Oracle® Retail Brand Compliance Management Cloud Service

Supplier User Guide

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Oracle Retail Brand Compliance Management Cloud Service Supplier User Guide,

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Oracle Retail Brand Compliance Management Cloud Service Supplier User Guide

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Preface

This document describes the Oracle Retail Brand Compliance Management Cloud Service Supplier user interface. It provides step-by-step instructions to complete most tasks that can be performed through the user interface.

Audience

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

Documentation Accessibility

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Related Documents

For more information, see the following documents in the Oracle Retail Brand Compliance Management Cloud Service documentation set:

- *Oracle Retail Brand Compliance Management Cloud Service Administration Guide*
- *Oracle Retail Brand Compliance Management Cloud Service Implementation Guide*
- *Oracle Retail Brand Compliance Management Cloud Service Release Readiness Guide*
- *Oracle Retail Brand Compliance Management Cloud Service Security Guide*
- *Oracle Retail Brand Compliance Management Cloud Service User Guide*
- *Oracle Retail Brand Compliance Management Cloud Service Workspace User Guide*

For information on the Oracle Retail Brand Compliance Management Cloud Service modules, see the following documents:

- *Oracle Retail Brand Compliance Management Cloud Service Product User Guide*
- *Oracle Retail Brand Compliance Management Cloud Service Process User Guide*
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(Data Model documents can be obtained through My Oracle Support.)

Conventions

The following text conventions are used in this document:

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

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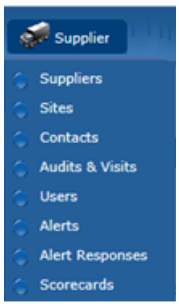
1
Introduction

The Supplier module provides capabilities to manage suppliers including the identification, selection, and approval of suppliers.

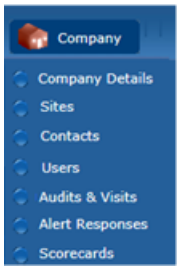
To access a Supplier option, select the option from the Supplier drop-down list.

Figure 1-1 Supplier Drop-Down List



The supplier user accesses the Supplier options through Company rather than Supplier.

Figure 1-2 Supplier Options from Company Drop-Down List



For information on the choices in the drop-down list, see the chapter shown in Table 1-1. For information on the Users option, see the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide*.

Table 1-1 Description of Supplier Drop-Down Choices

Option	Description	Chapter
Suppliers	Maintenance of the supplier account details.	Supplier Management
Sites	Maintenance of the supplier's individual manufacturing and packing location details.	Site Management

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Table 1-1 (Cont.) Description of Supplier Drop-Down Choices

Option	Description	Chapter
Contacts	Maintenance of the individual contacts at the supplier and site locations.	Contacts Management
Alerts and Alert Responses	Process for the retailer/portal owner to issue alerts and manage alert responses.	Alerts Management
Audits & Visits	Management of the regular auditing program for the supplier base.	Audits & Visits
Assessments	Management of the regular performance assessment program for the supplier base.	Assessment Management

Available Options Based on Type of User

Retailer and supplier users may have access to the Supplier module. Based on the type of user, the options are typically presented in the following manner:

- Retailer users

  Retailer users see both Company (for the retailer) and Supplier (their suppliers).

  Under Company:

  - Company Details: Name and address details of the retailer.
  - Users: List of all retailer users.
  - Admin: Administration options if the user has access to any options.

  Under Supplier:

  - Suppliers: List of all supplier records.
  - Sites: List of all site records.
  - Contacts: List of all supplier/site contacts for all suppliers and sites.
  - Users: List of all supplier/site users for all suppliers and sites.
  - Audits & Visits: Work with audits and visits if the user has access to that module.
  - Alerts: Work with alerts if the user has access to that module.
  - Assessments: Work with assessments if the user has access to that module.
- Suppliers users

  Supplier users see Company (for their organization):

  - Company Details: Supplier record.
  - Sites: List of the supplier's sites with which the user is associated.
  - Contacts: List of the supplier's supplier and site contacts. A site user only sees the contacts for the sites with which they are associated.
  - Users: List of the supplier's supplier and site users. A site user only sees the users for the sites with which they are associated.
  - Audits & Visits: Work with audits and visits if the user has access to that module.
  - Alerts: Work with alerts if the user has access to that module.
  - Assessments: Work with assessments if the user has access to that module.

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Authority Profiles

The following authority profiles are available for retailer users to provide access to maintain supplier and site records:

Supplier & Site Administrator

The Supplier & Site Administrator Authority Profile is available to allow retailer users to edit all the fields in a supplier or site record. This authority profile can be assigned to a user role or a specific retailer user.

Supplier User Editor

The Supplier User Editor Authority Profile is available to allow retailer users to edit all the fields in a supplier user record, except for roles and permissions. This authority profile can be assigned to a user role or a specific retailer user. It does not permit the creation of supplier user records.

Supplier Contacts Administrator

The Supplier Contacts Administrator Authority Profile is available to allow retailer users to create, edit, and delete supplier contacts. This authority profile can be assigned to a user role or a specific retailer user.

Getting Started

Before using Supplier, be sure that you are familiar with the user interface. If you need more information, see the *Oracle Retail Brand Compliance Management Cloud Service User Guide*. This User Guide covers the login, home page, and user interface.

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2
Supplier Management

To work with suppliers, select the Suppliers option from the Supplier drop-down list. The Suppliers tab opens. This page shows the list of available suppliers.

Figure 2-1 Suppliers Page

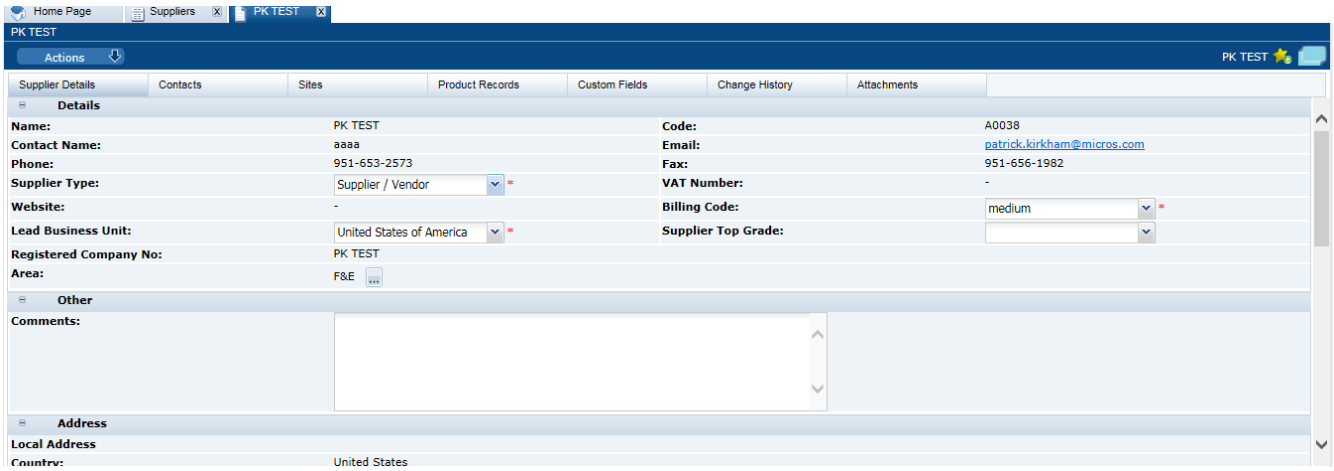
The list shows the suppliers in order by supplier name. For each supplier, the supplier code and country are also shown.

The following actions are available:

- New Supplier: For more information, see Registration.
- New Alert: For more information, see Alerts Management.

To see the details for a specific supplier, double-click the row. A tab opens with the details. You can also select the View or Edit actions.

Figure 2-2 Supplier Details



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The following subtabs are available. Select a subtab to see the information for the supplier:

- Supplier Details
- Contacts: List of contacts for the supplier.
- Sites: List of the supplier's site locations.
- Product Records: If Product is purchased and implemented, list of product records.
- Linked Suppliers: If enabled, the number of linked suppliers is shown in parentheses on the subtab.
- Custom Fields
- Change History
- Attachments: List of documents attached to the supplier.

Registration

This section covers the steps for registering a new supplier:

- Adding a Supplier
- Viewing Registration Requests
- Accepting the Registration

All of these steps are pertinent for retailer users. For supplier users, only accepting a registration is a pertinent step.

Adding a Supplier

To add a supplier, select the New Supplier action. The Create Supplier/Site tab opens. From this page, a supplier can be added and sites for the supplier can be defined.

Figure 2-3 Create Supplier/Site Page

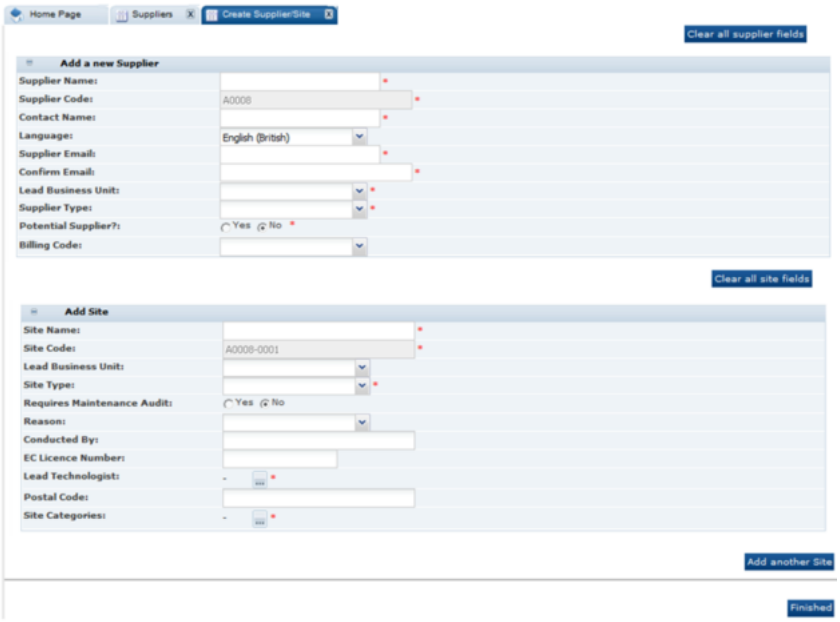

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Table 2-1 describes the fields used to add a new supplier.

Table 2-1 Add a New Supplier Fields

Field	Description
Supplier Name	Name of the supplier to be added. Mandatory field.
Supplier Code	Identifies the supplier account. Mandatory field. Depending on the Registration system parameter settings, the code may be automatically assigned by the system, may be automatically assigned and the user permitted to change it, or be manually entered by the user on creation of the account. The format of a supplier code is a letter followed by a 4-digit sequence number with leading zeroes. The supplier codes start from the letter A and 0001. For example, A0001, A0002, and so on. Only retailer users with edit access to Supplier records may change the code (where permitted); validation ensures the code is unique.
Contact Name	Name to be assigned to the first supplier user created. Mandatory field.
Language	Language of the initial supplier user. The language is selected from the list of languages supported for the module. This value defaults to the module's base language. Text is presented in the selected language when the user logs in to complete the registration process and in the initial registration request email.
Supplier Email	An email is sent to this address inviting the first supplier user to complete the registration process. Mandatory field.
Confirm Email	Supplier email address reentered for confirmation. Mandatory field.
Lead Business Unit	Classification of the supplier. Mandatory field.
Supplier Type	Select the type of supplier from the drop-down list. Mandatory field.
Potential Supplier?	Setting that determines if this supplier is a potential supplier. Potential suppliers are billed when their first site is approved, rather than when registration is completed. The default is No. Mandatory field.
Billing Code	An optional field to assign a billing classification to the supplier. Selection is made from the Billing Codes glossary, but has no functional use within the system.

Table 2-2 describes the fields used to define a site for the new supplier.

Table 2-2 Add a New Site Fields

Field	Description
Site Name	Name of the site to be added. Mandatory field.

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Table 2-2 (Cont.) Add a New Site Fields

Field	Description
Site Code	Identifies the site account. Mandatory field. Depending on the Registration system parameter settings, the code may be automatically assigned by the system, may be automatically assigned and the user permitted to change it, or be manually entered by the user on creation of the account. Other Registration system parameters control the format of the site code and whether it must be unique across the entire portal, or just within its supplier account. The default coding method generates a 4-digit sequence number with leading zeroes, starting from 0001. For example, 0001, 0002, and so on; however, an alpha alternative sequencing such as AAAA, AAAB, and so on, may be used. The site code may also be automatically prefixed with the supplier code, such as A0001-0001. Only retailer users with edit access to Site records may change the code (where permitted); validation ensures the code is suitably unique.
Lead Business Unit	Classification of the supplier.
Site Type	Select the type of site from the drop-down list. Mandatory field.
Requires Maintenance Audit	Settings that determines if a maintenance audit is required. The default is No.
Reason	Select a reason for the maintenance audit.
Conducted By	Name of the person who conducts the maintenance audit.
EC License Number	License number for the site location.
Lead Technologist	Name of the lead technologist for the site location. Mandatory field.
Postal Code	Postal code for this site location.
Site Categories	Select the business category associated with this site. Mandatory field.

To add a new supplier:

1. Enter the information for the new supplier. For a description of the fields, see Table 2-1.
2. Enter the information for a site for the supplier. For a description of the fields, see Table 2-2.
3. If additional sites are needed, click **Add another site**. An additional section for information for that site appears. See Step 2.
4. When all the information is added, click **Finished**. The supplier and site information is validated.

   If any site within the system contains the same value found within the Postal Code or EC Licence Number fields, the following mandatory field must be completed. The information entered for this field is added to the site's comment field.

   Figure 2-4 Reason for This Site Request Field

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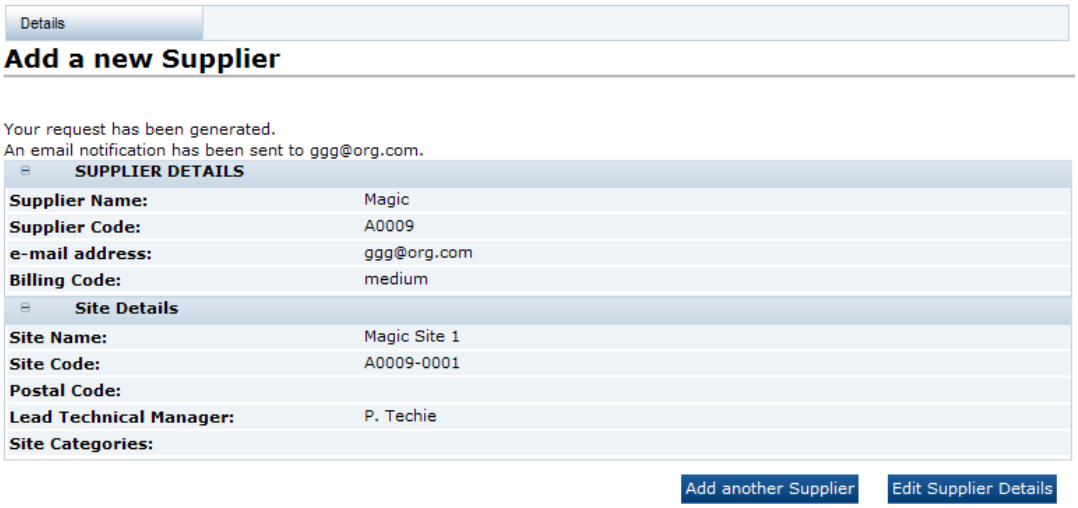
5. If no errors are found, the Confirmation page appears.

Figure 2-5 Add a New Supplier Confirmation Page



- To add another supplier, click **Add another Supplier**. See Step 1.
- To edit the details shown on the confirmation page, click **Edit Supplier Details**. A tab is opened in edit mode for this supplier.

Upon completion of the registration request, the following is done:

- A Supplier record is created for the supplier with the status set to Awaiting Registration.
- A Site record is created for each site with the status set to Awaiting Registration.
- A User and Person record is created for the supplier contact, using the contact name and email address:
  - The User record has the job role set to Supplier Administrator.
  - The online help option is set to enabled so that any help text is available when the user initially logs in to complete the registration process.
  - The user's language is set to the language selected in the registration request or the default language if none was selected.
  - The EC Licence Number is assigned to the Certificate Number field within the References table against the Reference Type called EC Licence Number.
- A Logon ID is generated from the User Name field. If a person with the same Logon ID exists, an incremental number is added to the end until the Logon ID becomes unique.
- The corresponding IDCS or OCI IAM user profile is created; the user will receive an email, instructing them to set their password in IDCS or OCI IAM.

Viewing Registration Requests

The retailer user can view a list of all registration requests that are waiting to be completed by the supplier by selecting Supplier/Sites and then the Site Awaiting Registration view. Figure 2-6 shows an example of the list.

