

# Oracle® Retail Order Management Suite Cloud Service Release Readiness Guide



Release 24.1.101.0

F85075-02

February 2024

The Oracle logo, consisting of the word "ORACLE" in white, uppercase letters, centered within a solid red square.

ORACLE®

Copyright © 2024, 2024, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

## 1 Feature Summary

---

Order Administration: Order Orchestration Real-Time Status Updates	1-3
Order Administration: Oracle Retail EFTConnect Payments	1-4
Order Administration: Modern View Contact Center Enhancements	1-4
Order Administration: Oracle Retail Collect and Receive Enterprise Returns Integration	1-17
Order Administration: Web Service Enhancements	1-21
Order Administration: Oracle Retail Promotion Engine (ORPE) Enhancements	1-23
Order Administration: Pick Slip Generation Qualifier	1-24
Order Administration: Generate Backorder Cards Periodic Function	1-25
Order Administration: Audit of Table Changes	1-25
Order Administration: Database and Retail Data Store Updates	1-25
Order Administration: Updated Reporting Guide	1-25
Order Orchestration: Order Administration Real-Time Status Updates	1-25
Order Orchestration: Web Service Enhancements	1-26
Order Orchestration: Performance Enhancements	1-28
Order Orchestration: Online Help Updates	1-28
Order Orchestration: Database and Retail Data Store Updates	1-28

## 2 Resolved Issues for Order Administration

---

Order Administration: System Management	2-1
Order Administration: User Interface	2-1
Order Administration: Web Services	2-3
Order Administration: Customer Service	2-4
Order Administration: Order Orchestration Integration	2-6
Order Administration: Payment Processing	2-6
Order Administration: Imports and Exports	2-7
Order Administration: Customer Engagement Integration	2-7
Order Administration: Taxation	2-7
Order Administration: Fulfillment	2-7
Order Administration: Performance	2-7
Order Administration: Reports	2-8

### 3 Resolved Issues for Order Orchestration

---

Order Orchestration: System Processing	3-1
Order Orchestration: User Interface	3-1
Order Orchestration: Store Connect	3-2
Order Orchestration: Imports and Exports	3-2
Order Orchestration: Database	3-2
Order Orchestration: Web Services	3-2
Order Orchestration: Routing Engine	3-3
Order Orchestration: Supplier Direct Fulfillment	3-3

### 4 Browser Requirements and Compatibility

---

### 5 Deprecation Advisory

---

# Preface

By integrating all aspects of the transaction lifecycle across all channels and points of service, retailers open up a wealth of opportunities to increase revenue, enhance customer loyalty, streamline operations, reduce markdowns, and cut costs. As retailers plan their path forward, they won't find a solution as compelling as the Oracle Retail Order Management Suite Cloud Service to manage the order no matter where it was placed. Key benefits include:

- A fully integrated suite of modules for effective management of all aspects of omnichannel orders.
- System monitoring tools to ensure orders and other system activities are processing without interruption.
- Deep integration with Oracle Retail systems to seamlessly develop an omnichannel view of the customer and distributed orders.

## Overview

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

We welcome your comments and suggestions to improve the content. Please send us your feedback at [retail-doc\\_us@oracle.com](mailto:retail-doc_us@oracle.com).

## Audience

This document is intended for the users and administrators of the Oracle Retail Order Management Suite 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>

## 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>.

## **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](mailto:retail-doc_us@oracle.com)

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

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

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

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

# 1

## Feature Summary

The enhancements below are included in this release.

### Column Definitions

**Smaller:** 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.

**Larger:** These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.

**Customer Action Required:** Indicates if you must take action before these features can be used. These features are delivered disabled and you choose if and when to enable them.

Enhancement	Module Impacted	Scale	Customer Action Required
<b>Order Administration New and Updated Options</b>			
<a href="#">Order Orchestration Real-Time Status Updates</a>	<a href="#">Order Administration</a>	larger	Yes. See enhancement description for details for an upgrade alert
<a href="#">Oracle Retail EFTConnect Payments</a>	<a href="#">Order Administration</a>	smaller	No
<a href="#">Order Entry Multiple Ship-To Addresses</a>	<a href="#">Order Administration: Modern View Contact Center</a>	larger	Yes. See enhancement description for details
<a href="#">Order Entry Address Book</a>	<a href="#">Order Administration: Modern View Contact Center</a>	medium	Yes
<a href="#">Order Search Enhancements</a>	<a href="#">Order Administration: Modern View Contact Center</a>	smaller	Yes
<a href="#">Order Error Handling</a>	<a href="#">Order Administration: Modern View Contact Center</a>	larger	Yes
<a href="#">Multiple Phone Numbers</a>	<a href="#">Order Administration: Modern View Contact Center</a>	medium	Yes

<b>Enhancement</b>	<b>Module Impacted</b>	<b>Scale</b>	<b>Customer Action Required</b>
Order Entry Item Availability	Order Administration: Modern View Contact Center	smaller	Yes
Order Entry Source Code	Order Administration: Modern View Contact Center	smaller	Yes
Order Entry Additional Charges	Order Administration: Modern View Contact Center	smaller	Yes
Order Entry Unverified Return	Order Administration: Modern View Contact Center	smaller	Yes
Order Entry Coordinate Items	Order Administration: Modern View Contact Center	smaller	Yes
Order Entry Order Setting Fields	Order Administration: Modern View Contact Center	smaller	Yes
Order Entry Ship-To Fields	Order Administration: Modern View Contact Center	smaller	Yes
Order Entry Item Fields	Order Administration: Modern View Contact Center	smaller	Yes
Order Summary Enhancements	Order Administration: Modern View Contact Center	smaller	Yes
Oracle Retail Collect and Receive Enterprise Returns Integration	Order Administration: CaR Integration	larger	No
Address Book Services	Order Administration: Web Service Enhancements	smaller	No
Return Authorization Services	Order Administration: Web Service Enhancements	larger	No
Courier Pickup Services	Order Administration: Web Service Enhancements	medium	No



Enhancement	Module Impacted	Scale	Customer Action Required
General Service Enhancements	Order Administration: Web Service Enhancements	smaller	No
Generic Tax API	Order Administration: Web Service Enhancements	medium	No
Discount History	Order Administration: Oracle Retail Promotion Engine (ORPE) Enhancements	smaller	No
Entitlement Coupons	Order Administration: Oracle Retail Promotion Engine (ORPE) Enhancements	smaller	No
Pick Slip Generation Qualifier	Order Administration	smaller	No
Generate Backorder Cards Periodic Function	Order Administration	smaller	No
Audit of Table Changes	Order Administration	smaller	Yes
Database and Retail Data Store Updates	Order Administration	smaller	Yes
Updated Reporting Guide	Order Administration:	smaller	Yes
<b>Order Orchestration New and Updated Options</b>			
Order Orchestration: Real-Time Status Updates	Order Orchestration	smaller	No
Eligible Returns Locations	Order Orchestration: Web Service Enhancements	medium	No
Locate Services Updates	Order Orchestration: Web Service Enhancements	larger	No
Performance Enhancements	Order Orchestration	smaller	Yes
Online Help Updates	Order Orchestration	smaller	Yes
Database and Retail Data Store Updates	Order Orchestration	smaller	Yes

## Order Administration: Order Orchestration Real-Time Status Updates

With this update, Order Administration now receives real-time status updates from Order Orchestration. As the status of line(s) change in Order Orchestration for requests where the originating system is Order Administration, a status update will be immediately sent to Order Administration.

The BROKER Integration Layer Process (IJCT) no longer includes requesting the current status for brokered orders in process from Order Orchestration. Previously, this included sending a status list call for: Acknowledged, Posted, Polled, Accepted, PartiallyFulfilledByStore, ReceivedByStore, InTransit and InTransitPolled.

Order Administration will always be listening for status updates from Order Orchestration and there is no configuration required. Records will continue to be written to the Order Broker History tables and can be displayed through Order Inquiry/Summary screens.

 **Note:****Upgrade Alert**

To ensure no pending brokered order transaction status updates are lost, Order Orchestration must be upgraded before Order Administration, and the Order Administration Cloud Service System check box should not be selected. Before upgrading Order Administration, it is recommended to stop processing orders and status changes into OACS and run a full status lookup cycle in OACS to ensure the latest status is received for all requests. It is recommended to contact your Oracle Representative for an upgrade checklist to follow for this process.

Refer to the [Order Orchestration: Order Administration Real-Time Status Updates](#) section for additional information.

## Order Administration: Oracle Retail EFTConnect Payments

With this update, CyberSource GooglePay has been added to the list of supported EFTConnect wallet payment methods.

## Order Administration: Modern View Contact Center Enhancements

With this update, the Contact Center has been enhanced to support additional features such as multiple ship-to addresses, address book, multiple phone numbers, and item availability lookup. To support these enhancements, some screens within Order Entry and Order Summary have been redesigned.

 **Note:**

If the *Require Salesrep # In Order Entry/Order Maintenance (E87)* system control value is set to Yes, there must be at least one active Sales Representative configured in Work with Salesrep (WSLS). Otherwise, you cannot access Modern View Order Entry.

## Order Entry Multiple Ship-To Addresses

Modern View Order Entry now supports both single and multiple ship-to addresses within one order. To achieve this, the Shipping and Review tab in Order Entry has been redesigned. The order entry summary panel has been enhanced to include a Ship-To component for each ship-to containing contact information and items.

### Messages

The Messages icon has been moved into the Shipping tab within the Ship-To Details view for a specific ship-to. Within the Messages window, Order Notes apply to the entire order and show regardless of which ship-to you are on when opening the window and Messages apply to the specific Ship-To currently selected. All order notes stay with the order and are not removed when a ship-to is deleted.

### Shipping tab

On the Shipping tab, the "Ship to Primary Address" and "Ship To Other Address" have been replaced with a single "Delivery" toggle option that is only displayed if Store Pickup is configured. If Store Pickup is not enabled, the default screen layout is that of Delivery.

When Store Pickup is enabled and the "Pick Up" toggle option is selected, a new "Select Store" button must be selected to open a drawer where you can search and select the Store to pick up the product. Once a store has been selected, the drawer will close, and the store will display in the left panel. To change the store, select "Edit".

