

# Oracle® Retail Brand Compliance Management Cloud Service Service Administrator Action List



Release 19.6

F49607-01

January 2022

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Retail Brand Compliance Management Cloud Service Service Administrator Action List, Release 19.6

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Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).



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# Preface

This Service Administrator Action List describes the requirements and process for setting up the Brand Compliance Management Cloud Service and associated integrating of Brand Compliance Management with other software solutions.

## Audience

This Service Administrator Action List is for the following audiences:

- Service administrators
- System administrators and operations personnel
- Integrators and implementation staff personnel

## Documentation Accessibility

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

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

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Oracle Retail documentation is available on the Oracle Help Center ([docs.oracle.com](http://docs.oracle.com)) at the following URL:

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

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

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

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

Oracle Retail product documentation is available on the following web site:

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

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

## Oracle University

### Oracle Retail Learning Subscriptions at Oracle University

The Oracle Retail Learning Subscription is a digital training solution for anyone on your team seeking training on Oracle Retail Products. With the learning subscription you get the key elements of an effective learning program and the conveniences of a digital format, making this training unmatched in the industry.

You get modern learning at its best, such as:

- 12 months of 24/7 access to a comprehensive set of high-quality videos delivered by Oracle experts.
- Detailed coverage and step-by-step demonstrations.
- Periodic updates for new features and product enhancements.
- Flexibility to search, access, and learn about specific topics of interest.

The learning subscription enables current users to continually refresh and upgrade their product skills. It also enables new employees with a self-paced learning guide to help them quickly become proficient on Oracle Retail Products.

For training opportunities, see the following web site:

<http://www.oracle.com/education>

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

<b>Convention</b>	<b>Meaning</b>
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.



# 1

## Overview

Oracle Retail Brand Compliance Management Cloud Service is an application designed to meet all aspects of sourcing, developing, and protecting retailer brands. The application provides solutions for product development, compliance, quality, and traceability. It is designed specifically for retail, food service, and manufacturing businesses to develop and protect their brands, manage their suppliers, and ensure full end-to-end product lifecycle management.

Oracle Retail Brand Compliance Management Cloud Service is composed of the following modules:

- Library enables the issue, receipt, and acceptance of policies, guidelines, and key working documents.
- Product supports the development of products and production specifications.
- Project supports the development of project briefs, plans, and workflow management.
- Supplier enables the identification, selection, and approval of suppliers.
- Reports provides a reporting tool for reporting across the system, using standard templates and custom reports.

When starting a Brand Compliance Management cloud service implementation, there are a number of key considerations and actions you will need to take. This document outlines the most important actions and provides a general timeline for when many of these actions should be completed to ensure success for your implementation. These actions are divided up into the following phases:

- [Pre-Provisioning](#)
- [Provisioning](#)
- [Post-Provisioning](#)
- [Deployment](#)

## Audience

This document is intended for your service administrator. The service administrator is the key person in your business that manages your Brand Compliance Management cloud service. Oracle will target important communications to the service administrator, such as the initial welcome email that is described in this document. If the person who receives this email is not the person or part of the group of people that will be taking responsibilities for the tasks in this document, please work with your Customer Success Manager (CSM) to have that the name updated.

# 2

## Pre-Provisioning

Pre-provisioning is the period after contracts are signed, but before receiving your environments, where some key activities can occur related to your upcoming implementation. For Brand Compliance Management Cloud Service implementations, your Customer Success Manager (CSM) will be your main point of contact for these activities.

### Activate Your Service into a Cloud Account

You will receive an activation email from Oracle in the initial stages of provisioning, often immediately following your subscription order being booked. You will need to activate your cloud service into a cloud account in order to begin the provisioning activities for your Oracle Retail services. Promptly completing the activations steps will better enable on-time environment delivery.

On activation of your cloud account, you will have access to Oracle Cloud Infrastructure Console and the Identity and Access Management (OCI IAM) and your default identity domain will be created. An identity domain is a container for managing users and roles, federating and provisioning of users, secure application integration through Oracle Single Sign-On (SSO) configuration, and OAuth administration. It represents a user population in Oracle Cloud Infrastructure and its associated configurations and security settings (such as MFA).

Your default identity domain will be of the Oracle Apps type. Each identity domain type is associated with a different set of features and object limits.

