

# Oracle® Retail Supplier Evaluation Cloud Service Administration Guide



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# Contents

## Send Us Your Comments

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### Preface

---

Audience	x
Documentation Accessibility	x
Related Documents	x
Improved Process for Oracle Retail Documentation Corrections	xi
Oracle Retail Documentation on the Oracle Help Center (docs.oracle.com)	xi
Conventions	xi

## 1 Introduction

---

Synchronize Workflow	1-1
Admin Functions	1-1
System Parameters	1-2
UIM Date Offsets	1-2
Calendar	1-2
System Calendar	1-3
Calendar Year	1-4
System Calendar Import	1-5
System Text	1-6
Languages	1-6
System Text	1-6
System Text Imports	1-8
System Text Exports	1-11
System Text Snapshots	1-12

## 2 Managing User Access

---

Overview of User Security	2-1
Implicit Rules	2-1
Permissions Rules	2-1

Amending Permissions	2-2
Authority Profiles	2-3
Authority Profile Groups	2-3
Roles	2-4
Common User Roles	2-4
Users	2-6
IDCS or OCI IAM Integration for Authentication	2-6
Provisioning a New System	2-7
Migration of Users	2-7
Managing Authority Profiles	2-8
Managing User Roles	2-9
Adding a User Role	2-9
Editing a User Role	2-10
List Configuration	2-10
Managing Contact Roles	2-11
Adding a Contact Role	2-11
Editing a Contact Role	2-12
Managing Users	2-13
Creating a User	2-13
Editing a User	2-15
Synchronization with IDCS or OCI IAM	2-15
Disabling a User	2-16
Deleting a User	2-16
Upload Retailer User Data	2-17
Download Retailer User Upload Spreadsheet	2-18
Managing External Systems	2-18
Creating an External System	2-19
Editing an External System	2-19
Disabling an External System	2-20
Deleting an External System	2-20
Expiring Passwords	2-21
Managing Endpoints	2-21
Managing Services	2-22
System Parameters	2-23

### 3 Custom Configuration

---

Custom Fields	3-1
Branding & Theming	3-2
Managing Styles	3-2
Managing Images	3-3

	Managing User Ts & Cs	3-4
	Managing Supplier Ts & Cs	3-4
	Email Templates	3-5
<b>4</b>	<b>Job Management</b>	
	Opening a Batch Job	4-2
	System Parameters	4-2
<b>5</b>	<b>Global Changes</b>	
	Change Responsibility	5-1
	Change Site Managers by Spreadsheet	5-2
	Change Process Manager	5-3
	Change Process User Names	5-3
<b>6</b>	<b>News App</b>	
	Create a News Item	6-1
	Edit the News Item Details	6-3
	Publish a News Item	6-4
	Archive a News Item	6-5
	Alter the Sequence of the News Items	6-6
	View the Reader Log	6-6
	Delete a News Item	6-7
	System Parameters	6-7
<b>7</b>	<b>Supplier Administration</b>	
	Alerts	7-1
	Mailing Lists	7-1
	Manage Alert Status	7-1
	Manage Alert Response Status	7-2
	Suppliers & Sites	7-2
	Billing Codes	7-3
	Supplier Statuses	7-3
	Site Statuses	7-4
	Business Categories	7-4
	Supplier Types	7-6
	Site Types	7-6
	Maintenance Audit Reasons	7-6
	Invoicing Systems	7-6

Supplier Top Grades	7-7
Site Top Grades	7-7
Reference Statuses	7-7
Reference Types	7-7
Business Units	7-8
Currencies	7-9
Countries	7-9
Other Production Details	7-10
Area	7-11
Delete Supplier	7-11
Delete Site	7-12
Upload Supplier and Site Data	7-13
Download Supplier and Site Upload Spreadsheet	7-14
Assessments	7-15
Assessment Questions	7-15
Assessment Templates	7-18
Assessment Status	7-20
Audits & Visits	7-21
Certification Bodies	7-21
Audit/Visit Templates	7-22
Audit/Visit Issue Types	7-26
Auditor Types	7-27
Audit/Visit Risk Levels	7-27
Audit/Visit Scores	7-27
Audit/Visit Standards	7-28
Audit/Visit Statuses	7-28
Issue Statuses	7-28
Visit Locations	7-29
Visit Reasons	7-29
Checklist Templates	7-29
Checklist Answers	7-31
Checklist Questions	7-33
Checklist Question Colour Management	7-35
Checklist Question Colours	7-35
Roles and Permissions	7-36
Integration with Merchandising	7-36
Supplier Evaluation Scoring	7-39
System Parameters	7-40

## 8 Process Administration

---

Process Folders	8-2
Activity Status	8-2
Activity Sub-Status	8-2
Activity Type	8-3
Activity Template	8-4
Brief Templates	8-6
Process Status	8-7
Process Type	8-7
Process Template	8-8
Team	8-9
System Parameters	8-10
Email Templates	8-10

## 9 Library Administration

---

Locating a Document	9-2
Managing Folders	9-3
Creating a Folder	9-3
Editing a Folder	9-4
Deleting a Folder	9-5
Managing Archive Folders	9-6
Managing Documents	9-6
Creating a New Document	9-6
Available to Suppliers Field	9-8
Internal Readers Field	9-9
Attachments	9-11
Copying a Document	9-11
Deleting a Document	9-11
Archiving a Document	9-11
Translating Folders and Documents	9-12
Translating Folders	9-12
Translating Documents	9-12
Viewing Translations	9-13
System Parameters	9-14

## 10 Glossary Administration

---

Bulk Glossary Export	10-1
Single Glossary Export	10-2
Bulk Glossary Import	10-4

	Single Glossary Import	10-5
	Using Glossary Import/Export to Populate a Clean System	10-7
	Single Language Glossaries	10-7
	Multi-Language Glossaries	10-7
<b>11</b>	<b>Internationalization</b>	
	Translation	11-1
<b>12</b>	<b>Artwork</b>	
	Enabling Artwork with SSO	12-1
<b>13</b>	<b>Post Release Tasks</b>	
	System Parameters	13-1
	Glossaries	13-2
	System Text	13-2
	Permissions	13-2
	Email Templates	13-2
<b>A</b>	<b>Appendix: SSL Certificate Management</b>	
	Domain (URL) Management	A-1
	Domain Mapping Example	A-1
	Procedure Summary	A-2



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Oracle Retail Supplier Evaluation Cloud Service Administration Guide, Release 23.0.101.0

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# Preface

Oracle Retail Administration Guides are designed so that you can view and understand the application's behind-the-scenes processing, including such information as the following:

- Key system administration configuration settings
- Technical architecture
- Functional integration dataflow across the enterprise
- Batch processing

**Note:**

If the new Workspace UI is enabled, see the *Oracle Retail Supplier Evaluation Cloud Service Workspace User Guide* for the alternative method of publishing News Items (Announcements).

