

Oracle® Retail Order Management Suite Cloud Service Release Readiness Guide



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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.

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Overview



Note:

For a description of recent enhancements for this application, see the previous Release Readiness Guide on the Oracle Help Center

Oracle Retail Order Management Suite Cloud Service 24.2.401.0 is a Critical Update. Please note that a Critical Update is intended to deliver minimum impact while maintaining Oracle's security and performance standards, Oracle security updates that are being applied may include cloud infrastructure changes that may affect your application. To ensure business continuity when the Critical Update is applied, please follow your standard Minimal Acceptance Test (MAT) Plan to verify the cloud update.

Please see the *Critical Patch Updates, Security Alerts and Bulletins* page on [Oracle.com](https://www.oracle.com) for more information regarding security updates.

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Noteworthy Resolved Issues

For the Noteworthy Resolved Issues document for this release, see the following on My Oracle Support (MOS): Oracle Retail Order Management Suite Cloud Service Documentation Library at ([DocID: 2953017.1](#))

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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 Orchestration Cloud Service (OOCs)

Oracle Retail Customer Engagement Cloud Service (ORCE) and Oracle Retail Promotion Engine Cloud Service (ORPE)

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)

Oracle Retail EFTConnect Cloud Service (EFTC)

Oracle Retail Data Store (RDS)

Oracle Retail Collect and Receive Cloud Service, part of Oracle Retail Data Store (RDS)

Oracle Retail Home

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)

Application

Oracle Retail Enterprise Inventory Cloud Service (EICS)

Oracle Retail Merchandising Foundation Cloud Service (RMFCS)

Oracle Maps Cloud Service

Oracle Retail Data Store (RDS)

Oracle Retail Home

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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 applicable application Deprecation Advisory linked on My Oracle Support (MOS) at the following Documentation Library:

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