Each ship-to address is displayed in a component in the left Ship-To Address panel. Clicking Edit will open the Edit Ship-To drawer where you can change the contact information for the selected ship-to or change to a different ship-to type. You can:

- Select to edit the primary address details (same as the customer address)
- Select an existing address book entry or create a new entry that can be assigned as a ship-to on the order and saved to the customer for future use
- Select to enter or edit a one-time address for this order only

The Shipping tab now provides an +Add Ship-To button for additional ship-to addresses. Clicking this button opens the Add Ship-To drawer which allows you to create multiple ship-to addresses. You can:

- Select and add the primary address details (same as customer address)
- Select an existing address book entry or create a new entry that can be assigned as a ship-to on the order and saved to the customer for future use
- Select to enter a one-time address for this order only

A badge is displayed to the right of the Ship-To name to identify the type of address: Primary Address, One-Time Address, or Address Book.

Initially, when another ship-to address is added, all items added to the order thus far are defaulted to ship-to 1 and the new ship-to will have no items for shipping.

### **Items tab**

The number of items assigned for each ship-to (item count) is displayed next to the ship-to name in the ship-to address panel.

Items can be moved or copied between ship-to addresses from the Ship-To Items panel that were added manually by the user. Items added by the system are not able to be moved or copied.

- When a Set header is copied, the components will be added after the Review step.
- Items added by the system, such as accompanying items, and free gifts, will be added automatically after the Review step if the copied item qualifies.

Navigating back to the Items tab to add more items, now identifies which ship-to is currently selected and will add new items to that ship-to by default.

### **Review tab**

The Review step layout has been enhanced to now show three components:

- Customer Information
- Order Information
- Ship-To Component for each ship-to containing an Items section

### **Order Summary panel**

The Order Summary panel has been enhanced to include multiple ship-to addresses with expandable contact information and totals. Totals will only show on the Review and Payment tabs.

### **Coupons**

If using the multiple ship-to functionality, coupons entered will be applied against each ship-to total. The qualification is at a ship to total, not at an order level. Additionally, one time use coupons will apply to all ship-to's on the order since it is passed with each one.

### **Apply Rewards**

The Apply Rewards window now allows you to set the amount to apply for a specific award program across the ship-to addresses. The total amount entered across all ship-to addresses cannot exceed the balance of the award.

### **ORPE Integration**

The Oracle Retail Promotion Integration (ORPE) has been enhanced to support multiple ship-to addresses on a single order including:

- Each Coupon Code (regular and serialized) entered in MV Order Entry will be passed with each Ship-To on the order and sent to ORPE applyDeals service per ship-to.

- Each Targeted Exclusive Promotions retrieved from ORCE during MV Order Entry will be passed with each Ship-To on the order and sent to ORPE applyDeals service per ship-to.
- Each Entitlement Coupon retrieved from ORCE and selected MV Order Entry will be passed with each Ship-To on the order and sent to ORPE applyDeals service per ship-to.
- Redemption for ORCE Serialized or Entitlement Coupons will be performed once per order for each unique code even if stored on multiple ship-to records.

### Order Entry Address Book

Modern View functionality has been enhanced to support the ability to maintain an address book within order entry and the customer screen. This means you can select an existing customer address book, add a new address, edit an existing address, or delete an existing address and assign it as a ship-to through order entry. The address book is available when pulling up a customer record or directly whilst creating an order.

Any address book record that has been associated to an order cannot be deleted.

An already entered One Time Ship-To can be saved in the address book for future use.

### Order Search Enhancements

With this update, additional search options have been added to the Search for Orders sections in Modern View.

- Order Status: Orders can now be searched using the Suspended order status and Error order status.
- Batch Number: Orders in an error batch can be searched by a specific batch number.

For orders in a Suspended or Error status, the order number is now a clickable link to display the order. This clickable link is also found when searching by customer or on the Recent Activity drop-down on the Home page. These orders may not have all required order details saved yet since a session was closed in the middle of entering the order. All information stored at the time the order link is clicked is displayed in the Order tabs.

#### Note:

Orders in suspended or error status due to closing the browser during order entry can be unlocked through the Modern View Order Unlock screen.

### Suspended Order Status

An order is suspended while it is being entered into the system. Thus, a Suspended status can occur when the browser is closed in Classic View while in the middle of creating an order. Orders in Suspended status are display-only, and no edits are allowed. This includes messages, additional charges, edits of any existing information, adding of new items or payments, and so on.

### Error Order Status

An order is in error if it was received through the Order API and did not pass all order validation, or if the session where it was being created in Modern View Order Entry closed in the middle of creating an order.

If there is a batch number associated with the order, each order in Error status can be worked through in an attempt to resolve the error. If no batch number is associated with the order (can happen when the browser is closed in Modern View whilst creating an order), the order is display-only, and no edits are allowed.

### Batch Number

Orders in error that are received from an external system are assigned to an error batch. Searching on Batch Number (maximum 5 numbers) and clicking Search returns all orders that are in that specific batch.



#### Note:

Batch Number must be configured in the Work with Contact Center (WWCC). Search by Order Information Fields section to display as a search field in Modern View.

### Order Error Handling

With this update, orders in an Error status, with a batch number associated, can now be deleted, edited for corrections, and resubmitted for processing through Modern View Order Summary. All order types allow editing if in an error batch.



#### Note:

Edit and delete actions are performed immediately upon confirming. Only when Unlock Order is clicked will the order be re-validated to remove individual errors.

A user must have ALLOW authority to the *Allow Edit or Delete of Error Orders in Modern View* secured feature, otherwise orders in an error batch are display-only.

A complete list of errors associated to the order can be viewed by clicking Error Details on the Order Summary tab. Each error type will identify a source for the specific level of error: Order, Ship-To Number or Ship-To Number and Line Number.

Errored orders can be reviewed and interactively worked through to fix the errors one by one.

- The single order can then be resubmitted or unlocked to re-validate for errors and if none, continue the order process and move to an Open status or refresh the error list.
  - The Edit/Accept Order Error Batch process in Classic View will also perform the edits.
- Multiple fields were enhanced to allow edits to be made within error orders.
- During unlock or resubmit, Order Administration will remove all applied promotions from the order and perform a reprice evaluation.

- When ORPE is enabled, repricing logic will update pricing and only send orders with the `already_eval_by_promo_engine=N` to be re-evaluated by ORPE.
- When ORPE is not enabled, repricing logic will update pricing and re-evaluate Order Administration promotions/discounting.
- An entire order, individual ship-to (when more than one exists), or individual item line can be deleted and re-keyed to correct an error.
- Data either missing or invalid in Order Administration but set from an external system is visible within the Order screens but must be changed to a valid selection to correct the error.

### Shipping Address Error Considerations

When correcting orders with shipping address errors, the type of ship-to address assigned during initial creation of the order will determine where to correct the data.

- When the ship to type is Address Book or Recipient Ship To, the ship to type will be converted to a one-time ship to during the submit process. Errors may continue to persist and will need to be corrected on the Recipient Customer record or in the Customer Address Book record directly. Once corrected, the order in error can be resubmitted.

#### Note:

The use of a different sold-to customer as a recipient (ship-to) on an order, also known as a recipient customer sold-to, has been deprecated and should be discontinued for new order creation options, including Modern View Order Entry and web services.

- When the Ship to is the same as the Primary Address (Sold To), the address error can be corrected by editing either the Ship To or the Sold To within Modern View. Select the edit icon, make the change to correct the address issue, and then unlock the order once complete.
- When the Ship to is a One Time Ship To (order level), address errors can be corrected by editing the Ship To within Modern View. Select the edit icon, make the change to correct the address issue, and then unlock the order once complete. The order will have been updated to an Open status.

### Multiple Phone Numbers

With this update, multiple customer phone numbers can be added, edited, and displayed within:

- Order Entry
- Customer Order List
- Edit Customer Information
- Order Summary

Three types of phone numbers can be assigned but only one phone number can be added per phone number type. The type is shown in parenthesis after the phone number.

1. Home phone number that is always displayed (even when not populated)
2. Business phone number that also supports a phone extension

3. Mobile or fax phone number as determined by the *Third Phone Number Type (L53)* system control value.

Previously, only the customer's day-time phone was shown. This number is now displayed as the home phone number.

If more than one phone number is defined for the sold-to customer and only one is shown such as in a one-time ship-to order, the system uses the above hierarchy to determine which phone number to display.

If less than three phone numbers are defined for the sold-to customer, the **+ Add Phone** hyperlink displays to allow a phone number to be added. If all three numbers have been assigned, the **+ Add Phone** hyperlink is not shown but the phone numbers can be edited or deleted.

When the *Require Phone Number in OE/OM (H01)* system control value is selected, at least one phone number is required. When the *Require Phone Number in OE/OM (H01)* system control value is not selected, the phone number is not required, and all assigned phone numbers can be deleted.

The phone number displays the telephone number format defined for the country (as defined in *Work with Country (WCTY)* on the customer's address.

### Order Entry Item Availability

With this update, you can now perform an item availability lookup from within Modern View Order Entry on a specific Item or SKU. This is the same functionality as item availability supported through Order Summary, Customer Order, and Item List tabs and allows you to check inventory information for an item in an order.

The **Check Item Availability** option is available for all order lines regardless of order status on the Item and Review tabs within Order Entry.

The **Check Item Availability** button on the Customer - Items tab is not shown for Error status orders.

### Order Entry Source Code

The Source Code field on the Order Entry Customer Information tab has changed from an input field to a drop-down list based on the list of Source Codes defined in **Work with Source Codes (WSRC)** where Viewable in O/E is set to Yes and Restricted is N. A valid value for the source code is always required to enable the **Next** button to continue entering the order.

Upon initial entry into Order Entry, if the Source Code in **Work with Contact Center (WWCC)** Fields to Display is set to not display, the source code is automatically used from the value in *Default Source Code in Contact Center Order Entry (M55)* system control value and must have a value. Otherwise you cannot access Order Entry.