## Audience

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

## Documentation Accessibility

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## 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 Implementation Guide*

- *Oracle Retail Supplier Evaluation Cloud Service Release Readiness Guide*
- *Oracle Retail Supplier Evaluation Cloud Service Security Guide*
- *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*

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## Oracle Retail Documentation on the Oracle Help Center (docs.oracle.com)

Oracle Retail product documentation is available on the following web site:

<https://docs.oracle.com/en/industries/retail/index.html>

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

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

<b>Convention</b>	<b>Meaning</b>
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

# 1

## Introduction

Oracle Retail Supplier Evaluation Cloud Service is a collaborative cloud service for the onboarding and evaluation of merchandising suppliers, enabling the assessment and governance of ethical, environmental, safety, and quality performance. It manages the selection of suppliers against Environmental, Social, and Governance (ESG), brand standards and governance policies, incorporating supplier self-certification survey and assessment, audit and action management, vendor performance, and incident alert notifications.

Oracle Retail Supplier Evaluation Cloud Service is composed of the following modules:

- Library enables the issue, receipt, and acceptance of policies, guidelines, and key working documents.
- Process supports the development of process briefs, plans, and workflow management.
- Supplier enables the identification, selection, and approval of suppliers.
- Reports provides a reporting tool for reporting across the system, using standard templates and custom reports.



### Note:

Technologist is the default name for that Retailer role across the entire application. Each portal may configure an alternative to suit their business, if required.

## Synchronize Workflow

Workflow-enabled records can occasionally result in their displayed status not matching their actual progression in the workflow, typically from the failure of the background job that progresses the status.

A *Synchronise Workflow* option is available in the Actions menu of records that are subject to a workflow process, providing a means of performing a manual refresh, thus allowing the record to continue to be used while the root cause of the synchronization issue is investigated. This option is intended for use by Oracle when investigating workflow related issues, so by default it is hidden from all users except those with the *Oracle Authorized Administrator* authority profile, however its use is controllable by the Permissions spreadsheet. The option appears when the record is opened in read mode. When selected, a dialog box is presented for confirmation of the action.

## Admin Functions

To access the Admin functions, select the Admin option from Company. The Admin - System Control tab opens. The available options are shown in the left pane. For an example, see [Figure 1-1](#).

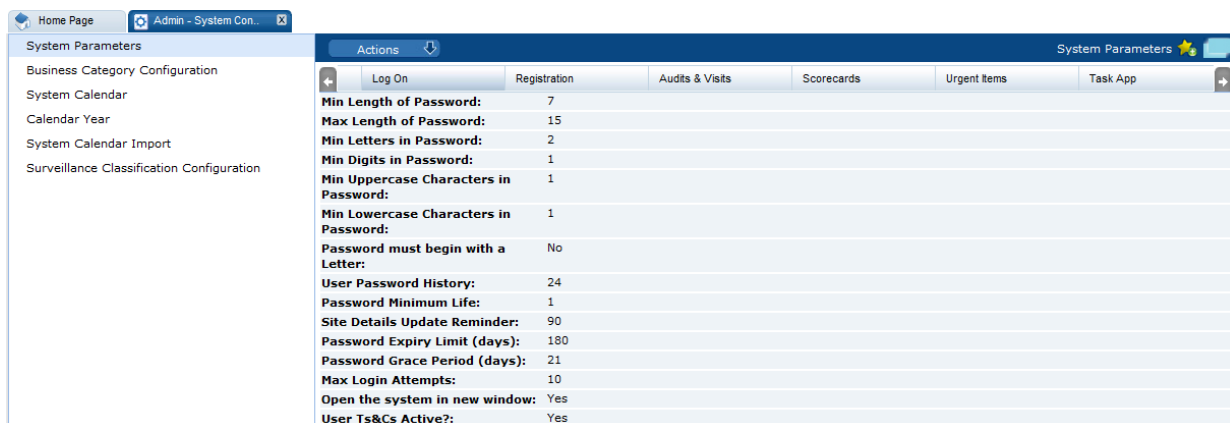
Access to the Admin functions is controlled by Authority Profiles. A user may not have access to all the Admin functions described in this guide.

## System Parameters

System parameters are used to manage the functionality of features and modules. To access the system parameters, select the System Control option from the Admin drop-down list. Select System Parameters from the left pane. The System Parameters page appears. Each subtab shows the system parameters available to maintain a specific feature or module. [Figure 1-1](#) shows an example of the System Parameters page for the Log On subtab.

In each of the following chapters, a System Parameters section is included if system parameters are available for that feature or module. A table shows the specific system parameters, listed by subtab, used for that feature or module.

**Figure 1-1 System Parameters Page**



System Parameters	
Business Category Configuration	
System Calendar	
Calendar Year	
System Calendar Import	
Surveillance Classification Configuration	
<b>Log On</b>	
Min Length of Password:	7
Max Length of Password:	15
Min Letters in Password:	2
Min Digits in Password:	1
Min Uppercase Characters in Password:	1
Min Lowercase Characters in Password:	1
Password must begin with a Letter:	No
User Password History:	24
Password Minimum Life:	1
Site Details Update Reminder:	90
Password Expiry Limit (days):	180
Password Grace Period (days):	21
Max Login Attempts:	10
Open the system in new window:	Yes
User Ts&Cs Active?:	Yes

## UIM Date Offsets

Where items appear based on dates, an offset may be configured to make the item appear a number of days before or after the actual event. This can be used to warn the user of the upcoming event or allow for a grace period. This functionality is available for the entire application.