You can create additional identity domains. Multiple identity domains are useful when you need separate environments for a single cloud service or application (for example, one environment for development and one for production). The default approach for Oracle Retail is for a single identity domain for all environments.

#### Note:

Activation of your cloud service into a cloud account does NOT impact billing or the subscription service period. Those details are connected to the subsequent environment delivery of the cloud services.

### Activating into a New Oracle Cloud Account

#### Note:

An Oracle Cloud Account is not the same as your My Oracle Support account. The Oracle Cloud Account account exists within the OCI console and includes your identity domains for managing user access and security.

To start the setup, click the **Activate** link provided in the received email. Then the following steps are required:

1. Provide the desired name for the Oracle Cloud Account.  
A best practice is to use a name which will encompass the scope of services to be managed in the account, such as a combination of your company name and retail, for example, **mystoresretail**. After activation, you can adjust the displayed name for the cloud account.
2. Provide your email address as the customer administrator who receives the activation email.  
The email address must match the initial email. If you would like a different contact to be used as the administrator, this can be managed after activation in coordination with your CSM.
3. The activation success message will display, and you will receive a new welcome email with access credentials.

## Activating into an Existing Oracle Cloud Account

Activate your Retail cloud service within the Account Management section of your existing Oracle Cloud Account:

1. Log in to your existing Oracle Cloud Account.  
Clicking the **Activate** link brings you to the login page.
2. Within the Dashboard, click the **Account Management** menu and then select the **Activate** tab.  
Available services to activate will be listed; you may need to select **Show: Pending Activations**.
3. Click **Cloud Service Account Setup** to complete the setup. This setup will enable you to select the current Oracle Cloud Account as the destination for the cloud service activation.

If you have any issues, see [Frequently Asked Questions](#).

## Prepare Project Team

During this time, you will also be putting together your project plan for the deployment and go-live phases of your implementation. It is important to consider the following during this planning phase to prepare your project team for the Brand Compliance Management implementation:

- **Oracle Cloud Infrastructure Identity and Access Management** - As noted above, you will be using the OCI IAM UI as part of user management for your Brand Compliance Management cloud service. During the pre-provisioning timeframe, familiarize yourself with this solution and its features.  
<https://docs.oracle.com/en-us/iaas/Content/Identity/home.htm>
- **Project Team Training** - Consider the training that the members of your team will need in order to make your implementation successful. This includes both your employees, as well as your systems integration partner. Suggested training topics to consider include:
  - Functional User Training

- BI Publisher
- **Security Configurations** - During this phase, you should designate a portion of your team to becoming familiar with OCI IAM and the enterprise roles, duties, and privileges that will be part of the Brand Compliance Management cloud service you are implementing.

For information on OCI IAM, see [Managing Users](#).

See also the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide* for details on the use of OCI IAM in Brand Compliance.

 **Note:**

OCI IAM manages Brand Compliance Management user access, however new user accounts are created within Brand Compliance Management and automatically synchronized with OCI IAM.

- **System Options Configuration** - Start reviewing the system options available in the Brand Compliance Management solution to determine how these should be configured. Work with your systems integrator to identify those you are unsure about or need to be considered in the program planning. See the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide* for details of the configuration options for Brand Compliance Management.
- **Integration Planning** - Start reviewing the available existing integrations available as part of the Brand Compliance Management cloud service to support any integrations you may need to external solutions. Key documents to review include:
  - Brand Compliance Cloud Service Implementation Guide - This will be an important document to review if you are implementing Brand Compliance Management external systems using the available ReST services. The *Oracle Retail Brand Compliance Management Cloud Service Implementation Guide* is located with the Brand Compliance Management Cloud Service user documentation on Oracle Help Center.
  - Retail Reference Library - This tool is free to all Oracle Retail customers and can be downloaded from My Oracle Support under [Doc ID 2058843.2](#). This tool is composed of multiple parts, but the most critical to become familiar with are the Retail Reference Models (business process flows) and the Retail Reference Architecture (integration diagrams, payloads, and so on).

# 3

## Provisioning

Once your environments are ready for you, the person designated as your service administrator will receive a welcome email: one for each cloud service and each environment (stage, production, and so on). This email has several key pieces of information:

- User name  
This user is referred to as the Service Administrator user in this document. A temporary password will be sent in a separate email.
- Link to the OCI IAM Domains UI
- Links to your Brand Compliance Management cloud services  
You should receive one email for each cloud service you purchased, including the Oracle Retail Integration Cloud Service.
- Customer Support (CSI) Number

It is recommended that you save this email for future reference, because at this point the service administrator is the only person with access.

