

# Oracle<sup>®</sup> Retail Order Broker Cloud Service

## Release Readiness Guide



Release 23.1.201.0

F77160-03

July 2023

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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

## Audience

This document is intended for the users and administrators of the Oracle Retail Order Broker 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](https://docs.oracle.com))

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

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## 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 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
<b>Database Enhancements</b>		
<a href="#">Database Updates</a>	smaller	None
<b>User Interface Enhancements</b>		
<a href="#">Modern View Sort and Search Options</a>	smaller	None

## Modern View User Interface

**Attribute Definition Last Update Date:** The Last Updated date and time displayed at the Edit or Display Attribute Definition window is now based on the retailer's Time Zone as configured on the Tenant screen.

**Changed wording on Modern View Add screens:** The wording has been changed from Save and Create Another to Save and Add Another at the Add windows for all Modern View options. The wording of confirmation messages displayed when you create a new record has also been changed to be consistent.

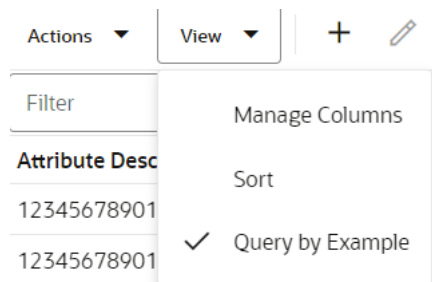
**Location Type deletion:** The Location Types screen in Modern View now allows the deletion of a location type provided there are not any existing locations associated to that type.

**Case-insensitive sorting:** Modern View screens now use case-insensitive sorting of displayed records. For example, if you sort on brand description, and there are brand records with descriptions of aab, ABA, and abc, they sort in that order instead of having the lowercase records first, followed by the uppercase records. However, if a field for two records have the exact same content except for case, the uppercase record sorts first. For example, if there is a box description of ABC1 and a box description of abc1, ABC1 is listed above abc1.

**Performance enhancement:** To increase performance, Modern View screens now load additional records as you scroll down in the results table instead of loading all records at once.

**Sort and Search Options:** Enhanced all Modern View screens to support the following options for searching and sorting displayed records.

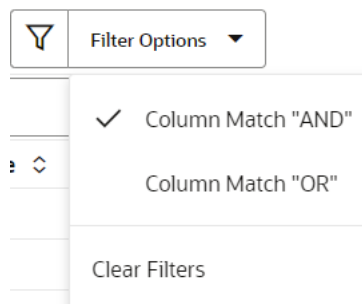
**View options:** The View options drop-down is available in Modern View screens to control the columns displayed on each screen, the default sort, and how scanning works for individual columns.



This drop-down provides the following options:

- **Manage Columns:** Select this option to open a window where you can select the individual columns to display on the screen, or click X to remove a column. When you click X for a column, it moves to the right, where it is available for re-selection. All columns are selected by default.
- **Sort:** Select this option to open a window where you can select any of the displayed columns and indicate whether to sort in Ascending or Descending order.
- **Query by Example:** The query by example option is selected by default, and enables you to enter search criteria above each of the columns in order to filter the displayed records to those matching your criteria. Optionally, you can deselect Query by Example to remove the blank row above the displayed records and remove the option to enter search criteria.

**Filter options:** The Filter Options drop-down is available in Modern View screens to control how the search results match the search criteria entered for multiple columns.



- Column Match “AND”: Records must match all entered search criteria to be displayed in search results.
- Column Match “OR”: Records must match at least one of the entered search criteria to be displayed in search results.

## Database Updates

The Data Model includes changes related to this update of Order Broker Cloud Service. The current Data Model is available on My Oracle Support (2832105.1).



# 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
34859449	Changed file storage to no longer store an uploaded file that is empty. The 500 (Internal Service Error) response is still returned.

### Reports

Bug ID/ Issue ID	Description
34978396	Corrected the Auto Cancel Report to run without error in languages other than English.
34978995	Corrected forms and emails to use the correct language for all locales.
34979030	Changed reports and pack slips to correctly display a thousands separator of a blank space or an apostrophe for the applicable locale. Affected generated documents are the Invoice Detail Report, Vendor Aging Detail Report, Vendor Aging Summary Report, Store Connect packslip, and Vendor Portal packslip.

### Routing Engine

Bug ID/ Issue #	Description
33698472	To improve troubleshooting, clarified the error message returned when an inventory inquiry request to an online system fails due to authentication failure.
35245674	Corrected creation of new orders to record the time, when provided, as well as the date for submitted orders.

### Store Connect

Bug ID	Description
33680673	Corrected the labels for the selection checkbox at the New Orders screen in Store Connect to be more descriptive.
33756647	Corrected Store Connect screens (Tasks, New Orders, Ready to Pick, Ready to Ship, Ready to Pick Up, and All Orders) to consistently indicate focus while tabbing through screens and to online help in Firefox and Chrome.
35054687	Changed Store Connect user creation process to correctly create users when they are assigned to both Order Broker and Store Connect.

