

Oracle® Retail Order Management Suite Cloud Service Release Readiness Guide



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Contents

1 Feature Summary

Order Administration Enhancements	1-2
Create Return Authorization in MV Order Summary	1-2
Get Return Authorization API Enhancements	1-3
Price Table API	1-3
Database and Retail Data Store Updates	1-4
Order Orchestration Enhancements	1-4
Scope Authentication Format Updates	1-4
Performance Enhancements	1-5
Database and Retail Data Store Updates	1-5

2 Noteworthy Resolved Issues

Order Administration Resolved Issues	2-1
Order Orchestration Resolved Issues	2-8

3 Browser Requirements and Compatibility

4 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.

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

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.

Noteworthy Enhancements

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

Column Definitions

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

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
New and Updated Features				
Create Return Authorization in MV Order Summary	Order Administration – Modern View Contact Center	Medium	Yes	Yes
Get Return Authorization API Enhancements	Order Administration – Web Service Enhancements	Small	No	Yes
Price Table API	Order Administration – Web Service Enhancements	Medium	No	Yes

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
Database and Retail Data Store Updates	Order Administration	Small	Yes	No
Scope Authentication Format Updates	Order Orchestration – Web Service Enhancements	Small	No	Yes
Performance Enhancements	Order Orchestration	Small	Yes	No
Database and Retail Data Store Updates	Order Orchestration	Small	Yes	No

Order Administration Enhancements

Create Return Authorization in MV Order Summary

With this update, a user can create a Return Authorization through MV Order Summary at a Ship-To level for lines shipped and not previously returned. Once created, a customer can reference a return authorization number with the items when sending back to the retailer or request a courier pick up the items.

The **Return** option for a Ship-To within Order Summary will now allow a user to perform either a streamlined Return or create a Return Authorization based on authority.

**Note:**

A user must have ALLOW authority to the Enter Return Authorization (A28) Secure Feature for the Return option to be available at the Ship-To level.

Selecting the **Return** option will advance the user to the Return Ship-To page where they can select Create Return Authorization or Return Ship-To.

**Note:**

A user must have ALLOW authority to the Receive Return Authorization (A29) and Credit Return Authorization (A34) secured features to perform a Return Ship-To. Otherwise, the page will immediately load the Create Return Authorization contents.

Within the Create Return Authorization page, a user can:

- Add one or more items that are eligible for return. For a Set item type, if the Main Set item is added, all components will be added. The components can also be added separately if needed.
- Set the Return Reason for each item.
- Set the quantity up to the maximum unreturned quantity.
- Add an exchange item for each returned item and set the Exchange Reason. The item quantity and pricing can be set during Create Return Authorization only when *Require Exchange at Time of Receipt (F42)* system control value is set to No.
- Set Refund Options for shipping, additional charges, personalization, and duty charges.

Return Authorizations will continue to be received through Classic View *Work with Return Authorizations* (WRTA), *Receive Returns* (WRAR) or using the Return Authorization API.

When a Return Authorization is created through MV Order Summary, the Return Disposition Code will default from *Default Disposition Code (C18)* system control value and is not manually entered.

Get Return Authorization API Enhancements

With this update, an external application can now search for Return Authorizations using the Delivery Id.

The Delivery Id is generated when a Courier Pickup is scheduled for a specific Return Authorization and must be unique across all companies in Order Administration. When a match is found, this functionality will return all details about a specific Return Authorization and the Courier Pickup Details.

Price Table API

With this update, Order Administration has created new Price Table Services available for merchant applications.



Note:

The Foundation Read/Write or Foundation 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 Modern View.

Price Table Services includes options to Get, Add, Update and Delete for the following:

- Price Tables
- Price Table Groups
- Price Table Group Details
- Price Table Items
- Price Table Item Details
- Price Table Source Details



Note:

Uploads are performed on each of the Price Table data individually; no parent-child validation will be performed by Order Administration. The retailer is responsible for upload data integrity.

Price Table uploaded data will be available through *Work with Price Tables (WPTB)* menu option in Classic View.

Database and Retail Data Store Updates

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

Order Orchestration Enhancements

Scope Authentication Format Updates

With this update, the format of Order Orchestration scopes has been modified. These scopes are used for external merchant applications to successfully authenticate to Omnichannel services.

The scope format is made up of the application identifier, module, environment and permission (r (Read) or rw (Read/Write)).

- Old scope format was <application identifier>-<environment>:<module>:<permission>. An example would be OBCS-PROD1:organization:rw
- New scope format drops application and is now <module>-<permission>-<environment> . An example would be organization-rw-PROD1



Note:

Old scope formats will continue to be supported; however, it is recommended to move to the new scope formats after applying this update for any external merchant application integrations.