If no default value is set in the *Default Source Code in Contact Center Order Entry (M55)* system control value or you want to override the value for an order, select from the list, or enter the source code manually. Source code must be set to show in **Work with Contact Center (WWCC)** Fields to Display in order entry for setting.

The source code is also shown on the Customer Shipping tab if the Source Code is selected in the **Work with Contact Center (WWCC)** Fields to Display.

Once one or more items are added to the order, the source code field is disabled and will only display the selected value. To change the source code, you must remove all items first.



## Order Entry Additional Charges

With this update, Order Entry now supports the ability to add, edit and delete Additional Charges for each ship-to. The Additional Charges button is available on the Shipping and Review tabs. Previously this was only supported in Order Summary.

Additional Charges now require the following authority:

- *Additional Charges Access (A24)* secured feature must be set to ALLOW.
- The sum of all manually entered negative additional charges cannot exceed the value of the *Negative Additional Charge Limit (E49)* system control value if the user does not have the ALLOW authority to *Override Negative Additional Charge Limit (A60)* secured feature. An error will display on the Add and Edit Additional Charge windows in Order Entry and Order Summary if the user has EXCLUDE authority.
- When an Additional Charge Code has a default amount, the amount is editable only when the *Enter Amount for Order Additional Charge (A80)* secured feature is set to ALLOW and *Restrict Additional Charge Amount if Default Charge (F43)* system control value is set to No.
- When the *Enter Amount for Order Additional Charge (A80)* secured feature is set to EXCLUDE for a user, additional Charge Codes without a default amount are hidden. Those with an amount will display but cannot be edited.
- For Ship for Pickup order types in Order Summary, the ability to Add, Edit, and Delete is not allowed when *Payment at POS for Ship For Pickup Orders (L60)* system control value is set to Yes.

## Order Entry Unverified Return

With this update, an Unverified Return can now be added through Order Entry by entering a negative quantity. The returned item/SKU is treated as an Express Bill and no pick slips are generated.

When a negative quantity is entered, a new Add Unverified Return Item window will display where a return or exchange reason can be entered. However, for exchanges, the user must add the exchanged item through the normal add item/sku flow.

An unverified return can be added to an order with regular items. An existing quantity for an item line CANNOT be changed from a negative to a positive, or a positive to a negative. The item must be deleted and re-added.

You must have the authority to *Enter Return Authorization (A28)*, *Receive Return Authorization (A29)*, and *Credit Return Authorization (A34)* secured features. A negative quantity is not allowed for a store pickup order.

## Order Entry Coordinate Items

With this update, the Select Coordinate Items window now stays open after an item is added to the order.

Items are included in the Select Coordinate Items window only if they are included in the offer associated with the order, based on the source code on the order header.

## Order Entry Order Setting Fields

With this update, additional data can now be set at an order detail level within Modern View Order Entry through the Order Settings window. A new Order Settings icon, located next to

the cart icon in the upper right, has been added. Order Settings can be accessed from Customer Information, Items, Shipping, and Review steps.

- User Hold User -
  - This field was moved from the Messages window to the Order Settings window
- Order Date –
  - The date must fall within an active accounting period defined in **Work with Accounting Periods (WACP)**.
  - The system will set the date automatically if not populated.
- Origin –
  - Defaults from the *Default Order Type (B28)* system control value
  - Excludes the order types from the list where:
    - \* Quote is set to Y
    - \* is in Order Type for *Orders Brokered for Delivery (K91)* system control value
    - \* is in Order Type for *Retail Pickup Orders Brokered to OROMS (K92)* system control value
    - \* is in Order Type for *Orders Brokered for Store Pickup (L33)* system control value
    - \* is in Order Type for *Delivery Orders Originating in OROMS (M33)* system control value
    - \* is in Order Type for *Retail Pickup Orders Originated in OROMS (M35)* system control value
    - \* is in Order Type for *ChannelAdvisor (L90)* system control value
  - Cannot be changed if the order is a Pickup order
- Sales Representative –
  - Defaults from Customer Sold To if populated, otherwise from *Default Salesrep # (E86)* system control value if active in **Work with Salesrep (WSLS)**, otherwise empty.
  - Required if *Require Salesrep # In Order Entry/Order Maintenance (E87)* system control value is set to Yes
  - Sales representatives listed must be active in Work with Salesrep (WSLS)
  - Only display if 'Sales Representative' (previously Sales Rep Number) is set to show in **Work with Contact Center (WWCC)** Fields to Display
- Sales Representative Store –
  - Defaults from Home Store assigned to Store Representative, if active in **Work with Store Cross Reference (WSRC)**, otherwise empty.
  - Only display if 'Sales Representative Store' is set to show in **Work with Contact Center (WWCC)** Fields to Display

## Order Entry Ship-To Fields

With this update, additional data can now be set at a ship-to level within Modern View Order Entry through the Shipping Details and Additional Order Details section on the Shipping tab and displayed in the Ship-To Information section of the Review tab. These fields can be set per individual ship-to.

- Cancel Date –
  - The date cannot be earlier than the current date, order date or ship-to delayed arrival date
  - Only displays if 'Cancel Date' is set to show in **Work with Contact Center (WWCC)** Fields to Display
- Cancel Backorder –
  - Defaults from Auto Cancel B/O on Customer Sold To if populated
  - Only displays if 'Cancel Backorder' is set to show in **Work with Contact Center (WWCC)** Fields to Display
- Backorder Priority –
  - Defaults from B/O Priority on the Customer Loyalty Membership record. If empty, default from B/O Priority on Source Code assigned to order header, otherwise empty.
  - Only display if 'Backorder Priority' is set to show in **Work with Contact Center (WWCC)** Fields to Display
  - If the *Auto Update Order Priority (G45)* system control value is set to Yes, when the Review/Refresh step processes the order, the system will automatically set the Backorder Priority to 9 when the Delayed Arrival date on the ship-to is greater than the current date.



### Note:

When the Backorder Priority is automatically updated to a 9, this will not be reflected in Order Entry but will be through Order Summary screens.

- Warehouse –
  - Default Warehouse from Order Type (WOTY) when *Reserve from Non-Allocatable Warehouse (J25)* system control value is set to Yes, otherwise empty.
  - Only display if 'Warehouse' is set to show in **Work with Contact Center (WWCC)** Fields to Display
- Purchase Order Number –
  - Only display if 'Purchase Order Number' is set to show in **Work with Contact Center (WWCC)** Fields to Display

## Order Entry Item Fields

With this update, additional data can now be set at an item detail level within Modern View Order Entry through the Edit Item window. The Edit Item window has been redesigned to support different browser sizes. Added fields include:

- Delayed Arrival -

- The date cannot be earlier than the current date or the order date
- Only display if 'Arrival Date' is set to show in **Work with Contact Center (WWCC)** Fields to Display
- Shipping Override Amount –
  - Editable only if the source code associated to the order header has a Freight Method of By Item.
- Cancel Date –
  - Select the override switch to enable override to be entered.
  - The date cannot be earlier than the current date, order date or delayed arrival date.
  - If the Cancel Date is changed on the Shipping tab, the system updates all existing lines assigned to that ship-to where the cancel date override is set to No.
  - Only display if 'Cancel Date' is set to show in **Work with Contact Center (WWCC)** Fields to Display.
- Backorder Priority –
  - Select override switch to enable override to be entered.
  - If Backorder Priority is changed on the Shipping tab, the system updates all existing lines assigned to that ship-to where the backorder priority override is set to No.
  - Only display if 'Backorder Priority' is set to show in **Work with Contact Center (WWCC)** Fields to Display
  - If the *Auto Update Order Priority (G45)* system control value is set to Yes, when the Review/Refresh step processes the order, the system will automatically set the Backorder Priority to 9 when:
    - \* The Delayed Arrival date on the ship-to is greater than the current date, or
    - \* The Delayed Arrival date on the ship-to is not greater than the current date, but the Delayed Arrival date on the line is greater than the current date.



#### Note:

When the Backorder Priority is automatically updated to a 9, this will not be reflected in Order Entry but will be through Order Summary screens.

- Bypass Reservation –
  - If Bypass Reservation is set to Yes on the Customer Sold To, then default to Yes; if still No, and Bypass Reservation is set to Yes on the associated Customer Class, then default to Yes; if still No, then default to No.
  - Select override switch to enable override to be entered.
  - If Customer Class is changed on the Customer tab, the system updates all existing lines assigned where the bypass reservation override is set to No.
- Affect Inventory –

- If any of the following flags are set on the SKU record (MITM), set Affect Inventory to No and it cannot be changed:
  - \* Non Inventory = Yes
  - \* Subscription = Yes
  - \* Membership = Yes
  - \* SVC Type = 'V' (Virtual)
  - \* Kit Type = 'S' (Set)
- If the item is a Drop Ship, set Affect Inventory to Yes and it cannot be changed.
- If the ship via on the order header or specific line is Express Bill type, set Affect inventory to No and it cannot be changed.
- Only display if 'Affect Inventory' is set to show in **Work with Contact Center (WWCC)** Fields to Display
- Warehouse –
  - If the Warehouse is changed on the Shipping tab, the system updates all existing lines assigned to that ship-to where the warehouse override is set to No.
  - Select override switch to enable override to be entered
  - Only display if 'Warehouse' is set to show in **Work with Contact Center (WWCC)** Fields to Display
- Offer –
  - Defaults to the offer assigned to the Source Code on the Order Header
  - Offers listed must have the current date with the offer date range
  - When the Multi Currency by Offer (E03) system control value is set to Yes, only offers where the currency matches the offer currency assigned to the Source Code on the order header will be listed
  - Only display if 'Offer' is set to show in **Work with Contact Center (WWCC)** Fields to Display
- Source Code –
  - Source codes listed must have Viewable in O/E set to Yes and Restricted set to No in Work with Source Codes (WSRC).
  - Only display if 'Source Code' is set to show in **Work with Contact Center (WWCC)** Fields to Display
  - If not overridden, the system will use existing logic to identify if a different source code will be assigned to the line, otherwise it will use the source code from the order header.

