

# Oracle® Retail Brand Compliance Management Cloud Service Release Readiness Guide



Release 20.3

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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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# Preface

This guide outlines the information you need to know about Oracle Retail Brand Compliance Management Cloud Service new or improved functionality in this update, and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

## **Audience**

This document is intended for the users and administrators of the Oracle Retail Brand Compliance Management Cloud Service.

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

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## **Oracle Retail Cloud Services and Business Agility**

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

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

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

# 1

## Feature Summary

This chapter describes the feature enhancements in this release.

### Noteworthy Enhancements

This guide outlines the information you need to know about new or improved functionality in the Oracle Retail Brand Compliance Management Cloud Service update and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.



#### Note:

Where new fields, User Interface (UI) changes, or glossary entries are introduced as part of a change, the portal owner may need to apply their own translations of the core system text.

#### Column Definitions

- **Feature:** Provides a description of the feature being delivered.
- **Module Impacted:** Identifies the module impacted associated with the feature, if any.
- **Scale:** Identifies the size of the feature. Options are:
  - **Small:** These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.
  - **Large:** These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.
- **Delivered:** Is the new feature available for use immediately after upgrade or must the feature be enabled or configured? If no, the feature is non-disruptive to end users and action is required (detailed steps below) to make the feature ready to use.
- **Customer Action Required:** You must take action before these features can be used. These features are delivered disabled and you choose if and when to enable them.

**Table 1-1 Noteworthy Enhancements**

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
<a href="#">Editable Text Filters</a>	Reports	Small	Yes	No
<a href="#">Contains Text Filter</a>	Reports	Small	Yes	No

**Table 1-1 (Cont.) Noteworthy Enhancements**

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
<a href="#">Multiple Country of Origin System Parameter</a>	Product	Small	Yes	Yes System parameter configuration
<a href="#">Project &amp; Activity Brief Reporting</a>	Project and Reports	Small	Yes	Yes Permissions configuration

## Editable Text Filters

The report filters functionality has been extended to cater for Editable Text Selector fields - those where a statement is constructed from a phrase selected from a glossary plus inline variable data.

The phrase and data are stored as separate elements, so new fields have been added for reporting purposes, which contain the full constructed statement as a text string. This allows the text operators to be used on the full statement when applying a report filter.

The statements are stored in the specification's pack copy language if specified, otherwise in the portal's default language. No cross-translation of languages is attempted.

The new fields will be automatically populated as part of the upgrade.

## Contains Text Filter

The report filters functionality has been extended to provide additional text comparison operators for use when applying filters to certain columns that are selected from a glossary, such as Ingredients. Previously, a separate filter clause had to be added for each glossary item. Now multiple glossary items can be covered by a single text-based search operator.

New *Contains Text* and *Does Not Contain Text* operators are added to the set of operators used to apply filters to Report Data Sources, Designs, KPI Templates, and Schedules. They are available for use by the following fields:

- Activity Name
- Advanced Packaging Component Material
- Advanced Packaging Material
- Ingredient
- Packaging Component Material
- Site Activity Name
- Supplier Activity Name

The new operators are in addition to the existing *Contains* and *Does Not Contain* operators, which remain unchanged.

The *Contains Text/Does Not Contain Text* operators allow the user to enter a text string which will be applied as a wildcard comparison. For example, 'nut' to return matches on ingredients that contain the word nut anywhere in their description (such as nut, nuts, walnut, walnuts, chopped walnuts, water chestnut, and so on.) Thus, a single clause can be used instead of having to specify one for each possible ingredient.

If multiple clauses are specified to search for multiple strings, such as 'nut' and 'milk' together, they are applied as OR logic, regardless of whether AND or OR has been specified on the clause. For example, searching for Contains Text 'nut' and Contains Text 'milk' will return results that contain either 'nut' or 'milk'.

When used for versioned glossaries, the current and all previous versions of the glossary ID will be included.