## Calendar

To access the system calendar options, select the System Control option from the Admin drop-down list. The following options are available in the left pane:

- [System Calendar](#)
- [Calendar Year](#)
- [System Calendar Import](#)

## System Calendar

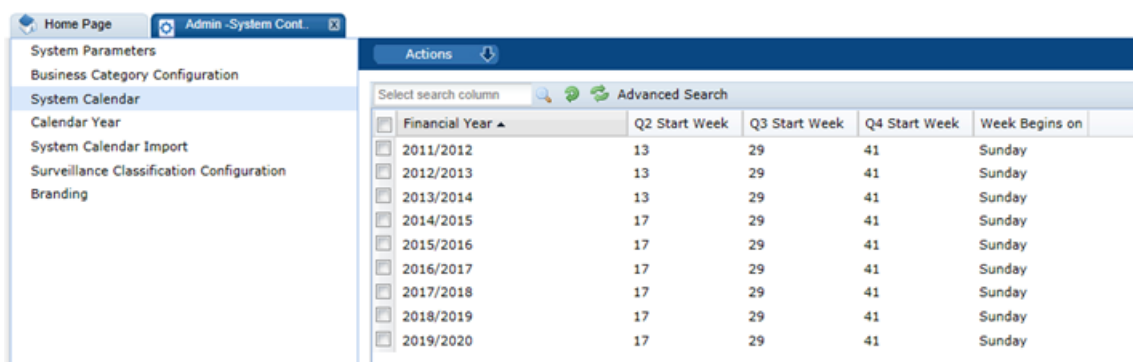
The System Calendar defines the retailer's financial year, period, and week for a given date:

- The Financial Year is the key of the calendar record. It must be unique.
- Each week is given a number, starting from 1, and start and end dates.

The first week's start date is the given start date. The subsequent week's start dates are allocated based on the day the week starts. The end date is the day before the next week's start date, other than the last week which ends on the given end date.

- The number of weeks is divided by the given number of periods to get the number of weeks in each period. This is used to set each period's start and end dates accordingly. The first and last periods may have irregular start or end dates, respectively, depending on the given data range. If the number of weeks is not exactly divisible by the number of periods, the result is rounded and the final period adjusted accordingly.
- Period is the key for each entry within the calendar record. It must be unique, that is, there can only be a single period 1, period 2, and so on.
- Each period's quarter number is based on the Q2, Q3, and Q4 week numbers. Q1 starts on week 1. Each period has a period number, period start and end dates, quarter number, and a list of weeks, each with a week number and start and end dates.

Figure 1-2 System Calendar Page



Financial Year	Q2 Start Week	Q3 Start Week	Q4 Start Week	Week Begins on
2011/2012	13	29	41	Sunday
2012/2013	13	29	41	Sunday
2013/2014	13	29	41	Sunday
2014/2015	17	29	41	Sunday
2015/2016	17	29	41	Sunday
2016/2017	17	29	41	Sunday
2017/2018	17	29	41	Sunday
2018/2019	17	29	41	Sunday
2019/2020	17	29	41	Sunday

To edit the System Calendar, select a row and then select the Edit action. The row opens in edit mode. For an example of this page, see [Figure 1-3](#).

To add a new entry:

1. Select the New action. The New System Calendar tab opens.

Figure 1-3 New System Calendar Page



Details		Unavailable Dates		Change History	
Financial Year:	2011/2012	Week Begins On:	Sunday		
Q2 Commences On Week:	13	Q3 Commences On Week:	29		
Q4 Commences On Week:	41				

2. In the Details section:
  - Financial Year: Select the financial year from the drop-down list. This field is mandatory.
  - Week Begins On: Select the first day of the week from the drop-down list.
  - Q2 Commences on Week, Q3 Commences on Week, and Q4 Commences on Week: Each field defines the start of a quarter. For each quarter, enter the number of the week in the year on which that quarter starts.
3. In the Periods page: set the period number and select the start and end dates for each period.

Start Date	End Date	Period	Quarter
20/03/11	16/04/11	1	1
17/04/11	14/05/11	2	1
15/05/11	11/06/11	3	1
12/06/11	09/07/11	4	2

Details	
Start Date:	20/03/11
End Date:	16/04/11
Period:	1
Quarter:	1

The list of weeks of each period shows the week start and end dates and the week number within the period and year. This record is read-only.

Start Date	End Date	Period Week	Year Week
20/03/11	26/03/11	1	1
27/03/11	02/04/11	2	2
03/04/11	09/04/11	3	3
10/04/11	16/04/11	4	4

Details	
Start Date:	20/03/11
End Date:	26/03/11
Period Week:	1
Year Week:	1

4. In the Unavailable Dates subtab, dates to be treated as non-working days can be added to the calendar. For example, a holiday such as New Year's Day could be added. For each unavailable date:
  - a. Name: Enter the name in the default language. This field is mandatory. Enter any translations.
  - b. Date: Enter a date or click the icon to select a date.
  - c. Comments: Enter any comments.
5. Select the Save action.

## Calendar Year

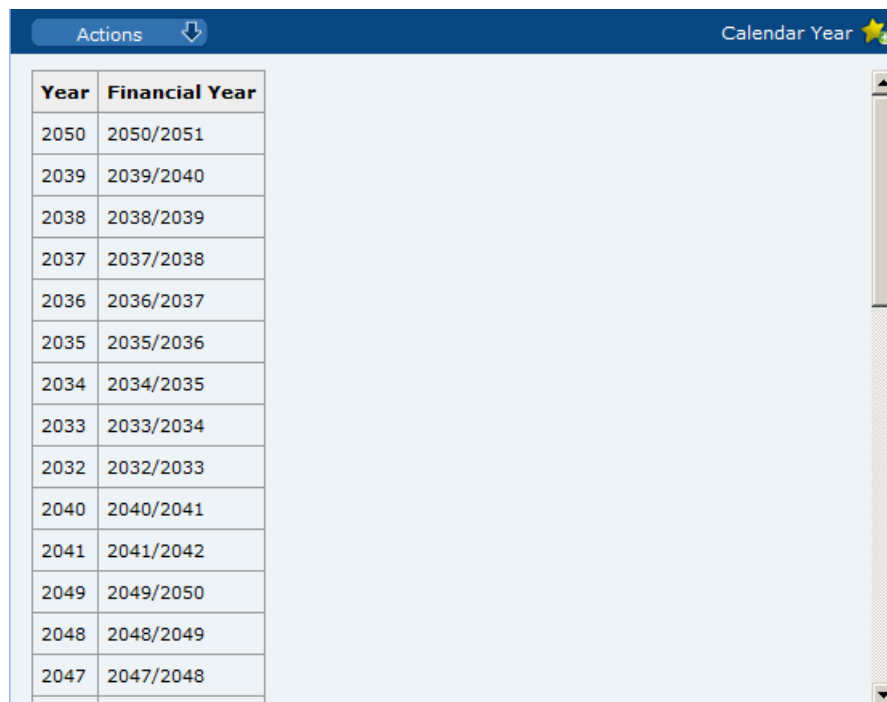
The Calendar Year page lists the years available for selection when creating a new System Calendar. The years are maintained as a simple keyword list.