## Supplier Direct Fulfillment

Bug/Issue ID	Description
35059147, 35059161	Corrected an Invalid Carrier error that was preventing the vendor shipment confirmation web service request from updating the purchase order, and corrected the vendor carrier auto-creation to avoid the potential creation of duplicate vendor carrier records.

## System Processing

Bug ID/ Change ID	Description
34974192	Corrected the database updates that take place upon creation of a vendor system.
34978894	Corrected an issue that prevented email notifications from being generated.
34993030	Corrected an issue that could potentially have caused user records to be out of synch between Order Broker and IDCS or OCI IAM.
35000765	Corrected creation of a default system for a new organization to prevent deleting the address information defined for the organization.
35059158	Extended the expiration buffer for handling external authorization tokens.

## User Interface

Bug ID or Reference	Description
12847	Removed the Lock Out field from the Tenant-Admin screen, as it was not used.
12848	Simplified the Tenant-Admin screen to remove the Use IDCS, Endpoint URL, and Client Secret from the Identity Cloud Service Settings area, since entry of these fields at the screen is no longer required. Also, changed the Client ID to be display-only.
34286182	Corrected errors that occurred related to accessibility at the Boxes screen.
34435667	Corrected Modern View screens to resize correctly when the screen is enhanced and text spacing changed for accessibility.
34435765	Corrected Modern View screens to consistently indicate focus while tabbing.
34918252	Corrected the Tenant-Admin screen to display the current Client ID rather than the cached ID if it had recently been changed.
34921374	Corrected Modern View screens to refresh correctly after you filter the records displayed on the screen based on an entry, and then add a new record.
34947532	Changed the windows you use to add or edit a reason code (Add Cancel Order Reason Code, Add Reject Order Reason Code, Edit Cancel Order Reason Code, and Edit Reject Order Reason Code) to support entry of a description of up to 128 positions.
34960819	Removed the <i>Retailer Email Address</i> field from the Store Connect Preference screen, as it is not currently used.
34966234	Corrected the View Attribute Definition window to make all fields display-only.
34973270	Changed the View Attribute Definition and Edit Attribute Definition windows to format the <i>Last Updated Date</i> based on the locale defined for the organization.
34973816	Changed the name of the <i>Cust Service From Email Address Alias</i> field at the Store Connect Preferences screen to <i>Cust Service From Email Alias</i> .

Bug ID or Reference	Description
34974262	Changed delete processing through Modern View screens (Attribute Definition, Boxes, Brands, Carriers, External Services, and Order Reason Codes) to prevent an error that was logged.
35018163	Corrected the Organizations screen in Modern View to refresh the displayed organization information each time it is opened without requiring you to exit Modern View and return.
35027466	Corrected the error message displayed when you attempt to delete the only existing organization.
35032644	Corrected an error that occurred when you attempted to delete a Store Associate user.
35059503	Corrected the error message displayed when you try to create a brand using a brand code that already exists, but with a different description.
35063250	Changed the boxes API, as well as the Add Box and Edit Box windows, to support a box description of up to 255 positions.
35069587	Corrected deletion of a system through the user interface to perform all required database updates.
35084036	Corrected the Database Level displayed at the About Order Broker window to include the full level without truncating the last digit.
35097333	Corrected the Edit Location screen to prevent any fields from being cleared if you click Save more than once.

## Web Services

Bug ID	Description
12674	Changed the ProductUpdate and LocationUpdate request processing to update both database tables related to attributes when a new attribute code is passed.
35063243	Changed the boxes API to return an error if the height, length, or width specified in an add or edit request was not a positive number.
35106958	Corrected the Get Attributes web service to return an error if the request specifies an invalid attribute code.
35111042	Corrected the responses returned to foundation data service create or update requests to include the actual values from the database rather than the values passed in the requests, if different. For example, if an update request included a date created or a created by value, the response includes the actual created date and created by values from the database, since you cannot update these values through an update request.
35141911	Corrected the creation of a new location type as part of creating a new location through the LocationUpdate request.
35219106	Corrected an error that occurred when generating the intransit response message.

# 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	22.0+
Oracle Retail Order Management System Cloud Service (OROMS)	21.4+
Oracle Retail Integration Cloud Service (RICS)	23.1.201.0+
Oracle Retail Omnichannel Cloud Data Service (OCDS)	19.1+
Oracle Retail Store Inventory Management Cloud Service (EICS)	23.1.201.0+
Oracle Retail Merchandising Foundation Cloud Service (RMFCS)	23.1.201.0+
Oracle Maps Cloud Service	not versioned (Oracle SaaS solution)
Oracle Retail Data Store (RDS)	23.1.201.0+

# 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.

No additional features were deprecated with this update.

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](#)).