

Oracle® Retail Order Broker Cloud Service

Release Readiness Guide



Release 21.0.000

F49049-02

February 2022

ORACLE®

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Preface

Oracle Retail Order Broker Cloud Service includes the following modules:

- **Routing Engine:** Distributed order broker that determines inventory availability across the enterprise, and uses advanced business rules to select locations that can fulfill orders.
- **Supplier Direct Fulfillment:** Web-based vendor portal enabling vendors to share purchase orders and shipping information to simplify drop shipment.
- **Store Connect:** Web portal that enables store associates to process and fulfill omni-channel orders.

Overview

This guide outlines the information you need to know about Order Broker 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 Broker Cloud Service.

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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

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Oracle Retail Cloud Services and Business Agility

Oracle Retail Order Broker 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 update.



Note:

When you upgrade to Order Broker 21.0+, ship-for-pickup orders are automatically enabled for all organizations.

Column Definitions

Small Scale: These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.

Larger Scale: 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.

Feature	Scale	Customer Action Required
System Management Enhancements		
Controls and Monitoring	Larger	none
Inbound Run Job API and Job History Enhancements	Larger	none
Generate Pickup Ready Reminder Emails	Larger	configure new job at Schedule Jobs screen optionally, set the Message Version at the Event Logging screen to 2.0
Job Notification Web Service Enhancements	Smaller	
Imports		
Item Image URL and Barcode Imports	Smaller	configure new settings at the System screen if importing through OCDS
User Interface		

Feature	Scale	Customer Action Required
Status Restricted Report	Smaller	optionally, run or schedule report
Store Connect Enhancements	Larger	Set up new Store Connect Preferences
Timeout and Logoff From Vendor Portal	Smaller	none
New Online Help Format	Smaller	none

Store Connect Enhancements

Order Broker 21.0 includes multiple enhancements related to Store Connect. Each are described below.

New user interface: With this update, the previous user interface for Store Connect is replaced with a new, redesigned interface and simplified flow for processing orders. The new user interface is fully accessible, and adjusts to screen sizes, including laptop, tablet, or cell phone.

Also with this update, logout and session timeout behavior is now consistent with the Modern View of other applications, such as Order Management System.



Note:

With this update, only delivery and pickup orders can be fulfilled through Store Connect.

Your existing Store Connect URL will now redirect to the new URL; however, you should contact your Oracle representative for the new Store Connect URL. To prevent potential issues for store associates logging into or out of Store Connect, Oracle recommends that you have store associates use the new URL rather than relying on redirection from the existing URL.

Order processing flow:

- When the store associate first logs into Store Connect, the New Orders screen is presented, listing orders assigned to the store location that have not yet been accepted.
- After accepting an order, it is available for picking through the Ready to Pick screen. The Pick Order screen provides the option to scan items to increase the picked quantity, or simply increase the unit quantity. The option to cancel or reject one or more order lines, or the entire order, is also available.
- After a delivery order is picked, it is available for shipping through the Ready to Ship screen. Orders that are under review can't be shipped. Based on Order Broker preferences and Store Connect preferences, options include:

- Partial shipments
- Updating the shipping address
- Switching from normal (ADSI or JSON) shipping to manual shipping, or vice versa
- After a pickup order is picked, it is available for pickup through the Ready to Pick Up screen. Partial pickup is also available. Orders that are under review can't be picked up.
- Before any update to the order takes place, the system confirms that the order is still eligible for the selected update. For example, if the associate is ready to ship an order, but the order has been canceled since it was displayed on the Ship Order screen in Store Connect, the order is not updated to shipped, the Store Connect screen displays an error message, and the associate is returned to the Ready to Ship screen with the order no longer listed.
- All delivery and pickup orders, regardless of status or store location assignment, are available at the All Orders screen.

With this update, the associate can now cancel both delivery and pickup orders in Store Connect.

A Search Options drawer is available from the New Orders, Ready to Pick, Ready to Ship, Ready to Pick Up, and All Orders screens.