The following APIs use scopes:

- Foundation Data APIs should now use foundation-r and foundation-rw scopes (previously foundation:r and foundation:rw).
- Eligible Return Locations API should now use organization-r and organization-rw scopes (previously organization:r and organization:rw).

Performance Enhancements

With this update, the following features have performance enhancements:

- Locate Item SOAP Service
- Persisting and Lookup of an Order Status through Services and the User Interface

Database and Retail Data Store Updates

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

2

Noteworthy Resolved Issues

Order Administration Resolved Issues

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

Affected Component	Defect Number	Description
Customer Engagement	35554637	Corrected an issue in Classic View where an unexpected warning message is displayed preventing the user from creating an order using a Customer Engagement Stored Value Card even though the card has a sufficient balance.
Customer Engagement	34800568	Corrected an issue so when a customer sold to entry date is older than the Customer Engagement customer since date, it will not update the entry date in the customer sold to. The application uses that as the oldest date.
Customer Service	36086109	Corrected an issue so now the Order Inquiry screen displays an Expected Ship Date because the order detail line has been updated to include an expected ship date for an order line that has been brokered.
Customer Service	36201678	Pick up and drop off phone numbers in the delivery information table are now formatted based on the country code of the respective addresses associated with each phone number.
Customer Service	36201672	Corrected the issue so now the email notification is generated after a RA is canceled.
Customer Service	36177928	Corrected an issue where the Order Transaction History note for R/A maintenance displays the user as the IDCS Client ID. The Order Transaction History note correctly displays the user as DEFAULTUSR.
Customer Service	36056843	Corrected an issue so the Item price is fetched based on the offer attached to source even when the order is in an Error status.
Customer Service	36505122	Corrected an issue in Modern View Order Entry where orders were going into Suspended status after being submitted.

Affected Component	Defect Number	Description
Customer Service	35338940	Corrected an issue where price tables were not assigning the correct price during order entry.
Imports/Exports	36166759	Corrected the issue that prevented users from downloading files from the File Storage API folders.
Order Orchestration	36124290	Corrected the issue with Ship For Pickup orders where Status Updates from Order Orchestration were failing due to an invalid requesting line number passed from Order Administration during the SubmitOrder request.
Order Orchestration	36135948	Corrected an issue to write Order Broker History/Activity records in Order Administration for all status updates.
Order Orchestration	36174791	Corrected an issue in Modern View Broker Details page where the Last Inquiry date did not update with the date/time of status updates.
Payment Processing	35835286	Changed the process when a cardToken is not returned, instead of deleting the order payment method it is saved as deactivated so that any auth/auth reversal history will be tracked against that original payment.
Payment Processing	36268868	Corrected the issue where the Deposit is not getting confirmed for an order containing multiple ShipAlone items.
Payment Processing	36350577	Corrected an issue where Order Administration was not sending the corrected token information on a get payment form request for an External Payment Service.
Taxation	36473649	Corrected an issue with how the VAT Hidden Tax is calculated that prevented a user from creating an order through Modern View Order Entry and editing an order in Modern View Order Summary.
Taxation	36488659	Corrected an issue with how the VAT Hidden Tax is calculated that prevented an order from successfully creating through the Order API.
User Interface	36265023	Corrected an issue preventing a user in Modern View from saving an entry to the Address Book for a one-time address shipment.
User Interface	35896352	Corrected a performance issue when searching by an Alternate Order Number in Modern View Order Search.

Affected Component	Defect Number	Description
User Interface	36086139	Corrected the issue when an Accented Character is used in the Sold-To/Ship-To Names, Addresses, Cities, and other fields. The Letter with the Accent Symbol over it is now rendered
User Interface	36090247	Corrected an issue, in Classic View, preventing users from adding a Customer Note when Display Customer Notes In LIFO Sequence is set to N.
User Interface	36028632	Corrected an issue preventing Accented Characters from appearing in all Classic View screens.
User Interface	36193525	Corrected an issue preventing users from creating a multiple recipient order if the order is eligible for a Work with Promotion (WPRO) promotion.
User Interface	36238370	Corrected the issue where CWOOrderIn runs into NullPointerExceptions when the Invoice Header object is null.
User Interface	36308283	Corrected the issue in the Promotion Group Detail Records, preventing a user from entering more than 99 records at a time through Work with Promotions (WPRP).
User Interface	36345846	Corrected the issue so HTML tags are no longer displayed on the Payment Method Details screen for Modern View Order Summary.
User Interface	36244647	Corrected an issue in Modern View when a return entire order does not default the RA# correctly and the invalid RA# error prevents the application from completing the return transaction.
User Interface	36252092	Corrected an issue in the Modern View, when updating the returned quantity, the order line now reflects the correct change in unreturned quantity.
User Interface	36224423	Corrected the issue in the Order Type Email Selection screen preventing a user to control whether the new RA Notification is generated by order type.
User Interface	36235908	Corrected the issue in the Order Type Email Selection screen for Courier Pickup Notification and RA Notification to display correctly for all order types.
User Interface	36215727	Improved the visibility of the Time Instructional text field.
User Interface	36215705	Corrected the issue where the Max Quantity displayed the value of 10 rather than the calculated total of Unreturned Quantity on the Display Courier details page.