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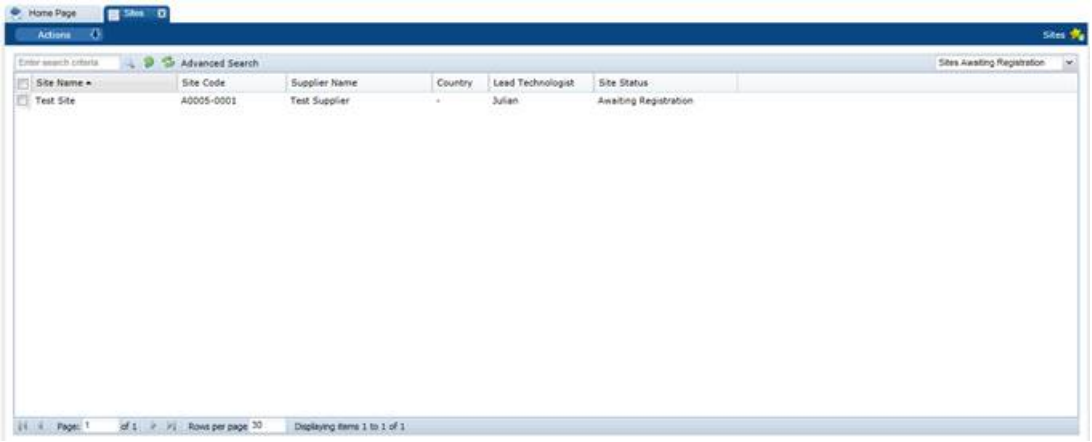
Figure 2-6 View Registration Requests



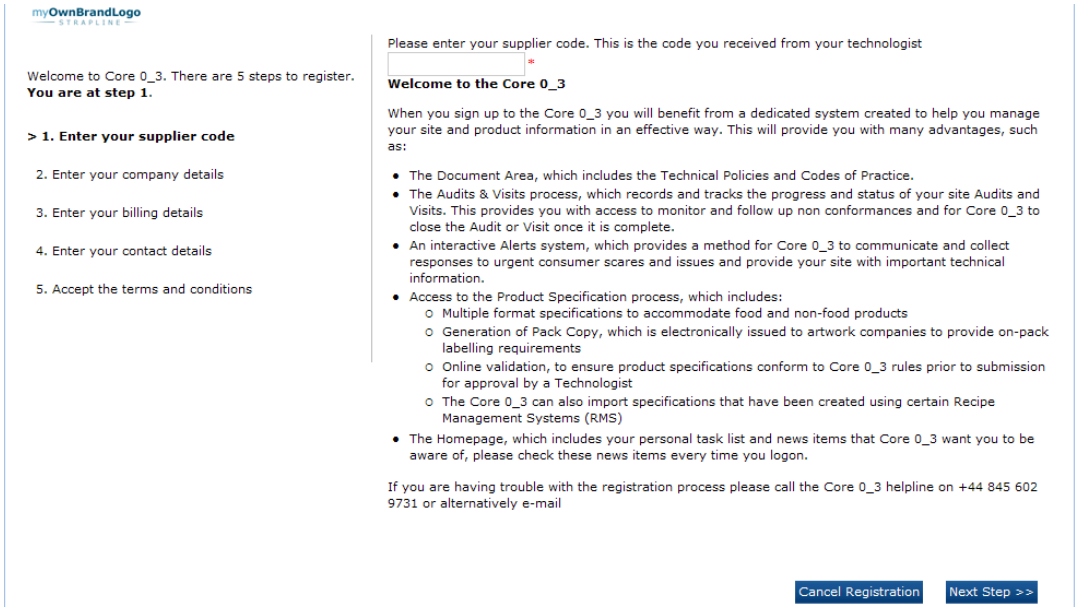
The retailer can send a reminder email message to any suppliers who have yet to complete the registration. To send the reminder, select the Re-send Registration Request action. The email message is not sent if the supplier has already registered.

Accepting the Registration

To accept the registration request:

1. In the request email message, select the link and log in using the user ID and password.

Figure 2-7 Registration Page



There are five steps in the process. The current step is displayed in bold.

2. Enter the unique supplier code and select **Next Step**.

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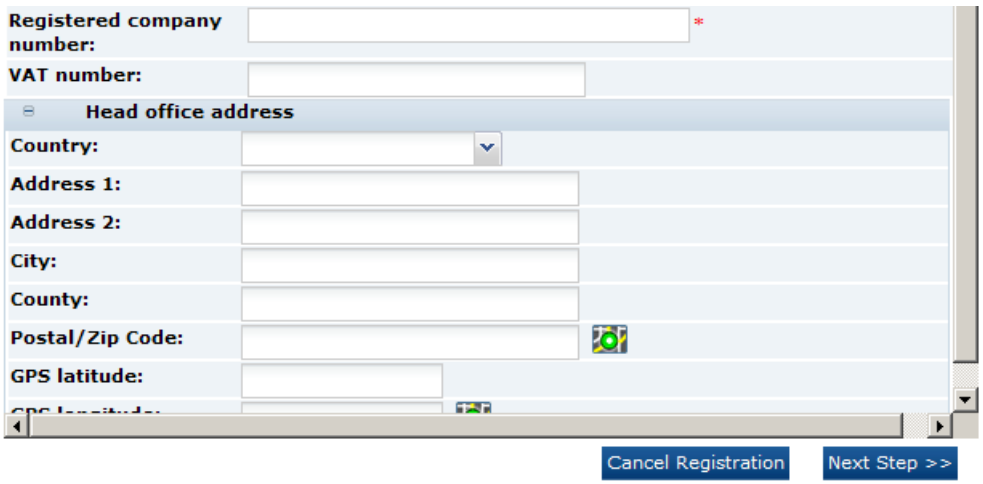
If the entered supplier code is not valid, the Validation Errors dialog box appears. Select **Cancel** and reenter the supplier code.

> **Note**
>
> The supplier code is communicated to the initial supplier user outside of the system, usually through a phone call or letter. This acts as a security measure. If the auto-generated e-mail is intercepted, access cannot be gained without the supplier code.

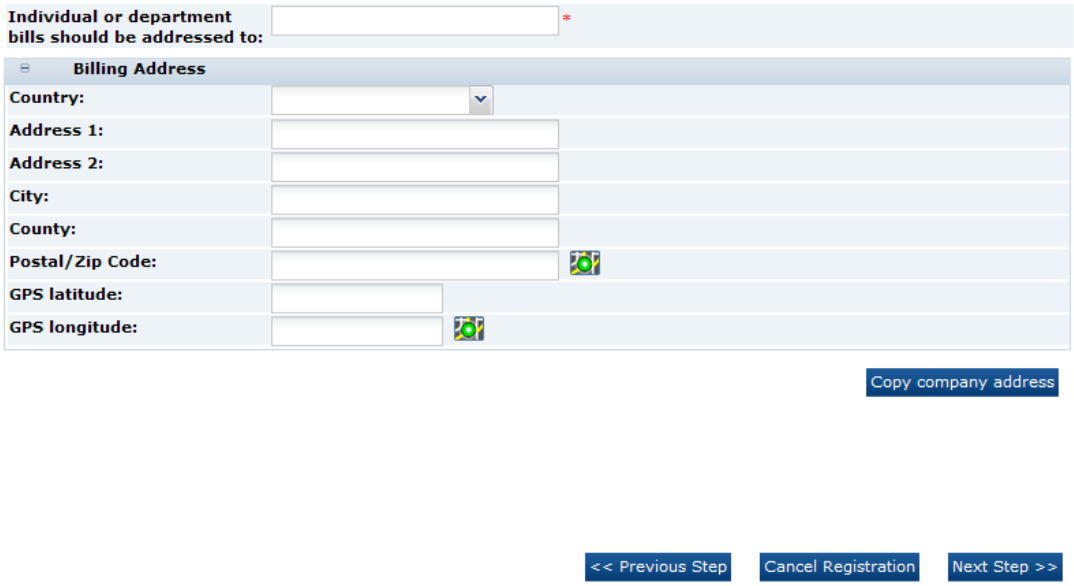
3. Enter the company details. The registered company name is mandatory. Select **Next Step**.

Figure 2-8 Company Details



4. Enter the billing details. To copy the corporate address for the company as the billing address, select **Copy company address**. Select **Next Step**.

Figure 2-9 Billing Details



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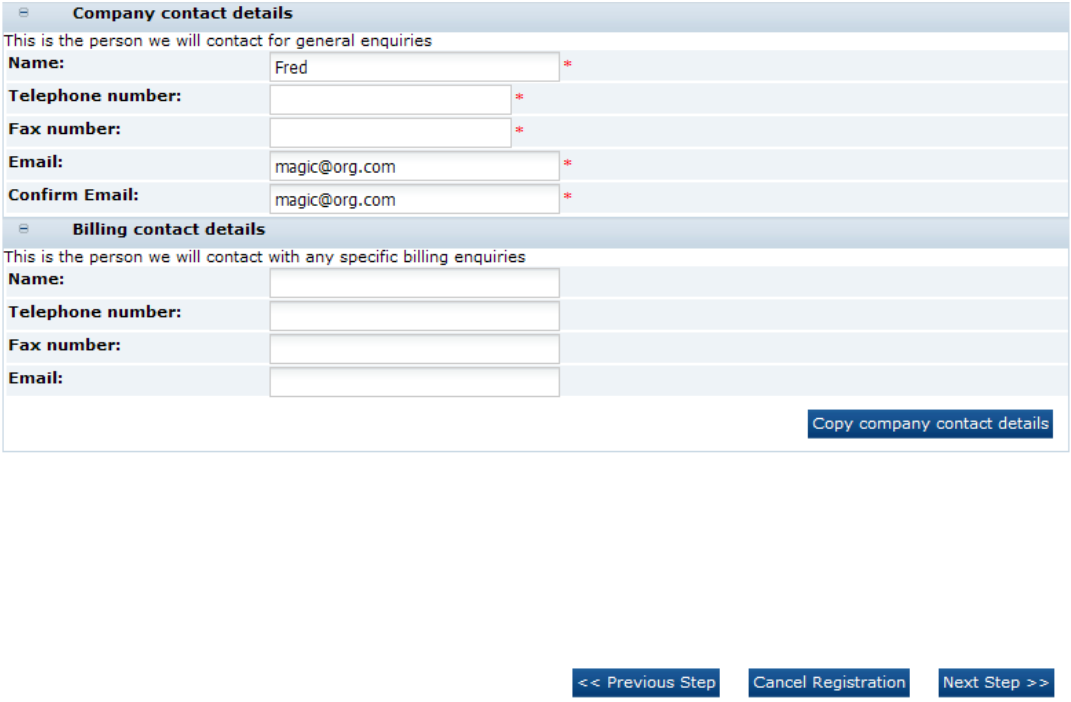
5. Enter the contact details. The company contact details are mandatory. To use the same company contact details as the billing contact details, select **Copy company contact details**. Select **Next Step**.

Figure 2-10 Company Contact Details



6. Accept the terms and conditions:
   a. If required to accept the terms and conditions, check the box. You may choose to view the terms and conditions in any of the supported languages.
   b. Under Other Information, enter the purchase order number.
   c. Under Data Protection, check to box if you do not wish to receive information on software and services.
   d. Select **Accept**.

   To log out without completing the process, select the log out link at the top of the window. The details on the previous windows are validated and saved. The user is logged out.

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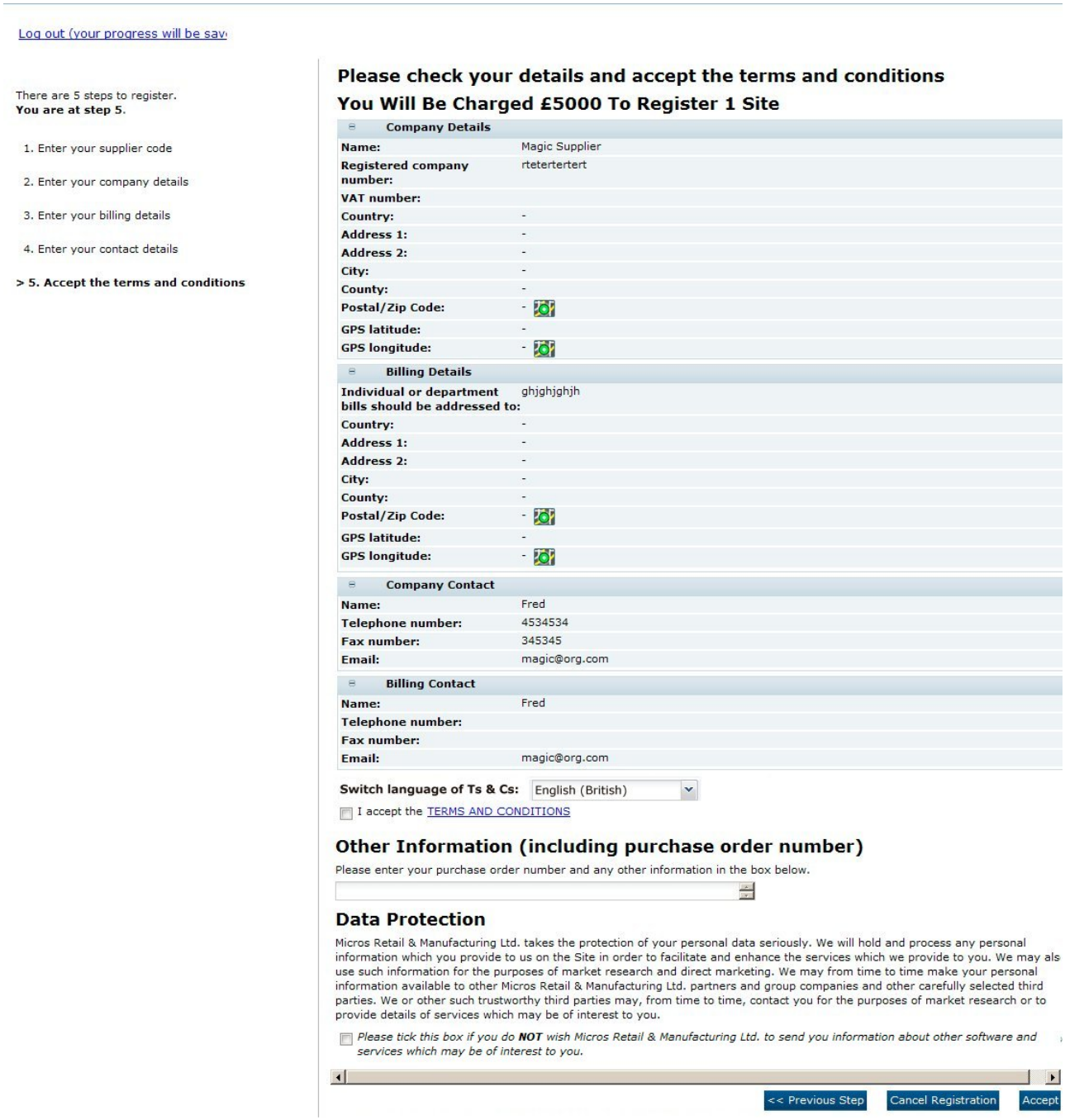
Figure 2-11 Accept Terms and Conditions



Once **Accept** is selected, the acceptance process completes:

- The site status is set to Awaiting Approval.

Approving the Registration

Once registered, a site must be approved by the Technologist before the account is fully functional.

When the supplier completes the registration process, the Technologist responsible for the site is notified that the approval is needed. Notification may be made using email or with a task in

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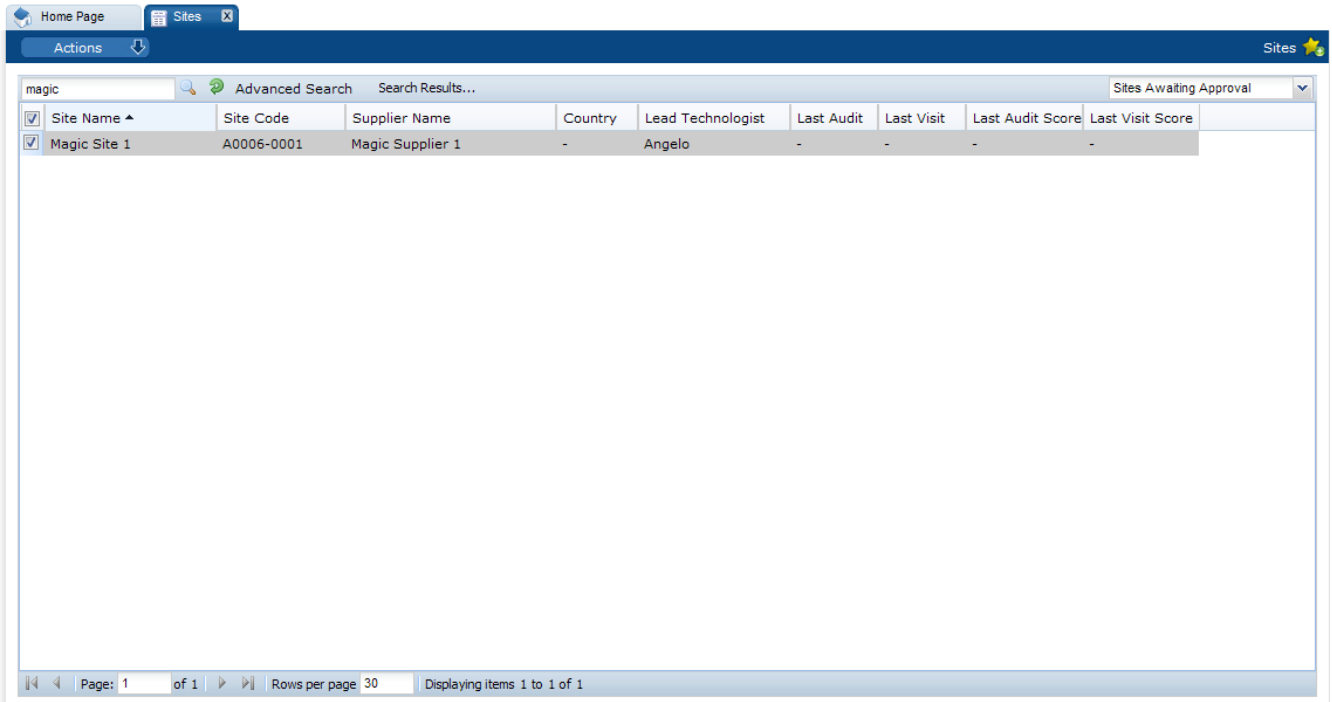
the Technologist's Task App. For information on Task App, see the *Oracle Retail Brand Compliance Management Cloud Service User Guide*.