## Access OCI IAM

Once you receive your welcome email, it is recommended that you, as the system administrator, log in to the OCI IAM console to verify your access and set a new password. You will be assigned to the application administrator group for your production and pre-production Brand Compliance Management cloud service environments.

It is also recommended that you add additional administrators in order to have a backup administrator and share in user management administration, as at this point no one else in your organization will have access to OCI IAM or Brand Compliance Management solutions. For assistance in creating users or adding them to groups, see the following documents:

- [Managing Users](#)
- [Understanding Administrator Roles](#)



### Note:

As Brand Compliance Management will have two instances of OCI IAM, one for the stage environment, and one for the production environment, you must complete this task for each instance.

## Validate Cloud Service Access

Next, you should validate that you are able to access and successfully log in to the Brand Compliance Management cloud services for which you have been provisioned using the URLs provided in the email, along with the user name and password.

## Register Customer Support Identifier

The welcome email will also include your Customer Support Identifier (CSI). This should be registered with My Oracle Support (MOS), which you will use to log questions or issues about these services. Follow the link in the email or access [support.oracle.com](https://support.oracle.com) to create a new account. If you already have an MOS account, remember to add your new CSI to your existing MOS account.

The first person to request access to a CSI will be checked by Oracle to ensure the domain of their email address matches the domain associated with the CSI. Once approved, they will be made the Customer User Administrator of that CSI, and can approve others to use it. If someone else has already been made the administrator of that CSI, then an email will be sent with the request to that person for approval. For more information on the Customer User Administrator, see [MOS ID 1544004.2](#).



### Note:

You will not be able to register your CSI number until your production environment has been provisioned.

# 4

## Post-Provisioning

In the first few days after your initial provisioning, it is recommended that you do each of the following tasks, as they are applicable for your implementation.

### Cloud Service Documentation

Refer to the Deployment chapter for a complete list of documentation, training materials, and information about the Oracle Retail community.

### Cloud Service Access

Set up accounts for users who will be part of implementing the service, including business owners and implementation partners.

### Access My Oracle Support

Validate access to the My Oracle Support portal (see Register Customer Support Identifier for registration and access to the Support portal) to ensure you have access to log Service Requests, view the knowledge base, and download content.

### BI Publisher

BI Publisher is available as part of your Brand Compliance Management cloud service subscription. It allows you access to create custom reports directly against the Brand Compliance database. Reports created in BI Publisher can be scheduled, exported into a spreadsheet or other document, or can be configured to run as a custom report. For more information on using BI Publisher to create custom reports, see the *Oracle Retail Brand Compliance Management Cloud Service Reports User Guide*. See also the Oracle documentation on BI Publisher.

#### Note:

Brand Compliance Management uses the BI Publisher software in an embedded model. This means that you as a user will not interact directly with BI Publisher. Instead, you will have access to report templates within Brand Compliance Management that can be utilized. You will also have the ability to create your own templates and upload these into Brand Compliance Management for report generation.

## Web Services

Details of the Brand Compliance ReST services can be found in the *Oracle Retail Brand Compliance Management Cloud Service Implementation Guide*.

## Retail Home

Oracle Retail Home is a role-based, web portal for the retail enterprise and a user's launch pad to data and supporting solutions most relevant to their role: buyer, planner, inventory analyst, promotional manager, to name just a few.



# 5

## Deployment

The deployment phase is when you will be designing, configuring, and building the integration, conversions, training, reports, and any extensions needed to run the Brand Compliance Management cloud service for your business. Here are some other things to consider as you transition into this phase.

### Get Started

Review additional product-specific tools and resources that help you and your implementation team by referencing the Documentation libraries at this location: <https://docs.oracle.com/en/industries/retail/index.html>

The key documents for Brand Compliance Management Cloud Service are:

- Implementation Guide
- Administration Guide
- User Guides:
  - User Guide
  - Supplier User Guide
  - Product User Guide
  - Project User Guide
  - Reports User Guide
- Report Layouts
- Data Dictionary files
- Release Readiness Guide

### Leverage Oracle Support

Attend a session on Working Effectively with Support (WEWS) to learn about support policies and best practices when working with Oracle Support. Oracle Support representatives are ready 24/7 to answer questions and address issues about your service. Access the Oracle Support Contacts Global Directory to find the Oracle Support Hotline for your country, and explore the page on *Working Effectively with Oracle Support - Best Practices* found on My Oracle Support under [Doc ID 166650.1](#).

