# Oracle® Retail Data Store
# Release Readiness Guide

Release 24.1.101.0

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**ORACLE**®

Oracle Retail Data Store Release Readiness Guide, Release 24.1.101.0

F91906-02

# Contents

# Preface

This guide outlines the information you need to know about Retail Data Store 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 Oracle Retail Data Store Cloud Service.

**Documentation Accessibility**

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

**Access to Oracle Support**

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

**Customer Support**

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- 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

**Oracle Help Center (docs.oracle.com)**

Oracle Retail product documentation is available on the Oracle Help Center at https://docs.oracle.com/en/industries/retail/index.html.

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

**Comments and Suggestions**

Please give us feedback about Oracle Retail Help and Guides. You can send an e-mail to: retail-doc_us@oracle.com

**Oracle Retail Cloud Services and Business Agility**

Oracle Retail Data Store 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.

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# 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 Data Store 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.

**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.
  - **Medium:** These UI or process-based features are typically comprised of field, validation, or program changes. Therefore, the potential impact to users is moderate.
  - **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.

**Scheduled Noteworthy Enhancements for Retail Data Store (RDS)**

| Feature | Module Impacted | Scale | Delivered | Customer Action Required? |
|---|---|---|---|---|
| Oracle Retail Data Compute Private Endpoint Cloud Service | RDS database | Medium | Yes, with purchase | Yes. See the *Retail Data Store Private Endpoint Database Access Implementation Guide*. |
| Cross-schema Read Access | Custom Schemas | Small | Yes | No |

**Scheduled Noteworthy Enhancements for Collect and Receive (CaR)**

| Feature | Module Impacted | Scale | Delivered | Customer Action Required? |
| --- | --- | --- | --- | --- |
| Return Trip Status | CaR | Medium | Yes | No |
| Status Webhook Service | CaR | Medium | Yes | Yes |
| Uber Real-time Status Updates | CaR | Medium | Yes | No |

# New and Updated Options for RDS

## Oracle Retail Data Compute Private Endpoint Cloud Service

Provides direct, secure, inbound database access to Retail Data Store (RDS) data from external hosts.

To elaborate, the RDS Private Endpoint (PE) extends access to RDS data within the customer's virtual cloud network (VCN) on Oracle Cloud Infrastructure or to other networks peered to the VCN such as their corporate network. That is, they can access RDS from hosts within their VCN or from their on-premises network. Without the PE, RDS data can only be accessed via RDS-VCN-resident Oracle Analytics Server, Oracle Application Express (APEX), custom APEX apps, and custom Oracle REST Data Service services. The PE extends access to tools and apps that support a familiar configurable connection (that is, host, port, and credentials). The PE supports any technology that communicates using SQL*Net, including JDBC, ODBC, Oracle Client, ODP.net, and python-oracledb.

## Cross-schema Read Access

Users of the custom schemas in RDS now have select access to the views in the other read-only schemas. For example, a user in `SIOCS_RDS_CUSTOM` may now select against views in `MFCS_RDS` in addition to their own views:

"select * from `MY_CUSTOM_TABLE` t, `MFCS_RDS.RDS_WV_ITEM_MASTER` i where t.ITEM_ID = i.ITEM_ID"

Access is available from any custom schema to the views in any base schema.

# New and Updated Options for CaR

## Collect and Receive Return Trip Status

As part of this update, CaR has enhanced tracking for a Same Day Delivery or Return order when it needs to be returned to the originating pickup location as it was

undeliverable or canceled. This can occur, for example, if a customer requests to cancel or the courier is unable to deliver to the drop-off location.

A new status of *enroute_return* will be assigned to a Delivery or Return transaction anytime after the courier has picked up the package and it is enroute to the original pickup location. Once the package is successfully delivered to the original pickup location, the status will update to *returned*.

The enroute_return is considered an open status, not completed. For any transaction in this status, CaR will:

1. Call Uber for the latest status when requested in the getStatus service.

2. Call Uber for the latest status from the Status Background job.

3. Exclude from the Purge Delivery & Quote Data job.

4. Exclude from anonymizing Private Data and return a FAILURE in the forgetPrivateData response.

Additionally, a new deliveryCancelReason attribute has been added to version 3 of the getStatus and Cancel services. The value provided will identify who initiated the cancel:

- COURIER indicates the courier assigned canceled the delivery.

- PROVIDER indicates that Uber canceled the delivery.

- CUSTOMER indicates that the end consumer canceled the delivery

## Collect and Receive Status Webhook Service

As part of this update, a Status webhook service is now available from CaR that allows an external merchant application to receive real-time updates for Same Day Deliveries and Returns as they move to a different status.

In order to receive the status webhooks from CaR, each application will need to register its service URL and provide client authorization details by calling the CaR Credential Service.

Once an application is successfully registered, the webhooks will immediately start sending to the service URL.

To stop an application from receiving webhooks, the credentials must be deleted.

## Collect and Receive Uber Real-Time Status Updates

As part of this update, CaR now receives real-time updates from Uber for Same Day Deliveries and Returns as they move to a different status.

This will be enabled by default as part of the setup.

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# Noteworthy Resolved Issues

This section highlights specific key fixes that are scheduled to be included in this upcoming release. In some cases, only a percentage of the overall fixed defects are listed.

| Affected Component | Defect Number | Description |
| --- | --- | --- |
| DB Ops Console | None | Issue fixed which prevented automatic AWR generation from running. After this version, autogenerated AWRs will begin to be created and may be viewed in the DB Ops Console. |
| Collect and Receive | 35940971 | Updated the Open API Document to remove requestcounter services that are not used by external applications. |
| Collect and Receive | 35928449 | Corrected the Metric service to return a total count when the 'startDateTime' parameter is populated. |
| Collect and Receive | 35928295 | Corrected the CaR Delivery Order Status Report to include transactions where the status updated date is equal to the End Date parameter. |

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# Supported Retail Applications

**Retail Data Store**

Retail Data Store integrates with the following:

| Application |
| --- |
| Merchandising Foundation Cloud Service |
| Order Administration Cloud Service |
| Customer Engagement Cloud Service |
| Store Inventory Operations Cloud Services |
| Order Orchestration Cloud Service (formerly Order Broker) |
| Xstore Office Cloud Service |
| Oracle Retail Supplier Evaluation |
| Oracle Retail Brand Compliance Management |
| Retail Integration Cloud Service |

**Collect and Receive Cloud Service**

CaR integrates with the following Oracle Retail Cloud Services:

| Application |
| --- |
| Order Administration Cloud Service |
| Oracle Retail Xstore Point of Service |