In the email message or task, a link is provided to the Sites Awaiting Approval view. This view lists all sites with the Awaiting Approval status.

Figure 2-12 Sites Awaiting Approval



From this view, the Technologist can approve sites individually or approve a number with a single action. To approve a number of sites, select each sites and then select the Set To Active action. If the status change fails for one or more of the selected sites, an error dialog box appears.

There may be cases where the retailer believes that the supplier has not met the necessary standards and elects to reject the supplier. This is done by setting the status of the sites to Unapproved. This can be done by opening the record in Edit mode and selecting the Set to Unapproved action.

Completing the Approval of the Site

When one site or multiple sites are set to Active, the Site Status Change dialog box appears.

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Figure 2-13 Site Status Change

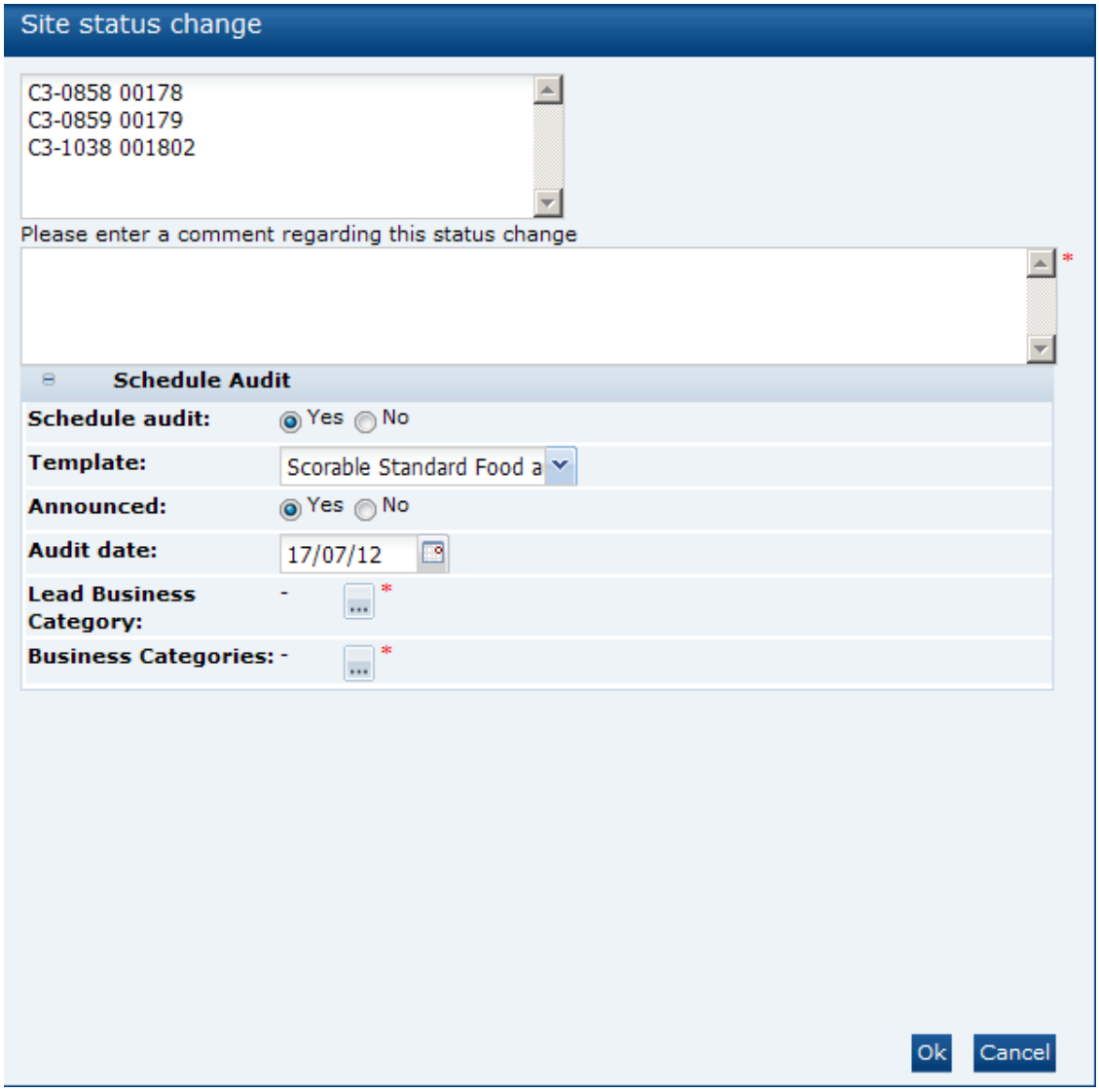

Table 2-3 describes the fields in the Site Status Change dialog box.

Table 2-3 Site Status Change Fields

Field	Description
Sites	When multiple sites are selected, the supplier and site codes are listed in ascending order by the site code.
Comment	Enter a comment describing the status change. Mandatory field.
Schedule Audit	Used to select whether the initial audit is to be scheduled for each of the sites being approved.
Template	Select the type of audit from the drop-down list.
Announced	Select whether the audit is announced. The default is set based on the selected type of audit in the Template field. If Optional or no value was selected for Template, the user must select Yes or No.

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Table 2-3 (Cont.) Site Status Change Fields

Field	Description
Audit Date	Due date of the audit calculated based on the default of the selected audit template.
Lead Business Category	If the audit type requires a business category, Lead Business Category must be selected. Mandatory field.
Business Categories	If the audit type requires a business category, Business Categories must be selected. Mandatory field.

After making all the selections, select **Ok**:

- The selected sites are set to Active.
- The entered comments are appended to the site's comments field.
- The Change History log is updated.
- If the option to schedule an audit was selected, an audit is created for the selected type against the site with the announced/unannounced flag and due date set as appropriate. The Lead Technologist and Business Category are carried through to the Audit record.
- When the first site of a potential supplier is approved, the Order record is updated to set the status to Unprocessed. For potential suppliers, this is done as part of the approval process rather than when the supplier completes the registration process.

Adding Additional Sites

When additional sites are required for a supplier, a Retailer user or a Supplier Administrator user who has Site Creation permission can add the additional sites. To add an additional site:

1. Select the Suppliers option from the Supplier drop-down list. The Suppliers tab opens.
2. Double-click the supplier name. A tab opens for that suppliers
3. Select the Sites subtab. The Sites page opens. This page lists the sites defined for the supplier.
4. Select the New Site action. The New Site tab opens.

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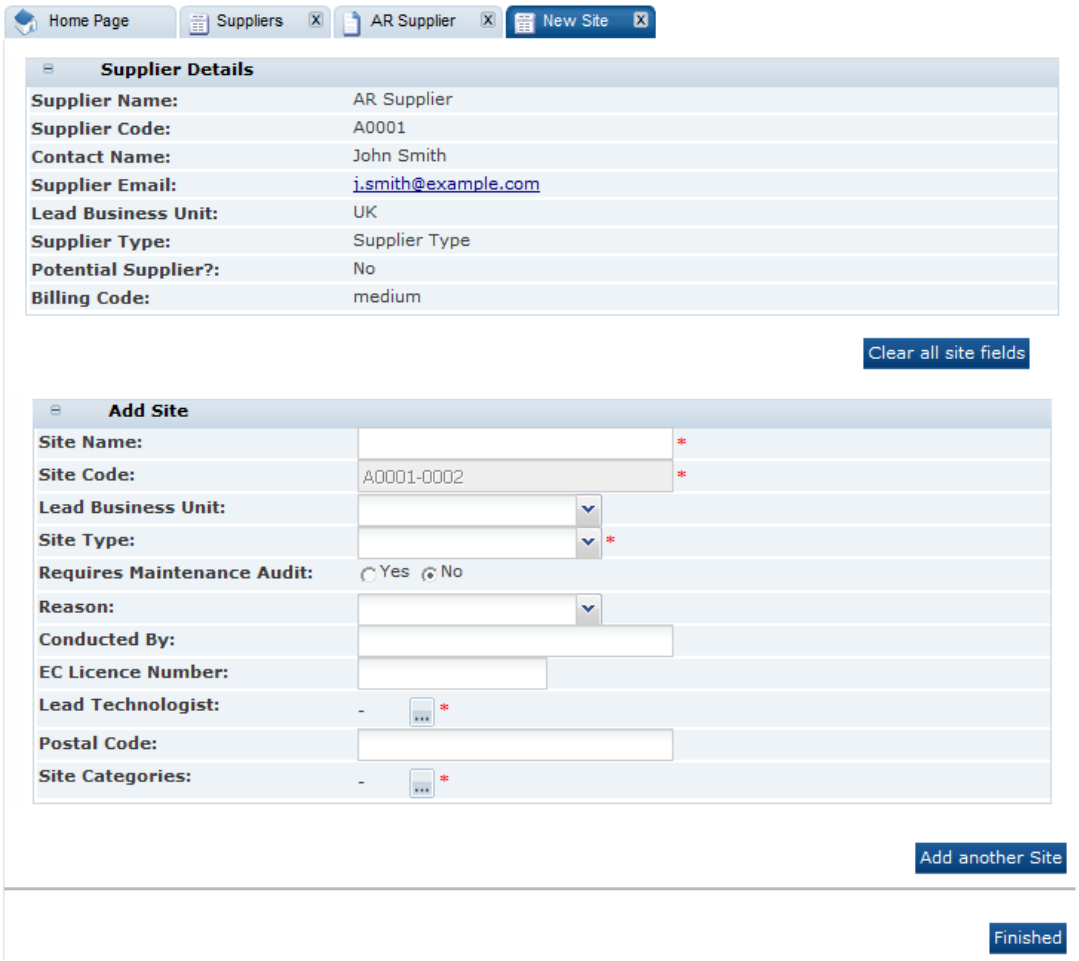
Figure 2-14 New Site Page



The Supplier Details section is filled in with the details of the selected supplier. These fields are read only.

5. In the Add Site section, enter the details for the new site. The Site Code is generated by the system and cannot be changed. For information on these fields, see Table 2-2.
6. To add another site, click **Add another Site**. Another Add Site section is added to the page.
7. When you have finished entering the new sites, click **Finished**. The new site records are assigned to the Awaiting Registration status. For information on registering the new sites, see Registration.

> **Note**
>
> Additional sites do not need to go through the full registration process. The additional sites just need to be approved.

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Deleting Suppliers and Sites

The deletion of supplier and site accounts is restricted to retailer administrator users with the Power Administrator authority profile only. There are two methods available:

1. The Delete Suppliers and Delete Sites options in the Admin area allow for the deletion of accounts that have been created in error or were created and never used, that is, where there are no references to related records such as Users, Contacts or Audits, and so on. For more information, see the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide*.
2. The Delete action within the Site record allows for the deletion of individual Site accounts. In this case, the deletion is permitted where there are references to certain types of related records. Deletion of the last remaining Site record also deletes the Supplier record.

   Deleting Site and Supplier records using this method will automatically remove the associated Contacts, Users and references in Alerts, Documents, and Announcements/News Items. Deletion is not permitted if the account has other types of records associated to it (Product Records, Specifications, Audits/Visits, Assessments, or links to Processes).

   The records are soft deleted and are excluded from list views and data extracts. Filters must be applied to exclude them from reports and data retrieved by the APIs:

   - To exclude the soft deleted records from reports, it is necessary to add the Deleted column as a filter to the relevant Report Data Source, Report Design, and Report Schedule records.
   - The API XML contains a deleted element (set to true if deleted). To exclude soft deleted records, it is necessary to use a *softDelete=false* parameter when calling the API. For example:

     ```
     /creations-core/services/rest/site?softDelete=false
     ```

   The Delete action is available when the Site record is in edit mode. It first checks for any records that will prevent deletion and presents a message listing any that have been found, otherwise a confirmation prompt to continue. A batch job is submitted to handle the deletion processing, as follows:

   - A further check is made for any references that will prevent deletion. If any are found, the details are logged against the batch job and it is ended.
   - Contacts associated to the site which are not associated to another site or the supplier are deleted.
   - Any Site User or All Sites User type Users that are associated to the site that are not associated to another site are deleted.
   - Any Alert Responses related to the site are deleted.
   - Any references to the site in the Reader Log and Accept Log of any Library Documents are removed.
   - Any references to the site in the Reader Log and Accept Log of any Announcements/News Items are removed.
   - Any references to the site are removed from the Favorites, Recent Items and Assignments/Tasks lists.
   - The site is deleted.
   - If deleting the supplier's only site, the same steps are applied to the Supplier record, before deleting that record.

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The deletion processing will do all or none, in that if any one part of the deletion cannot be completed for a Site, the processing will roll-back so that none of the deletion is done for the Site. If any records cannot be deleted due to record locks, the process will automatically retry per the standard batch job record lock handling, with details of the locked record logged against the batch job.

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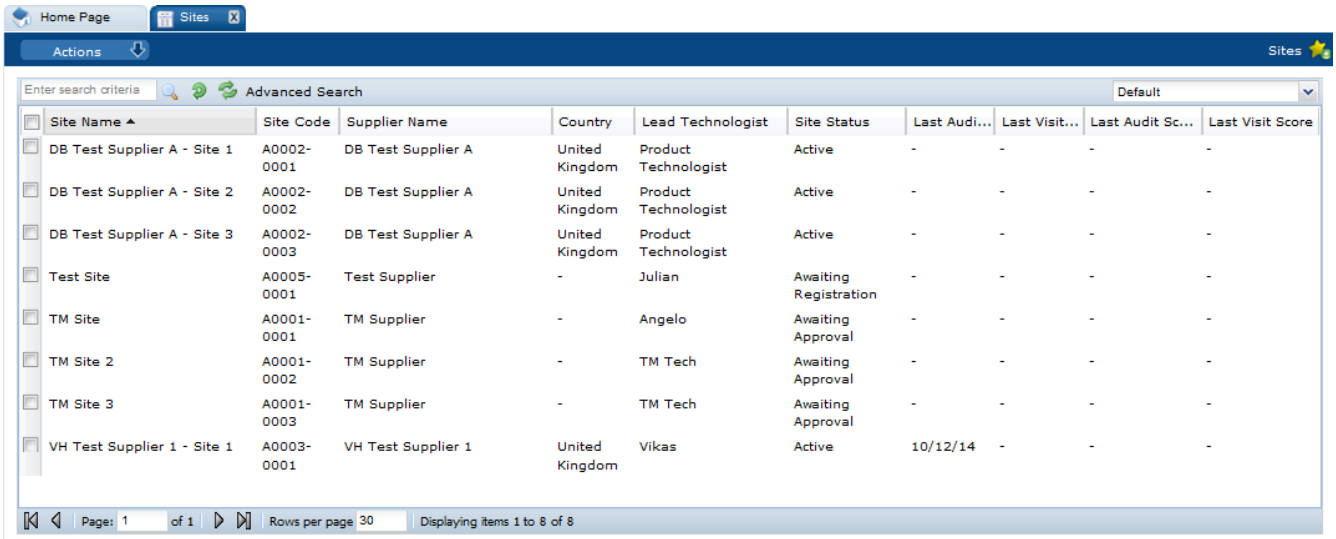
3
Site Management

To work with sites, select the Sites option from the Supplier drop-down list. The Sites tab opens. This page shows the list of available sites.

Figure 3-1 Sites Page



Site Name	Site Code	Supplier Name	Country	Lead Technologist	Site Status	Last Audi...	Last Visit...	Last Audit Sc...	Last Visit Score
DB Test Supplier A - Site 1	A0002-0001	DB Test Supplier A	United Kingdom	Product Technologist	Active	-	-	-	-
DB Test Supplier A - Site 2	A0002-0002	DB Test Supplier A	United Kingdom	Product Technologist	Active	-	-	-	-
DB Test Supplier A - Site 3	A0002-0003	DB Test Supplier A	United Kingdom	Product Technologist	Active	-	-	-	-
Test Site	A0005-0001	Test Supplier	-	Julian	Awaiting Registration	-	-	-	-
TM Site	A0001-0001	TM Supplier	-	Angelo	Awaiting Approval	-	-	-	-
TM Site 2	A0001-0002	TM Supplier	-	TM Tech	Awaiting Approval	-	-	-	-
TM Site 3	A0001-0003	TM Supplier	-	TM Tech	Awaiting Approval	-	-	-	-
VH Test Supplier 1 - Site 1	A0003-0001	VH Test Supplier 1	United Kingdom	Vikas	Active	10/12/14	-	-	-

The following actions are available:

- New Alert: For information on creating a new alert, see Alerts Management.
- Change Status: Select one or more sites from the list and select the Change Status action. Select the new status for the sites from the list. Only Retailer users can change the status.