Document options: Based on the options specified at the Store Connect Preferences screen, the following documents are available:

- Pick List Pull Sheet when order(s) accepted.
- Packing Slip. Can be generated at various points when processing the order, based on the *Print Pack Documents* setting at the **Store Connect Preferences** screen.
- Shipping Label. Can be generated when a delivery order is shipped through ADSI or the JSON API.

Reviewing orders:

- The Order History screen is available from various screens. This screen displays all the transaction history for the lines on the order.
- The View Order screen, displaying details about the order, is also available from the New Orders, Ready to Pick, Ready to Ship, and Ready to Pick Up screens. From this screen, the associate can also perform the next option in processing the order based on the order's current status.
- The View Full Order screen is available from the All Orders screen. This screen displays order details regardless of status or store location assignment.
- The full customer name is displayed, including the company name, title, middle initial, and suffix.
- The customer's day and evening phone numbers are displayed, if known, and an Attention line, if any, for the ship-to address.
- Orders with the same order number but different request IDs are not displayed as a single order. This situation might occur if, for example, the customer added an item to the order after initial creation. Each is listed as a separate record with the same order ID.

Immediate polling: New order polling now takes place immediately.

Changed options at the Store Connect Preferences screen:

- *General tab:* Removed the *Lockout* and *Intransit Order Hours* fields, as they are not currently used.

Note that the *Unclaimed Order Hours* at this tab is not currently implemented. Both delivery and pickup orders are flagged in red if the *Order Age Hours* has passed since they were created if they are still unfulfilled, regardless of whether they are on hold.

The *Associate UI Timeout* defined at the Store Connect Preferences screen supports an entry from 15 to 1440 minutes. Three minutes before the associate's session is due to time out, an Inactivity Timeout window opens. This window indicates the number of seconds before the session will time out, and provides the option to log out or extend the session.

- *Pick/Pack Preferences tab*: Removed the *Pick Verify Method*, *Item Scan Type*, *Ship to Store Pack Slip Message*, and *Item Scan Length*. Also, moved the *Print Pack Documents* field to a new **Printing** tab.
- *Receive tab*: Removed.
- *New Order Polling (Schedule) tab*: Removed, as polling is now always immediate.
- *Printing Preferences tab*: New tab enables you to select whether to generate the Pick List Pull Sheet and specify Print Pack Documents options at the organization, location type, or location level.
- *Shipping Preferences tab*: Added new **JSON API** option to the *Shipping Service* field. Added the following fields, available when JSON API is selected:
 - *Length Unit of Measure* (Centimeter or Inch) and *Weight Unit of Measure* (Gram, Kilogram, or Pound). Available at the organization, location type, or location level when JSON API is selected.
 - Added new **Shipping Service Configuration** fields related to JSON API: *Shipper URL*, *Shipper Name*, *Shipping Label Return Address*, *Outbound Message Version*, and *Authentication Type*.

If the *Authentication Type* is set to **BASIC**, the *User ID* and *Password* fields are available. If the *Authentication Type* is set to **OAuth**, the *OAuth URL*, *Scope*, *Client ID*, and *Client Secret* fields are available.

Note:

The Shipping Service Configuration fields are available at the system level only.

- *Emails tab*:
 - Removed the *New Order Notification Email* field, the *STS Pickup Ready Notification Email* field, and the *STS Pickup Ready Reminder Email* field.
 - Moved the *Shipment Notification Email* and *Email Generation Type*, *Pickup Ready Notification Email* and *Email Generation Type*, and *Pickup Ready Reminder Email* and *Email Generation Type* fields to a single field for each type of email notification

The new fields are named *Shipment Notification Email Generation Type*, *Pickup Ready Notification Email Generation Type*, and *Pickup Ready Reminder Email Generation Type*.

The valid settings for each new field are *System Generated HTML* (to have Order Broker generate the email) and **JSON API** (to generate a JSON request to an external system for email generation).

About Store Connect user authority: The Authority settings and the Data Formats defined at the Edit Store Associate User Profile screen are not currently used. It is not necessary to assign roles through the Role Wizard; instead, the OBCS_Store_User role in IDCS (Oracle Identity Cloud Service) or OCI IAM (Oracle Cloud Infrastructure Identity and Access Management) is the only requirement to provide Store Connect access to active store associate users.