The search is also applied to translations for active locales. For example, if the ingredient 'milk' has a French translation of 'lait', applying the search with either 'milk' or 'lait' as the text string will return results.

## Multiple Country of Origin System Parameter

An enhancement has been made to introduce a system parameter to control whether the Country of Origin fields in the Product Specification's OLC section allow multiple or single countries to be selected.

The Multiple Country of Origin feature in release 19.3 permitted the selection of multiple countries of origin in the Other Labelling Copy section. This enhancement extends that further by controlling its use with a new *Allow Multiple Product Country of Origin* system parameter. If enabled, the Country of Origin fields in the OLC section allow multiple countries to be selected; if not enabled, just a single country may be selected. The rule applies to all specification types.

## Project & Activity Brief Reporting

An enhancement has been made to provide additional reporting on Project and Activity Briefs.

A data extract of Project and Activity Brief data can be scheduled as a report, utilizing pre-configured criteria for filtering Projects, Activities, and their Brief questions.

The key features are:

- A new Project & Activity Brief Extracts glossary in the Reporting Admin area for configuring the data extract criteria.
- A new Project & Activity Brief Extract report type, and selection of the extract criteria from the Project & Activity Brief Extracts glossary are added to the Report Schedule record, for scheduling the Brief Extract as a report.
- A new Project & Activity Brief Extracts folder is added to the Report Outputs area to group the generated brief extract reports.
- The new Project & Activity Brief Extract report is created as a spreadsheet, containing columns that represent data from the Project and Activity records, and their Brief questions and answers, as defined by the extract criteria.



The existing Brief Extract data extract facility remains available but is changed:

- To also output the data extract file to the new folders in the Report Outputs area: Project Brief Extracts or Activity Brief Extracts. The Confirmation Step allows a sub-folder to be selected.
- On completion, a link to the file is now emailed, instead of the actual data file.
- The file format is changed from Excel xls to xlsx, to match that of the new Brief Extract file.
- The extract will include a Section Name Column for each question as a question can be repeated across sections within one brief. This field will not be visible in the Brief Extract confirmation step as the Section Name is not available to select as a List View field.

## Post Release Tasks & Impact on Existing Installation

The following post release tasks and impact on an existing installation must be taken into account as part of this release.

### Audits & Visits and Product Record List Views

The change to the grouping of Status and Changed On fields in the Audits & Visits and Product Records list views (items 29749255, 30982828, 31784570, 32192714, and 33360544) may require a manual update to any existing Audits & Visits or Product Records list views which use the Status or Changed On fields in their selection criteria. This applies to both the default list views and to any custom views that users may have created.

The manual update requires the Status or Created On fields to be reselected within the Advanced Search criteria (they are now located in the Audit/Visit Details and Product Record Details groupings accordingly). The list view must then be saved.

### Multiple Country of Origin System Parameter

Set the *Allow Multiple Product Country of Origin* system parameter according to whether multiple or single countries are to be selectable for the Country of Origin fields in the Product Specification's Other Labelling Copy section. The parameter is in the Product page of the System Parameters page. By default the parameter is checked, to allow for multiple countries.

### Permissions

The Project & Activity Brief Reporting enhancement requires the following to be added to the Permissions spreadsheet:

Record (A)	Authority Profile (B)	Menu Option (C)	Sub Menu Option (D)	Action (E)	Data Record (F)	User Mode (L)	Access Level (M)
Admin	ADVANCED REPORTING ADMINISTRATOR	Admin	Manage Extract Criteria			NORMAL	Y
Admin	ADVANCED REPORTING ADMINISTRATOR				EXTRACT CRITERIA	NORMAL	F
Admin	ADVANCED REPORTING ADMINISTRATOR			SET TO ACTIVE	EXTRACT CRITERIA	NORMAL	Y
Admin	ADVANCED REPORTING ADMINISTRATOR			SET TO INACTIVE	EXTRACT CRITERIA	NORMAL	Y
Admin	ADVANCED REPORTING ADMINISTRATOR			NEW VERSION	EXTRACT CRITERIA	NORMAL	Y