## Order Summary Enhancements

### Currency Code

The currency code has been added in the Order Summary Panel (below the order total) in the Review tab and adjacent to the Payment Balance in the Payments tab. The currency displayed is based on the following hierarchy:

- If the *Multi-Currency by Offer (E03)* system control value is Yes, the currency shown is from the offer associated to the source code on the order.

- If the *Multi-Currency by Offer (E03)* system control value is No, the currency shown is from the *Local Currency Code (A55)* system control value setting.

*Local Currency Code (A55)* system control value setting can no longer be left blank. It must have a local currency entered.

### **ChannelAdvisor Orders**

ChannelAdvisor orders now display a warning message when the Order Summary page is displayed in Modern View.

### **Pre-Discount Price**

The Pre-Discount Price now displays on the Order Line Details of the Order Summary page within Modern View. This price is helpful when evaluating discounts applied by ORPE.

### **Order Activity**

The description length within the Order Activity tab has been increased to display longer informational messages.

### **Renamed Fields**

The following labels have been updated in Order Summary:

- Ship-To, Store Pickup and Ship for Pickup titles have been updated to better identify the type of order being entered across all the Order Summary screens.
- Additional Ship-To Information has been renamed to Additional Information.
- Ship-To Total has been renamed to Merchandise.
- Ship-To Status has been renamed to Status.
- Cancel Ship-To has been renamed to Cancel.

### **Address Type**

A badge now displays to the right of the Ship-To name to identify the type of address: Primary Address, One-Time Address, Address Book, or Recipient Address.

### **Return Enhancements**

A unique Return Authorization number (RA\_REFERENCE\_ID) now displays on the Returns/Refunds tab of the Order. Previously this was a sequence number. Additionally, if a Refund is not associated to a Return Authorization, the Return Authorization Number is no longer displayed.

Within the Order Summary screen, a “Return in Progress” badge next to the line status badge now indicates whether an item detail is associated to a Return Authorization in process.

When performing a Return Ship-To on an existing Order, the RA Number field has been removed. Additionally, when performing a Return Order Line, the Return Authorization Number field has been removed. The Return Authorization Number can be viewed from the Return/Refunds tab after the return is created.

# Order Administration: Oracle Retail Collect and Receive Enterprise Returns Integration

With this update, Order Administration is now integrated into the Oracle Retail Collect and Receive Cloud Service (CaR). When configured, Order Administration allows a Courier (that is, Uber) to be scheduled to pick up a customer's return package and drop it off at a retailer's store location.

A courier can be scheduled for a return authorization that has not been received or credited. The following features allow scheduling a courier:

- Modern View Order Returns/Refunds tab
- Create Return Authorization Service where `alreadyScheduled` is set to 'false'
- Update Return Authorization Service where `alreadyScheduled` is set to 'false'

## Setup Requirements

CaR Setup:

The following new **required** properties are available to configure the integration with CaR:

- `oms.car.service.url (PROP)`: The prefix URL for the CaR services. Provided by your Oracle representative. Defaults to `http://hostname:port/`.
- `oms.car.service.version (PROP)`: The message version for the CaR services. A value of '2' is required. Any other value will cause a communication failure.
- `oms.car.scope (CPRP)`: The scope used for the CaR services. Provided by your Oracle representative. Defaults to `domain: scope`.

### Note:

When calling CaR Services, Order Administration builds the URL using the `oms.car.service.url` value, `oms.car.service.version` value and a hard coded suffix.

The Order Administration Client ID and Client Secret will be used to authenticate and access CaR services.

**Required system control value settings:** Use the following new required system control values to enable the use of CaR:

- *Use CaR Returns (M81)*: Select this system control value to enable the scheduling of a courier pickup for returns through CaR.
- *Courier Pickup Message (M82)*: Defines a company-specific message to be displayed within the body of an information banner on the Courier Pickup for Return Authorization screen in Modern View when scheduling a courier pickup.

OOCs Setup:

For Order Administration to confirm a pick up location is eligible for a courier to pickup the return, a location eligible for drop-off must also be selected. This information is retrieved using [Order Orchestration: Eligible Returns Locations REST/JSON Service](#).

Required properties: The following new properties are available to configure the integration with OPCS Return Locations:

- *oops.return.locations.service (PROP)*: The prefix URL for the OPCS Eligible Return Location service. Provided by your Oracle representative. Format required is: <https://server:port/Locate/rest/>.

 **Note:**

The full endpoint will be built by Order Administration when calling Order Orchestration including the message version and system code. Sample full endpoint: <https://server:port/Locate/rest/api/org/v1/returns/{systemCd}>

Required system control value settings: Use the following new system control values to set filters for locations returned:

- *Maximum Number of Eligible Return Drop-Off Locations (M83)*: Defines the maximum number of locations to return within the OPCS Eligible Return Drop-Off Location Service response message, when a customer initiates a courier pickup for a Return Authorization. If not populated, it uses the "Maximum No. Responses" Preference for the Organization associated to the system in OPCS.
- *Search Distance for Eligible Return Drop-Off Locations (M84)*: Defines the maximum distance to search for an eligible return drop-off location when a customer initiates a courier pickup for a Return Authorization. If not populated, it uses the "Maximum Turn-by-Turn Distance" Preference for the Organization associated to the system and in OPCS.

### Schedule Courier Pickup in Modern View Order

A new Schedule Courier Pickup button is now available on the Returns/Refunds tab of an Order in Modern View when:

- *Use CaR Returns (M81)* system control value is set to Yes.
- All lines and units on the Return Authorization are not received, credited, or canceled.
- A courier pickup is not already scheduled.

### Check Eligibility

Within the Courier Pickup Return Authorization screen, the system will immediately check eligibility for a courier pickup using the Customer's Ship-To Address from the originating order and select the nearest drop-off location to the customer's address.

- Calls OPCS Eligible Return Locations service and selects the nearest location
- Calls CaR Build Quote service with Customer Pickup Address and Dropoff Location Address

If the eligibility check is successful, the screen will now display additional sections to Select Time Zone, Select Pickup Window and enter Package Details. If unsuccessful, an error will display the user can Edit the pickup address and Check Eligibility again.

### Select Time Zone



A time zone must be selected to continue. The time zone selected will be used to provide a list of dates and times available to select a pickup window where the customer's package will be picked up.

Only time zones in North America will be available.

### **Select Pickup Window**

A customer can select a single 2-hour window between 8:00AM and 6:00PM that falls within the available store hours which will be provided to the courier for the pickup time range. If the local time is 10:05 AM (based on the time zone selected), the list of pickup window options will start at 12:00PM - 2:00PM.

Drop-off Location Details and Store Hours can be defined within the Order Orchestration Location screen and will be returned in the Eligible Return Locations service for display.

### **Package Details**

The size and number of packages being returned must be entered which will be provided to the courier for pickup through the CaR integration.

Select +Add Package for Pickup to open a drawer and set the number of packages for pickup. A package size must be selected for the number of packages entered. Options are:

- Small (Can be carried with one hand)
- Medium (Can be carried in a shopping bag)
- Large (Needs two hands to carry)
- X-Large (Heavy or odd size, requires two hands)

Notes for the courier can be added about the pickup location.

### **Submit to Courier**

Once all Pickup and Package details are entered, click Submit to Courier button and the pickup will be scheduled.

- Calls CaR Build Delivery service with Customer Pickup Address, Drop-off Location Address, Pickup Window, Package Details and Courier Notes.

If scheduling is successful, the following will occur:

- A confirmation will be displayed, and the Courier Pickup screen will close.
- An Order Activity message will be written.
- A CWEmailOut Courier Pickup Notification (CP) will be sent if configured.

If unsuccessful, an error will display the user can Edit the details and Submit to Courier again.

### **Courier Pickup Details in Modern View Order**

A new Courier Pickup Details drop-down list is now available on the Returns/Refunds tab of an Order in Modern View when:

- *Use CaR Returns (M81)* system control value is set to Yes.
- A courier pickup is already scheduled.

Select the Courier Pickup Details drop down list to select a specific Delivery ID to advance to the Courier Pickup Details screen where you can review the Pickup Location, Dropoff

Location, Current Status and History, Pickup Window, Package Details and Canceled Reason.

Immediately upon loading the screen, Order Administration calls the CaR getStatus service for the current status.

### **Cancel Courier Pickup in Modern View Order**

Within the Courier Pickup Details screen, you can select Cancel Courier Pickup only when the status is either 'Pending' or 'Enroute Pickup'. Additionally, the Delivery ID must have received a successful response from CaR when retrieving the latest status.

If cancelation is successful, the following will occur:

- A confirmation will be displayed, and the Courier Pickup screen will close.
- An Order Activity messages will be written.
- A CWEmailOut Courier Pickup Notification (CP) will be sent if configured.

### **Schedule Courier Pickup through OACS Web Services**

With this update, an external merchant application can call Order Administration to schedule or cancel a courier pickup or schedule a courier pickup for a return authorization directly and then pass details about the courier pickup to OACS.

If an external merchant application schedules the courier directly and is providing information to OACS, the Unique Delivery ID used to schedule the pickup in CaR must also be passed in the OACS services so display and additional processing can be tracked and displayed through Modern View.

If OACS is scheduling the courier, the pickup address, drop-off address, pickup window, and package details must all be passed in the service.

The following services can be used with the alreadyScheduled flag set to 'true' for including data about an already scheduled pickup and set to 'false' for Order Administration to perform the scheduling.

- Create a Return Authorization Service
- Update Return Authorization Service

If scheduling is successful, the following will occur:

- An Order Activity message will be written.
- A CWEmailOut Courier Pickup Notification (CP) will be sent if configured.

If unsuccessful, an error will be returned in the response. However, the Return Authorization will be created or updated.

### **Courier or Provider Cancels the Pickup**

The courier or provider can cancel a trip if for example the customer is not home, or the store location is closed. If this occurs, OACS will receive a status of Canceled or Returned from CaR during a CaR getStatus request.

- Canceled occurs when a scheduled courier service is canceled successfully before packages get picked up from the customer's address.
- Returned occurs when a scheduled courier service is canceled successfully after packages get picked up by a courier but are not delivered to the retailer and instead need to be returned back to the customer's address.