Controls and Monitoring

The number of days to retain audit records is set to 183 days (six months) by default. This setting, which applies to existing audit tables as well as the new audit tables, is not displayed on a screen. The daily cleanup job purges audit records that exceed the retention days.

The database has been updated to support writing records to the audit tables to track changes. The database updates include:

- **Updated tables for system updates (System screen):**
Added the LASTUPDATED and LASTUPDATEDBY columns to the SYSTEM_XOM_ORDER_STATUS, OMNICHANNEL_CLOUD_DATA_SERVICE, SYSTEM_OUTBOUND_SERVICE tables.
- **New audit tables to track system updates (System screen):**
Added the AUDIT_SYSTEM, AUDIT_SYSTEM_XOM_ORDER_STATUS, AUDIT_OMNICHANNEL_CLOUD_DATA_SERVICE, AUDIT_SYSTEM_OUTBOUND_SERVICE tables, to track updates made to the tables listed above.
- **Table changes for scheduled jobs and audit of scheduled jobs (Schedule Jobs screen):** Added new JOB_SCHEDULE table to replace the SCHEDULED_JOB, ECOMMERCE_IMPORT_SCHEDULE, PROBABLE_QTY_EXPORT_SCHEDULE tables, combining the job schedule records into a single table. Also, added new AUDIT_JOB_SCHEDULE table to replace the AUDIT_SCHEDULED_JOB table for tracking changes to scheduled jobs.

Also with this update, several database tables that are no longer needed have been removed. See the Data Dictionary on My Oracle Support for more information.

Status Restricted Report

A new Status Restricted Report is now available under the Operations reports listed at the Run Reports, Schedule Reports, Schedule Report, and View Reports screens or windows. This report lists order line transaction history records that were created because the Status Update request message specified a status change that was not valid for the order line's current status.

When is status update restricted through the Status Update request message? A status update would be restricted if the order line's current status was Canceled, and the *Restrict Reassignment of Canceled Line* preference was selected. It would also be restricted if the order line's current status was Fulfilled. In either case, you can change the current order line status only through the Order screen or Edit Order Item window, not through the Status Update request.

Timeout and Logoff from Vendor Portal

This update includes enhancements to logging in, logging out, and session timeout flows for a Vendor Portal user based on the user's single sign-on (SSO) account in IDCS (Oracle Identity Cloud Service) or OCI IAM (Oracle Cloud Infrastructure Identity and Access Management).

New Unauthorized Access screen: If the user has an SSO account in IDCS or OCI IAM, possibly for Order Broker, but does not have access to the Vendor Portal, the following occurs:

- The user attempts to open the Vendor Portal by navigating to the Vendor Portal URL.
- The user completes the login process for IDCS or OCI IAM.
- The user advances to a new Unauthorized Access screen, presenting the options to **Logout of SSO** or to **Retry**.

If the user asks their system administrator for access to the Vendor Portal, and the access is granted while the Unauthorized Access screen is still open, the **Retry** option enables them to log into the Vendor Portal.

Otherwise, the user can select **Logout of SSO** to log out of any open applications that use the same SSO account.

New Inactivity Timeout screen: The vendor user advances to a new Inactivity Timeout screen if there has been no activity in Vendor Portal during the number of minutes specified in the **Portal UI Timeout** field at the Drop Ship Preferences screen. The Inactivity Timeout screen displays the message "Your single sign-on (SSO) session has timed out due to inactivity and you have been signed out of Supplier Direct Fulfillment Vendor Portal," and includes the **Login** option for you to enter your IDCS credential again.



Note:

Oracle recommends to log out of the Vendor Portal and not just close the browser or browser tab; otherwise, the vendor user will not be able to log back into the Vendor Portal until the SSO session is cleared.

New logout screen: When you log out of the Vendor Portal, you advance to a new Logout screen. This screen provides the **Login** option, enabling you to sign back into the Vendor Portal after entering your IDCS or OCI IAM credentials again.