The instructions for downloading and uploading the amended Permissions spreadsheet are as follows:

1. Log in as an Oracle Authorized Administrator user and go to Company > Admin > Roles & Permissions.
2. Open the Permissions page.
3. Download the active spreadsheet by selecting the row with *true* in the Active Permissions column, click *Download Selected*, and save locally.
4. Edit the downloaded spreadsheet, make the changes described above, then save the spreadsheet.
5. Upload the edited spreadsheet by clicking *Upload Permissions*, select the spreadsheet, and click *Ok*.
6. Apply the changes by selecting the uploaded spreadsheet row, click *Process Selected*, and then click *Ok* to confirm.

## System Text

The Multiple Country of Origin System Parameter enhancement introduces a new system parameter.

The Project & Activity Brief Reporting enhancement includes new options in the Reporting Admin area and a new folder in the Report Outputs area.

The Error in Change Responsibility global change fix includes the following new error messages:

```
globalTMChangeJob.Site.validationError={0} ({1}) cannot be updated due to a validation error
```

```
globalTMChangeJob.Audit.validationError={0} cannot be updated due to a validation error
```

```
globalTMChangeJob.Scorecard.validationError={0} cannot be updated due to a validation error
```

The system text records are added automatically during the release process, however any translation overrides must be added manually, by the retailer administrator.

## Product Specification List Views

The Multiple entries in list view for the multi-site Specifications fix (item 33173887) includes a data fix for the following system-delivered list views:

- Specs By Business
- Specs By Country Where Sold
- Specs By Sub Brand and Technologist
- Specs By Technologist
- Specs By Technologist & Status
- Specs By Technologist & Sub Brand

If users have created their own custom versions of these list views, they must be manually fixed, by removing the Site column and adding it back in.

## Nutrition Declaration

For the Number of Servings statement missing from Nutrition declaration fix (items 32648815, 32648828, and 32878743), for the missing Number of Servings statement to be output on an existing specification, the specification must be edited, and the Nutrition Declaration regenerated accordingly. This may require rejecting the specification back to a status where the Nutrition section is editable, or the generation of a new version of the specification if it is already Active.

## Enabling User Roles

If they do not already exist, configure the *Power User*, *Account Administrator*, *Assistant Technologist*, and *Site Inspector* user roles, and assign to the appropriate users.

## Enabling Artwork with SSO

Artwork is not a core Brand Compliance module, but a third-party add-on application. This process enables the integration with the third-party Artwork application, where it is used.

For existing installations that use the Artwork module, in order to configure single sign on (SSO) between Brand Compliance and the Artwork solution (using IDCS or OCI

IAM authentication), the following steps must be taken by the Customer or their Partner:

1. Ensure the MYARTWORK external system has been created in Brand Compliance PROD and STAGE.
2. Raise an SR service requesting for creation of the Artwork Application for PROD and STAGE. The call back URLs and IDCS or OCI IAM URLs must be provided in the SR.
3. Once created, you will be able to gather the Client ID and Client Secret from IDCS or OCI IAM.

Refer to the Artwork chapter in the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide* for the full process for enabling Artwork with SSO.

# 2

## Browser Requirements



### Note:

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

The following browsers are supported:

- Mozilla Firefox
- Microsoft Edge
- Google Chrome (Desktop)

Microsoft has deprecated Internet Explorer 11 in Windows 10 and recommends using Edge as the default browser. Refer to the [Oracle Software Web Browser Support Policy](#) for additional information.

# 3

## Noteworthy Resolved Issues

This following table highlights specific key fixes that are included in this release. In some cases, only a percentage of the overall fixed defects are listed.