Affected Component	Defect Number	Description
User Interface	36215649	Removed the parenthesis from the RA number in the Cancel Confirmation prompt.
User Interface	36215643	Corrected the issue where the Package count is not correct in a situation where you have a mix of dimension types on the packages stored in the database.
User Interface	36296793	Corrected the issue where the Courier Delivery status was showing as Pending instead of Canceled.
User Interface	36221844	Corrected the issue in Modern View when the 'Return in Progress' badge did not show as expected when the RA status is received, and qty received = qty to return.
User Interface	36224898	Corrected an issue in Modern View, during an Eligibility Check, where the fields under the "Select Pickup Window" (Day, Time dropdown) and the Courier Dropoff Location (Miles) are not working as expected.
User Interface	36225587	Corrected an issue so the Schedule Courier Pickup button is no longer displayed when the status is Received or Credited.
User Interface	36224969	Corrected the issue when adding Packages for Courier Pickup, a drawer form now displays a default Number of Packages as quantity of 1.
User Interface	36225018	Corrected the issue during Schedule Courier Pickup to display correct tool tips for invalid values.
User Interface	36228840	Corrected an issue in Modern View, now when scheduling a courier pickup it will not proceed when the Number of Packages for Pickup are greater than the RA Quantity to Return value.
User Interface	36234202	Corrected the issue in the Order Type Email Selection screen preventing a user to control whether the new Courier Pickup Notification is generated by order type.
User Interface	36251030	Corrected the display message in Modern View when a Courier Delivery ID is no longer available from Collect and Receive.
User Interface	36235990	Corrected an issue in Modern View Schedule Courier Pickup where a user was able to Expose Package Details and Select Pickup Window Fields while using an Ineligible Address.

Affected Component	Defect Number	Description
User Interface	36286056	Corrected an issue in Modern View where no data displays when viewing the Courier Pickup Details if the created date is not properly persisted from Collect and Receive.
User Interface	36226913	Corrected an issue where the Return in Progress badge incorrectly shows when there is no return activity.
Web Services	35603261	Corrected processing of multiple partial shipments through the CWPickIn message to prevent an issue that was causing some messages to fail. The error that was displayed in WPIE indicated that an active procedure existed.
Web Services	36151867	Corrected an issue that prevented the payment information sent in the CWOrderIn message from updating to the order.
Web Services	36208872	Corrected an issue preventing the Shipping Discount to record in the Promotion Details when the order is created via API.
Web Services	36308844	Corrected an issue where a retailer sends a customer update via CWCustomerIn message, and the updates do not occur even though you receive a Success response when the SCV I90 (Default Customer) is used.
Web Services	36308867	Corrected an issue that prevented the cst_email_status field from updating via the CWCustomerIn API when SCV I90=Default Customer Number.
Web Services	36504877	Corrected an issue where the system was allowing you to receive against a return authorization without requiring a return disposition code or using a default value.
Web Services	36201616	Corrected an issue so that when the Create RA service is submitted and the order contains sold out items, it no longer creates a Reference ID for a sold-out line.
Web Services	36201624	Corrected the issue preventing the validations for company and order number for the Create RA service from working as expected.
Web Services	36201621	Corrected an issue so Create RA Service is now erroring as expected if an incorrect return disposition code is passed in the request.
Web Services	36201677	Corrected an issue so the Receive RA service can use the raReferenceId without requiring the orderNumber, orderShipToNumber and raNumber.