### Get Connected

Register for RGBU support communities:

- Use My Oracle Support Community ([ID 2299812.1](#)) to post technical questions and get resolution on technical issues.
  - See *Getting Started* to learn how to use the Support Community.

- Use The RACK to view informative resources and participate in discussions around Retail Solutions at [www.oracleretailrack.com](http://www.oracleretailrack.com).
- Join a Community, leverage your peers:
  - Register to join the Oracle Retail User Group (ORUG) Community by sending an email to [OracleRetail-Community\\_ww@oracle.com](mailto:OracleRetail-Community_ww@oracle.com) and including member name, member email, and retailer name.
  - Follow ORUG on LinkedIn: <https://oracle.com/orug-linkedin>.
- Read about all things Oracle Retail at [www.oracle.com/retail](http://www.oracle.com/retail).

# 6

## Frequently Asked Questions

This chapter provides answers to frequently asked questions.

### Cloud Account Activation

Since the Brand Compliance Management cloud services are installed using the default OCI IAM domain details, it is important to ensure any activation concerns are resolved during the pre-provisioning/provisioning period, as making changes after your Brand Compliance Management cloud services are provisioned may require extended downtime.

#### **What should I do if I cannot activate my service into an existing Oracle Cloud Account?**

Inform your CSM or sales representative if you run into issues, providing the following information:

- Existing Oracle Cloud Account name
- Subscription ID of a service in the account
- Administrator email for the account

#### **What do I do if I experience errors or failures while attempting to activate my Cloud Account?**

The administrator email address must match the email that received the activation notification. If this does match and you are still running into issues, inform your CSM or sales representative, providing the following information:

- Intended activation approach (new Oracle Cloud Account or activate within an existing)
- Any error or failure messages received - include screen shots if possible

#### **Can I use another identity management solution?**

Only OCI IAM is supported in Brand Compliance Management Cloud Service implementations, however OCI IAM could also be integrated with external identity management providers, such as Active Directory, using its APIs.

#### **I have multiple pre-production environments and want to have different security configurations for the same users/roles in each, can I do that?**

The recommended approach is to create roles in OCI IAM that reflect the configuration needs for each environment. Or you could consider creating two user IDs for the same person to reflect the different role configurations that they need to test.

For Brand Compliance Management, if you have multiple pre-production environments you will also have multiple OCI IAM tenants. This allows you to configure the Brand Compliance Management environments with different users and different role setups without having an effect on the production environment.

**Why do I see other users in my OCI IAM instance (for example, batchuser)?**

The Oracle Cloud Operations team will also seed a set of integration users required by the solutions as part of the provisioning process. These are users used for integration or internally for batch and other processing and **should not be deleted**.

## Cloud Service Access

**I have added new users. Why are they unable to access the application?**

Validate that you have the correct group/role assigned to your users in OCI IAM.

Ensure that the equivalent user is also set up within Brand Compliance Management.

The sequence of events to create new users for Brand Compliance Management, is to create these through the Brand Compliance Management user interface. This will in turn create the OCI IAM user and associate that user with the appropriate groups in OCI IAM.

## Other Key Contacts for Notifications

**I want other users in my company to receive notifications about upgrades, planned downtime, and maintenance periods. How do I add other users?**

As the Service Administrator, initially you will also be the only person receiving Oracle notifications about upgrades, monthly updates, planned downtime, and maintenance periods. Identify the key personnel in your organization who should receive critical notifications about your Cloud Service. This could include backup administrators, project managers, implementation partners, and other project team members.

Oracle recommends setting up a distribution list at your company and registering your distribution list for the notifications. If you need to make changes that require Oracle's involvement, you can raise a Service Request (SR) on My Oracle Support. Refer to [Doc ID 2364511.1](#) for details on how to log the SR and what information to provide.

# A

## Appendix: List of Key URLs

<b>Solution/Tool</b>	<b>URL</b>
Brand Compliance Management	https://<cust>-<env>-<app>- retail.oracleindustry.com/orbcprod/
Retail Home	https://<cust>-<env>-<app>- wts.oracleindustry.com/retailhome
SFTP URL/Port	Refer to your Welcome email.