  The workflow includes the ability to set a site to Awaiting Approval status. This is of use for activating sites that have previously been set to Inactive, Unapproved, or Delisted status. Once set back to Awaiting Approval status, the site will behave as if it had been automatically set to that status as a result of completing the registration process.

To see the details for a specific site, double-click the row. A tab opens with the details. You can also select the View or Edit actions.

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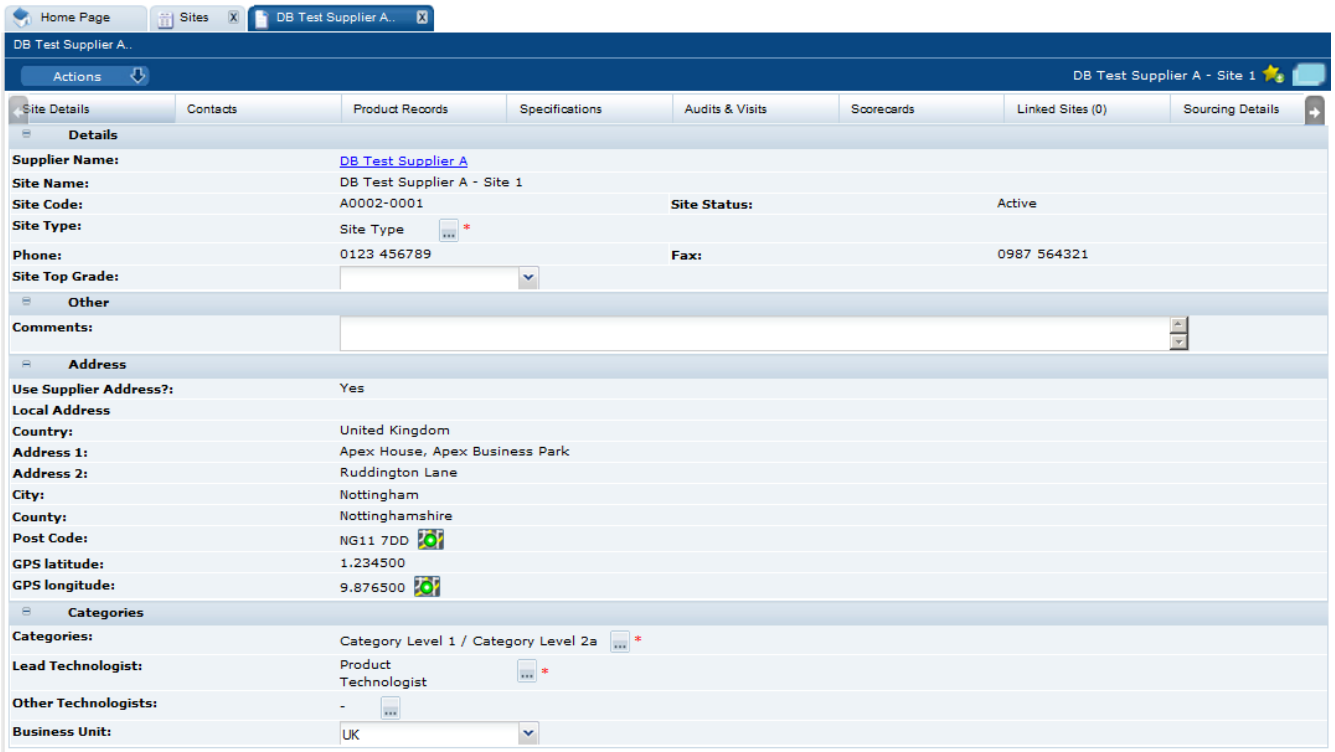
Figure 3-2 Site Details Page



The following subtabs are available. Select a subtab to see the information for the site:

- Site Details
- Scoring Details: If configured, scores for each Supplier Evaluation Type and the list of events that contributed to the score, see Site Summary Scores in Site Record.
- Contacts: List of contacts for the site.
- Product Records: If Product is purchased and implemented, list of product records.
- Specifications: List of product specification documents and the status.
- Audits & Visits: List of audits and visits and the status.
- Assessments: List of assessments and status.
- Linked Sites: The number of linked sites is shown in parentheses on the subtab.
- Sourcing Details: Billing and production details.
- References: List of certificates and the status.

  The system can be configured to automatically notify the relevant users when individual references become due for renewal or exceed their expiry date.
- Process Links: If Process is purchased and implemented, list of processes and status.
- Custom Fields
- Change History
- Attachments: List of documents attached to the site.

The following actions are available:

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- New Audit: For information on creating a new audit, see Audits & Visits.
- New Visit: For information on creating a new visit, see Audits & Visits.
- New Assessment: For information on creating a new assessment, see Assessment Management.

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4
Contacts Management

This chapter covers managing contacts:

- Contacts are usually created by a Supplier user, however Retailer users can be granted the Supplier Contacts Administrator authority profile to allow them to create contacts.
- Contacts are created by the Supplier users that have the Supplier Administrator or Site Administrator roles/authority profiles.
- Supplier users access contacts through the Contacts tab on their Company /Company Details record and their Site records. They only have visibility to the contacts in their organization and only the sites with which they are associated.
- Retailer users access contacts through the Supplier/Contacts list view or Contacts tab in the individual supplier and site records. They have visibility to all contacts for all suppliers and sites.
- Contacts can be assigned to the supplier and/or the site by creating a single contact record and assigning the relevant roles. Site contacts can be assigned to all or just specific sites, however when they are created as a user, they may have been associated to specific sites, in which case they would only be able to be a contact for those sites.
- A contact may or may not be a user of the system. This allows, for example, a contact of a CEO to be created for reference purposes without the need to set them up as a user of the system.
- When a contact is created, the pick-list allows an existing user of the system or the name of a non-user to be selected.
- The set of contact roles is configurable. Each portal can build their own set of roles that contacts are to be recorded for at the supplier and site levels:
  - The roles may be set as mandatory, in which case, a contact must be assigned to that role for the supplier/site account to be approved.
  - Some roles are mandatory because they are used by the system to automatically notify the relevant users as part of the system's workflow. For example, a Specification Main Contact would be notified when a product specification requires action.
  - Where there are mandatory roles that have not been assigned a contact, the supplier/site administrator is alerted through the Urgent Item Manager (UIM) app.

This chapter covers the following topics:

- Creating a Contact
- Editing a Contact
- Deleting a Contact

Creating a Contact

A contact can be created starting either from the supplier or site record. To create a new contact:

1. Select the New Contact action. The Contact Details page appears.

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Figure 4-1 Contact Details Page for Creating a New Contact

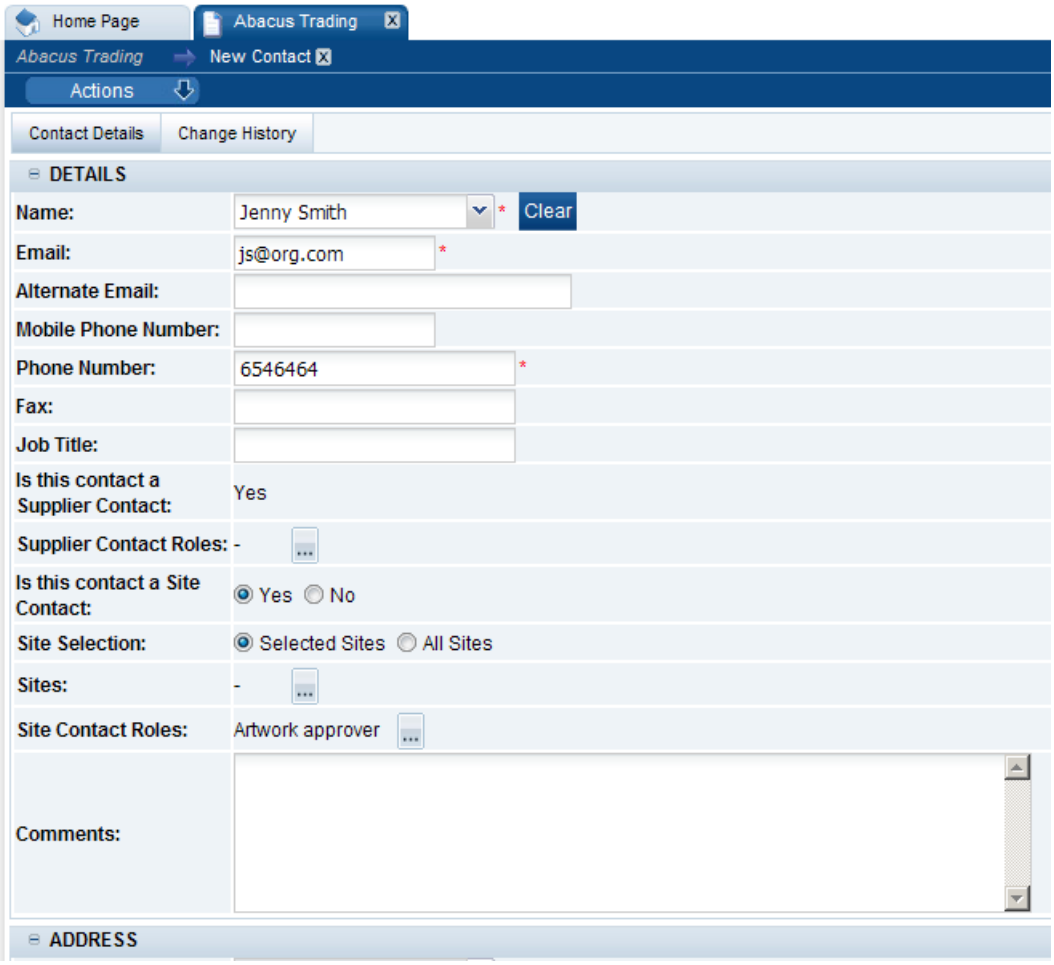

Table 4-1 describes the fields in this page.

Table 4-1 Contact Details Fields for Adding a New Contact

Field	Description
Name	Enter a name or select a name from the drop-down list. Mandatory field.
Email	Enter the email address for this contact. Mandatory field.
Alternate Email	Enter an alternate email address, if available.
Mobile Phone Number	Enter a mobile phone number, if available.
Phone Number	Enter the phone number for this contact. Mandatory field.
Fax	Enter a fax number, if available.
Job Title	Enter a job title, if available.
Is this contact a Supplier Contact	• When creating a contact from the Supplier record, this field is set to Yes. • When creating a contact from the Site record, this field is set to No.

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Table 4-1 (Cont.) Contact Details Fields for Adding a New Contact

Field	Description
Supplier Contact Roles	Select the supplier-level roles for this contact from the list of available roles. This field is only available when creating a contact from the Supplier record. Mandatory field.
Is this contact a Site Contact	• When creating a contact from the Supplier record, this field is set to No. • When creating a contact from the Site record, this field is set to Yes.
Site Selection	• When set to Selected Sites, the sites must be chosen in the Selected Sites field. • When set to All Sites, this contact is used for all sites for this supplier, including any sites added later.
Selected Sites	Select the sites to be assigned to the contact. This field is only displayed when Site Selection field is set to Selected Sites. Mandatory field.
Site Contact Roles	Select the site-level roles for this contact from the list of available roles. This field is only available when creating a contact from the Site record. Mandatory field.
Comments	Enter any comments.
Address	If a name is selected from the list of users, the address is automatically filled in: • When creating a contact from the Supplier record, this field is set to the supplier address. • When creating a contact from the Site record, this field is set to the site address.

2. Enter the information for this contact. When all the information is entered, select the Save action. The new contact is created.

Editing a Contact

Supplier users can edit supplier contacts and site contacts. Site users can only edit site contacts.

Editing a Supplier Contact

To edit a supplier contact:

1. Navigate to the contact record. Select Company, Company Details, and then Contacts. The Contacts page appears.

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Figure 4-2 Supplier Contacts Page

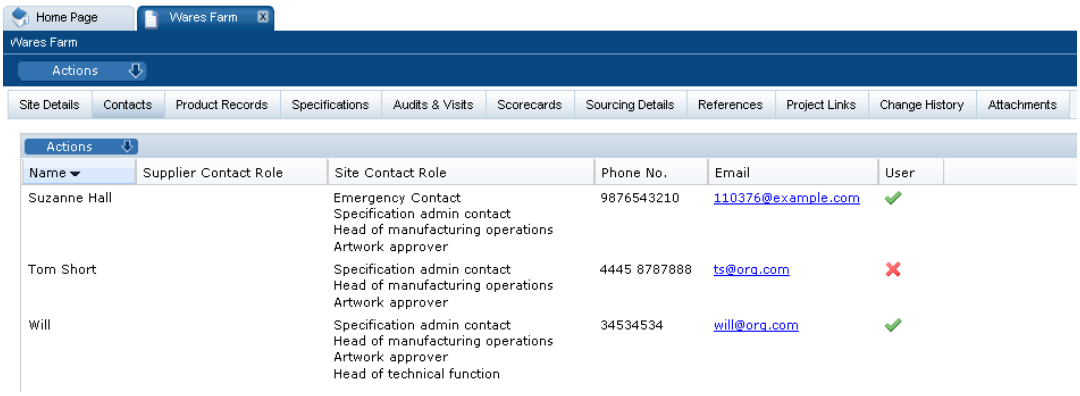
2. Select the relevant contact.
3. Select the Edit action. The Contact Details appear.
4. Make any needed updates and select the Save action.

Editing a Site Contact

To edit a site contact:

1. Navigate to the contact record. Select Company, Company Details, and then Sites.The Sites page appears.
2. Select Contacts. The Contacts page appears.

Figure 4-3 Site Contacts Page



3. Select the relevant contact.
4. Select the Edit action. The Contact Details appear.
5. Make any needed updates and select the Save action.

Deleting a Contact

Supplier users can delete supplier contacts and site contacts. Site users can only delete site contacts.

Deleting a Supplier Contact

To delete a supplier contact:

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1. Navigate to the contact record. Select Company, Company Details, and then Contacts. The Contacts page appears. See Figure 4-2.
2. Select the relevant contact.
3. Select the Edit action. The Contact Details appear.
4. Select the Delete action. The Delete Contact dialog box appears. To confirm the deletion, select **Ok**.

> **Note**
>
> This could result in sites losing a mandatory contact as this contact may be a supplier-level contact that has been set as a contact covering one or more sites. Site users logging in see an action in the Urgent Items Manager stating that a mandatory contact is missing. For more information on the Urgent Items Manager, see the *Oracle Retail Brand Compliance Management Cloud Service User Guide*.

Deleting a Site Contact

To delete a site contact:

1. Navigate to the contact record. Select Company, Company Details, and then Sites.The Sites page appears.
2. Select Contacts. The Contacts page appears. See Figure 4-3.
3. Select the relevant contact.
4. Select the Edit action. The Contact Details appear.
5. Select the Delete action. The Delete Contact dialog box appears. To confirm the deletion, select **Ok**.

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5
Alerts Management

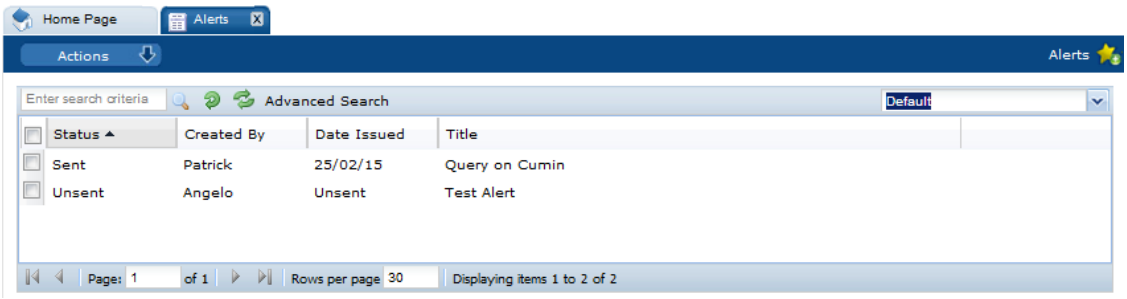
Alerts are a means of communication between the retailer and its supplier base for the management of urgent issues, such as food scares, and capture of feedback using a customized form, for example, whether the supplier uses a particular ingredient or process in the manufacture of its products. Alerts can be created from the list of Alerts or from the lists of Suppliers or Sites. Alerts are distributed using email and can be targeted at specific sets of suppliers and their manufacturing sites.

This chapter covers managing and responding to alerts.

Managing Alerts

To manage alerts, select the Alerts action. The Alerts tab opens.

Figure 5-1 Alerts Page



For each alert, the following information appears:

- Status of the alert.
- Name of the user who created the alert.
- Date the alert was issued or Unsent.
- Title of the alert.