OACS calls the CaR getStatus request when:

- A user displays the Courier Pickup Details screen in the Modern View Order, Returns/ Refunds tab.
- An external system calls the Get Return Authorization service for a return authorization with an associated courier pickup in open status.

If the status is updated to Canceled or Returned, the following will occur:

- An Order Activity message will be written.
- A CWEmailOut Courier Pickup Notification (CP) will be sent if configured.

## Order Administration: Web Service Enhancements

With this update, Order Administration has created new web services available for external merchant applications.

- The Order Read/Write or Order Read Only scope is required for calling these services. Assign a Client ID access to this scope through the Manage External Application Access screen in Modern View.

### **Address Book Services**

Address Book Services includes options for:

- Getting a list of records
- Adding a new record
- Getting a count of existing records
- Getting the information on a single record
- Updating a record
- Deleting a record

### **Return Authorization Services**

Return Authorization Services includes options for:

- Adding a new record
- Scheduling a courier pickup
- Including details of an already scheduled courier pickup
- Receiving a record
- Crediting a record
- Getting a list of records
- Getting a count of existing records
- Getting the information on a single record
- Updating a record
- Scheduling a courier pickup
- Including details of an already scheduled courier pickup

- Deleting a record
- Canceling a record

**Note:**

The OMS\_API user must be configured with a Default Authority of ALLOW within the Work with Users (WUSR) screen to properly lock and unlock the order during Return Authorization service updates.

**Courier Pickup Services**

Courier Pickup Services includes options for:

- Cancel Courier Pickup for a Return Authorization
- Schedule Courier Pickup for a Return Authorization
- Get Courier Pickup details by Delivery ID for a Return Authorization

**General Service Enhancements**

The following message versions were added to support feature enhancements within Order Administration and now allow the use of these features from external applications:

- CWOrderIn:
  - The CWOrderIn response time performance has been increased when a large set of order lines are included in the request.
- CWOrderOut: New outbound version 13.0 corrects the entered\_time passed to include leading zeroes. Refer to Defect Number 35603190.
- CWEmailOut: New outbound version 14.0 includes new email notification types:
- Return Authorization Notifications (RA) – triggered when a return authorization is created, canceled, received, or a line is added or quantity changed through the Return Authorization services.
- Courier Pickup Notification (CP) – triggered when a courier pickup for a return is scheduled or canceled through Modern View Order Summary or the Return Authorization services.
- getPrivateData: New outbound version 2.0 includes Return Pickup Information when a matching record is found for the Order Header (OHD) Search Type.
- forgetPrivateData: Return Pickup Information will be anonymized when a match record is found for the Order Header (OHD) Search Type and checkOnly is set to No.

For more information, see the Order Administration Web Services Guide.

**Generic Tax API**

With this update, a Generic Tax API in REST/JSON format is now available for a retailer to build a custom integration with a Tax Provider. This includes the same data passed as previously documented for the CWTaxRequest and CWTaxResponse messages that were in XML.

**Authentication:** OAuth 2.0 is required for message authentication for the generic tax API.

**System control value:** The *Use Generic Tax XML Interface (J10)* system control value must be set to GENERIC to call the Generic Tax API.

- Vertex and Avalara continue to be supported as base tax provider integrations.

Required properties (PROP):

- *oms.tax.generic.oauth.client.id*: The client ID to use, together with the client secret, to generate the token to use for OAuth 2.0 authentication.
- *oms.tax.generic.oauth.client.secret*: The client secret to use, together with the client ID, to generate the token to use for OAuth 2.0 authentication.
- *oms.tax.generic.oauth.scope*: The scope to use when generating the token for authentication.
- *oms.tax.generic.oauth.url*: The URL of the OAuth service to use when generating the token for authentication. Must conform to the OpenId OAuth 2.0 specification to get an authorization token. It also must support the "Client Credentials" Grant Type and accept the client ID and client secret as a Basic Authentication header.
- *oms.tax.generic.url*: The URL to use when generating the generic tax request. Must:
  - host a service called /calculateTax.
  - accept a JSON object conforming to the tax interface request.
  - return a JSON object conforming to the tax interface response.

**Optional property:** Set the *oms.tax.generic.timeout* to the number of milliseconds to wait before timing out the tax call. If this property is not set to a number, a default of 30 seconds applies.

## Order Administration: Oracle Retail Promotion Engine (ORPE) Enhancements

### Discount History

With this update, when ORPE is enabled, additional order line discounts will be captured and stored in the discount history tables. This includes automatic pricing/discounting as well as manual discounting performed in Modern View Order Entry and Maintenance, Classic View Order Entry and Maintenance, discounts relating to loyalty awards applied and discounts assessed on orders submitted via the CWOrderIn API. Individual discount details will be displayed within Modern View Order Summary and passed in CWInvoiceOut and CWOrderOut.

The ReSA RTLog and the ORCE POSLog will include individual discount details for promotions and will write a delta record to make up the difference between the offer price and the discounted price, after the promotion discounts have been incorporated.

### Entitlement Coupons

With this update, Order Administration now supports Entitlement coupons to be included from an external system when submitting the order using the Order API as well as provides the ability to retrieve and apply available entitlement coupons based on a customer's loyalty cards during Modern View Order Entry.

Entitlements are a type of coupon code that triggers an offer/deal that is tied to a loyalty program. Entitlements are not set up the same as coupons. First the customer must be set up/enrolled in a loyalty program in ORCE, then based on points earned an entitlement coupon will be issued, specific to that customer.

Entitlements are supported when:

- *ORCE Customer Integration (L37)* system control value is set to INTERACT
- *Use ORCE Loyalty (M06)* system control value is set to Yes
- *Use ORPE Promotion Engine (M77)* system control value is set to Yes
- The Source Code assigned to the Order has the Price Method set to Regular Plus Reprice
- There is at least one Entitlement coupon for the selected Loyalty Card

Within Order Entry, the number of available entitlement coupons is displayed on the Select Card window. Once a loyalty card is assigned, entitlement coupons will be retrieved from Customer Engagement (ORCE) for that specific card only. You cannot apply entitlements associated to other loyalty cards not assigned to the order.

In the Order Summary panel, if entitlement coupons are available, an Entitlement Coupons available link or edit icon will be displayed within the Customer section. Advance into the Entitlement Coupons window to select/deselect which coupons should be submitted for evaluation during the order review step.

At final order submit, each Entitlement coupon that is successfully applied by ORPE will be:

- Redeemed in ORCE. An Order Activity record will be written for each successful or failed redemption request.
- Stored in discount history coupon tables.
- Displayed in a tooltip for a specific order line in MV Order Summary and Invoice tabs. Additionally, will be included in the merchandise and shipping discount totals within the Order Totals section of the Order Summary tab. Only displayed if *Display Order Line Discount Message (F01)* system control value is set to Y.
- Displayed in the Promotion Details drawer in MV Order Summary. Only displayed if *Display Discount on Order Recap Screen (D38)* system control value is set to Y.

Entitlement coupons that apply merchandise and shipping discounts are included in:

- Customer Engagement POSLog within the RetailPriceModifier object.
- ReSA RTLog within the IDISC record. The Coupon Reference Number value will be populated with a coupon\_type of 'entitlementCoupon'.

## Order Administration: Pick Slip Generation Qualifier

With this update, a new qualifier field, *Minimum amount to include backorders* has been added to Work with Streamlined Pick Slip Generation (WSPS). If you have at least one backorder on the order, and the unit price total of all items to ship (reserved) is under a certain dollar amount, you may decide to wait for the backorder items before generating a pick slip to save on shipping costs. If there are no backorders on the order, the pick slip is generated, and this process is not evaluated. A pick will only be generated when the total reserved units for the order (across all pre-picks) exceeds the value entered.

When the pick slip template (WSPS) has a value in the "Minimum amount to include backorders" qualifier field, the system uses this in combination with all other qualifiers to generate pick slips.

## Order Administration: Generate Backorder Cards Periodic Function

With this update, a periodic function is now available to allow the scheduling of Generate Backorder Cards. Previously, this was only available through menu option GBOC.

- Periodic Function Name: GBOC
- Program name: BOR0003

## Order Administration: Audit of Table Changes

With this update, the following processes now track changes:

- Information entered at the Work with Properties (PROP) and Work with Admin Properties (CPRP) screens are now tracked in the Property table.
- Classic View Menu Options accessed by users are always tracked now. The "Log Use" flag on the Work with Users (WUSR) screen has been removed as the system will always track usage as if this is set to Yes for all users.

## Order Administration: Database and Retail Data Store Updates

The Data Model and Data Dictionaries include changes related to this update of Order Administration Cloud Service.

## Order Administration: Updated Reporting Guide

With this update, a rebranded Order Administration Cloud Service Reporting Guide is available on My Oracle Support. The new name is Order Administration Cloud Service Reporting Guide/

## Order Orchestration: Order Administration Real-Time Status Updates

With this update, Order Orchestration now provides real-time status updates to Order Administration. Immediately, as the status of line(s) change in Order Orchestration for requests where the originating system is Order Administration, a status update will be sent to Order Administration.

Real-time status updates are enabled by selecting the *Order Administration Cloud Service System* check box on the System > Orders tab within Order Orchestration.

 **Note:**

This should **ONLY** be enabled for an Order Administration system and after following prerequisites defined for Order Administration.

Once real-time status updates are enabled, a new OACS Log tab on the Order Inquiry screen will display a list of each status update transaction message that was sent to Order Administration. The screen will allow a user to review the status and details of each communication message.

The OACS Log History will be purged when the Daily Clean Up job runs, if the record is older than the OACS Log History days in the Retention Settings section in the Tenant-Admin screen. The records will only be purged if the Retry Status is either successful or reprocessed.

A *Failure to Send Status Update to Order Administration* email notification will be sent to the Administrative Email configured in the Event Logging screen if the number of retries (10) has been exceeded.

 **Note:****Upgrade Alert**

To ensure no pending brokered order transaction status updates are lost, Order Orchestration must be upgraded before Order Administration, and the Order Administration Cloud Service System check box should not be selected.