To edit the list, select the Edit action. The list opens in edit mode. You can edit any of the entries.

To add a new entry, click **Add**. An entry is added to the list. Enter the year and financial year. To reposition an entry in the list, select the entry and then click **Move Up** or **Move Down**.



Figure 1-4 Calendar Year Page



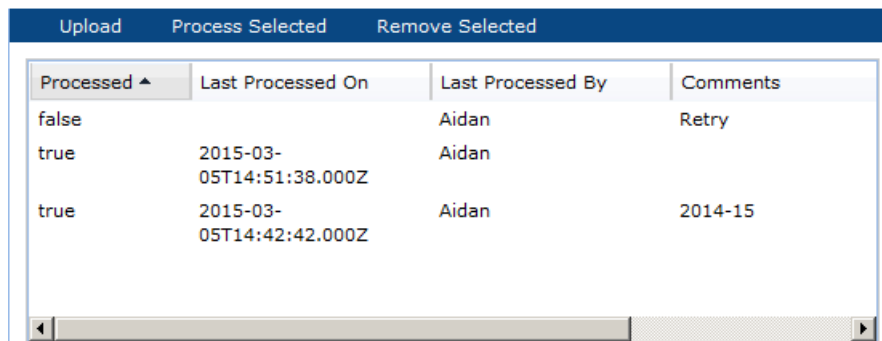
The screenshot shows a web interface titled "Calendar Year" with an "Actions" menu. Below the menu is a table with two columns: "Year" and "Financial Year". The table contains the following data:

Year	Financial Year
2050	2050/2051
2039	2039/2040
2038	2038/2039
2037	2037/2038
2036	2036/2037
2035	2035/2036
2034	2034/2035
2033	2033/2034
2032	2032/2033
2040	2040/2041
2041	2041/2042
2049	2049/2050
2048	2048/2049
2047	2047/2048

## System Calendar Import

An import facility is provided to load the system calendar from a CSV file.

Figure 1-5 System Calendar Import Page



The screenshot shows a web interface titled "System Calendar Import" with three buttons: "Upload", "Process Selected", and "Remove Selected". Below the buttons is a table with the following data:

Processed	Last Processed On	Last Processed By	Comments
false		Aidan	Retry
true	2015-03-05T14:51:38.000Z	Aidan	
true	2015-03-05T14:42:42.000Z	Aidan	2014-15

The following actions are available on this page:

- **Upload:** The user is prompted, with the standard file selector, to attach a file to be processed. When a CSV file has been uploaded, it has false in the Processed column.
- **Process Selected:** Select the file to be processed. If the selected file validation is successful, the contents are added as system calendar entries. When a CSV file has been processed, it has true in the Processed column.

- Remove Selected: Select the file to be deleted. The user is prompted to confirm the deletion. The System Calendar is not affected in any way by the deletion; only the list entry is removed from the import area.

Previously imported and processed versions are retained until selected for deletion.

## System Text

The configuration of the portal's languages, and system text (field labels, menu options, error messages, and so on, and the associated help text and translations) is accessible to administrators with the Power Administrator and Oracle Authorized User authority profiles.

To access the system text options, select the System Control option from the Admin drop-down list. The following options are available in the left pane:

- Languages
- System Text
- System Text Imports
- System Text Snapshots

## Languages

Retailer users with the Oracle Authorized Administrator authority profile have access to the Languages option.

To activate, deactivate, or amend the description of a supported system language:

- Select the Languages option in the left hand pane. The Languages page opens.

Figure 1-6 Languages Page

Code	Active	Description (Default)	Description (Chinese (Simplified))	Description (Dutch)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Japanese)	Description (Portuguese)	Description (Russian)	Description (Spanish)	Description (Swedish)
en_GB	Yes	English (British)	英译 (英国)	Brits-Engels	-	Anglais (britannique)	Englisch (Großbritannien)	Inglese (britannico)	英語 (英国)	Inglés (Británico)	Английский (Великобритания)	Inglés (británico)	Engelska (brittisk)
en_US	Yes	English (American)	英译 (美国)	Amerikaans-Engels	-	Anglais (américain)	English (USA)	Inglese (americano)	英語 (美国)	Inglés (Americano)	Английский (США)	Inglés (americano)	Engelska (amerikansk)
de	Yes	German	德译	Duits	-	Allemand	Deutsch	Tedesco	ドイツ語	Alemão	Немецкий	Alemán	Tyska
es	Yes	Spanish	西班牙语译	Spaans	-	Espagnol	Spanisch	Spagnolo	スペイン語	Espanhol	Испанский	Español	Spanska
fr	Yes	French	法语	Frans	-	Français	Französisch	Francese	フランス語	Francés	Французский	Francés	Franska
it	Yes	Italian	意大利译	Italiaans	-	Italien	Italienisch	Italiano	イタリア語	Italiano	Итальянский	Italiano	Italienska
ja	Yes	Japanese	日本	Japanese	-	Japonais	Japanisch	Giapponese	日本語	Japonés	Японский	Japonés	Japansk
nl	Yes	Dutch	荷兰人	Nederlands	-	Néerlandais	Niederländisch	Olandese	荷兰人	Holandés	Голландский	Holandés	Hollandska
pt	Yes	Portuguese	葡萄牙译	Portugees	-	Portugais	Portugiesisch	Portoghese	葡萄牙译	Português	Португальский	Português	Portugisiska
ru	Yes	Russian	俄语	Russisch	-	Russe	Russisch	Russo	俄语	Russo	Русский	Ruso	Ryska
sv	Yes	Swedish	瑞典	Zweeds	-	Suèdois	Schwedisch	Svedese	瑞典	Sueco	Шведский	Sueco	Svenska
zh_CN	Yes	Chinese (Simplified)	中文 (简体)	Chinees-Versimpeld	-	Chinois (simplifié)	Chinesisch (Vereinfachtes)	Cinese (semplificato)	中文 (简体)	Chinés (Simplificado)	Китайский (упрощенный)	Chino (simplificado)	Kinesiska (Förenklad)