Create a New Alert

An alert can be created starting either from the Suppliers or Sites tab. To create an alert, select the New Alert action. The New Alert tab opens.

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Figure 5-2 New Alert Page

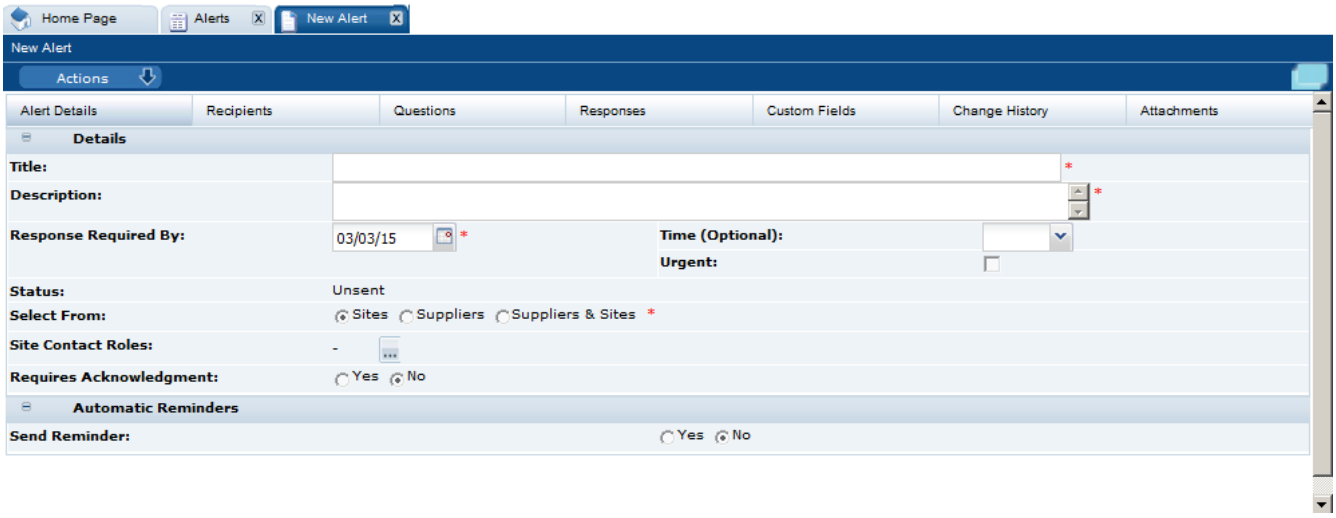

Table 5-1 describes the fields on this page.

Table 5-1 New Alert Tab

Field	Description
Title	Title displayed for the alert. Mandatory field.
Description	Description of the alert. Mandatory field.
Response Required By	Date by which responses must be returned. Mandatory field.
Time (Optional)	Time by which responses must be returned on the due date. Optional field.
Urgent	Check this box if the alert should be marked as urgent in email and response views.
Status	Status of the alert, for example, Sent or Unsent.
Select From	Select to target suppliers, sites, or both for this alert. Mandatory field.
Site Contact Roles	List of site contact roles that can respond to this alert. Field not shown if suppliers is selected in the Select From field.
Requires Acknowledgement	Check this box if an acknowledgement is required from the supplier.
Send Reminder	If Yes is selected, the Frequency and Send Reminders Until fields appear. Select how often to send a reminder and an ending date for reminders. An end date is required.

The following subtabs are available:

- Alert Details
- Recipients: List of users who receive notification when the alert is created.
- Questions: Set of questions that need to be responded to.
- Responses: List of responses to this alert.
- Custom Fields
- Change History

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- Attachments: List of documents attached to the alert.

The following actions are available:

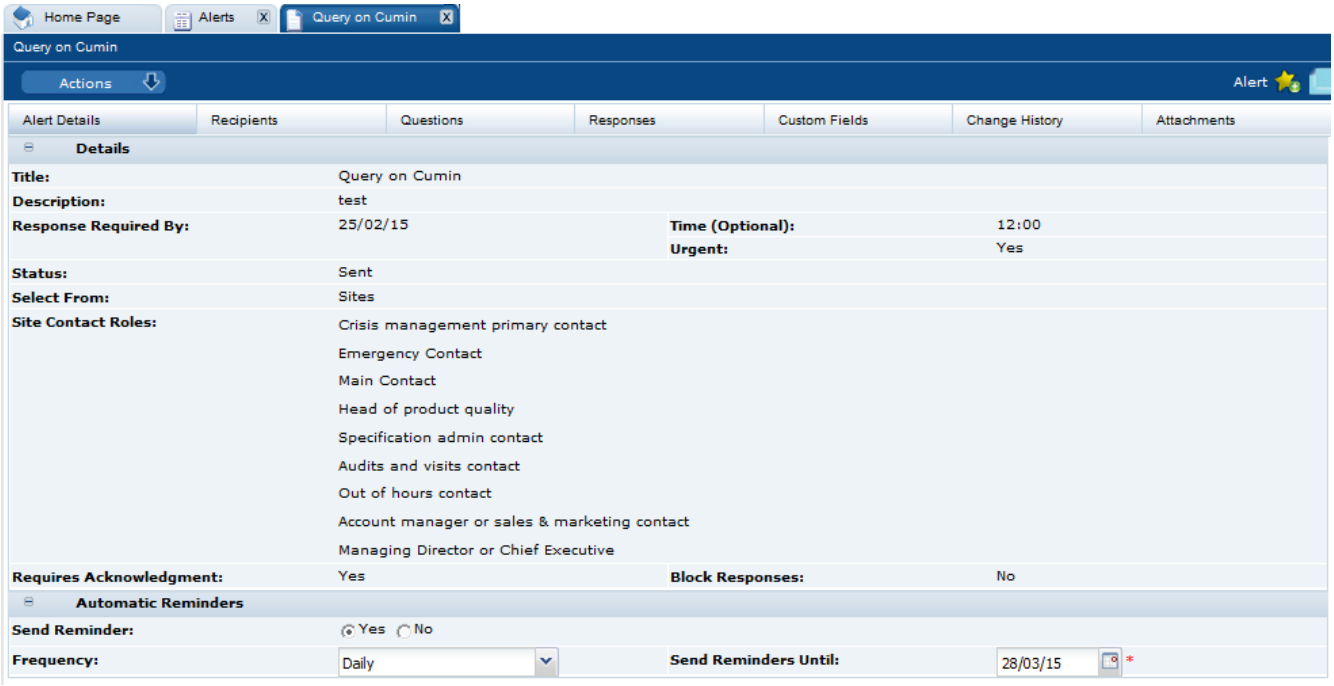
- Create Mailing List
- Load Mailing List
- Import Recipients
- Save and Send

For information on mailing lists, see the *Oracle Retail Brand Compliance Management Cloud Service Management Administration Guide*.

View or Edit an Existing Alert

Select an alert on the Alerts page. Select the View or Edit action. A tab opens for the selected alert.

Figure 5-3 Alert Details Page



For information on these fields and subtabs, see Create a New Alert.

To see the question details, select the Questions subtab. The retailer user sees the table of the question details (the Alert Questions field-set) and a preview of how they will be presented to the supplier user (the Alert Answers field-set).

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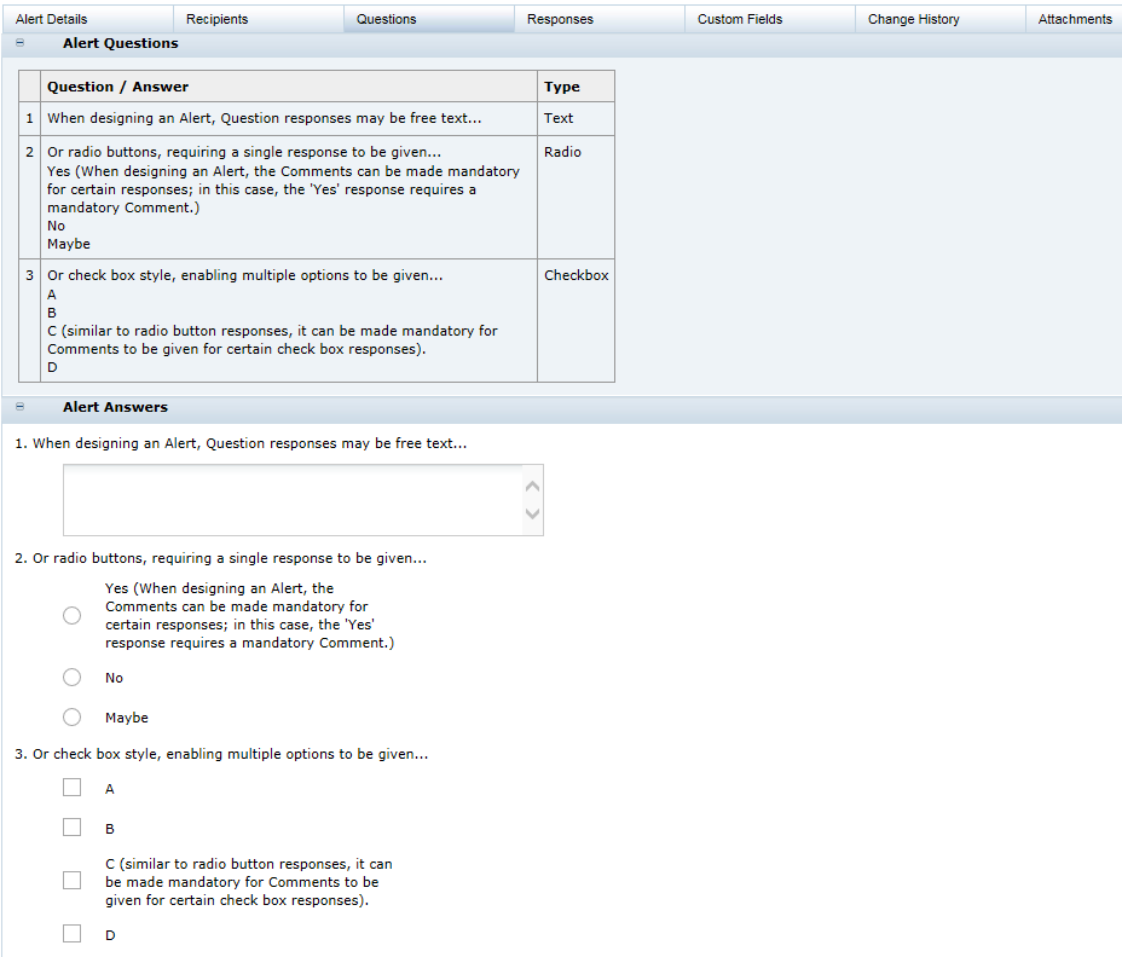
Figure 5-4 Alert Questions Page



Importing Recipients

The list of Recipients of the alert can also be populated by uploading a spreadsheet of Suppliers and/or Sites. This may have been created outside of the application or by downloading a suitable list view or report output.

To import recipients:

1. Open the Alert in edit mode.
2. Select the **Import Recipients** option in the Actions menu. The Import Recipients dialog box appears. It shows the options available.

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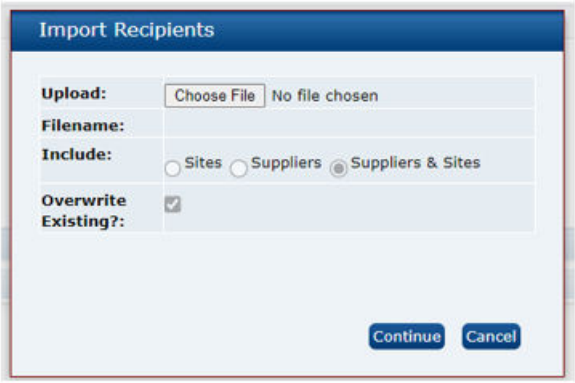

3. To locate the spreadsheet file (.xlsx or .xls file) to import, click **Choose File**.

   The spreadsheet comprises the following columns:

Column	Contents	Notes
A	Supplier Name	Must be populated for Supplier recipients. Must match that in the application for the given Supplier Code.
B	Supplier Code	Supplier Code must be populated for Supplier recipients.
C	Site Name	Site Name must be populated for Site recipients. Must match that in the application for the given Site Code.
D	Site Code	Site Code must be populated for Site recipients.

   The first row is reserved for the column headings.

4. Choose if existing recipients are to be overwritten; leave the *Overwrite Existing* checkbox unchecked to retain the existing recipients.
5. Indicate the type of recipients the file contains (Suppliers, Sites, or Suppliers & Sites). If this differs from the *Select From* option on the Details page, the *Select From* option will be reset accordingly, as will the selections in the Supplier and/or Site Recipients on the Recipients tab.
6. Click **Ok** to proceed.

Responding to Alerts

To manage the responses to alerts, select the Alert Responses action. The Alert Responses tab opens.

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Figure 5-5 Alert Responses Page

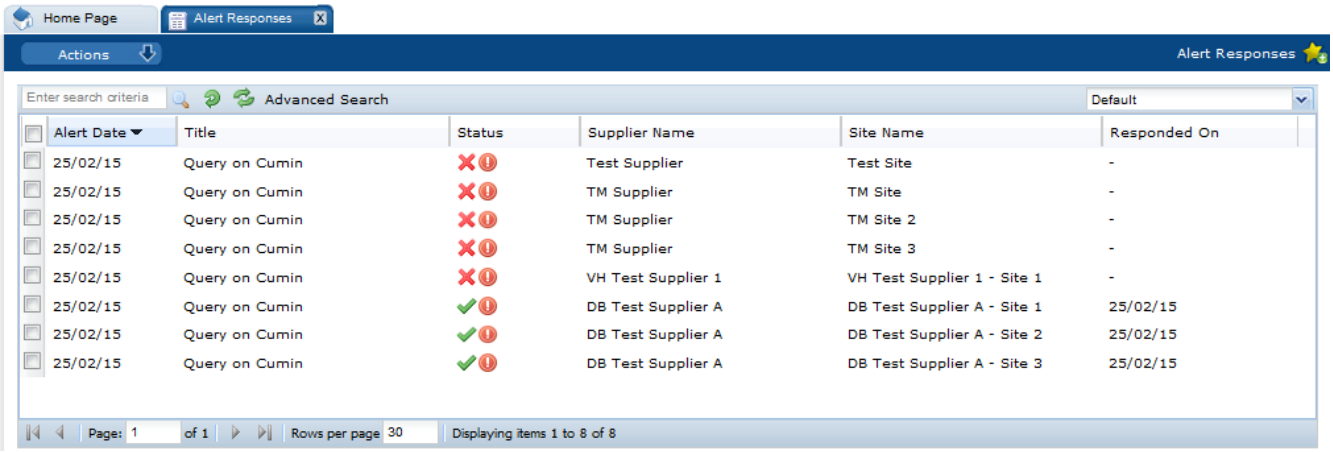

Table 5-2 describes the columns in this page.

Table 5-2 Alert Responses

Field	Description
Alert Date	Date the alert was created.
Title	Title of the alert.
Status	Status of the alert:
	Response is needed.
	Response received.
	Urgent alert item.
	No response needed.
Supplier Name	Name of the supplier that issued the response.
Site Name	Name of the site that issued the response.
Responded On	Date when a response was submitted.

To see the details on a specific alert response, double-click the row. A tab opens with the details of the response.

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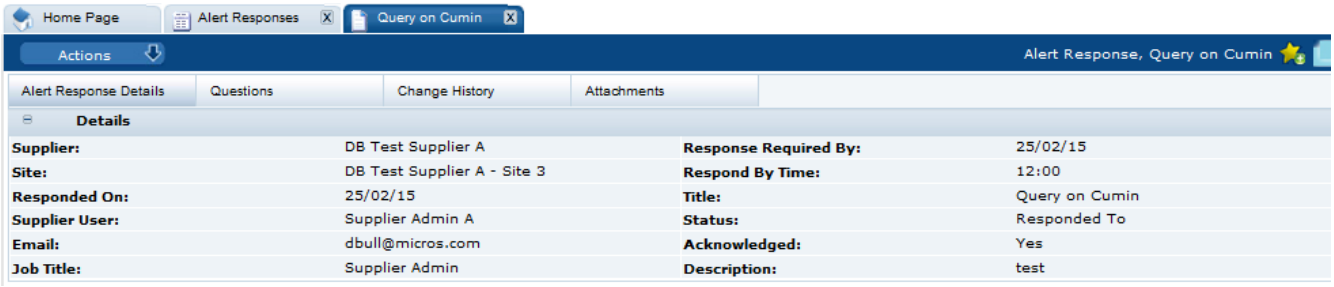
Figure 5-6 Alert Response Details Page



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6
Audits & Visits

Audits and visits are created against suppliers' sites and are managed between the retailer and supplier users. Issues of non-conformance may be created to manage any necessary follow-up corrective actions. Once created, a predefined workflow process is used to manage the audit/visit and any non-conformances through their lifecycle, ensuring the appropriate users are notified and given access to the relevant data in order to complete their role in the process.

Audits and Visits are created from templates. For information on the templates, see the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide*.

Audits and visits are created from within the Site record. A system parameter can be set to also allow them to be created from the list of sites.

To work with audits and visits, select the Audits & Visits option from the Supplier drop-down list. The Audits & Visits tab opens.