Generate Pickup Ready Reminder Emails

A new Generate Pickup Ready Reminder Emails job, available at the Schedule Jobs screen, enables you to generate pickup-ready reminder emails for pickup orders that exceed the *Aged Hours* specified, based on the date and time when the order was picked.

You can also run this job through the Run Job API.

A new Generate Pickup Reminder Email History screen displays the history for this job.

Inbound Run Job API and Job History Enhancements

Run Job API

A new Run Job API enables you to submit jobs through a web service request. This API enables you to maintain job schedules across the enterprise in a single external system, rather than requiring you to set up schedules at the Schedule Jobs screen in Order Broker.

Supported jobs: You can use the Run Job API to run the following jobs:

- Auto Cancel Unclaimed Pickup Orders
- Completed Order Private Data Purge
- Daily Cleanup
- Email Notifications
- Fulfilled Quantity Export
- Generate Pickup-Ready Reminder Emails
- Identity Cloud User Synchronization
- Incremental Inventory Import
- Inventory Quantity Export
- Pickup Ready Reminder Emails
- Product Import
- Sales Order Data Extract

Setting up web service authorization: Authentication setup options are:

- Manage External Application Access screen: select the *Edit Access* option, and select **Run Job**.
- Web Service Authorization screen: select the **Run Job** web service.



Note:

OAuth is required to authenticate the Run Job API.

Job History Enhancements (Existing Job History Options)

The following enhancements have been made for existing Job History options:

- *History tracking:* Job history is now tracked in a single database table (JOB_RUN_HISTORY), and a history record is created each time a job is submitted, even if it is rejected.
- *Which jobs shown on View Active Schedules?* The View Active Schedules screen now shows all jobs that:
 - Have the *Schedule Enabled* flag selected, or
 - Have existing job history that has not been purged.

When a job is associated with an organization, then the View Active Schedules screen shows the job only for organizations where the *Schedule Enabled* flag is selected, or if there is job history for the organization. For example, the Sales Order Data Extract has the *Schedule Enabled* flag selected for organization 1 but not organization 2, so the View Active Schedules screen displays the Sales Order Data Extract only for organization 1.

- *History icon always shown:* The history icon to review job history () is available for all jobs listed on the View Active Schedules screen. However, history is available for review only if the job has run at least once, and the job has one or more history records that have not been purged.
- *Product Imports History, Incremental Inventory Imports History, and Sales Order Data Extract History screen changes:* These screens, available by selecting the History icon at the View Active Schedules screen, now display data from the JOB_RUN_HISTORY table. Other changes on these screens include:
 - The *Import ID* field has been renamed to the *Job Number*.
 - The screen now lists both the *Start Date* (and time) as well as the *End Date* (and time) and the *Duration*.
 - On the Product Imports History screen, a new *Type* column distinguishes the total records Processed and Errored for each record type listed in the following columns: Product, Inventory, Location, UPC, and Image. Note that *Image* is a new field, added under the Item Image and Product Barcode Imports enhancement.
 - Jobs in Rejected status are now displayed, and you can search based on this status.
 - The organization and system associated with the import history records are now display-only; however, you can search based on *Job Number*, *Start Date*, and *Status*.
 - Also, the View Sales Order Data Extract History screen has been renamed as the Sales Order Data Extract History screen.

Role Wizard: The Schedule Imports secured feature, which was not used, has been removed. Also, the Incremental Imports History secured feature has been removed. The View Active Schedule secured feature now controls access to each of the job history screens that have been created or enhanced.

Run Now option added: The Run Now option has been added to the Schedule Job screen for the Email Notifications, Auto Cancel Unclaimed Pickup Orders, Daily Cleanup, and Sales Order Data Extract jobs.

New Job History Options: The following new job history options have been created. The fields and options on each of these screens are similar to those of existing job history screens, such as the Incremental Inventory Imports History screen, and are available by selecting the History icon at the View Active Schedules screen. As a result, the View Active Schedule secured feature is required to view these screens.