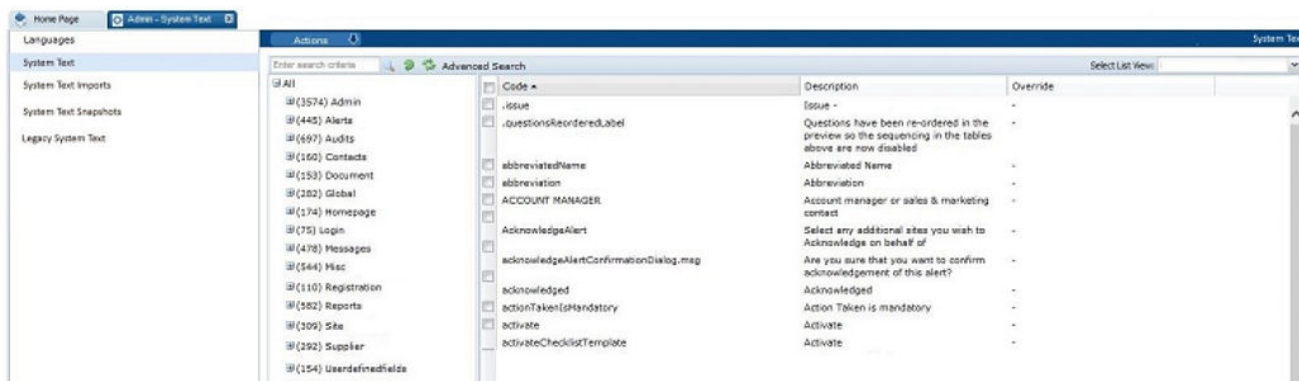
- Select Edit and then either select or deselect one of the available languages.
- Select Save & Exit.

## System Text

Selecting this option presents a list view containing the portal's system text files.

The core default system text cannot be changed, however custom overrides can be set up to replace the system text within the portal. This can be used to apply custom terminology, guidance help text, and alternative translations.

Figure 1-7 System Text Page



To edit the System Text, select a row and then select the Edit action. The row opens in edit mode. For an example of this page, see [Figure 1-8](#).

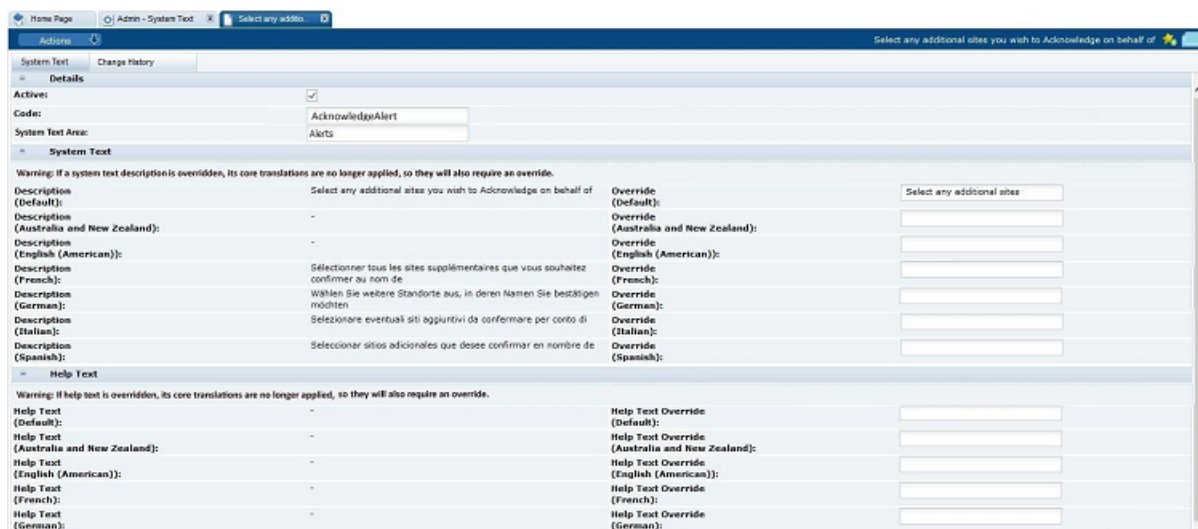
To add a new entry:

1. Select the New action. The New System Text tab appears.

#### Note:

The actions to add and delete System Text items will usually only be used when new Custom Fields are being added to the portal.

Figure 1-8 System Text Details Page



2. In the Details section, set the following values:
  - Active - check the box to activate this item.
  - Code - enter an identity code for the item.

- System Text Area - the area of the system that this item relates to.

The System Text and Help Text sections are arranged with the core default text on the left hand side, which cannot be edited, and the custom overrides on the right. If the override is left blank, the core default text will be used. The fields are repeated for each of the portal's supported languages. If an override is subsequently removed, the system will revert to using the core system text.

 **Note:**

If the core default language system text description or help text has an override applied, the associated core translation value is no longer applied as it is assumed the translation is no longer valid. An override translation must be created where translations are required.

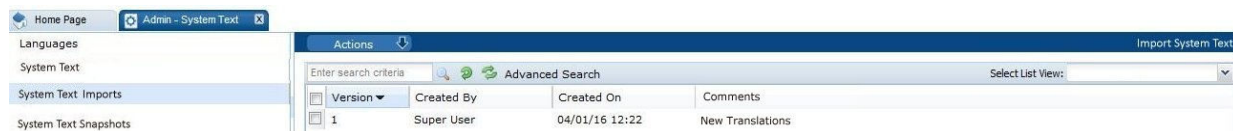
3. In the System Text section, set the following values:
  - Description - the core default system text.
  - Override - the custom text to override the core default value.
4. In the Help Text section, set the following values:
  - Help Text - the core default help text.
  - Help Text Override - the custom help text to override the core default value.
5. Select the Save action.
6. Select the Reload System Text action from the System Text page to apply the changes to the portal.