Before upgrading Order Administration, it is recommended to stop processing orders and status changes into OACS and run a full status lookup cycle in OACS to ensure the latest status is received for all requests. It is recommended to contact your Oracle Representative for an upgrade checklist to follow for this process.

Refer to the [Order Administration: Order Orchestration Real-Time Status Updates](#) section for additional information.

## Order Orchestration: Web Service Enhancements

### Eligible Returns Locations Service

Order Orchestration has added the functionality to allow a retailer to identify which locations support items being returned. This functionality allows retailers to identify eligible locations for returns as a service functionality with Oracle Retail Collect and Receive (CaR).

The following updates have been made to Order Orchestration:

- The Return Drop-off Available preference has been added to the Fulfillment tab under the existing Backorder Available preference within the Order Broker Preferences screen.



- Added the ability to set the Return Drop-off Available preference in the Location Update request message for new and existing locations.

A new Eligible Return Locations REST/JSON service (version 1) has been created for an external application to call and retrieve a list of locations that allow returns based on closest proximity from a specified location.

- Sample endpoint: <https://server:port/Locate/rest/api/org/v1/returns/{systemCd}>
- The Organization Read Only scope is required for calling this service. Assign a Client ID access to this scope through the Manage External Application Access screen in Classic View.
- The "Use Proximity Locator" preference for the organization must be set to Yes.
- If the maximum number of locations is empty, use the "Maximum No. Responses" Preference for the Organization associated to the system in the request.
- If the maximum distance to search is empty, use the "Maximum Turn-by-Turn Distance" Preference for the Organization associated to the system and in the request.
- When a request is received,
  - if Oracle Maps CS API is integrated, the system will perform the existing Turn-by-Turn Distance Evaluation to determine the proximity of each eligible location.
  - if Oracle Maps CS API is not integrated, the system will perform existing straight-line distance to determine the proximity of each eligible location.

**Note:**

This service is required for scheduling a courier pickup. Refer to [Order Administration: Oracle Retail Collect and Receive Enterprise Returns Integration](#).

### Locate Services Updates

The following Order Orchestration Services are now available in REST/JSON:

- Product Availability
- Product Update
- Order Create
- Fulfillments
- Intransit
- Order Search
- Order Update
- Availability Update
- Order Status List + Status
- Status Update
- Locate Items

The SOAP version of these services remains the same and the business logic behind these services also remains the same.



**Note:**

To invoke these REST services, the Client ID needs to be associated with the Locate webservice group.

## Order Orchestration: Performance Enhancements

A performance enhancement has been made to screens in Classic View that requires use of data stored through the Tenant or Tenant-Admin screens.

A performance enhancement has been made to how the application processes Probability Rule formulas from the rules definition.

## Order Orchestration: Online Help Updates

With this update, the Online Help content has moved into a shared structure for Classic View and Modern View.

## Order Orchestration: Database and Retail Data Store Updates

The Data Dictionaries include changes related to this update of Order Orchestration Cloud Service.

# 2

## Resolved Issues for Order Administration

This section contains a list of the customer-reported bugs that were fixed in this release for Order Administration.

### Order Administration: System Management

Defect Number	Description
35484131	Corrected the name on the Gift Message Layer in Modern View Order Summary to display the Order Ship To name rather than the Order Sold To name.
36185501	Corrected the application code to ensure the JDBC connection that it used is closed.
36082124	Expanded the length of column "GCD_SEQUENCE_#" in GROUP_CODE_DETAIL table to 3 numeric positions to support entry of more Group Code Details through WPRG.
26159	Corrected three tables for Retail Data Store replication.

### Order Administration: User Interface

Defect Number	Description
34097354	Corrected the issue where aborting a line cancel was removing the printed quantity from the Brokered Line in Classic View Order Maintenance.
34276687	Corrected an accessibility issue with Manage Reject Deposits that caused a calendar pop-up to appear when it should not.
34446815	Corrected an accessibility issue associated with the Help button in Modern View.
34755970	Corrected the issue in OIOM, where a user returns a quantity 1 of a line and then returns an additional quantity of that line after the credit invoice has been credited, an informational message: Bill Detail Data Queue Already Exists. This message is not correct and no longer appears.
34700044	Corrected the issue when returning an entire order, if the return disposition code that defaults or that a user select does not have a default warehouse and location, the warehouse and location drop downs on the Return Ship-To in Modern View Order Summary did not work.
34894743	Corrected an issue that was occurring where users were entering more than the 60-character limit in the Message field in Modern View Order Summary and not receiving error messages.
35044896	Corrected an issue where the duplicate match code window was preventing the user from correcting an invalid postal code/ state combination.
35590589	Corrected the Payment Configuration tab list of Payment Configurations to display the correct error message when the + AddMerchant Account process is unable to authenticate with EFTConnect.
35588385	Corrected the issue that prevented a user from changing credit card payment information once payment data is entered in classic view Order Entry.
35464244	Corrected the issue by adding the Start Date to the Customer Membership Replace Payment window in Modern View.

<b>Defect Number</b>	<b>Description</b>
36185500	Corrected the issue where the Delete option appeared for a payment that is authorized or billed in Modern View Order Summary. The Deactivate option now appears so the user can deactivate the payment instead.
35642588	Corrected the issue preventing a user from exiting the Print Exchange Reason Report (PERR) screen.
35627790	Corrected the issue that prevented descriptions from appearing when four or more Order Types were displayed in the Sales by Order Type graph in Modern View.
35691221	Corrected an issue in the Modern View Sales Summary screen so text does not come out of the boxes and does not overlap.
25129	Increased the Time To Live setting in the Modern View so that a user's session will not be timed out until the full timeout value is reached which is set by the oms.ui.session.timeout property.
35772917	Removed an erroneous error message that displayed when you attempted to run an authorization for a gift card.
35776733	Corrected an accessibility issue on the Modern View Manage Held Orders window.
35781001	Corrected the issue preventing the Home page Help Center from working as expected.
36185503	Corrected the issue with loyalty tool tips not displaying the correct loyalty awards amount.
35861303	Corrected the issue where the discount tooltip was not displaying the amount of the applied discounts in Modern View Order Summary.
35923951	Corrected the issue so now the customer tab is opening correctly after clicking on the customer name in both the 'Order summary' and 'Search for Orders or Customers' page.
35999368	Corrected an issue that was preventing the ability to search by the user in Display Order Inquiry (DOR).
36028273	Corrected an issue where tabs, shortcut keys, and fields were not being translated.
35969316	Corrected the issue where a user may have multiple customer tabs open at one time and when a user performs an update, the information from one customer is being updated in the other customer record in Modern View.
36185504	Corrected an issue so that updated IDs in each validation group are now unique.
36047346	Corrected the error messages not functioning when working with more than one customer. A unique ID is now assigned if one or more tabs are opened.
20080	Removed the Create option from the Select Company window. To create a new company, you should use the COPYCMP periodic function.
34087565	Corrected Modern View to prevent displaying the Customer Engagement customer number when the Use Oracle Retail Customer Engagement Customer Number on Search flag in WWCC is unselected. Previously, Modern View displayed the Customer Engagement customer number after you created a loyalty program for the customer.
34382135	Corrected Modern View order entry to display the Customer Engagement customer number when you select the Create Order option from the Customer Search screen if the Use Oracle Retail Customer Engagement Customer Number on Search flag in WWCC is selected. Previously, Modern View order entry displayed the Customer Engagement customer number only when you first advanced to the Modern View order entry and then selected the customer.
35112185	Corrected Addition Information Required window for an item, displayed through the Modern View Order Summary page, to display the item description and item ID regardless of the setting of the User External Item Image (L55) system control value.
35495338	Corrected the Order Activity tab in Modern View to display the full coupon number when the Attempt Reuse option was selected in order creation.
35527879	Corrected Modern View to always display the option to switch companies if the user has authority to more than one company, regardless of whether a default company is defined in WUSR for the user.
35544394	Corrected direct link access to enable you to select the customer tab after using the direct link to advance to Modern View.

Defect Number	Description
35550804	Corrected a situation in which you couldn't add an order line from the Modern View Order Summary page because a pop-up window that required you to add an add line reason code or a price override reason code was behind the Add Item window.
35664206	Corrected Retail Integration Item Upload (RIIU) to prevent an error displayed if you attempted to change a submitted upload record.

## Order Administration: Web Services

Defect Number	Description
34211973	Corrected the issue preventing INVOICE_OUT Trigger Rules from being honored.
34211978	Corrected the issue that was preventing VENDOR_OUT Trigger Rules from being honored.
35665477	Corrected the issue that enabled users to edit order amounts without locking the order first when calling the Order Maintenance API, Edit Order Payment Amount request message.
35683489	Corrected the issue when backorder priority is not passed in Order API, and the customer passed has a customer loyalty membership record with priority, it is now defaulting to this priority.
35938462	Corrected the issue where the system was writing a null entry in the PO_OUT_OUT QUEUE which prevented Drop Ship order records from being returned using GetFromQueue API.
35999039	Corrected the issue so when quantity is included in the CWReceiptIn Message it will process without erroring out in WPRE-Work with PO Receipt Errors with a reason of Missing Receipt Quantity.
36114329	Corrected the issue when a user creates a new Client through the Modern View Manage External Client Applications screen, it now properly links to the OACS Service Type.Alert: Existing clients will not support scopes that have been created through OACS in a prior release. The retailer must create a new client to use for any services (i.e. Return Authorizations) that require scopes for authentication. There is no impact to other integrations though, the existing clients will still work for those integrations as scopes were not required.
35112210	Corrected PICK_OUT processing to apply trigger rules when they are defined in IJCT.
35393545	Corrected the ccc_refund_amt tag in the credit card acknowledgement CWEmailOut message to include zero decimal amounts; for example, it now passes 12.00 rather than 12.
35501624	Corrected the CWInvoiceOut message version 7.0 to include new Discount tags related to the Promotion Engine.
35603190	Corrected the entered_time passed in the CWOrderOut message to include leading zeroes. For example, a time 01:23:45 is now passed as 012345 rather than 12345. You need to update the ORDER_IN version number to 13.0 at the Work with Integration Layer Process screen to include the leading zeroes.
35603209	Changed entry of the IDCS Enterprise Endpoint Scope (M66) system control value from the Enterprise Integration Values (M41) screen to support entry of a scope in upper and lower case.
35603316	Corrected an issue that caused a Customer History Request to fail to return a CWOrderOut response.
35785335 35785549	Corrected the error codes and messages returned when no ship via is passed in the Order API, and the Default Ship Via (A77) system control value is blank. Header error X6 = "Invalid Ship Via for SCF" and Detail error C8 = "Invalid Ship Via".