Affected Component	Defect Number	Description
Web Services	36222640	Provided a more accurate description of an error message related to scheduling a courier pickup service through the Create RA service.
Web Services	36201669	Corrected the issue preventing the Order Transaction History message from writing when a user cancels the RA line through the Update RA service.
Web Services	36201623	Corrected an issue so the Courier Pickup Build Delivery Requests do not proceed with a null or missing alreadyScheduled field value.
Web Services	36178762	Removed the oms.car.service.version Property and instead the version will be part of the URL defined in oms.car.service.url for the Courier Pickup integration.
Web Services	36215750	Corrected the issue where the user receives an incorrect response message when creating a RA with missing fields.
Web Services	36215630	Corrected the Courier Pickup service issue that caused an inaccurate service response when "company" value is 0 or null.
Web Services	36246555	Corrected an issue when storing Courier Pickup scheduling details provided by an external application and passed in using Create RA service.
Web Services	36245682	Corrected validation issues related to receiving a return authorization.
Web Services	36215287	Corrected issues that were preventing the Courier Pickup Notification Email from being generated when a pickup was already scheduled externally.
Web Services	36254790	Corrected the issue causing inventory to not increase properly when receiving a return with an exchange item in the Receive RA service. Now the Order Transaction Line is created and processed to increase inventory immediately after receiving a return with an exchange item.
Web Services	36213463	Corrected an issue with the CWEmailOut Courier Pickup Notification to include additional Delivery Information fields.
Web Services	36264510	Corrected issue that was causing errors when trying to create multiple items in a single return authorization using the Create Return Authorization external service.
Web Services	36273572	Corrected an issue when an invalid sequence number is passed in the Create RA service for multiple lines.

Affected Component	Defect Number	Description
Web Services	36273968	Corrected an issue so that the user no longer sees a receiving error response during a Receive RA when they don't pass a warehouse and location.
Web Services	36277440	Corrected the issue during a Receive RA, so the service performs all validations for all lines before making any updates to the database.
Web Services	36277593	Corrected an issue so the warehouse and location are not required to match the disposition code when Create RA or Receive RA.
Web Services	36278805	Corrected the issue during a Credit RA, so the service performs all validations for all lines before making any updates to the database.
Web Services	36282230	Corrected the issue so the Credit RA service recognizes a line that has been credited if a second Credit RA is sent for the same line.
Web Services	36282711	Corrected an issue during a Receive RA so a if return disposition is set to Use Primary and a primary location exists for that item then the item should be returned to the primary location.
Web Services	36289262	Corrected an issue that was preventing the Credit RA from finding the correct return authorization to be credited against.
Web Services	36293445	Corrected an issue during the RA Receive service where the user was able to receive more than what was originally shipped.
Web Services	36299780	Corrected the issue with validations when the Create RA includes an exchange item.
Web Services	36318981	Corrected an issue during the RA Receive service where the order status was not updating to open for a closed order that added an exchange item as part of the return.
Web Services	36384218	Corrected an issue to allow the shipping refund amount to be passed during Receiving, but not during the Create or Update return authorization services. This also corrected an issue where a return with a freight override, resulted in incorrect order totals for a multi-line order. The shippingRefundAmount and addLineReason attributes were removed from the Create and Update RA services, and the shippingRefundAmount attribute was added to the Receive RA service.

Affected Component	Defect Number	Description
Web Services	36308017	Correct an issue to allow the shipping refund amount to be passed during Receive RA, but not during the Create or Update RA services.
Web Services	26881	Corrected an issue in the Address Book service where ADD was not supporting multiple addresses.
Web Services	26900	Corrected an issue in the Address Book service that allowed an invalid email address format.
Web Services	26961	Corrected an issue in the Address Book service where errors with No validator could be found.
Web Services	36254668	Corrected an issue where locked orders were updating during an Update RA service call.
Web Services	36254751	Corrected an issue where SCV F42 was not being evaluated properly for the Receive RA service.

Order Orchestration Resolved Issues

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

Affected Component	Defect Number	Description
User Interface	36199042	Corrected the issue preventing users from creating a manual shipping of store orders through Store Connect.
User Interface	36191805	Corrected the issue preventing users from viewing the Order History, RICS Log and OACS Log data when there are a large number of records. The results returned will be limited to the first 1000 rows of data.
Reports	36135181	Corrected an issue in Reports where after a font change, some reports had minor issues in the column headings.
System Management	35953702	Added OACS_INTEGRATION field to the ORG_SYSTEM table.

3

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 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)
Oracle Retail Integration Cloud Service (RICS)
Oracle Retail Omnichannel Cloud Data Service (OCDS)
Oracle Retail Store Inventory Operations Cloud Service (SIOCS)

Application

Oracle Retail Merchandising Foundation Cloud Service (RMFCS)

Oracle Maps Cloud Service

Oracle Retail Data Store (RDS)

4

Deprecation Advisory

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 [\[Doc ID: 2953017.1\]](#)