## System Text Imports

The System Text page includes the option to import system text changes as an alternative to manually editing the individual system text item. Used in conjunction with the System Text Export option, the import allows exported files of system text to be edited offline with a text editor prior to being imported back in through a single action.

Selecting this option presents a list view showing previous imports.

**Figure 1-9 System Text Imports Page**

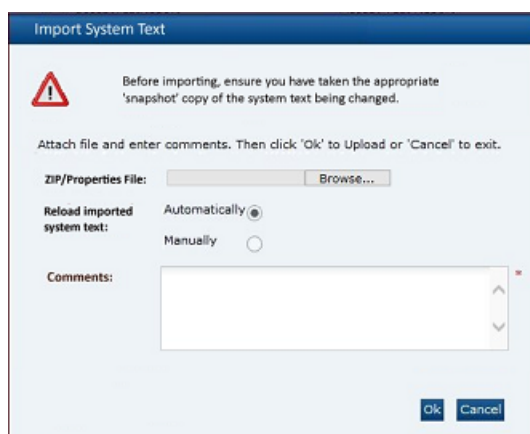


Version	Created By	Created On	Comments
1	Super User	04/01/16 12:22	New Translations

To view the details of a previous import, select a row and then select the View action. The row opens in read mode. For an example of the content this page, see [Figure 1-13](#).

To perform a new import:

1. Select the Import System Text action. The Import System Text dialog box appears.

**Figure 1-10 Import System Text Dialog Box**

- a. Click Browse to select an individual text file (or a ZIP file containing multiple text files) to import.
- b. Choose to either automatically apply the system text to the application on completion of the import, or to manually apply it through the Reload System Text action. The manual option will typically be used where a series of system text changes are being imported and are to then be applied simultaneously.
- c. Enter a comment to describe the changes being imported. This is a mandatory field.
- d. Click **Ok**.

 **Note:**

The import file must be a text file with the extension `.translation`.

Any special characters must be UTF-8 encoded. The file may contain blank rows or comments (rows that start with #); they will simply be ignored by the import process.

For further details of the file layout, see [System Text Exports](#).

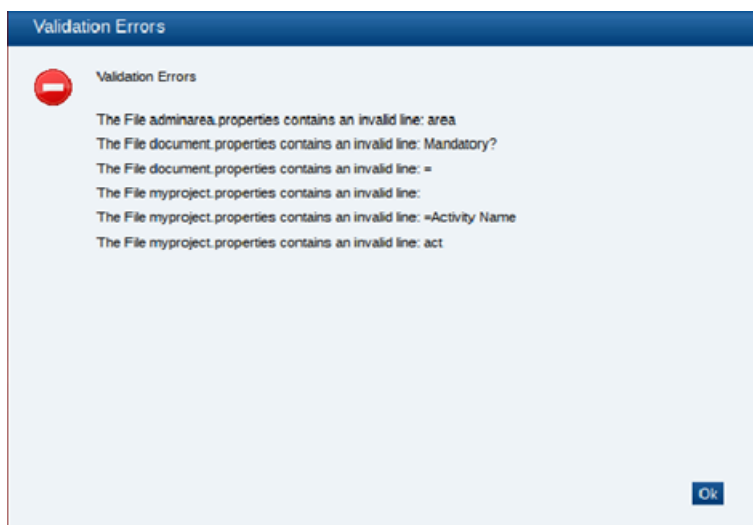
2. If the "u" ASCII character escape sequence prefix is encountered in the file, indicating the presence of special characters that have not been UTF-8 encoded, the following message is displayed with the option to continue or cancel:

**Figure 1-11 Import System Text Warning Dialog Box**

3. To continue the import, click **Ok**. To return to the System Text page, click **Cancel**.

- If errors are encountered the following dialog box appears:

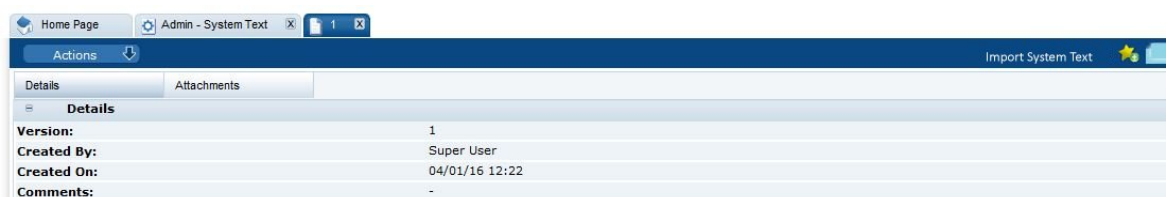
**Figure 1-12 Import System Text Errors Dialog Box**



If no errors are encountered the system text is imported and a row is added to the System Text Import page.

- To view the details of the import, select the row in the System Text Import page and then select the View action. The row opens in read mode.

**Figure 1-13 System Text Import Details Page**



- In the Details section (all fields are read-only):
  - Version - this is automatically incremented for each import.
  - Created By - the name of the person who submitted the import.
  - Created On - the date and time of the import.
  - Comments - the comments that were entered when the import was run.A copy of the imported file is automatically stored in the Attachments section.
- If the option was selected to manually apply the changes, click the Reload System Text action when ready for the text to be applied to the portal.

System text records cannot be deleted.

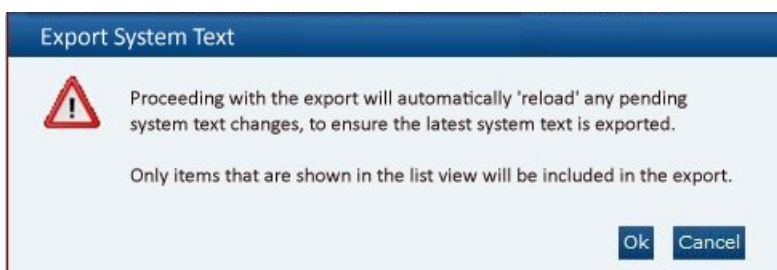
## System Text Exports

The System Text page includes the option to download system text files to your PC for offline editing prior to importing the changes back into the portal.