- Auto Cancel Unclaimed Pickup Orders History
- Completed Order Data Purge History
- Daily Clean Up Job History
- Email Notifications Job History
- Generate Pickup Ready Reminder Emails

- Fulfilled Inventory Export History
- Identity Cloud User Synchronization History
- Inventory Quantity Export History

New Job History screen and secured feature: This screen displays all job history records. A new View Job History secured feature controls access to this screen.

Related enhancement: See [Job Notification Web Service Enhancements](#) for a related enhancement.

Purging Job History

A new *Job History* setting at the **Tenant-Admin** screen defines the number of days to retain job history records before they are eligible to be purged through the Daily Cleanup job. This field must be set to a number from 1 to 30. The *Job History* setting replaces the existing *Extract Log History* setting at the **Tenant-Admin** screen.

Job Notification Web Service Enhancements

With this update, a new version 2.0 of the outbound Job Notification web service message is available. This version includes the `jobRequestId`, which is also included in the Run Job API response, enabling an integrating system that uses the Run Job API to connect the Run Job request with the completion of the submitted job.

To support the new message version, a *Message Version* field has been added to the **Event Notifications** section of the **Event Logging** screen. If you set the version to 2.0, the new `jobRequestId` tag is included in the outbound Job Notification message. The version is set to 1.0 by default.

With update 21.0 of Order Broker, the `jobNumber` that identifies each submitted job on Order Broker screens is now included in the Job Notification message for all job types. Previously, it was included for some but not all job types.

Item Image URL and Barcode Imports

This update includes enhancements that enable you to import item image URLs for display in Store Connect, as well as product barcodes that can be used to scan items in Store Connect.

Importing item image URLs or barcodes through OCDS: Use the *OCDS Integration Import* tab at the **System** screen to add the new *Product Barcode URL*: and *Product Image URL*:, and select the *Active* flag to enable either or both imports.

Also, added the *Image URL* to the New Product and Edit Product screens.

You can now also use the File Storage API to upload a pipe-delimited product import file that includes the item image URL.

New Online Help Format

With this update, the online help uses a new format that is fully accessible. The Vendor Portal help and the Store Connect help use the new format, as well as the help available for Order Broker screens and the Vendor Integration Guide and the Administration Guide.

2

Resolved Issues

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

Imports and Exports

Bug ID	Description
33043613	Corrected an issue that was preventing locations from being created through the import, or through screens when proximity was enabled for the organization.
33397217	Corrected the application of probability rules based on system product in the inventory quantity export.
33571333	Corrected the display of errors at the Incremental Imports History screen.



Note:

This screen has been updated in Order Broker 21.0. See [Inbound Run Job API and Job History Enhancements](#) for more information.

Routing Engine

Bug ID	Description
7923	With this update, the Oracle Maps integration has been updated to aid Oracle in identifying requests coming from Order Broker.
26590618	Corrected automatic settings of the Ship for Pickup Sourcing Available and Ship for Pickup Receiving/Pickup Available preferences for the IN PROCESS location to be NO for a new organization.
32681555	Corrected the RICS integration to write an order line transaction note such as Under Review: Yes; RICS Under Review Message Sent only for order lines assigned to RICS locations for fulfillment.
33368571	Corrected probability rule calculation when the rule indicates a subtraction and the current on-hand quantity indicates a backorder. For example, if the current on-hand quantity is -2 (backorder) and the rule indicates to subtract 3, the calculation results in -5.

Store Connect

Bug ID	Description
25891819	Changed the Edit Store Associate User Profile screen to prevent assignment of the IN PROCESS location to the user.

Bug ID	Description
33064716	To prevent an error that could prevent email generation if the email template specified at the Store Connect Preferences screen was not correct, you no longer need to enter the name of a template at the screen. See Store Connect Enhancements for details on the changes to the screen and more information.