Affected Component	Defect Number	Description
Application Program Interfaces (APIs): Specifications REST API	32591338, 32591373, 32638374	<b>Error when updating Product Specification</b> A fix has been made to rectify an error that occurred when using the Specification API to update comments in the Food specification's Recipe, or the FNF specification's Formulation.
General: Custom Fields	31080918, 31887208, 32101363, 32201145, 32786654, 32976117	<b>Error when saving Custom Fields glossary record</b> A fix has been made to rectify an error that occurred when saving a Custom Fields glossary record. The error occurred after removing values from the Field Sets table.
General: Custom Fields	33051606	<b>Error when copying table in Custom Fields glossary record</b> A fix has been made to rectify an error that occurred when copying a table in the Custom Fields glossary record.

Affected Component	Defect Number	Description
General: Global Change	33699189	<p data-bbox="980 275 1357 331"><b>Error in Change Responsibility global change</b></p> <p data-bbox="980 338 1370 506">A fix has been made to rectify an issue with the Change Responsibility global change in the Admin area for changing the Lead Technologist responsible for Sites.</p> <p data-bbox="980 520 1370 688">The issue resulted in the batch job terminating when a Site, Audit, or Scorecard record being processed could not be saved due to a validation failure, such as a missing mandatory value.</p> <p data-bbox="980 703 1370 926">The fix will handle such an event by continuing rather than terminating, and reporting the exception as a failure, with a message stating the record could not be updated. The user must then correct the error and resubmit the global change.</p> <p data-bbox="980 940 1370 1016">New system text is introduced for the error messages. See Post Release Tasks for further details.</p>
General: Library	33698968	<p data-bbox="980 1037 1325 1064"><b>Error when opening Library</b></p> <p data-bbox="980 1071 1370 1241">A performance improvement has been made to rectify an error that occurred when opening the Library. The error could occur if the Library contained in excess of 1000 document folders.</p>
General: Library	33698975	<p data-bbox="980 1262 1370 1318"><b>Error when accepting or reading a Library document</b></p> <p data-bbox="980 1325 1370 1488">A fix has been made to rectify an error that occurred when accepting or reading a Library document, using the <i>Mark as Read</i> and <i>Mark as Accepted</i> actions respectively.</p>

Affected Component	Defect Number	Description
General: List Views	29749255, 30982828, 31784570, 32192714, 33360544	<p><b>Status Change columns in Audits &amp; Visits and Product Records list views</b></p> <p>A change has been made to the Audits &amp; Visits and Product Records list views, to move the Status and Created On fields from the Status Change History group to the respective Audit/Visit Details and Product Record Details groupings.</p> <p>This change has been made because the fields relate to the main record (its current status and when it was created) rather than the history of its status changes. In the Status Change History group, Created On is replaced with Changed On and Status is removed (Status Before or Status After should be used instead).</p> <p>As a result, where the Status or Created On fields have been used as selection criteria in the default list views, or in any custom list views, when the Advanced Search criteria is opened, these are now de-selected. In order to rectify this, it may be necessary to manually reselect the fields in any affected Audits &amp; Visits or Product Records list views. See Post Release tasks.</p>
General: Web Service Log	33699021	<p><b>Response entries missing from Web Service log</b></p> <p>A fix has been made to rectify an issue where Response.xml entries were not being written to the Web Service log. Request.xml entries were being logged correctly.</p>
Product: Pack Copy File	33130234	<p><b>Duplicate rows in Pack Copy File</b></p> <p>A fix has been made to rectify an issue with duplicate rows in the Product Names table of the Pack Copy file. The fix has been applied to all the standard Pack Copy files; on page break, just the Header row is now repeated.</p>