Figure 6-1 Audit & Visits Page

The following columns are shown:

- Site Name
- Site Code
- Template
- Status
- Due Date
- Booked Date
- From Date
- To Date
- Lead Technologist
- Score/Grade

To edit an entry, select the row and then the Edit action. A tab opens in edit mode. For information on the fields shown for this tab, see Table 6-1.

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To view details on an audit, double-click a row. A tab opens with the details.

Figure 6-2 Audit Details Page

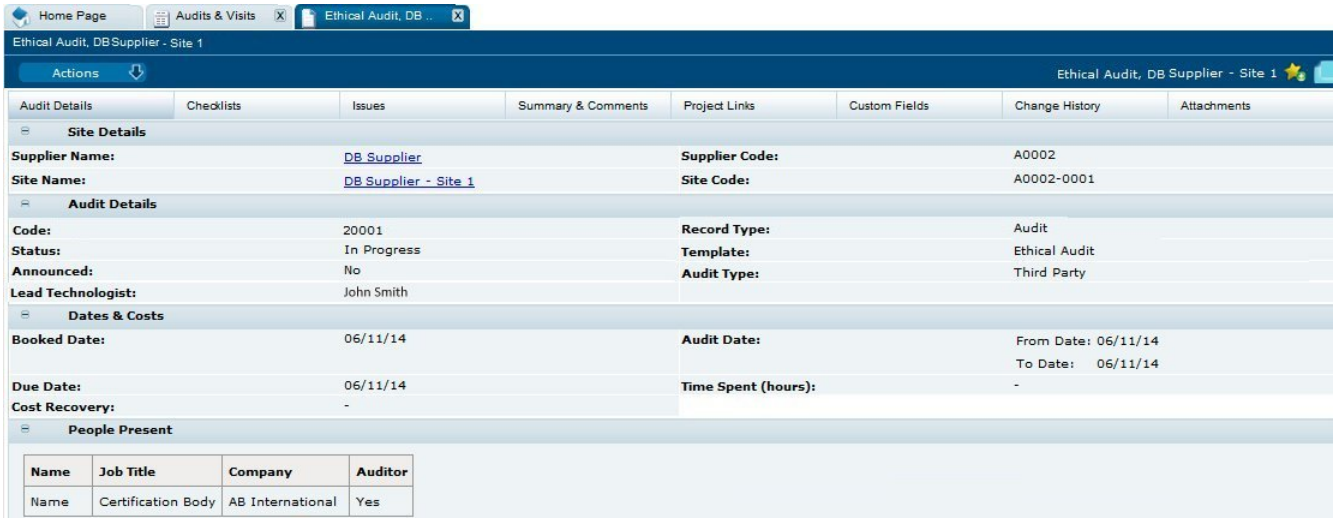

Table 6-1 describes the fields in this view.

Table 6-1 Audit Details

Field	Description
Site Details	
Supplier Name	Name of the supplier.
Supplier Code	Code assigned to the supplier.
Site Name	Name of the site.
Site Code	Code assigned to the site.
Audit Details	
Code	Unique identifier of the audit/visit.
Record Type	Type of audit/visit.
Template	Template used to create the audit.
Status	Status of the audit.
Audit Type	Indicates whether this is an internal or third-party audit.
Announced	Indicates whether the supplier knows that the audit/visit is scheduled.
Lead Technologist	Retailer person responsible for the audit/visit.
Dates & Costs	
Booked Date	Date the audit/visit is expected to take place. This is optional.
Due Date	Date the audit/visit is due to be completed
Audit Date	From and to dates when the audit took place.
Time Spent (hours)	Time the retailer spent working on the audit/visit.

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Table 6-1 (Cont.) Audit Details

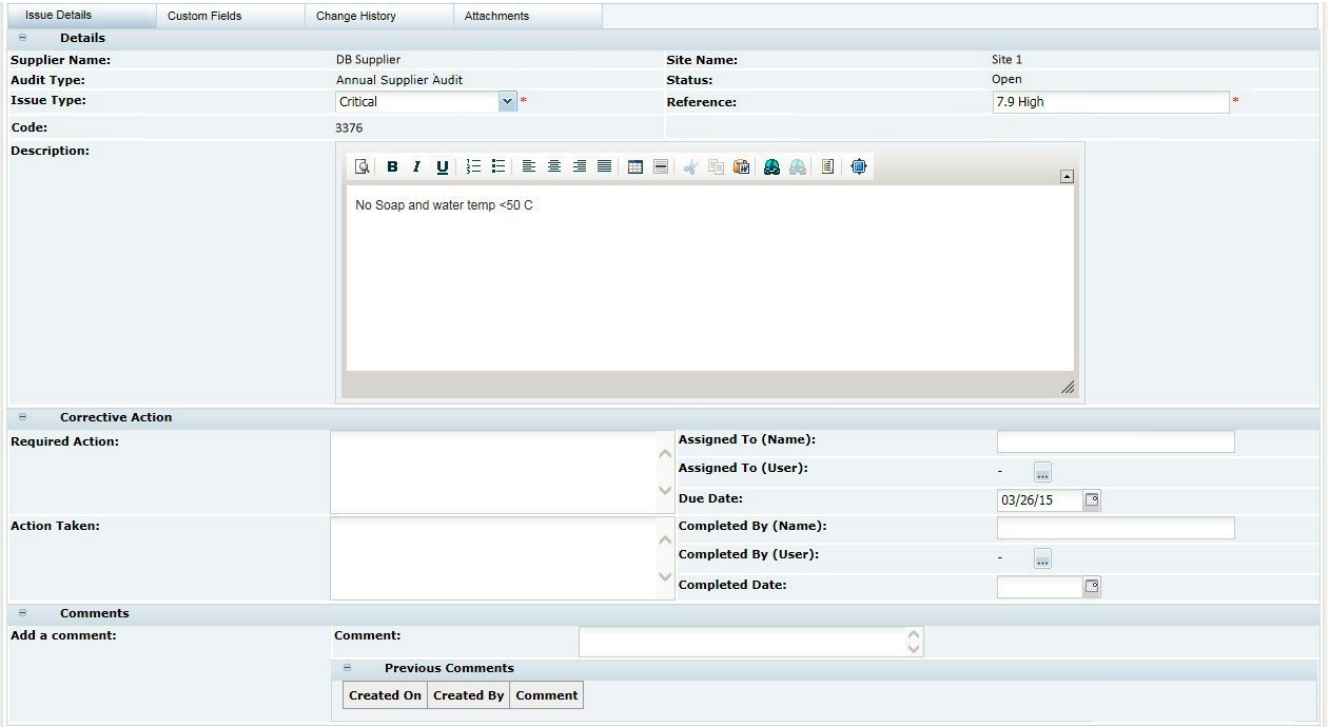
Field	Description
Cost Recovery	Indicates whether the cost (all or part) of the audit/visit is recharged to the supplier. If Yes is selected, the Cost Recover Comments field appears. The amount to be recharged can be entered here.
People Present	For each person present at the audit, the following information is listed: • Name of the person • Job title • Company name • Indicator if this person is an auditor

The following subtabs are available:

- Audit Details
- Checklists
- Issues: List of any issues found during the audit/visit.
- Summary & Comments: Information recorded during the audit/visit.
- Process Links: If Process is purchased and implemented, list of processes and status.
- Custom Fields
- Change History
- Attachments: Documents attached to this audit/visit.

To see the list of issues from the audit/visit, select the Issues subtab.

Figure 6-3 Audit/Visit Issues Page



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The following subtabs are available. Select a subtab to see the information for the issue:

- Issue Details
- Custom Fields
- Change History
- Attachments: List of documents attached to the issue.

Audit Updates Wizard

Auditors can be assigned or deleted from multiple internal Audit records, using the Update Auditors option, from the Audits and Visits Action menu.

Audits & Visits Workflow

Audit & Visit Statuses and What They Mean

All statuses are changed manually, except for the change from Scheduled to In Progress, which is set automatically once the Audit From and To Dates have been entered.

Table 6-2 Audit & Visit Statuses

Status	Meaning	Actions Available
SCHEDULED	Initial status when an Audit or Visit is created and the Audit/Visit has not yet taken place. Supplier users have visibility and access if *announced* OR if this type of Audit/Visit can be created by the supplier, otherwise it is only accessible to Retailer at this status. Additionally, if an *announced* Audit/Visit is created by the Retailer and the type is *Internal*, the Supplier user can only see the entry in the view, they cannot open the record at this status.	**Save** Once the Audit From and To Dates are entered, saving the Audit/Visit will update the status to In Progress. **Set to Not Progressed** **Delete** (Retailer only)
IN PROGRESS	Indicates that the Audit/Visit has now taken place. This status is set automatically once the Audit From and To Dates have been entered and the record has been saved. The Audit/Visit and any Issues are editable. Issues can be created. Supplier users only have visibility if the Audit/Visit is *announced*. Supplier users may only edit/add Issues if this type of Audit/Visit can be created by Suppliers.	**Set to Awaiting Corrective Action** **Set to Awaiting Sign-off** (Retailer only) **Set to Approved** (Retailer only) **Set to Failed** (Retailer only) **Set to Abandoned** (Retailer only) **Delete** (Retailer Audit Administrator only)
AWAITING CORRECTIVE ACTION	Indicates that Corrective Actions are required to be completed. The Audit/Visit is locked and no further Issues may be created. The Issue *Details* are locked to all users. The Issue *Corrective Actions* are editable to Supplier users (not to Retailer at this status).	**Set to Awaiting Sign off** (Supplier only) **Set to In Progress** (Retailer only) **Set to Abandoned** (Retailer only)

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Table 6-2 (Cont.) Audit & Visit Statuses

Status	Meaning	Actions Available
		Delete (Retailer Audit Administrator only)
AWAITING SIGN-OFF	Indicates that Corrective Actions have now been completed and must be reviewed by Retailer. The Audit/Visit is locked and no further Issues may be created. The Issues' *Details* and *Corrective Actions* are locked to all users. RETAILER may edit the Issue status and Comment fields.	**Set to Approved** (Retailer only) **Set to Awaiting Amendment** (Retailer only) **Set to In Progress** (Retailer only) **Set to Abandoned** (Retailer only) **Delete** (Retailer Audit Administrator only)
AWAITING AMENDMENT	Indicates that Corrective Actions have been reviewed by the Retailer, but further actions or information must be completed by the Supplier. The Audit/Visit is locked and no further Issues may be created. The Issue *Details* are locked to all users. The Issue *Corrective Actions* are editable to Supplier users (not to Retailer users at this status).	**Set to Awaiting Sign off** (Supplier only) **Set to In Progress** (Retailer only) **Set to Abandoned** (Retailer only) **Delete** (Retailer Audit Administrator only)
FAILED	Indicates that the Audit/Visit has been completed and, even after completion of any Corrective Actions (where present), the Audit/Visit is deemed to have failed. It is possible to set the Audit/Visit to Completed but to assign a Score of *Failed*, so it is likely that the Failed Audit/Visit status would only be used in the case of a severe failure. The Audit/Visit is locked to all users, except for the field for Comments Following Audit/Visit, which is editable to the Retailer.	None
APPROVED	Indicates that any Corrective Actions have now been completed and approved and all activity for the Audit/Visit is now complete. The Audit/Visit is locked to all users, except for the field for Comments Following Audit/Visit, which is editable to the Retailer. The next future audit record will be created if this type of Audit/Visit has auto-scheduling enabled.	None
NOT PROGRESSED	Used to indicate that the Audit/Visit may have been scheduled but circumstances mean that it did not go ahead. If the Audit/Visit was created erroneously, it may be deleted by an Audit Administrator, otherwise it may be left on the system as evidence that the Audit/Visit was never carried out. The Comments field can be used to record this. The Audit/Visit is locked to all users, except for the field for Comments Following Audit/Visit, which is editable to the Retailer.	**Delete** (Retailer Audit Administrator only)

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Table 6-2 (Cont.) Audit & Visit Statuses

Status	Meaning	Actions Available
ABANDONED	Used to indicate that the Audit/Visit may have proceeded to some extent, but circumstances mean that it could not be completed. This may be due to practical circumstances or the fact that the initial assessment was so unsatisfactory as to warrant the abandonment of this Audit/Visit and an alternative to be scheduled for future. The Audit/Visit is locked to all users, except for the field for Comments Following Audit/Visit, which is editable to the Retailer.	**Set to In Progress** (Retailer Audit Administrator only)

Issue Statuses and What They Mean

Table 6-3 Issue Statuses

Status	Meaning	Actions Available
OPEN	Initial status when an Issue is created. Both Supplier and Retailer can edit the Issue.	**Save** Once the Completed By, Completed Date, and Corrective Action fields are entered, saving the Issue will update the status to Awaiting Approval.
AWAITING APPROVAL	Supplier user can edit the Issue if the type of audit can be created by Suppliers, otherwise only the Retailer may edit.	**Accept** (Retailer only, unless Suppliers may create this type of Audit/Visit) **Reject** (Retailer only, unless Suppliers may create this type of Audit/Visit)
REJECTED	Supplier users can edit the Issue if the type of audit can be created by Suppliers, otherwise only the Retailer may edit.	**Accept** (Retailer only, unless Suppliers may create this type of Audit/Visit)
ACCEPTED	Supplier users can edit the Issue if the type of audit can be created by Suppliers, otherwise only the Retailer may edit.	**Reject** (Retailer only, unless Suppliers may create this type of Audit/Visit)
COMPLETED	Final state when the Audit/Visit has been set to Completed. Cannot be edited.	None

Audit & Visit Dates and What They Mean

Due Date

The Due Date represents the date by which the Audit/Visit must have been carried out, otherwise it could be deemed to be overdue.

For the types of Audit which achieve certification, it would represent the date on which the existing certificate would expire.

The Due Date must be entered in order to create and save a new Audit or Visit.

The Due Date may be entered as either a past or future date.

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The Audit/Visit will appear in the Lead Technologist's Urgent Items list if the Due Date passes before the Audit/Visit is completed.

Booked Date

The Booked Date represents the date on which the Audit/Visit will be carried out. This does not need to be entered straightaway, but can be entered at any time to indicate that arrangements have been made by the relevant parties for the Audit or Visit to take place.

This is the date you will put in your calendar.

The Booked Date would normally be on or before the Due Date, though the system does not restrict this as practical circumstances may prevent this from being possible.

The Booked Date may be entered as either a past or future date.

Audit or Visit From/To Date

The Audit or Visit From / To Dates represent the actual dates when the Audit/Visit took place. Both the From and To Dates must be entered, to indicate whether the activity took place over a number of days, but both dates may be the same if all activity happened on a single day.

The From and To Dates may not be set in the future as they should only be entered once the Audit/Visit has actually been carried out.

Once the From and To Dates have been entered (and the record is saved), the status will automatically be updated to **In Progress**, which correctly represents the activity at this time.

Issue Dates and What They Mean

Due Date

The Due Date should be filled in to represent the date by which each corrective action is required to be completed. The Due Date will usually be arrived at in agreement between the Supplier and the Retailer Lead Technologist.

If any Issues have not been marked as completed by their Due Date, the Audit/Visit will appear in the Site's Audit & Visits Contacts' Urgent Items list and also the Urgent Items lists of any other Site users named as having the Issue assigned to them.

Completed Date

The Completed Date should be filled in by the Supplier to confirm that the corrective action has now been put in place and no further work is required.

The Completed Date may not be set in the future as they should only be entered once the corrective action has actually been carried out.

Once the Completed Date has been entered and the Issue record is saved, the status of the Issue will automatically be updated to **Completed.**

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7
Assessment Management

Assessments provide a means for a retailer to assess their suppliers against a set of predefined criteria on an on-going or ad hoc basis. Assessments are made up of a series of questions which may be answered by the suppler as a self-assessment or completed by the retailer.

Templates are available for creating assessments. For information on the templates, see the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide*. Assessments can be created from within the Site record or from the list of Sites.

Assessments can be created within the Site record, from the Assessments list view, or using the Assessments Request wizard.

To work with assessments, select the Assessments option from the Supplier drop-down list. The Retailer Assessments tab opens. The following information is displayed for each assessment:

- Supplier Name
- Supplier Code
- Site Name
- Site Code
- Status
- Year
- Period
- Due Date
- Assessment Type
- Person Responsible
- Completed
- Assessment Score

To view a assessment, double-click a row in the list. A tab opens with the assessment details.

