCR) for a ship-for-pickup order.
  - `ost_originating_store`: the store cross-reference code (WSCR) for a retail pickup or delivery order.

- **Email setup:** Use the *Email notification* flag to control email generation for the retail pickup, delivery, or store pickup order types. Also, set up the store pickup notification template. See Email Generation Setup for more information.

Merchandise locator setup: For merchandise locator searching separate from the Order Broker, make sure the MERCH_LOC process in Work with Integration Layer Processes (IJCT) has its *Communication type* field set to **Web Service**. Merchandise locator searches are available from the Display Item Availability screen (DIAV) and in order entry.

See Scheduling Jobs for more information.

You must first install and configure Order Broker before using the options described in the Order Broker Integration Overview in the online help.

Tax considerations: If you integrate with Vertex or Avalara for tax calculation and broker all orders, you can use the *Order Broker Source Code (K93)* to specify a source code that points to a separate entity that the tax integration can filter from tax calculation; this setup can prevent the tax from appearing to be charged twice for the same order.

Notes on Configuration in Order Broker

Follow the steps described under **Setting Up Data in Order Broker** in the Order Broker online help or operations guide, using the following notes to configure the integration between Order Broker and Order Management System:

System setup:

- **Default system?** If Order Management System is the default system for your organization, set the *OROB Product Code ID (K66)* system control value in Order Management System to **Item/SKU** or blank. Otherwise, if Order Management System is not your default system, use the *OROB Product Code (K66)* system control value to indicate the field you use to store each item's product code from the default system.

- **Setting up the Order Management System system:** Also, when creating the system for Order Management System in Order Broker, set the *System* code in Order Broker to match the *Company* number in Order Management System and the *OROB System (K50)* system control value. The code should not be zero-padded (that is, create a system of `2` rather than `002`).

Warehouse (location) setup:

- If the *Send Inventory by Warehouse to OROB (L06)* system control is unselected, create a location in Order Broker to represent your default warehouse in Order Management System as defined in the *OROB Default Location (K51)*. The location code in Order Broker should match the warehouse number in Order Management System, and should not be zero-padded (that is, create a warehouse of `1` rather than `0001`).
- If the *Send Inventory by Warehouse to OROB (L06)* system control is selected, create a location in Order Broker for each warehouse that has an *OROB location* specified. The location code in Order Broker should match the warehouse number in Order Management System, and should not be zero-padded (that is, create a warehouse of `1` rather than `0001`).
- If you have defined a location in the *Originating Location to Pass to OROB (M32)* system control value, create this location in Order Broker. The location code in Order Broker should match the warehouse number in Order Management System, and should not be zero-padded (that is, create a warehouse of `1` rather than `0001`).
- At the **Preferences** screen in Order Broker, flag the default Order Management System location, and any additional locations representing Order Management System warehouses, as *Pickup available* = **No**. (**NOTE:** You can set this flag at the location type level if you have set up a location type to represent your Order Management System warehouses; in this case, you do not need to set the flag for each individual location.)

  Note: See the Order Broker online help for additional steps to setting up data in Order Broker.

Product and inventory import setup: Use the **System Import Schedule** screen to set up a schedule for importing items and inventory information from Order Management System into Order Broker. When setting up the schedule:

- Select the *Enabled* flag.
- Select each day of the week when the process should run, or select **Daily** to run the process every day.
- Enter the time, in HH:MM:SS format (military time), when the process should run for all selected days.
- If Order Management System is your default system, make sure to schedule its import process about 30 minutes earlier than any other systems to prevent product import errors. The product import will fail if you attempt to create a system product record before the product record for the default system exists.

  Note: Schedule the product and inventory import so that it occurs after the purchase order layering process completes.

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Setting Up the Customer Engagement Integrations

Overview: This document provides the steps needed to configure Order Management System to integrate with Oracle Retail Customer Engagement.

Order Management System has that following integrations with Oracle Retail Customer Engagement:

- The **Customer Engagement Batch Customer and Sales Integration** allows you to send merchandise hierarchy, item, customer, sales and return information from Order Management System to Oracle Retail Customer Engagement. Sending this information to Oracle Retail Customer Engagement provides a centralized view of the customer's value across your enterprise. You can use this information to perform data analysis, or segmentation, in Oracle Retail Customer Engagement.
- The **Customer Engagement Customer integration** keeps customer information in Order Management System in sync with Oracle Retail Customer Engagement when Oracle Retail Customer Engagement is the system of record for customer information. This integration also keeps Order Management System in sync with an additional system, such as your e-commerce site or your point-of-sale application, if that system also integrates with Oracle Retail Customer Engagement as its system of record for customers.
- The **Customer Engagement Loyalty Integration** allows you to register customers in the Oracle Retail Customer Engagement loyalty program. Once a customer is registered in the loyalty program, you can retrieve the customer's loyalty points and awards balances, accrue points from completed purchases, and redeem awards as a pro-rated merchandise discount on an order.
- The **Customer Engagement Customer Wish List** integration allows you to review a customer's wish list across multiple channels, such as retail, call center, and e-commerce using the Display Customer Wish List in Order Management System. When you advance to this screen, the system retrieves the sold to customer's wish list information from Oracle Retail Customer Engagement to display on the screen.
- The **Customer Engagement Purchase History integration** allows you to review a customer's completed sales and return transactions across multiple channels, such as retail, call center, and e-commerce using the Display Purchase History screen in Order Management System. When you advance to this screen, the system retrieves the sold to customer's purchase history information from Oracle Retail Customer Engagement to display on the screen.
- The **Customer Engagement Stored Value Card integration** allows you to process stored value cards between Order Management System and Oracle Retail Customer Engagement using point-to-point communication. Processing of stored

value cards remains the same in Order Management System; however, instead of using the stored value card integration layer jobs to process the stored value card transactions and send the transactions to a CWIntegrate site via the queues defined for the integration layer jobs, Order Management System uses the Customer Engagement Stored Value Card Messages to send the stored value card transactions directly to the Oracle Retail Customer Engagement system for processing.

Customer Engagement Integration Setup (Sales and Customer)

The setup required to use the Customer Engagement Item Feed, Customer Engagement Sales Feed, and Customer Engagement Customer Integration is described below.

Required versions: To use the Order Management System sales or customer integrations with Oracle Retail Customer Engagement, you must be on these versions:

- Order Management System version 4.5 or higher.
- Oracle Retail Customer Engagement version 10.5 or higher.

In addition, the Customer Engagement Customer Integration, Customer Engagement Purchase History Integration, and Customer Engagement Customer Wish List Integration uses version 2.3 of the Oracle Retail Customer Engagement Customer API.

Setup is required in both Order Management System and Oracle Retail Customer Engagement.

- Setup in Order Management System for the Customer Engagement Sales and Customer Integration
- Setup in Oracle Retail Customer Engagement for the Sales and Customer Integration

Setup in Order Management System for the Customer Engagement Sales and Customer Integration

The setup required in Order Management System to use the Customer Engagement Item Feed, Customer Engagement Sales Feed, and Customer Engagement Customer Integration is described below.

- System Control Values
- Store Cross Reference
- Store Tender
- ISO Currency Codes
- Merchandise Hierarchy
- Item/SKU Customer Engagement Extract Setting
- Web Service Authentication for Customer Engagement
- Oracle Retail Customer Engagement Properties
- Periodic Functions
- Customer Engagement Batch Customer Conversion

System Control Values

System Control Value	Description
Use Retail Integration (H26)	Defines whether you assign a long SKU class or retail class to an item. **Unselect** this field to assign a long SKU class to an item. In this situation, **select** the following system control values: • Require Long SKU Division with Long SKU Department (E85) • Require L/S Department (I92) • Require L/S Class (I93) **Select** this field to assign a retail class to an item. A retail class is a long SKU class that is linked to a long SKU department. Also, the system requires you to enter long SKU values for an item: long SKU department, long SKU class (retail class), long SKU style, and long SKU vendor. **Note:** Not related to the Customer Engagement Customer Integration.

Use the *ORCE Integration Values (L52)* umbrella screen to set the following values:

System Control Value	Description
Default Location for Sales Download (K69)	Defines the store ID associated with customers sent to Oracle Retail Customer Engagement in the Customer Engagement Add or Update Customer Message. This is the *Signup Store* and *Home Store* assigned to the customer in Oracle Retail Customer Engagement. The store ID cannot be greater than 8 positions. The system also includes the store ID you define here in the name of the XML batch file that is sent to Oracle Retail Customer Engagement. **Example:** **MESSAGE_CO#_STORE_ID_DATETIME.xml**, where: • **MESSAGE** is the type of the message contained in the XML batch file • **CO#** is the Order Management System company number • **STORE_ID** is the value defined in the *Default Store for Sales Download (K69)* system control value • **DATETIME** is the date and time the file was created in YYMMDDHHMMSS format; for example if the file was created on November 23, 2010 at 9:21:41, the DATETIME displays as 101123092141. An example of the XML batch file name that contains the Customer Engagement Add or Update Customer Message is: `cw-customer_007_12301974_101123092141.xml`. If the store ID does not exist in Oracle Retail Customer Engagement, Oracle Retail Customer Engagement automatically creates it when it processes the Customer message. **Note:** Not related to the Customer Engagement Customer Integration.
ORCE Customer Integration (L37)	Enter **SALES** to generate a Customer Engagement Add or Update Customer Message when you run the Customer Engagement Sales Feed. In this situation, Order Management System includes only sold to customers that are associated with the invoices in the Customer Engagement Post POSlog Transaction Message. Enter **INTERACT** to send information on new and updated customers to Oracle Retail Customer Engagement interactively if Oracle Retail Customer Engagement is the system of record for customer information. See Customer Engagement Customer Integration in the online help for more information.

System Control Value	Description
Micros Integration Item ID (L38)	Defines how Order Management System identifies items/SKUs in the Customer Engagement Update Item Message and Customer Engagement Post POSlog Transaction Message. **ITEM** = Order Management System uses the *Item code* and *SKU code*. **XREF** = Order Management System uses the *Retail reference number*. If you use retail reference number, make sure you define a unique reference number for each of your items/SKUs. • You can define a retail reference number for a non-SKUed item on the Create or Change Item (Base Information) screen. You can define a retail reference number for a SKUed item on the Create or Change SKU - 1 of 2 (With Overrides) screen. **Note:** Not related to the Customer Engagement Customer Integration.
Item for Non-Merchandise Amounts (L39)	Defines the item code to include in the Customer Engagement Post POSlog Transaction Message to represent all non-merchandise amounts for an invoice, such as freight, additional freight, handling and additional charges. Required if the Merchandise Only in Sales Feed (L36) system control value is unselected. **Note:** Not related to the Customer Engagement Customer Integration.
Cross Channel Orders to Exclude in Sales Feed (L35)	Defines the types of sales (debit) invoices Order Management System excludes from the Customer Engagement Post POSlog Transaction Message. **Note:** Not related to the Customer Engagement Customer Integration.
Return Disposition Code to Exclude in ORCE Sales Feed (M22)	Defines the return disposition code assigned to return (credit) invoices that Order Management System excludes from the Customer Engagement Sales Feed when the *Suppress refund* field in the Order Payment Method table is **Y**. In this situation, Order Management System does not generate a return confirmation for these returns. **Note:** Not related to the Customer Engagement Customer Integration.

System Control Value	Description
Merchandise Only in Sales Feed (L36)	**Select** this field to include merchandise and tax amounts only in the Customer Engagement Post POSlog Transaction Message. **Unselect** this field to include full invoice totals, including merchandise, freight, and additional charges, in the Customer Engagement Post POSlog Transaction Message. Use the *Item for Non-Merchandise Amounts (L39)* system control value to define the item code to include in the Customer Engagement Post POSlog Transaction Message to represent all non-merchandise amounts for an invoice, such as freight, additional freight, handling and additional charges. **Note:** Not related to the Customer Engagement Customer Integration.
ORCE Organization Descriptor (L50)	Use this field to identify the Oracle Retail Customer Engagement organization that maps to your Order Management System company.
Send Profile Data to ORCE (L51)	**Select** this field to include demographic profile data in the customer integration with Oracle Retail Customer Engagement. **Unselect** this field to omit demographic profile date from the customer integration with Oracle Retail Customer Engagement. See Order Management System Customer Profile > Oracle Retail Customer Engagement Attribute Definition for details on how to configure and map attribute data.

Store Cross Reference

Use Work with Store Cross Reference (WSCR) to set up cross reference information between a store location and Order Management System.

- The *Store #* must match the store ID defined in the *Default Location for Sales Download (K69)* system control value. **Note:** If the store ID does not exist in Oracle Retail Customer Engagement, Oracle Retail Customer Engagement automatically creates it when it processes the Customer Engagement Add or Update Customer Message.
- The *Item Hierarchy Levels* should be set up as:
  - Item Hierarchy Level 1 = L\S DIVISION
  - Item Hierarchy Level 2 = L\S DEPARTMENT
  - Item Hierarchy Level 3 = L\S CLASS

  Note: Not related to the Customer Engagement Customer Integration.

Store Tender

In Work with Pay Types (WPAY), define a store tender for each pay type that you send to Oracle Retail Customer Engagement in the Customer Engagement Sales Feed.

Note: If the store tender does not exist in Oracle Retail Customer Engagement, Oracle Retail Customer Engagement automatically creates it in the DTV_TENDER_TYPES table when it processes the Customer Engagement Post POSlog Transaction Message.

Note: Not related to the Customer Engagement Customer Integration.

ISO Currency Codes

Order Management System sends the currency code for the offer associated with the source code on the order header in the Customer Engagement Post POSlog Transaction Message. Create ISO currency codes in Work with Currency (WCUR) and assign the ISO currency codes to your offers in Work with Offers (WOFR).

Example: USD is the ISO currency code for the US Dollar.

Note: You can assign a currency code to an offer only if the *Use Alternate Currency Pricing (H89)* system control value is selected.

Note: Not related to the Customer Engagement Customer Integration.

Merchandise Hierarchy

The merchandise hierarchy used in the Order Management System integration with Oracle Retail Customer Engagement is:

OROMS Merchandise Hierarchy	ORCE Merchandise Hierarchy Level
Long SKU division code	DEPARTMENT
Long SKU department code	SUBDEPARTMENT
• If *Use Retail Integration (H26)* is selected: long SKU department code + retail class code, separated by a dash (--). • If *Use Retail Integration (H26)* is unselected: long SKU department code + long SKU class code, separated by a dash (--). **Note:** The system uses the retail class code or long SKU class code defined at the item level and not the SKU level.	CLASS
No corresponding value; the Order Management System integration with Oracle Retail Customer Engagement does not use the merchandise hierarchy level SUBCLASS.	SUBCLASS
Item code	STYLE

Note: When creating or updating items in Order Management System, make sure each item is assigned

to a long SKU division code, long SKU department code, and long SKU class code or retail class code (based on the setting of the *Use Retail Integration (H26)* system control value). Not related to the Customer Engagement Customer Integration.

Note: Not related to the Customer Engagement Customer Integration.

Item/SKU Customer Engagement Extract Setting

The Customer Engagement Sales Feed generates the Customer Engagement Update Item Message only for items whose *SKU Relate Extracted* field in the SKU table is **N** or blank for the company for which you ran the Oracle Retail Customer Engagement Sales Feed periodic process.

Order Management System updates the *SKU Relate Extracted* field in the SKU table to **N** when any of the following fields change:

- *Long SKU Department*, *Long SKU Class*, *Item Description*, or *Cost* (*Average cost*, *FIFO cost*, *LIFO cost*, or *Standard Cost*, based on the setting of the *Costing Method (A25)* system control value) in the Item table.
- *SKU Description*, *Long SKU Class*, or *Cost* (*SKU Average cost*, *SKU FIFO cost*, *SKU LIFO cost*, or *SKU Standard Cost*, based on the setting of the *Costing Method (A25)* system control value) in the SKU table.

You can update the *Long SKU Department*, *Long SKU Class*, *Item Description* and *Cost* for an item on the Create or Change Item screen. **Note:** If the item contains SKUs, the system updates the *SKU Relate Extracted* field in the SKU table to **N** for all of the SKUs of the item. You can update the *Cost* for a non-SKU item on the Create Item (Base Information) screen.

You can update the *SKU Description*, *Long SKU Class*, and *Cost* for a SKU on the Create or Change SKU screen. **Note:** If the item contains SKUs, the system updates the *SKU Relate Extracted* field in the SKU table to **N** only for the specific SKU of the item that has been updated.

Note: Not related to the Customer Engagement Customer Integration.

Web Service Authentication for Customer Engagement

If the web services used to process inbound messages to Oracle Retail Customer Engagement require web service authentication, you must provide a valid web service authentication user and password in Working with Web Service Authentication (WWSA). In this situation, when Oracle Retail Order Management System generates a message to send to Oracle Retail Customer Engagement it includes the web service authentication user and password in the HTTP header of the message. See Web Service Authentication Process for Oracle Retail Customer Engagement in the online help for more information.

Oracle Retail Customer Engagement Properties

Working with Customer Properties (PROP) contains settings required for integration with Oracle Retail Customer Engagement.

Setting	Description	Setting
ORCE_DIRECTORY_PATH	Defines the location where Order Management System places the batch files to send to Oracle Retail Customer Engagement. If this setting is blank or an invalid path, the system writes a message to the Order Management System Application Log: `Item Feed not run because the ORCE_DIRECTORY_PATH` was not set up on this server. **Note:** Not related to the Customer Engagement Customer Integration.	Valid location on the application server. For example, where `/usr/local/tomcat01` is the installed location of Order Management System: `/usr/local/tomcat01/OMSFiles/RelateData/`
ORCE_CUSTOMER_ID_DIRECTORY_PATH	Defines the location on the Order Management System application server where the **RLTCSID** Update Customer with Relate ID periodic function (program name **PFRCIU**) looks for the Oracle Retail Customer Engagement query results comma separated value file (CSV) to process. See Oracle Retail Customer Engagement Update Customer with Relate ID Process.	Valid location on the application server. For example, where `usr//local//tomcat01` is the installed location of Order Management System: `//usr//local//tomcat01//OMSFiles//RelateData//customerId//`
ORCE_CUSTOMER_WITHOUT_ORCE_ID_DIRECTORY_PATH	Defines the location on the Order Management System application server where the **RLTNOID** Report Customer with No Relate ID Report periodic function (program name **PFRCNI**) generates the Order Management System Customers without Relate IDs report. See Oracle Retail Order Management System Customers without Relate ID Report.	Valid location on the application server. For example, where `usr//local//tomcat01` is the installed location of Order Management System: `//usr//local//tomcat01//OMSFiles//RelateData//customerWithoutRelateIdReports//`
ORCE_CUSTOMER_SERVICE_PREFIX	The system uses this property to build the URL for communication with Oracle Retail Customer Engagement.	**http://relateserver:8443/ soap/** where: **relateserver** = the name of your Oracle Retail Customer Engagement server **8084** = the port to use on the Oracle Retail Customer Engagement server

Setting	Description	Setting
ORCE_CUSTOMER_SERVICE_SUFFIX	The system uses this property, along with the `ORCE_CUSTOMER_SERVICE_PREFIX`, to build the URL for communication with Oracle Retail Customer Engagement using the Customer Services API.	**/v2_3/CustomerServices?wsdl** where **2_3** is the version of the Customer Services API
ORCE_SECURITY_USER_ID	The Oracle Retail Customer Engagement user ID with Security Group permission included in the Oracle Retail Customer Engagement API messages.	Must be a valid user ID in Oracle Retail Customer Engagement that has Security Group permission
ORCE_DAY_PHONE_LABEL	Indicates the *Telephone Type* in Oracle Retail Customer Engagement that maps to the daytime phone number in Order Management System. Should be set to **BUSINESS**. **How to define in Oracle Retail Customer Engagement?** You can create a telephone type of **BUSINESS** in Oracle Retail Customer Engagement by: • sending the Customer Engagement Add or Update Customer Message with a `ContactType` of `Phone` and a `SubTypeCode` `BUSINESS` • adding a row to the **CST_PHONE_TYPCODE** table in the Oracle Retail Customer Engagement database	**ORCE_DAY_PHONE_LABEL= BUSINESS**

Setting	Description	Setting
ORCE_EVE_PHONE_LABEL	Indicates the *Telephone Type* in Oracle Retail Customer Engagement that maps to the evening phone number in Order Management System. **How to define in Oracle Retail Customer Engagement?** You can create a telephone type of **HOME** in Oracle Retail Customer Engagement by: • sending the Customer Engagement Add or Update Customer Message with a `ContactType` of `Phone` and a `SubTypeCode HOME` • adding a row to the **CST_PHONE_TYPCODE** table in the Oracle Retail Customer Engagement database	**ORCE_EVE_PHONE_LABEL= HOME**
ORCE_FAX_PHONE_LABEL	Indicates the *Telephone Type* in Oracle Retail Customer Engagement that maps to the third phone number in Order Management System. The *Third Phone Number Type (L53)* system control value controls whether the third phone number is labeled as the mobile or fax number in Order Management System. **Note:** Match the name entered in the *Third Phone Number Type (L53)* system control value to the value defined for the RELATE_FAX_PHONE_LABEL. **How to define in Oracle Retail Customer Engagement?** You can create a telephone type of **FAX** or **MOBILE** in Oracle Retail Customer Engagement by: • sending the Customer Engagement Add or Update Customer Message with a `ContactType` of `Phone` and a `SubTypeCode FAX` or `MOBILE` • adding a row to the **CST_PHONE_TYPCODE** table in the Oracle Retail Customer Engagement database	**ORCE_FAX_PHONE_LABEL= MOBILE**

Setting	Description	Setting
ORCE_ALT_ID_OROMS	Indicates the *Alt Key Type* of the alternate key in Oracle Retail Customer Engagement that maps to the Order Management System customer number. Oracle Retail Customer Engagement automatically creates this entry for a customer when you send the customer to Oracle Retail Customer Engagement if it does not already exist. Also, Oracle Retail Customer Engagement adds a row to the **CST_ALT_KEY_TYPCODE** table in the Oracle Retail Customer Engagement database if it does not already exist.	**ORCE_ALT_ID_OROMS=SERENADE_ID**
ORCE_ALT_ID_POS	Not currently implemented.	N/A
ORCE_ALT_ID_WEB	Indicates the *Alt Key Type* of the alternate key in Oracle Retail Customer Engagement that maps to the ecommerce site's customer number. **How to define in Oracle Retail Customer Engagement?** You can create a alternate key type such as **OCP_CUST_ID** in Oracle Retail Customer Engagement by: • sending the Customer Engagement Add or Update Customer Message from your ecommerce system with an `AlternateKey` whose `TypeCode` is `OCP_CUST_ID` • adding a row to the **CST_ALT_KEY_TYPCODE** table in the Oracle Retail Customer Engagement database **Note:** See the Customer Engagement Customer Integration in the online help for information on how the ecommerce customer ID is used to identify the customer in the order API.	**ORCE_ALT_ID_WEB=OCP_CUST_ID**

Periodic Functions

Oracle Retail Customer Engagement Item Feed: Use the **RLTITMF** Oracle Retail Customer Engagement Item Feed periodic function (program name **PFR0101**) to send

the Customer Engagement Update Merchandise Hierarchy Message and Customer Engagement Update Item Message to Oracle Retail Customer Engagement during the Customer Engagement Item Feed. Assign this periodic function to a daily periodic process.

Oracle Retail Customer Engagement Sales Feed: Use the **RLTSLSF** Oracle Retail Customer Engagement Sales Feed periodic function (program name **PFR0102**) to send the Customer Engagement Update Item message, Customer Engagement Add or Update Customer message and Customer Engagement Post POSlog Transaction message to Oracle Retail Customer Engagement during the Customer Engagement Sales Feed. Assign this periodic function to a daily periodic process.

Oracle Retail Customer Engagement Customer Integration Synchronization: Use the **SYNCRDB** periodic function (program name **PFR0105**) to send customer information to Oracle Retail Customer Engagement, either as part of an initial export of customer records to Oracle Retail Customer Engagement, or when there is a communication failure during interactive processing. See Synchronizing Customer Information through a Periodic Function for more information.

Customer Upload to Oracle Retail Customer Engagement: Use the **RLTCSUP** Customer Upload to Oracle Retail Customer Engagement periodic function (program name **PFRBCC**) to send all Order Management System sold to customers to Oracle Retail Customer Engagement; see Customer Engagement Batch Customer Conversion.

Update Customer with Relate ID: Use the **RLTCSID** Update Customer with Relate ID periodic function (program name **PFRCIU**) to update the *Relate ID* in the Customer Sold To table with the *Customer ID* from Oracle Retail Customer Engagement; see Customer Engagement Batch Customer Conversion.

Report Customer with No Relate ID: Use the **RLTNOID** Report Customer with No Relate ID periodic function (program name **PFRCNI**) to generate a report listing Order Management System sold to customers that do not have a *Relate ID* defined in the Customer Sold To table; see Customer Engagement Batch Customer Conversion.

Customer Engagement Batch Customer Conversion

This may be useful when you first integrate Order Management System with Oracle Retail Customer Engagement and want to begin using the Customer Engagement Customer Integration.

The Oracle Retail Customer Engagement Batch Customer Conversion process consists of the following steps:

1. Running the **RLTCSUP** Customer Upload to Oracle Retail Customer Engagement periodic function (program name **PFRBCC**) to send all Order Management System sold to customers, excluding any sold to customers whose *Ghost* field in the Customer Sold To table is **Y** or that already have a *Relate ID*, to Oracle Retail Customer Engagement using the batch Customer Engagement Add or Update Customer Message.
2. Running the **RLTCSID** Update Customer with Relate ID periodic function (program name **PFRCIU**) to update the *Relate ID* in the Customer Sold To table with the *Customer ID* from Oracle Retail Customer Engagement.
3. Running the **RLTNOID** Report Customer with No Relate ID periodic function (program name **PFRCNI**) to generate a report listing Order Management System sold to customers that do not have a *Relate ID* defined in the Customer Sold To table.

Customer Engagement Batch Customer Upload to Oracle Retail Customer Engagement Process

This process generates a batch customer conversion XML batch file, containing all sold to customers minus any flagged as a ghost or that already have a Relate ID, to send to Oracle Retail Customer Engagement for processing.

Before you begin: Before you send all sold to customers to Oracle Retail Customer Engagement, you should:

- Run Customer Sold To Merge/Purge to eliminate duplicate records.
- Make sure you have completed the Customer Engagement Integration Setup (Sales and Customer).
- Optionally, run the **CTYCONV** Country Code Conversion periodic function (program name **PFCCC32**) to update the country code in Order Management System tables from a 3-digit country code to a 2-digit ISO country code. If you run this periodic function, once it is done, you should also run the **CTY3DEL** Delete 3 Character Country Code periodic function (program name **PFCCCD3**) to delete the 3 position country code from the Order Management System tables since it is no longer used.

  Note: Before you run these programs, you should end any running jobs and clear the following tables:

  - Catalogue Request Interface
  - CSF Vendor Download
  - Customer API
  - DW Tables: Company, Customer Bill To, Customer Ship To, Customer Sold To, Entity, Geography, SKU, Vendor, Warehouse
  - EC Tables: Country, SCF State, Ship Exclusion, State
  - F21 Tables: Vendor Master
  - Lawson Vendor Interface
  - Marketing Download Tables: Customer Address Chg, Customer Inquiry, Customer Status Chg, Order Header, Vendor Download
  - MBS Tables: Changed Customers, Work File
  - NeoData Tables: Order Header
  - PC Tables: Address Changes, Extract, Finder -Pre-assigned AC
  - Phone Order Expanded
  - Promotion Upload
  - RI Item Upload
  - Vendor Interface Download
  - Vendor Upload
  - WMS Tables: Vendor master file

- World Pak Tables: Item File, Order Detail, Order Header

1. Run the **RLTCSUP** Customer Upload to Oracle Retail Customer Engagement periodic function (program name **PFRBCC**) to submit the RLTCUSTUP job.

   Note: When you submit the **RLTCSUP** periodic function, the system creates an Active Procedure to keep track of the updates made so that the process can be stopped and restarted at a later time.

2. Order Management System writes any messages related to the Oracle Retail Customer Engagement batch customer conversion, including any errors that may occur during processing, to the Application Log.

3. Order Management System generates the following message using customer information from the Order Management System database:

   Customer Engagement Add or Update Customer message: Contains customer information for all sold to customers in the Order Management System company for which the Oracle Retail Customer Engagement batch customer conversion was run. Order Management System creates an XML batch file that contains all of the Customer messages generated and names the file **cw-customer_conversion_CO#_STORE_ID_DATETIME.xml** where:

   - **CO#** is the Order Management System company number
   - **STORE_ID** is the value defined in the *Default Store for Sales Download (K69)* system control value
   - **DATETIME** is the date and time the file was created in YYMMDDHHMMSS format; for example if the file was created on November 23, 2010 at 9:21:41, the DATETIME displays as 101123092141.

   Example file name: `cw-customer_conversion_007_12301974_101123092141.xml`

4. Order Management System places the customer conversion XML batch file in the directory defined in the ORCE_DIRECTORY_PATH property.

   Order Management System also creates an empty text file named **OTHER.done** to notify Oracle Retail Customer Engagement that the XML batch file is ready to be picked up and processed by Oracle Retail Customer Engagement.

5. Oracle Retail Customer Engagement retrieves the customer conversion XML batch files from the RELATE_DIRECTORY_PATH and processes the messages.

7. For each XML message that is processed successfully, Oracle Retail Customer Engagement updates the appropriate tables in the Oracle Retail Customer Engagement database. You can view the results in the Oracle Retail Customer Engagement application.

   See Customer Engagement Add or Update Customer message in the online help for more information on how Order Management System populates the message, the tables in the Oracle Retail Customer Engagement database that are updated and where you can view the information in Oracle Retail Customer Engagement.

Oracle Retail Customer Engagement Update Customer with Relate ID Process

This process updates the *Relate ID* in the Customer Sold To table with the correct customer ID from Oracle Retail Customer Engagement.

1. Run a query over the Oracle Retail Customer Engagement database to produce a list of Oracle Retail Customer Engagement customers that have a Order Management System customer ID defined in the alternate key SERENADE_ID.

   Example:

OROMS Customer ID	ORCE Customer ID
73	8515
75	8516
85	8518
87	8519
88	8520
89	8521
90	8522
91	8523
92	8524
94	8526
95	8527
96	8528
97	8529
98	8530

2. Save the query results as a comma separated value file (CSV) in the directory specified in the ORCE_CUSTOMER_ ID_DIRECTORY_PATH property.

3. Run the **RLTCSID** Update Customer with Relate ID periodic function (program name **PFRCIU**) to submit the RLTCUSTID job. This job uses the Order Management System *Customer number* and Oracle Retail Customer Engagement *Customer ID* in the saved query file to update the *Relate ID* for the sold to customer in the Customer Sold To table. For each record in the Customer Sold To table that is updated, the system also updates the *Synchronize with Remote DB* field to **N**.

   Note: This periodic function updates the *Relate ID* for the sold to customer in the Customer Sold To table based on the query results file, regardless of whether a Relate ID was already defined for the sold to customer.

4. Order Management System writes any messages related to the Relate ID update, including any errors that may occur during processing, to the Application Log.

5. Once the job is complete, the system deletes the query results file saved in the ORCE_CUSTOMER_ ID_DIRECTORY_PATH.

Oracle Retail Order Management System Customers without Relate ID Report

This process generates a report listing the Order Management System sold to customers that do not have a Relate ID. If you have run the Customer Engagement Batch Customer Upload to Oracle Retail Customer Engagement Process and Oracle Retail Customer Engagement Update Customer with Relate ID Process, this report should include only sold to customers whose *Ghost* field in the Customer Sold To table is **Y**. Any other sold to customer listed on this report should be reviewed in both Order

Management System and Oracle Retail Customer Engagement to determine why it does not have a Relate ID.

1. Run the **RLTNOID** Report Customer with No Relate ID Report periodic function (program name **PFRCNI**) to submit the RLTCSTNOID job.
2. This job looks for sold to customers in the Customer Sold To table whose *Relate ID* field is blank. The system creates a comma separated value file (CSV) in the directory specified in the ORCE_CUSTOMER_WITHOUT_ORCE_ID_DIRECTORY_PATH property.

   Order Management System names the file **SerenadeCustomersWithoutRelateIds_DATETIME.csv** where **DATETIME** is the date and time the file was created in YYYYMMDD_HHMMSS format; for example if the file was created on March 19, 2014 at 9:21:41, the DATETIME displays as 20140319_09:21:41.

   Example file name:

   `SerenadeCustomersWithoutRelateIds_20140319_20140319_120556.csv`
3. Order Management System writes any messages related to the **RLTNOID** periodic function, including any errors that may occur during processing, to the Order Management SystemApplication Log.

Sample report: A sample of the Order Management System Customers without Relate IDs report is displayed below.

17	JOHN	JOHNSON	33331-1147
24	JOSEPH	SMITH	01468-1566
27	MARY	WASHINGTON	B3J1V1
28	ALAN	COOPER	01420-2697
34	MICHAEL	JONES	01119
50	GRACE	DAVIS	02053-1715
53	SUSAN	MILLER	02053-1715
55	THOMAS	BROWN	01581-3960
58	JAMES	WILSON	01118-1545

Contents:

- **Sold to customer number:** The sold to customer number without a Relate ID.
- **Last name:** The last name of the sold to customer without a Relate ID.
- **First name:** The first name of the sold to customer without a Relate ID.
- **Zip:** The postal code for the sold to customer without a Relate ID.

Setup in Oracle Retail Customer Engagement for the Sales and Customer Integration

The setup required in Oracle Retail Customer Engagement to use the Customer Engagement Item Feed, Customer Engagement Sales Feed, and Customer Engagement Customer Integration is described below.

- Order Management System Company > Oracle Retail Customer Engagement Organization

- Order Management System Customer Profile > Oracle Retail Customer Engagement Attribute Definition
- Creating Customer Type Codes

Order Management System Company > Oracle Retail Customer Engagement Organization

An organization in Oracle Retail Customer Engagement corresponds to a company in Order Management System. You associate a Oracle Retail Customer Engagement organization with an Order Management System company through the *ORCE Organization Descriptor (L50)* system control value.

Use Conflate to define configuration settings for the Oracle Retail Customer Engagement organization that integrates with Order Management System. See the **Oracle Retail Customer Engagement Configuration Guide** for more information on how to define configuration settings for Oracle Retail Customer Engagement using the Conflate tool.

Configuration Settings Required for the Order Management System Customer and Sales Integrations with Oracle Retail Customer Engagement

Select **Edit Configs** in Conflate to define these settings for the organization that integrates with Order Management System.

Organization Descriptor	The organization descriptor must match the setting in the *ORCE Organization Descriptor (L50)* system control value. This setting identifies the Oracle Retail Customer Engagement organization that maps to your Order Management System company.
Default Location ID	Enter a default location ID of up to 12 positions.
Customer Classes All Types	Enter **NONE, NONE**.
Customer Classes Default Type	Enter **NONE**.
Enable Xstore Alt Key Creation	**Select** this field if the integration to Oracle Retail Customer Engagement includes Order Management System and Oracle Retail Xstore Point-of-Service. Selecting this field will assign an XSTORE_ID to the customer if one does not already exist.
Use Customer Validation	**Select** this option to validate customer input and strip invalid character data. Customer validation is performed using the Oracle Retail Customer Engagement `customer-validation.xml` file. Customer information is checked for extra spaces, special characters, numbers in inappropriate places, and other similar configurable checks.

Merchandise Hierarchy Level Codes	Defines the merchandise hierarchy level codes received in the Customer Engagement Update Merchandise Hierarchy Message. Create the merchandise hierarchy level codes as: • `DEPARTMENT` • `SUBDEPARTMENT` • `CLASS` • `SUBCLASS` • `STYLE` **Note:** The Order Management System integration with Oracle Retail Customer Engagement does not use the merchandise hierarchy level SUBCLASS; however, Oracle Retail Customer Engagement requires you to create each level in order to create the hierarchy correctly.
Retail Transaction Register ID Length	Set to **8**.
Retail Transaction Store ID Length	The store ID sent to Oracle Retail Customer Engagement from Order Management System is defined in the *Default Location for ORCE Integration (K69)* system control value and cannot be greater than 8 positions.

Note: Whenever you makes changes to an organization's configuration settings, you must stop Customer Engagement, deploy the configuration settings to Customer Engagement, and restart Customer Engagement. See:

- **Shut Down Services** in the **Add New Organization** section of the **Customer Engagement Implementation Guide (Installer Version)** for more information on how to stop Customer Engagement.
- the **Customer Engagement Configuration Guide** for more information on deploying configuration settings to Customer Engagement.
- **Restart Services** in the **Add New Organization** section of the **Customer Engagement Implementation Guide (Installer Version)** for more information on how to restart Customer Engagement.

Order Management System Customer Profile > Oracle Retail Customer Engagement Attribute Definition

In Oracle Retail Customer Engagement, use the **Attribute Definition** screen to create an attribute definition for each Order Management System profile code that may be associated with a customer exported to Oracle Retail Customer Engagement. See the **Attribute Definition** section of the **Oracle Retail Customer Engagement User Guide** for detailed instructions.

Requirement: This setup is required whenever you send profile data to Oracle Retail Customer Engagement, regardless of whether you use the Customer Engagement Add or Update Customer Message or the interactive Customer Engagement Customer Integration.The Send Profile Data to ORCE (L51) system control value controls whether to include demographic profile data.

Required settings: When creating the attribute definition, define the fields as follows:

Field	Description
Intended Use	Select **Customer**.
Attribute Name	Enter the *Profile Description* as defined in Order Management System.
Unique	Select this checkbox.
Description	Enter a description for the attribute definition. **Example:** If the Order Management System profile is `MARITAL STATUS`, enter `MARITAL STATUS`.
Data Type	Select **Character**.

If a customer profile > attribute definition cross reference does not exist:

- Customer Engagement Batch Customer and Sales Integration: If you send a profile code in the Customer Engagement Add or Update Customer Message to Oracle Retail Customer Engagement that does not exist as an attribute definition in Oracle Retail Customer Engagement, Oracle Retail Customer Engagement will not process the message and instead places the message in an error status.

Example:

```
XML Line Number: 3

Response: UNKNOWN_ATTRIBUTE_TYPE: attributeType=CALL ANYTIME

Exception(s) :

com.dtv.csx.services.customer.attributes.AttributeException:
UNKNOWN_ATTRIBUTE_TYPE: attributeType=CALL ANYTIME
```

- Customer Engagement Customer Integration: If Oracle Retail Customer Engagement sends an attribute value for an attribute that you have not created as a profile category in Working with Customer Profiles (WPFL), Order Management System ignores the profile data when creating or updating the customer. Also, if Oracle Retail Customer Engagement sends an attribute value for an attribute that exists as a profile category in Order Management System, but you have not set up a corresponding profile data option, Order Management System ignores the profile data.

Oracle Retail Customer Engagement attributes required if you also use Oracle Retail Xstore Point-of-Service: use the **Attribute Definition** screen in Oracle Retail Customer Engagement to create an attribute definition for the following attributes.

Name	Use	Description	Unique	Data Type
ACTIVE_FLAG	Customer	Xstore Active Flag	Y	Logical
EMAIL_RCPT_FLAG	Customer	Xstore Email Receipt Flag	Y	Logical
CUSTOMER_GROUPS	Customer	Xstore groups	Y	Character
PROMPT_TO_JOIN_LOYALTY	Customer	TRUE=Prompt Customer to Join Loyalty	N	Character
PARTY_TYPE_CODE	Customer	Xstore Party Type	N	Character

Creating Customer Type Codes

Purpose: If you use the Customer Engagement Customer Integration and have not sent customer information to Oracle Retail Customer Engagement through the Customer Engagement Batch Customer and Sales Integration, you need to confirm that all the required type codes are set up in Oracle Retail Customer Engagement to support the mapping in the customer integration. If necessary, you need to create the type codes by adding rows to the corresponding tables in the Oracle Retail Customer Engagement database.

Created dynamically? If you have previously used the Customer Engagement Add or Update Customer Message to send customer information to Oracle Retail Customer Engagement, then the type codes were dynamically created in the Oracle Retail Customer Engagement database tables listed below.

Properties file entries: If a type code is one of the properties defined in the Oracle Retail Customer Engagement Properties, the property is indicated in the table below. Normally, you should use the setting indicated in the table unless your representative indicates otherwise.

Displayed where?

- The customer address type is displayed on the **Customer Addresses** screen in Oracle Retail Customer Engagement.
- The alternate key type is displayed on the **Customer Alternate Keys** screen in Oracle Retail Customer Engagement.
- The email type is displayed on the **Customer Email Addresses** screen in Oracle Retail Customer Engagement.
- The phone type is displayed on the **Customer Telephone Numbers** screen in Oracle Retail Customer Engagement.

Type Code	ORCE Table	Setting	Property
Address	CST_ADDR_TYPCODE	HOME	none
Alternate key	CST_ALT_KEY_TYPCODE	SERENADE_ID	ORCE_ALT_ID_OROMS
Email	CST_EMAIL_TYPCODE	HOME	none
Phone	CST_PHONE_TYPCODE	daytime phone: BUSINESS	RELATE_DAY_PHONE_LABEL
		evening phone: HOME	RELATE_EVE_PHONE_LABEL
		fax or mobile phone: MOBILE	RELATE_FAX_PHONE_LABEL

Customer Engagement Loyalty Integration Setup

Before you can use the Oracle Retail Customer Engagement Loyalty Integration, you must complete the required setup.

Required versions: To use the Loyalty Integration with Oracle Retail Customer Engagement, you must be on these versions:

- Order Management System version 4.5 or higher.
- Oracle Retail Customer Engagement version 10.5 or higher.

In addition:

- the Customer Engagement Customer Integration and Customer Engagement Purchase History Integration uses version 2.3 of the Oracle Retail Customer Engagement Customer API.
- generating a new loyalty card and assigning it to a customer uses version 1.1 of the Oracle Retail Customer Engagement Stored Value Card Transaction Services API.
- retrieving loyalty and award summary information for all accounts attached to a specified loyalty card uses version 2.1 of the Oracle Retail Customer Engagement Card Services API.
- issuing loyalty points to a specified loyalty card and retrieving all of the loyalty points account activity for a specified loyalty account uses version 1.2 of the Oracle Retail Customer Engagement Loyalty Account Services API.
- issuing an award coupon to a specified loyalty card, retrieving all of the award account activity for a specified loyalty account, and automatically redeeming an award coupon for a specified amount uses version 1.2 of the Oracle Retail Customer Engagement Award Account Services API.

