

Oracle® Retail Supplier Evaluation Cloud Service Release Readiness Guide



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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

This guide introduces the key features of the new Oracle Retail Supplier Evaluation Cloud Service.

Audience

This document is intended for the users and administrators of the Oracle Retail Supplier Evaluation Cloud Service.

Documentation Accessibility

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- Exact error message received
- Screen shots of each step you take

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(Data Model documents can be obtained through My Oracle Support.)

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Oracle Retail Cloud Services and Business Agility

Oracle Retail Supplier Evaluation 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.

Related Documents

For more information, see the following documents in the Oracle Retail Supplier Evaluation Cloud Service documentation set:

- *Oracle Retail Supplier Evaluation Cloud Service Administration Guide*
- *Oracle Retail Supplier Evaluation Cloud Service Implementation Guide*
- *Oracle Retail Supplier Evaluation Cloud Service Security Guide*
- *Oracle Retail Supplier Evaluation Cloud Service Service Administrator Action List*
- *Oracle Retail Supplier Evaluation Cloud Service User Guide*
- *Oracle Retail Supplier Evaluation Cloud Service Workspace User Guide*

For information on the Oracle Retail Supplier Evaluation Cloud Service modules, see the following documents:

- *Oracle Retail Supplier Evaluation Cloud Service Process User Guide*
- *Oracle Retail Supplier Evaluation Cloud Service Reports User Guide*
- *Oracle Retail Supplier Evaluation Cloud Service Supplier User Guide*

1

Introduction

Infusing environmental and ethical measurements into the merchandising procurement process is fundamental to ensuring buyers have up-to-date insight and controls to execute effective, sustainable, and responsible sourcing decisions. Industry performance suggests that when appropriate supply chain Environmental, Social, and Governance (ESG) standards are adopted, measured, and used as sourcing parameters, brands have improved their overall sustainability footprint by reducing supply chain complexity, adopting local sourcing models, and collaborating with their suppliers on eco-initiatives.

Oracle Retail Supplier Evaluation augments the Oracle Retail Merchandising procurement process, enabling buyers to collaboratively work with each supplier in their supply chain to assess against all ethical, environmental, quality, facility, and performance targets and criteria.



Note:

When preparing to implement Supplier Evaluation Cloud Service, system configuration tasks must be taken into account. For more information, see the Post Release Tasks chapter in the *Oracle Retail Supplier Evaluation Cloud Service Administration Guide*.

Key Features

- Create role-based workspace and notifications.
- Collaborate with suppliers and facilities.
- Upload facility certifications.
- Schedule, complete, and score facility assessments.
- Define, schedule, and conduct on-site facility audits and visits.
- Publish policies, standards, and processes guidelines into a centralized environment.
- Track adoption of new policies, standards, and regulations.
- Generate overall performance scores for each supplier facility.
- Design and execute critical stage-gate processes, to workflow necessary tasks for completion.
- Create ad-hoc questionnaire alerts, to ensure and measure adoption.
- Create insights using the Supplier evaluation dashboard, with drill-down performance charts.
- Use operational KPIs and contextual BI.

Functional Overview

Register

The workspace environment enables retailers to invite their suppliers to register their corporate and facility details, enroll users and contacts across all locations, and collaborate on compliance and ESG improvement programs.

Certifications

Users are given the ability to register and upload certified evidence, validation, and conformance showing that the facilities meet the industry standards, specific declaration, and/or the criteria set by the certification body.

Assessments

The solution enables users to create or utilize pre-defined assessments to measure a supplier and their supply chain against different standards. Each assessment can be configured and scored according to the standard, policy, or retailer-defined needs. Suppliers are invited to complete each assessment as a part of the retailer's registration, re-evaluation, or new policy workflow process. Each assessment is scored independently, enabling standard evaluation, and contributing to an overall performance score.

Audits

Audits provides the ability to define, schedule, and conduct on-site facility audits and visits, collaborate on non-conformances, monitor and workflow corrective actions, and determine an overall conformance score. Options include uploading third-party industry audit reports, capturing and monitoring non-conformance, and utilizing full checklist capabilities.

Governance

Policies, standards, training material, processes, guidelines, and regulations can be published into a centralized environment defined for both internal users and external suppliers. Each document can be tracked for readership and acceptance, ensuring due diligence and governance.