## Order Administration: Customer Service

Defect Number	Description
35416750	Corrected the issue where the pre-discounted price was not correctly passed into ORPE when the order was in Error status and an edit was made to the order.
34382162	Corrected the issue when displaying a store pickup order in the Modern View Order Summary screen, the system no longer removes the printed quantity and drop ship code from the order line as well as changing the affect inventory flag to Y.
34724625	Corrected the issue in Modern View to allow cancel of an order ship-to of Delivery or Retail-Pickup orders only when you have Cancel Broker Orders (B19) secured feature authority.
34671068	Corrected an issue that now requires that anytime you have Affect Inventory set to Y, you must enter a valid warehouse and location during the creation of a return even if the Use Primary Location is set to Y in Work with Return Disposition Values (WRDV).
35495486	Corrected an issue in Classic View Order Maintenance so that the ship via is not reverted back to the original ship via after the order is maintained when the ship via is overridden by an ORPE promotion override.
35495384	Corrected an issue in Classic View order maintenance, so when a user maintains an order that has line promotion applied, the system no longer writes an order transaction history message indicating the price was overridden.
35495395	Corrected the issue so now the subtotal sent in the ORPE Applied Deals request message is the original sum of the lines before the ORPE discount was applied.
35514951	Corrected an issue so when an order line that has an ORPE discount and then the price is lowered again in Order Maintenance it now writes an ORPE IDISC record and a delta for the difference.
35524862	An Order Transaction History message of Serialized Coupon Redemption Bypassed is now written if the redemption for an ORCE Serialized Coupon did not occur due to outstanding credit card authorizations during Modern View Order Entry.
35601410	Corrected the issue in Modern View Order Entry so the correct error message appears when entering a value greater than the value defined in Maximum Order Quantity (C60) system control value.
35603223	Corrected the link to an order number displayed under Purchase History for a customer in Modern View to display the order number only if the order shipped through Order Administration.
35714278	Changed Work with Return Dispositions to always require a warehouse and location. It is recommended that all customers add a warehouse and location to any existing return disposition records to prevent creating item/location records with a blank location code. Additionally, Return Disposition Code 10 has been updated with a location of A010101 for company 51 and all Return Disposition Codes have been removed from company 49.
35752631	Corrected the issue so that when a user edits an order message, the update occurs against the original Ship-To that contained the order message in Modern View Order Summary.
35753389	Corrected an issue so that users in Modern View Order Entry can not apply a loyalty award amount that is greater than the merchandise amount.
35785582	Corrected the issue so the Gift Wrap flag is displayed as Enabled consistently in the Modern View Order Summary Edit Order Lines screen, for Items that are eligible for gift wrapping.
35807500	Corrected an issue so that when SCV G45 (Auto Update Order Priority) is set to Yes, the Order API evaluates the arrival date against the current date and automatically sets the B/O priority to 9.
35811154	Corrected the list of orders in the Customer List window from displaying the Company name associated to the Customer Sold To for a One Time Ship To address.

---

<b>Defect Number</b>	<b>Description</b>
35835172	Corrected the issue that prevented the ORPE Entitlement discount from applying to the order when an ORCE Loyalty Award was applied.
35836074	Corrected the issue when an ordered quantity for a backorder item is reduced in Edit Order line page, the backorder and the available quantity is not reducing correctly in DINI.
35840445	Corrected the issue during Order Error Batch Edit flow to only delete ORPE discount history records to be re-evaluated.
35994488	Corrected the issue so now a user will not be allowed to edit a store address for a Ship for Pickup order in Modern View Order Summary.
35899807	Corrected the issue so the Postal code or Country code field are no longer required fields in Modern View if the user unselected these fields in WCTY and maintained ship to in the order summary.
35918942	Corrected the issue when the status of the order is CLOSED or CANCELLED, you can unlock an order even though all the pay types have been deactivated.
35994667	Corrected the issue in Modern View Order Entry that prevented a user from adding a free gift to an order that is defined at the Offer or Source.
35998128	Corrected the issue so the RAH_ENTERED_DATE is only set when the Return Auth Header is created.
35999034	Corrected an issue where you were unable to view an order through Modern View Order Summary because of corrupt data. You can now view the order but no changes can be made to the order. The order will need to be purged.
36006059	Corrected the issue so when the item doesn't have a primary location or the return disposition code is to set up to receive returns in the primary location, the system now uses the warehouse and location entered on the Return page in Modern View.
36185505	Corrected the issue when using more than one payment the system was not able to accept the order.
36025760	Corrected Bill Async to process records based on priority and date of creation.
36095401	Corrected an issue where the source code on the order detail line was not defaulted from the source code defined for the offer.
26839	Corrected an issue so now the ihd_invoice_process_date is updated for all the orders and order_billing_history table updates as expected.
35072978	Corrected closing an order due to the auto-soldout process to remove any tax on freight override amount.
35192777	Corrected closure of an order for a soldout item to remove the additional freight amount.
35338258	Corrected scanning in the Work with Refunds screen (WREF) to include all matching records up to a maximum of 500.
35445142	Corrected Modern View order entry to apply loyalty awards when the Promotion Engine is in use. Note that any loyalty award is prorated across the eligible order lines after the promotional discount applies.
35501631	Corrected an issue that prevented the application of a Promotion Engine discount on the invoice for an order.
35514556	Corrected Modern View order entry to display an error if the oms.promotion.engine.service.url property is not set correctly.
35546038	Corrected Modern View order entry to display the correct amount for an order line that is partially reserved and partially sold out. For example, if the unit price is \$10.00, 2 units are reserved, and 3 units are sold out, the screen displays an extended price of \$20.00 where it previously displayed an extended price of \$0.00.
35604022	Corrected an error that occurred when unlocking an order with multiple ship-to's at the Order Summary page in Modern View.

---

## Order Administration: Order Orchestration Integration

Defect Number	Description
34460339	Changed processing of the fulfillment response message from Order Orchestration to create a new order when additional lines are received from the same originating OACS order. For example, this situation could occur after one order line on the original order was assigned to the OACS warehouse while a second line was initially assigned to a different fulfilling location, but then the different fulfilling location rejected the second order line, causing Order Orchestration to assign the second line to the OACS warehouse as well.
34948838	Corrected the issue preventing the display of distances for all the records received by order broker.
35664219	Corrected Order Administration to send a status update to Order Orchestration when an order is assigned to Order Administration for fulfillment and the order goes on hold.

## Order Administration: Payment Processing

Defect Number	Description
34757194	Corrected virtual stored value card activation to take place immediately when the Use Activation / Reversal Batch Processing (I50) system control value is unselected.
35741597	Corrected the issue when a REVIEW status is returned from Cybersource, it did not return a card token. In this case, subsequent processing will not work properly. Now the user is required to get a new form of payment.
36185492	Corrected the issue where the authorization reversal (void) for a Wallet payment was still in pending status and should have been approved for a canceled order.
36185494	Corrected the issue preventing a resubmit of rejected deposits for Wallet payments.
35519476	Corrected the program name for the EFTSTA periodic function from PfrEFTStatus to PfrEFTStat.
35653484	Corrected the issue so an order payment history record will be deleted when the associated order payment method is declined and not saved through Modern View Order Entry.
35852084	Corrected an issue in Modern View Order Entry that allowed you to save an order without attempting to get additional authorization on a new payment method when the original one declined as the hold code was not cleared from the original attempt.
35919792	Corrected the issue where authorization is not received for the balance amount. SATH now processes an authorization if an item is added after requesting authorization for the original order.
35922836	Corrected the issue to always pass ignoreAVSResult and ignoreCVResult tags as 'true' in the Authorization and Authorization+Capture requests to EFTConnect.
35964942	Corrected the issue where Merchant Accounts created in Test mode were being flagged as Live through the Payment Configuration screen.
36185506	Corrected the issue so the WOIT record status is now moved from P to X when running the periodic function EFTSTATUS.
35692726	Corrected Transmit SVC/CC Transactions (SSVC) and the EFTSTA periodic function to process the approval of a void of an authorization for a canceled order.



## Order Administration: Imports and Exports

Defect Number	Description
35393524	Corrected the issue so that the CASHIP process now sends shipping carrier and shipping class information for the Originating Broker Order to ChannelAdvisor.
35908889	Corrected the issue that prevented Order Administration from processing the files uploaded for RIIUPP and other file types.
36185478	Corrected the CASHIP process to not pick closed records.

## Order Administration: Customer Engagement Integration

Defect Number	Description
35518771	Corrected the issue where the ORCE POSLog RetailPriceModifier element was showing inconsistencies if the sum value was less than the offer price.
35519214	Corrected an issue when an order had multiple lines, now, if the sum value is equal to the offer price, write an ORCE POSLog RetailPriceModifier element for each order detail discount history detail record.

## Order Administration: Taxation

Defect Number	Description
35587045	Corrected the issue when using Avatax in a scenario where we cannot calculate tax, it will now display a message indicating tax cannot be calculated, and if J13 = Y, an additional message indicating standard tax calculation was used.

## Order Administration: Fulfillment

Defect Number	Description
32254226	Corrected the issue so that when an order is eligible for pick slip generation and you use WPPE to verify if the order is eligible, the system displays the message, Order Meets Criteria, rather than displaying a blank reason.
35586985	Corrected an issue that could have prevented sorting drop ship pick slips correctly when there were more than 50 drop ship pick slips.

## Order Administration: Performance

Defect Number	Description
35797393	Corrected the issue that was causing a timeout error in the application.