Setup is required in both Order Management System and Oracle Retail Customer Engagement.

- Setup in Order Management System for the Customer Engagement Loyalty Integration
- Setup in Oracle Retail Customer Engagement for the Customer Engagement Loyalty Integration

Setup in Order Management System for the Customer Engagement Loyalty Integration

- System Control Values for the Customer Engagement Loyalty Integration
- Secured Feature for the Customer Engagement Loyalty Integration
- Web Service Authentication for Customer Engagement
- Oracle Retail Customer Engagement Property Settings
- Menu Options Related to the Oracle Retail Customer Engagement Loyalty Integration

System Control Values for the Customer Engagement Loyalty Integration

System Control Value	Description
Prorate Dollar Discounts and Coupons (D90)	Select this system control value to automatically display the Enter Loyalty Award Discount Window when you select the **Reprice** option in order entry.
Use the ORCE Integration Values (L52) umbrella screen to set the following values:	
ORCE Organization Descriptor (L50)	Use this field to identify the Oracle Retail Customer Engagement organization that maps to your Order Management System company.
Default Location for ORCE Download (K69)	Use this field to define the Oracle Retail Customer Engagement location to associate with the Oracle Retail Customer Engagement loyalty program.
Use ORCE Loyalty (M06)	Select this system control value if you want to use the Oracle Retail Customer Engagement Loyalty integration. **Important:** If you select this system control value: • The ORCE Customer Integration (L37) system control value must be set to **INTERACT**, indicating you communicate with Oracle Retail Customer Engagement interactively. • You must define a card prefix in the ORCE Loyalty Card Prefix (M08) system control value. • You must define a card series sequence number in the *ORCE Loyalty Card Series Sequence Number (M09)* system control value.
Prompt to Join Loyalty (M07)	Select this system control value if you want the system to automatically display the Customer Loyalty Registration window during order entry and Work with Customers when the sold to customer is not already registered in the Loyalty program. **Note:** If you select this system control value, the *ORCE Customer Integration (L37)* system control value must be set to **INTERACT**, indicating you communicate with Oracle Retail Customer Engagement interactively.
ORCE Loyalty Card Prefix (M08)	Defines the 5 digit prefix assigned to the *Card Definition* in Oracle Retail Customer Engagement that is used to assign new loyalty cards to sold to customers that join the loyalty program. **Note:** This setting must match the setting in Oracle Retail Customer Engagement; for example, if the card prefix in Oracle Retail Customer Engagement is `00905`, you must enter `00905` in this system control value.

System Control Value	Description
ORCE Loyalty Card Series Sequence Number (M09)	Defines the 2 digit card series number assigned to the *Card Definition* in Oracle Retail Customer Engagement that is used to assign new loyalty cards to sold to customers that join the loyalty program. **Note:** This setting must match the setting in Oracle Retail Customer Engagement; for example, if the card series sequence number in Oracle Retail Customer Engagement is `02`, you must enter `02` in this system control value.
ORCE Loyalty Registration Notification Email Program (M10)	Defines the program used to generate a Loyalty Registration Notification email when a sold to customer joins the loyalty program and is assigned a loyalty card in Oracle Retail Customer Engagement. **LoyRegNotf** is the base program that generates the Loyalty Registration Notification email in HTML format. In this situation, the *XML Only* flag for the Loyalty Registration Notification email template must be unselected.

Secured Feature for the Customer Engagement Loyalty Integration

Secured Feature	Description
ORCE Issue Awards/Points (J07)	This feature controls whether the **Issue Points** and **Issue Awards** options display on the Display Loyalty Account screen. • **Allow** (default) = The **Issue Points** and **Issue Awards** options display on the Display Loyalty Account screen. • **Exclude** = The **Issue Points** and **Issue Awards** options do not display on the Display Loyalty Account screen.

Web Service Authentication for Customer Engagement

If the web services used to process inbound messages to Oracle Retail Customer Engagement require web service authentication, you must provide a valid web service authentication user and password in Working with Web Service Authentication (WWSA). In this situation, when Oracle Retail Order Management System generates a message to send to Oracle Retail Customer Engagement it includes the web service authentication user and password in the HTTP header of the message. See Web Service Authentication Process for Oracle Retail Customer Engagement in the online help for more information.

Oracle Retail Customer Engagement Property Settings

Working with Customer Properties (PROP) contains settings required for integration with Oracle Retail Customer Engagement.

Setting	Description	Setting
ORCE_CUSTOMER_SERVICE_PREFIX	The system uses this property to build the URL for communication with Oracle Retail Customer Engagement.	**http://relateserver:8084/ soap** where: **relateserver** = the name of your Oracle Retail Customer Engagement server **8084** = the port to use on the Oracle Retail Customer Engagement server
ORCE_CUSTOMER_SERVICE_SUFFIX	The system uses this property, along with the `RELATE_CUSTOMER_SERVICE_PREFIX`, to build the URL for communication with Oracle Retail Customer Engagement using the Customer Services API.	**/v2_3/CustomerServices?wsdl** where **2_3** is the version of the Customer Services API
ORCE_SVC_SERVICE_SUFFIX	The system uses this property, along with the `RELATE_CUSTOMER_SERVICE_PREFIX`, to build the URL for communication with Oracle Retail Customer Engagement using the Oracle Retail Customer Engagement Stored Value Card Transaction Services API.	**/v1_1/SvcTransactionServices?wsdl** where **1_1** is the version of the Stored Value Card Transaction Services API
ORCE_CARD_SERVICE_SUFFIX	The system uses this property, along with the `RELATE_CUSTOMER_SERVICE_PREFIX`, to build the URL for communication with Oracle Retail Customer Engagement using the Oracle Retail Customer Engagement Card Services API.	**/v2_1/CardServices?wsdl** where **2_1** is the version of the Card Services API
ORCE_LOYALTY_SERVICE_SUFFIX	The system uses this property, along with the `RELATE_CUSTOMER_SERVICE_PREFIX`, to build the URL for communication with Oracle Retail Customer Engagement using the Oracle Retail Customer Engagement Loyalty Account Services API.	**/v1_2/LoyaltyAccountServices?wsdl** where **1_2** is the version of the Loyalty Account Services API

Setting	Description	Setting
ORCE_LOYALTY_AWARD_SERVICE_SUFFIX	The system uses this property, along with the `RELATE_CUSTOMER_SERVICE_PREFIX`, to build the URL for communication with Oracle Retail Customer Engagement using the Oracle Retail Customer Engagement Award Account Services API.	**/v1_2/AwardAccountServices?wsdl** where **1_2** is the version of the Award Account Services API
ORCE_LOYALTY_PROMPT_ATTRIBUTE	Defines the corresponding Oracle Retail Customer Engagement custom attribute to identify whether Order Management System should automatically display the Customer Loyalty Registration window for a customer that is not already assigned to a loyalty card. See Oracle Retail Customer Engagement PROMPT_TO_JOIN_LOYALTY Attribute Definition for setup instructions.	**PROMPT_TO_JOIN_LOYALTY**
ORCE_SECURITY_USER_ID	The Oracle Retail Customer Engagement user ID with Security Group permission included in the Oracle Retail Customer Engagement API messages.	Must be a valid user ID in Oracle Retail Customer Engagement that has Security Group permission
ORCE_LOYALTY_REG_MESSAGE	The text to display on the Customer Loyalty Registration window, up to 55 positions.	**Does the customer want to join the loyalty program?**

Menu Options Related to the Oracle Retail Customer Engagement Loyalty Integration

Menu Option	Description
Work with Email Notification Templates (WEMT)	Define default text to include in Customer Engagement Loyalty Registration Notifications.
Work with Order Hold Reason Codes (WOHR)	Create the RL (Customer Engagement Communication Failure) order hold reason code.

Setup in Oracle Retail Customer Engagement for the Customer Engagement Loyalty Integration

- Order Management System Company > Oracle Retail Customer Engagement Organization
- Oracle Retail Customer Engagement PROMPT_TO_JOIN_LOYALTY Attribute Definition

- Card Definition
  - Card Series Distribution for Card Definition
  - Generate and Activate Cards for Card Definition
  - Programs for Card Definition

Order Management System Company > Oracle Retail Customer Engagement Organization

An organization in Oracle Retail Customer Engagement corresponds to a company in Order Management System. You associate a Oracle Retail Customer Engagement organization with a Order Management System company through the *ORCE Organization Descriptor (L50)* system control value.

Use Conflate to define configuration settings for the Oracle Retail Customer Engagement organization that integrates with Order Management System. See the Oracle Retail Customer Engagement **Configuration Guide** for more information on how to define configuration settings for Oracle Retail Customer Engagement using the Conflate tool.

Configuration Settings Required for the Loyalty Integration with Oracle Retail Customer Engagement

Select **Edit Configs** in Conflate to define these settings for the organization that integrates with Order Management System.

Organization Descriptor	The organization descriptor must match the setting in the *ORCE Organization Descriptor (L50)* system control value. This setting identifies the Oracle Retail Customer Engagement organization that maps to your Order Management System company.
Default Location ID	Enter a default location ID of up to 12 positions.
Account Activity Lookup Limit	Enter the maximum number of account activity records that can be returned when making any type of account activity lookup request to the Oracle Retail Customer Engagement Services server. The default value is 400. If the number of loyalty account transactions returned to Order Management System exceeds this setting, Order Management System does not display any activity on the Display Loyalty Account History screen and instead displays an error message: `Max results value defined in ORCE has been exceeded`.
Card Number Length	Controls the number of digits in a card number. Must be between 10 and 16.
Process Loyalty Returns	Select **Yes** to process returns to a loyalty account.

Note: Whenever you makes changes to an organization's configuration settings, you must stop Customer Engagement, deploy the configuration settings to Customer Engagement, and restart Customer Engagement. See:

- **Shut Down Services** in the **Add New Organization** section of the **Customer Engagement Implementation Guide (Installer Version)** for more information on how to stop Customer Engagement.
- the **Customer Engagement Configuration Guide** for more information on deploying configuration settings to Customer Engagement.
- **Restart Services** in the **Add New Organization** section of the **Customer Engagement Implementation Guide (Installer Version)** for more information on how to restart Customer Engagement.

Oracle Retail Customer Engagement PROMPT_TO_JOIN_LOYALTY Attribute Definition

In Oracle Retail Customer Engagement, use the **Attribute Definition** screen to create an attribute definition that identifies whether Order Management System should automatically display the Customer Loyalty Registration window for a customer that is not already assigned to a loyalty card.

> **Note:** The attribute you create must match the entry for the ORCE_LOYALTY_PROMPT_ATTRIBUTE setting in the Oracle Retail Customer Engagement Property Settings.

See the **Attribute Definition** section of the Oracle Retail Customer Engagement **User Guide** for detailed instructions.

Required settings: When creating the attribute definition, define the fields as follows:

Field	Description
Intended Use	Select **Customer**.
Attribute Name	Enter the value defined for the ORCE_LOYALTY_PROMPT_ATTRIBUTE setting in the Oracle Retail Customer Engagement Property Settings, such as `PROMPT_TO_JOIN_LOYALTY`.
Unique	Leave this check box unselected.
Description	Enter a description for the attribute definition. **Example:** `TRUE if the system should prompt this customer to join a loyalty program`.
Data Type	Select **Character**.

Card Definition

Create a card definition in Oracle Retail Customer Engagement to use when assigning new loyalty cards to customers that join the loyalty program.

When creating the card definition:

- the 5 digit card prefix you define must also be entered in the Order Management System *ORCE Loyalty Card Prefix (M08)* system control value.
- the 2 digit sequence number you define must also be entered in the Order Management System *ORCE Loyalty Card Series Sequence Number (M09)* system control value.

- make sure you assign the Oracle Retail Customer Engagement organization that integrates with Order Management System to the card definition.

For more information: See **Card Definitions** in the Oracle Retail Customer Engagement **User Guide** for instructions on creating and updating a card definition in Oracle Retail Customer Engagement.

Card Series Distribution for Card Definition

Create a card series distribution for the card definition you created. The card series distribution contains one or more batches of cards to be generated and then distributed to customers.

For more information: See **Card Series Distribution** under **Card Definitions** in the Oracle Retail Customer Engagement **User Guide** for instructions on creating and updating a card series distribution in Oracle Retail Customer Engagement.

Generate and Activate Cards for Card Definition

Generate and activate a set of cards within the card definition.

For more information: See **Generate Cards** and **Activate Cards** under **Card Definitions** in the Oracle Retail Customer Engagement **User Guide** for instructions on generating and activating a set of cards within a card definition.

Programs for Card Definition

Create the following programs for the card definition you created:

- **Loyalty program:** The loyalty program defines the rules used to track the purchases of customers belonging to the program through a system of points that can then be redeemed for discounts on an order. **Example:** Create a rule to earn 1 point for each purchase dollar.
- **Award program:** The award program defines the coupons, or e-wards, that are distributed to the customers belonging to the program. These awards are typically distributed as part of promotions such as birthday or anniversary awards, or they can be made available to customers who have accumulated a certain number of points as part of the loyalty program. **Example:** Create a rule to issue a $25.00 award coupon each time the customer spends $100.00.

For more information: See **Programs** in the Oracle Retail Customer Engagement **User Guide** for more information on creating and updating programs for a card definition in Oracle Retail Customer Engagement.

Customer Engagement Customer Wish List Integration Setup

Before you can review a customer's wish list from Oracle Retail Customer Engagement, you must complete the required setup.

Required versions: To review a customer's wish list from Oracle Retail Customer Engagement, you must be on these versions:

- Order Management System version 5.0 or higher.
- Oracle Retail Customer Engagement version 10.5 or higher.

In addition retrieving a customer's wish list from Oracle Retail Customer Engagement uses version 2.3 of the Oracle Retail Customer Engagement Customer API.

Setup is required in both Order Management System and Oracle Retail Customer Engagement.

Setup in Order Management System for Customer Engagement Customer Wish List

- System Control Values for Customer Engagement Wish List
- Oracle Retail Customer Engagement Property Settings for Customer Engagement Wish List

System Control Values for Customer Engagement Wish List

System Control Value	Description
Use the ORCE Integration Values (L52) umbrella screen to set the following values:	
ORCE Customer Integration (L37)	Enter **INTERACT** to send information on new and updated customers to Oracle Retail Customer Engagement interactively. See Customer Engagement Customer Integration in the online help for more information.
MICROS Integration Item ID (L38)	Defines how Order Management System identifies items/SKUs returned in the Customer Engagement Get Visualizer Items Response. **ITEM** = Order Management System uses the *Item code* and *SKU code*. **XREF** = Order Management System uses the *Retail reference number*. The system uses the *itemId* in the Customer Engagement Get Visualizer Items Response to determine the item and SKU: • If the *MICROS Integration Item ID (L38)* system control value is set to **ITEM**, the system replaces any dashes that separate the item and SKU in the *itemID* with spaces. For example, if the *itemID* in the Oracle Retail Customer Engagement Get Visualizer Items Response is `ITM1-RED-XSML-WMNS`, the *Item/SKU* field on the Display Wish List screen displays `ITM1 RED XSML WMNS`. • If the *MICROS Integration Item ID (L38)* system control value is set to **XREF**, the system uses the *Retail reference number* passed in the *itemID* in the Oracle Retail Customer Engagement Get Visualizer Items Response to find the item number and SKU code in Order Management System. • If the item and SKU is not found in Order Management System, it does not display on this screen. **Note:** Order Management System also uses the setting of this system control value when sending the Customer Engagement Add Wish List Items Request and Customer Engagement Delete Wish List Items Request to Oracle Retail Customer Engagement in order to update the items on the customer's wish list.
Use ORCE Wish List (M26)	Select this system control value to use the Oracle Retail Customer Engagement Customer Wish List integration.

Web Service Authentication for Oracle Retail Customer Engagement

If the web services used to process inbound messages to Oracle Retail Customer Engagement require web service authentication, you must provide a valid web service authentication user and password in Working with Web Service Authentication (WWSA). In this situation, when Oracle Retail Order Management System generates a

message to send to Oracle Retail Customer Engagement it includes the web service authentication user and password in the HTTP header of the message. See Web Service Authentication Process for Oracle Retail Customer Engagement in the online help for more information.

Oracle Retail Customer Engagement Property Settings for Customer Engagement Wish List

Working with Customer Properties (PROP) contains settings required for integration with Oracle Retail Customer Engagement.

Setting	Description	Setting
ORCE_CUSTOMER_SERVICE_PREFIX	The system uses this property to build the URL for communication with Oracle Retail Customer Engagement.	**http://relateserver:8084/ soap** where: **relateserver** = the name of your Oracle Retail Customer Engagement server **8084** = the port to use on the Oracle Retail Customer Engagement server
ORCE_CUSTOMER_SERVICE_SUFFIX	The system uses this property, along with the `RELATE_CUSTOMER_SERVICE_PREFIX`, to build the URL for communication with Oracle Retail Customer Engagement using the Customer Services API.	**/v2_3/CustomerServices?wsdl** where **2_3** is the version of the Customer Services API
ORCE_SECURITY_USER_ID	The Oracle Retail Customer Engagement user ID with Security Group permission included in the Oracle Retail Customer Engagement API messages.	Must be a valid user ID in Oracle Retail Customer Engagement that has Security Group permission

Setup in Oracle Retail Customer Engagement for Customer Wish List

Order Management System Company > Oracle Retail Customer Engagement Organization

An organization in Oracle Retail Customer Engagement corresponds to a company in Order Management System. You associate a Oracle Retail Customer Engagement organization with a Order Management System company through the *ORCE Organization Descriptor (L50)* system control value.

Use Conflate to define configuration settings for the Oracle Retail Customer Engagement organization that integrates with Order Management System. See the Oracle Retail Customer Engagement **Configuration Guide** for more information on how to define configuration settings for Oracle Retail Customer Engagement using the Conflate tool.

Configuration Settings Required for the Order Management System Wish List Integration with Oracle Retail Customer Engagement

Select **Edit Configs** in Conflate to define these settings for the organization that integrates with Order Management System.

Organization Descriptor

The organization descriptor must match the setting in the *ORCE Organization Descriptor (L50)* system control value.

This setting identifies the Oracle Retail Customer Engagement organization that maps to your Order Management System company.

Note: Whenever you makes changes to an organization's configuration settings, you must stop Customer Engagement, deploy the configuration settings to Customer Engagement, and restart Customer Engagement. See:

- **Shut Down Services** in the **Add New Organization** section of the **Customer Engagement Implementation Guide (Installer Version)** for more information on how to stop Customer Engagement.
- the Customer Engagement **Configuration Guide** for more information on deploying configuration settings Customer Engagement.
- **Restart Services** in the **Add New Organization** section of the **Customer Engagement Implementation Guide (Installer Version)** for more information on how to restart Customer Engagement.

Customer Engagement Purchase History Integration Setup

Before you can review purchase history from Oracle Retail Customer Engagement, you must complete the required setup.

Required versions: To review purchase history from Oracle Retail Customer Engagement, you must be on these versions:

- Order Management System version 5.0 or higher.
- Oracle Retail Customer Engagement version 10.5 or higher.

In addition retrieving purchase history from Oracle Retail Customer Engagement uses version 2.3 of the Oracle Retail Customer Engagement Customer API.

Setup is required in both Order Management System and Oracle Retail Customer Engagement.

Setup in Order Management System for Customer Engagement Purchase History

- System Control Values for Customer Engagement Wish List
- Web Service Authentication for Oracle Retail Customer Engagement
- Oracle Retail Customer Engagement Property Settings for Customer Engagement Wish List

System Control Values for Oracle Retail Customer Engagement Purchase History

System Control Value	Description
Use the ORCE Integration Values (L52) umbrella screen to set the following values:	
ORCE Customer Integration (L37)	Enter **INTERACT** to send information on new and updated customers to Oracle Retail Customer Engagement interactively. See Customer Engagement Customer Integration in the online help for more information.
ORCE Organization Descriptor (L50)	Use this field to identify the Oracle Retail Customer Engagement organization that maps to your Order Management System company.
Default Location for ORCE Download (K69)	Defines the store ID associated with a sale or return transaction in Oracle Retail Customer Engagement. This value is used to determine the channel where the sales or return transaction took place. • `Web` displays if the *RetailStoreID* in the Customer Engagement Get Transaction History Response matches the value in the *Default Location for ORCE Download (K69)* system control value and the *PosTransactionPropertyValue* for the *PosTransactionPropertyCode* **Channel** is `ECOMM`. • `Call Center` displays if the *RetailStoreID* in the Customer Engagement Get Transaction History Response matches the value in the *Default Location for ORCE Download (K69)* system control value and the *PosTransactionPropertyValue* for the *PosTransactionPropertyCode* **Channel** is `CATALOG`. • `Store-CODE`, where `CODE` is the store code, displays if a *RetailStoreID* is defined in the Customer Engagment Get Transaction History Response and the transaction does not meet the `Web` or `Call Center` qualifications.

System Control Value	Description
MICROS Integration Item ID (L38)	Defines how Order Management System identifies items/SKUs returned in the Customer Engagement Get Transaction History Response. **ITEM** = Order Management System uses the *Item code* and *SKU code*. **XREF** = Order Management System uses the *Retail reference number*. Order Management System determines the item and SKU using the itemID with *ItemType* **Stock** for a Sale, CustomerOrderForDelivery, CustomerOrderForPickup, saleForDelivery or Return line type transaction: • If the *MICROS Integration Item ID (L38)* system control value is set to **ITEM**, the system replaces any dashes that separate the item and SKU in the *ItemID* with spaces. For example, if the *ItemID* in the Oracle Retail Customer Engagement Get Transaction History Response is `ITM1-RED-XSML-WMNS`, the *Item/SKU* field on the Display Purchase History screen displays `ITM1 RED XSML WMNS`. • If the *MICROS Integration Item ID (L38)* system control value is set to **XREF**, the system uses the *Retail reference number* passed in the *ItemID* in the Oracle Retail Customer Engagement Get Transaction History Response to find the item number and SKU code in Order Management System. • If the item and SKU is not found in Order Management System, the *Item/SKU* field on the Display Purchase History screen displays the item and SKU in the format passed from Oracle Retail Customer Engagement.

Web Service Authentication for Oracle Retail Customer Engagement

If the web services used to process inbound messages to Oracle Retail Customer Engagement require web service authentication, you must provide a valid web service authentication user and password in Working with Web Service Authentication (WWSA). In this situation, when Oracle Retail Order Management System generates a message to send to Oracle Retail Customer Engagement it includes the web service authentication user and password in the HTTP header of the message. See Web Service Authentication Process for Oracle Retail Customer Engagement in the online help for more information.

Oracle Retail Customer Engagement Property Settings for Purchase History

The Working with Customer Properties (PROP) menu option contains settings required for integration with Oracle Retail Customer Engagement.

Setting	Description	Setting
RELATE_CUSTOMER_SERVICE_PREFIX	The system uses this property to build the URL for communication with Oracle Retail Customer Engagement during the Customer Engagement Customer Integration, Oracle Retail Customer Engagement Purchase History Integration, and Customer Engagement Loyalty Integration.	**http://relateserver:8084/ soap** where: **relateserver** = the name of your Oracle Retail Customer Engagement server **8084** = the port to use on the Oracle Retail Customer Engagement server
RELATE_CUSTOMER_SERVICE_SUFFIX	The system uses this property, along with the `RELATE_CUSTOMER_SERVICE_PREFIX`, to build the URL for communication with Oracle Retail Customer Engagement using the Customer Services API.	**/v2_3/CustomerServices?wsdl** where **2_3** is the version of the Customer Services API
RELATE_SECURITY_USER_ID	The Oracle Retail Customer Engagement user ID with Security Group permission included in the Oracle Retail Customer Engagement API messages.	Must be a valid user ID in Oracle Retail Customer Engagement that has Security Group permission

Setup in Oracle Retail Customer Engagement for Purchase History

Order Management System Company > Oracle Retail Customer Engagement Organization

An organization in Oracle Retail Customer Engagement corresponds to a company in Order Management System. You associate a Oracle Retail Customer Engagement organization with a Order Management System company through the *ORCE Organization Descriptor (L50)* system control value.

Use Conflate to define configuration settings for the Oracle Retail Customer Engagement organization that integrates with Order Management System. See the **Oracle Retail Customer Engagement Configuration Guide** for more information on how to define configuration settings for Oracle Retail Customer Engagement using the Conflate tool.

Configuration Settings Required for the Loyalty Integration with Oracle Retail Customer Engagement

Select **Edit Configs** in Conflate to define these settings for the organization that integrates with Order Management System.

Organization Descriptor	The organization descriptor must match the setting in the *ORCE Organization Descriptor (L50)* system control value. This setting identifies the Oracle Retail Customer Engagement organization that maps to your Order Management System company.
Default Location ID	Enter a default location ID of up to 12 positions.
Transaction Search Limit	Enter the maximum number of transaction records that can be returned in the Customer Engagement Get Transaction History Response when making a purchase history lookup request to the Oracle Retail Customer Engagement server. The default value is 50, indicating the 50 most recent transactions will be returned in the results.

Note: Whenever you makes changes to an organization's configuration settings, you must stop Oracle Retail Customer Engagement, deploy the configuration settings to Customer Engagement, and restart Oracle Retail Customer Engagement. See:

- **Shut Down Services** in the **Add New Organization** section of the **Customer Engagement Implementation Guide (Installer Version)** for more information on how to stop Customer Engagement.
- the **Customer Engagement Configuration Guide** for more information on deploying configuration settings to Oracle Retail Customer Engagement.
- **Restart Services** in the **Add New Organization** section of the **Customer Engagement Implementation Guide (Installer Version)** for more information on how to restart Customer Engagement.

Oracle Retail Customer Engagement Integration Setup in Order Management System

- Proxy Server Properties
- Oracle Retail Customer Engagement Service Bureau Setup
- Web Service Authentication for Oracle Retail Customer Engagement
- Oracle Retail Customer Engagement Properties
- Work with Pay Types (WPAY)
- System Control Values

For more information: See Stored Value Card Setup for more information on the setup required to process stored value cards in Order Management System.

Proxy Server Properties

When processing transactions, define a proxy server to act as an intermediary in order to increase security. Order Management System sends transactions to the proxy server

and the proxy server sends the transactions along to Oracle Retail Customer Engagement. You can define the proxy server properties in Working with Admin Properties (CPRP).

Property Name	Description
PROXY_HOST **PROXY_PORT**	The IP address and port number used to connect to the proxy server during transaction processing.

Oracle Retail Customer Engagement Service Bureau Setup

Use Work with Authorization Services (WASV) to create the **RLT** service bureau for the Oracle Retail Customer Engagement system, taking note of these settings:

- *Service code:* Must be **RLT**.
- *Presenter's ID:* The card prefix assigned to virtual stored value cards in Oracle Retail Customer Engagement. **Important:** When you create virtual card numbers in Oracle Retail Customer Engagement, you must create the numbers using this card prefix number.
- *Submitter's ID:* The card series sequence number assigned to virtual stored value cards in Oracle Retail Customer Engagement. **Important:** When you create virtual card numbers in Oracle Retail Customer Engagement, you must create the numbers using this card series sequence number.
- *Integration layer processes:* Leave these fields blank.
- *Batch/online:* Select **Online or Batch**.
- *Immediate response:* Must be **selected**.
- *Primary authorization service:* Must be **.IL**.
- *Communication type:* Select **Payment Link**. to indicate messages sent to and from the service bureau are processed directly.

Response codes: When the *Service code* is **RLT**, the system displays the *ORCE response* field on the Create, Change, and Display Vendor Response screens. This field allows you to map a response from Oracle Retail Customer Engagement to a vendor response code. Use this field to enter the code assigned by the Oracle Retail Customer Engagement service bureau to identify whether the stored value card transaction was approved or declined.

.IL Service Bureau Setup

To send transactions to the service bureau using Point-to-Point communication, create a service bureau using the service code**.IL** and enter a value in the following fields:

- *Application:* **ATDP** (authorization and deposit)
- *Merchant ID:* **INTEGRATION LAYER**
- *Charge description:* **CWIntegrate**
- *Media type:* **C** (communications)

Enter the **.IL** service bureau in the *Primary authorization service* field for the **RLT** service bureau.

Web Service Authentication for Oracle Retail Customer Engagement

If the web services used to process inbound messages to Oracle Retail Customer Engagement require web service authentication, you must provide a valid web service authentication user and password in Working with Web Service Authentication (WWSA). In this situation, when Oracle Retail Order Management System generates a message to send to Oracle Retail Customer Engagement it includes the web service authentication user and password in the HTTP header of the message. See Web Service Authentication Process for Oracle Retail Customer Engagement in the online help for more information.

Oracle Retail Customer Engagement Properties

Use the following settings in Working with Customer Properties (PROP) to communicate with the Oracle Retail Customer Engagement stored value card system using a point-to-point integration.

RLT_PAY_LINK_ SERVICE	The name of the external system. Set this to **RELATE**.
RLT_PAY_LINK_ SERVICE_URL	The URL used to connect to the Oracle Retail Customer Engagement system. An example setting is the following, where `server` is the name of the Oracle Retail Customer Engagement server, `port` is the port number, and `OMS` is the company code. `https://server:port/relateui/OMS/xmlapi` Contact your Oracle representative to verify the correct path.

Contact your Order Management System representative for more information about connecting to Oracle Retail Customer Engagement.

Work with Pay Types (WPAY)

Use Work with Pay Types (WPAY) to create a stored value card pay type to send to Oracle Retail Customer Engagement. Enter **RLT** as the authorization and deposit service for the stored value card pay type.

Enter **999** in the *Reauthorization days* for the stored value card pay type used for the Oracle Retail Customer Engagement stored value card integration.

System Control Values

- Enter **RLT** in the *Stored Value Card Activation Authorization Service (I26)* system control value.
- Leave the *Stored Value Card Modulus Checking Method (I24)* system control value blank since Oracle Retail Customer Engagement does not perform modulus checking against the digits of a stored value card number.
- Unselect the *Perform Authorization Reversal during Deposit Processing (J20)* system control value since this option is not available for the Oracle Retail Customer Engagement stored value card integration.
- Select the *Perform Balance Inquiry during Batch Authorizations (J19)* system control value since Oracle Retail Customer Engagement will approve an authorization for an amount that is less than the required authorization amount on the order. If you

do not select this system control value, you must require another credit card payment on the order.

- Select the *Retain Unused Stored Value Card Authorization After Deposit (J21)* to retain a stored value card authorization after it has been partially deposited.

Stored Value Card Integration Setup in Oracle Retail Customer Engagement

- Card Number Length
- Card Number Prefix
- Minimum Activation Amount and Balance

For more information: See the Oracle Retail Customer Engagement **Configuration Guide** for more information on the setup required for gift card processing in Oracle Retail Customer Engagement.

Card Number Length

The *Card Number Length* property defines the number of digits used in a card number. This setting applies to all cards generated in Oracle Retail Customer Engagement, regardless of card type. Once an organization has generated card numbers, the *Card Number Length* setting cannot be changed. Enter a number between 10 and 16. The card number length must match the Order Management System *Credit card length* in Work with Pay Types (WPAY) for the stored value card pay type you send to Oracle Retail Customer Engagement.

Card Number Prefix

The *Card Number Prefix* property specifies the card number prefix character for a card number. Only one character can be used and is counted as part of the card length. This setting applies to all cards generated in Oracle Retail Customer Engagement, regardless of card type. The card number prefix must match the Order Management System *Leading digits* in Work with Pay Types (WPAY) for the stored value card pay type you send to Oracle Retail Customer Engagement.

Minimum Activation Amount and Balance

Set the minimum activation amount and balance to 0.00 indicating the amount cannot be a negative amount.

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Job Processing and Scheduling

- Scheduling Jobs
- Using the CWProcessIn Message to Start a Periodic Process
- Using the ProcessIn REST Message to Start a Periodic Process
- Using the Job Notification Outbound REST Message
- Document Management (My Docs)
- Forms Management (My Forms)
- Job Management (My Jobs)
  - Display Active Batch Jobs (DABJ)
  - Display Job History (DJHY)

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Scheduling Jobs

Purpose: You can use the job scheduler to schedule when a periodic process runs. You can define a periodic process to run once, daily, weekly, monthly, yearly, or at the start or end of a month.

In this chapter:

- How to Schedule a Job
  - Defining the Job Schedule
  - Periodic Process Scheduling Examples
- Scheduled Jobs Screen
- Scheduled Jobs Troubleshooting
  - Scheduled Jobs Log
  - Troubleshooting Questions
- Using the JOBCLN Function to Resolve Job Status Across Servers
- Periodic Functions Available to Schedule

How to Schedule a Job

Purpose: Use the following steps to schedule a periodic process to run based on a defined schedule.

1. Use the Work with Periodic Functions (WPER) menu option to create a periodic function for the job you wish to execute. See Periodic Functions Available to Schedule for a list of periodic functions that you may wish to schedule.
2. Use the Work with Periodic Process (WPPR) menu option to assign the periodic function(s) to a periodic process.
3. Once you have created the periodic process, you can use the Execute Periodic Process screen (located in the Work with Periodic Process (WPPR) or Execute Periodic Process (EPRO) menu option) to define a schedule for the job. See Defining the Job Schedule.

Execute process through web service: You can also use the CWProcessIn message or the ProcessIn message to start a periodic process. See Using the CWProcessIn Message to Start a Periodic Process or Using the ProcessIn REST Message to Start a Periodic Process for more information.

Execute process on server startup: You can also schedule a periodic process and its assigned periodic functions to start on server startup. See Running a Periodic Process on Server Startup for more information.

Running the job scheduler in a multiple server environment: If you have more than one application server, the scheduled jobs are shared across all servers.

- If one of the servers goes down, the system will run the scheduled job on the server that is available.
- If all servers go down, and a job was scheduled to run during the time the servers were down, the scheduled job will run the next time it is scheduled to run. For example, if a report was scheduled to run at 3 PM every day, but the servers were down between 2 PM and 4 PM, the report will not run until its next scheduled run at 3 PM the next day.
- Any generated reports or forms are available to view an print on all servers.

Defining the Job Schedule

Use the Execute Periodic Process screen (located in the Work with Periodic Process (WPPR) or Execute Periodic Process (EPRO) menu option) to define a schedule for a periodic process.

If the periodic process is scheduled to run on server startup: If you have scheduled the periodic process to run on server startup, do not define a job schedule for this periodic process. Instead, create one periodic process to run on server startup and a separate periodic process to schedule for other times. See Using the CWProcessIn Message to Start a Periodic Process for more information.

1. At the Execute Periodic Process screen, enter a valid company code in the *Company* field.
2. Enter a valid job queue in the *Job queue* field. If you leave this field blank, the system submits the periodic process to QBATCH.

   Note: If you wish to run the job in a designated queue, define that queue. Use the PICKGEN job queue when scheduling pick slip generation or deposits.
3. Select when to execute the periodic process using the *Frequency* field.
   - **Now** = Execute the periodic process immediately. **Note:** If you select Now, the system does not add the periodic process to the Job Scheduler.
   - **Once** = Schedule the periodic process to run once, and only once, at a specified date and time in the future.
   - **Daily** = Schedule the periodic process to run once a day at a specified time.
   - **Weekly** = Schedule the periodic process to run once a week, at a specified time, on a specified day of the week.
   - **Monthly** = Schedule the periodic process to run once a month on a specified day and time.
   - **Month Start** = Schedule the periodic process to run once a month on the first day of the month at a specified time.
   - **Month End** = Schedule the periodic process to run once a month on the last day of the month at a specified time.

   See Periodic Process Scheduling Examples for examples of how to schedule a periodic process.

4. The *Frequency* field indicates which Scheduling fields are required, based on the frequency option you select:
   - **Now** = You do not need to define additional parameters.
   - **Once** = You must specify the *Date* and *Time* to execute the process. The system validates that the *Date* is greater than or equal to today. If you enter today's date, the system validates that the *Time* is greater than or equal to the current time.
   - **Daily** = You must specify the *Time* to execute the process.
   - **Weekly** = You must specify the *Time* and *Day of week* to execute the process.
   - **Monthly** = You must specify the *Time* and *Day of month* to execute the process.
   - **Month Start** = You must specify the *Time* to execute the process.
   - **Month End** = You must specify the *Time* to execute the process.
5. If you enter a value in any of the Scheduling fields that is not required for the frequency you selected, the system ignores those entries when executing the periodic process. For example, if you select **Now** for the *Frequency* and also enter a value in the *Weekly* field, the system executes the periodic process immediately and ignores the value in the *Weekly* field.
6. Select **OK** to advance to the Second Execute Periodic Process Screen. At this screen, you can select the functions within the process to execute.
   - If the periodic process is scheduled to execute immediately (you selected **Now** in the *Frequency* field), select **Execute** or **Execute & Save Overrides** to execute the periodic process and optionally, save the job parameters.
   - If the periodic process is scheduled to execute at a specified time in the future (you selected a value other than **Now** in the *Frequency* field), select **Schedule**. The system adds the periodic process to the job scheduler and does not execute the periodic process until the specified time is reached.

Periodic Process Scheduling Examples

The table below provides examples of how to define a schedule for a periodic process.

Schedule	Procedure
Execute the periodic process immediately.	Select **Now** for the *Frequency*. The system submits the job to the specified job queue for the user that executed the periodic process. **Note:** Because the process is executed immediately, the system does not add the periodic process to the job scheduler.
Execute the periodic process tonight at 7 PM. Do not run the process any other night. **Example:** End asyncs tonight at 7 PM.	• Select **Once** for the *Frequency*. • Enter the current date in the *Date* field. • Enter **190000** (7 PM in military time) in the *Time* field.

Schedule	Procedure
Execute the periodic process today at 3 PM and tomorrow at 8 AM. Do not run the process at any other time. **Example:** Run a status report today at 3 PM and again tomorrow at 8 AM.	**Note:** You need to create more than one schedule for the periodic process. First Schedule: • Select **Once** for the *Frequency.* • Enter the current date in the *Date* field. • Enter **150000** in the *Time* field. Second Schedule: • Select **Once** for the *Frequency.* • Enter tomorrow's date in the *Date* field. • Enter **080000** in the *Time* field.
Execute the periodic process every morning at 6 AM. **Example:** Start asyncs every morning at 6 AM.	• Select **Daily** for the *Frequency.* • Enter **060000** in the *Time* field.

Schedule	Procedure
Execute the periodic process every morning, except Saturdays and Sundays, at 6 AM. **Example:** Start the asyncs every morning during the work week at 6 AM.	**Note:** You need to create more than one schedule for the periodic process. First Schedule: • Select **Weekly** for the *Frequency.* • Select **Monday** for the *Day of week.* • Enter **060000** in the *Time* field. Second Schedule: • Select **Weekly** for the *Frequency.* • Select **Tuesday** for the *Day of week.* • Enter **060000** in the *Time* field. Third Schedule: • Select **Weekly** for the *Frequency.* • Select **Wednesday** for the *Day of week.* • Enter **060000** in the *Time* field. Fourth Schedule: • Select **Weekly** for the *Frequency.* • Select **Thursday** for the *Day of week.* • Enter **060000** in the *Time* field. Fifth Schedule: • Select **Weekly** for the *Frequency.* • Select **Friday** for the *Day of week.* • Enter **060000** in the *Time* field.
Run the periodic process every week on Mondays at 10 AM. **Example:** Run the weekly status reports every Monday at 10 AM.	• Select **Weekly** for the *Frequency.* • Select **Monday** for the *Day of week.* • Enter **100000** in the *Time* field.
Run the periodic process every month on the 25th day of every month at 7 PM. **Example:** Run the monthly status reports on the 25th day of every month at 7 PM.	• Select **Monthly** for the *Frequency.* • Enter **25** in the *Day of month* field. • Enter **190000** in the *Time* field.
Run the periodic process on the first day of every month at 8 AM. **Example:** Run the monthly status report on the first day of every month at 8 AM.	• Select **Month Start** for the *Frequency.* • Enter **080000** in the *Time* field.

Schedule	Procedure
Run the periodic process on the last day of every month at 9 PM. **Example:** Run the monthly status report on the last day of every month at 9 PM.	• Select **Month End** for the *Frequency.* • Enter **210000** in the *Time* field.

Scheduled Jobs Screen

Overview: Use this screen to review the periodic processes scheduled to run at a specified time.

> **Note:** Any job monitor rules scheduled to run at a specified time also display on this screen; see Monitoring Jobs.

How to display this screen: Select **Scheduled Jobs** at the Commands screen.

To advance to the Commands screen:

1. Select the **My Jobs** icon (in the upper right area of a screen) to advance to the Job Management screen.
2. At the Job Management screen or other Admin screen (such as the About Application, Forms Management Screen, User Control, or System Messages screens), select **Advanced Commands** to advance to the Commands screen.

> **Note:** The **Advanced Commands** option will not display if you do not have authority to advanced commands; see *User Configuration* in the **Administration Guide** for more information on setting a user's password and system authority.

Field	Description
Job name	The name of the periodic process or job monitor rule that is scheduled to run at a specified time. *Alphanumeric, 10 positions; display-only.*

Field	Description
Schedule	A description of when the periodic process is scheduled to run. This description is based on the *Frequency* you defined for the periodic process. • If the frequency is **Once**, the schedule displays as: `At HH:MM:SS on DD/MM/YYYY`. For example: `At 12:30:00 on 04/05/2007`. • If the frequency is **Daily**, the schedule displays as: `At HH:MM:SS every day`. For example: `At 12:30:00 every day`. • If the frequency is **Weekly**, the schedule displays as: `At HH:MM:SS every week on DAY`. For example: `At 12:30:00 every week on Monday`. • If the frequency is **Monthly**, the schedule displays as: `At HH:MM:SS every month on day XX`. For example: `At 12:30:00 every month on day 15`. • If the frequency is **Month Start**, the schedule displays as: `At HH:MM:SS every first day of the month`. For example: `At 12:30:00 every first day of the month`. • If the frequency is **Month End**, the schedule displays as: `At HH:MM:SS every last day of the month`. For example: `At 12:30:00 every last day of the month`. *Alphanumeric, calculated by the system; display-only.*
Next run	The date and time the periodic process will next be executed. `UNKNOWN` displays if someone has deactivated the job scheduler. *Alphanumeric, calculated by the system; display-only.*
Last run	The date and time the periodic process was last executed. `UNKNOWN` displays if: • someone has deactivated and then reactivated the job scheduler. • the periodic process has been submitted to the job scheduler, but has not yet been executed. • the server has been restarted and the job has not run yet. *Alphanumeric, calculated by the system; display-only.*

Field	Description
Status	The current status of the scheduled job. Valid values are: • **SCH** = Scheduled. The job is actively scheduled and will run at its next scheduled time, defined in the *Next run* field. • **INACTIVE** = Inactive. The job is not on the schedule and will not run until it is activated. • **ERROR** = Error. The job could not be scheduled due to some error. The system writes a description of the error to the Application log (APP.log). Possible error reasons: - by the time you select to schedule the job on the Second Execute Periodic Process screen, the scheduled time has passed. - You deactivated the job scheduler, and by the time the job scheduler was reactivated, the time the scheduled job was supposed to run has passed and it is not scheduled to run again. For example, it was supposed to run one time today at 12:00:00, but at that time the scheduled job was `INACTIVE`. *Alphanumeric, 8 positions; display-only.*
User	The user ID of the user that scheduled the periodic process. **Note:** When the system executes the periodic process, the system submits the job to the specified job queue using the name of the user that scheduled the job. *Alphanumeric, 10 positions; display-only.*

Screen Option	Procedure
Delete a periodic process that is scheduled to run	Select **Delete** for a scheduled job to remove it from the scheduler. The periodic process will no longer display in the list of scheduled jobs. If you wish to reschedule the job, you will need to use the First Execute Periodic Process screen to create a new job schedule.