Change

The adoption of new policies, standards, and regulations can be communicated and tracked. The solution includes the capability to publish questionnaires or alerts to ensure and measure adoption and understanding. The workspace includes news and urgent action notifications to visibly inform all applicable users of changes, expectations, and activities.

Process

Critical stage-gate processes can be designed and created to ensure that all appropriate steps, activities, and measurements have been completed during registration, reevaluation, new policy, and ongoing performance.

Performance

Overall performance dashboards enable monitoring each assessment, audit, certification, and adoption against each supplier, facility, and supply chain. Scores can then be aggregated by a supplier, category, standard, and policy.

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Technical Overview

Oracle Retail Supplier Evaluation Cloud Service is a cloud native solution. The application is deployed on a Kubernetes cluster. Reporting is provided by Oracle BI Publisher which can connect to the underlying database.

The underlying container DBaaS includes one pluggable database (PDB) for Supplier Evaluation. Applications are able to access the Supplier Evaluation schema on the Supplier Evaluation PDB. Transparent data encryption (TDE) is set during provisioning. Tablespaces that contain personal data are encrypted.

The web tier contains the perimeter network services that protects the Supplier Evaluation application from the internet at large. All traffic from the web tier continues to the Web Tier Security Server (WTSS), which in turn uses the customer's Oracle Identity Cloud Service (IDCS) or Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) tenancy to perform authentication.

Supplier Evaluation Cloud Service authenticates native rest services using OAUTH2.0 via IDCS or OCI IAM. As a common authentication pattern is used, web service users are subject to the same strong controls as application users.

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Integration

Integration with Merchandising

Oracle Retail Merchandising Foundation and Oracle Retail Supplier Evaluation work together to effectively evaluate merchandising suppliers enabling the assessment and governance of ethical, environmental, safety, and quality performance.

The integration between Supplier Evaluation and Merchandising is an optional feature. It is achieved using the following Merchandising API:

- **Supplier:** for automatically synchronizing Supplier Site Accounts between Merchandising and Supplier Evaluation. Accounts are automatically created in Supplier Evaluation when approved for use in Merchandising. The Supplier Evaluation accounts are then automatically updated if any changes are made to the key account information in Merchandising.

Supplier Evaluation APIs

The following is the list of Supplier Evaluation Cloud Service APIs. These are documented in the *Oracle Retail Supplier Evaluation Cloud Service Implementation Guide*, and are available in both production and non-production environments.

- **UserRestService:** for managing retailer/portal owner and supplier Users.
- **SupplierRestService:** for managing Suppliers.
- **SiteRestService:** for managing supplier Sites.
- **ContactRestService:** for managing supplier and site Contacts.
- **TaskRestService:** for retrieving lists of a user's Tasks/Assignments.
- **UrgentItemsRestService:** for retrieving count of a user's urgent Tasks/Assignments.
- **ArtworkRestService:** for integration with an external Artwork application.
- **BusinessCategoryService:** for managing the glossary of Business Categories.
- **AuditRestService:** for managing Audits and Visits.
- **DataPrivacyService:** for managing Data Privacy requests. These include *right to access* requests for retrieval of personal information held in Supplier Evaluation, and *right to be forgotten* requests for removal of the personal information.
- **AttachmentRestService:** for retrieving file attachment information and the actual data files.
- **ScorecardRestService:** for managing Assessments.
- **ProjectRestService:** for managing Processes.
- **ActivityRestService:** for managing process Activities.

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Support Considerations

Browser Requirements

**Note:**

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

The following browsers are supported:

- Mozilla Firefox
- Microsoft Edge
- Google Chrome (Desktop)

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.

Customer Support Identifier

As part of the provisioning process, you will receive your Customer Support Identifier (CSI). This should be registered with My Oracle Support (MOS), which you will use to log questions or issues about these services.

The first person to request access to a CSI will be checked by Oracle to ensure the domain of their email address matches the domain associated with the CSI. Once approved, they will be made the Customer User Administrator of that CSI, and can approve others to use it. If someone else has already been made the administrator of that CSI, then an email will be sent with the request to that person for approval. For more information on the Customer User Administrator, see [MOS ID 1544004.2](#).

**Note:**

You will not be able to register your CSI number until your production environment has been provisioned.