Affected Component	Defect Number	Description
Product: Produce	NA	<p><b>Error opening Produce Specifications and Product Records</b></p> <p>A performance improvement has been made to rectify timeout errors that occurred when attempting to open a Produce Specification or a Produce Product Record.</p>
Product: Product Records	33699060	<p><b>Error when selecting Business Category</b></p> <p>A fix has been made to rectify an error that occurred when editing a Product Record and selecting a Business Category. The error occurred when searching within the Business Category selector.</p>
Product: Specifications	31812731	<p><b>OLC Icons &amp; Claims table not copied in CNF and FNF Specifications</b></p> <p>A fix has been made to rectify an issue with the population of the Icons &amp; Claims table in the Other Labelling Copy section of the Constructed Non Food and Formulated Non Food specifications. The issue resulted in the Claim Type column not being populated when copying a specification or the OLC section. The entire table is now copied.</p>
Product: Specifications	32648490	<p><b>Table buttons in Control Points table of CNF Specifications</b></p> <p>A fix has been made to rectify an issue with the table buttons in the Constructed Non Food specification's Process Controls section. The issue resulted in all table actions being available when the specification was at Active status. The system now correctly just shows the Copy Row and Copy Table buttons at that status.</p>
Product: Specifications	32648815, 32648828, 32878743	<p><b>Number of Servings statement missing from Nutrition declaration</b></p> <p>A fix has been made to the generation of the Nutrition Declaration to rectify an issue with the Number of Servings statement not being included. See Post Release Tasks.</p>

Affected Component	Defect Number	Description
Product: Specifications	33173887	<p><b>Multiple entries in list view for multi-site Specifications</b></p> <p>A fix has been made to rectify an issue in the Product Specification list views, where multi-site specifications appeared multiple times within the list view.</p> <p>An upgrade script will be run as part of this fix to ensure specifications with multiple primary sites are shown on a single row with the sites separated by a new line in a single cell.</p> <p>The fix applies to the following system-delivered list views:</p> <ul style="list-style-type: none"> <li>• Specs By Business</li> <li>• Specs By Country Where Sold</li> <li>• Specs By Sub Brand and Technologist</li> <li>• Specs By Technologist</li> <li>• Specs By Technologist &amp; Status</li> <li>• Specs By Technologist &amp; Sub Brand</li> </ul> <p><b>Note:</b> Any custom views that have been created from the system-delivered list views are not affected by the data fix. They can be fixed manually, by removing the Site column and adding it back in. See Post Release Tasks.</p>
Project: Email Notifications	29148811	<p><b>Overdue Activity notifications</b></p> <p>It is now possible to send multiple email notifications about overdue activities by setting up multiple overdue email rules. One notification will be sent per rule.</p> <p>An upgrade script will be run as part of this fix to ensure notifications are not sent for existing overdue email rules where a notification has already been sent for an overdue activity.</p>
Project: Scheduling	33699093	<p><b>Planned working dates not set</b></p> <p>A fix has been made to rectify an issue with the <i>Add Activity and Schedule</i> action not setting the planned working days for the Project or the dates for its Activities correctly.</p>

Affected Component	Defect Number	Description
Reports: Allergens and Suitable For Queries	32266484	<p><b>Allergen Declaration missing from report query</b></p> <p>A fix has been made to include the Allergen Declaration field in the Allergens and Suitable For report queries.</p> <p>The new Declaration column provides the declaration statement as plain text. No formatting such as bold or uppercase is intended to be reflected in the reporting output; any line breaks are represented as a space.</p>
Reports: Contact Roles Query	33174318	<p><b>No results for Supplier Area report</b></p> <p>A fix has been made to rectify an issue with reports based on the Contact Roles reporting query not returning results when the report contained the Supplier Area column.</p>
Reports: Formatting	31993874	<p><b>Superfluous rows in spreadsheet outputs</b></p> <p>A fix has been made to rectify an issue with superfluous rows being output in the Excel (xls andxlsx) report outputs. The issue resulted in additional rows for data that contained HTML paragraph tags (&lt;p&gt; and &lt;/p&gt;), such as the Product Specification's On Pack Ingredients List.</p> <p>This fix replaces the paragraph tags with a space. The data in the report will not have paragraph line breaks and the data will be shown in one row, thus ensuring the rows can be correctly filtered in the spreadsheet. The fix is applicable to all reports however it does not affect the Pack Copy output or the Product Requirements system reports; these retain full formatting with the paragraph line breaks.</p>