Screen Option	Procedure
Deactivate each job in a scheduled status that is scheduled to run	Select **Deactivate Schedule**. The system: • removes all of the scheduled jobs from the schedule and updates their status to `INACTIVE`. • updates the *Next run* and *Last run* fields for each scheduled job to `UNKNOWN`. • will not execute any jobs until you reactivate the job scheduler. **Note:** • If you schedule a new job after you have deactivated the job scheduler, the system adds the job to the scheduler in an active, or scheduled (`SCH`), status.
Activate each job in an Inactive status that is scheduled to run	Select **Activate Schedule**. The system: • updates all jobs that are in an `INACTIVE` status to a `SCH` (scheduled) status and adds them back to the job schedule. • updates the *Next run* field to the next time each job is scheduled to run.
Refresh job schedule on the screen	Select **Refresh Schedule**. The system: • removes any scheduled jobs that are no longer scheduled to execute at a future time. • adds any newly scheduled jobs that are scheduled to execute at a future time. • Updates the *Next run*, *Last run*, and *Status* fields for existing scheduled jobs.
Display information about Order Management System	Select **About**.
Advance to the Document Management Screen	Select **My Docs**.
Advance to the Forms Management Screen	Select **My Forms**.
Advance to the **Job Management** screen	Select **My Jobs**.
Advance to the **Advanced Commands** screen, where you can advance to additional commands	Select **Advanced commands**.
Return to the main menu	Select **Exit**.

Scheduled Jobs Troubleshooting

Scheduled Jobs Log

Order Management System writes a message to the Application log (APP.log) when:

- you add a periodic process to the job scheduler
- you remove a periodic process from the job scheduler
- you deactivate the job scheduler
- you activate the job scheduler
- the server is restarted
- the job scheduler executes a scheduled periodic process and updates the next time the job is scheduled to run
- an error occurs during job scheduling

See Using the JOBCLN Function to Resolve Job Status Across Servers for information on using the JOBCLN function to regulate and correct running jobs.

Troubleshooting Questions

Some possible troubleshooting questions and answers are:

Question	Possible Answer(s)
The Scheduled Jobs screen does not display my periodic process.	• Periodic processes selected to run **Now** run immediately and are never included in the job scheduler. • The *Next run* time for the periodic process has passed and the job was not scheduled to run again.
Why is the *Last run* field set to UNKNOWN?	• The periodic process has been submitted to the job scheduler, but has not yet been executed. • The job scheduler has been deactivated, which updates the *Last run* field to UNKNOWN. • The server has been restarted and the job has not run yet.
Can I delete all jobs from the scheduler?	You must delete each job from the scheduler individually.
I created a periodic process to stop and restart asyncs, and asyncs did not start correctly.	Do not create one periodic process to stop and restart asyncs. You need to allow a certain amount of time for the system to completely stop the aysncs before restarting the asyncs. Instead, create one periodic process to stop the asyncs and create a separate periodic process to start the asyncs. Depending on the typical amount of transactions that need to be processed before the asyncs can end, you should allow 5 - 30 minutes between stopping the asyncs and starting the aysncs.

Question	Possible Answer(s)
It looks like my scheduled job ran at the correct time, but I don't see the expected results. **Example:** Asyncs were scheduled to start at 7AM this morning, but they are still inactive at 8AM.	Make sure that the submitted job is not waiting to run behind another job in the queue. When the system executes a scheduled job, the job is placed in the specified job queue for the user that scheduled the job. • If the job queue is a single threaded queue, the job will fall behind any other jobs that are already waiting to process in that queue. • If the job queue is a multi threaded queue, the job will execute immediately. **Note:** If the scheduled job is to start or end asyncs, but the asyncs are already started or stopped, the scheduled job will run, but do nothing since the asyncs are already in the correct status.
Can I change the parameters of a scheduled job?	No, if you wish to change the parameters of a scheduled job, such as adding or removing a periodic function from the process, changing the scheduled time, or changing the job queue, you will need to remove the scheduled job from the job scheduler and create a new schedule for the job.
Why is my scheduled job in an error status?	• By the time you select to schedule the job on the Second Execute Periodic Process screen, the scheduled time has passed. • You deactivated the job scheduler, and by the time the job scheduler was reactivated, the time the scheduled job was supposed to run has passed and it is not scheduled to run again. For example, it was supposed to run one time today at 12:00:00, but at that time the scheduled job was `INACTIVE`. **Note:** The system writes a description of the error to the Application log (APP.log).

Using the JOBCLN Function to Resolve Job Status Across Servers

Use the JOBCLN periodic function resolve job status across all servers for batch jobs.

When to use? You might run the JOBCLN function when:

- When a server shuts down unexpectedly.
- Whenever a job status does not appear correct or consistent.

You can also include the JOBCLN function as the first job run through a periodic process that starts other functions for a server restart.

The JOBCLN function resolves status for jobs running through the following options:

- **Background Job Control (MBJC):** see *Running the JOBCLN Periodic Function to Correct the Async Jobs* in the online help for details.
- **Working with Drop Ship Background Jobs (WPBJ):** See *Troubleshooting the CDC Async Job* in the online help for details.

- **Working with Integration Layer Processes (IJCT):** See *Using the JOBCLN Function to Troubleshoot IJCT Jobs* in the online help for details.
- **Other jobs:** The JOBCLN function does the following:
  - For all other batch jobs at the Job Management (My Jobs) screen in RUN, MSG, ERR, and RMV status, confirm whether they are actually running, and if not:
    * Update the status to END.
    * Delete all Active Procedures (MACX) records.
  - For any batch jobs in the above statuses that are actually running, update the status to RUN.
  - For any batch jobs that are not actually running, do the following:
    * Update the job status to END.
    * Delete each corresponding Active Procedure (MACX) record if one exists.
  - For all active procedures related to these batch jobs:
    * If the related job is in END status delete the active procedure.
    * If the job is not in END status and is not displayed in Display Active Batch Jobs (DABJ), delete the Active procedure.

Authority required to run JOBCLN: To submit the JOBCLN periodic function, a user must be flagged as a *Security Administrator*, with a *User Rank* of **1**.

Deleting an active procedure: When the JOBCLN function deletes an active procedure, it creates a User Audit record. See *Tracking User, Authority, and Password Updates* in the online help for more information on the User Audit table.

Periodic Functions Available to Schedule

Purpose: The tables below provide a list of the periodic functions you can use to schedule certain functions in Order Management System.

See How to Schedule a Job for information on how to schedule a periodic process.

- General Usage (ALL) Periodic Functions
- Customer Service (C/S) Periodic Functions
- E-Commerce (EDC) Periodic Functions
- Fulfillment (FUL) Periodic Functions
- Interface (INT) Periodic Functions to Start and Stop IJCT Jobs
- Additional Interface (INT) Periodic Functions
- Inventory (INV) Periodic Functions
- Order Entry (O/E) Periodic Functions

General Usage (ALL) Periodic Functions

The table below lists the periodic functions associated with General Usage processing. The *Parameter* column is populated only if the periodic function allows you to define an additional parameter. The *Schedule* column represents

how often Oracle generally recommends you run the periodic function. Your business requirements may require a different schedule.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
AUTHALL	PFR0131		As needed	**Authorize All Open Orders** Calls the Batch Authorization Program (SATH), which processes online authorizations for all open orders that contain a credit card or stored value card payment that requires authorization. This periodic function allows you to use the job scheduler to schedule when you wish to process the Batch Authorization Program (SATH).
BO_REAS	PFR0024		Daily	**Evaluate Backorder Reasons without Backorder Warehouse** Tries to reserve order detail lines that have a backorder reason, but no backorder warehouse. If inventory is not available, this function assigns a backorder warehouse so that the order detail line will process through Evaluate Backorders. If an order line on backorder is reserved, the system determines whether the order line is eligible for pick slip preparation.
BROKER	PFR0083		As needed	**Generate Order Broker Requests** Generates Order Broker requests for currently eligible orders that have not previously been submitted to the Order Broker. You might use this function when you are first starting to use the Order Broker integration, or on a periodic basis to generate requests for backordered lines that were not previously eligible because, for instance, the order was held.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
CLR_MTH	MSR0576		Monthly	**Monthly Clear Process** Clears (updates the zero) the MTD (month-to-date) fields in all tables. Tables affected include Picker Error History, Picker/Packer, Flash Report, Item Warehouse, Location, Picker Error History.
COPYCMP	PFR0200	`DB FROM TO Y/N` where: `DB` is the owner of the database. `FROM` is the From company number `TO` is the To company number `Y/N` is a `Y` or `N` setting indicating whether the system should delete the data in the *To* company before copying. Unless you can verify that you are not copying over any records that already exist in the target company, this setting should be set to `N`. **Note:** Separate each parameter setting with a single space.		**Copy Company** Uses the following parameters to create a company: • the owner of the database. • the *From* company number. • the *To* company number. • **Y** or **N** setting indicating whether the system should delete the data in the *To* company before copying. **Note:** Separate each parameter setting with a single space. For example, enter the following in the *Parameter* field, where `DB` is the database owner, `1` is the *From* company number, `2` is the *To* company number, and `N` is the *Delete To* company parameter: `DB 1 2 N`. **Delete Company** To use this periodic function to delete a company, enter the company you wish to delete in the *From* and *To* company parameters and set the *Delete* parameter to **Y**. For example, enter the following in the *Parameter* field, where `DB` is the database owner, `1` is the company you wish to delete, and `Y` is the *Delete* parameter: `DB 1 1 Y`

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
DLTACPR	PFR0121	Number of hours The system deletes all active procedures for interactive jobs that are older than the number of hours defined. If you do not define a number of hours, the default number of hours is **24**.	Daily	**Delete Stranded Active Procedures** Deletes active procedures for interactive jobs that are older than the number of hours defined in the *Parameter* field. If you leave the *Parameter* field blank, the system deletes active procedures for interactive jobs that are older than 24 hours. **Which interactive jobs?** When you run this periodic function, the system checks the Active Procedures table to see if there are any active records for the following applications: • Order Entry/Maintenance • Purchase Order Entry/Maintenance • Receiving • Confirmation • PC Manifest or the Generic Pick In API (Shipments, Voids, and Backorders) The system compares the *Date* and *Time* in the Active Procedure table against the date and time when you run this periodic function to determine which active procedure records for interactive jobs to delete.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
				Note: Do not run this periodic function while users are still using the applications listed above. If you delete Active Procedures records while a user is still in the application, the user job will not be ended; that user can still enter transactions in the application, but transaction records cannot be sent to the data queues for processing because the data queues are reorganized when the ASYNC jobs end. No back end table updates for that user's transactions will be posted, which will cause your data tables to be out of sync.
DLYCLR	MSR0574		Daily	**Clear Daily Journals** • Clears (updates to 0) all daily buckets. • Clears (updates to 0) the TD (today) fields in all tables. Tables affected include Flash Report, Division, Item Warehouse, Order Type/User, Picker/Packer, Ship Via. You should run daily reports before executing this periodic function. Add this function as the last one (or just before reorganizing data tables) in a daily periodic process.
DSHPROC	FLRDSHP		Daily	**Process Drop Ship Orders** Processes all drop ship orders by vendor, and generates vendor drop ship worksheet, purchase orders and invoices, or pick slips. Output depends on the *Drop ship output* selection in the Second Create Vendor Screen. You can also submit this process on demand at the Select Vendors for Drop Ship screen (MDSP).

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
DSLJPAY	ACR0315		Daily	**Daily Sales Journal by Pay Type** Generates the Daily Sales Journal by Pay Type.
DSLJRN	ACR0216		Daily	**Daily Sales Journal** Generates the Daily Sales Journal.
ECOMERR	ECR0295		Daily	**Batch OM Transaction Error Listing** Generates the E-Commerce Order Maintenance Errors report.
ENDASYN	MSENDASYNC		Daily	**End Asyncs** If the asyncs are currently Active, this periodic function calls the Controlling Data Queue (**CNTL_ASYNC**) in Background Job Control (MBJC) and ends the background jobs. This periodic function performs the same updates as selecting **End** for the controlling data queue to end the background jobs; however, any records in the data queue will be processed when the background ASYNC jobs are restarted.
ENDIJCT	ILENDGENER	The *Process ID* for the integration layer process you wish to end.	As needed	**End IJCT Process Passed** Ends the integration layer process whose *Process ID* is defined in the *Parameter* field. **Example:** If you define ITEM_OUT in the *Parameter* field, this periodic function ends the ITEM_OUT integration layer process.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
FUTURE	FLR0246		Daily	**Evaluate Future Orders** Evaluates and reserves orders. If the `arrival date - lead days = today's date`, then the system reserves the stock and updates the *Future order* flag to N. If the order is reserved and updated to an open status, the system determines whether the order is eligible for pick slip preparation.
JOBCLN	PFJOBCLNUP	Set the parameter to: • Y to perform logging only without cleaning up the jobs, or • N to clean up the jobs as well as logging.	After server restart or as needed	The function performs the updates listed under Using the JOBCLN Function to Resolve Job Status Across Servers. Also: • Uses the user name that submitted the periodic process to end the process. If you use the CWServiceIn message with a message type of CWProcessIn to submit the request, these requirements apply to the default user (typically named the DEFAULTUSR). • Writes messages to the log as this periodic function is run and what changes were made to clean up the jobs. The user submitting this function must be flagged as a *Security Administrator*, with a *User Rank* of **1**. **Note:** If you run this function by submitting it through the CWProcessIn SOAP service or the ProcessIn REST service, the `wait_for_completion` flag should be set to N.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
MDADRCG	CSX1069		Daily	**Marketing Download Address Change Report** Generates the Marketing Download Change of Address Interface Report when you submit a periodic process that also includes the Marketing Download Extract.
MDCSCHG	CSX1061		Daily	**Marketing Download Customer Status Change Report** Generates the Marketing Download Customer Status Change Interface Report when you submit a periodic process that also includes the Marketing Download Extract.
MDEXTR	CSX1041		Daily	**Marketing Download Extract** Extracts information from the Marketing Download Trigger table and populates the Marketing Download order-related and customer-related tables, based on the setting of the *Populate Marketing Download Trigger File (G33)* system control value. Once populated, deletes the associated records in the Marketing Download Trigger table.
MDEXPRT	PFR0130		Daily	**Marketing Download Export** Exports the data in the Marketing Download order-related and customer-related tables to pipe-delimited files and places the files in either the **Marketing** folder of the directory defined in the CWDIRECTCP_FTP_FOLDER property or the OMS-MARKETING container of the FILE_STORAGE table, depending on whether the File Storage API is enabled. Once the extract files are created, the system deletes the records in the associated Marketing Download tables.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
MDINQSM	CSX1066		Daily	**Marketing Download Inquiry Summary Report** Generates the Marketing Download Customer Inquiry Interface Report when you submit a periodic process that also includes the Marketing Download Extract.
MDORDHD	CSX1044		Daily	**Marketing Download Order Header Report** Generates the Marketing Download Order Header Interface Summary Report when you submit a periodic process that also includes the Marketing Download Extract.
MDORDTL	CSX1058		Daily	**Marketing Download Order Detail Change Report** Generates the Marketing Download Order Detail Interface Summary Report when you submit a periodic process that also includes the Marketing Download Extract.
MDSRCSM	CSX1036		Daily	**Marketing Download Source Summary Report** Generates the Marketing Download Source Code Interface Summary Report when you submit a periodic process that also includes the Marketing Download Source Extract.
ONHAND	PFR0005		Monthly	**On Hand by Warehouse** Generates the On Hand by Warehouse report.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
OMS-OKM	PFR0135		As needed	**OMS to OKM Switch Encryption Key** Performs an encryption key switch, replacing the Order Management System encryption key with an OMS Key Management encryption key and encrypting credit card numbers in non-order related tables using the new OMS Key Management encryption key. The system stores the alias used to retrieve the OMS Key Management encryption key in the OKM_ACCESS_ALIAS property. **Note:** Run this periodic function instead of using the Encryption - Generate Key Switch (CESK) menu option. You must still use the Encrypt Credit Card Order Batch (ECOB) menu option to encrypt credit card numbers in order related tables. See the Data Security and Encryption Guide for more information.
ORDSUM	PFR0062		Daily	**Order Summary** • Updates all of the fields defined in the Order Control Summary table for the current transaction date. • Updates the actual value fields and *Last updated* fields defined in the Threshold Values table. • Generates the Operations Control report. **Note:** This periodic function performs updates similar to the THRESHD periodic function.
PFSDOUT	CSSDOUT		Daily	**Sold Out Processing** Generates the soldout notifications. You can also submit this process on demand through Generating Soldout Notifications (MSON).

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
POSLOGX	PFPOSX		As needed	**POSLOG for XLink** Generates and sends a custom POSLog to Xlink using the POSLOG XLink properties, or places it in the OMS-POSLOG container in the FILE_STORAGE table if the file storage API is enabled for exports. See the File Storage API in the online help for background. **Note:** To use this periodic function, you need to have a valid store number specified in the *Default Location for ORCE Integration (K69)* system control value. Also, you need to set up the store location in Work with Store Cross Reference (WSCR).
PRMOUPL	PRMOUPL			**Create or Delete Promotions** Creates or updates promotions and related tables based on the information in the Promotion Upload table.
PSJD	ACR0321		Daily	**Print Sales Journal by Division** Generates the Sales Journal by Division (PDSJ).

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
PURGECS	PFR0137	The number of days old the sold to customer must be to be eligible for purge. The system uses the last change date to determine the age of the customer sold to record.	Daily	**Purge Sold To Customers** Purges sold to customers that are older than the number of days specified. If the *Parameter* is blank or 0, records must be 365 days old to be eligible for purge. To be eligible for purge, the system verifies that: • there are no open orders for the customer. • there are no open refunds for the customer. • there are no open returns for the customer. • there is no open A/R for the customer. • there are no open ticklers for the customer. • there are no catalog requests for the customer. • there are no open memberships for the customer.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
PURGEOR	PFR0114	Set the parameter to **Y** in order to generate the Purged Order List; otherwise, the report is not generated.	Daily	**Purge Orders** Purges orders that are closed or canceled, and that: • have not had any activity for the Order Purge Days (C62) defined in the System Control table. For example, if the purge days is **365**, a closed or canceled order will be eligible for purging if the order has not been entered, shipped, or maintained for one year. The system checks the Order Transaction History table for the most recent activity. • do not have any pending returns or refunds. • do not have any A/R open items in an open status.
PURGEUA	PFR0125	The number of days old a User Audit or Password Audit record must be to be eligible for purge.	Daily	**Purge User Audit Table** Purges User Audit and Password Audit records that are older than the number of days specified. If the *Parameter* is blank or 0, records must be 365 days old to be eligible for purge.
PURGEUH	PFR0126	The number of days old a Upload History record must be to be eligible for purge.	Daily	**Purge Upload History Table** Purges Upload History records that are older than the number of days specified in the *Parameter* field. If the *Parameter* is blank or 0, records must be 21 days old to be eligible for purge. See *Working with File Uploads (WUPL)* in the online help for more information.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
RESET	MSR0698		Run when a problem is detected **Note:** Run this function only when you have a dedicated system; do not run this periodic function when the Billing Async is active, you are running pick slip generation or performing inventory transaction processing.	**Daily Inventory Reset** • Resets the reserved quantity of items in inventory, as stored in the Item Warehouse table. The system uses the information in the Reserved Order Line table to determine the correct quantities of items reserved on open or held orders. • Resets the backorder quantity of items in inventory, as stored in the Item Warehouse table. • Resets the SKU open quantity, On hold quantity, and Quantity order direct ship in the SKU table based on the current open orders for the SKU. **Note:** You can use Reset Allocation Quantities (MRPC) to reset the printed quantities for orders, as stored in the Order Detail, Reserved Order Line and the Item Location tables. The system uses the information in the Pick Control Detail and the Pick Location tables to determine the correct quantities.
RESETOH	PFR0093		Run when a problem is detected.	**Reset On Hand Quantity** Resets the quantity on-hand for each Item Warehouse record based on the total quantities on-hand for related Item Locations within the warehouse. **Note:** Run this function only when you have a dedicated system; do not run this periodic function when the Billing Async is active, you are running pick slip generation or performing inventory transaction processing.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
REVERSE	PFR0133		Daily	**Send Reversals for Expired Authorizations** Processes all open Authorization History records that are eligible for authorization reversal processing. **Note:** Run this periodic function daily so that expired authorizations are reversed in a timely manner without incurring penalty fees. When you run this periodic function for a specified company, the system: • Selects all open (*Status* is **A** or **O**) Authorization History records whose pay type is eligible for authorization reversal (the *Send reversal* field for the pay type is selected). • For each record selected, the system calculates the age of the authorization by determining the elapsed days between the current date and the authorization date. • If the elapsed days is equal to or greater than the *Reauthorization days* defined for the pay type, and the authorization service defined for the pay type allows authorization reversals (the *Send reversal* for the authorization service is selected), the system sends an authorization reversal request to the authorization service.
				• The system creates an Authorization History Reversal record to indicate that the authorization reversal request was attempted. If the authorization service accepts the reversal request, the system updates the record with the date of the approval.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
RFRECON	PFR0008		Monthly	**Refund Reconciliation and Purge** Purges refund checks once you have reconciled or voided the checks. Generates the Check Reconciliation List (MREC).
RLTITMF	PFR0101		Daily	**Oracle Retail Customer Engagement Item Feed** Sends item information to Oracle Retail Customer Engagement.
RLTSLSF	PFR0102		Daily	**Oracle Retail Customer Engagement Sales Feed** Sends sales information to Oracle Retail Customer Engagement.
RSLTME	CSR0557		Daily	**Release Order on Time Hold** Releases prepaid orders from hold automatically when the number of days to hold the order (in the *Hold days* field in the Pay Type table) has passed, and releases orders held for credit card authorization.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
SCHDDEP	PFR0090	Positions 1-3: 3 position *Authorization service code* Positions 4-10: 7 position *Purchases transactions to generate* For example, where `AUT` is the authorization service code and `1234567` is the maximum number of deposits for purchases: `AUT1234567`	Daily	**Schedule Deposits** Submits the deposit processing job. You can use the *Parameter* field to generate deposit transactions for a specific authorization service and/or define the maximum number of deposits to process for purchases. **Note:** You can define a *Purchases transactions to generate* number in the *Parameter* field only if the *Preload Deposits (L78)* system control value is unselected. If you do not define any parameters, the system uses the same settings as if you used the Auto Deposit screen (SDEP) with all the default settings selected. This function requires you to specify a company when you set up the periodic process.
SCVREV	PFR0077		Daily	**Stored Value Card Reversal** Processes stored value card reversal trigger records (*File type* **AHR**) that are in a ready (**R**) status (SSVC).
SECRISK	PFR0087		Daily	**Remove credit card data from closed or cancelled orders** Removes credit card numbers and expiration dates, deactivates pay types, and sets the *Amount to charge* to $.01 for closed or cancelled orders whose last order activity was older than the Credit Card Retention Days (K65) system control value.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
SLSSMOT	PFSLSSUMOT	Date, in MMDDYY format	Daily	**Sales Journal Summary by Order Type** Generates the Sales Journal Summary by Order Type for the date specified in the parameter. If no date is specified, generates the report for the previous date.
SLSUPLD	PFR0109		As needed	**Sales Associate Upload** Upload a Sales Associate file to create records in the Salesman table.
STOP_EC	ECX0243		Daily	**Stop E-Commerce Order Cleanup** Stops the ORDER_CLN job (IJCT).
STRASYN	MSSTRASYNC		Daily	**Start Asyncs** If the asyncs are currently Inactive, this periodic function calls the Controlling Data Queue (**CNTL_ASYNC**) in Background Job Control (MBJC) and starts the background jobs. This periodic function performs the same updates as selecting **Start** for the controlling data queue to start the background jobs (MBJC).
STRIJCT	ILSTRGENER	The *Process ID* of the integration layer process you wish to start.	As needed	**Start IJCT Process Passed** Starts the integration layer process whose *Process ID* is defined in the *Parameter* field. **Example:** If you define ITEM_OUT in the *Parameter* field, this periodic function starts the ITEM_OUT integration layer process.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
STRPMD	ILSTRPMD		Daily	**Start PMD_ONLINE IJCT Job** Starts the PMD_ONLINE job in Working with Integration Layer Processes (IJCT). When started, the PMD_ONLINE job opens a connection to the online port used for the Paymentech Point-to-Point Integration.
ENDPMD	ILENDPMD		Daily	**End PMD_ONLINE IJCT Job** Stops the PMD_ONLINE job in Working with Integration Layer Processes (IJCT). When stopped, the PMD_ONLINE job closes the connection to the online port used for the Paymentech Point-to-Point Integration.
STRT_EC	ECX0242		Daily	**Start E-Commerce Order Cleanup** Starts the ORDER_CLN job (IJCT).
SUSPEND	OER0756		Daily	**Suspended Orders List** Generates the Suspended Orders List report, which provides a listing of all orders in a suspended status, as well as the Errored Orders List, which provides a listing of all orders in error status.
SVCACT	PFR0076		Daily	**Stored Value Card Activation** Processes stored value card activation trigger records (*File type* **SVC**) that are in a ready (**R**) status.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
SYNCUSR	PFRSYNUSR		Daily	**Synchronize Users from IDCS** Create user records in Order Management System based on user records in IDCS, using the settings defined for the DEFAULTCSU user. See **User Configuration** in the *Administration Guide* for more information. **Note:** You should schedule the function to run daily, or include the function in multiple periodic processes to run more than once a day, in order to keep user records in Order Management System synchronized with IDCS.
THRESHD	PFTHRESHMO		Daily	**Threshold Monitor** • Updates all of the fields defined in the Order Control Summary table for the current transaction date. • Updates the actual value fields and *Last updated* fields defined in the Threshold Values table. • Monitors the threshold values to determine if a threshold has been breached. • For each breached threshold that has an email address defined and whose *Email interval* is reached, generates a Threshold Monitor Breach email. • Updates the actual value fields and *Last updated* fields defined in the Threshold Values table. • Monitors the threshold values to determine if a threshold has been breached. **Note:** This periodic function performs updates similar to the ORDSUM periodic function.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
TICKLER	PFR0072		Daily	**Evaluate Create/Resolve Ticklers** Evaluates the: • **OO** tickler event to determine if any open orders qualify for an **OO** event rule. Also, determines if any existing **OO** ticklers can be resolved. • **UP** tickler event to determine if any unconfirmed pick tickets qualify for a **UP** event rule. Also, determines if any existing **UP** ticklers can be resolved. • **AR** tickler event to determine if any existing **AR** ticklers can be created or resolved. • *Next notification date* for an existing open or in process tickler to determine if the system sends an email to the tickler supervisor notifying him of the aged tickler.
UPACSTP	PFR0134	CSACST	As needed	**UPACSTP Upload ACS Tape File** Uploads an ACS Tape file named `CSACST` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the ACS Tape table (CSACST). You must use the Process Address Changes (PACS) menu option to process the records in the ACS Tape table.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
UPCATRQ	PFR0134	IXCRIN	As needed	**UPCATRQ Upload Catalog Request File** Uploads a Catalog Request file named `IXCRIN` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the Catalog Request Interface table (IXCRIN). You must use the Work with Catalog Request Interface (WCRU) menu option to process the records in the Catalog Request Interface table.
UPCSTPG	PFR0134	CUSTPGEUP	As needed	**UPCSTPG Upload Customer Price Group Exclusion File** Uploads a Customer Price Group Exclusion file named `CUSTPGEUP` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the Customer Price Group SKU Exclusion Upload table (CUSTPGEUP). You must run the **CPGIXUP Customer Price Group SKU Exclusion Upload** periodic function (*Program name* **PFRCPGEXUP**) to process the records in the Customer Price Group SKU Exclusion Upload table.
UPLSDTA	PFR0094		As needed	**Supporting Data Upload** Creates supporting data records based on the information in the Supporting Data Upload table. Typically used as part of the integration with WinRetail.
UPLSETS	PFR0095		As needed	**Set Component Upload** Creates set headers and components based on the information in the Set Component Upload table. Typically used as part of the integration with WinRetail.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
UMPBSTP	PFR0134	CSMBST	As needed	**UPMBSTP Upload MBS Tape file** Uploads an MBS Tape file named `CSMBST` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the MBS Tape table (CSMBST). You must use the Process Address Changes (PACS) menu option to process the records in the MBS Tape table.
UPPOLAY	PFR0134	POLAYR	As needed	**UPPOLAY Upload PO Layering File** Uploads a PO Layering file named `POLAYR` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the PO Layering table (POLAYR) and then uses the newly uploaded records to update the due date and backorder quantity for order lines on backorder.
UPPRCCD	PFR0134	PRICECDUPLOAD	As needed	**UPPRCCD Upload Price Code File** Uploads a Price Code file named `PRICECDUPLOAD` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the Price Code Upload Table (PriceCdUpload). You must run the **PCUPLD Price Code Upload** periodic function (*Program name* **PFPRCCODUP**) to process the records in the Price Code Upload table.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
UPPROMO	PFR0134	PRMUPLD	As needed	**UPPROMO Upload Promotion Code File** Uploads a Promotion file named `PRMUPLD` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the Promotion Upload Table (PRMUPLD). You must run the **PRMOUPL Create or Delete Promotions** periodic function (*Program name* **PRMOUPL**) or use the Work with Promotion Values (WPRO) menu option to process the records in the Promotion Upload table.
UPRITEM	PFR0134	RIIUPP	As needed	**UPRITEM Upload Retail Item File** Uploads a Retail Integration Item file named `RIIUPP` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the RI Item Upload Table (RIIUPP). You must run the **RIUPLD Retail Integration Item Upload** periodic function (*Program name* **PFR0084**) or use the Work with Retail Integration Item Upload (RIIU) menu option to process the records in the RI Item Upload table.
UPSETCM	PFR0134	INSCUP	As needed	**UPSETCM Upload Set Component File** Uploads a Set Component file named `INSCUP` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the Set Component Upload Table (INSCUP). You must run the **UPLSETS Set Component Upload** periodic function (*Program name* **PFR0095**) or use the Work with Set Component Upload (WCUP) menu option to process the records in the Set Component Upload table.

General Usage Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
UPSRCCD	PFR0134	IXSRCE	As needed	**UPSRCCD Upload Source Code File** Uploads a Source Code file named `IXSRCE` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the Source Upload Table (IXSRCE). You must use the Work with Source Code Upload (WSRW) menu option to process the records in the Source Code Work table.
UTSTSRP	UTSTSRPT		As needed	**Managed Services Report** Generates the Managed Services report, used by Oracle staff to manage system processing.
UPVENDR	PFR0134	VNDUPL	As needed	**UPVENDR Upload Vendor File** Uploads a Vendor file named `VNDUPL` from the folder defined in the CWDIRECTCP_UPLOAD_DIRECTORY property to the Vendor Upload Table (VNDUPL). You must run the **VNDUPLD Vendor Upload** periodic function (*Program name* **PFR0086**) or use the Submit Vendor Upload (LVUP) menu option to process the records in the Vendor Upload table.
WEEKCLR	MSR0575		Weekly	**Weekly Clear** Clears week-to-date (WTD) fields in the SKU Offer Page table (INSKOP).
YEARCLR or CLR_YR	MSR0577		Yearly	**Clear Yearly Totals** Clears (zeros) yearly (YTD) buckets in tables such as Flash Report table (FLFLSH).

Customer Service (C/S) Periodic Functions

The table below lists the periodic functions associated with Customer Service processing. The *Parameter* column is populated only if the periodic function allows you to define an additional parameter. The *Schedule* column represents how often Oracle generally recommends you run the periodic function. Your business requirements may require a different schedule.

Customer Service Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
MEMBER	PFR0036		Daily	**Generate Membership Orders** Generates orders for all standard customer memberships (EGMO).
OPENPP	PFR0006		Monthly	**Open Prepaid Orders List** Generates the Open Prepaid Order List.
REAUTH	PfrReauth		Daily	**Reauthorize Expired Payment Authorizations** This function submits reauthorization requests for expired authorizations, and processes updates based on whether the reauthorization is approved or declined. See *Reauthorizing Expired Authorizations* in the online help for more information. Orcacle recommends that you schedule this function to run after the REVERSE periodic function. Also, it should not be scheduled to run during shipping. **Note:** You need to select the *Perform Reauthorization for Expired Authorizations (M61)* system control value in order to use this function.

Customer Service Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
REFCCCR	PFR0115		Daily	**Process Credit Card Credit Refunds** Process credit card credits with no limit on the amount to generate. The system generates a Credit Card Credit Register that identifies the amount, customer name, and order number of each credit processed. The system also produces either a Credit Card Credit Acknowledgement (if the Print Credit Card Credit Acknowledgments (C35) system control value is **selected**) or an email notification when the Credit Card Credit Acknowledgement E-Mail Program (H08) is set to **CCCNOTF**, (regardless of the setting of the Print Credit Card Credit Acknowledgments (C35) value) for each credit as appropriate; see When Does the System Generate an Email Notification? See Processing Refunds (MREF) for processing information.
REFDUET	CSR0986		Monthly	**Refund Due List by Type** Generates the Refund Due List by Type (MRDU).
REFPROC	CSR0533		Monthly	**Refunds Processed** Generates the Processed Refund Register (PPRR).

Customer Service Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
REFSVCR	PFR0118		Daily	**Process SVC Credit Refunds** Process stored value card credits with no limit on the amount to generate. The system issues a new stored value card to the sold to customer for the refund amount. The system also: • Produces the Stored Value Card Credit Register. • Writes an order transaction history message: `F Stored Value Card refund created`. • Adds the stored value card item defined in the *Default SVC Refund Item Number (I73)* system control value to the order at no charge and performs pick slip preparation. **Note:** The system will not generate a stored value card refund unless the stored value card refund item has available inventory. If the item does not have available inventory, the stored value card refund remains unprocessed. • Generates a pick slip for the stored value card item if the *Default Pick Generation Template for SVC Refund Processing (I75)* system control value indicates a pick slip generation template. You can then follow the normal process of activating, billing, and shipping the stored value card to the customer. See Generation Stored Value Card Refunds in the online help for an overview.
REFWRO	PFR0009		Monthly	**Refunds Written Off** Writes off refunds and generates the Refund/Write Offs - Refund Checks report (WREF).

Customer Service Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
RSTCONO	CSRSTONORD		Run when a problem is detected	**Reset Customer Sold To $ On Order** Resets the *On order amount* field in the Customer Sold To Order History table so that it matches the amount of any existing open orders for the customer. **Note:** End all background async jobs so that the *On order* amount is not changed while the reset job recalculates the *On order amount*.
UNACTSV	PFR0075		Daily	**Unactivated Stored Value Cards** Generates the Unactivated Stored Value Card report. You can use this report to review any stored value cards that require attention because: • the stored value card was declined by the service bureau for activation • the stored value card was billed at the manifest station without a number assignment
EMAILUD	PFR0089		Daily	**Customer Email Status Updates** Matches a record in the Customer Email Updates table to a sold to customer and, if an exact match is found, updates the sold to customer's *Opt in/opt out* field with the *Email Status* defined for the customer email updates record. Generates the Unmatched Email Status Report, which lists records in the Customer Email Updates table that were not matched to a sold to customer.

E-Commerce (EDC) Periodic Functions

The table below lists the periodic functions associated with Customer Service processing. The *Parameter* column is populated only if the periodic function allows you to define an additional parameter. The *Schedule* column represents

how often you should generally run the periodic function. Your business requirements may require a different schedule.

E-Commerce Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
ECOMINV	ECR0389		Daily	**E-Commerce Item XRef All Items** Downloads **all** items that contain a long SKU style number to the EC SKU Retail XRef table and EComm SKU Extract table.
ECOMNEW	ECR0390		Daily	**E-Commerce Item XRef New Items** Downloads **new** items that contain a long SKU style number to the EC SKU Retail XRef table and EComm SKU Extract table.
ECSHCNF	ECR0154	See description.	Daily	**Shipment Confirmation Emails** Sends shipment confirmation emails (ESCF). **Note:** If you use the Narvar integration, Narvar generates shipment confirmation emails to the customer based on an order request message sent through billing, and the shipment confirmation is not generated through the process described above. See Narvar Integration in the online help for more information. Optionally, enter a parameter of the days prior to the current date for the function to use when selecting shipment confirmation emails, based on invoice date. **Example:** The current date is January 21. In order to generate shipment confirmation emails for orders billed on January 19, set the parameter to 2. **Note:** The new parameter also controls the generation of return confirmation emails.

Fulfillment (FUL) Periodic Functions

The table below lists the periodic functions associated with Fulfillment processing. The *Parameter* column is populated only if the periodic function allows you to define an additional parameter. The *Schedule* column represents how often Oracle generally recommends you run the periodic function. Your business requirements may require a different schedule.

Fulfillment Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
Description of the pick slip generation template you wish to run	PFR0107	The *Description* of the pick slip generation template you wish to run. **Note:** The *Parameter* must match the *Description* defined for the pick slip generation template. For example, if the description of the pick slip generation template is `ORDER #`, the parameter must also be `ORDER #` and not `ORDER#`.	Daily	**Scheduled Pick Slip Generation** Runs pick slip generation using the pick slip generation template specified in the *Parameter* field.
CARRYOV	PFR0033			**Carryover Report** Prints the Carryover report.
LOBSTAT	PFR0034		Daily	**Reset Line of Business Stats** Updates line of business order queue statistics.

Fulfillment Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
RESRVBO	FLR0804		Daily	**Reserve Backorders** Evaluates backorders by searching for any item warehouse that has a backorder quantity greater than 1 and whose on-hand quantity - reserved quantity is greater than 0. Will try to reserve the order detail line (as long as a cancel date does not exist). If an order line on backorder is reserved, the system removes any pick slip preparation from the order and then reevaluates the order for pick slip preparation.
RSTPICK	PFR0111		As needed	**Reset Pick Control** Resets the printed quantities for orders, as stored in the Order Detail, Reserved Order Line and the Item Location tables. The system uses the information in the Pick Control Detail and the Pick Location tables to determine the correct quantities. You can also perform the same updates using the Reset Allocation Quantities (MRPC) menu option.
STRCDC	ILStrCDC		Daily	**Start CDC Job in WPBJ** Starts the CDC Async job used to process transactions between CWCollaborate and Order Management System in the CWCollaborate integration.
ENDCDC	ILEndCDC		Daily	**End CDC Job in WPBJ** Ends the CDC Async job used to process transactions between CWCollaborate and Order Management System in the CWCollaborate integration.

Fulfillment Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
PACKPRG	FLPCKPRG		Monthly	**Purge Packer Statistics** Purges records in the Packer Productivity table based on the setting of the Packer Productivity Purge Days system control value.
PURGPCL	PFR0091		Weekly	**Purge Unused Pick Control Labels** Submits the PURGPCL job, which: • Purges all unused Pick Control Label records prior to the date you entered in the *Unused Pick Label Purge Days (K83)* system control value that are not associated with an outstanding pick slip. The system checks the Pick Control Header table to verify that an outstanding pick slip does not exist for the Pick Control Label record. • Purges the associated records in the Pick Out table.

Fulfillment Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
BILLUPD	PFR0100		Daily	**Delay Billing Updates** Submits the BILLUPD job, which processes deferred billing updates for records in the Invoice Header table whose *Process Date* field is **0**. You must run the Delay Billing Updates Process if you **select** the *Delay Billing Updates (K85)* system control value. **Note:** You can also submit the Delay Billing Updates Process using the **BILL_UPD** Billing Updates integration layer job. When this job is active, at defined intervals the job processes deferred billing updates for records in the Invoice Header table whose *Process Date* field is **0**. The *Outbound delay time* defined for the BILL_UPD integration layer job defines how often the job processes the deferred billing updates. **Example:** If the *Outbound delay time* is **60**, the system looks for deferred billing updates to process every 60 seconds.
PICKRFH	PFR0103		Daily	**Pick Gen Refresh** Submits a process that evaluates orders for pick slip preparation, and if eligible: • **Removes** any pick slip preparation that may have already occurred for the order. • **Applies** pick slip preparation to the order.

Interface (INT) Periodic Functions to Start and Stop IJCT Jobs

The table below lists the periodic functions provided for starting and stopping IJCT jobs on a regular basis. Each “start” program starts the related IJCT job if it is currently inactive, while each “end” job ends the job if it is currently active. You would normally schedule these jobs to start and stop on a daily basis, but this schedule may vary based on your business requirements.