Figure 7-1 Assessment Details Page

Details	Questions	Scoring & Completion	Project Links	Custom Fields	Attachments	Change Histo

Site Details

Supplier Name:	Academy	**Supplier Code:**	A0001
Site Name:	Academy	**Site Code:**	A0001-0004

Assessment Details

Assessment Type:	22.1.201.RC22 HL SCORE	**Code:**	SCR845
Extra Assessment:	No	**Status:**	Future
Frequency:	Period	**Due Date:**	29/03/24
Person Responsible:	Bina 101	**Year:**	2024
Business Category:	-	**Period:**	1
Auto-generation of this assessment:	No	**Week:**	4
Completed By:	-	**Completed On:**	-

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Table 7-1 describes the fields on this page:

Table 7-1 Assessment Fields

Field	Description
Site Details	
Supplier Name	Name of the supplier.
Supplier Code	Code assigned to the supplier.
Site Name	Name of the site.
Site Code	Code assigned to the site.
Assessment Details	
Assessment Type	Name of the template used to create the assessment.
Code	The assessment's unique reference id.
Status	Status of the assessment: • Future • In progress • Awaiting approval • Awaiting amendment • Complete
Due Date	Date the assessment is due to be completed.
Year	Year that corresponds to the due date based on the system calendar.
Period	Period that corresponds to the due date based on the system calendar.
Week	Week that corresponds to the due date based on the system calendar.
Quarter Start Date	Quarter start date that corresponds to the due date based on the system calendar.
Quarter End Date	Quarter end date that corresponds to the due date based on the system calendar.
Extra Assessment	Set if this assessment was scheduled based on a frequency override.
Frequency	Frequency for scheduling this assessment.
Person Responsible	Name of the technologist responsible for the assessment.
Business Category	Business categories applicable to this assessment.
Auto generation of this assessment	If the Status field is Future, select whether to automatically reschedule this assessment when it is completed or becomes due.
Submitted by	Name of the user who submitted or completed the assessment.
Submitted on	Date the assessment was submitted or completed.

The following subtabs are available:

- Details
- Questions
- Scoring & Completion
- Process Links
- Custom Fields
- Attachments
- Change History

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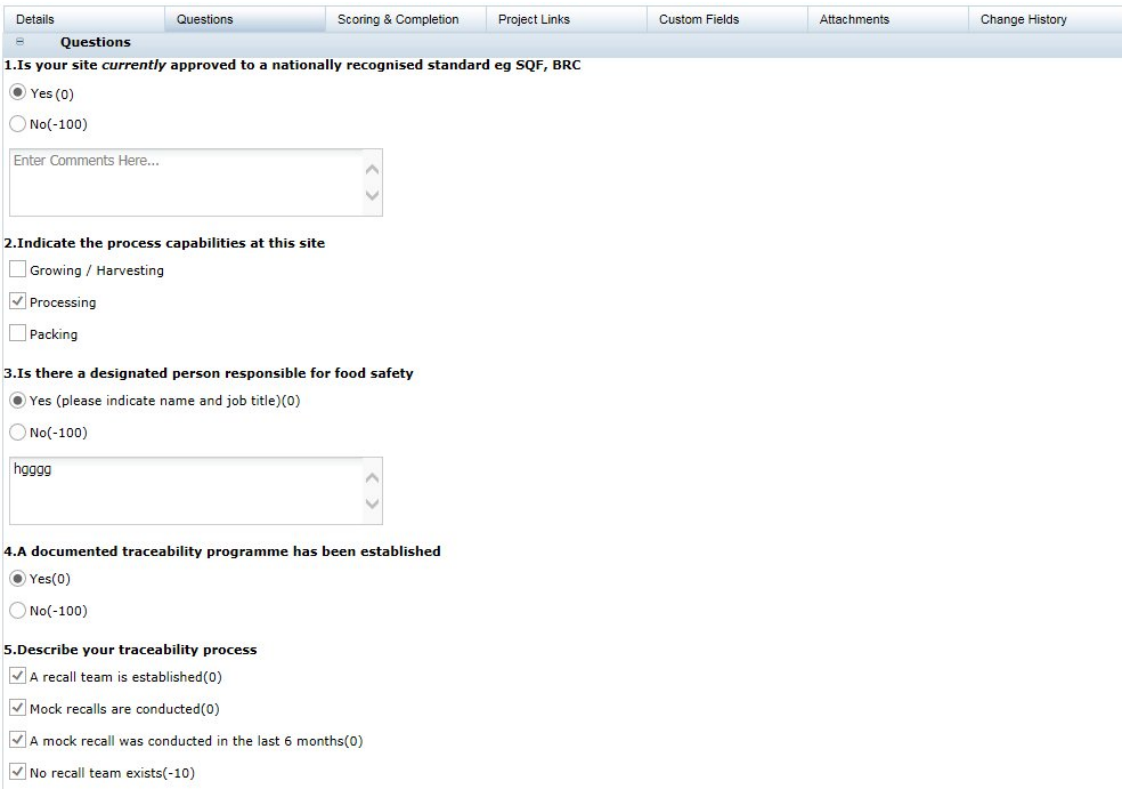
Questions Subtab

To see the assessment questions, select the Questions subtab. The questions are presented as configured in the assessment's template for the supplier to provide their answers.

Figure 7-2 Assessment Questions Page



Scoring & Completion Subtab

To see the scores and completion status for the assessment, select the Scoring & Completion subtab. The Assessment Value and Calculated Score are automatically calculated based on the answers given and the scoring rules configured in the assessment's template.

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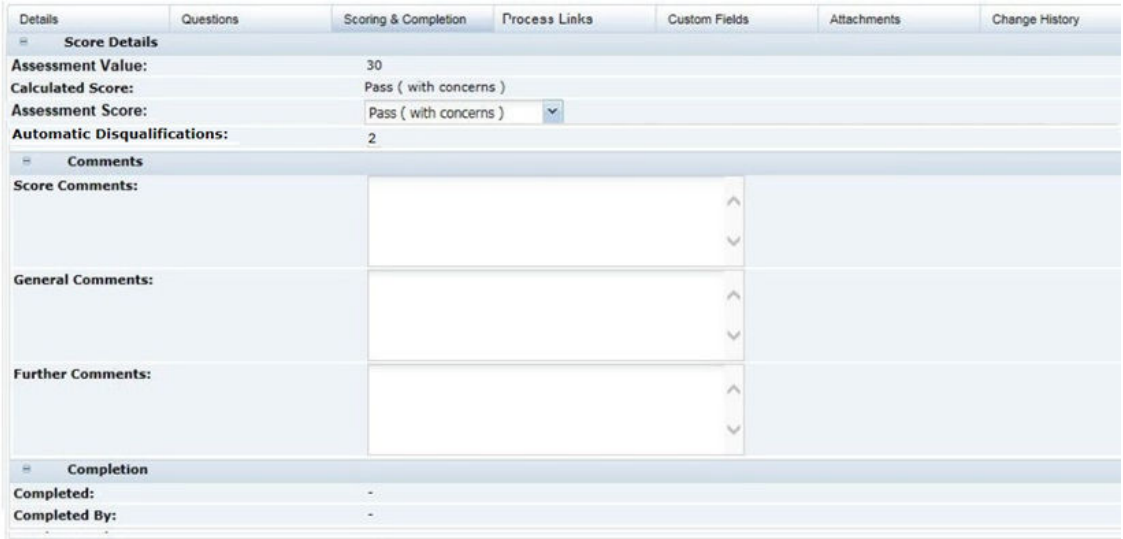
Figure 7-3 Scoring & Completion Page



Creating an Assessment

New assessments can be created within the Site record, from the Assessments list view, or using the Assessment Request wizard.

Creating an Assessment from the Site

1. Open a Site record.
2. Select the New Assessment action. The Create Assessment dialog box appears.
3. From the drop-down lists, select a template. Set the due date and click Ok. The details of the new assessment, based on the template, appear.
4. Update the fields for the assessment and save the assessment.

Creating an Assessment from the List View

1. Open an Assessments list view.
2. Select the New Assessment action. The Create Assessment dialog box appears.
3. From the drop-down lists, select a template. Set the due date and click Ok. The details of the new assessment, based on the template, appear.
4. Update the fields for the assessment and save the assessment.

Assessments Request Wizard

The Assessments Request wizard can be used to create multiple assessments through a single action.

This option is only available to retailer users with the Assessment Requester authority profile (it is not available to supplier users).

The wizard allows multiple Site Assessments to be created simultaneously, through a series of steps:

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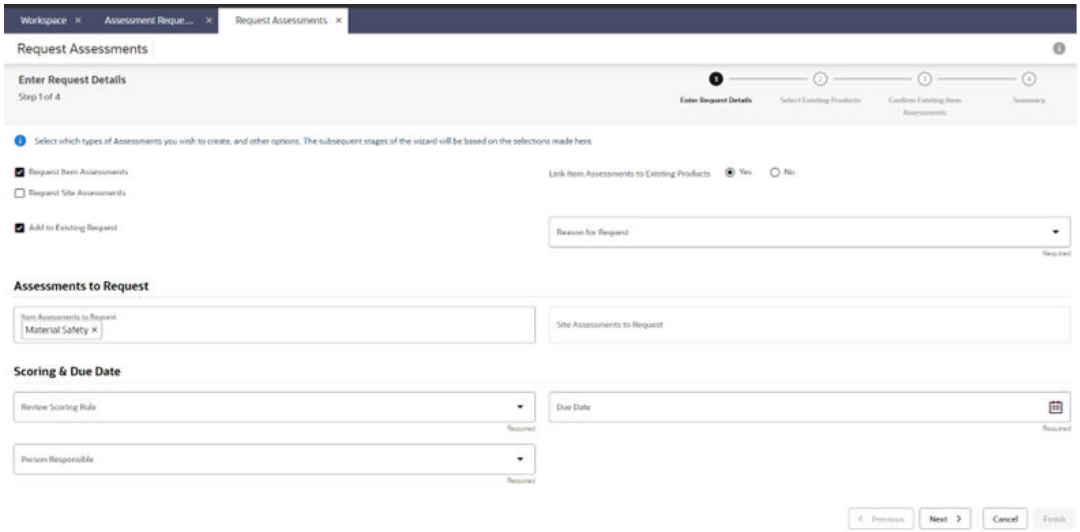
1. Open the Assessments list view and Select the Request Assessments action. The wizard opens at step 1 (Enter Request Details).

Figure 7-4 Enter Request Details

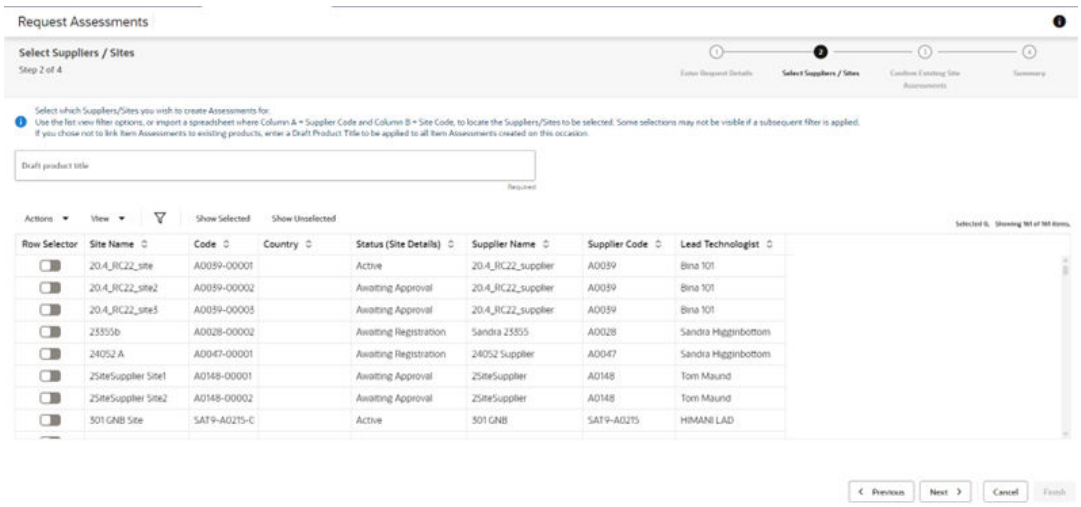


2. Select the types of assessments to be created.

   Assign the person to be responsible for the assessments and the due date to be applied.

3. Click **Next** to progress to the next step. A list of supplier sites is presented.

Figure 7-5 Select Suppliers/Sites



   Select the sites to have assessments created for them.

4. Click **Next** to progress to the next step. If any of the sites selected in the previous step already have assessments of the type being created, they are listed here.

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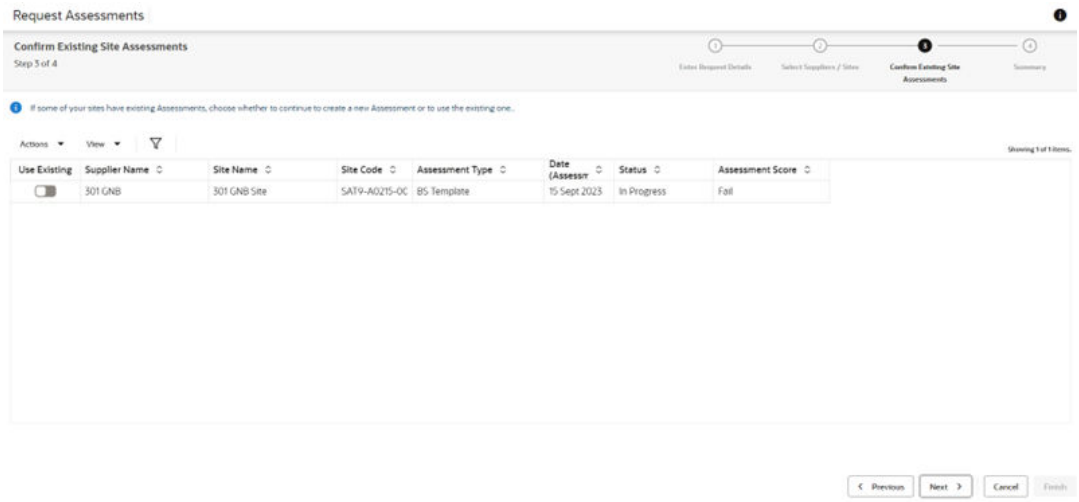
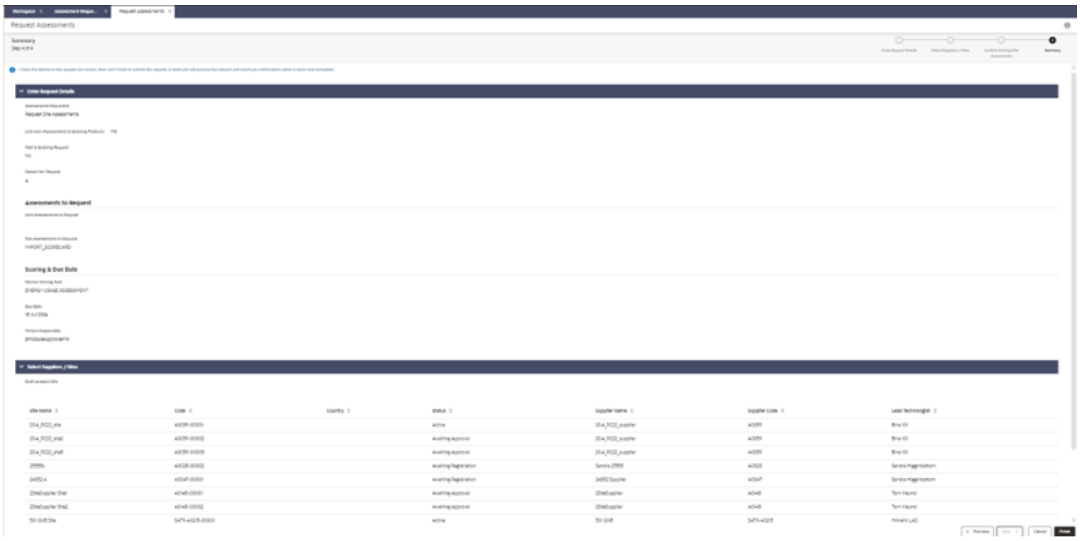
Figure 7-6 Confirm Existing Site Assessments



Select any existing assessments to be used. In this case, new assessments will not be created for this combination of assessment type and site; otherwise new assessments will be created.

5. Click **Next** to progress to the next step. This presents a summary of the selections that have been made in the preceding steps.

Figure 7-7 Summary



Click **Finish** to confirm the selections. A batch job is submitted to create the assessments. You will receive an email notification when it is complete.

Deleting an Assessment

Assessments can be deleted individually, or multiple assessments may be deleted with a single action from the list view.

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Assessments at Future, In Progress, Awaiting Approval, and Awaiting Amendment status may be deleted by the retailer user. Assessments at Future and In Progress status may also be deleted by the supplier user, but only where the assessment was originally created by the supplier.

Copying Assessment Responses

It is possible to populate the responses to an assessment's questions with the responses given to another assessment of the same type.

The action is available to both retailer and supplier users, in assessments which are at Future or In Progress status.

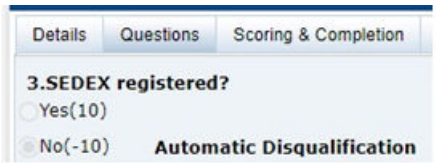
1. Open the assessment in edit mode.
2. Select the Select Assessment action. A list of assessments of the same type as the one being edited, for the sites that the user has access to is presented.
3. Select the assessment to be copied and click **Ok**. The assessment is validated, and a list of any non-matching questions is presented.
4. Click **Ok** to confirm the copy. The responses are populated with those of matching questions in the selected assessment (any existing responses are overwritten). The assessment is again validated and saved. If its status was Future, it is set to In Progress

Disqualifying an Assessment

Certain assessment questions may be configured to be flagged as a *disqualification* if they are answered with a specific response. The question types that have a predefined choice of answer can be configured in this way, such as radio buttons, checkboxes and picklists. See the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide* for details on how the questions are configured for disqualification.