Affected Component	Defect Number	Description
Reports: Formatting	32906873, 33042538, 33042556, 33042587, 33042609	<p><b>Superfluous rows in spreadsheet outputs</b></p> <p>A fix has been made to rectify an issue with superfluous rows being output in the Excel (xlsx) report outputs. The standard report templates have been amended to prevent additional blank rows being output.</p> <p>The fix also standardizes the style of table borders in the standard report templates.</p>
Reports: Formatting	33057343	<p><b>Extra commas in report outputs</b></p> <p>A fix has been made to rectify an issue with extra commas appearing in certain report outputs, such as the standard reports CR69 - Produce Treatments &amp; Allergens.</p>
Reports: Raw Materials Query	33699137	<p><b>Error when populating Raw Materials in data warehouse</b></p> <p>A fix has been made to rectify an error that occurred when populating Recipe Item Raw Materials in the Reporting data warehouse.</p>
Reports: Report Template Admin	33699146	<p><b>Error when saving a Report Template</b></p> <p>A fix has been made to rectify an error that occurred when saving a Report Template in the Admin area.</p> <p>The error occurred when the Code contained a slash character. The characters &lt;&gt;\/\:"?*" are now forbidden in the Code field.</p>
Reports: Report Templates Admin	33173881	<p><b>Validation error when saving a new Report Template</b></p> <p>A fix has been made to rectify an issue when saving a new version of a Report Template in the Admin area. The validation failed with a file type error, even though a valid RTF file was attached to the template being copied.</p>
Reports: Spec API Data Source	32456579	<p><b>Product Technologist missing from Spec API reporting data source</b></p> <p>A fix has been made to the Spec API reporting data source to include the Product Technologist field.</p>

Affected Component	Defect Number	Description
Reports: Specification Report Queries	33174323	<p data-bbox="980 275 1289 331"><b>Deleted column in report queries</b></p> <p data-bbox="980 338 1354 478">A fix has been made to make the Deleted field available as a column and a filter in the following Specification report queries:</p> <ul data-bbox="980 485 1325 583" style="list-style-type: none"> <li data-bbox="980 485 1273 512">• Product Specification</li> <li data-bbox="980 518 1325 546">• Recipe Item Raw Material</li> <li data-bbox="980 552 1162 579">• Ingredients</li> </ul>
Reports: Standard/Claim Query	32662190	<p data-bbox="980 594 1370 674"><b>Declared Quantity missing from Standard/Claim reporting data source</b></p> <p data-bbox="980 680 1333 856">A fix has been made to the Standard/Claim reporting data source to include the Declared Quantity field from the specification's Other Labelling Copy section.</p>
Supplier: Site Record	33699161	<p data-bbox="980 867 1252 926"><b>Error when validating mandatory fields</b></p> <p data-bbox="980 932 1354 1192">A fix has been made to rectify an error that occurred when validating a Site record for mandatory fields. The issue occurred when the record had been opened for editing from its parent Supplier record, and the Supplier record had missing mandatory fields.</p>

# 4

## Deprecated Features

As part of the continuous delivery model for cloud services, features and technical components of a solution may be removed or replaced to enhance the security, performance, and overall quality of the cloud service. When this occurs, the deprecation of a feature or component will be announced in advance, allowing customers sufficient time to anticipate the change and transition to any enhanced replacement feature/component. After the deprecation is announced, the deprecated feature or component will remain in the solution until the planned removal date and will not be enhanced or made compatible with other new features.

For the full schedule of planned deprecations for this product, see the Deprecation Advisory accessed from the following MOS Documentation Library: Oracle Retail Brand Compliance Management Cloud Service Documentation Library at [Doc ID 2400174.1](#).