Interface Start and Stop Periodic Functions			
Start Function	**Start Program**	**End Function**	**End Program**
BILL_UPD: Processes deferred billing updates for records in the Invoice Header table whose *Process Date* field is **0**. The *Outbound delay time* defines how often, in seconds, the job processes the deferred billing updates.			
STRBILL	ILRSTRBILLUPD	**ENDBILL**	ILRENDBILLUPD
BROKER: Generates Order Broker fulfillment requests, inquiry requests, and update requests, and receives responses.			
STRBROK	ILSTRBROKR	**ENDBROK**	ILENDBROKR
BROKER_ORD: Generates Order Broker requests for new orders and cancellations, and receives responses.			
STRBRO	ILSTRTBROK	**ENDBRO**	ILENDBROK
CCAUTH_BTH: Sends and receives batch authorizations for credit cards, debit (Switch) cards, stored value cards, and Bill Me Later transactions to the service bureau via CWIntegrate.			
STRBAUT	ILSTRCCBTH	**ENDBAUT**	ILENDCCBTH
CCAUTH_ONL: Sends and receives online authorizations for credit cards, debit (Switch) cards, stored value cards, and Bill Me Later transactions to the service bureau via CWIntegrate.			
STRONLI	ILSTRCCONL	**ENDONLI**	ILENDCCONL
DEPOSITS: Sends and receives batch deposits for credit cards, debit (Switch) cards, stored value cards, and Bill Me Later transactions to the service bureau via CWIntegrate.			
STRCCDP	ILSTRDEPST	**ENDCCDP**	ILENDDEPST
CUST_OUT: Generates an outbound message for each customer that you create, change, or delete.			
STRCSTD	LSTRCSTOT	**ENDCSTD**	ILENDCSTOT
CUST_SRCH: Receives a request for information on one or more customers matching specific search criteria, and generates a response.			
STRCSRC	ILSTRCSTSR	**ENDCSRC**	ILENDCSTSR
CUST_HIST: Receives a request for customer order history or information on a specific order, and generates a response.			
STRCHST	ILSTRCSTHT	**ENDCHST**	ILENDCSTHT

Interface Start and Stop Periodic Functions			
Start Function	**Start Program**	**End Function**	**End Program**
CUSTOMER_IN: Receives a new customer or change to an existing customer.			
STRCSIN	ILSTRCSTIN	**ENDCSIN**	ILENDCSTIN
EMAIL: Receives email messages and creates Correspondence History and Correspondence History Detail records.			
STREML	ILSTREMLIN	**ENDEML**	ILENDEMLIN
SVCBALS	ILSTRSVCBL	**SVCBALE**	ILENDSVCBL
INV_INQURY: Receives a request for inventory availability on a specific item/SKU and generates a response.			
STINVIQ	ILSTRINVIQ	**ENINVIQ**	ILENDINVIQ
INV_DOWNLD: Sends inventory availability information to another system.			
STRINVD	ILSTRINVDN	**ENDINVD**	ILENDINVDN
INVOIC_OUT: Sends invoice information to another system.			
STRINVO	ILSTRINVOT	**ENDINVO**	ILENDINVOT
INVTRAN_IN: Receives inventory transactions and updates inventory information, such as in the Item Location and Item Warehouse tables.			
STRITRN	ILSTRINVIN	**ENDITRN**	ILENDINVIN
ITEM_OUT: Sends item and SKU information to another system.			
STRITEM	ILSTRITMOT	**ENDITEM**	ILENDITMOT
ORDER_IN: Receives new orders through a generic order interface and optionally generates detailed or simple acknowledgements, as indicated by the inbound order message.			
STRORDR	ILSTRORDIN	**ENDORDR**	ILENDORDIN
PICK_OUT: Sends a pick slip message for each generated or voided pick slip.			
STRPICK	ILStrPickO	**ENDPICK**	ILEndPickO
PO_OUT: Sends purchase order information to an external system.			

Interface Start and Stop Periodic Functions			
Start Function	**Start Program**	**End Function**	**End Program**
STRPOOU	ILStrPOOut	**ENDPOOU**	ILEndPOOut
RETURN_IN: Receives a request to process a return, and generates a response indicating whether the return processed correctly.			
STRRTIN	ILStrRtnIn	**ENDRTIN**	ILEndRtnIn
RETURN_OUT: Sends customer return information to an external system.			
STRRTO	ILStrRtOut	**ENDRTO**	ILEndRtOut
SVC_AUTH: Sends batch stored value card authorization requests to the service bureau via CWIntegrate and receives responses.			
STRSVB	ILStrSVCAu	**ENDSVB**	ILEndSVCAu
SVC_AUTHOL: Sends online stored value card authorization requests to the service bureau via CWIntegrate and receives responses.			
STRSVO	ILStrSVCAO	**ENDSVO**	ILEndSVCAO
SVC_DEP: Sends stored value card deposit requests to the service bureau via CWIntegrate and receives responses.			
STRSVD	ILStrSVCDp	**ENDSVD**	ILEndSVCDp
SVC_OUT: Sends stored value card activation requests to the service bureau via CWIntegrate and receives responses.			
STRSVA	ILStrSVCOt	**ENDSVA**	ILEndSVCOt
SVC_REVRSL: Sends stored value card reversal transactions to the service bureau via CWIntegrate and receives responses.			
STRSVR	ILStrSVCRv	**ENDSVR**	ILEndSVCRv
VENDOR_OUT: Sends vendor information to another system.			
STRVEND	ILSTRVNDOT	ENDVEND	ILENDVNDOT
WORKFLOW: Receives new workflow events to create ticklers.			
STRWRKF	ILStrWrkFl	**ENDWRKF**	ILEndWrkFl

Additional Interface (INT) Periodic Functions

The table below lists additional periodic functions associated with integration layer processing besides those listed above under Interface (INT) Periodic Functions to Start and Stop IJCT Jobs. The *Parameter* column is populated only if the periodic function allows you to define an additional parameter. The *Schedule* column represents how often Oracle generally recommends you run the periodic function. Your business requirements may require a different schedule.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
CAINV	PFCAINV		As needed	**ChannelAdvisor Inventory Upload** Generates a file of current inventory levels for ChannelAdvisor.
CAORDUP	PFCAOUP		As needed	**ChannelAdvisor Order Upload** Sends ChannelAdvisor a request for new orders and creates orders based on the information in the order response message.
CAPRICE	PFCAPRICE			**ChannelAdvisor Price Upload** Generates a file of current pricing for items sold through the ChannelAdvisor integration.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**

CAREQAC	PFRCAREQS	Enter connection information using the following format:
		`REQUEST ChannelAdvisor_AccountID ChannelAdvisor_ProfileID`
		For example:
		`STATUS cb12d3b4-f123-1234-1234-12a3c456e7d8 12345678`
			As needed	**ChannelAdvisor Request Access**
				Run this periodic function to request access to ChannelAdvisor for the specified AccountID.
				Before running this periodic function, enter connection information in the *Parameter* field using the following format:
				`REQUEST ChannelAdvisor_AccountID ChannelAdvisor_ProfileID`
				For example:
				`STATUS cb12d3b4-f123-1234-1234-12a3c456e7d8 12345678`
				Note: This periodic function should be run one time for each account as part of initial setup of the ChannelAdvisor integration.
				In addition, once you establish a connection with ChannelAdvisor, you can change the *Parameter* field to the following format:
				`STATUS ChannelAdvisor_AccountID ChannelAdvisor_ProfileID`
				For example:
				`STATUS cb12d3b4-f123-1234-1234-12a3c456e7d8 12345678`
				Run the periodic function to write information to the Application log about the status of the access to ChannelAdvisor.

CASHIP	PFCASHIP		As needed	**ChannelAdvisor Ship Confirmation Upload** Sends shipment confirmation messages to Channel Advisor.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
CPGIXUP	PFRCPGEXUP		Daily	**Customer Price Group SKU Exclusion Upload** Submits the Customer Price Group SKU Exclusion Upload Process to upload customer price group item exclusion information from an external system to create, update, or delete records in the Customer Price Group SKU Exclusion table. See Customer Price Group Exclusion Upload for an overview.
CSTDWNL	PFRCSTDNLD		Daily	**Mass Customer Download** Generates a batch file that contains a Mass Customer Download XML Message (CWCustomerDownload) for each sold to customer whose customer class matches the customer class defined in the *MASS_CUSTDWNLD_CUSTOMER_* *CLASSES* setting in Refresh System Properties (PROP).

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
CYBDMUP	PFCYBDMUP		Daily	**Cybersource Decision Manager Update** Run this periodic function to receive the Fraud Decision assigned to orders that received a **REVIEW** Cybersource Decision Manager Fraud Score response during online authorization processing. Based on the Fraud Decision received from Cybersource, the system: • If the Fraud Decision assigned to the order is **ACCEPT**, releases the order from **FS** Fraud Scoring Hold. • If the Fraud Decision assigned to the order is **REJECT**, and no part of the order has been shipped, cancel the order using the cancel reason code in the *Fraud Score Cancel Reason Code (M14)* system control value. If the entire order cannot be cancelled, place the order on **FC** Fraud Cancellation Hold. The system writes an order transaction history message noting the response received from Cybersource Decision Manager. Any review comments returned from Cybersource are stored on the order as an order message.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
IHDWOIT	PFR0106		As needed	**Invoice Download Comparison** Matches invoices created for the previous day to records in the IL Trigger table with a record type of **IHD**. If an invoice exists without a corresponding **IHD** trigger, the system creates an Add **IHD** trigger record and writes a message similar to the following in the Trace log: `Periodic Function IHDWOIT may have created a IHD WOIT Transaction for Company#:7 Order # : 2844 Invoice #: 573.` See Generic Invoice Download in the Online Help for an overview on the Invoice Download process and the required setup.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
IMPSTLC	PFR0122	*Position 1* = **Y** or **y** if the store cross-reference records should be created with the *Ship to store* flag selected; otherwise, you would typically set the first position to **N**. *positions 2-11* = The code identifying the system associated with the locations. Must be a valid system code in Order Broker. **Example:** If the parameter is set to **NPOS**, the periodic function imports location records for system POS in Order Broker, and leaves the *Ship to store* flag for each imported location unselected.	As needed	**Import Store Cross Reference Locations through Order Broker's Discovery Web Service** Uses Order Broker's discovery web service to request information on all existing location associated with a specified system in Order Broker, and create Store Cross Reference records for locations if they do not already exist.
INVOVRL	PFINVOVR		Daily	Processes an inventory upload file if it is found in the directory defined in the CWDIRECTCP_UPLOAD_DIRECTORY property or uploaded through the File Storage API, updating the Item Location record with the on-hand quantity, or creating it if the Item Warehouse exists. See *Batch Inventory Overlay Upload* in the online help for more information.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
INVDWNL	ILR0081		Weekly	**Inventory Download** Creates inventory download triggers (*File type* **ITW**) for an item/SKU if: • the *Create Generic Inventory Download Trigger Records (I32)* system control value is selected. • the record matches the trigger rules for the INV_DOWNLD process in Integration Layer Job Control (IJCT). • there is at least one Item Warehouse record that matches all criteria.
OBPROD	PFR0127		As needed	**Order Broker Product Output File** Generates a Product output file for import into Oracle Retail Order Broker. This file contains product information for a specified company. See Oracle Retail Order Broker Product Output File in the online help for details.
OBPRLOC	PFR0128		As needed	**Order Broker Product Location Output File** Generates a Product Location output file for import into Order Broker. This file contains product location information for a specified company. See Oracle Retail Order Broker Product Location Output File in the online help for details.
OBINCIN	PFR0129		As needed	**Order Broker Incremental Inventory Output File** Generates an Incremental Inventory output file for import into Order Broker. This file contains inventory updates for a specified company. See Oracle Retail Order Broker Incremental Inventory Output File in the online help for details.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
OCDSFA	PFR0203		Daily	**OCDS Import Future Availability** Updates the *Pre-order* flag for pre-order items, and updates item warehouse quantities to support identifying when to release eligible pre-ordered items to Order Broker for fulfillment. See *Enterprise Order Integration* in the online help for background.
OCDSITM	PFR0202	FULL or INCREMENTAL	As needed	**OCDS Import Product Data** Generates requests to Omnichannel Cloud Data Service OCDS) for item-related data, including merchandise hierarchy, items, item prices, and item images. See *Importing Enterprise Foundation Data through Omnichannel Cloud Data Service (OCDS)* in the online help for an overview, and see *OCDSITM Periodic Function* in that help topic for information on scheduling options. This function also deletes Enterprise Data History records older than the OCDS_JOB_HISTORY_RETENTION_DAYS defined through Working with Admin Properties. These records track activity for the OCDSITM and OCDSFA periodic functions. You can review history at the **Enterprise Data Import History** screen in Modern View.
PCUPLD	PFPRCCODUP		Daily	**Price Code Upload** Submits the Price Code Upload Process to upload price code information from an external system to create, update, or delete records in the Price Code, Price Code Customer, and Price Code Details tables. See Price Code Upload for an overview.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
PREORDER	PFR0204		Daily	**Submit Pre-Orders to Order Broker and RSB Backorder Message** Submits existing pre-orders to Order Broker for fulfillment and generates the pre-order (backorder quantity update) notification message to RICS. See *Enterprise Order Integration* in the online help for background.
PURGIJT	ILR0026		Weekly	**Purge IJCT Trigger Records** Purges IL Outbound Trigger records older than the number of days specified in the *Outbound Interface Trigger File Purge Days (I14)* system control value, using the following calculation: `Last processed date is less than the current system date by the number of purge days and Status is X.`
REVXAHP	PFREVXAHP	Stored value card pay type code that uses the external payment service	Daily	**Reverse Partial Auth for External Payment Service** Generates SVC reversal request messages for the external payment service, provided the parameter specified is a stored value card pay type code that is configured to use the external payment service. See *Stored Value Card Reversal with the External Payment Service* in the *Stored Value Card Authorization Reversal* help topic for an overview.
RIPRCUP	PFRRIPRCUP		Daily	**Pricing Upload** Submits the Pricing Upload process to upload records from the Pricing Upload table to the Special Pricing by Source table and QPM Detail table. See *Working with Pricing Upload (WPUP)* in the online help for an overview.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
RLTCSUP	PFRBCC		As needed	**Customer Upload to Oracle Retail Customer Engagement** Sends all Order Management SystemOrder Management System sold to customers, excluding any sold to customers whose *Ghost* field in the Customer Sold To table is **Y**, to Oracle Retail Customer Engagement using the batch Customer Engagement Add or Update Customer Message. See Customer Engagement Batch Customer Conversion in the online help.
RLTCSID	PFRCIU		As needed	**Update Customer with Relate ID** Updates the *Relate ID* in the Customer Sold To table with the *Customer ID* from Oracle Retail Customer Engagement. See Customer Engagement Batch Customer Conversion in the online help.
RLTNOID	PFRCNI		After running RLTCSID	**Report Customer with No Relate ID** Generates a report listing the Order Management System sold to customers that do not have a Relate ID. See Customer Engagement Batch Customer Conversion in the online help.
RMSZIP	PFRRMS	store ID and offer code	As needed	**RMFCS and RPCS Import** Uses the contents of the momzip file to create records in the RI Item Upload table (RIIUPP). See Oracle Retail Merchandising Foundation Cloud Service (RMFCS) and Oracle Retail Pricing Cloud Service (RPCS) Integration in the online help.

Interface Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
RTLOG	PFR0201	Store number in the Sales Audit module of the Oracle Retail Merchandising Foundation Cloud Service	Daily	**Export Transactions to Sales Audit Module** Exports sales and returns information to the Sales Audit module of the Oracle Retail Merchandising Foundation Cloud Service. Transaction information is collected in a temporary file throughout the day. The periodic function adds file header and footer information, deletes the temporary file, and creates a DAT file for the Sales Audit Module. See Integration with the Sales Audit Module of the Oracle Retail Merchandising Foundation Cloud Service in the online help.
SLSUPLD	PFR0109		Daily	**Upload Salesman Associates** Submits the Salesman Associate Upload to upload salesman information from an external system to create or update records in the Salesman table.
STRUPLD	PFR0110		Daily	**Upload Stores** Submits the Store Upload Process to upload store information from an external system to create or update records in the Store Cross Reference table.
SYNCRDB	PFR0105		As needed	**Synchronize Remote Customers** Submits unsynchronized customers to Oracle Retail Customer Engagement, using the *Synchronize with remote DB* field in the Customer Sold To table as a trigger. You would use this periodic function to support the interactive customer integration with Oracle Retail Customer Engagement.

Inventory (INV) Periodic Functions

The table below lists the periodic functions associated with Inventory processing. The *Parameter* column is populated only if the periodic function allows you to define an additional parameter. The *Schedule* column represents how often Oracle generally recommends you run the periodic function. Your business requirements may require a different schedule.

Inventory Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
CLROH99	PFRCLROH99		As needed	**Clear On Hand for Division 99** Allows you to clear the on-hand inventory for each warehouse whose *Division* is **99**. The system clears the on-hand quantity for the warehouse in the Item Warehouse table and Item Location table.
FGUPDT	PHR0049		Monthly **Note:** Do not run this periodic function when Asyncs are active.	**Update Cost of Finished Goods** • Updates the cost of a finished good when the cost of one or more of its component items changes and generates the Finished Good Items Average or Standard Cost Updated report. • Updates the General Ledger Interface table with the change in inventory valuation. • Creates an item download trigger. **Note:** If a component item changes and you do not run this periodic function, the finished good item cost will not be accurate and reports will not be correct.
PFR0063	PFR0063		Daily	**Drop Ship On Hold Report** Generates the CWCollaborate Drop Ship Items on Hold from Vendor report (PDSR).
PFR0064	PFR0064		Daily	**Drop Ship Revised Due Date Report** Generates the CWCollaborate Drop Ship Items with Revised Due Date report (PDSR).

Inventory Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
PFR0065	PFR0065		Daily	**Drop Ship Pending Cancel Report** Generates the CWCollaborate Drop Ship Items Pending Cancellation report (PDSR).
PORST	OER1018		As needed	**PO Reset** Resets the open PO quantities in the Item Warehouse table based on purchase order detail lines that are open or held, or received into suspense or into a pending putaway warehouse location.
RIUPLD	PFR0084		As needed	**Retail Integration Item Upload** Submits the retail integration item upload process (RIIU). Once completed, if the *Create Generic Item Download Trigger Records (I15)* or *Use Data Warehouse (G94)* system control values are selected, the system submits the secondary job **RISECU** to create item download triggers and data warehouse capture transactions.
UPD_STD	POR0461		Monthly **Note:** Do not run this periodic function when Asyncs are active.	**Update Standard Cost** Updates the cost of all items in the SKU table with the item's landed cost. The system uses the price defined for the primary vendor plus any additional vendor/item charges to determine the landed cost. The system only updates the standard cost for items with a primary vendor and a vendor item associated with the vendor. The *Costing Method (A25)* system control value must be set to **STANDARD** in order to update the standard cost of all items.
VNDUPLD	PFR0086		As needed	**Vendor Upload** Submits the vendor upload process (LVUP).

Order Entry (O/E) Periodic Functions

The table below lists the periodic functions associated with Order Entry processing. The *Parameter* column is populated only if the periodic function allows you to define an additional parameter. The *Schedule* column represents how often Oracle generally recommends you run the periodic function. Your business requirements may require a different schedule.

Order Entry Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
PURGEPR	PFR0112	The number of days from the promotion end date that a completed promotion will be eligible for purge. **Example:** promo1 end date = 1/15/12 promo2 end date = 3/18/12 purge days = 15 If you run this periodic function on 3/20/12, the system deletes any promotion with an end date less than 3/5/12. In this example, the system deletes promo1 and retains promo2.	As needed	**Purge Promotions** When you run this periodic function, the system uses the current date - the purge days parameter to determine the promotions to purge. Any promotions whose end date is equal to or earlier than the calculated purge date will be purged. If the *Parameter* is set to **0**, the system does not purge any promotions. The system purges promotions from the following tables: • Promotion • Promotion Discount • Promotion Customer • Promotion Item Exclusion • Promotion BOGO • Promotion Item Category • Promotion Source • Promotion BOGO by Price Code

Order Entry Periodic Functions				
Function	**Program**	**Parameter**	**Schedule**	**Description**
SUMVIA	OER1024		Daily	**Update Ship Via/Item Summary** Runs a batch job to collect information on the current number of available order lines for each item/ship via combination in your company and populates the Ship Via Item Summary Header (OESVIH) table and Ship Via Item Summary Detail (OESVID) table. You can review the total open orders, shippable units, and oldest arrival dates for each item with a particular ship via assigned using the Ship Via/Item Inquiry (SVII) menu option.

31

Using the CWProcessIn Message to Start a Periodic Process

Purpose: Use the CWProcessIn message to submit a periodic process. For example, you can use this message if you prefer to set up scheduling for periodic processes externally rather than use the setup described under Scheduling Jobs.

This message uses the CWServiceIn Web Service.

What does the request message include? The message needs to specify a valid periodic process to start, and the code identifying the company where the process should run.

Which job queue is used? The web service submits the periodic process to the job queue defined for the periodic process in Work with Periodic Processes (WPPR).

Wait for completion? The `wait_for_completion` flag in the request message indicates whether to wait until the job is complete before generating the response message.

- If the `wait_for_completion` flag in the request message is set to **Y**, the response message is returned after the process completes, and the message indicates the submitted `job_number`. In this case, the job is not listed on the Job Management Screen; however, you can use the Document Management Screen or Forms Management Screen to review generated reports or forms.

  If the `wait_for_completion` flag is set to **Y** and the job does not complete, no response is generated.

- If the `wait_for_completion` flag in the request message is **not** set to **Y**, the response message is returned immediately, and does not indicate a submitted job number. In this case, you can use the Job Management Screen to determine when the process is complete and whether it ran successfully. Once the process is complete, you can also use the Document Management Screen or Forms Management Screen to review generated reports or forms.

User ID: When you start a periodic process through the CWProcessIn message, it runs under the default user set up during installation, so you can review any submitted jobs and reports by filtering on this user at screens such as the Document Management Screen or Forms Management Screen. Contact your cloud administrator or system administrator to confirm the user ID of the default user.

Reviewing the job at the Job Management Screen is available only if the `wait_for_completion` flag was not set to **Y** in the request message.

Web service authentication: Use the Working with Web Service Authentication (WWSA) menu option to define a valid **CWServiceIn** user or client ID for web service authentication.

Endpoint: The endpoint is in the format of `https://server:port/CWDirectCPService/services/CWServiceIn`, where `server:port` identifies the application server.

For more information: See:

- Working Periodic Processes (WPPR) in the online help for background on periodic processes
- Executing Periodic Processes (EPRO) in the online help for information on submitting and scheduling periodic processes using Order Management System screens
- Generic Web Services for setup information on the CWServiceIn web service
- Scheduling Jobs for background on scheduling jobs, and a listing of periodic functions available to schedule
- Using the ProcessIn REST Message to Start a Periodic Process for information on the REST message available to start a periodic process

In this chapter:

- CWProcessIn Message
  - Sample CWProcessIn Message
  - Responses to the CWProcessIn Message
  - CWProcessIn Contents

CWProcessIn Message

Sample CWProcessIn Message

Below is a sample CWProcessIn message embedded in a SOAP envelope.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:dom="http://dom.w3c.org">
    <soapenv:Header/>
    <soapenv:Body>
         <dom:performAction type="xsd:string"><![CDATA[
            <Message source="SoapUI" target="OMS" type="CWProcessIn"><CWProcessIn
            company_code="6" process_code="PROCESS"
            wait_for_completion="N"/>/Message>
            ]]>
        </dom:performAction>
    </soapenv:Body>
</soapenv:Envelope>
```

CWProcessIn Contents

Tag	Description
type	Must be set to `CWProcessIn`
company_code	The company code where the periodic process should run. Required even for periodic processes that run for all companies, for example, starting or stopping asyncs. The system ignores the company parameter for periodic functions in the process that do not require company. It is not necessary to include padding zeroes; for example, the message can specify either `006` or `6` for company 6. Validated against the company table. *Numeric, 3 positions; required.*
process_code	The code identifying the periodic process to run. Must be an existing periodic process. *Alphanumeric, 10 positions; required.*
wait_for_ completion	Indicates whether to wait until the submitted process completes before returning the response. If this flag is set to: **Y** = The response message is not returned until after the process completes, and indicates the submitted `job_number`. In this case, the job is not listed on the Job Management Screen; however, you can use the Document Management Screen or Forms Management Screen to review generated reports or forms. If the `wait_for_completion` flag is set to **Y** and the job does not complete, no response is generated. **N** or any other value = The response message is generated immediately, and does not indicate a submitted job number. In this case, you can use the Job Management Screen to determine when the process completed and whether it was successful. Once the process is complete, you can also use the Document Management Screen or Forms Management Screen to review generated reports or forms.

Responses to the CWProcessIn Message

Successful message (OK): When the request message correctly specifies an existing company and periodic process to submit, the web service returns the following message, presented below in a SOAP envelope. This message does not necessarily indicate that the periodic process has completed successfully.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <soapenv:Body>
        <performActionReturn
        xsi:type="xsd:string">&lt;Message>OK&lt;/Message></performActionReturn>
    </soapenv:Body>
</soapenv:Envelope>
```

Unsuccessful message (FAILED): If the request message specifies an invalid company or process code, the web service returns the following message, presented below in a SOAP envelope.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <soapenv:Body>
        <performActionReturn
        xsi:type="xsd:string">&lt;Message>FAILED&lt;/Message></performActionRetur
        n>
    </soapenv:Body>
</soapenv:Envelope>
```

If the `wait_for_completion` flag is set to **Y** and the job does not complete, no response is generated.

Job number: The `job_number` is returned in the response message only if the `wait_for_completion` tag was set to **Y**. In this case, you search for the completed job at the Document Management Screen by job number as well as by the default user; however, in this case the job is not displayed on the Job Management Screen.

32

Using the ProcessIn REST Message to Start a Periodic Process

Purpose: Use the ProcessIn REST message to submit a periodic process. For example, you can use this message if you prefer to set up scheduling for periodic processes externally rather than use the setup described under Scheduling Jobs.

What does the request message include? The message needs to specify a valid periodic process to start, and the code identifying the company where the process should run.

Which job queue is used? The web service submits the periodic process to the job queue defined for the periodic process in Work with Periodic Processes (WPPR).

Wait for completion? The `wait_for_completion` flag in the request message indicates whether to wait until the job is complete before generating the response message.

- If the `wait_for_completion` flag in the request message is set to **Y**, the response message is returned after the process completes, and the message indicates the submitted `job_number`. In this case, the job is not listed on the Job Management Screen; however, you can use the Document Management Screen or Forms Management Screen to review generated reports or forms.

  If the `wait_for_completion` flag is set to **Y** and the job does not complete, no response is generated.

- If the `wait_for_completion` flag in the request message is **not** set to **Y**, the response message is returned immediately, and does not indicate a submitted job number.

When you submit a periodic process through this message, you can use the Job Management Screen to determine when the process is complete and whether it ran successfully. Once the process is complete, you can also use the Document Management Screen or Forms Management Screen to review generated reports or forms.

> **Note:** The `job_number` returned identifies the job that starts the process, which may not match the one displayed in Display Active Batch Jobs (DABJ), which identifies the job that was generated.

User ID: When you start a periodic process through the ProcessIn message, it runs under the default user set up during installation, so you can review any submitted jobs and reports by filtering on this user at screens such as the Document Management Screen or Forms Management Screen. Contact your cloud administrator or system administrator to confirm the user ID of the default user.

Web service authentication: Use the Working with Web Service Authentication (WWSA) menu option to define a valid **ProcessIn** user or client ID for web service authentication.

Endpoint: The endpoint is in the format of `http://server:port/SerenadeSeam/sxrs/SerenadeREST/ProcessIn`, where `server:port` identifies the application server where the RESTful service is located.

For more information: See:

- Working with Periodic Processes (WPPR) in the online help for background on periodic processes
- Executing Periodic Processes (EPRO) in the online help for information on submitting and scheduling periodic processes using Order Management System screens
- Scheduling Jobs for background on scheduling jobs, and a listing of periodic functions available to schedule
- Using the CWProcessIn Message to Start a Periodic Process for information on the SOAP message available to start a periodic process

In this chapter:

- ProcessIn Message
  - Sample ProcessIn Message
  - ProcessIn Contents
  - Responses to the ProcessIn Message

ProcessIn Message

Sample ProcessIn Message

Below is a sample ProcessIn message.

```
{
    "company_code":"6",
    "process_code":"PROCESS",
    "wait_for_completion":"N"
}
```

ProcessIn Contents

Tag	Description
company_code	The company code where the periodic process should run. Required even for periodic processes that run for all companies, such as starting or stopping asyncs. The system does not use the company parameter for periodic functions in the process that do not require company. It is not necessary to include padding zeroes; for example, the message can specify either `006` or `6` for company 6. Validated against the company table. *Numeric, 3 positions; required.*
process_code	The code identifying the periodic process to run. Must be an existing periodic process. *Alphanumeric, 10 positions; required.*
wait_for_ completion	Indicates whether to wait until the submitted process completes before returning the response. If this flag is set to: **Y** = The response message is not returned until after the process completes, and indicates the submitted `job_number`. If the `wait_for_completion` flag is set to **Y** and the job does not complete, no response is generated. **N** or any other value = The response message is generated immediately, and does not indicate a submitted job number.

Responses to the ProcessIn Message

Successful message (OK): When the request message correctly specifies an existing company and periodic process to submit, the web service returns the following message. This message does not necessarily indicate that the periodic process has completed successfully.

```
{
   "company_code": 6,
   "process_code": "PROCESS",
   "process_name": "SAMPLE PERIODIC PROCESS",
   "job_number": 305181,
   "status": "OK"
}
```

> **Note:** The `job_number` returned identifies the job that starts the process, which may not match the one displayed in Display Active Batch Jobs (DABJ), which identifies the job that was generated.

Unsuccessful message (FAILED): If the request message specifies an invalid company or process code, the web service returns the following message.

```
   "company_code": 1,
   "process_code": "PROCESS",
   "job_number": 0,
   "status": "FAILED"
}
```

If the `wait_for_completion` flag is set to **Y** and the job does not complete, no response is generated.

Job number: The `job_number` is returned in the response message only if the `wait_for_completion` tag was set to **Y**. In this case, you search for the completed job at the Document Management Screen by job number as well as by the default user; however, in this case the job is not displayed on the Job Management Screen.

33

Using the Job Notification Outbound REST Message

Purpose: Use the Job Notification outbound REST message to notify an external system of each periodic process that has run, or any job that has gone into Message status.

Message contents: The message includes:

- The code identifying the job or the periodic process that has run
- The job number identifying the job at the Job Management Screen
- The name of the job or process
- The status of the job or process
- The date and time when the job or process started
- The date and time when each function completed
- The date and time when the job or process completed

Required setup: The outbound message is generated only if the following setup is completed.

- **Endpoint:** Use the JOB_NOTIFICATION_ENDPOINT_URL setting in Working with Customer Properties (PROP) to specify the endpoint to receive the outbound messages.
- **Web service authentication:** Use the Working with Web Service Authentication (WWSA) menu option to define a valid **Job Notification** user or client ID and client secret for outbound web service authentication.

  Also, if using OAuth, the interface built to communicate with this service must implement OAuth 2.0 authentication with a `/getAuthToken` endpoint. The `/getAuthToken` process should expect an "Authorization" http request header with a basic authentication consisting of username and a Base64 encoded password. If the username and password pass validation, the expected JSON response should include:

```
{
"access_token" : "token_string",
"expires_in" : nnn
}
```

  Where nnn is an integer value in seconds.

For more information: See:

- Working with Periodic Processes (WPPR) in the online help for background on periodic processes.

- Executing Periodic Processes (EPRO) in the online help for information on submitting and scheduling periodic processes using Order Management System screens.
- Scheduling Jobs for background on scheduling jobs, and a listing of periodic functions available to schedule.

In this chapter:

- Job Notification Outbound Message
  - Sample Job Notification Message
  - Job Notification Contents

Job Notification Outbound Message

Sample Job Notification Message

Below is a sample Job Notification outbound message.


```
{
   "companyCode":6,
   "jobCode":"PROCESS",
   "jobNumber":"175947",
   "jobName":"SAMPLE PROCESS",
   "status":"Completed",
   "processHistoryDetailBeans":[
      {
         "date":"2018-04-11",
         "time":"15:35:58",
         "function":"*INIT",
         "message":"Process started"
      },
      {
         "date":"2018-04-11",
         "time":"15:35:59",
         "function":"FUNCTION1",
         "message":"Function completed"
      },
      {
         "date":"2018-04-11",
         "time":"15:36:00",
         "function":"FUNCTION2",
         "message":"Function completed"
      },
      {
         "date":"2018-04-11",
         "time":"15:36:01",
         "function":"*FINISH",
         "message":"Process completed"
      }
   ]
}
```

Job Notification Contents

Tag	Description
company_code	The company code where the periodic process or job ran. Leading zeroes are omitted. *Numeric, 3 positions.*
job_code	The code identifying the periodic process or job. *Alphanumeric, 10 positions.*
jobName	The *Description* of the periodic process or job. *Alphanumeric, 70 positions.*
status	Set to `Completed` if the process or job completed successfully; otherwise, set to `Error`.
processHistoryDetailBeans	Includes a separate entry for starting the job or process, completing each function, and completing the job or process, including the date, time, function, and message.
date	The date when the entire process or job started or completed, or when a function within the process completed.
time	The time when the process or job started or completed, or when a function within the process completed.
function	Set to: • *INIT to indicate when the entire process or job started, or • The code identifying a function within the process or job that completed, or • *FINISH to indicate when the entire process or job completed.
message	Possible messages are: • Process started • Function completed • Process completed

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Document Management (My Docs)

Purpose: Use the Document Management screen to work with reports generated by Order Management System.

How are reports different from forms? Reports are listings that present summary or detail information for use by staff, while forms include specific information for a single customer, vendor, or order, and are available for distribution to the customer or vendor. For example, the Pick Unit report lists total single-line and multi-line picks generated, while each generated pick slip form includes the customer's name and address and details about the order that is shipping with the pick.

PDF files: Each report is generated as a PDF (portable document format) file, typically opened through the Adobe Reader or within a separate browser window. Certain reports are also available in spreadsheet format, so you can work with them in a spreadsheet application.

Oracle Business Intelligence Publisher report settings: Order Management System uses an integration with Oracle Business Intelligence Publisher to generate certain forms and reports. See Oracle Business Intelligence Publisher (BI Publisher) Forms and Reports Settings for more information on the required setup.

In this chapter:

- Document Management Screen
- Reports Available in Spreadsheet Format
- Reports Not Currently Implemented
- Reports Troubleshooting

Document Management Screen

How to display this screen:

- Click the **My Docs** icon (in the upper right area of a screen), or select **My Docs** from an Admin screen (such as the About Application, Forms Management Screen, Job Management Screen, Commands, User Control, or System Messages screens). When you advance to the screen this way, it displays all reports generated through your user ID through any submitted job. See the fields below for information on how to filter the reports listed on this screen.
- Click the report icon ( ) for a submitted job at the Job Management Screen (**My Jobs**) to display the reports generated for that particular job only.

Report Listings and Display Options

Default settings for reports available for review: When you first advance to this screen, the most recent reports submitted by your user ID are currently available for review by scrolling up or down with the right-hand scroll bar. The reports are listed in reverse chronological order (newest to oldest).

Available reports updated when you filter: When you enter or select any search criteria and then click **Filter**, the screen displays reports that match these criteria. A message displays if the search results are greater than 200 records: `The maximum number of records was exceeded. Please refine search criteria. Showing records 1-200`. Enter additional search criteria to refine your search results.

Example: The screen currently includes the most recent reports available for review in reverse chronological order (newest to oldest): 20 of these reports are in the QPRINT queue, and 5 are in the DOCUMENTS queue. When you select QPRINT from the *Queue* field and click **Filter**, the screen displays only the most recent reports in the QPRINT queue.

Available reports restricted by Rank and All job authority:

- If the *All job authority* option is selected for your user control record, you can review all jobs, regardless of ranking.
- If the *All job authority* option is not selected for your user control record, you can review forms generated by other users only if their user control *Rank* does not exceed yours.

Example:

User MSMITH has a *Rank* of 9, with *All job authority* selected.

User TBROWN has a *Rank* of 9, with *All job authority* unselected.

User JJONES has a *Rank* of 1, with *All job authority* selected.

Result:

- MSMITH can review reports generated by TBROWN because their *Rank* is the same; however, MSMITH cannot review reports generated by JJONES, because a *Rank* of **1** exceeds a *Rank* of **9**.
- TBROWN cannot review reports generated by any other users, because he does not have *All job authority.*
- JJONES can review reports generated by all other users based on his *Rank* and *All job authority.*

Note: Different rules control the authority to view forms and reports than the rules that affect the Job Management Screen. The user's *Rank* does not affect authority to view jobs.

Column sort: You can sort on any column by clicking the column heading name. When you first click, the sort is in ascending alphanumeric (A-Z) or numeric (lowest to highest) order. Click again to change the sort to descending (Z-A) or numeric (highest to lowest) order.

Field	Description
Document	The program that generated the report. Click the document icon to open the report in a separate window. From this window, you can review and optionally print the report, using the standard Windows print options for your PC. **Note:** • The PDF icon ( ) indicates that the report is available in PDF format. Click the icon to open the report in a portable document format application. • The spreadsheet icon ( ) indicates that the report is available in spreadsheet format. Click the icon to open the report in a spreadsheet application. See Reports Available in Spreadsheet Format for more information. • The glasses icon ( ) indicates that the report has already been reviewed in a prior session, by you or another user. If your user ID is assigned a *Rank* of **1**, you can click on this icon to display a log indicating who viewed the report: `Viewed By: TBROWN on 05/29/2014 10:57:30` • If you already have a separate browser window open to review another report or a form, the system does not open an additional window; instead, the previous form or report is replaced with the recently-selected report. • If you click on a document that has not yet finished generating, the system displays an unexpected error window. When you close this window, the system displays an *Are you sure you want to leave this page* window; select **leave page** to return to the Document Management screen. **Filter options:** • **to display reports by document name:** enter a full or partial document name and click **OK**. • **to display reports regardless of document name:** if you have previously entered a full or partial document name, clear the entry and click **OK**.
Job name	The job that generated the report. **Filter options:** • **to display reports by job name:** enter a full or partial job name and click **OK**. • **to display reports regardless of job name:** if you have previously entered a full or partial job name, clear the entry and click **OK**.

Field	Description
Output queue	The output queue where the report is saved. The default output queue is `QPRINT` for some reports and `DOCUMENTS` for others. See Reports Troubleshooting for more information. **Filter options:** • **to display reports for a single output queue:** select the output queue from the drop-down list and click **OK** to display reports in that queue. • **to display reports regardless of output queue:** if you have previously selected an output queue, clear the selection and click **OK**.
Pages/File Size	The size of the report file in kilobytes; for example: `10 KB`. Any reports generated using a tool other than Oracle Business Intelligence Publisher display the report's length in pages; for example: `10 Page(s)`. **Note:** If you advance to the Document Management screen before the job has finished generating the report, the value indicated here might not be correct until the job completes.
Date	The date and time when the report was generated in MM/DD/YY-HH:MM:SS. **Filter options:** • **to display reports generated on or after a specific date:** click the calendar icon ( ), select a date, and then click **OK**. • **to display reports generated on the current date:** click the calendar icon, select `Today` from the bottom of the calendar, and click **OK**. • **to display reports regardless of the date generated:** if you have previously selected a date, clear the date and click **OK**.
User name	The user ID of the person who generated the report. Your user ID defaults. **Submitted through web service request?** When you use the CWProcessIn message or the ProcessIn message to start a periodic process, the report is listed under your default user set up during installation. Contact your cloud administrator or system administrator to confirm the user ID of the default user, and see Using the CWProcessIn Message to Start a Periodic Process or Using the ProcessIn REST Message to Start a Periodic Process for background. **Filter options:** • **to display reports generated by another user:** enter a complete, valid user ID and click **OK**. • **to display reports regardless of the user who generated them: clear the current entry in this field and click OK.**
Status	The only status currently implemented is `READY` (the report is ready for review).

Field	Description
Job	A system-assigned identification number to track the job generating the report. When you use the ProcessIn Message or the CWProcessIn Message to start a job with the `wait_for_completion` tag set to **Y**, this is the job number returned in the response message. **Filter options:** • **to display reports for a particular job number:** enter a valid job number and click **OK**. • **to display reports regardless of job number:** if you have previously entered a job number, clear the entry and click **OK**.

Document Management Screen Options

Option	Procedure
Review, and optionally **print**, a generated report	Click the document icon to open the report in a separate window. From this window, you can print the report using the printers currently available to your local PC. **Note:** The system keeps a single additional window open for you to review a report or a form. If you already had a report or form open in the additional window, the system replaces the document previously displayed with the report you have just selected. Reopen the additional window to review the recently selected report.
Change which reports are displayed on the screen	
Restrict or expand the list of displayed reports **based on one of the available column headings**	See the Report Listings and Display Options for information on how to filter the reports displayed based on various criteria.
Refresh data listed on the screen	Click **Refresh**. Newly generated reports are added to the screen in `READY` status as they are generated.
Sort by column	Click the column heading name. When you first click, the sort is in ascending alphanumeric (A-Z) or numeric (lowest to highest) order. Click again to change the sort to descending (Z-A) or numeric (highest to lowest) order.
Delete an individual report	Select the checkbox to the left of a report and click **Delete**.
Display additional information about a report or advance to a different screen If you advance to a different screen and then return, your filter entries are not retained. For example, if you are currently filtering on a specific queue, and you advance to the Job Management (My Jobs) screen and return, the *Queue* column no longer filters on that queue.	
Display information about Order Management System	Select **About**.
Advance to the Forms Management Screen screen	Select **My Forms**.
Advance to the Job Management Screen	Select **My Jobs**.
Advance to the **Advanced Commands** screen	Select **Advanced Commands**. This option is available only for users that have authority to the *Advanced Commands* option.
Return to the previous screen	Select **Exit**.

Reports Available in Spreadsheet Format

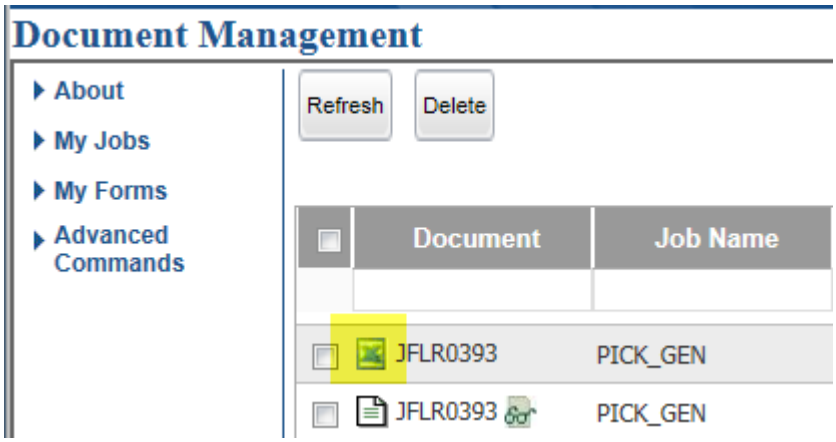
Purpose: Certain reports are available as spreadsheet files, which you can easily open in a spreadsheet application and then work with the data to suit your business requirements. Reports available in spreadsheet format are:

Report	Fast Path
Item Purchase and Sales Aging Report	**LIPS**
Item Stock Status Report	**MISA**
Note: Only the sort by Category $ Sold Ascending and by Item $ Sold Ascending are available in spreadsheet format, but you can use your spreadsheet application to sort the data as needed.	
Item Sales Analysis Report	**MISS**
Note: Only the sort by Item Warehouse is available in spreadsheet format, but you can use your spreadsheet application to sort the data as needed.	
Refund Due List: • Refund Due List by Type • Refund Due List by Order #	**MRDU**
Backorder Report by Descending Dollars by Division/Warehouse	**PBOD**
Note: This is the only version of the backorder report by descending dollars that is available in spreadsheet format, but since the data is the same in other versions, you can use your spreadsheet application to sort the data as needed.	
Backorder Report by Item with SKU Details	**PBOR**
Backorder Report by Warehouse	**PBOR**
Backorder Report by Warehouse with SKU Details	**PBOR**
Backorder Report by Vendor with SKU Details	**PBOR**
Backorder Report by Vendor/SKU/PO	**PBOR**
Deposit History Detail Report	**PDHD**
Deposit History Summary Report	**PDHS**
Sales Journal by Division	**PDSJ**
Standard Sales Journal	**PDSJ**
Order Type Summary by Delivery Type Report	**PDTS**
Exchange Reason Report	**PERR**
Return Reason Report	**PERR**
PO Expected Delivery Report. The spreadsheet format is available regardless of whether you select the *Print SKU detail* option when you generate the report.	**PEXD**
Held Order by Reason Code Report	**PHOR**
Inventory Transaction History Report	**PITH**
Operations Control Report	**POCT**

Report	Fast Path
On Hand by Warehouse Report	**POHW**
Note: If there is a page break in the printed report within the items listed for a single warehouse, the warehouse column headings (warehouse code and description) are included as an additional row in the spreadsheet file.	
On Hand by Vendor by Warehouse Report	
Note: If there is a page break in the printed report within the items listed for a single warehouse and vendor, the warehouse and vendor column headings (warehouse code and description and vendor code) are included as additional rows in the spreadsheet file.	
Promotion Analysis Report	**POPA**
Open Prepaid Order List	**POPP**
Product Performance Reports (Ordered Totals)	**PPPR**
Note: Only the sort by ascending items or by descending total dollars are available in spreadsheet format, but you can use your spreadsheet application to sort the data as needed.	
Product Performance Reports (Shipped Totals)	**PPPR**
Note: Only the sort by ascending items or by descending total dollars are available in spreadsheet format, but you can use your spreadsheet application to sort the data as needed.	
Processed Refund Register	**PPRR**
Price Override Reason Report	**PROR**
Sales Journal Summary by Period	**PSJM**
Sales Journal Summary by Invoice Date	
Sales Journal Summary by Entity Offer	
Sales Journal by Pay Type	**PSJP**
Source Shipped Report	**PSSR**
State Tax Detail Report	**PSTD**
State Tax Report	**PSTX**
User Authority Change Report	**PUSA**
Password Change Report	**PUSA**
Unconfirmed Deposits Listing Report	**SDEP**
Auto Deposit Confirmation Report	
Order Broker Aging Report	**WOBR**
Cart/Bin Batch Picking Pullsheet	**WSPS**
Picking Pullsheet	
Batch Pull Sheet Item Summary Report	

Report	Fast Path
Sales Journal Summary by Order Type	N/A (generated through **SLSSMOT** periodic function)

Opening the file as a spreadsheet: The spreadsheet icon ( ) next to the report indicates that the report is available in spreadsheet format (such as the FLR0393 report in the image below):



Click the spreadsheet icon to work with the report in your default spreadsheet application. A window opens asking if you would like to open or save the selected file.

Things to note:

- **Formatting:** When you initially open the report in your spreadsheet application, the data might not be formatted to your preferences. For example, certain columns might appear too narrow to display their full contents. Also, alphanumeric fields that can also include numeric values (for example, the item code) might be in cells that are formatted as numeric data. In this situation, changing the cell properties to text can correct the alignment.
- **Decimal and Thousand Separators:** Your spreadsheet application may override any decimal and thousand separator settings for numbers with its own number separators. Change the settings in the spreadsheet application to the separators you wish to use.
- **Totals:** For the most part, totals and subtotals that appear on the PDF version of the report are not included in the spreadsheet file. You can use your spreadsheet application to insert rows for totals or subtotals and perform any required calculations.
- **Blank columns and rows:** Columns and rows that can include data are included in the spreadsheet file, even if there is no relevant information for the column or row in your report results. For example, when a report includes a separate column to flag order lines that have VAT charges, this column is blank in your spreadsheet file if you do not charge VAT in your company.
- **Negative amounts:** For negative amounts and quantities, the minus sign is on the left side in the spreadsheet file (rather than the right side, as it appears in the PDF

version) so that your spreadsheet application can correctly render the negative values and include them in calculations.

- **Page breaks and column headings:** Page breaks in the PDF version of the report are not represented in the spreadsheet file as repeated column headings unless they also introduce a new grouping of data. For example, the sales journals are each broken out into separate groupings, such as by invoice date and pay type, so in these reports the column headings repeat for each grouping in the spreadsheet file.
- **Automatic backup of spreadsheet files:** If you leave a spreadsheet file open for a period without saving it, your spreadsheet application may display an error message. This error occurs because the spreadsheet application attempts to back up working files periodically, and the spreadsheet file name includes invalid characters. To avoid seeing this error message, save the spreadsheet file using a logical, valid file name soon after opening it.
- **Deletion of spreadsheet files:** When you remove the report at the Document Management screen, the system deletes the selected spreadsheet file only; when you remove the job at the Job Management screen, the system deletes both the PDF file and the spreadsheet file.

Opening a spreadsheet file for a language other than English: When you use a spreadsheet application such as Microsoft Excel to open a spreadsheet file in a language other than English, the content might not display correctly. To open the file and use language-specific encoding, follow a process such as the following.

> **Note:** The exact steps vary depending on the spreadsheet application you use and the version of the application.

1. Download and save the CSV file.
2. Open a blank workbook in the spreadsheet application.
3. At the top of the screen, select Data > From Text or Data > Get External Data > From Text.
4. Locate the downloaded file and select Import.
5. In Step 1 of the Text Import wizard, select the Delimited option and in the File origin, select the correct language code. For example, for French, select 65001:Unicode(UTF-8). Click Next.
6. In Step 2, select Comma from the delimiters section. The Text qualifier field should then show a double quote. Click Next.
   - If the wizard prompts for where you want to put the data, click any cell on the blank worksheet to determine where the data should go.
   - If the wizard prompts for a column date format, select General.
   - If the Import Data window prompts for where to import the data, select the Existing worksheet, accept the default entry, and click OK.
7. Click Finish to import the data.

Reports Not Currently Implemented

Order Management System uses an integration with Oracle Business Intelligence Publisher to generate certain forms and reports. As part of the transition to Oracle

Business Intelligence Publisher, if a report has not yet been converted to Oracle Business Intelligence Publisher, instead of generating the report the system will generate a generic document with the following information, where `REPORT` is the name of the generated report:

```
The requested document is not currently implemented: REPORT
```

The following reports are not currently implemented.

Report	Fast Path or Function
CPG Item/SKU Exclusions Upload Error Records report	**CPGIXUP** periodic function
Pack Slip	**WPPV**
Order Summary	**WPPV**
Price Code Upload Errors report	**PCUPLD** periodic function
Promotion Upload Error Records report	**WPRO** or **PRMOUPL** periodic function
Purged Order List	**PURGEOR** periodic function
Quote Form	**OEOM**
Store Update Errors report	**STRUPLD** periodic function
Reset Audit Log for Quantity Printed	**MRPC**
Reset Audit Log for Quantity Reserved	**MRQR**
Reset Audit Log for Quantity on Backorder	**MRBO**
Reset Audit Log for Quantity On Hand	**MRIW**
Reset Audit Log for SKU Quantities	**MRSO**
Sales Rep Update Errors report	**SLSUPLD** periodic function
Unmatched Email Status Report	**EMAILUD** periodic function

Reports Troubleshooting

Some possible troubleshooting questions and answers are:

Question	Possible Answer(s)
How is the system determining the date format for dates that display on reports?	Reports and forms generated using Oracle Business Intelligence Publisher display the date in the date format defined in Oracle Business Intelligence Publisher for the locale in the Company table. Since the only locale supported is English, the date format for reports generated using Oracle Business Intelligence Publisher is always MM/DD/YY. Reports and forms that are not generated using Oracle Business Intelligence Publisher, display the date in the date format defined for the company. **Note:** Reports that are not associated with a company display the date in the date format defined for the DEFAULT_DATE_FORMAT property.
How is the system determining the decimal and thousand separator for numbers that display on reports?	Reports and forms generated using Oracle Business Intelligence Publisher use the number format defined in Oracle Business Intelligence Publisher for the locale in the Company table. Since the only locale supported is English, the decimal separator is always a period (`.`) and the thousand separator is always a comma (`,`). Reports and forms that are not generated using Oracle Business Intelligence Publisher display numbers using the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties.
Are reports automatically deleted?	Reports older than the `JOB_RETENTION_DAYS` property in Working with Customer Properties (PROP) are deleted, along with the related jobs, when you restart Order Management System.
Why are the outer portions of the page cut off when I print a report?	Make sure that the *Page scaling* option in the Print dialog box is set to **Fit to printer margins** or **Shrink to fit** when printing a form to prevent information on the edge of the page from being cut off.
Why doesn't a new window open when I click the name of a report at the Document Management Screen**?**	The system keeps a single additional window open for you to review a form or a report. If you already had a form or report open in the additional window, the system replaces the document previously displayed with the report you have just selected. Reopen the additional window to review the recently selected report.
I removed a job at the Job Management Screen **and now I cannot find the report. Why?**	Deleting a job automatically deletes the reports generated through that job.
Why wasn't a job deleted when I removed all of its generated reports at the Document Management Screen**?**	Deleting all generated reports for a job does not automatically delete the job. Use the Job Management Screen (**My Jobs**) to delete the job.

Question	Possible Answer(s)
How can I find out about the data on a report?	Use the Reports listing in the online help to find a link to a description of the report and a report sample.
Why is there a single line of detail information on page two of a report, and then the third page of the report is labelled “Page 2"?	Contact your Order Management System representative if this issue occurs on one of your generated reports.
Why does the Document Management Screen **indicate that a report is 1 page long, while the report is actually longer?**	If you advance to the Document Management Screen while the report is still being generated, the number of pages indicated at the screen might be incorrect until the job completes.
How can I improve the legibility of reports on the screen?	If some reports are not displayed clearly, you can try setting the *Smooth Text* option (under **Preferences > Page Display** in your PDF reader, such as Adobe Acrobat) to **For Laptop/LCD screens**.

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Forms Management (My Forms)

Purpose: Use the Forms Management screen to work with personalized forms generated by Order Management System.

How are forms different from reports? Forms differ from regular reports (available for review through the Document Management Screen) in that each generated form includes specific information for a single customer, vendor, or order, and is available for distribution to the customer or vendor. For example, each generated pick slip form includes the customer's name and address and details about the items that are shipping with the pick. Reports are listings that present summary or detail information for use by staff.

PDF files: Each form is generated as a PDF (portable document format) file which you can open in a separate window. Each PDF file can contain one or more individual forms. For example, when you generate pick slips, the system might produce a single PDF file containing all the pick slips generated at that time.

If there are no records eligible for forms when you submit a job, the system generates a blank (empty) PDF file. This might occur if, for example, you generate backorder cards a second time on the same day; in this situation, the first submitted job generated all eligible backorder cards, so the PDF generated the second time is blank.

Graphical or non-graphical? There are standard print programs available for each form. Some forms are available in a graphical format, including field labels and other graphical elements, such as a company logo, as well a simpler, non-graphical format consisting of text only. For example, you might choose a non-graphical format if you use pre-printed forms. The information on the form is the same regardless of whether you use the graphical or non-graphical format.

You can also use a unique print program if you require a form laid out differently from the standard. Contact your Order Management System representative if you need to develop a unique print program for a form.

In this chapter:

- Forms Setup
  - Specify the Maximum Number of Pick Slips Per Spool File
  - Set up Related System Control Values
  - Create Image Files for Company or Entity Logos (Graphical Forms)
  - Forms Properties
- Form Naming Conventions
- Forms Troubleshooting
- Forms Summary Table

- Forms Management Screen

Forms Setup

Oracle Business Intelligence Publisher (BI Publisher) Forms and Reports Settings

Order Management System uses an integration with Oracle Business Intelligence Publisher to generate certain forms and reports.

In order for the integration to work, you must complete the following setup.

Oracle Business Intelligence Publisher Properties

The following properties are in the Working with Admin Properties (CPRP) menu option.

Property Name	Description
BI_BYPASS_CACHE_ENABLE	Defines whether the system bypasses caching for reports generated using Oracle Business Intelligence Publisher. `true` = Bypass caching for reports generated using Oracle Business Intelligence Publisher. `false` = Cache reports generated using Oracle Business Intelligence Publisher.
BI_REST_REPORTS_FOLDER	The location in Oracle Business Intelligence Publisher where Order Management System reports are stored. For example: `OMS/Reports/`
BI_REST_URL	The name of the host where Oracle Business Intelligence Publisher is running. The system uses this property to build the URL for communication with Oracle Business Intelligence Publisher. For example: `https://<host>:<port>/xmlpserver/services/rest/reports` where: • `host` is the setting in the BI_REST_URL. • `port` is the setting in the BI_REST_PORT. • `/xmlpserver/service/rest/reports` is the setting in the BI_REST_SERVER_PATH.

Property Name	Description
BI_REST_PORT	The IP port number where Oracle Business Intelligence Publisher is running. The system uses this property to build the URL for communication with Oracle Business Intelligence Publisher. For example: `https://<host>:<port>/xmlpserver/services/rest/reports` where: • `host` is the setting in the BI_REST_URL. • `port` is the setting in the BI_REST_PORT. • `/xmlpserver/service/rest/reports` is the setting in the BI_REST_SERVER_PATH.
BI_REST_SERVER_PATH	The fixed prefix for Oracle Business Intelligence Publisher REST report resource. The system uses this property to build the URL for communication with Oracle Business Intelligence Publisher. For example: `https://<host>:<port>/xmlpserver/services/rest/v1/reports` where: • `host` is the setting in the BI_REST_URL. • `port` is the setting in the BI_REST_PORT. • `/xmlpserver/service/rest/v1/reports` is the setting in the BI_REST_SERVER_PATH.
BI_REST_USER	The user ID used to connect to Oracle Business Intelligence Publisher.
BI_REST_PASSWORD	The password for the user ID used to connect to Oracle Business Intelligence Publisher. For security, the system encrypts the password.

Date Format on Reports and Forms

Reports and forms generated using Oracle Business Intelligence Publisher display the date in the date format defined in Oracle Business Intelligence Publisher for the locale in the Company table. Since the only locale supported is English, the date format for reports generated using Oracle Business Intelligence Publisher is always MM/DD/YY.

Reports and forms that are not generated using Oracle Business Intelligence Publisher, display the date in the date format defined for the company.

> **Note:** Reports that are not associated with a company display the date in the date format defined for the DEFAULT_DATE_FORMAT property.

Decimal and Thousand Separator on Reports and Forms

Reports and forms generated using Oracle Business Intelligence Publisher use the number format defined in Oracle Business Intelligence Publisher for the locale in the Company table. Since the only locale supported is English, the decimal separator is always a period (`.`) and the thousand separator is always a comma (`,`).

Reports and forms that are not generated using Oracle Business Intelligence Publisher display numbers using the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties.

Specify the Maximum Number of Pick Slips Per Spool File

The PICKS_IN_SPOOL_FILE setting in Working with Admin Properties (CPRP) indicates the maximum number of pick slips in a single PDF document. The system continues to break pick slips into separate PDF documents using the criteria outlined under Sorting Pick Slips; however, if the number of pick slips in a PDF document reaches the number defined in the PICKS_IN_SPOOL_FILE setting, the system creates a new PDF document.

> **Note:** The system uses the `PICKS_IN_SPOOL_FILE` setting when printing pick slips through Streamlined Pick Slip Generation (WSPS) and Reprinting and Voiding Pick Slips (WVRP). Also, the system uses this setting when printing Gift Acknowledgments.

Working with the pick slip form: Once the system finishes processing one pick slip PDF document, you can open and print the pick slips in the document using the Forms Management Screen; you do not have to wait until all of the PDF documents for the pick slip generation run have generated.

When printing pick slips, the system includes a PDF document sort number in the name of the document generated for the pick slip. For example, if the system generates two pick slip PDF documents for warehouse 1, ship via priority 5, the system names the documents `PICKG.ALINCOLN.20110804.103001456_001.PDF` and `PICKG.ALINCOLN.20110804.103001456_002.PDF`, where `PICKG` is the name of the print program, `ALINCOLN` is the user ID of the person who generated the pick slips, `20110804.103001456` is the date and time stamp, and `001` and `002` is the PDF document sort number. See Form Naming Conventions for more information.

Recommended setting: The recommended setting is **250** picks. The system also uses 250 as the default value if this setting is blank in Working with Customer Properties (PROP).

Example: When the `PICKS_IN_SPOOL_FILE` setting is **600**, the system creates the following PDF documents for a pick slip generation run:

- **50** pick slips for warehouse 1, ship via priority 1 (**`PICKG.ALINCOLN.20110804.103000123_001.PDF`**)
- **300** pick slips for warehouse 1, ship via priority 5 (**`PICKG.ALINCOLN.20110804.103001456_001.PDF`**)
- **510** pick slips for warehouse 1, ship via priority 9 (**`PICKG.ALINCOLN.20110804.103003789_001.PDF`**)
- **75** pick slips for warehouse 2, ship via priority 1 (**`PICKG.ALINCOLN.20110804.103006912_001.PDF`**)

- **225** pick slips for warehouse 2, ship via priority 5 (`PICKG.ALINCOLN.20110804.103007134_001.PDF`)
- **25** pick slips for warehouse 2, ship via priority 9 (`PICKG.ALINCOLN.20110804.103008112_001.PDF`)

When the `PICKS_IN_SPOOL_FILE` setting is **250**, the system creates the following PDF documents for the same pick slip generation run:

- **50** pick slips for warehouse 1, ship via priority 1 (`PICKG.ALINCOLN.20110804.103000123_001.PDF`)
- **250** pick slips for warehouse 1, ship via priority 5 (`PICKG.ALINCOLN.20110804.103001456_001.PDF`)
- **50** pick slips for warehouse 1, ship via priority 5 (`PICKG.ALINCOLN.20110804.103001456_002.PDF`)
- **250** pick slips for warehouse 1, ship via priority 9 (`PICKG.ALINCOLN.20110804.103003789_001.PDF`)
- **250** pick slips for warehouse 1, ship via priority 9 (`PICKG.ALINCOLN.20110804.103003789_002.PDF`)
- **10** pick slips for warehouse 1, ship via priority 9 (`PICKG.ALINCOLN.20110804.103003789_003.PDF`)
- **75** pick slips for warehouse 2, ship via priority 1 (`PICKG.ALINCOLN.20110804.103006912_001.PDF`)
- **225** pick slips for warehouse 2, ship via priority 5 (`PICKG.ALINCOLN.20110804.103007134_001.PDF`)
- **25** pick slips for warehouse 2, ship via priority 9 (`PICKG.ALINCOLN.20110804.103008112_001.PDF`)

Notice that the system creates multiple PDF documents for pick slips in warehouse 1, ship via priority 5 and for pick slips in warehouse 1, ship via priority 9, based on **250** in the PICKS_IN_SPOOL_FILE setting.

Set up Related System Control Values

You need to specify the program name for each form in order to generate the form. See the Forms Summary Table for a listing of forms and the standard print programs for each.

You can also use a unique print program if you require a form laid out differently from the standard. Contact your Order Management System representative if you need to develop a unique print program for a form.

Create Image Files for Company or Entity Logos (Graphical Forms)

> **Important**: Company and entity logos on forms is not currently implemented.

If you use a standard graphical print program for a form, you can point to an image of your company logo to include on the form. The image must be in JPG format, and you need to set up a separate image for each form in each company. Optionally, you can set up images at the entity logo instead of the company level, which prints on selected forms. See Setting Up Company Logos for Forms for configuration instructions.

Forms Properties

The properties assigned to the **Forms** group in Working with Customer Properties (PROP) control whether certain information prints on certain forms.

For example, these settings control whether to print a barcode on the pick slip. See Forms Property Settings for more information.

Form Naming Conventions

The system uses the print program, job date and time stamp, and the user ID of the person who generates the forms to name the PDF files.

For example, a file named PURCHORDG.SBROWN.20110214.123456.pdf indicates that the file:

- contains graphical purchase orders (PURCHORDG)
- was generated by the user SBROWN
- was generated on June 30, 2011, at 12:34:56 (20110630.123456)

Additional form naming information: Certain print programs include additional parameters in the naming conventions:

- **Backorder notices:** File names for backorder notices indicate which notices are included in the file. For example, a file named `BOCARDSSECOND.SBROWN.20110214.123456.pdf` contains second notices.
- **Soldout notices:** File names for soldout notifications include the three-letter country code for the sold-to customer's address. For example, a file named `SOLDOUTCAN.SBROWN.20110214.123456.pdf` contains soldout notifications for sold-to customers who live in Canada.
- **Gift Acknowledgements:** The system uses the print program, the user ID of the person who started the background jobs, the job date and time stamp, and the document sort number as the name the gift acknowledgement PDF file. For example, a file named `GIFTACKG.SBROWN.20110828.163639681_002.pdf` indicates this is a gift acknowledgement PDF document generated by user SBROWN on August 28, 2011 and the document is the second document for a specific gift acknowledgement sort. **Note:** The user ID of the person who started the background jobs may not be the user ID of the person who generated pick slips or billed the order associated with the gift acknowledgement.
- **Order Receipts:** The system uses the print program, the order number and ship-to number (separated by a hyphen), the user ID of the person who generated the receipt, and a date and time stamp. For example, a file named `ORDERRECG-10204-1.TBROWN.20110506.164303184.pdf` indicates that this is an order receipt generated with the Order Receipt Print Program (L46) set to ORDERRECG, for order 10204, ship-to 1, by user TBROWN, on May 6, 2011, at approximately 4:43 p.m.
- **Pick slips:** The system uses the print program, the user ID of the person who generated pick slips, the job date and time stamp, and the document sort number as the name of the pick slip PDF document. For example, a file named `PICKG.TBROWN.20110804.103001456_002.PDF` indicates this is a pick slip PDF document generated by user TBROWN on August 4, 2011 and the document is the second document for a specific pick sort, such as pick slips for warehouse 1 and ship via priority 5. See Specify the Maximum Number of Pick Slips Per Spool

File for more information on how the system determines the maximum number of pick slips in a spool file.

Forms Troubleshooting

Some possible troubleshooting questions and answers are:

Question	Possible Answer(s)
How is the system determining the date format for dates that display on forms?	Reports and forms generated using Oracle Business Intelligence Publisher display the date in the date format defined in Oracle Business Intelligence Publisher for the locale in the Company table. Since the only locale supported is English, the date format for reports generated using Oracle Business Intelligence Publisher is always MM/DD/YY. Reports and forms that are not generated using Oracle Business Intelligence Publisher, display the date in the date format defined for the company. **Note:** Reports that are not associated with a company display the date in the date format defined for the DEFAULT_DATE_FORMAT property.
How is the system determining the decimal and thousand separator for numbers that display on forms?	Reports and forms generated using Oracle Business Intelligence Publisher use the number format defined in Oracle Business Intelligence Publisher for the locale in the Company table. Since the only locale supported is English, the decimal separator is always a period (.) and the thousand separator is always a comma (,). Reports and forms that are not generated using Oracle Business Intelligence Publisher display numbers using the characters defined in the DECIMAL_SEPARATOR and THOUSAND_SEPARATOR properties.
Why is the system generating a blank (empty) PDF file?	If there are no records eligible for forms when you submit a job, the system generates a blank (empty) PDF file. This might occur if, for example, you generate backorder cards a second time on the same day; in this situation, the first submitted job generated all eligible backorder cards so the PDF generated the second time is blank.
Are forms automatically deleted?	Forms older than the JOB_RETENTION_DAYS property in Working with Admin Properties (CPRP) are deleted when you restart Order Management System.

Question	Possible Answer(s)
Why are the outer portions of the page cut off when I print a form?	• Set the page magnification to 100%. You can change the page magnification by clicking the arrow next to the Zoom percent or by selecting **View > Zoom To**. • When you select to print, make sure that the *Page scaling* option in the Print window is set to **None**. **All other forms**: Make sure that the *Page scaling* option in the Print dialog box is set to **Fit to printer margins** when printing a form to prevent information on the edge of the page from being cut off.
Why isn't the company logo printing on the form?	Confirm that the image has been set up using the correct size, file name, and location, as described under Create Image Files for Company or Entity Logos (Graphical Forms). Also, if you have specified to print the entity logo rather than the company logo, then you must create and name an entity logo for each entity in order for any logo to print on a graphical form that uses the logo. See Setting Up Company Logos for Forms for more information.
How can I verify where the data on the form is coming from?	The data comes from the related files for the customer, order, vendor, or bill-to account.
Why doesn't a new window open when I click the name of a form at the Forms Management Screen**?**	The system keeps a single additional window open for you to review a form or a report. If you already had a form or report open in the additional window, the system replaces the document previously displayed with the form you have just selected. Reopen the additional window to review the recently selected form.

Forms Summary Table

You use a system control value to indicate the print program to use for each form type. For each form type, the following table lists each of these system control values and the standard print program(s), and provides links to form samples and descriptions.

Form	System Control Value	Standard Print Program(s)	Form Description
Backorder Cards	Backorder Card Print Program (D04)	**BOCARDS**	Backorder Card
Customer Invoices	Order Receipt Print Program (L46)	**ORDERRECG** (graphical)	Order Receipt
Drop Ship Documents	Drop Ship Pick Print Program (E92)	**PICKG** (graphical)	Drop Ship Invoice/Pick Slip
Gift Acknowledgements	Gift Order Acknowledgement Print Program (B90)	**GIFTACKG** (graphical)	Gift Acknowledgement
Order Receipt	Order Receipt Print Program (L46)	**ORDERRECG** (graphical)	Order Receipt

Form	System Control Value	Standard Print Program(s)	Form Description
Order Summary	Order Summary Print Program (K31)	**ORDERSUMG** (graphical) **ORDERSUM** (non-graphical)	Order Summary
Pack Slip	Pack Slip Print Program (K32)	**PICKPACKG** (graphical) **PICKPACK** (non-graphical)	Pack Slip
Pick Documents	Pick Printing Program (C37)	**PICKG** or **PICKDBG** (graphical)	Pick Slip Drop Ship Pick Slip
Pick Label	Pick Label Print Program (F28)	**PICKLBL**	Standard Pick Label
Purchase Orders	PO Print Program (C64) and PO Print Program for PO Print in PO Sequence (C76)	**PURCHORDG** (graphical)	Drop Ship Purchase Order
Refund Checks	Refund Check Print Program (D23)	**REFCHECK** (non-graphical) **REFCHECKG** (graphical)	Refund Check
Soldout Notices	Soldout Notification Print Program (E75)	**SOLDOUT**	Soldout Notification Card
Quotes	Quote Printing Program (K73)	**QUOTEG** (graphical) **QUOTE** (non-graphical)	Quote

Forms Management Screen

How to display this screen: Click the **My Forms** icon (in the upper right area of a screen), or select **My Forms** from an Admin screen (such as the About Application, Document Management Screen, Job Management Screen, Commands, User Control, or System Messages screens).

Information on this screen:

- **Form**: Click the document icon next to the form to open the form in a separate window. From this window, you can review and print the form, using the standard Windows print options for your PC. Once someone has viewed the form, or the form was automatically sent to a printer, the screen displays an eyeglass icon ( )next to the form name. If you click on this icon, the system displays a

log indicating who viewed the report: `Viewed By: TBROWN on 11/29/2015 10:57:30`

> **Note:** If you already have a separate browser window open to review another form or a report, the system does not open an additional window; instead, the previous form or report is replaced with the recently-selected form.

For more information: See Form Naming Conventions for additional information on form names.

If no forms display on the screen: Forms older than the `JOB_RETENTION_DAYS` property in Working with Admin Properties (CPRP) are deleted when you restart Order Management System.

Form Listings and Display Options

Default settings for forms available for review: When you first advance to this screen, up to 200 forms submitted by your user ID are currently available for review by scrolling up or down with the right-hand scroll bar. The forms are listed in reverse chronological order (newest to oldest). A message displays if more than 200 records are available for review: `The maximum number of records was exceeded. Please refine search criteria. Showing records 1-200.`

Available forms updated when you filter: When you enter or select any search criteria and then click **OK**, the screen displays up to 200 forms that match these criteria.

Example: The screen currently includes 200 forms available for review in reverse chronological order (newest to oldest): 180 of these forms are in the Pick Documents folder, and 20 are in the Drop Ship Documents folder. When you select Pick Documents from the *Output folder* field and click **Filter**, the screen displays up to 200 forms in the Pick Documents folder.

Available forms restricted by Rank and All job authority:

- If the *All job authority* option is selected for your user control record, you can review all jobs, regardless of ranking.

- If the *All job authority* option is not selected for your user control record, you can review forms generated by other users only if their user control *Rank* does not exceed yours.

Example: Users JJONES has a *Rank* of 9, with *All job authority* selected.

User TBROWN has a *Rank* of 9, with *All job authority* unselected.

User BWILLIAMS has a *Rank* of 1, with *All job authority* selected.

Result:

- JJONES can review forms generated by WBLAKE because their *Rank* is the same; however, JKEATS cannot review forms generated by RBROWNING, because a *Rank* of **1** exceeds a *Rank* of **9**.
- TBROWN cannot review forms generated by any other users, because he does not have *All job authority.*
- BWILLIAMS can review forms generated by all other users based on his *Rank* and *All job authority.*

Note: Different rules control the authority to view forms and reports than the rules that affect the Job Management Screen. The user's *Rank* does not affect authority to view jobs.

Column sort: You can sort on any column by clicking the column heading name. When you first click, the sort is in ascending alphanumeric (A-Z) or numeric (lowest to highest) order. Click again to change the sort to descending (Z-A) or numeric (highest to lowest) order.

Field	Description
Form	The name of the file containing the form. See Form Naming Conventions for a discussion. **Filter options:** • **to display forms based on form name:** enter a full or partial form name and click **OK**. • **to display forms regardless of name:** if you have previously entered a form name, clear the entry and click **OK**.
File size	The size, in bytes, of the PDF file containing the form. Display-only.
Date	The date and time when the form was generated. **Filter options:** • **to display forms generated on or after a specific date:** click the calendar icon ( ), select a date, and then click **OK**. • **to display forms generated on the current date:** click the calendar icon, select `Today` from the bottom of the calendar, and click **OK**. • **to display forms regardless of the date generated:** if you have previously selected a date, clear the date and click **OK**.

Field	Description
User name	The user ID of the person who generated the form. Your user ID defaults. **Submitted through web service request?** When you use the CWProcessIn message or the ProcessIn message to start a periodic process, the form is listed under the default user set up during installation. Contact your cloud administrator or system administrator to confirm the user ID of the default user, and see Using the CWProcessIn Message to Start a Periodic Process or Using the ProcessIn REST Message to Start a Periodic Process for background. **Filter options:** • **to display forms generated by another user:** enter a complete, valid user ID and click **OK**. • **to display forms regardless of the user who generated them:** clear the current entry in this field and click **OK**.

Form Management Screen Options

Option	Procedure
Review, and optionally **print**, a generated form	Click the document icon next to the file name to open the form in a separate window. From this window, you can print the form using the standard Windows options and printers currently available to your local PC. **Note:** The system keeps a single additional window open for you to review a form or a report. If you already had a form or report open in the additional window, the system replaces the document previously displayed with the form you have just selected. Reopen the additional window to review the recently selected form.
Change which forms are displayed on the screen	
Restrict or expand the list of displayed forms **based on one of the available column headings**	See the Form Listings and Display Options for information on how to filter the forms displayed based on various criteria.
Refresh data listed on the screen	Click **Refresh**. Newly generated forms are added to the screen as they are generated.
Sort by column	Click the column heading name. When you first click, the sort is in ascending alphanumeric (A-Z) or numeric (lowest to highest) order. Click again to change the sort to descending (Z-A) or numeric (highest to lowest) order.
Delete an individual form	Select the checkbox to the left of a form and click **Delete**.

Option	Procedure
Display additional information about a form or advance to a different screen If you advance to a different screen and then return, your filter entries are not retained. For example, if you are currently filtering on a specific output folder, and you advance to the Job Management (My Jobs) screen and return, the *Output folder* column no longer filters on that folder.	
Display **information about** Order Management System	Select **About**.
Advance to the Document Management Screen screen	Select **My Docs**.
Advance to the Job Management Screen	Select **My Jobs**.
Advance to the **Advanced Commands** screen	Select **Advanced commands**. This option is available only for users that have authority to the *Advanced Commands* option.
Return to the previous screen	Select **Exit**.

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Job Management (My Jobs)

Purpose: Use the Job Management screen to work with submitted jobs that have been processed, are currently processing, or are waiting to be processed. The jobs listed at this screen include each interactive session for the user.

This topic also discusses options you can use to review the jobs currently running and correct a job's status if it is inconsistent.

In this chapter:

- Job Management Screen
  - Job Management Screen Options
  - Jobs Troubleshooting
- Long Running Jobs Monitor
  - Jobs Excluded from the Long Running Jobs Monitor
  - Long Running Job Email
  - Monitor Properties
  - Applying Changes to the Monitor Properties

For more information: See:

- Display Active Batch Jobs (DABJ)
  - Which Jobs are Active Batch Jobs?
  - If a Batch Job is not on the Display Active Batch Jobs Screen
  - Display Active Batch Jobs Screen
- Display Job History (DJHY)
  - Display Job History Screen

Job Management Screen

How to display this screen: Click the **My Jobs** icon (in the upper right area of a screen), or select **My Jobs** from an Admin screen (such as the About Application, Forms Management Screen, Document Management Screen, Commands, User Control, or System Messages screens). When you advance to the screen this way, it displays all jobs generated through your user ID. See the field descriptions and screen options below for information on how to filter the jobs listed on this screen.

Column sort: You can sort on any column by clicking the column heading name. When you first click, the sort is in ascending alphanumeric (A-Z) or numeric (lowest to

highest) order. Click again to change the sort to descending (Z-A) or numeric (highest to lowest) order.

Information on this screen:

Field	Description
Output Queue	Provides the option for you to switch the job queue where one or more jobs should run. The system-delivered job queues are: • **QBATCH** (default) = The default job queue for most submitted jobs, such as reports and batch updates and processing. Processes one job at a time (single-threaded queue). • **QSYSNOMAX** = The default job queue for Generating Membership Orders (EGMO) and jobs submitted through Working with Integration Layer Processes (IJCT). Can process multiple jobs at the same time (multi-threaded queue). • **QINTER** = The job queue where interactive user sessions run. This job queue processes multiple jobs at the same time. • **ASYNC** = The job queue where background processes, submitted through Using the ASYNC Jobs (MBJC), run. Can process multiple jobs at the same time. • **ECOMMERCE** = The job queue where the ECOMM_CANC job and the ORDER_EDIT job (generated through the ORDER_IN job in Working with Integration Layer Processes (IJCT)) run automatically. Can process multiple jobs at the same time. • **PICKGEN** = The default job queue for Streamlined Pick Slip Generation (WSPS), Reprocess Authorizations Screen (RPAA), and Processing Auto Deposits (SDEP). Processes one job at a time. • **AUTODEP** = The default job queue for deposit processing. Processes one job at a time.
<- Route Job	Use this button to route a job to the queue selected in the *Queue* field, described above: • Select one or more jobs from the Job listings area, below. • Select a queue from the Output Queue field. • Click this button to move the job to the selected queue. You can select a different route only if the job has not yet started to run (**RDY** status).

Field	Description

Job Listings

Default settings for jobs available for review: When you first advance to this screen, up to 200 jobs submitted by your user ID are currently available for review by scrolling up or down with the right-hand scroll bar. The jobs are listed in reverse chronological order (newest to oldest). A message displays if more that 200 jobs are available for review: `The maximum number of records was exceeded. Please refine search criteria. Showing records 1-200`.

Available jobs updated when you filter: When you enter or select any search criteria and then click **Filter**, the screen displays up to 200 jobs that match these criteria.

Example: The screen currently includes 200 jobs available for review in reverse chronological order (newest to oldest): 180 of these jobs run in QBATCH, and 20 run in ASYNC. When you select QBATCH from the *Queue* field and click **OK**, the screen displays up to 200 jobs that run in QBATCH.

Available jobs restricted: If your user control record does not have *All job authority* selected, you cannot review jobs submitted by other users.

Example: If you do not have *All job authority*, when you filter on a *Job name* of PICK_GEN, pick slip generation jobs submitted by other users are not displayed.

Action

An arrow in this field indicates an action can be performed against the job.

Valid actions are:

- **Hold** = Available if the job's status is **Ready**.
- **Release** = Available if the job's status is **Hold**.
- **End** = Available if the job's status is **Message**.
- **Delete** = Available if the job's status is **Ready**, **Hold**, **Finished**, **Error**, or **End**.

See the Job Management Screen Options.

User name

The user name of the person who submitted the job, or who is using an interactive session. Defaults to your user ID.

Submitted through web service request? When you use the CWProcessIn message or the ProcessIn message to start a periodic process, if the message did not indicate to wait for completion, the job is listed under the default user set up during installation; otherwise, if the message indicated to wait for completion, the job is not listed on this screen.

Contact your cloud administrator or system administrator to confirm the user ID of the default user, and see Using the CWProcessIn Message to Start a Periodic Process or Using the ProcessIn REST Message to Start a Periodic Process for background.

Filter options: The following options are available only for users whose *All Job Authority* setting is selected:

- **to display jobs submitted by another user:** enter a complete, valid user ID and click **OK**.
- **to display jobs regardless of the user who submitted them:** clear the current entry in this field and click **OK**.

See the **Administration** guide for more information on setting up users.

Field	Description
Job name	A code identifying the job. The job name for an interactive session has a name starting with `QPADEV` (for example, `QPADEV0B9A`). Defaults to blank. **Note:** The reports icon ( ) indicates that the job has generated one or more reports. Once the job status is **Finished**, select the icon to advance to the Document Management (My Docs) screen, where you can review the reports generated by that job. **Filter options:** • **to display jobs based on job name:** enter a full or partial job name and click **OK**. • **to display jobs regardless of name:** if you have previously entered a job name, clear the entry and click **OK**. **No report?** If there was no information matching the selection criteria for the report, the system may not generate a blank report; instead, you see the reports icon ( ) indicating that a report is available, but when you advance to the Document Management (My Docs) screen, there is no report available to review.
Job	A system-assigned identification number to track the job. Defaults to blank.
Status	The current status of the job. Defaults to all jobs regardless of status. Possible statuses are: • blank (default) = Select this option to display all jobs regardless of status. • **Ready** = The job is currently waiting in the indicated job queue for processing because another job is currently active in that job queue, and the queue is single-threaded (processes only one job at a time). Optionally, you can expedite processing by routing the job to a different job queue that does not currently have a job running, or that is multi-threaded: Select the job, select the Output Queue at the top of the screen, and click **<- Route Job**. • **Held** = The job is held. Optionally, you can release the job by selecting the *Action* checkbox to the left of the job and selecting **Release**. • **Run** = The job is currently running normally. It is not possible to hold the job or change its job queue. • **Finished** = The job has finished running normally. If there is a reports icon ( ) next to the job, you can click the icon to advance to the Document Management Screen and review or print the generated reports. **Note:** Generated forms (such as pick slips, purchase orders, or checks) are available at the Forms Management (My Forms) screen, not the Document Management (My Docs) screen.

Field	Description
	• **Message** = Possible explanations: - Order Management System has written a message to a log file, and the job cannot continue processing. - Someone restarted Order Management System while the job was active. In this situation, you should end the job at the Job Management screen and then start it again the usual way. • Occasionally, the async jobs go into Message status even though they are continuing to process records. **End** = Someone has manually ended a job whose status was **Run**, but was not running normally (perhaps because the server rebooted while the job was running). In this case, use the JOBCLN periodic function. See Using the JOBCLN Function to Resolve Job Status Across Servers for more information. • **Error** = Someone has manually ended a job that was not running normally. **Integration layer jobs** Jobs you start through the Working with Integration Layer Processes (IJCT) option might not display the current, correct status if they receive inbound messages and have not yet received any messages to process. **Async jobs** When the async jobs in the Background Job Control (MBJC) menu option are active, the system periodically checks the status of each async job, and changes the status to **Run**, if necessary. For example, if the ORDR_ASYNC job is active and you end it at this screen, the system automatically changes the status of the job back to **Run**. To start or stop the async jobs, use the Background Job Control (MBJC) menu option. **Filter options:** • **to display jobs by status:** select a status from the drop-down list and click **OK**. • **to display jobs regardless of status:** if you have previously selected a status, clear the entry and click **OK**.
Started	The date and time when the job started. Defaults to blank. `NONE` indicates the job has not yet finished (the status is **Ready**, **Hold**, or **Run**). **Filter options:** • **to display jobs started on or after a specific date:** click the calendar icon ( ), select a date, and then click **OK**. • **to display jobs started on the current date:** click the calendar icon, select `Today` from the bottom of the calendar, and click **OK**. • **to display jobs regardless of start date:** if you have previously selected a date, clear the date and click **OK**.

Field	Description
Ended	The date and time when the job finished. Defaults to blank. `NONE` indicates the job has not yet finished (the status is **Ready**, **Hold**, or **Run**). **Filter options:** • **to display jobs ended on or before a specific date:** click the calendar icon ( ), select a date, and then click **OK**. • **to display jobs ended on the current date:** click the calendar icon, select `Today` from the bottom of the calendar, and click **OK**. • **to display jobs regardless of end date:** if you have previously selected a date, clear the date and click **OK**.
Runtime	The amount of time, in seconds, that the job took to run. Set to 0 if the job has not yet completed. Display-only.
Output Queue	The job queue where the job will run, is running, or ran. Defaults to blank. See the Output Queue field above for a listing of system-delivered queues. **Filter options:** • **to display jobs by queue:** select a queue from the drop-down list and click **OK**. • **to display jobs regardless of queue:** if you have previously selected a queue, clear the queue and click **OK**.
Log	A link to a brief log file for the job; available if the job has finished running and your user ID is assigned to *Rank* **1**. This log provides just a list of the programs called in order to complete the job. See Logs for additional logs you can use for troubleshooting.

Job Management Screen Options

Option	Procedure
Change which jobs are displayed on the screen	
Restrict or expand the list of displayed jobs **based on one of the available column headings**	See the Job Listings for information on how to filter the jobs displayed based on various criteria.
Refresh data listed on the screen	Click **Refresh**. Newly submitted jobs are added to the screen in `RDY` status as they are submitted, and the status of existing jobs is updated.
Sort by column	Click the column heading name. When you first click, the sort is in ascending alphanumeric (A-Z) or numeric (lowest to highest) order. Click again to change the sort to descending (Z-A) or numeric (highest to lowest) order.
Change a job's status or queue	
Hold a job	If the job has not yet processed (its status is **Ready**), you can hold it by selecting **Hold** in the *Action* field for the job.
Release a job	If the job is currently held (its status is **Hold**), you can release it by selecting **Release** in the *Action* field for the job.
End a job that is currently running	If the job's status is **Message**, you can end the job by selecting **End** in the *Action* field for the job. A window opens if you have selected to end an active job: `Warning! You have chosen to end one or more active jobs. PRESS OK TO END JOB, or PRESS CANCEL TO LEAVE JOB RUNNING`. At this window, select **OK** to end the job and update its status to **End**. If a job is currently running but you suspect that the job is not running normally, use the JOBCLN periodic function. See Using the JOBCLN Function to Resolve Job Status Across Servers for more information. **Note:** Sometimes when you select to end a job, the job does not end and remains running. In this case, you can use the JOBCLN periodic function.
Delete an individual job	If the job's status is **Ready**, **Hold**, **Finished**, **Error**, or **End**, you can delete the job by selecting **Delete** in the *Action* field for the job. **Note:** Deleting a job also automatically deletes all generated reports for that job that would also be available under the Document Management (My Docs) screen; however, it does not delete forms that are available at the Forms Management (My Forms) screen.

Option	Procedure
Delete selected jobs	Select the check box to the left of each job you wish to delete and select **Delete** at the top of the screen. **Note:** • You can delete a job only if its status is **Ready**, **Hold**, **Finished**, **Error**, or **End**. • Do not select delete for a job that is currently running. Jobs that are currently running, including interactive jobs, are not deleted when you use the steps above. • Deleting a job also automatically deletes all generated reports for that job that would also be available under the Document Management (My Docs) screen; however, it does not delete forms that are available at the Forms Management (My Forms) screen.
Route one or more jobs to a **different queue**	If the job is currently ready for processing (its status is **Ready**) or is hold (its status is **Hold**) you can route it to a different queue by: • Selecting the checkbox to the left of the job. • Selecting a different queue from the Output Queue drop-down list at the top of the screen. • Selecting **<- Route Job** at the top of the screen. **Why route?** You might want to route a job to a different queue to expedite processing (for example, if another job is currently running in the job's default queue, and the queue is single-threaded, meaning that only one job at a time can run in that queue at a time).
Display additional information about a job or advance to a different screen **Note:** If you advance to a different screen and then return, your filter entries are not retained. For example, if you are currently filtering on a specific queue, and you advance to the Document Management (My Docs) screen and return, the *Queue* column no longer filters on that queue.	
Review the log for a job	Click **Log file** for a job to display its log. **Note:** A *User Rank* of **1** is required in order for the user to display the contents in log contents, including the logs written for the user's own submitted jobs. Otherwise, the window displays a message: Not Available.

Option	Procedure
Display the server where a user is logged in, or **display the command** used to execute a job	Move your cursor over the *Action* icon to the left of the job entry. The *Command* field displays: • *User interactive sessions:* the name and IP address of the server where the user is logged in. For example, a *Command* of `OMS-srv/123.456.789.123` indicates that the user is logged into Order Management System on the OMS-srv server, which has an IP address of `123.456.789.123`. • *Batch or submitted jobs:* the command executed for the job, such as `CALL PGM(flr2012 ) PARM(' ' x'003F' x'00055F' 'N').`
Review, and optionally **print**, **reports** generated by a job	Click the reports icon ( ) next to a job to advance to the Document Management Screen, where the reports generated by the selected job are listed. From this screen, you can print the report using the printers currently available to your local PC. **Note:** Forms, such as pick slips, purchase orders, or checks, are available from the Forms Management Screen rather than the Document Management Screen.
Display information about Order Management System	Select **About**.
Advance to the Forms Management Screen	Select **My Forms**.
Advance to the Document Management Screen	Select **My Docs**.
Advance to the **Advanced Commands** screen.	Select **Advanced commands**. This option is available only for users that have authority to the *Advanced Commands* option.
Return to the **previous** Order Management System screen	Select **Exit**.

Jobs Troubleshooting

Question	Possible Answer(s)
Why are the background async jobs not starting correctly?	See Troubleshooting the Async Jobs.
Why can't I change the status of an async job?	When the async jobs in the Background Job Control (MBJC) menu option are active, the system periodically checks the status of each async job, and changes the status to **RUN**, if necessary. For example, if the ORDR_ASYNC job is active and you end it at this screen, the system automatically changes the status of the job back to **RUN**. To start or stop the async jobs, use the Background Job Control (MBJC) menu option. Using the JOBCLN Function to Resolve Job Status Across Servers for more information.
Why do I receive the error *Function key not allowed* **when I press F5 to refresh the Job Management screen?**	To refresh the Job Management screen, click **Refresh**.
Why does a submitted job go into Message status?	Typically, this occurs because someone has stopped and restarted Order Management System. In this case, use the JOBCLN periodic function to resolve. If this is not the reason, check the following logs to determine other possible reasons, looking for messages that were written to the log at the time when the job went into **Message** status. For example, an error such as `out of memory`, `program not found`, or `null pointer` might help you determine the cause of the problem. The jobs and the activities they track are: • CWDirect Log: General application processing. • MQ Log: XML and transactional message processing and message contents. • Application Log: Order Management System application processing. • Response Log: Jobs that require user intervention in order to proceed, such as authorizations and deposits, and stored value card activations, balance inquiries and authorization reversals. • Trace Log: Internal activity related to Order Management System application processing. • Manifest Log: Manifest processing. **To Reset the Job Status** Use the Display Active Batch Jobs Screen to determine if the job is actively running. **To fix:** If the job status is inconsistent, run the JOBCLN periodic function. See Using the JOBCLN Function to Resolve Job Status Across Servers for more information.
Are job entries automatically deleted?	Jobs older than the JOB_RETENTION_DAYS property in Working with Admin Properties (CPRP) are deleted when you restart Order Management System.

Question	Possible Answer(s)
After I deleted all of the documents for a submitted job, why does the job remain on the My Jobs screen?	Deleting all of the output for a submitted job does not delete the submitted job. You need to use the **Remove** option to remove the job. **Note:** You should remove a submitted job if it is in finished (**FIN**) status. Evaluate the status of a job that is in an error (**ERR**) or message (**MSG**) status before removing it.
Does deleting a job entry delete its associated documents?	Deleting a job entry automatically deletes all generated reports for that job that would also be available under the Document Management (My Docs) screen; however, it does not delete forms that are available at the Forms Management (My Forms) screen.
How can I review all of the jobs for a particular job queue?	On the Job Management screen, clear the *User Name* field, select the job queue from the *Queue* drop down box and click **Filter**. **Note:** This option is available only if you have the required authority based on your user control record. Contact your Order Management System representative if you need information on configuring user control records.
Why can't I see jobs submitted by all users?	If your user control record does not have *All job authority* selected, you cannot review jobs submitted by other users. Contact your Order Management System representative if you need information on configuring user control records.
Can I choose the job queue the system uses to process a job?	When a job is first submitted to the job queue, the system automatically chooses which job queue to use to process the job, based on the type of job submitted. However, if the job has not yet processed (its status is **Ready**), you can route it to a different job queue by: • Selecting the checkbox to the left of the job. • Selecting the job queue from the drop-down box next to the **<- Route Job** button. • Selecting **Route Job**. This option is useful if, for example, a large job is currently active in **QBATCH**, and you would like to run a report job in a separate job queue so it will process quickly.

Question	Possible Answer(s)
How can I review and query batch jobs that have run?	**Reviewing Job History** The Display Job History (DJHY) screen displays the Job History table. You can review the data and search by server, date range, job queue, and/or job name. The Job History table in the Order Management System database lists batch jobs that have run, including batch jobs that have been removed from the Job Management Screen. These records remain in this table up to the specified purge days. The fields in this table are: • *Job #:* The system-assigned identification number to track the job. • *Job Name:* The name of the job, such as PICK_OUT or BILL_ASYNC. • *Start Date:* The date the job was started. • *Start Time:* The time the job was started. • *End Date:* The date the job finished. Set to 0 if the job did not end. • *End Time:* The time the job finished. Set to 0 if the job did not end. • *Submitted By:* The user ID of the person who submitted the job. • *Job Queue:* The job queue where the job ran, such as QSYSNOMAX or ASYNC. • *Server:* The name and IP address of the Order Management System application server where the job ran. **Purging Records in the Job History Table** The JOB_HISTORY_PURGE_ DAYS setting in Working with Admin Properties (CPRP) defines how long to retain a batch job in the Job History table before the system purges it automatically based on the job's *End date*. The default setting is 30 days. The system submits the Job History purge process each time you start the application server. Job History records that do not have an *End Date* (indicating the job did not end) are not purged.
Why can't I see the contents of the log for a job I submitted?	A *User Rank* of **1** is required in order to display the contents in the *Log* column, including the logs written for your own submitted jobs. Otherwise, the window displays a message: Not Available.

Long Running Jobs Monitor

Long Running Jobs Monitor watches the batch jobs running on the Job Management Screen and sends a Long Running Job Email to a specified email address if a job runs without ending longer than a specified time.

Starting the Long Running Jobs Monitor: The Long Running Jobs Monitor starts when you stop and restart Order Management System.

Application log: Each time the Long Running Jobs Monitor is started or reloaded, the system writes a message to the Application Log if its Logging Level is set to **INFO**, indicating:

The Long Running Job Monitor is active and monitoring running batch jobs. **Note:** The system also writes this message to the Application log when the time defined in the CWDIRECTCP_LR_JOB_MONITOR_REPEAT_ALERT_AFTER_X_CYCLES setting in Working with Admin Properties (CPRP) is reached.	`Long running job monitor is actively monitoring.`
The email address(es) that receive the Long Running Job Email, as defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_TO_EMAIL_ADDRESS setting in Working with Admin Properties (CPRP).	`Long running job monitor will send emails to : tbrown@example.com`

The batch jobs that are not watched; see Jobs Excluded from the Long Running Jobs Monitor.	`Long running job monitor not monitoring : ORDR_ASYNC`
	
	`Long running job monitor not monitoring : CUST_OUT`
	
	`Long running job monitor not monitoring : EMAIL_OUT`

The batch jobs that the Long Running Jobs Monitor watches using a time other than the default time, as defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_ OVERRIDE setting in Working with Admin Properties (CPRP).	`Long running job monitor will alert on job : PICK_GEN after it runs over 120 minutes.`

In addition, the system writes a message to the Application log if you do not set up the CWDIRECTCP_LR_JOB_MONITOR properties in Working with Admin Properties (CPRP) correctly; for example:
`CWDIRECTCP_LR_JOB_MONITOR_REPEAT_ALERT_AFTER_X_CYCLES is not numeric`. If an error occurs, you need to correct the error and stop and restart Order Management System.

Jobs Excluded from the Long Running Jobs Monitor

The Long Running Jobs Monitor watches batch jobs in a RUN status only.

The Long Running Jobs Monitor does not watch:

- interactive jobs.
- batch jobs that are not running (for example, the job is in a ready status or is on hold).
- any integration layer job:
  - that does not have queues defined.

- that has a process queue marked as *Enabled* on the Integration Layer Process Queue screen. The system excludes any active batch job whose name matches the *Inbound job name* defined for the integration layer process queue. If an *Inbound job name* is not defined, the system excludes any active batch job whose name matches the *Process ID* defined for the integration layer process queue. **Note:** If you change the *Enabled* flag for an integration layer process queue job, your changes take effect the next time you stop and restart Order Management System.

- batch jobs included in the CWDIRECTCP_LR_JOB_MONITOR_EXCLUDE_JOBS list in Working with Admin Properties (CPRP).

Long Running Job Email

The system generates this email when a batch job runs longer than a specified time.

- If a batch job is not defined in the CWDIRECTCP_LR_JOB_MONITOR_EXCLUDE_JOBS or CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE settings in Working with Admin Properties (CPRP), the system generates this email when the batch job runs longer than the number of minutes defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_DEFAULT setting.

- If a batch job is defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE setting in Working with Admin Properties (CPRP), the system generates this email when the batch job runs longer than the number of minutes defined after the batch job name. For example, if this setting contains `PICK_GEN,120`, the system sends a Long Running Job Email if the PICK_GEN batch job runs longer than 120 minutes.

The CWDIRECTCP_LR_JOB_MONITOR_ALERT_TO_EMAIL_ADDRESS setting in Working with Admin Properties (CPRP) defines the email address(es) that receive this email.

Sample email: If more than one batch job requires a Long Running Job email at the same time, the system sends one email for both jobs.

From:	OMS@EXAMPLE.com
To:	First Last
Subject:	Long Running Job
PICK_GEN submitted by FLast has been running for over 120 minutes.	

What to do if you receive this email: If you receive a Long Running Job email, evaluate the batch job and determine if the length of time it has been running is within a normal run time.

- If the batch job is within a normal run time, let the job run until it is finished.

- If you think the batch job has been running for too long and you wish to end it, have all users log out of Order Management System and restart the application server where the batch job is running. **Note:** Restarting the application server will end all batch jobs running on this server.

Sending another Long Running Job Email for the Same Job

If a batch job is still running after the Long Running Jobs Monitor has watched the job for the number of times defined in the CWDIRECTCP_LR_JOB_MONITOR_REPEAT_ALERT_AFTER_X_CYCLES setting in Working with Admin Properties (CPRP), the system sends another Long Running Job email.

Example: Working with Admin Properties (CPRP) has the following settings:

- LR_JOB_MONITOR_RUNS_EVERY_X_MINUTES = 30
- CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_DEFAULT = 60
- LR_JOB_MONITOR_REPEAT_ALERT_AFTER_X_CYCLES = 2
- CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE = PICKGEN,90

1. You submit the PICK_GEN job.
2. After 30 minutes, the Long Running Jobs Monitor looks for jobs that have been running longer than the number of minutes defined in the ALERT_AFTER_X_MINUTES_DEFAULT or ALERT_AFTER_X_MINUTES_OVERRIDE setting. Because the PICK_GEN job is included in the ALERT_AFTER_X_MINUTES_OVERRIDE setting (PICK_GEN,90) and the number of minutes the job has been running is 30, the system does not send a Long Running Job Email.
3. After another 30 minutes (60 minutes total), the Long Running Jobs Monitor looks for jobs that have been running longer than the number of minutes defined in the ALERT_AFTER_X_MINUTES_DEFAULT or ALERT_AFTER_X_MINUTES_OVERRIDE setting. Because the PICK_GEN job is included in the ALERT_AFTER_X_MINUTES_OVERRIDE setting (PICK_GEN,90) and the number of minutes the job has been running is 60, the system does not send a Long Running Job Email.
4. After another 30 minutes (90 minutes total), the Long Running Jobs Monitor looks for jobs that have been running longer than the number of minutes defined in the ALERT_AFTER_X_MINUTES_DEFAULT or ALERT_AFTER_X_MINUTES_OVERRIDE setting. Because the PICK_GEN job is included in the ALERT_AFTER_X_MINUTES_OVERRIDE setting (PICK_GEN,90) and the number of minutes the job has been running is 90, the system sends a Long Running Job Email.
5. After another 30 minutes (120 minutes total), the Long Running Jobs Monitor looks for jobs that have been running longer than the number of minutes defined in the ALERT_AFTER_X_MINUTES_DEFAULT or ALERT_AFTER_X_MINUTES_OVERRIDE setting. Since a Long Running Job Email has already been generated for the PICK_GEN job, the system looks at the RUNS_EVERY_X_MINUTES and REPEAT_ALERT_AFTER_X_CYCLES settings to determine when to send another email (`run every 30 minutes x 2 cycles = send another email after an additional 60 minutes`). Because the PICK_GEN job has been running for an additional 30 minutes over the override, the system does not send an email.
6. After another 30 minutes (150 minutes total), the Long Running Jobs Monitor looks for jobs that have been running longer than the number of minutes defined

in the ALERT_AFTER_X_MINUTES_DEFAULT or ALERT_AFTER_X_MINUTES_OVERRIDE setting. Since a Long Running Job Email has already been generated for the PICK_GEN job, the system looks at the RUNS_EVERY_X_MINUTES and REPEAT_ALERT_AFTER_X_CYCLES settings to determine when to send another email (`run every 30 minutes x 2 cycles = send another email after an additional 60 minutes`). Because the PICK_GEN job has been running for an additional 60 minutes over the ALERT_AFTER_X_MINUTES_OVERRIDE setting, the system sends another Long Running Job email.

Monitor Properties

Working with Admin Properties (CPRP) contains the settings required to enable the Long Running Jobs monitor.

Property Name	Description
CWDIRECTCP_LR_RUN_JOB_MONITOR_ON_THIS_SERVER this setting is defined in the CWDirectCP Server Properties File	Indicates whether the Long Running Jobs Monitor runs on this application server. Valid values: **Y** = The Long Running Jobs Monitor runs on this server. **N** (default) or blank = The Long Running Jobs Monitor does not run on this server. **Note:** If you are using a multiple application server environment, set this value to **Y** on one server only. Typically, you would set this to **Y** on the application server that runs batch jobs.
CWDIRECTCP_LR_JOB_MONITOR_RUNS_EVERY_X_MINUTES	Required; must be numeric. How often, in minutes, the Long Running Jobs Monitor wakes up and looks at the running batch jobs on the Job Management Screen to determine if a job has been running longer than the number of minutes defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_DEFAULT setting. The default setting is 15 minutes.
CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_DEFAULT	Required; must be numeric. Indicates how long, in minutes, a job must be running before the system sends a Long Running Job Email to the email address defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_TO_EMAIL_ADDRESS. **Note:** The system applies this time to all batch jobs not included in the CWDIRECTCP_LR_JOB_MONITOR_EXCLUDE_JOBS list or the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE list. The default setting is 30 minutes.

Property Name	Description

CWDIRECTCP_LR_JOB_MONITOR_REPEAT_ALERT_AFTER_X_CYCLES	Required; must be numeric. Indicates how many times the Long Running Jobs Monitor must find the same running batch job before sending another Long Running Job Email.
	
	Example: The Long Running Jobs Monitor configuration is as follows:
	
	`LR_JOB_MONITOR_RUNS_EVERY_X_MINUTES = 15`
	
	`LR_JOB_MONITOR_REPEAT_ALERT_AFTER_X_CYCLES = 5`
	
	If the PICK_GEN job runs longer than 15 minutes, the system sends a Long Running Job email. The system will not send another Long Running Job email unless the PICK_GEN job is still running after an additional 75 minutes (15 minutes x 5 cycles = 75).

CWDIRECTCP_LR_JOB_MONITOR_ALERT_FROM_EMAIL_ADDRESS	Required. The “from” email address for the Long Running Job Email.
CWDIRECTCP_LR_JOB_MONITOR_ALERT_TO_ EMAIL_ADDRESS	Required. The list of email addresses that receive the Long Running Job Email when a job requires user evaluation. Each email address entered must be separated by a semi-colon (;). For example: email1@add.com;email2@add.com.
CWDIRECTCP_LR_JOB_MONITOR_EXCLUDE_JOBS	Optional. A list of batch jobs excluded from the Long Running Jobs Monitor evaluation. Typically, these are jobs that run all day, such as the Async, ECommerce, and Drop Ship Integration jobs, or jobs that do not require a Long Running Job Email if they run too long. Separate each job in the list with a comma. For example: `IX_CDC,CNTL_ASYNC,ORDR_ASYNC,OTHR_ASYNC,BILL_ASYNC`. The default setting is `IX_CDC,CNTL_ASYNC,ORDR_ASYNC,OTHR_ASYNC,BILL_ASYNC,EBO_ASYNC,EC_STS_INQ,EC_RETURNS,EC_CANCELS,EC_CAT_REQ`. **Note:** If you enter a batch job name here and the job is also defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE setting, the system considers the job an override and it is not excluded from the Long Running Jobs monitor.

Property Name	Description
CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_OVERRIDE	Optional. A list of batch jobs that the Long Running Jobs Monitor watches using a time other than the default time defined in the CWDIRECTCP_LR_JOB_MONITOR_ALERT_AFTER_X_MINUTES_DEFAULT setting. The format for this setting is `BATCH_JOB_NAME,99`, where `BATCH_JOB_NAME` is the name of the batch job, and `99` is how long, in minutes, the job must run before the system sends a Long Running Job Email. Separate each batch job name and its time with a comma; for example: `BATCH_JOB_NAME1,120,BATCH_JOB_NAME2,30`. **Example:** The default time is 60 minutes, indicating a job must be running for 60 minutes before the system sends a Long Running Job email. However, the PICK_GEN job runs longer than 60 minutes on a regular basis and you don't want to be notified about this job unless it runs longer than 120 minutes. In this situation, enter `PICK_GEN,120`. The default setting is blank.
CWDIRECTCP_LR_JOB_MONITOR_CONTROLLER	Optional. Allows changes to the Monitor Properties without having to stop and restart Order Management System. See Applying Changes to the Monitor Properties for instructions. **RELOAD** = The next time the Long Running Jobs Monitor wakes up, reload the settings in Monitor Properties and restart the Long Running Jobs Monitor to use the new settings. **EXIT** = Stop the Long Running Jobs Monitor and do not send alerts until Order Management System is stopped and restarted. When you stop and restart Order Management System, the new settings will take effect. **RUN** or any other value, including blank = Run the Long Running Jobs monitor using the current settings. **Important:** If you make a change to the properties and change this setting to **RELOAD** or **EXIT**, after your change takes effect, make sure you change this setting back to **RUN**, blank, or any other value other than **RELOAD** or **EXIT**. The default setting is blank.

For more information: See Running a Periodic Process on Server Startup for more information on the settings in Working with Admin Properties (CPRP) related to running a specified periodic process and its assigned periodic functions on server startup.

Applying Changes to the Monitor Properties

Use the following steps to apply changes to the Monitor Properties in Working with Admin Properties (CPRP).

1. Update the monitor property settings in Working with Admin Properties (CPRP) you wish to change.

2. Use the CWDIRECTCP_LR_JOB_MONITOR_CONTROLLER setting to indicate when you want the changes to take effect.
   - **RELOAD** = The next time the Long Running Jobs Monitor wakes up, reload the monitory property settings in Working with Admin Properties (CPRP) and restart the Long Running Jobs Monitor to use the new settings.
   - **EXIT** = Stop the Long Running Jobs Monitor and do not send any Long Running Job emails until Order Management System is stopped and restarted. When you stop and restart Order Management System, the new settings will take effect.
3. The next time the Long Running Job Monitor wakes up, it looks at the CWDIRECTCP_LR_JOB_MONITOR_CONTROLLER setting.
   - If the CWDIRECTCP_LR_JOB_MONITOR_CONTROLLER setting is **RELOAD**, the job restarts and uses the new settings. The system writes a message to the Application log indicating the job has restarted: `Long running job monitor is actively monitoring`.
   - If the CWDIRECTCP_LR_JOB_MONITOR_CONTROLLER setting is **EXIT**, the job shuts down.
4. Once the Long Running Jobs Monitor has restarted based on the CWDIRECTCP_LR_JOB_MONITOR_CONTROLLER setting, change this setting to **RUN**, blank, or any value other than **RELOAD** or **EXIT** and save and exit the file.

Note: After the changes take effect, make sure you change the CWDIRECTCP_LR_JOB_MONITOR_CONTROLLER setting back to **RUN**, blank, or any other value other than **RELOAD** or **EXIT**.

Display Active Batch Jobs (DABJ)

Purpose: Use the Display Active Batch Jobs Screen to determine which batch jobs on the Job Management Screen are running successfully.

- Which Jobs are Active Batch Jobs?
- If a Batch Job is not on the Display Active Batch Jobs Screen
- Display Active Batch Jobs Screen

Which Jobs are Active Batch Jobs?

The Display Active Jobs screen displays the batch jobs that are running in the Order Management System application server across all servers, including jobs submitted through the ProcessIn message; see Using the ProcessIn REST Message to Start a Periodic Process.

If a job is listed but is not actually running, use the periodic function to correct. See Using the JOBCLN Function to Resolve Job Status Across Servers.

If a Batch Job is not on the Display Active Batch Jobs Screen

If the batch job is not displayed on the Display Active Batch Jobs Screen for any of the Order Management System application servers, the batch job is not really running, regardless of the status of the job on the Job Management Screen or the status of the process that submitted the job.

To correct a job with inconsistent status: Use the periodic function. See Using the JOBCLN Function to Resolve Job Status Across Servers.

Display Active Batch Jobs Screen

How to display this screen: Enter **DABJ** in the *Fast path* field at the top of any menu or select Display Active Batch Jobs from a menu.

Column sort: You can sort on any column on this screen by clicking on the column name. An arrow pointing up displays next to the field when the values for the field display in ascending sequence; an arrow pointing down displays next to the field when the values for the field display in descending sequence.

Active batch jobs are listed on this screen in job number sequence.

Field	Description
Job	A code identifying the batch job. **Note:** Interactive jobs, such as the job started for each user session (for example, `QPADEV0B9A`), are not listed on this screen.
User	The user ID of the person who submitted the batch job.
Job Nbr	A system-assigned identification number to track the job. **Note:** The `job_number` returned to the ProcessIn Message identifies the job that starts the process, which may not match the one displayed here, which identifies the job that was generated.

Field	Description
Start Time	The date and time when the job went into RUN status. In `Thu Nov 19 15:03:58 EDT 2013` format, where: • Thu = the day of the week • Nov = the month • 18 = the day of the month • 15:03:58 = the time when the job started, in hour, minute, and second format • UTC = the time zone • 2020 = the year
Status	The status of the batch job on the Job Management Screen. Valid values are: • **RUN** = The batch job is running and the status of the job on the Job Management Screen is accurate. • **MSG** = The batch job is running, but the status of the job on the Job Management Screen is not accurate. • **END** = The batch job is running, but a user has manually ended the job on the Job Management Screen. • **ERR** = The batch job is running, but a user has manually ended the job on the Job Management Screen while its status was MSG. • ***RMV*** = The batch job is running, but a user has removed the job from the Job Management Screen.
Hostname	The server host name that is hosting the Order Management System application and is running the job identified by the row. The host is where the application physically resides (within an application server). The host may be a virtual machine (VM) or physical hardware. Optionally, enter a complete, valid host name to display jobs run on that server. Enter a full or partial server name to display job history records that start with your entry. *Alphanumeric, 50 positions.*
App Server Name	The name of the actual application server instance that is running the job. Optionally, enter a full or partial application server name to display job history records for an application server instance matching your entry. *Alphanumeric, 50 positions.*
Last Program	The last program called by the job. Included for troubleshooting information. *Alphanumeric, 50 positions.*

Screen Option	Procedure
Refresh data listed on the screen	Select **Refresh**: • Newly running batch jobs are added to the screen. • Batch jobs that are no longer running are removed from the screen. • The status of batch jobs are updated. • The last program used by batch jobs are updated. **Note:** You receive the error `Function key not allowed` if you press **F5** to refresh the screen; you must select **Refresh** in order to refresh the data on the screen.

Display Job History (DJHY)

Purpose: Use the Display Job History Screen to research the history of completed batch jobs. Job history displays in descending chronological order (newest to oldest).

Combining search criteria: When searching on this screen, you can combine search criteria to restrict the display to jobs that match all of your entries. For example, you can enter a *Job name* of PICK_GEN, a *Start date* of the previous Sunday, and a *Start time* of 2:00 p.m. (14:00:00) to display pick slip generation jobs started on the previous Sunday at 2:00 p.m. or later.

Tracking the total records evaluated and processed: The DEP_UPDATE (deposits) job, the PICK_GEN (pick slip generation) job, and the SECRISK periodic function also track the *Total number of records evaluated* and the *Total number of records processed*. If either of these numbers is equal to or greater than 1, the totals display when you place your cursor over the Job name for these jobs.

> **Note:** The system does not track total records evaluated and processed when you use the Reprocess Authorizations Screen (RPAA).

Display Job History Screen

How to display this screen: Enter **DJHY** in the *Fast path* field or select Display Job History from a menu.

Default sort: The job history records are sorted by default in descending chronological order (newest to oldest) based on start date and time. If multiple jobs have the same start date and time, they are sorted in ascending alphanumeric order.

Column sort: You can sort on any column on this screen by clicking on the column name. An arrow pointing up displays next to the field when the values for the field display in ascending sequence; an arrow pointing down displays next to the field when the values for the field display in descending sequence.

Field	Description
Host name	The server host name that is hosting the Order Management System application and is running the job identified by the row. The host is where the application physically resides (within an application server). The host may be a virtual machine (VM) or physical hardware. Optionally, enter a complete, valid host name to display jobs run on that server. Enter a full or partial server name to display job history records that start with your entry. *Alphanumeric, 50 positions.*
App Server Name	The name of the actual application server instance that is running the job. Optionally, enter a full or partial application server name to display job history records for an application server instance matching your entry. *Alphanumeric, 50 positions.*

Field	Description
Id	The system-assigned identification number to track the job. Optionally, enter a job ID to display jobs with that number or higher. Optionally, enter a job number to display job history records that match your entry exactly *Numeric, 19 positions.*
Job Name	The name of the job, such as PICK_GEN or CNTL_ASYNC. For the DEP_UPDATE, PICK_GEN, and SECRISK jobs, place your cursor over the job name to display the *Total number of records evaluated* and the *Total number of records processed*. These totals display for a job only if at least one of the totals is equal to or greater than 1. Optionally, enter a full or partial job name to display job history records that contain your entry. *Alphanumeric, 50 positions.*
Job Q	The job queue where the job runs, such as QSYSNOMAX or QBATCH. Optionally, enter a full or partial job queue name to display job history records that match your entry. *alphanumeric, 10 positions.*
Submitted By	The user ID of the person who submitted the job. Optionally, enter a full or partial user name to display job history records that contain your entry. *Alphanumeric, 10 positions.*

Field	Description

Selecting a date range

Optionally, click the calendar icon next to the Start date or End date to enter a *From date*, a *To date*, or both. Possible selections are:

- Selecting a specific date from the calendar.
- Today
- Yesterday
- Current day of last week
- N days ago: A new field opens for you to enter the number of days.
- N weeks ago: A new field opens for you to enter the number of weeks.
- N months ago: A new field opens for you to enter the number of months.

Optionally, select **Clear** to clear your current selections.

Note: Although the following options are available, they will not produce any matching results:

- Tomorrow
- Current day of next week
- Current day of next month
- N days from now
- N weeks from now
- N months from now

Start date

The date the job started. See Selecting a date range.

Numeric, 6 positions (in user date format).

Start time

The time the job started. Optionally, enter a full or partial time to see job history records whose start times begin with your entry.

Numeric, 6 positions (HH:MM:SS, 24-hour format).

End date

The date the job ended. See Selecting a date range. The field is blank if the job has not ended.

Numeric, 6 positions (in user date format).

End time

The time the job finished. The field is blank if the job has not ended. Optionally, enter a full or partial time to see job history records whose end times begin with your entry.

Numeric, 6 positions (HH:MM:SS, 24-hour format).

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Alerts and Monitoring Logs

- Order Management System Support Notifications
- Logs
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Order Management System Support Notifications

Purpose: Support notifications notify you when a Order Management System job has been placed in a `MSG` status due to an error during processing, as well as other errors such as inconsistent system control value settings.

When is a support notification sent? Order Management System sends a support notification:

- for any job that is submitted to the Job Management Screen that is placed in a `MSG` status.
- after printing the Pick Authorization Error Report.

A support notification is not generated when a job is placed in an `ERROR` status because the job will first be placed in a `MSG` status. Otherwise, you would receive two support notifications for the same job.

Inconsistent system control value settings for multiple billing async jobs: Order Management System sends a System Alert email notification if the *Delay Billing Updates (K85)* and the *Number of Billing Async Jobs to Start (F08)* system control values are not set consistently across all companies in your environment. See those system control values for background.

Is a support notification sent for jobs the require user intervention? Order Management System does not send a support notification for a job that requires user intervention because the job is still running and only requires a user response in order to proceed. Instead, the system generates a Response Required email indicating the job requires user intervention. See Working with Required Responses (WREQ) in the Online Help for more information on require response processing.

In this chapter:

- Support Notification Processing
- Oracle Retail Order Management System Support Notification
- System Alert Email
- Support Notification Setup

For more information: See Email Generation Setup for more information on the required and optional setup for generating email notifications through Order Management System.

Support Notification Processing

When generating a support notification or a system alert email, Order Management System checks the Support_Emails property in Working with Admin Properties (CPRP). If the Support_Emails setting contains a valid email address, Order Management System generates an Oracle Retail Order Management System Support Notification or System Alert Email and sends the email to the specified email address(es).

Oracle Retail Order Management System Support Notification

A sample of the support notification email is presented below.

From:	cwjava@example.com
To:	Thomas Brown
Subject:	Support Notification - SERVER/111.111.111.111

Job: PICK_GEN

User: MSMITH

Job has gone into MSG status.

Contents:

- **From:** The *mail.from* setting in Working with Admin Properties (CPRP).
- **To:** The user name for the *SUPPORT_EMAILS* setting in Working with Admin Properties (CPRP).
- **Subject:** `Support Notification - SERVER/111.111.111.111` where `SERVER` is the name of the server, and `111.111.111.111` is the server's IP address
- **Body:**
  - **Job:** The name of the job that is in a `MSG` status.
  - **User:** The user ID of the user that submitted the job.
  - `Job has gone into MSG status`

System Alert Email

A sample of system alert email is presented below.

From:	cwjava@example.com
To:	Thomas Brown
Subject:	System Alert Email for Testing Company

Multiple Billings could not be started = K85 (Delayed Billing Updates) is not enabled in one or more companies.

Contents:

- **From:** The *mail.from* setting in Working with Admin Properties (CPRP).

- **To:** The user name for the *SUPPORT_EMAILS* setting in Working with Admin Properties (CPRP).
- **Subject:** `System Alert Email for Testing Company`, where `Testing Company` is the description of the company
- **Body:** `Multiple Billings could not be started = K85 (Delayed Billing Updates) is not enabled in one or more companies.`

Support Notification Setup

In order to generate support notifications or system alert emails, you must complete the required setup. See Email Generation Setup for more information on the setup required to generate emails through Order Management System.

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Logs

Purpose: A variety of logs are available to help troubleshoot Order Management System processing:

- CWDirect Log: to review messages generated by the Order Management System application server at startup and during Order Management System processing, such as when the application receives an invalid character in an XML message, or when a submitted job encounters an error.
- Order Management System Application Logs: to review activity such as:
  - processing by the Order Management System job scheduler
  - email notification processing
  - creation, change, or deletion of a record in Order Management System

  also, you can use these logs to troubleshoot situations such as:
  - occasions when a stored value card or authorization job requires user intervention in order to proceed due to error or communication failure
  - communication problems between Order Management System and the PC manifest station
  - communication problems between Order Management System and PayPal when using the PayPal Direct Connection Integration

  Information related to application logs:
  - Location of Order Management System Application Logs
  - Logging Level
  - Archived Logs
  - Sensitive Data in Application Logs
  - Logging Properties
  - MQ Log
  - Application Log
  - Response Log
  - Trace Log
  - Manifest Log
  - Order Log
  - PayPal Log

- Cybersource Log
- Alert Log
- IntegrationOrder (ChannelAdvisor) Log
- Narvar Log
- OCDS (Omnichannel Cloud Data Service) Log
- ORCE (Oracle Retail Customer Engagement) Log
- OROB (Oracle Retail Order Broker) Log
- RICS Log

CWDirect Log

Use this log to review messages generated during processing of the Order Management System application.

Location of file: This file is normally saved on the application server at `/domain/log/CWDirect.log`, where `domain` is the WebLogic domain directory for Order Management System.

To review the file: You can review the contents of this file using a text editor.

Special characters in the CWOrderIn message: If you pass a special character that is not properly encoded in the Header element of the Inbound Order XML message (CWOrderIn), the system does not process the message and logs the error in the CWDirect log.

Example:

If you pass `Mary&Joe` in the *sold_to_fname* tag, an error message similar to the following is in the CWDirect log:

```
2008-06-18 11:25:59,934 99184497 ERROR [STDERR] (43049:)
(LoggerStream.java:152) [Fatal Error] :1:214: The reference to
entity "Joe" must end with the ';' delimiter.
```

If you pass `Mary&` in the *sold_to_fname* tag, an error message similar to the following is in the CWDirect log:

```
2008-06-18 11:10:29,315 98253878 ERROR [STDERR] (43049:)
(LoggerStream.java:152) [Fatal Error] :1:110: The entity name
must immediately follow the '&' in the entity reference.
```

Email errors: If the *mail.debug* setting in Working with Admin Properties (CPRP) is **true**, the system includes error messages about email generation in the CWDirect log. For example, if a program defined for a periodic process is not a valid program, an error message similar to the following is in the log:

```
2008-06-20 16:08:44,868 169401020 ERROR [JENASYS] (43298:)
(JenasysJob.java:307) execute():
com.mincron.framework.BusinessLogicException: Program
name=[Xx123456] not found.
```

```
2008-06-20 16:08:44,868 169401020 ERROR [JENASYS] (43298:)
(JenasysJob.java:699) run(): Job status change to [MSG].
execute(): com.mincron.framework.BusinessLogicException: Program
name=[Xx123456] not found.
```

In addition, the system generates a Oracle Retail Order Management System Support Notification indicating the job has been placed in MSG status due to an error during processing; see Order Management System Support Notifications for more information.

Errors for submitted jobs: To see if the system has written a log message for an error that occurred during a submitted job, search for the *Job* number displayed at the Job Management screen. For example, the following message indicates a problem with submitted job 3133:

```
2014-11-20 14:14:12,852 ERROR [JENASYS] (197213%Thu Nov 20
14:14:11 EST 2014) -MonitorOutputQueues- processServiceRequest:
could find/load properties filr for the queue = [QPRINT]
```

Order Management System Application Logs

Purpose: Use the following logs to review the processing that occurred on the Order Management System application server.

- MQ Log
- Application Log
- Response Log
- Trace Log
- Manifest Log
- Order Log
- PayPal Log
- Cybersource Log
- Alert Log
- IntegrationOrder (ChannelAdvisor) Log
- Narvar Log
- OCDS (Omnichannel Cloud Data Service) Log
- ORCE (Oracle Retail Customer Engagement) Log
- OROB (Oracle Retail Order Broker) Log
- RICS Log

Location of Order Management System Application Logs

The *CW_LOG_DIR* setting in Working with Admin Properties (CPRP) defines the directory path on the application server where the logs are located.

An example directory is `/domain/conf/OMSFiles/Logs/`, where `domain` is the WebLogic domain directory for Order Management System.

Logging Level

The *LOG_LEVEL* in Working with Admin Properties (CPRP) defines the level of detail to include in the log.

- **ALL** = Include all levels of information in the log, including debug statements, informational statements, warnings, errors, and fatal statements. This is the most detailed level of logging.
- **DEBUG** = Include debug, or detailed informational event statements in the log, as well as informational, warning, error, and fatal statements.
- **INFO** = Include informational statements in the log, as well as warning, error, and fatal statements. Do not include debug statements in the log.
- **WARN** = Include warning statements in the log, as well as error and fatal statements. Do not include debug or informational statements in the log.
- **ERROR** = Include error, or serious issue, statements and fatal statements in the log. Do not include debug, informational, or warning statements in the log.
- **FATAL** = Include fatal statements on actions that cause the application to abort in the log. Do not include debug, informational, warning, or error statements in the log. This is the highest level of logging.
- **OFF** = Do not create a log.

Logging Level Illustration:

Logging Level	Detail Included in Logs				
	Debug statements	Informational messages	Warning statements	Error statements	Fatal statements
ALL	Included	Included	Included	Included	Included
DEBUG	Included	Included	Included	Included	Included
INFO	Excluded	Included	Included	Included	Included
WARN	Excluded	Excluded	Included	Included	Included
ERROR	Excluded	Excluded	Excluded	Included	Included
FATAL	Excluded	Excluded	Excluded	Excluded	Included
OFF	Excluded	Excluded	Excluded	Excluded	Excluded

Archived Logs

The *MAXBACKUP_DAYS* setting in Working with Admin Properties (CPRP) defines the number of days the system stores a backup copy of the log before deleting. For example, if the *MAXBACKUP_DAYS* setting is set to **30d**, the system stores a backup copy of the log for 30 days before deleting it.

> **Note:** The entry in this field must include the letter d, as in 30d.

When is a log archived? Each day at midnight, the system archives the current log, adding a zip file extension and date to the log name. For example, if the current date is 02/05/2008, the system archives the APP.log, renaming the file from APP.log to APP.2008-02-05.log.zip.

> **Note:** The system does not create a new log until activity occurs to write to the log. For example, the system does not create a new APP.log until application

activity occurs. The *LOG_LEVEL* determines when the system writes a message to the APP.log.

Sensitive Data in Application Logs

Order Management System masks sensitive data, such as credit card number, CID number, account number, and all personal data (person or company name, mailing address, email address, phone number, and so on) in the application logs. The system uses the XML Removed by Logger table to determine which message tags are masked in the log files. This table lists all message tags that contain sensitive data. If a tag in a message matches a message tag in this table, Order Management System masks the value in the tag; otherwise, the actual value displays.

Note: Masking only applies to message tags, or attributes, in the message. You cannot apply masking to a message element.

Logging Properties

Use Working with Admin Properties (CPRP) to define the type of information the system includes in the Order Management System application logs.

Setting	Description
CW_LOG_DIR	The directory path on the Order Management System application server where the logs are located. An example directory is `/domain/conf/OMSFiles/Logs/`, where `domain` is the WebLogic domain directory for Order Management System.
CW_LOG_ BACKUP_ PATTERN	The file extension added to backup copies of the log file. The system creates a backup copy of the log file for each day, using the date format from the *CW_LOG_DATE_PATTERN* setting and file extension from the *CW_LOG_BACKUP_PATTERN* setting. For example, for the APP.log file, the system names the backup copy `APP.YYYY-DD-MM.log.zip`. The delivered setting is **.zip**. **Note:** The file extension must be lower case.
CW_LOG_DATE_PATT ERN	The date format for backup copies of the log file. The system creates a backup copy of the log file for each day, using the date format from the *CW_LOG_DATE_PATTERN* setting and file extension from the *CW_LOG_BACKUP_PATTERN* setting. For example, for the APP.log file, the system names the backup copy `APP.YYYY-DD-MM.log.zip`. The delivered setting is **.%d{yyyy-MM-dd}.log**.

Setting	Description
CW_LOG_DATAQ	Defines whether the system includes messages written to data queues in the log. Valid values: **true** = The system includes messages written to data queues in the log. **false** = The system does not include messages written to data queues in the log.

MQ Log

Use the MQ.log to track XML and transactional messages generated or received by Order Management System that are not tracked in the Application Log, Manifest Log, Order Log, or Trace Log. You can use this file to confirm that you are receiving or generating messages correctly, to isolate communication problems, or to recover information.

MQ_LOG_LEVEL	Defines the level of detail to include in the log. See Logging Level.
MQ_ MAXBACKUP_ DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

Job Log

This log is not currently implemented.

Application Log

Use the APP.log to track the activity performed in the Order Management System application, such as:

- the processing that occurs in the Order Management System job scheduler
- email notification processing
- when a user creates, changes, or deletes a record in Order Management System

APP_LOG_LEVEL	Defines the level of detail to include in the log. See Logging Level.
APP_ MAXBACKUP_DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

Setting	Description

Response Log

Use the RESP.log to review when a job required user intervention in order to proceed. A job may require user intervention if:

- an error occurs during processing
- the job sends transactions to another system, and communication failures occur before the transmission completes

The types of job that require user intervention:

- stored value card (activation, balance inquiry, or authorization reversal)
- authorization (batch only, for all card types)
- deposit

RESP_LOG_ LEVEL	Defines the level of detail to include in the log. See Logging Level.
RESP_ MAXBACKUP_ DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

Trace Log

Use the TRACE.log to review internal messages about Order Management System application processing. Typically, you review this log only if the contents of the Application Log did not help you.

TRACE_LOG_ LEVEL	Defines the level of detail to include in the log. See Logging Level.
TRACE_ MAXBACKUP_ DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

Manifest Log

Use the MANIFST.log to review the messages between Order Management System and the PC manifest station. You can use this log to confirm that communication between Order Management System and the PC manifest station is working correctly, to isolate communication problems, or to recover information. Any errors that occur during processing are also in this log.

MANIFEST_LOG_LEVEL	Defines the level of detail included in the log. See Logging Level.
MANIFEST_MAXBACKUP_DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

Setting	Description
Order Log	
Use the ORDER.log to review the messages between an external system and Order Management System through the Generic Order Interface (Order API). You can use this log to confirm that communication between the external system and Order Management System is working correctly, to isolate communication problems, or to recover information.	
ORDER_LOG_ LEVEL	Defines the level of detail to include in the log. See Logging Level.
ORDER_MAX BACKUP_ DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
Order Broker Log	
Use the OROB.log to review the messages between Order Management System and Order Broker when you use the Order Broker integration. You can use this log, in addition to Order Broker's logs, to review data passed between the two systems.	
OROB_LOG_ LEVEL	Defines the level of detail to include in the log. See Logging Level.
OROB_MAX BACKUP_DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
PayPal Log	
Use the PAYPAL.log to review the messages between Order Management System and PayPal when you use the PayPal Direct Connection Integration. You can use this log to confirm that communication between Order Management System and PayPal is working correctly, to isolate communication problems, or to recover information. Any errors that occur during processing are also in this log.	
PAYPAL_LOG_ LEVEL	Defines the level of detail to include in the log. See Logging Level.
PAYPAL_MAX BACKUP_DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.
Alert Log	
Use the ALERT.log to review the alerts generated by the Job Monitor Status (WJMO) menu option; see Monitoring Jobs.	
Note: The system updates this log only if the ALLOW_JOB_ MONITOR and TRACK_ALERTS_IN_LOG settings in the Monitor Properties file are set to **Y**. These settings should only be set to **Y** for the application server that allows job scheduling; see How to Schedule a Job.	
See the Alert Log for more information.	

Setting	Description
ALERT_LOG_ LEVEL	Defines the level of detail to include in the log. See Logging Level.
ALERT_MAX BACKUP_ DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

IntegrationOrder (ChannelAdvisor) Log

Use the IntegrationOrder.log to review activity related to integration with ChannelAdvisor.

Note: The system updates this log only if the you use the ChannelAdvisor integration. See ChannelAdvisor Integration Overview in the online help for background.

See the IntegrationOrder (ChannelAdvisor) Log for more information.

INTEGRATION ORDER_LOG_ LEVEL	Defines the level of detail to include in the log. See Logging Level.
INTEGRATION ORDER_MAX BACKUP_DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

OCDS (Omnichannel Cloud Data Service) Log

Use the OCDS.log to review activity related to communication with OCDS to import enterprise foundation information, such as merchandise hierarchy, items, prices, and related data.

Note: The system updates this log only if the you use the OCDS integration. See Importing Enterprise Foundation Data through Omnichannel Cloud Data Service (OCDS) in the online help for background.

See the OCDS (Omnichannel Cloud Data Service) Log for more information.

OCDS_LOG_LEVEL	Defines the level of detail to include in the log. See Logging Level.
OCDS_MAXBACKUP_ DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

ORCE (Oracle Retail Customer Engagement) Log

Use the ORCE.log to review activity related to the loyalty integration with Oracle Retail Customer Engagement.

Note: The system updates this log only if the you use the Customer Engagement Loyalty integration. See Customer Engagement Loyalty Integration in the online help for background.

See the ORCE (Oracle Retail Customer Engagement) Log for more information.

ORCE_LOG_ LEVEL	Defines the level of detail to include in the log. See Logging Level.

Setting	Description
ORCE_MAX BACKUP_DAYS	The number of days to store a backup copy of a log before deleting it. See Archived Logs. **Example:** To retain a month's worth of logs, set this field to **30d**. The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

RICS Log

Use this log to review activity related to the pre-order (backorder quantity update) notification message.

Note: The system updates this log only if the you generate pre-order (backorder quantity update) notifications as part of the enterprise order integration. See Generating the Pre-Order (Backorder Quantity Update) Notification Message in the online help for more information.

RICS_LOG_LEVEL	Defines the level of detail to include in the RICS Log. See Logging Level.
RICS_MAXBACKUP_DAYS	The number of days to store a backup copy of the RICS Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d** (default). The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

Narvar Log

Use this log to review activity related to the generation of shipment notification emails to customers through the Narvar Integration.

NARVAR_LOG_LEVEL	Defines the level of detail to include in the Narvar Log. See Logging Level.
NARVAR_MAXBACKUP_DAYS	The number of days to store a backup copy of the Narvar Log before it is eligible for deletion. See Archived Logs. To retain a month's worth of logs, set this field to **30d**(default). The system deletes any log file older than 30 days. **Note:** The entry in this field must include the letter d, as in 30d.

MQ Log

Use this log to track XML and transactional messages generated or received by Order Management System, with the exception of those captured in the Manifest Log, the Order Log, and the tax messages captured in the Trace Log. You can use this file to confirm that you are receiving or generating messages correctly, to isolate communication problems, or to recover information.

The MQ Log settings in the Logging Properties define the level of detail to include in the log and the number of days to store a backup copy of the log before deleting it.

To review the file: You can use a text editor to review the log.

Data security: For data security, Order Management System masks credit card information in this log.

Successful message: A message similar to the following indicates if the transmission was successful:

```
08:33:54,228 INFO  MQ    - Out Message:<Message source="OMS" target="external"
type="CWPickOut" date_created="2011-08-08" time_created="08:33:53">
<PickHeader transaction_type="A" company="7" pick_nbr="1234" pick_status="M"
nbr_labels="2" billing_batch_nbr="1011" date_printed="2011-08-05"
time_printed="13:50:46" cart_batch_nbr="18" pick_zone1="A" nbr_lines="1"
gen_type="R" merch_amt="10.35" tax_amt="0.52" amt_paid="10.87"
total_order_amt="10.87" first_pick="Y" master_carton_nbr="2464"
master_carton_pick="N" master_label_order="N" order_nbr="3715"
order_shipto_nbr="1" ...
```

Errors to look for:

A message similar to the following indicates if the transmission failed:

```
14:42:48,724 ERROR MQ  - Cwmqget -Queue Manager: QM_process Queue:ORDERDATAQ
Error Message: MQ Object not found
```

A message similar to the following indicates the queue manager is down and needs to be restarted:

```
09:08:19,939 ERROR MQ  - Cwmqput -Queue Manager: QM_PD3
Queue:PD3.CWDIRECTCPDEV.RETURN_OUT Error Message:null
```

or

```
12:51:07,721 INFO  MQ  - Cwmqput -Queue Manager:QM_PD3
Queue:PD3.CWDIRECTCPDEV.RETURN_OUT Message:
```

Application Log

Use this log to track the activity performed in the Order Management System application, such as:

- the processing that occurs in the Order Management System job scheduler
- any errors that occur during email notification processing
- when a user creates, changes, or deletes a record in Order Management System
- any errors that occur during the Oracle Retail Customer Engagement Sales integration
- the CWEmailOut message
- the processing that occurs by the Long Running Jobs Monitor

The Application Log settings in the Logging Properties defines the level of detail to include in the log and the number of days the system stores a backup copy of the log before deleting it.

To review the file: You can use a text editor to review the log.

Email error: The following error indicates an attempt to send an email failed. In this example, the mail server rejected the email request from port 25. This error usually occurs due to virus-checker rejecting the remote mail requests.

```
13:06:28,586 ERROR APP   - Error in CWSendMail.sendMessage().  Could not send
email.  Here is the exception: javax.mail.SendFailedException: Sending failed;
nested exception is: class javax.mail.MessagingException: Could not connect to
SMTP host: CWIEX1, port: 12;  nested exception is: java.net.SocketException:
Software caused connection abort: connect
```

Response Log

Use this log to review when a job required user intervention in order to proceed. A job may require user intervention if:

- an error occurred during processing
- the job is used to send transactions to another system and communication failures occur before the transmission completes

The types of job that require user intervention:

- stored value card (activation, balance inquiry, or authorization reversal)
- authorization (batch only, for all card types)
- deposit

The Response Log settings in the Logging Properties defines the level of detail included in the log and the number of days the system stores a backup copy of the log before deleting it.

To review the file: You can use a text editor to review the log.

Sample messages:

Message	Written When
Deposits - Response required for job. E-Mail sent to:email1@example.com; email2@example.com	Order Management System generates a Response Required email, indicating a job requires user intervention. In this example, `Deposits` is the job name and `email@example.com` is the email address to receive the Response Required email.
Deposits - Received R response from JSMITH	A user responded to a response required message at the Reply To Message screen. In this example, `Deposits` is the job name and `JSMITH` is the user that responded to the job.
Deposits - No response after 5 attempts, will retry	Order Management System reviewed the Response Required table five times to determine if a user responded to the response required message. In this example, `Deposits` is the job name.
Deposits - No response after 10 attempts, will retry	Order Management System reviewed the Response Required table ten times to determine if a user responded to the response required message. In this example, `Deposits` is the job name.
Deposits - No response received, default response used	The number of times to look for a response in the Response Required table has been reached without a response from a user. Order Management System uses the default response for the job. In this example, `Deposits` is the job name.
Deposits - Response Required entry not found, default response used	A user deleted a response required message at the Work with Required Response screen. Order Management System uses the default response for the job. In this example, `Deposits` is the job name.

Trace Log

Use this log to review internal messages about Order Management System application processing. Typically, you review this log only if the contents of the Application Log did not help you.

The Trace Log settings in the Logging Properties define the level of detail to include in the log and the number of days to store a backup copy of the log before deleting it.

To review the file: You can use a text editor to review the log.

Manifest Log

Use this log to review the messages generated between Order Management System and the PC manifest station. You can use this log to confirm that communication between Order Management System and the PC manifest station is working correctly, to isolate communication problems, or to recover information. Also, any errors that occur during processing are written in this log.

The Manifest Log settings in the Logging Properties define the level of detail to include in the log and the number of days to store a backup copy of the log before deleting it.

To review the file: You can use a text editor to review the log.

Order Log

Use this log to review the CWOrderIn and CWORDEROUT messages between an external system and Order Management System as part of the Generic Order Interface (Order API). You can use this log to confirm that communication between the external system and Order Management System is working correctly, to isolate communication problems, or to recover information.

The Order Log settings in the Logging Properties define the level of detail to include in the log and the number of days to store a backup copy of the log before deleting it.

To review the file: You can use a text editor to review the log.

Successful message: A message similar to the following indicates if an order message was successful:

```
12:32:42,483 INFO  ORDER - In Message:   <Message source="IDC" target="RDC"
type="CWORDERIN" resp_qmgr="CWIAS400" resp_q="CWDIRECT.PROMOTION.OUT.10.Q">
<Header company_code="009" order_number="012345-1" payment_only="N"
source_code="JMNSRC"  response_type="E" order_channel="I"
customer_number="123456"   pay_incl="Y" order_type="W">   <Payments> <Payment
pay_seq_number="1" payment_type="04" cc_type="04"
cc_number="************1443"  cc_exp_month="12" cc_exp_year="2012"
auth_number="manual" auth_date="02112011" /></Payments>  <ShipTos><ShipTo
shipping_method="98" ship_to_type="2"> <Items><Item quantity="1"
item_id="API100"></Item></Items></ShipTo></ShipTos><Coupons> <Coupon
/></Coupons></Header></Message>
```

Errors to look for:

A message similar to the following indicates that the CWOrderIn message passed was not formatted correctly or contained invalid data:

```
17:21:46,031 INFO  ORDER - Out Message:<Message>Invalid XML Message: <Message
source="String" target="String" type="CWORDERIN" >   <Header company_code="6"
rdc_order_number="9967" payment_only="Y" nbr_ship_tos="1"  pay_incl="Y"
source_code="SOURCE" response_type="E" order_channel="I"
```

```
sold_to_fname="John" sold_to_lname="Smith" sold_to_address1="10 Example
Street"  sold_to_city="NATICK" sold_to_state="MA" sold_to_zip="01760"
sold_to_country="USA"   order_type="I"
sold_to_email="eleanor.johnson@example.com" >   <Payments>   <Payment
payment_type="5" cc_number="***5556" cc_exp_month="12" cc_exp_year="12" />
</Payments>   </Header>   </Message>   com.mr.serenade.exception.BOException:
OrderInMessageBO.checkDuplicateWebOrder - null </Message>
```

PayPal Log

Use this log to review the messages generated between Order Management System and PayPal when you are using the PayPal Direct Connection Integration. You can use this log to confirm that communication between Order Management System and PayPal is working correctly, to isolate communication problems, or to recover information. Also, any errors that occur during processing are written in this log.

The PayPal Log settings in the Logging Properties define the level of detail to include in the log, and the number of days to store a backup copy of the log before deleting it.

To review the file: You can use a text editor to review the log.

Data security: For data security, Order Management System masks credit card information in this log.

Successful message: A message similar to the following indicates if the PayPal deposit transmission was successful:

```
11:56:55,831 INFO PAYPAL - [Settlement] Transmitted deposit(*PURCH) Processed
: AMT=20.94&INVNUM=111-
1234&NOTE=PAYPAL+1234&AUTHORIZATIONID=12345678901234567890&COMPLETETYPE=NotCo
mplete&METHOD=DoCapture
```

Failed message: A failure in the deposit process or errors during processing generate ERROR level messages, such as the following:

```
11:56:55,831 ERROR PAYPAL - [Settlement] Transmitted deposit(*PURCH) Failure :
AMT=20.94&INVNUM=111-
1234&NOTE=PAYPAL+1234&AUTHORIZATIONID=12345678901234567890&COMPLETETYPE=NotCo
mplete&METHOD=DoCapture
11:57:06,581 ERROR PAYPAL - [Settlement] Timestamp      : 2009-05-08T15:52:55Z
11:57:08,737 ERROR PAYPAL - [Settlement] CorrelationId  : 12345abcde
11:57:10,284 ERROR PAYPAL - [Settlement] Error code     : 10002
11:57:11,972 ERROR PAYPAL - [Settlement] Short message  : Security error
11:57:15,018 ERROR PAYPAL - [Settlement] Long message   : Security header is
not valid
11:57:17,300 ERROR PAYPAL - [Settlement] Severity code  : Error
```

Setup errors: Errors reading the authorization service or authorization service extended generate ERROR level messages, such as the following:

```
11:31:04,471 ERROR PAYPAL - [Settlement] Defaults set. Do not process in
PayPal 'live' environment
```

11:31:31,841 ERROR PAYPAL - [Settlement] Exception(s) encountered during Initialization. No Deposit processing performed.

For more information: See PayPal Direct Connection Integration for an overview and the required setup for processing deposit transactions between Order Management System and PayPal using a direct connection.

Cybersource Log

Use this log to review messages generated between Order Management System and Cybersource when you are using the Cybersource Point-to-Point Integration.

Data security: For data security, Order Management System masks credit card information in this log.

You can use this log to confirm that communication between Order Management System and Cybersource is working correctly, to isolate communication problems, or to recover information. Also, any errors that occur during processing are written in this log.

Setup: The *CYB_PAY_LINK_SERVICE_ENABLE_LOG* setting in Refresh System Properties (PROP) defines whether the Cybersource web service logs messages generated between Order Management System and Cybersource when you are using the Cybersource Point-to-Point Integration. Valid values are:

- **true** = Order Management System writes transactions for the Cybersource Point-to-Point Integration to the Cybersource log.
- **false** = Order Management System does not write transactions for the Cybersource Point-to-Point Integration to the Cybersource log.

> **Important:** For data security, set this value to **false** unless you are troubleshooting the Order Management System integration with Cybersource. Once you are done troubleshooting, delete any log files that are created.

The CYB_PAY_LINK_SERVICE_LOG_DIRECTORY property defines the location of the log written by the Cybersource web service API program. For example: `/domain/conf/OMSFiles/Integrations/Cybersource/Log/`, where `domain` is the WebLogic domain directory for Order Management System.

To review the file: You can use a text editor to review the log.

For more information: See Cybersource Point-to-Point Integration in the Online Help for an overview and processing details.

Alert Log

Use this log to review the alerts generated by the Job Monitor Status (WJMO) menu option. This log indicates:

- the name of the job monitor associated with the alert
- the name of the job monitor rule associated with the alert
- the action taken for the job monitor rule, such as generating an email or running a periodic process

> **Note:** The system updates this log only if the ALLOW_JOB_ MONITOR and TRACK_ALERTS_IN_LOG settings in Working with Admin Properties (CPRP) are set to **Y**. These settings should only be set to **Y** for the application server that allows job scheduling; see How to Schedule a Job.

IntegrationOrder (ChannelAdvisor) Log

Use this log to review activity related to integration with ChannelAdvisor. See ChannelAdvisor Integration Overview for background.

Narvar Log

Use this log to review the information submitted to Narvar if you use the Narvar integration to generate shipment confirmation emails.

Setup: Use the following properties to control Narvar logging:

- NARVAR_LOG_LEVEL
- NARVAR_MAXBACKUP_DAYS

For more information: See *Narvar Integration* in the online help, including the *Narvar Request Message*, for details on the order message to Narvar.

OCDS (Omnichannel Cloud Data Service) Log

Use this log to review activity related to communication with OCDS to import enterprise foundation information, such as merchandise hierarchy, items, prices, and related data.

The OCDSFA periodic function also uses this log.

Setup: Use the following properties to control OCDS logging:

- OCDS_LOG_LEVEL
- OCDS_MAXBACKUP_DAYS

For more information: See Importing Enterprise Foundation Data through Omnichannel Cloud Data Service (OCDS) and Importing Future Available Information (OCDSFA) in the online help.

ORCE (Oracle Retail Customer Engagement) Log

Use this log to review activity related to the loyalty integration and stored value card integration with Oracle Retail Customer Engagement. The system logs the transactions passed between Order Management System and Oracle Retail Customer Engagement if the Logging Level is **DEBUG**.

Setup: Use the following properties to control Customer Engagement logging:

- ORCE_LOG_LEVEL
- ORCE_MAXBACKUP_DAYS

For more information: See:

- Customer Engagement Loyalty Integration.
- Customer Engagement Stored Value Card Integration.

OROB (Oracle Retail Order Broker) Log

Use this log, in addition to Order Broker's logs, to review messages passed between Order Management System and Order Broker as part of the Order Broker Integration.

RICS Log

Use this log to review activity related to the pre-order (backorder quantity update) notification message.

Setup: Use the following properties to control RICS logging:

- RICS_LOG_LEVEL
- RICS_MAXBACKUP_DAYS

Sample entries in the RICS log for the pre-order (backorder quantity update) notification:

- Successful message: If the RICS_LOG_LEVEL is set to INFO and the message was sent successfully, the RICS log includes the message contents, and indicates success, for example:

  ```
  11:59:35,206 INFO RICS - message: Invocation Success
  ```

- If the RSB service is down:

  ```
  ERROR RICS - message: Connection refused to:
  https://server.us.oracle.com:12345/rms-InventoryBackOrder-
  AppServiceDecorator/ProxyService/InventoryBackOrderAppService
  Proxy?WSDL ConnectException: java.net.ConnectException:
  Connection refused (Connection refused)
  ```

- If web service authentication has not been set up for the RICS Service:

  ```
  ERROR RICS  - message: No Authentication is set up for RICS
  Service
  ```

- If no URL is specified in the RICS Outbound Service URL (M50) system control value when you run the PREORDER periodic function:

  ```
  ERROR RICS - message: RICS URL string (M50) is not set  -->
  no url in M50
  ```

See Generating the Pre-Order (Backorder Quantity Update) Notification Message in the online help for more information.

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Monitoring Jobs

Overview: Job Monitoring provides the ability to monitor jobs to ensure that they are running correctly.

The Job Monitor:

Collects monitoring information, such as:

- **Last heartbeat date/time:** the last date and time when the system verified the job was running.
- **Last transaction date/time:** the last date and time when a transaction was processed by the job.

The system collects the monitoring information in the Job Monitor Status table. You can review the monitoring information on the Work with Job Monitor Screen (WJMO).
Note: If you use multiple application servers, the system collects monitoring information in the Job Monitor Status table across all application servers.

Performs an action when job monitor rules you set up for a job are met, such as:

- receiving an email so that you can react to the condition.
- running a periodic function. For example, you can define a job monitor rule that if the Controlling Async goes down, to run the periodic function that starts the Controlling Async. If you define a periodic function, you can also have the system notify you by email if the condition for the job monitor rule still exists after running the periodic function.

The monitor rules defined for a job can be based on the last update date and time, the last transaction date and time, or query results.

You can define monitor rules for a job on the Work with Job Monitor Rules Screen. When you schedule a job monitor rule, the rule becomes a scheduled job that you can review on the Scheduled Jobs screen. Whenever you restart Order Management System, the system determines if any job monitor rules should be running, and if so, starts them.

Additional Job Monitoring

- The Long Running Jobs Monitor watches the batch jobs running on the Job Management Screen and sends a Long Running Job Email to a specified email address if a job runs without ending longer than a specified time. See Long Running Jobs Monitor for more information on this process and the setup requirements.

- Running a Periodic Process on Server Startup provides the ability when you restart Order Management System (see Restarting Order Management System) for the system to look at the settings in the Monitor Property Settings to determine the periodic process and its assigned periodic functions to run on server startup. See Running a Periodic Process on Server Startup for more information about this process and the setup requirements.

In this chapter:

- Job Monitor Setup
- Which Jobs are Monitored?
- Job Monitor Examples
- Work with Job Monitor Screen (WJMO)
- Work with Job Monitor Rules Screen
- Create Job Monitor Rule Screen

Job Monitor Setup

Before you can use the Job Monitor, you must complete the required setup.

- Monitor Properties
- Job Monitor Rules
- Job Monitor Queries

Monitor Properties

The Monitor Properties in Working with Admin Properties (CPRP) contain the settings required to enable the Job Monitor.

Property Name	Description
ALLOW_JOB_ MONITOR	Indicates whether you wish to run the job monitor. Valid values: **Y** = Run the job monitor. **N** (default) or blank = Do not run the job monitor. In this situation, the only option on the Work with Job Monitor Rules Screen is to display a rule's settings. **Note:** Set this value to **Y** for all application servers.
JOB_MONITOR_QUER Y_ DIRECTORY	The directory on the application server where you store queries used by the job monitor. An example directory is `/domain/conf/OMSFiles/JobMonitorQueries/`, where `domain` is the WebLogic domain directory for Order Management System.

Property Name	Description
TRACK_ALERTS_IN_LOG	Indicates whether you log all alerts generated by the job monitor. Valid values: **Y** = Log all alerts generated by the job monitor in the Alert Log. **N** or blank = Do not log alerts generated by the job monitor.
TRACK_ALERT_EMAILS_IN_ FOLDER	The directory on the application server where the system stores a copy of the alert emails generated by the job monitor. This directory is not delivered; an example location is `/domain/conf/OMSFiles/JobMonitorEmails/`, where `domain` is the WebLogic domain directory for Order Management System. Each alert email is stored in this directory using the following naming convention: `ALERT_JOBNAME_RULENAME_DDMMYY_HHMMSS.txt`, where: • `JOBNAME` is job monitor name • `RULENAME` is the job monitor rule name • `DDMMYY` is the date the email alert was sent • `HHMMSS` is the time the email alert was sent **Example:** `ALERT_BILL_ASYNC_BILLASYNCACTIVE_032713_083000` indicates the email alert was generated for the BILL_ASYNC job monitor and BILLASYNCACTIVE job monitor rule on March 27 at 8:30. **Note:** The system does not save an alert email in this directory if the job monitor rule name contains any special characters.

Job Monitor Rules

Use the Work with Job Monitor Rules Screen to define monitor rules for a job. For each rule, you can define:

- how often the system evaluates the rule to determine if its condition is met.
- whether the system uses the last update date and time, the last transaction date and time, or query results to determine whether to act on the rule.
- the type of action to perform if the rule's conditions are met, such as:
  - receiving an email so that you can react to the condition.
  - running a periodic function. For example, you can define a job monitor rule that if the Controlling Async goes down, to run the periodic function that starts the Controlling Async. If you define a periodic function, you can also have the system notify you by email if the condition for the job monitor rule still exists after running the periodic function.

Job Monitor Queries

Create any queries for which you wish to receive an alert if the query results come back true. Once you create the query:

- Store these queries in the directory defined for the JOB_MONITOR_QUERY_ DIRECTORY property.

- Create a job monitor rule for the **Query** job monitor on the Work with Job Monitor Rules Screen. For this job monitor rule:
  - Select to *Alert On* **Query** and enter the name of the query that you created.
  - Define a schedule when the system determines if the query results come back true.
  - Define the action to take if the query results come back true.

Job Monitor Query Examples

Job Monitor Rule	Query Example
receive an alert when the number of records in the billing data queue is equal to or greater than 100	select 'Y' from dual where (Select COUNT(*) from Billing_Header_Data_Queue)>=100
receive an alert if the number of running jobs for the INVTRAN_IN integration layer job is not equal to 3	select 'Y' from dual where (Select COUNT(*) from JenasysJob where jobName in (select ilq_job_name from Integration_Process_Queue where ILP_Process='INVTRAN_IN' and ILQ_Enabled='Y') and status='RUN')=3
receive an alert if no orders were created for the current date	select 'Y' from dual where (select COUNT(*) from Order_Header where CMP_Company=555 and OHD_Order_date=FNSYNONDATE)>0

Which Jobs are Monitored?

The table below lists the jobs you can monitor on the Work with Job Monitor Screen (WJMO). For each job, this table lists:

- The name of the job.
- The type of information collected for each job.
  - **Heartbeat Only** = the job is associated with a heartbeat that the system uses to verify that the job is still active. Currently, there are no jobs associated with a heartbeat only.
  - **Transactions Only** = the job processes transactions.
  - **Heartbeat and Transactions** = the job is associated with a heartbeat and processes transactions.
  - **Query** = the job runs queries not related to the other jobs listed on the Work with Job Monitor screen.
- When the system collects the type of information.
- The purpose of the job.
- The menu option where you can work with the job.

Note:

- If you have the same job running more than once; for example, you have multiple Billing Async jobs running at the same time, the job displays on the Work with Job Monitor Screen (WJMO) only once.
- If you have the same integration layer job running more than once; for example, you have multiple stored value card activation jobs, each job displays on the Work with Job Monitor Screen (WJMO).

Job	Information Collected	Updated When
MBJC		
Use Background Job Control (MBJC) to review and work with these jobs.		
BILL_ASYNC background job Processes updates related to shipments and returns.	Heartbeat and Transaction date/time	**Heartbeat date/time** The job reads the billing async data queue every 30 seconds. **Transaction date/time** The system reads a record from the billing async data queue. **Note:** The system also updates the heartbeat date/time and transaction date/time when you end the asyncs.
CNTL_ASYNC background job Starts and ends each of the background ASYNC jobs. When you start the CNTL_ASYNC job, all of the background ASYNC jobs start; when you end the CNTL_ASYNC job, all of the background ASYNC jobs end. You cannot start or end an individual background ASYNC job.	Heartbeat and Transaction date/time	**Heartbeat date/time** The job reads the controlling async data queue every 30 seconds. **Transaction date/time** The system reads a record from the controlling async data queue. **Note:** The system also updates the heartbeat date/time and transaction date/time when you end the asyncs.
EBO_ASYNC background job Updates the system tables with reservation and backorder information whenever the inventory level for a backordered item increases. Inventory levels for an item increase when you process inventory transactions, receive purchase orders, or transfer merchandise from suspense.	Heartbeat and Transaction date/time	**Heartbeat date/time** The job reads the EBO async data queue every 30 seconds. **Transaction date/time** The system reads a record from the EBO async data queue. **Note:** The system also updates the heartbeat date/time and transaction date/time when you end the asyncs.

Job	Information Collected	Updated When
ORDR_ASYNC background job Updates the system tables with order and demand information as orders are entered and maintained.	Heartbeat and Transaction date/time	**Heartbeat date/time** The job reads the order async data queue every 30 seconds. **Transaction date/time** The system reads a record from the order async data queue. **Note:** The system also updates the heartbeat date/time and transaction date/time when you end the asyncs.
OTHR_ASYNC background job Updates the system tables with purchase order information when purchase orders are entered, maintained, or received.	Heartbeat and Transaction date/time	**Heartbeat date/time** The job reads the other async data queue every 30 seconds. **Transaction date/time** The system reads a record from the other async data queue. **Note:** The system also updates the heartbeat date/time and transaction date/time when you end the asyncs.
APIs		
CUSTIN CWCustomer web service Processes an Inbound Customer Message (CWCustomerIn) received from an external system, such as a point-of-sale system.	Transactions Only date/time	**Transaction date/time** The CWCustomer web service processes a CWCustomerIn message.
EMAILREQ CWEmailRequest web service Processes an Email Request Message (CWEmailRequest) received from an integrated point-of-sale system.	Transactions Only date/time	**Transaction date/time** The CWEmailRequest web service processes a CWEmailRequest message.
MANIFEST CWManifest web service Processes a Manifest Pick Request Message (CWManifestPickRequest) and Manifest Ship Request Message (CWManifestShipRequest) received from a PC manifesting station.	Transactions Only date/time	**Transaction date/time** The CWManifest web service processes a CWManifestPickRequest or CWManifestShipRequest message.
ORDERINAPI CWOrderIn web service Processes an Inbound Order XML Message (CWOrderIn) received from an external system, such as a web storefront.	Transactions Only date/time	**Transaction date/time** The CWOrderIn web service processes a CWOrderIn message.

Job	Information Collected	Updated When
PICKINAPI CWPickIn web service Processes a CWPickIn XML Message received from a warehouse management system.	Transactions Only date/time	**Transaction date/time** The CWPickIn web service processes a CWPickIn message.
RECEIPTIN CWReceiptIn web service Processes a PO Receipt In XML Message (CWReceiptIn) received from a warehouse management system.	Transactions Only date/time	**Transaction date/time** The CWReceiptIn web service processes a CWReceiptIn message.

WPBJ

Use Work with Drop Ship Background Jobs (WPBJ) to review and work with this job.

COLLAB Processes transactions between Order Broker's Drop Ship Manager and Order Management System in the related Oracle Retail Order Broker Drop Ship Integration.	Heartbeat and Transaction date/time	**Heartbeat date/time** The job looks for transactions to process, based on the *Delay Time* defined for the job. **Transaction date/time** The job processes a transaction.

IJCT

This list includes:

- any outbound integration layer job that has program **ILR0022** defined as its *Outbound program*, including any jobs that you create.
- specific inbound integration layer jobs:
  - CUSTHIST
  - CUSTSRCH
  - INV_INQUIRY
  - INVTRANIN
  - ORDLINHIST
  - ORDTRNHIST
  - PROCESSIN
  - RETURNIN

Use Work with Integration Layer Processes (IJCT) to review and work with these jobs.

Job	Information Collected	Updated When
BILL_UPD At periodic intervals, processes deferred billing updates for records in the Invoice Header table whose *Process Date* field is **0**. The *Outbound delay time* defines how often the job processes the deferred billing updates. **Example:** If the *Outbound delay time* is **60**, the system looks for deferred billing updates to process every 60 seconds.	Heartbeat and Transaction date/time	**Heartbeat date/time** The BILL_UPD job reads the IL Outbound Trigger table, based on the *Outbound delay time* defined for the job. **Transaction date/time** The BILL_UPD job processes a billing transaction.
BROKER Sends and receives order information and updates using Order Broker's message formats.	Heartbeat and Transaction date/time	**Heartbeat date/time** The BROKER job reads the IL Outbound Trigger table, based on the *Outbound delay time* defined for the job. **Transaction date/time** The BROKER job processes a broker transaction.
BROKER_ORD Sends and receives new order and pending cancellation requests using Order Broker's message formats.	Heartbeat and Transaction date/time	**Heartbeat date/time** The BROKER_ORD job reads the IL Outbound Trigger table, based on the *Outbound delay time* defined for the job. **Transaction date/time** The BROKER_ORD job processes a broker transaction.
CUST_OUT Generates an outbound CWCustomerDownload XML message when you create, change, or delete a customer.	Heartbeat and Transaction date/time	**Heartbeat date/time** The CUST_OUT job reads the IL Outbound Trigger table for CST customer download triggers, based on the *Outbound delay time* defined for the job. **Transaction date/time** The CUST_OUT job reads and processes a customer download trigger record in the IL Outbound Trigger table.

Job	Information Collected	Updated When
CUSTHIST Receives a CustHistRequest for customer order history or information on a specific order, and generates a response (CWCUSTHISTOUT or CWORDEROUT).	Transactions Only date/time	Transaction date/time updated when the job receives and processes a transaction.
CUSTSRCH Receives a CWCustomerInqRequest for information on one or more customers matching specific search criteria, and generates a CWCustomerInqResponse.	Transactions Only date/time	Transaction date/time updated when the job receives and processes a transaction.
INV_DOWNLOAD Sends inventory availability information to another system in the CWInventoryDownload message.	Heartbeat and Transaction date/time	Heartbeat date/time updated by reading the IL Outbound Trigger table. If the table is empty, the system sleeps for the *Outbound delay time* and then reads the table again. Transaction date/time updated every time the system reads and processes a record in the IL Outbound Trigger table.
INV_INQUIRY Receives a CWInventoryInquiryRequest for inventory availability on a specific item/SKU and generates a CWInventoryInquiryResponse.	Transactions Only date/time	Transaction date/time updated when the job receives and processes a transaction.
INVOIC_OUT Sends invoice information in the CWInvoiceOut message to another system, such as a retail store, financial system, or warehouse management system.	Heartbeat and Transaction date/time	Heartbeat date/time updated by reading the IL Outbound Trigger table. If the table is empty, the system sleeps for the *Outbound delay time* and then reads the table again. Transaction date/time updated every time the system reads and processes a record in the IL Outbound Trigger table.
INVTRANIN Receives inventory transactions in the inCreateInvXaction message and updates inventory information, such as in the Item Location and Item Warehouse tables. Any errors create Item Transaction Error records.	Transactions Only date/time	Transaction date/time updated when the job receives and processes a transaction.

Job	Information Collected	Updated When
ITEM_OUT Sends item and SKU information in the CWItemOut message to another system, such as a retail store or warehouse management system.	Heartbeat and Transaction date/time	Heartbeat date/time updated by reading the IL Outbound Trigger table. If the table is empty, the system sleeps for the *Outbound delay time* and then reads the table again. Transaction date/time updated every time the system reads and processes a record in the IL Outbound Trigger table.
ORDCLNUP Order Cleanup job Rejects any orders that have been "abandoned" on the web storefront if, for example, the customer closes the browser window. This process uses the *Time Limit for Suspended E-Commerce Orders (G43)* system control value to determine the number of minutes to wait before rejecting an order. Only orders of the type specified in the *E-Commerce Order Type (G42)* system control value are eligible for cleanup, and the cleanup takes place only if the *Get Orders from E-Commerce (G35)* system control value is selected. The system generates the E-Commerce Order Cleanup Log each time it deletes a suspended order. Each time the job rejects an order, it writes a record in the Deleted Order table.	Heartbeat and Transaction date/time	**Heartbeat date/time** The job looks for orders to clean up every minute. The system also updates the heartbeat date/time when the job deletes an order. **Transaction date/time** The job deletes an order.
ORDLINHIST Receives order line history activity for a specified order line on an order, based on XML messages from an external system, such as a warehouse management system.	Transactions Only date/time	Transaction date/time updated when the job receives and processes a transaction.
ORDTRNHIST Receives order transaction records for a specified order, based on XML messages from an external system, such as a warehouse management system. You can review the order transaction history records created on the Display Order History Screen.	Transactions Only date/time	Transaction date/time updated when the job receives and processes a transaction.

Job	Information Collected	Updated When
PICK_OUT Sends a Pick Message from Order Management System (CWPickOut) for each pick slip generated.	Heartbeat and Transaction date/time	Heartbeat date/time updated by reading the IL Outbound Trigger table. If the table is empty, the system sleeps for the *Outbound delay time* and then reads the table again. Transaction date/time updated every time the system reads and processes a record in the IL Outbound Trigger table.
PMD_ONLINE Used by the Paymentech Point-to-Point Integration to open a connection to the online port defined in the Interface Properties File to connect to Paymentech to process online transactions and keeps the online connection open until you end the PMD_ONLINE job. **Note:** This setting is not currently implemented.	Heartbeat and Transaction date/time	Heartbeat date/time updated by completing an online authorization transaction then sleeping for 2 seconds. Transaction date/time updated every time the PMD_ONLINE job processes a Paymentech transaction.
PO_OUT Sends a CWPurchaseOrderOut message to a warehouse management system or an EDI vendor.	Heartbeat and Transaction date/time	Heartbeat date/time updated by reading the IL Outbound Trigger table. If the table is empty, the system sleeps for the *Outbound delay time* and then reads the table again. Transaction date/time updated every time the system reads and processes a record in the IL Outbound Trigger table.
PROCESSIN Uses the CWServiceIn Web Service to receive the CWProcessIn message and submit the specified periodic process received from an external system.	Transactions Only date/time	Transaction date/time updated when the CWServiceIn web service receives and processes a CWProcessIn message.
RETURN_OUT Sends a Return Authorization Outbound XML Message (CWReturnRAOut) when a return authorization is created, changed, or deleted.	Heartbeat and Transaction date/time	Heartbeat date/time updated by reading the IL Outbound Trigger table. If the table is empty, the system sleeps for the *Outbound delay time* and then reads the table again. Transaction date/time updated every time the system reads and processes a record in the IL Outbound Trigger table.

Job	Information Collected	Updated When
RETURNIN Receives an Return Request Message (CWReturnIn) to create and process a return against a specified order line. Optionally, the process sends an Return Response Message (CWReturnOut) to the external system, indicating if the return processed successfully or if an error occurred.	Transactions Only date/time	Transaction date/time updated when the job receives and processes a transaction.
SVC_OUT Sends a Stored Value Card Activation Request to a service bureau. The service bureau returns a Stored Value Card Activation Response to Order Management System.	Heartbeat and Transaction date/time	Heartbeat date/time updated by completing a stored value card activation transaction then then sleeping for 2 seconds. Transaction date/time updated every time the SVC_OUT job processes an activation transaction.
SVC_REVRSL Sends a Stored Value Card Authorization Reversal to the service bureau. The service bureau sends a Stored Value Card Authorization Reversal Response to Order Management System.	Heartbeat and Transaction date/time	Heartbeat date/time updated by completing a stored value card authorization reversal transaction then sleeping for 2 seconds. Transaction date/time updated every time the SVC_REVRSL job processes an authorization reversal transaction.
VENDOR_OUT Sends a CWVendorOut message to another system, such as a retail store or warehouse management system.	Heartbeat and Transaction date/time	Heartbeat date/time updated by reading the IL Outbound Trigger table. If the table is empty, the system sleeps for the *Outbound delay time* and then reads the table again. Transaction date/time updated every time the system reads and processes a record in the IL Outbound Trigger table.
Query		
QUERY Runs queries not related to the jobs listed on the Work with Job Monitor screen.	Query Only	The system does not update the heartbeat date/time or transaction date/time for this job. See Job Monitor Queries for more information on how to set up the **Query** job monitor.

Job Monitor Examples

- Job Monitor Example: PICK_OUT

- Job Monitor Example: ORDER_IN
- Job Monitor Example: Query

Job Monitor Example: PICK_OUT

You want to be notified by email every day between 9AM and 5PM when the system does not update the Update Date and Update Time for the PICK_OUT integration layer job, indicating the job is no longer active. The system should send an email 2 minutes after the conditions for the job monitor rule are met (the update date and update time are NOT updated), and then check every 5 minutes to see if the rule's conditions are still met. After 10 minutes, the system should send another email.

You create a job monitor rule with the following rule settings:

- Frequency: Daily
- Start Time: 090000
- End Time: 170000
- Alert On: Update Time
- Alert After: 2 minutes
- Sleep Time: 5 minutes
- Re-alert After: every 10 minutes
- Action Type: Email

The system uses the following calculation to determine if the job monitor rule's conditions are met: `current time - alert after minutes > last update time`.

At 9:02 the system checks to see if the job monitor rule's conditions are met (the update date and time are not updated, indicating the job is not active). In this example, the PICK_OUT job is not active. The system sends a job monitor rule email to the specified *To Email* address and updates the Check date and Check time for the rule.

The job monitor rule sleeps for 5 minutes.

At 9:07 (9:02 + 5 minutes sleep), the system checks to see if the job monitor rule's conditions are met (the update date and time are not updated, indicating the job is not active). In this example, the PICK_OUT job is not active; however, the system does not send a job monitor rule email because the 10 minute re-alert time has not been reached.

At 9:12 (9:07 + 5 minute sleep), the system checks to see if the job monitor rule's conditions are met (the update date and time are not updated, indicating the job is not active). In this example, the PICK_OUT job is not active. Because the 10 minute re-alert time has been reached, the system sends a job monitor rule email to the specified *To Email* address and updates the Check date and Check time for the rule.

Job Monitor Example: ORDER_IN

You want to be notified by email every day between 9AM and 5PM when the system does not update the Transaction Date and Transaction Time for the ORDER_IN integration layer job, indicating web orders are no longer being received. The system should send an email 15 minutes after the conditions for the job monitor rule are met (the transaction date and time are NOT updated, indicating a web order was not

received in the last 15 minutes), and then check every 30 minutes to see if the rule's conditions are still met. After 15 minutes, the system should send another email.

You create a job monitor rule with the following rule settings:

- Frequency: Daily
- Start Time: 090000
- End Time: 170000
- Alert On: Transaction Time
- Alert After: 15 minutes
- Sleep Time: 30 minutes
- Re-alert After: every 30 minutes
- Action Type: Email

The system uses the following calculation to determine if the job monitor rule's conditions are met: `current time - alert after minutes > last transaction time`.

At 9:15 the system checks to see if the job monitor rule's conditions are met (the transaction date and time are not updated, indicating web orders are no longer being received). In this example, the conditions are met. The system sends a job monitor rule email to the specified *To Email* address and updates the Check date and Check time for the rule.

The job monitor rule sleeps for 30 minutes.

At 9:45 (9:15 + 30 minutes sleep), the system checks to see if the job monitor rule's conditions are met (the transaction date and time are not updated, indicating web orders are no longer being received). In this example, the conditions are met and the 30 minute re-alert time has been reached. The system sends a job monitor rule email to the specified *To Email* address and updates the Check date and Check time for the rule.

Job Monitor Example: Query

You want to be notified by email every day between 9AM and 5PM when the number of unprocessed billing async records is equal to or greater than 500 records. The system should send an email 5 minutes after the query results are true, and then check every 10 minutes to see if the rule's conditions are still met. After 30 minutes, the system should send another email.

You create the following query and place the query in the JOB_MONITOR_QUERY_DIRECTORY:

```
select 'Y' from dual where (Select COUNT(*) from
Billing_Header_Data_Queue )>=500
```

You create a job monitor rule with the following rule settings:

- Frequency: Daily
- Start Time: 090000
- End Time: 170000
- Alert On: Query
- Query: BILLINGRECORDS.TXT

- Alert After: 5 minutes
- Sleep Time: 10 minutes
- Re-alert After: every 30 minutes
- Action Type: Email

At 9:05, the system checks to see if the job monitor rule's conditions are met (the results for the BILLINGRECORDS.TXT query in the JOB_MONITOR_QUERY_ DIRECTORY are Y, indicating there are 500 or more unprocessed billing async records). In this example, the query results are met. The system sends a job monitor rule email to the specified *To Email* address and updates the Check date and Check time for the rule.

The job monitor rule sleeps for 10 minutes.

At 9:15 (9:05 + 10 minutes sleep), the system checks to see if the job monitor rule's conditions are met (the results for the BILLINGRECORDS.TXT query in the JOB_MONITOR_QUERY_ DIRECTORY are Y, indicating there are 500 or more unprocessed billing async records). In this example, the conditions are met and the 30 minute re-alert time has been reached. The system sends a job monitor rule email to the specified *To Email* address and updates the Check date and Check time for the rule.

Work with Job Monitor Screen (WJMO)

Purpose: Use this screen to review and work with the job monitor rules defined for a batch job.

How to display this screen: Enter **WJMO** in the *Fast Path* field at the top of any menu or select Job Monitor Status from a menu.

Column sort: You can sort on any column on this screen by clicking on the column name. An arrow pointing up displays next to the field when the values for the field display in ascending sequence; an arrow pointing down displays next to the field when the values for the field display in descending sequence.

Jobs first display on this screen in alphanumeric job name sequence.

- To review the job with the most recent update, click on the *Update Date* field until an arrow pointing down displays next to it to display jobs in descending update date sequence.
- To review the job with the most recent transaction, click on the *Transaction Date* field until an arrow pointing down displays next to it to display jobs in descending transaction date sequence.

Field	Description
Job Name	The name of the job. Place your cursor over the job name to determine if the job is associated with a heartbeat and/or transactions. • **Heartbeat Only** = the job is associated with a heartbeat that the system uses to verify that the job is still active. Currently, there are no jobs associated with a heartbeat only. • **Transactions Only** = the job processes transactions. • **Heartbeat and Transactions** = the job is associated with a heartbeat and processes transactions. • **Query** = this job runs queries not related to the other jobs listed on the Work with Job Monitor screen. See Which Jobs are Monitored? for a list of jobs that display on this screen and whether the job is associated with a heartbeat and/or transactions. *Alphanumeric, 10 positions; display-only.*
Update Date	The date when a heartbeat was last processed for the job to verify that the job is still active. If the job also processes transactions, the system also updates this field when a transaction is processed. **Note:** If a job uses a heartbeat and processes transactions, the update date and time may be different from the transaction date and time. *Numeric, 8 positions (in user date format); display-only.*
Update Time	The time when a heartbeat was last processed for the job to verify that the job is still active. If the job also processes transactions, the system also updates this field when a transaction is processed. **Note:** If a job uses a heartbeat and processes transactions, the update date and time may be different from the transaction date and time. *Numeric, 6 positions (HH:MM:SS format); display-only.*
Transaction Date	The date when a transaction was last processed by the job. **Note:** If a job uses a heartbeat and processes transactions, the update date and time may be different from the transaction date and time. *Numeric, 8 positions (in user date format); display-only.*
Transaction Time	The time when a transaction was last processed by the job. **Note:** If a job uses a heartbeat and processes transactions, the update date and time may be different from the transaction date and time. *Numeric, 6 positions (HH:MM:SS format); display-only.*
Process	The menu option where you can work with the job. Click on this value to advance to the specified menu option.

Field	Description
Rules	Indicates whether any condition rules are defined for the job. Once rules are defined for a job, the color of the Rules icon changes to blue ( ).

Screen Option	Procedure
Work with the condition rules defined for a job	In the *Action* drop down list, select **Rules** for a job to advance to the Work with Job Monitor Rules Screen. **Note:** Once rules are defined for a job, the color of the Rules icon changes to blue ( ).
Refresh the screen with the most recent Update Date, Update Time, Transaction Date, and Transaction Time	Select **Refresh**.
Display all jobs in the Job Monitor Status, including jobs that were previously hidden	Select **Show All**. **Note:** You can use the **Hide Job** option on the Work with Job Monitor Rules Screen to hide a job so that it does not display on the Work with Job Monitor Screen (WJMO).

Work with Job Monitor Rules Screen

Purpose: Use this screen to define monitoring rules for a job. When these rules are met, you can have the system:

- notify you by email.
- run a periodic function, and if the conditions for the rule are still met after the defined sleep time, send an email when the re-alert time is reached.

The condition rules can be based on the last update date and time, the last transaction date and time, or query results.

> **Note:** If job monitoring does not run on the application server (the ALLOW_JOB_ MONITOR property for the application server is set to **N**), the only option on this screen is to display a rule's settings.

How to display this screen: In the *Action* drop down list, select **Rules** for a job on the Work with Job Monitor Screen (WJMO).

Column sort: You can sort on the *Rule* and *Status* columns on this screen by clicking on the column name. An arrow pointing up displays next to the field when the values for the field display in ascending sequence; an arrow pointing down displays next to the field when the values for the field display in descending sequence.

Field	Description
Job Name	The name of the job associated with the monitoring rules. This is the job you selected on the Work with Job Monitor Screen (WJMO). *Alphanumeric, 10 positions; display-only.*
Rule	The name of the job monitor rule. **Note:** • When you schedule a job monitor rule, the system uses the first 10 positions of the rule name as the job name that displays on the Scheduled Jobs Screen. • In order to save alert emails for the job monitor rule in the TRACK_ALERT_ EMAILS_IN_ FOLDER directory, do not use any special characters in the job monitor rule name. *Alphanumeric, 25 positions; display-only.*
When	Indicates how often the system monitors the job to see if it meets the rule's conditions, based on the *Frequency*, *Start Time*, and *End Time* defined for the rule on the Create Job Monitor Rule Screen. *Alphanumeric, 40 positions; display-only.*
Status	The status of the job monitor rule. Valid statuses are: • **Unscheduled** = The rule has been created, but it not in use. • **Scheduled** = The rule has been created and scheduled, but is not currently running. • **Running** = The rule is actively running. • **Ending** = The rule is in the process of ending. *Alphanumeric, display-only.*
Check Date	The date when the system last compared this rule to the monitoring information for the job to determine if the rule's conditions are met. *Numeric, 8 positions (in user date format); display-only.*
Check Time	The time when the system last compared this rule to the monitoring information for the job to determine if the rule's conditions are met. *Numeric, 6 positions (HH:MM:SS format); display-only.*

If you are reviewing the Work with Job Monitor Rules screen from an application server

Screen Option	Procedure
Create a job monitor rule	Select **Create** to advance to the Create Job Monitor Rule Screen.

Screen Option	Procedure
Hide this job from the Work with Job Monitor Screen (WJMO)	Select **Hide Job**. **Note:** To redisplay this job, including all other jobs that are hidden, select **Show All** on the Work with Job Monitor Screen (WJMO).
Review a job monitor rule	Select **Display** in the *Action* column for a job monitor rule to advance to the Display Job Monitor Rule screen. All fields on this window are display-only. See the Create Job Monitor Rule Screen for field descriptions. **Note:** This option is available if the status of the job is `Unscheduled`, `Scheduled`, `Running`, or `Ending`.
Change a job monitor rule **Note:** This option is available only if the *Status* of the job monitor rule is `Unscheduled`.	Select **Change** in the *Action* column for a job monitor rule to advance to the Change Job Monitor Rule screen. See the Create Job Monitor Rule Screen for field descriptions. **Note:** This option is available if the status of the job is `Unscheduled`.
Run a job monitor rule **Note:** This option is available only if the *Status* of the job monitor rule is `Unscheduled` or `Scheduled`.	Select **Start** in the *Action* column for a job monitor rule to change its status to `Running`. At the Confirm window, select **OK** to start running the rule; otherwise, select **Cancel**. **Note:** This option is available if the status of the job is `Unscheduled` or `Scheduled` and the start time is met. When you start a job monitor rule, the system changes the status of the job to `Running`.
Stop a job monitor rule **Note:** This option is available only if the *Status* of the job monitor rule is `Running`.	Select **Stop** in the *Action* column for a job monitor rule. At the Confirm window, select **OK** to stop running the rule; otherwise, select **Cancel**. **Note:** This option is available if the status of the job is `Running`. When you stop a rule, the system changes its status from `Running` to `Ending`, and then to `Unscheduled` or `Scheduled`.

Screen Option	Procedure
Schedule a job monitor rule **Note:** This option is available only if the *Status* of the job monitor rule is `Unscheduled`.	Select **Schedule** in the *Action* column for a job monitor rule to change its status to `Scheduled`. At the Confirm window, select **OK** to schedule the rule; otherwise, select **Cancel**. **Note:** This option is available if the status of the job is `Unscheduled`. When you schedule a job monitor rule, the system displays the job on the Scheduled Jobs Screen. The first 10 positions of the job monitor rule name displays as the job name on the screen. If the job monitor rule runs a periodic process, the system also displays the periodic process on the Scheduled Jobs screen and schedules the periodic process to run 1 minute after the associated job monitor rule. Once the periodic process runs, the system removes it from the Scheduled Jobs screen.
Unschedule a job monitor rule	Select **Unschedule** in the *Action* column for a job monitor rule to change its status to `Unscheduled`. At the Confirm window, select **OK** to schedule the rule; otherwise, select **Cancel**. **Note:** This option is available if the status of the job is `Scheduled`.
Delete a job monitor rule	Select **Delete** in the *Action* column for a job monitor rule. At the Confirm window, select **OK** to delete the rule; otherwise, select **Cancel**. **Note:** This option is available if the status of the job is `Unscheduled`.

Create Job Monitor Rule Screen

Purpose: Use this window to define settings for a job monitor rule.

How to display this screen: Select **Create** on the Work with Job Monitor Rules Screen.

Field	Description
Job Name	The name of the job associated with the monitoring rule. This is the job you selected on the Work with Job Monitor Screen (WJMO). *Alphanumeric, 10 positions; display-only.*
Rule	The name of the job monitor rule. **Note:** When you schedule a job monitor rule, the system uses the first 10 positions of the rule name as the job name that displays on the Scheduled Jobs Screen. *Alphanumeric, 25 positions; required.*

Field	Description
Frequency	How often the system monitors the job to see if it meets the rule's conditions. Valid values: • **Daily:** the system monitors the job for this rule every day. • **Weekdays:** the system monitors the job for this rule every Monday, Tuesday, Wednesday, Thursday, and Friday. • **Weekends:** the system monitors the job for this rule every Saturday and Sunday. • **Monday:** the system monitors the job for this rule every Monday. • **Tuesday:** the system monitors the job for this rule every Tuesday. • **Wednesday:** the system monitors the job for this rule every Wednesday. • **Thursday:** the system monitors the job for this rule every Thursday. • **Friday:** the system monitors the job for this rule every Friday. • **Saturday:** the system monitors the job for this rule every Saturday. • **Sunday:** the system monitors the job for this rule every Sunday. *Alphanumeric; required.*
Start Time	Defines the start time when the system monitors the job to see if it meets the rule's conditions. You must enter the start time in HHMMSS military format; for example, enter 070000 to indicate a start time of 7 AM. **Note:** Valid entries are 000000 - 235959. The start time must be earlier than the end time. *Numeric, 6 positions; required.*
End Time	Defines the end time when the system monitors the job to see if it meets the rule's conditions. You must enter the end time in HHMMSS military format; for example, enter 170000 to indicate an end time of 5 PM. **Note:** Valid entries are 000000 - 235959. The end time must be later than the start time. *Numeric, 6 positions; required.*
User	The user ID associated with the job monitor rule. The user ID defaults to the user that is creating or updating the rule, but you can override it. User IDs are defined in and validated against the User table. *Alphanumeric, 10 positions; required.*

Field	Description
Alert On	Defines the factor the system evaluates to determine if the job meets the rule's conditions. Valid values: • **Update Time:** The system evaluates the job's last update date and time to determine if the job meets the rule's conditions. • **Transaction Time:** The system evaluates the job's last transaction date and time to determine if the job meets the rule's conditions. • **Query:** The system evaluates the results of the query specified for the rule to determine if the job meets the rule's conditions. *Alphanumeric, required.*
Query	The name of the query whose results the system evaluates to determine if the job meets the rule's conditions. The query must be located in the directory defined in the JOB_MONITOR_QUERY_ DIRECTORY property. *Alphanumeric, 25 positions; required if Alert On is set to Query.*
Alert After	The number of minutes to determine when to test for the condition. `current time - alert time = last update time` *Numeric, 3 positions; required.*
Sleep Time	The time, in minutes, between rechecking the condition. *Numeric, 3 positions; required.*
Re-alert After	The time, in minutes, for re-alerting for the condition. **Note:** The re-alert after minutes should be equal to or greater than the sleep time minutes. *Numeric, 3 positions; required if Action Type is Email.*
Action Type	Defines the type of action to take when the job meets the rule's conditions. Valid values: • **Email:** Send an email to the specified *To Email*. • **Periodic Process:** Run the specified periodic process. **Note:** When the *Action Type* is Periodic Process, define a From Email, Subject, To Email, and Email Text to have the system send an email alert if the condition for the job monitor rule still exists after running the periodic function. The system will continue to send an email alert until the condition is no longer met or the end time is met. *Alphanumeric, required.*
Periodic Process	The code for the periodic process to run. Periodic processes are defined in and validated against the Periodic Process table. *Alphanumeric, 10 positions; required if Action Type is Periodic Process.*

Field	Description
Process Company	The code for the company to run the periodic process. Company codes are defined in and validated against the Company table. *Numeric, 3 positions; optional.*
From Email	The "from" email address for the job monitor rule email. *Alphanumeric, 50 positions; required if Action Type is Email.*
Subject	The subject of the job monitor rule email. *Alphanumeric, 50 positions; required if Action Type is Email.*
To Email	The list of email addresses that receive the job monitor rule email. Each email address entered must be separated by a semi-colon (;). For example: `email1@add.com;email2@add.com.` *Alphanumeric, 200 positions; required if Action Type is Email.*
Email Text	The text to display in the body of the job monitor rule email. *Alphanumeric, 255 positions; required if Action Type is Email.*

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Caching

Cache: A store of information that will be required in the future, and can be retrieved quickly. Order Management System uses caching to store recently used information from the Order Management System database in a place where it can be accessed quickly, rather than accessing the database, in order to improve performance. Caching occurs across all Order Management System companies; if you use multiple application servers, you can specify which servers share the same cache. For example, you should have all of your test servers share the same cache and all of your production servers share a cache that is different from the cache assigned to your test servers.

> **Note:** Order Management System stores certain information in a cache so that it can be retrieved quickly. If a screen created using the Google Web Toolkit (GWT), such as Work with Accounting Periods (WACP) or Streamlined Order Inquiry (DORI), does not display correctly, or if you have changed an image and the updated image does not display, you must clear your cache to remove the information from your cache so that the screen or image can display correctly.

- My Cache Screen
- Which Order Management System Tables are Cached?
  - DBTableCacheMapping Properties File
- Ehcache
  - Ehcache.xml File

My Cache Screen

Purpose: Use the My Cache screen to determine which servers share the same cache and to determine which caches currently contain data.

How to display this screen: If you have *Advanced Commands* authority, select **Advanced Commands** from the Document Management screen (**My Docs**), Job Management screen (**My Jobs**) or Forms Management screen (**My Forms**) to advance to the Commands screen; then, select **My Cache**.

Field	Description

You are connected to Server

The name of the Order Management System application server that you are currently logged into.

Servers in Cluster

A list of the servers that share the same cache as the server you are currently logged into. The system does not display a server that shares the same cache until a user logs into Order Management System using that server. The server information remains on the My Cache screen until the server is restarted or the connection times out due to lack of activity on the server.

Example: SERVER1 and SERVER2 share the same cache. User A logs into SERVER1. At this point, the **Servers in Cluster** section of the My Cache screen does not display any server information because no one has logged into SERVER2.

User B logs into SERVER2. At this point, SERVER1 displays server information for SERVER2 in the **Servers in Cluster** section of the My Cache screen and SERVER2 displays server information for SERVER1 in the **Servers in Cluster** section of the My Cache screen.

User B restarts SERVER2 and logs into SERVER1. At this point, the **Servers in Cluster** section of the My Cache screen no longer displays server information because no one has logged back into SERVER2.

Note: If a user changes a record in a table that is associated with a cache, the system does not clear the records in the cache and does not remove the cache from this screen.

Host Name	The name of a server that shares the same cache as the server you are currently logged into. The server you are currently logged into is also displayed.

Current Cache

A list of the caches that currently contain records.

When does a cache display on this screen?

A cache displays on the My Cache screen if it contains a record. When a Order Management System process or a user changes a table that is associated with a cache, the system clears the records in the cache and removes the cache from this screen until a new record is added to the cache.

How many records are in the cache?

The *Live objects* represents the number of records that are in the cache. The system continues to update the *Live objects* until the cache is cleared or the maximum number of records for the cache is reached.

How many times has a record been retrieved from the cache?

The *Hit count* represents the number of times the system retrieved data from the cache instead of the database. The system continues to update the *Hit count* until you stop and restart Order Management System.

Cache Name	The name of a cache that currently contains records.
Live Objects	The number of records in the cache. For example, if two additional charge code records exist in the ADDL.CHARGE.CACHE, the *Live Objects* is **2**. **Note:** This number continues to increment until the cache is cleared.

Field	Description
Hit Count	The number of times the system retrieved data from the cache instead of the database. For example, if records for additional charge code A and additional charge code B exist in the ADDL.CHARGE.CACHE, and the system retrieved additional charge code A from the cache 7 times and retrieved additional charge code B from the cache 2 times, the *Hit count* is **9**. **Note:** This number continues to increment until you stop and restart Order Management System. If the system clears a cache, when the cache reappears on the screen, the *Hit count* will still be from the last time Order Management System was restarted.

Which Order Management System Tables are Cached?

Purpose: The **dbtablecachemapping.properties** file indicates which Order Management System tables are cached.

DBTableCacheMapping Properties File

The **dbtablecachemapping.properties** file controls which tables are cached and the name of the cache associated with the table so that the system knows which cache to clear when a Order Management System process updates the information in a table.

This file provides the table name of each Order Management System table that is cached and the corresponding cache name.

> **Important:** Staff should not change the information in the **dbtablecachemapping.properties** file.

Location of file: This file is normally saved on the application server at the following location, where `domain` is the WebLogic domain directory for Order Management System:

```
/domain/conf/cwdirectcpproperties/
dbtablecachemapping.properties
```

Table Name	View Name	Cache Name
accitm	Accompanying Item	ACCOMPANYING_ITEM_CACHE
acenty	Entity	ENTITY_CACHE
ccpt00	CC Paytype Cross Ref	PAY_TYPE_CACHE
ccvnrs	CC Vendor Response	CC_VENDOR_RESPONSE_CACHE
cscanr	Cancel Reason	CANCEL_REASON_CACHE
cscscl	Customer Class	CUSTOMER_CLASS_CACHE
csprfx	Prefix Code	PREFIX_CODE_CACHE
csprod	Profile Data	PROFILE_CACHE
csprof	Profile	PROFILE_CACHE
dolofr	Dollar Chart by Offer	DOLLAR_CHART_BY_OFFER_CACHE

Table Name	View Name	Cache Name
flshrt	Shipping Rate	SHIPPING_RATE_CACHE
frgofr	Free Gift by Offer/Source	FREE_GIFT_CACHE
ftfefep	Freight Exemption	FRT_EXEMPT_CACHE
ftftdp	Freight Table Detail	FREIGHT_TABLE_DETAIL_CACHE
inabcv	ABC/Velocity	ITEM_MISC_CACHE
infreq	Frequency	ITEM_MISC_CACHE
inhzrd	Hazard	ITEM_MISC_CACHE
inicls	Item Class	ITEM_CLASS_CACHE
inictg	Item Category	ITEM_CLASS_CACHE
inicty	Item Coordinate Type	ITEM_MISC_CACHE
iniofr	Item Offer	ITEM_OFFER_CACHE
iniskg	Item SKU Group	ITEM_DETAIL_CACHE
inists	Item Status	ITEM_DETAIL_CACHE
inisvo	Item Ship Via Override	ITEM_SHIP_VIA_OVERRIDE_CACHE
inlcls	Location Class	ITEM_DETAIL_CACHE
inldvp	Long SKU Division	ITEM_CLASS_CACHE
inlobp	Line of Business	ITEM_MISC_CACHE
inloc	Location	LOCATION_CACHE
inlskc	Long SKU Class	ITEM_CLASS_CACHE
inlskd	Long SKU Department	LONG_SKU_DEPARTMENT_CACHE
insecf	Secure Feature	SECURED_FEATURE_CACHE
insetd	Set Detail	SET_DETAIL_CACHE
inskeo	SKU Element 1	ITEM_DETAIL_CACHE
insket	SKU Element 3	ITEM_DETAIL_CACHE
inskew	SKU Element 2	ITEM_DETAIL_CACHE
insldo	Soldout Control	SOLDOUT_CONTROL_CACHE
insubs	Item Subscription	ITEM_SUBSCRIPTION_CACHE
inprpp	Prep Code	ITEM_MISC_CACHE
inuom	Unit Of Measure	ITEM_MISC_CACHE
inwrhs	Warehouse	WAREHOUSE_CACHE
inloba	Line of Business Assignment	LOB_ASSIGNMENT_CACHE
msaocp	Add On Code	ITEM_MISC_CACHE

Table Name	View Name	Cache Name
msaucf	Auth User Class Feature	USER_CACHE
msausf	Auth User Feature	USER_CACHE
mscfrd	Miscellaneous Fraud	FRAUD_CACHE
mscnte	Country Extended	STATE_COUNTRY_CACHE
mscnty	Country	STATE_COUNTRY_CACHE
mscoad	Company Address	COMPANY_ADDRESS_CACHE
msctle	Entity System Control Val	ENTITY_SCV_CACHE
msctlv	System Control Value	SCV_CACHE
mscurr	Currency	CURRENCY_CACHE
msdiv	Division	DIVISION_CACHE
msilpr	Integration Layer Process	INTEGRATION_PROCESS_CACHE
msoffr	Offer	OFFER_CACHE
msscf	SCF	SCF_CACHE
msscfe	SCF Extended	SCFEXTENDED_CACHE
msscft	SCF Tax Rate	TAX_RATE_CACHE
msseas	Season	ITEM_MISC_CACHE
msshfd	Special Format	SPECIAL_FORMAT_CACHE
msshpv	Ship Via	SHIP_VIA_CACHE
mssta	State	STATE_COUNTRY_CACHE
mssvwp	Ship Via Weight Charge	SHIP_VIA_WEIGHT_CHARGE_CACHE
msudep	User Defined Exit Point	USER_CACHE
oeadch	Additional Charge	ADDL_CHARGE_CACHE
oeauct	Auth Service Country	STATE_COUNTRY_CACHE
oeausv	Authorization Service	AUTH_SERVICE_CACHE
oeauex	Authorization Service Ext	AUTH_SERVICE_CACHE
oebogo	Promotion BOGO	PROMOTION_CACHE
oeexrs	Exchange Reason	EXCHANGE_REASON_CACHE
oeicrc	Item Class Restr by Cust	ITEM_CLASS_RESTRICTION_CACHE
oeicrs	Item Class Restr by SpclH	ITEM_CLASS_RESTRICTION_CACHE
oeicsp	Item Restr by Country/State	ITEM_RESTRICTION_CACHE
oeirct	Item Class Restr by City	ITEM_CLASS_RESTRICTION_CACHE
oeitxx	Item Tax Exempt	ITEM_TAX_EXEMPT_CACHE

Table Name	View Name	Cache Name
oepaye	Pay Type Extended	PAY_TYPE_EXTENDED_CACHE
oepayt	Pay Type	PAY_TYPE_CACHE
oepnck	Order Pending Check	FRAUD_CACHE
oepore	Price Override Reason Ext	PRICE_OVERRIDE_REASON_ EXTENSION_CACHE
oeprcu	Promotion Customer	PROMOTION_LIST_CACHE
oeprex	Promotion Item Exclusion	PROMOTION_LIST_CACHE
oepric	Promotion Item Category	PROMOTION_CACHE
oeprom	Promotion	PROMOTION_CACHE
oepror	Price Override Reason	PRICE_OVERRIDE_REASON_CACHE
oeprsr	Promotion Source	PROMOTION_CACHE
oertrs	Return Reason	RETURN_REASON_CACHE
oesfrc	Dollar Chart by Source	DOLLAR_CHART_BY_SOURCE_CACHE
oeshim	Shipper/Item	SHIPPER_ITEM_CACHE
oetype	Order Type	ORDER_TYPE_CACHE
oezpct	Zip/City/State Tax Rate	TAX_RATE_CACHE
oezpsv	Zip Ship Via	ZIP_SHIP_VIA_CACHE
oezrcp	Zone Reservation	ITEM_MISC_CACHE
povend	Vendor	VENDOR_CACHE
povia	PO Ship Via	ITEM_MISC_CACHE
rtndis	Return Disposition	RETURN_DISPOSITON_CACHE
scfvia	SCF Ship Via	SCF_VIA_CACHE
scuser	User	USER_CACHE
users	N/A	JENASYS_USER_CACHE

Ehcache

Purpose: Order Management System uses Ehcache[1] to manage caching. Ehcache is a widely used open source Java cache. For more information about Ehcache, visit the ehcache web site (http://ehcache.sourceforge.net/).

Ehcache.xml File

The Ehcache.xml file is used to configure how caching works in Order Management System.

1. Ehcache copyright Luck Consulting Pty Ltd.

A separate Ehcache.xml file should exist on each Order Management System application server.

Location of file: This file is normally saved on the Order Management System application server at the following location, where `domain` is the WebLogic domain directory for Order Management System.

`/domain/conf/ehcache.xml`

The settings that staff may wish to review for troubleshooting purposes are described below.

Setting	Description
cacheManagerPeerProviderFactory	
peerDiscovery	**automatic** = Indicates the system detects which Order Management System application servers share the same cache by checking the *multicastGroupAddress* and *multicastGroupPort* defined for each application server.
multicastGroupAddress	The multicast group address assigned to each server that shares a cache. Valid multicast group addresses must be within the range of **224.0.0.1** to **238.000.000.000**. The default setting is **235.0.0.1**. **Note:** This is not the IP address of the server; you can enter any number as the group address as long as it is between the range of 224.0.0.1 and 238.000.000.000.
multicastGroupPort	The port number assigned to each server that shares a cache. The port number can be any number, as long as each server is assigned the same multicast group port number.
timeToLive	Indicates the level at which multiple application servers can share the same cache. **0** = Share the same host. **1** = Share the same subnet. **32** = Share the same site. **64** = Share the same region. **128** = Share the same continent. **255** = Unrestricted. **Note:** Order Management System is configured to share the same cache at the subnet level (*timeToLive* is **1**). If you need to configure a higher level at which multiple Order Management System application servers share the same cache, contact your Order Management System representative.

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Logging into Order Management System

In this chapter:

- Login Screen
- Successful Login
- Unsuccessful Login

Login Screen

Use the login screen to sign in to the Order Management System application.

Modern View? The user's *Modern View at Initial Login* flag controls whether you log automatically into the Classic View of Order Management System or into Modern View.

Oracle Identity Cloud Service (IDCS) requires you to provide a valid user ID and password set up in IDCS and select **Sign In**.The user must also be configured within Order Management System.

> **Note:** You can also return to Order Management System by selecting the Classic View icon ( ) from Modern View.

Successful Login

If the user ID and password are valid, IDCS authenticates the user, and if the user is configured in Order Management System, the system logs the user in.

Determining the user's language and date format: The system looks at the *Locale* and *Date Format* defined for the user in the Users table to determine the language and date format to display in certain areas of the application.

See:

- Regional Settings for an overview.
- Where are Date Formats Applied? for more information on which date format the system uses in different areas of the application.
- Where are Number Format Applied? for more information on the decimal and thousand separators the system uses in different areas of the application.

Unsuccessful Login

If the login screen indicates that your user ID and password are invalid: This situation can occur if:

- The Order Management System user ID does not exist. Log in to Order Management System using another user ID and advance to Work with User Records (WUSR) to verify the user ID exists.
- An invalid password was entered.
- The connection to the database server is temporarily lost. Oracle staff can confirm the problem by checking the CWDirect log. To correct the situation, restart Order Management System.
- The user ID exists in IDCS, but:
  - The password for the user account in IDCS is expired, or
  - The user profile in IDCS is deactivated, or
  - The connection to IDCS is temporarily lost.
- The user ID is disabled in Order Management System. The *Status* of a user ID is stored in the Users table and indicates whether a user ID is *ENABLED or *DISABLED. Log in to Order Management System using another user ID and advance to Work with User Records (WUSR) to re-enable the user.

  Note: After you re-enable a user ID, the user ID remains disabled until the *Lockout Duration* specified in the **User Lockout** options in WebLogic has passed. See *Protecting User Accounts* in the *Configuring Security for a WebLogic Domain* section of the Oracle WebLogic Server documentation for more information:

  http://docs.oracle.com/cd/E24329_01/web.1211/e24422/domain.htm#SECMG402

If you can't sign in, select the *Can't sign in?* link to request a password reset from IDCS. You must provide your IDCS user ID to submit a password reset request to IDCS. IDCS will send an email with a link to reset your password.

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About Application Screen

Purpose: Use the About Application screen to review information about Order Management System.ó

How to display this screen: Select **About** from an Admin screen (such as the Document Management Screen, Forms Management Screen, Job Management Screen, Commands, or User Control screens).

> **Note:** The About the Application window in Modern View also displays information about the Modern View build, including the build number, JET version, and JRAF version.

System Information	System Value
Version	The build number installed on the Order Management System application server, as defined in the CWDIRECTCP_VERSION property. The version displays in `major.minor.patch` format, where `major` is the major release number, `minor` is the minor release number, and `patch` is the patch release number, if any. For example: • The major release for version 19.4 would display as `19.4`. • A patch to release 19.4 would display as `19.4.1`, where `1` if the patch release number.
Operating System	The version of the operating system you are using.
Operating System Architecture	The processing architecture used to run the Order Management System application.
Java Version	The version of Java used to run the Order Management System application.
Java Vendor	The vendor that provided the version of Java that runs the Order Management System application.

System Information	System Value
Database Level	The database level used to run the Order Management System application. The database level displays in `major.minor.patch.databaselevel` format, where `major` is the major release number, `minor` is the minor release number, `patch` is the patch release number, and `databaselevel` indicates the number of times a database update script has been run for the release, and is set to 0 if there is no patch, for example: 19.4.0.
Internal Build	The internal build number assigned to the EAR file used to run the Order Management System application. The build number displays in `YYYYMMDDHHMMSSPM` format, indicating the date and time of the build, with the last two positions indicating either AM or PM.
Current Order Volume	The order count for the current year. You can also run the Order Volume Report (OVOL) to generate the Order Count report, which provides the total number of orders entered in Order Management System broken out by company, and optionally, order type for a specified date range. **Note:** • This information is displayed only if the user's *Rank* is set to 1 through Advanced Commands. See the *Administration Guide* for more information. • Orders entered in a company flagged as inactive do not count towards the current order volume. If a company is flagged as inactive, the Menu Driver screen displays a message indicating `This company is flagged as inactive and should not be used to process live orders.` • If the originating location for a retail pickup or delivery order is Order Management System, the system does not increase the order count for the order. The system identifies the originating location as Order Management System if the `request_system_cd` in the fulfillment response message matches the system code in the *OROB System (K50)* system control value. In this situation, the system prefaces the *E-commerce order number* in the Order Header Extended table with `ORIG#: 9999-001`, where `ORIG#:` indicates the order was created as a result of OROB fulfillment assignment, `9999` is the order number, and `001` is the ship to number.
Copyright	Copyright information provided by Oracle.

About Application Screen Options

Option	Procedure
Advance to the Document Management Screen	Select **My Docs**.
Advance to the Job Management Screen	Select **My Jobs**.
. No additional options are available at this screen	Select **Advanced commands**.
Return to the **previous** Order Management System screen	Select **Exit**.

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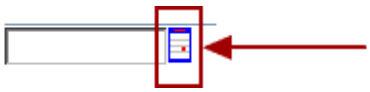
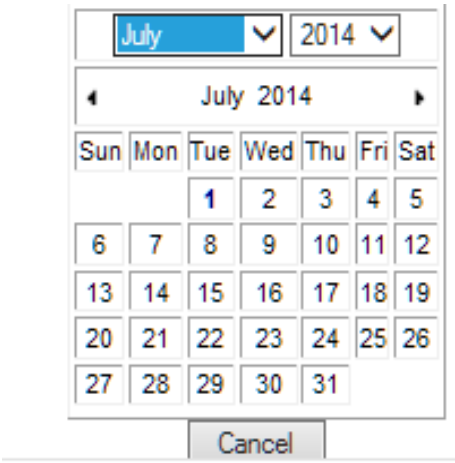
Frequently Asked Questions

- Which browsers can I use for Order Management System?
- Why is the currently selected field not highlighted?
- How can I fix misalignment issues on screens?
- Why do I receive an error message indicating “xxx is not a valid number” or “12/31/20 is not a valid date”?
- What is the recommended application window size?
- Certain screens are not displaying correctly; when I advance to them, only the screen title displays and the rest of the screen is blank. How do I fix this?
- I updated an image, such as the Order Statistics on the Home page, and the updated image is not displaying. How do I get the updated image to display?
- Does the system track when a user logs in and out of Order Management System?
- Can I have more than one active Order Management System session open at a time?
- Where does the date in the calendar window come from?
- How do you select a date from the calendar pop-up window?
- What are the sorting rules for alpha and numeric fields?
- How do I display the Order Management System screens correctly on a laptop?
- How do I restart Order Management System?
- Why is the screen sometimes blank when I return to it after an interval, and how do I correct it?
- Are there keyboard shortcuts available?

Question	Answer
Which browsers can I use for Order Management System?	You can use the most current version of the following browsers: • Mozilla Firefox • Microsoft Edge • Chrome (desktop) • Safari Results in other browsers may vary.

Question	Answer
Why is the currently selected field not highlighted?	Mozilla Firefox does not support highlighted the currently selected field.
How can I fix misalignment issues on screens?	Field positions and outlines may be misaligned if the zoom in your browser is not set to 100%.
Why do I receive an error message indicating "xxx is not a valid number" or "12/31/20 is not a valid date"?	You might see these error messages after applying an update, such as 19.2, that enhances numeric fields in the database. To address: • Clear your browser cache or browser history, and then return to Order Management System. • If clearing your browser cache or history does not correct the issue, use a Disk Cleanup option for your PC, and then return to Order Management System.
What is the recommended application window size?	In order to align screens correctly, the default size of the application window has been adjusted to 800 x 1200. Displaying the application in this window size is recommended for most screens except the Streamlined Order Inquiry (DORI) menu option.
How do I re-enable a disabled user ID?	The *Status* of a user ID is stored in the Users table and indicates whether a user ID is *ENABLED or *DISABLED. Log in to Order Management System using another user ID and advance to Work with User Records (WUSR) to re-enable a user. **Note:** After you re-enable a user ID, the user ID remains disabled until the *Lockout Duration* specified in the **User Lockout** options in WebLogic has passed. See *Protecting User Accounts* in the *Configuring Security for a WebLogic Domain* section of the Oracle WebLogic Server documentation for more information: http://docs.oracle.com/cd/E24329_01/web.1211/e24422/domain.htm#SECMG402
Certain screens are not displaying correctly; when I advance to them, only the screen title displays and the rest of the screen is blank. How do I fix this?	Possible explanations: • Order Management System stores certain information in a cache so that it can be retrieved quickly. If a screen created using the Google Web Toolkit (GWT), such as Work with Accounting Periods (WACP) or Streamlined Order Inquiry (DORI), does not display correctly, you must clear your cache to remove the information from your cache so that the screen can display correctly. • Order Management System screens may not display information correctly if you are using Internet Explorer and Compatibility Mode is turned on.
I updated an image, such as the Order Statistics on the Home page, and the updated image is not displaying. How do I get the updated image to display?	OROMS stores certain information in a cache so that it can be retrieved quickly. If you have changed an image and the updated image does not display, you must clear your cache to remove the information from your cache so that the updated image can displays instead of the old image.

Question	Answer
Does the system track when a user logs in and out of Order Management System**?**	The system does not track when a user logs in and out of Order Management System.
Can I have more than one active Order Management System **session open at a time?**	You can run more than one session at a time by using separate browser windows.
Where does the date in the calendar window come from?	The date shown in the calendar window is based on the local PC rather than the application server (system time).
How do you select a date from the calendar pop-up window?	When you open the window by clicking the calendar icon, as displayed below,  The current date is in bold; however, you need to select the date by clicking it. The current date is not selected automatically. 
What are the sorting rules for alpha and numeric fields?	Unlike some other environments, such as the iSeries, Order Management System displays alphabetical characters after numeric characters. For example, if you are working with SCF codes and enter a country of USA and an alphabetical SCF, the screen lists alphabetical SCFs starting with your entry, and then numeric SCFs after that.

Question	Answer
How do I display the Order Management System **screens correctly on a laptop?**	1. Go to the properties for the desktop. 2. Select the **Settings** tab. 3. Confirm that the Screen Resolution is set to at least **1152 by 864** or higher. If the resolution is higher, confirm that the aspect ratio is the same (for example, 1280 by 800). 4. Click the *Advanced* button. 5. Confirm that the *DPI* setting is **Normal Size (96 DPI)**.
How do I restart Order Management System**?**	See Restarting Order Management System.
Why is the screen sometimes blank when I return to it after an interval, and how do I correct it?	Certain screens "time out" after a period of inactivity. If you return to Order Management System and, after you click an option, the body of the screen goes blank, but the icons are still displayed in the upper right area, you can: • click the **My Jobs** icon ( ) • select **Exit** at the Job Management Screen You should be able to return to standard operations. This timeout issue occurs only with certain screens, including: • the screens in Streamlined Order Inquiry (DORI) • the Display Order Broker Details screen • the Brokered Backorder Summary screen **Note:** Since only certain screens are subject to the time out, it sometimes occurs that you return to your Order Management System session after a period of inactivity and are able to work for awhile until you advance to one of the affected screens, and then you see a timeout message. In this situation, you need to close your browser window and start a new session.

Question	Answer
Are there keyboard shortcuts available?	When you use Internet Explorer, many Order Management System screens provide keyboard shortcuts that you can use to select screen functions, such as pressing the F5 function key to refresh the content displayed on a screen. **Common shortcuts:** Some common shortcuts that are available in Order Management System, provided you use Internet Explorer: • F3 = Exit • F4 = Prompt for valid values • F5 = Refresh the screen content • F6 = Create a new record • F9 = Accept entries or Submit a process • F11 = Reject • F12 = Return to the previous screen • F13 (shift + F1) = Exit the menu option • F21 (shift + F9) = Generate a listing • F24 (shift + F12) = Select a different company **Note:** Not all shortcuts are supported on all screens. **Additional shortcuts:** Some screens support additional shortcuts. For example, the order header screen in order entry provides various shortcuts, such as pressing F14 to enter a one-time shipping address. **Displaying the shortcut:** Some screens support displaying a tooltip with the function key by positioning the cursor over the function name. **Note:** Shortcuts are not available on the system management screens (Document Management Screen, Job Management Screen, Forms Management Screen, or the **Advanced Commands** screen).

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