To perform an export:

1. Select the Export System Text action. The Export System Text dialog box appears, explaining that the Reload System Text action will automatically run as part of the export to ensure any outstanding updates are first applied.

**Figure 1-14** Export System Text Dialog Box

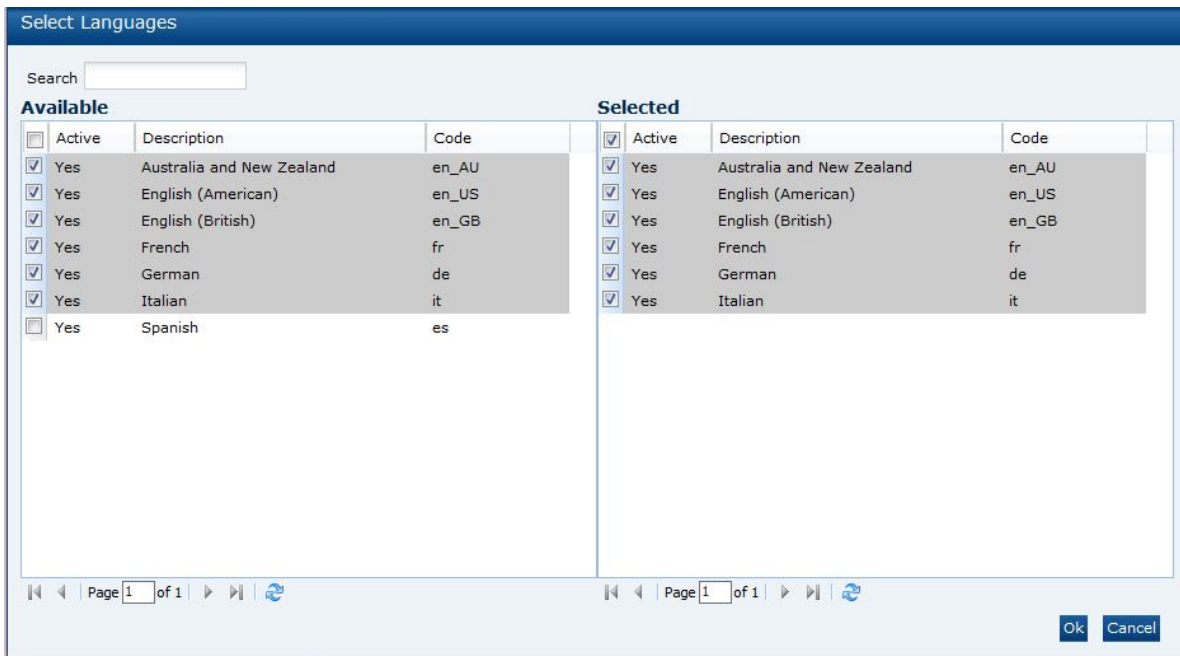


 **Note:**

The export is based on the contents of the System Text page. Filter the list view using the quick or advanced search to contain the required system text items to be included. If no languages are selected, the export file will be empty.

2. Click **Ok**. The System Text Export Languages dialog box appears, with all the active languages selected.

Figure 1-15 System Text Export Select Languages Dialog Box



3. Select the required languages to be included in the export and click **Ok**. A ZIP file is created containing the individual translation text files for the selected system text items and languages.
4. To save to a local location from which to open the text file, select Save or Save As.

The file is a text file with the `.translation` extension which can be opened and edited using any UTF-8 compliant text editor, such as Microsoft WordPad.

The file contains the current text value/description as it appears within the system. If a custom override has been set, that will be the value; otherwise the value will be the core default value. If a value is removed/ blanked and reloaded, the system will revert to showing the core default value. Each item is prefixed with its unique identity code, for example, the Oracle Login page contains a login field and a page title; if the system text of these items are "Log In" and "Oracle UK Login" respectively, they would appear in the file as:

```
oracle.loginPage.login=Log In
oracle.loginPage.loginPageTitle=Oracle UK Login
```

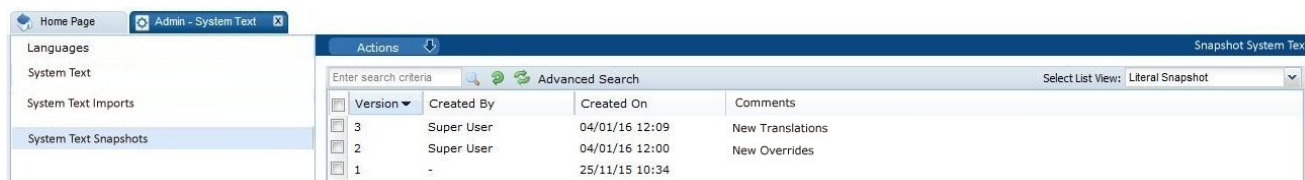
The file names are based on the system text area, with the language code appended, separated by underscore (for example, `Audits_de.translation`).

## System Text Snapshots

The System Text page includes the option to take a copy of system text files prior to changes being made. This is similar to the export option, and if necessary, the snapshot files can be imported back into the system in order to regress changes back to a prior state.

Selecting this option presents a list view showing previous snapshots.



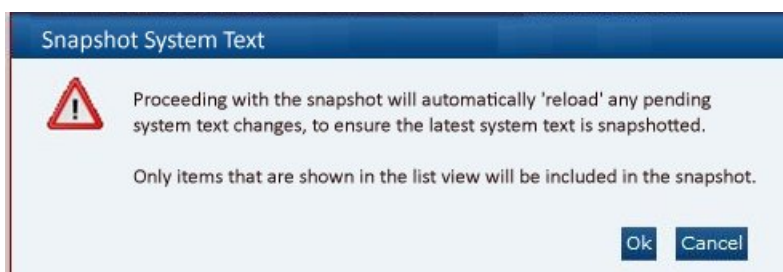
**Figure 1-16 System Text Snapshots Page**

Version	Created By	Created On	Comments
3	Super User	04/01/16 12:09	New Translations
2	Super User	04/01/16 12:00	New Overrides
1	-	25/11/15 10:34	

To view the details of a previous snapshot, select a row and then select the View action. The row opens in read mode. For an example of this page, see [Figure 1-19](#).