System Processing

Bug ID/ Change ID	Description
4424	Changed organization creation to automatically select the <i>Allow Split Order</i> preference for a new organization.
32421337	Resolved potential issues with setting up the allow list for external services.
32957318	Corrected job submission to check for conflicting jobs. The probable quantity export, incremental import, or product import cannot run at the same time.
33312762	Corrected the wording of the email generated when the inventory quantity export job is rejected due to a conflicting job.
33595561	Corrected the IDCS Synchronization job to support synchronizing more than 50 Store Connect or Vendor Portal users at once.

User Interface

Bug ID or Reference	Description
26043643	Changed the Probability Rule Wizard to prevent creation of a rule with the same exact name as an existing rule.
26822050	Corrected the sort of the reports displayed at the View Reports screen when the user profile has the <i>Time Format</i> set to AM/PM.
26822347	Corrected the Probability Rule Wizard to enable you to create a rule with a <i>Then</i> statement that is based on a date, for example: <i>Then Next PO Date [=] Today Plus Days 2.</i>
29205233	Corrected the Edit Order Item window to enable you to change the status to Fulfilled even if the Pickup By date is in the past.
32903872	Corrected the Fulfillment Zone wizard to prevent displaying any locations more than once.
33180582	Corrected deletion of an organization to also delete any dependent records, including any defined preferences.
33280719	Corrected an issue that prevented you from creating probability rules based on whether available quantity was equal to 700 or 701.
33395874	Corrected update of a probability rule to prevent changing an IF operator to an AND operator when any part of the rule is changed.
33412234	Corrected an error that occurred when you attempted to delete a report at the View Reports screen.
33601623	Corrected the Edit Attribute Definition screen to save the LASTUPDATEDBY when the change to an attribute is saved.
33625382	Corrected the Last Updated, Last Run, and Next Run dates displayed at the Schedule Jobs screen to display the dates for the job you are currently reviewing or working with.

Web Services

Bug ID	Description
27010549	Corrected the Order Status Update response to return an error if the update request was submitted by a system where there is no system product record for the item on the order line.
27746364	Corrected the OrderSearch response to include only sales orders and not purchase orders.
32421337	Corrected a potential issue with adding external URLs in the allow list.
33590675	Corrected the OrderSearch response to include all matching ship-for-pickup orders.
33651908	Enhanced the performance of the Order Status List response when there is a large number of orders to include in the response.

Supplier Direct Fulfillment

Bug/Issue ID	Description
10923, 10924	Enhanced logging for shipping and invoice file uploads in order to better support troubleshooting.
21594678	Corrected the error message displayed when the vendor attempts to generate pack slips by item and there are no purchase orders that match the entered criteria.
27396153	Corrected the display of the invoice date at the regular Order Broker Invoice Inquiry screen.
33032754	Corrected SetDSCancel processing to return the 4043 error if the requested cancel quantity of a purchase order line is not currently open (uncanceled and unshipped quantity), with a response description of Invalid quantity provided. Cannot exceed current available value.
33038284	Corrected an issue in which an invoice upload record was flagged with an Invalid PO status error although there was no error.
33450931	Corrected an issue that caused multiple invoice upload error emails to be generated.
33480062	Corrected the New Vendor screen to prevent creating a duplicate vendor if your entry matches an existing vendor code, followed by a space.
33531350	Corrected the updates to the PO Shipped bar chart on the Vendor Portal home screen.

Reports

Bug ID	Description
29205214	Corrected the Product Barcode Import Error report to include errors resulting from an invalid system code (error code 10).
33416890	Enhanced the performance of generating the Order Status report.
33480373	Corrected the Product Import Error report to display blanks rather than (null) for empty fields.

3

Browser Requirements and Compatibility

The vendor portal, Store Connect, and the Order Broker administration screens support the current versions of the following browsers:

- Chrome (desktop)
- Microsoft Edge
- Firefox

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.



Note:

Oracle Retail assumes that the retailer has ensured its Operating System has been patched with all applicable Windows updates.