When an assessment contains disqualification questions, they are visible to the retailer user in the following ways (the disqualification details are not visible to supplier users):

- The text *Automatic Disqualification* is shown against the answer, for example:



- A count of the number of responses given to Automatic Disqualification answers is shown on the Scoring & Completion page. See Figure 7-3.

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8

Supplier Evaluation Integration and Scoring

Summary data for Supplier Evaluation Scoring is available in the Site and Company records. This data is used for the information displayed in the Site Summary panel in the Supplier Evaluation Dashboard.

The system can be configured to calculate Supplier Evaluation scores for individual Sites.

Scoring rules can be configured for the different aspects of evaluation (such as Ethical, Environmental, and Governance), with the scores being calculated based on the Site's acceptance of specific types of Library Documents, their completion of Audits/Visits and Assessments, and the status of the Site account.

> **Note**
>
> The Supplier Evaluation Dashboard, Assessments Request Wizard, and Request & Compare List View features require the JET UI to be enabled.

Site Summary Scores in Site Record

The Scores tab in the Site record shows the site's overall *entity* score and the *evaluation* scores for each Evaluation Type, plus lists of the Documents, Assessments, and Audits that contributed to the scores.

Figure 8-1 Site Summary Scores Page

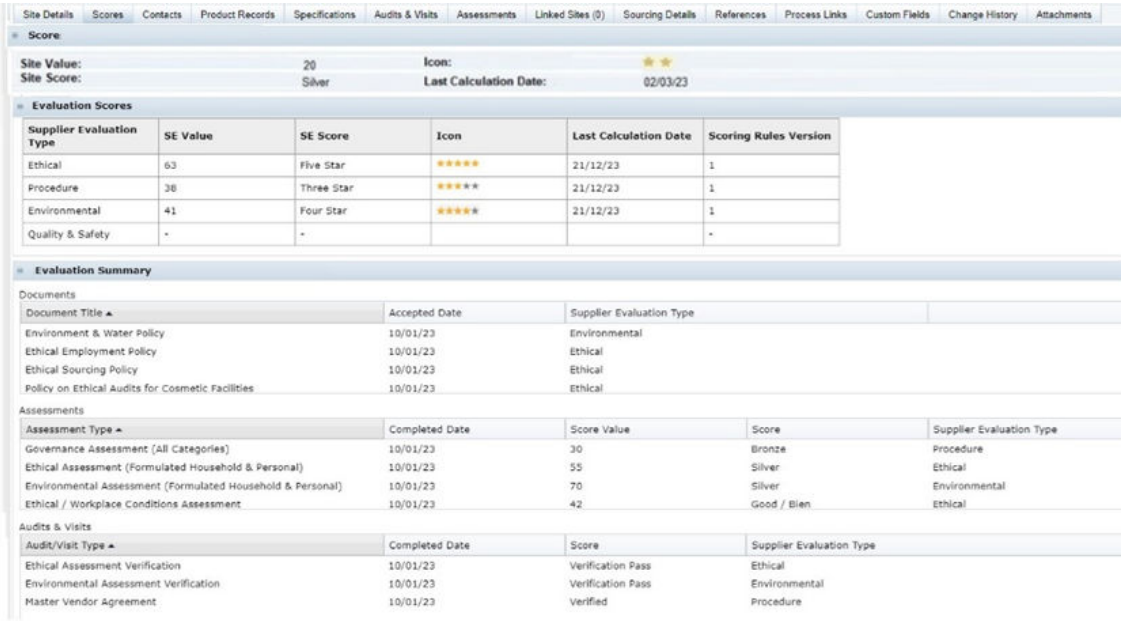

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Table 8-1 Site Summary Scores Fields

Field	Description
Site Value	Last calculated *entity* score for the product based on its collective *evaluation* scores.
Site Score	Text description representing the Site Value.
Icon	Graphic representing the *entity* score. If the score is configured to show a graphic, the graphic from the Photo Album is shown here.
Last Calculation Date	Date when the *entity* score was last calculated.
Evaluation Scores	
Evaluation Type	Type of evaluation that is scored, such as Ethical or Environmental.
Evaluation Value	Last calculated *evaluation* score based on the scores.
Evaluation Score	Text description representing the Evaluation Value.
Icon	Graphic representing the Evaluation Score. If the score is configured to show a graphic, the graphic from the Photo Album is shown here.
Last Calculation Date	Date when the *evaluation* score was last calculated.
Scoring Rules Version	Version of the Evaluation Scoring Rules glossary used to calculate the scores.

The Supplier Evaluation Summary section of the Site Summary page contains the following information:

- Documents:
  - Document Title
  - Accepted Date
  - Supplier Evaluation Type
- Assessments:
  - Assessment Type
  - Completed Date
  - Score Value
  - Score
  - Supplier Evaluation Type
- Audits & Visits:
  - Audit/Visit Type
  - Completed Date
  - Score
  - Supplier Evaluation Type

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Permissions

If Scoring is enabled, users with access to the Site record will have visibility of the page by default, however it will be possible for clients to configure their Permissions access rights per authority profile, to show or hide the page and its individual field sets, tables, and list views.

If the user's access rights do not permit them to access the individual records in the Documents, Assessments, or Audits & Visits lists, the row cannot be selected to launch the record.

Score Calculation Process

On completion of an Assessment or Audit for a Site which is assigned an Evaluation Type with configured Evaluation scoring rules, calculation of the Site's scores (and links to show which records contribute to the scores) is triggered, to be run in the next overnight schedule.

When the score calculation job runs, if the parent Site is locked, a *fail with retry* process is submitted, to retry every five minutes. This comprises two jobs: *Update Scoring Contributions Job* and *Update Scoring Scores Job*, which handle the linking of the associated contributing records and the calculation of the scores respectively.

When the parent lock is released, the *Update Scoring Contributions Job* will form the link between the parent Site and contributing records, and the *Update Scoring Scores Job* will submit a new trigger for the scores to be calculated in the next overnight schedule (rather than actually updating the scores).

It is therefore possible to see the contributing records assigned to the Site before its scores have been calculated.

Request & Compare List View

An Assessment Request & Compare list view provides a means of reviewing and comparing the scores of Assessments that have been created for a common reason - such as *request for information* assessments of multiple suppliers or items as part of a selection program. To access the Assessment Request & Compare list view, select the Assessment Request & Compare option from the Tasks menu.

The list view shows Item and Site Assessments that have been created using the Assessments Request wizard, grouped within the request reason and supplier/site folder hierarchy. The Review scores of the supplier/site level sub folders can be viewed within the list view info panel.

Review scores are calculated for the supplier/site level folders when assessments are progresses to or from Completed status. The scoring rules are configured in a similar way to *evaluation* scores, where points are assigned to the scores achieved by the different types of assessments; based on the status and score of the assessments within a supplier/site folder, the folder will be scored accordingly – an aid in the process of comparing and selecting a supplier or product. See the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide* for details on how the scoring rules are configured.

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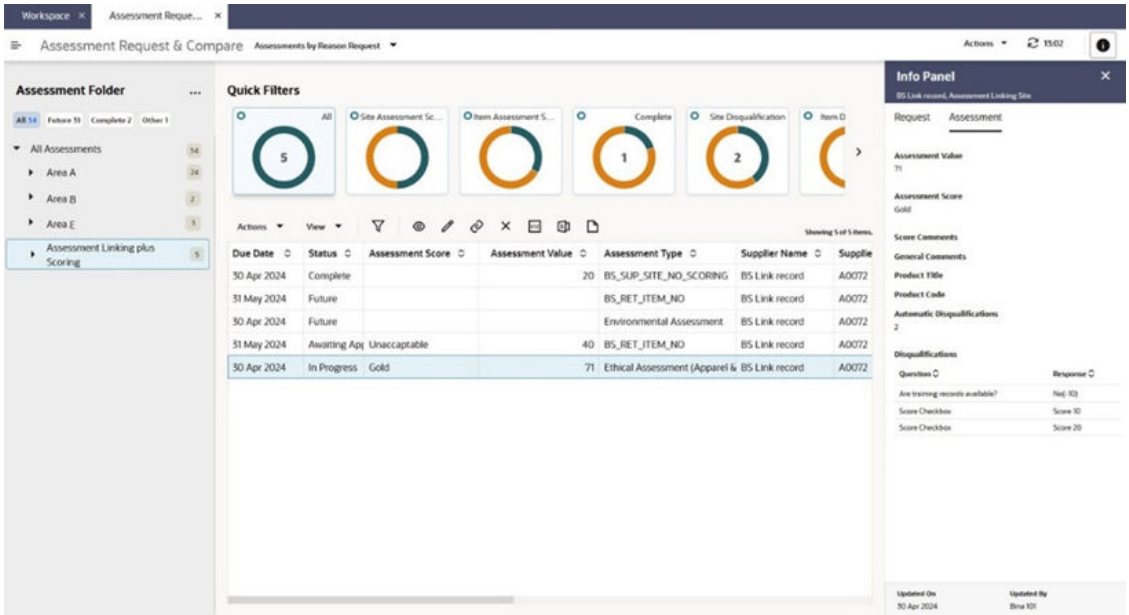
Figure 8-2 Assessment Request & Compare List View



The list view is available to retailer users only, those with the Assessment Administrator, Assessment Editor, Assessment Reader,or Assessments Requester authority profiles. It is accessed from the Assessment Review & Compare option in the Tasks menu.

The key features of the list view are as follows.

- Folders Tree

  The view shows assessments that have been created by the wizard and have therefore been grouped within a Request Reason folder. The top level of the tree is the Request Reason folder. Within each folder is one or more sub level folders which represent the supplier sites that have assessments within the Request Reason folder.

  Filter chips can be used to filter the view contents by assessment status.

  The Folders tree has actions available to expand and contract the tree, and a Set Selection Status action which can be used to assign a status to a Supplier/Site folder – an aid in the process of comparing and selecting a supplier or product.

- Assessments Grid

  Selecting a Request Reason folder within the tree shows all the assessments associated with that folder in the grid.

  Selecting a Supplier/Site level folder within the tree shows the selected sites associated with the reason folder in the grid.

  The following columns relate to the Request Reason folder. The values are those given when the folder was created by the Assessments Request wizard:

  - Request Reason
  - Request Date
  - Due Date
  - Scoring Rule
  - Item Assessments Requested - a list of the template names

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  - Site Assessments Requested - a list of the template names

  The following columns relate to the Supplier/Site sub folder. The values are those generated when the assessments were created by the Assessments Request wizard:

  - Review Value - the calculated numeric score based on the site's assessments for this Request Reason
  - Review Score - the calculated descriptive score based on the site's assessments for this Request Reason
  - Review Score Last Calculated - when the score was last calculated
  - Scoring Rule Version - the version of the scoring rule used when the score was last calculated
  - Selection Status - the selection status the user has assigned the site for this Request Reason

- Filter Tiles

  The available filter tiles include:

  - **Site Assessment Scores**- the segments show a count of Site Assessments with each Assessment Score.
  - **Item Assessment Scores** - the segments show a count of Item Assessments with each Assessment Score.
  - **Complete** - just Assessments at Completed status.
  - **Site Disqualification** - the Site Assessments which have one or more automatic disqualifications.
  - **Item Disqualification** - the Item Assessments which have one or more automatic disqualifications.
  - **Review Score** - the segments show a count of Supplier/Sites with each Review Score.
  - **Selection Status** - the segments show a count of Supplier/Sites with each Selection Status. When a Supplier/Site folder is selected, there will only be one Selection Status.

- Info Panel

  The Assessment page shows key information about the selected Assessment; the Request page shows information from its parent folder, including the Selection Status, Review Score and Value.

Integration with Accredited Bodies

The system can be configured to allow for the integration of Assessments with third parties.

This is of use where the retailer or supplier is using a third party such as a Life Cycle Assessment (LCA) partner to source specialist data, for example sustainability, environmental, and ethical analysis information about a supplier or its products.

For a third party to integrate with Brand Compliance, the retailer portal owner must register them as an Accredited Body and create an External System account, granting them assess to the relevant APIs.

An Assessment Template can be configured to be the type of assessment which will be used to capture data from a third party, in which case one or more Accredited Bodies are assigned. When an Assessment of that type is created, one of the permitted Accredited Bodies is selected. That third party is then able to retrieve the assessment using the Scorecard API to

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supply their data by populating the answers to its questions. They then submit the assessment responses using the same API.

Once an assessment is returned it is reviewed, approved, and completed in the same way as regular assessments. The data provided by the third party is thus available for viewing within the assessment and for use in reports. Summary Attributes may be configured to give labels to individual responses which are then presented in info panels.

The integration may be *supplier owned*, where the supplier liaises with the third party and may be responsible for the final completion of the assessment, or *retailer owned*, where the retailer typically works with the third party without involving the supplier.

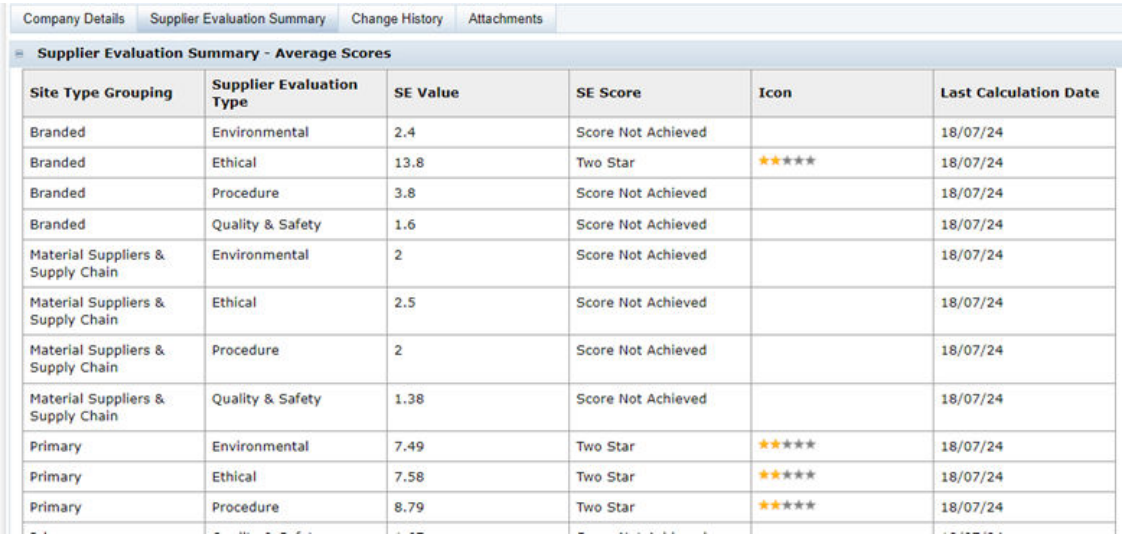
When registering a third party as an Accredited Body it is possible to configure a link to the third party's proprietary system, in which case an option will appear in the top level Accredited Bodies navigation Tasks menu.

See the LCA Third Party Integration appendix in the *Oracle Retail Brand Compliance Management Cloud Service Implementation Guide* for further details on the integration.

Supplier Evaluation Summary in Company Record

The Supplier Evaluation Summary tab in the Company record shows the scores for each Site Type Grouping and Evaluation Type.

Figure 8-3 Supplier Evaluation Summary Page



Site Type Grouping	Supplier Evaluation Type	SE Value	SE Score	Icon	Last Calculation Date
Branded	Environmental	2.4	Score Not Achieved		18/07/24
Branded	Ethical	13.8	Two Star	★★★★★	18/07/24
Branded	Procedure	3.8	Score Not Achieved		18/07/24
Branded	Quality & Safety	1.6	Score Not Achieved		18/07/24
Material Suppliers & Supply Chain	Environmental	2	Score Not Achieved		18/07/24
Material Suppliers & Supply Chain	Ethical	2.5	Score Not Achieved		18/07/24
Material Suppliers & Supply Chain	Procedure	2	Score Not Achieved		18/07/24
Material Suppliers & Supply Chain	Quality & Safety	1.38	Score Not Achieved		18/07/24
Primary	Environmental	7.49	Two Star	★★★★★	18/07/24
Primary	Ethical	7.58	Two Star	★★★★★	18/07/24
Primary	Procedure	8.79	Two Star	★★★★★	18/07/24

The following table describes the fields in the Supplier Evaluation Summary Page.

Table 8-2 Supplier Evaluation Summary Page Fields

Field	Description
Site Evaluation Summary – Average Scores	
Site Type Grouping	Grouping of sites for the data in this row.
Evaluation Type	Type of evaluation that is scored, such as Ethical or Environmental.

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Table 8-2 (Cont.) Supplier Evaluation Summary Page Fields

Field	Description
Evaluation Value	Last calculated *evaluation* score.
Evaluation Score	Text description representing the Evaluation Value.
Icon	Graphic representing the Evaluation Score. If the score is configured to show a graphic, the graphic from the Photo Album is shown here.
Last Calculation Date	Date when the *evaluation* score was last calculated.

The scores are calculated automatically as part of the Supplier Evaluation scoring routine, giving the average SE scores per Supplier Evaluation Type for each Site Type grouping.

Permissions

If Scoring is enabled, the page is only available to retailer/portal owner users, and only those with the Retailer Score Viewer authority profile.

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