## Order Administration: Reports

---

<b>Defect Number</b>	<b>Description</b>
35479279	Corrected the page numbering on the Backorder Order Report and Rejected Batch Error Listing.

---

# 3

## Resolved Issues for Order Orchestration

This section contains a list of the customer-reported bugs that were fixed in this release for Order Orchestration.

### Order Orchestration: System Processing

Defect Number	Description
35580661	Corrected the issue preventing a new user associated with OO access in IDCS or OCI IAM from being created in OO with the Roles and Organizations of the "default" user.
35688200	Corrected the issue when Order Orchestration was not tracking Split Quantities accurately. OPCS now creates a new line when an order is split.
35741847	Corrected the issue where errors were being thrown during ProductLocation updates even though the updates were successful.
35787254	Corrected an issue where the IDCS sync job could fail due to userID case discrepancies.
35997651	Corrected the issue where new users were not created with the assigned organizations of the default user.
35861555	Corrected an issue where the ProbableQuantities response was written twice in the logs.

### Order Orchestration: User Interface

Defect Number	Description
35444971	Changed the Users option in Modern View to prevent deletion of a user record if an edit window is currently open for the user record.
35544417	Corrected Modern View to always display the option to switch companies if the user has authority to more than one company, regardless of whether a default company is defined in WUSR for the user.
35743624	Corrected the issue in Modern View where a user displays as having access to Store Connect, and Order Orchestration but in IDCS or OCI IAM the user only has access to Store Connect.
35586706	Corrected the Roles screen in Modern View to display the View Active Schedules role authority correctly. Previously, it displayed "View Active Scheduled."
35598168	Changed the Users option in Modern View to prevent the entry of a user name that is longer than 255 positions.
35687750	Corrected the Users screen in Modern View to sort the list of the user's access alphabetically.
35707797	Corrected the Products screen to support searching based on system product without error.
35474197	Corrected the Roles screen in Modern View to show the up or down arrow when sorting the list.
35669256	Corrected the Assigned Users list within the Roles screen in Modern View to have a default sort by User ID.
35811439	Corrected an issue that prevented you from creating fulfillment zones in certain states.

## Order Orchestration: Store Connect

Defect Number	Description
35664073	Corrected an issue where an STC only user was not able to log in. The user also was not able to logout/retry.
36148777	Corrected an issue that prevented the generation of the Pickup Reminder email.
36082068	Corrected an issue that prevented the generation of the Pickup Reminder email.

## Order Orchestration: Imports and Exports

Defect Number	Description
35743620	Corrected log error at the end of the purge process that indicated an error when the product Import process had been completed successfully.
35928379	Corrected the product import to process the text file contained in the zip file regardless of whether the file extension is .txt or .TXT.
35746614	Corrected an issue resulting in a slow down during the Product Import process, specifically when it processed the Product Location file.

## Order Orchestration: Database

Defect Number	Description
35918765	Changed the install script to include the partitions on the product_location table.
35646111	Added five additional tables for Retail Data Store replication.
35645274	Corrected the issue during a new install where Role Codes are created but without authorities assigned.

## Order Orchestration: Web Services

Defect Number	Description
35937488	Corrected the issue so that when the Group Shipment Location is selected and there is no inventory available, the LocateItems response will be the standard response of 'Product not available within search criteria'.
35442182	Changed attribute request processing to return a 404 error if the systemCd or attributeCd specified in the path is invalid.
35444514	Changed the error returned when a get list request for product attributes does not specify an attribute or system code to identify the tag that is missing or blank. The value tag returned in the error is now set to argAttributeCd if the attributeCd is blank or missing or argSystemCd if the systemCd is blank or missing.
35524725	Corrected the external service API to process requests even if they include both a password and a client secret.
35669305	Corrected an error that was logged during web service processing Carrier for Turn-by-Turn Distance Calculation preference was undefined.

<b>Defect Number</b>	<b>Description</b>
35724204	Corrected the wording of the error message sent when an order status update request fails because the order line is currently canceled (error code 17) if the Restrict assignment of canceled lines setting is selected. The message now reads, for example: Invalid status, status (fulfilled) not permitted when current status is canceled. Also, changed the order history message written, for example: Canceled Status Update Restricted.

## Order Orchestration: Routing Engine

<b>Defect Number</b>	<b>Description</b>
35653394	Corrected a situation in which new orders were intermittently put in Unfulfillable status because of a communication issue related to obtaining proximity data from Oracle Maps.

## Order Orchestration: Supplier Direct Fulfillment

<b>Defect Number</b>	<b>Description</b>
35994293	Corrected an issue where the window would not appear in Vendor Portal PO Inquiry screen if the detail line has customization.

# 4

## Browser Requirements and Compatibility

Classic View and Modern View screens in Order Administration and Order Orchestration support the current versions of the following browsers:

- Mozilla Firefox
- Microsoft Edge
- Chrome (desktop)
- Safari

### Important:

The latest versions of Chrome and Edge are required in order to avoid display issues in Modern View.

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

### Supported Oracle Products for Order Administration

---

#### Application

---

Oracle Retail Xstore Point of Service

Oracle Retail Order Broker Cloud Service (OROB)

Oracle Retail Order Orchestration Cloud Service (OOCs)

Oracle Retail Collect and Receive Cloud Service (CaR)

Oracle Retail EFTConnect Cloud Service

Oracle Retail Data Store Cloud Service (RDS)

Oracle Retail Customer Engagement Cloud Services (ORCE)

Oracle Retail Integration Cloud Service (RICS)

Oracle Retail Omnichannel Cloud Data Service (OCDS)

Oracle Retail Merchandising Foundation Cloud Service (RMFCS) and Oracle Retail Pricing Cloud Service (RPCS)

---

### Supported Oracle Products for Order Orchestration

---

#### Application

---

Oracle Retail Xstore Point of Service

Oracle Retail Order Management System Cloud Service (OROMS)

Oracle Retail Order Administration Cloud Service (OACS)

---

---

**Application**

---

Oracle Retail Data Store Cloud Service (RDS)

Oracle Retail Integration Cloud Service (RICS)

Oracle Retail Omnichannel Cloud Data Service (OCDS)

Oracle Retail Store Inventory Operations Cloud Service (SIOCS)

Oracle Retail Merchandising Foundation Cloud Service (RMFCS)

Oracle Maps Cloud Service

---

# 5

## Deprecation Advisory

### Scheduled Deprecated Features

With this update, the following features have been removed from Order Administration:

- Work with Rejected Deposits (SRDP) menu option has been removed from Classic View. Use Manage Rejected Deposits screens in Modern View for updating and resubmitting rejected deposits.
- E-Commerce Static Data Tables (ESTF) menu option has been removed from Classic View. Use Retail Data Store or Custom Reporting for access to this data.
- The use of a different sold-to customer as a recipient (ship-to) on an order, also known as a recipient customer sold-to, should be discontinued for new order creation options, including Modern View Order Entry and web services. The `ship_to_type` setting of 2 should be discontinued in the order API. Instead, you should use either
  - a one-time shipping address for the order, or
  - a permanent shipping address for the customer (Customer Address Book)

#### Note:

The option to send a `ship_to_type` 2 is not being removed from the order API; however, if an error related to the ship-to occurs, you will need to use Work with Customers (WCST) or the Order Summary screen in Modern View to correct it.

- The `TRACK_ALERT_EMAILS_IN_FOLDER` property in Working with Admin Properties (CPRP) has been removed. The system no longer stores a copy of the alert emails generated by the Job Monitor (WJMO). Alert emails will still be sent and logged.
- The *Get Orders from E-Commerce (G35)* system control valve has been removed as the functionality is no longer in use.
- The use of Van Delivery is no longer supported. *Default Van Delivery Ship Via (L07)* system control value has been removed.
- Work Order and Finished Goods functionality has been removed from Classic View. The following is no longer supported and removed from Order Administration:
  - System Control Values
    - \* *Use Work Order Processing (E37)*
    - \* *Work Order Values (E41)*
    - \* *First Location Type (E42)*
    - \* *Second Location Type (E43)*
    - \* *Third Location Type (E44)*
  - Periodic Functions
    - \* 'FGUPDT' Periodic Function. Program PHR0049.



- Reports
  - \* Work Order Error Listing
  - \* Work Order Ticket
  - \* Finished Good Items Average or Standard Cost Updated Report
  - \* Finished Good Explosion Report
  - \* Finished Good/Component On Hand Report
  - \* Where Kit Component Item Used Report
- Make up finished good (M) inventory transaction code in WITC
- Uploading Finished Goods (Type F: Kit and Kit Detail) through
  - \* Upload Set Component File (UPSETCM) periodic function
  - \* Set Component Upload (UPSETS) periodic function
  - \* Work with File Uploads (WUPL) for "Set Components" *Default Van Delivery Ship Via (L07)* system control value
- Finished Goods option in Work with Items (MITM)
- Finished Goods option in Retail Item Upload (RIIU)
- FinishedGood Element from the Generic Item Download API
- PC Manifesting Interface functionality is no longer supported. The generic Pick In API should be used instead. The following is no longer supported in Order Administration:
  - Properties
    - \* CW\_MANIFEST\_ENVIRONMENT\_ID
    - \* CW\_MANIFST\_USER\_ID
  - CWManifest web service in Work with Web Service Authentication screen (WWSA)
  - Web Services
    - \* Manifest Pick Request Message (CWManifestPickRequest)
    - \* Manifest Ship Request Message (CWManifestShipRequest)
    - \* Manifest Ship Response Message (CWManifestShipResponse)
  - System Control Values
    - \* *# of Pick Control Labels (D47)*
    - \* *Pick Label Print Program (F28)*
    - \* *Unused Pick Label Purge Days (K83)*
  - Periodic Function
    - \* Purge Unused Pick Control Labels (PURGPCL) Periodic Function. Program PFR0091.
  - Menu Option
    - \* Printing Additional Pick Labels (PAPL)

 **Note:****Alert Update:**

Periodic functions deprecated should be removed from job schedules.

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

For a full list of declared deprecated features, please visit the My Oracle Support (MOS) Documentation Library:

- Order Management Suite [Doc ID: [2953017.1](#)]