Supported Oracle Products

Application	Latest Supported Version
Oracle Retail Xstore Point of Service	21.0+
Oracle Retail Order Management System Cloud Service (OROMS)	21.0+
Oracle Retail Integration Cloud Service (RICS)	21.0+
Oracle Retail Omnichannel Cloud Data Service (OCDS)	19.1+
Oracle Retail Store Inventory Management Cloud Service (EICS)	21.0+
Oracle Retail Merchandising Foundation Cloud Service (RMFCS)	21.0+
Oracle Maps Cloud Service	not versioned (Oracle SaaS solution)

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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 more information about deprecated functionality in this product, see the following document on My Oracle Support: [Oracle Retail Order Broker Cloud Service Deprecation Advisory \(2670295.1\)](#).

New Order Polling Schedule for Store Connect: The New Order Polling Schedule tab has been removed from the Store Connect Preferences screen. The Minutes and Times options are no longer supported. Orders assigned to Store Connect locations will now go into Polled status immediately, and any orders that were previously in NEW_ORDER status and not yet polled will go into Polled status immediately with this update.

Removal of SFTP for Imports and Exports: With this update, Secure FTP is no longer supported for any imports and exports including:

- Product Import
- Incremental Inventory Import
- Fulfilled Inventory Export
- Inventory Quantity Export
- Sales Order Data Extract

The Data Folder settings at the Tenant-Admin screen have been removed.

Any existing sFTP directories or files will be gone once the upgrade is applied. Ensure all files have been processed before the upgrade is done.

Prior to applying this update, ensure all import and export files have been processed and File Storage API is configured where applicable.



Note:

The Proximity, Vendor Invoice and Vendor Shipment uploads available through the user interface were previously updated to support file storage only.

Retail Pickup and Ship To Store Orders: With this update, retail pickup and ship to store orders are no longer supported. Related changes include:

- Any organization that was not already set to use ship for pickup orders is automatically reset.

- Any existing retail pickup or ship to store orders are automatically converted to ship for pickup orders:
 - For a converted retail pickup order, the pickup location is the same as the originating (source) location.
 - For a converted ship to store order, the sourced location is the same as the originating (placed) location.
- Screens no longer display retail pickup or ship to store order types as selection criteria.
- Any existing probability rules based on retail pickup or ship to store orders are no longer used.
- If a web service request (SubmitOrder, LocateItems, or ProductAvailability) references retail pickup or ship to store, a message such as the following is returned: `response_cd="1008" response_description="Invalid or missing fulfillment type, (fulfillment_type) is required."`

! Important:

Considerations for update, if ship-for-pickup orders were not previously enabled in your organization:

- *Integrating systems must support ship-for-pickup:* Do not upgrade to 21.0 if any integrating systems do not support a third location besides the originating (placed) location and the pickup location.
- *Existing orders permanently converted:* When ship-for-pickup orders are enabled, all retail pickup and ship-to-store orders are converted to ship-for-pickup orders, and cannot be changed back.
- *Reset fulfillment options:* After ship-for-pickup orders are enabled, you need to use the Preferences screen to set the options at the Fulfillment tab, including the Sourcing Distance, and select eligible sourcing and pickup locations. You can also use the Order Broker Preference Overrides screens to set up overrides.
- *Reschedule reports:* After converting an existing organization to support ship-for-pickup orders, you should recreate any currently scheduled Order Status or Unfulfillable reports.
- *Ship-to-store orders and Store Connect use:*
If you previously processed ship-to-store orders and use Store Connect, these orders will be converted to ship-for-pickup orders, which cannot be fulfilled through the Store Connect user interface.
- *Close reason codes or SHIP2STORE carrier:*
These are related to ship-to-store orders, and are no longer implemented. You can flag these as inactive or delete them.

Store Connect HTML Email Templates: With this update, the ability to specify an HTML Email Notification Template has been removed. If the template was populated prior to this update and the email is set to generate HTML, Order Broker will continue to send emails using that template. If you are not currently configured for sending HTML emails or you need to disable email notifications, contact your Oracle

Representative. It is recommended to move to the Outbound Email API if customization is required.

**Note:**

If you did not previously have a bilingual template selected for the Shipment Notification Email, Pickup Ready Notification Email, or Pickup Ready Reminder Email at the Store Connect Preferences screen, you can no longer select a bilingual template for these emails.