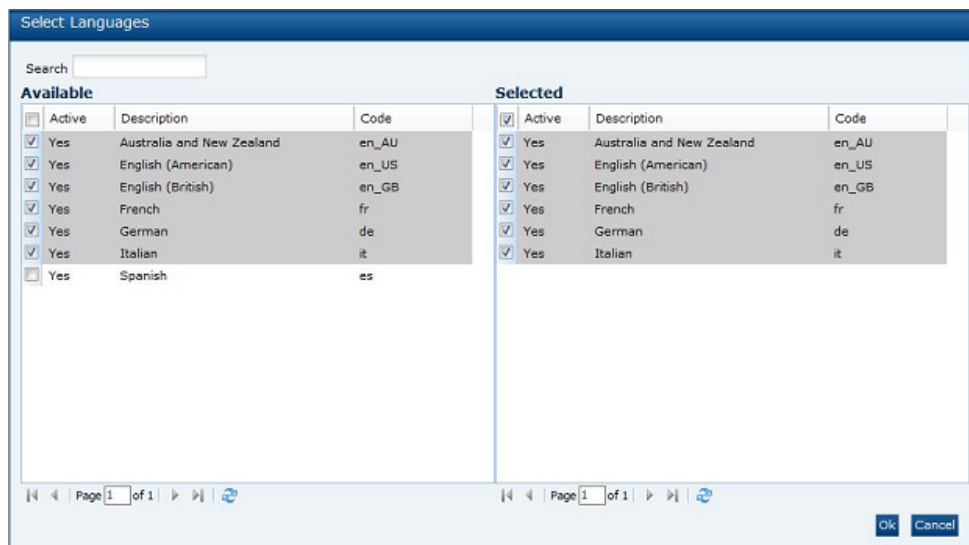
To create a new snapshot:

1. Select the Snapshot System Text action. The Snapshot System Text dialog box appears, explaining that the Reload System Text action will automatically run as part of the snapshot to ensure any outstanding updates are first applied.

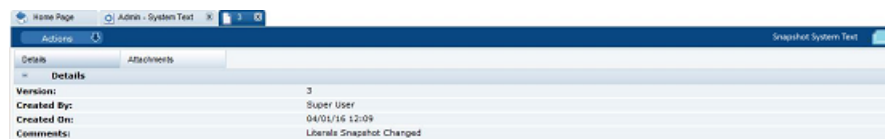
**Figure 1-17 Snapshot System Text Dialog Box****Note:**

The snapshot is based on the contents of the System Text page. Filter the list view using the quick or advanced search to contain the required system text items to be included.

2. Click **Ok**. The System Text Snapshot Languages dialog box appears, with all the active languages selected.

**Figure 1-18 System Text Snapshot Select Languages Dialog Box**

3. Select the required languages to be included in the snapshot and click **Ok**. A ZIP file is created containing the individual translation text files for the selected system text items and languages and a row is added to the System Text Snapshots page.
4. To edit the details of the import, select the row in the System Text Snapshots page and then select the Edit action. The row opens in edit mode.

**Figure 1-19 System Text Snapshot Details Page**

5. In the Details section (all fields except Comments are read-only):
  - Version - this is automatically incremented for each snapshot.
  - Created By - the name of the person who submitted the snapshot.
  - Created On - the date and time of the snapshot.
  - Comments - this is the only editable field.

The snapshot ZIP file is automatically stored in the Attachments section.

To delete a System Text Snapshot, select a row and then select the Edit action. The row opens in edit mode. Select the Delete action.

# 2

## Managing User Access

This chapter describes how user access to Oracle Retail System Evaluation Cloud Service is managed. Retailer users who are assigned the User Administrator Authority Profile can create and edit users.

The following topics are covered in this chapter:

- [Overview of User Security](#)
- [Managing User Roles](#)
- [Managing Users](#)
- [Managing External Systems](#)
- [System Parameters](#)

### Overview of User Security

Following are the components of user security for Oracle Retail Supplier Evaluation Cloud Service:

- Access rights are defined in the Permissions Rules spreadsheet.
- Authority Profiles are grouped into Authority Profile Groups.
- A role is comprised of Authority Profiles which assign the access rights.
- A user is assigned roles.
- A user may also be assigned individual Authority Profiles.

The system differentiates between internal (retailer) users and external (supplier) users, and controls the respective access to data and functionality based on implicit rules and configurable permissions rules. The permissions and implicit rules are applied wherever data or functionality is accessed: access to records, contents of list views and embedded lists, pick-list contents, wizard screens, and so on.

### Implicit Rules

The system has a set of hard-coded rules that control fundamental access to data and functionality, such as, a supplier can only access their own data and the retailer has visibility to all suppliers' data.

### Permissions Rules

The actual rules for each Authority Profile's access to the system (create, read, update, delete) are defined in the Permission Rules spreadsheet. The permissions can be defined at record, page, field-set, or field level, allowing access to be granted to entire records down to a more granular field-level where necessary. The permissions are also applied to grant access to menu options and actions, and can be set to take records' status into account.

Retailer users with the Oracle Authorized Administrator authority profile have access to the Permissions option within the Admin - Roles & Permissions menu.

## Amending Permissions

The Permissions spreadsheet can be amended using the following steps:

### Note:

It is recommended that Oracle be consulted before making changes to the Permissions spreadsheet.

1. Open the Roles & Permissions / Permissions page in the Admin area.
2. Select the active permission row in the list view.
3. Click **Download Spreadsheet** and save the XLS file locally.
4. Edit the Permissions.XLS file using a spreadsheet editor such as Excel and save the changes.

The spreadsheet is organized with a separate tab for each record type. Each page contains the following columns:

- **Authority Profile** - This is the grouping for which the access rights are provided. Authority Profiles are assigned to users, either grouped together as Roles, or individually. They collectively grant the user the appropriate level of access to the system. This column must contain an entry that is present in the Authority Profiles glossary. The remaining columns specify the profile's access rights for the type of record.
- **Menu Option** and **Sub Menu Option** - These columns are used to assign access rights to menu options and sub menu options.
- **Action** - This column is used to assign access rights to actions such as buttons or table actions.
- **Record** - This column identifies the record that the permission rule applies to.
- **Page, Field Set, and Field** - These columns identify individual pages, field sets, or fields within the page which are to have access rights that differ to the overall level of access to the record. For example, an Authority Profile may be assigned edit access to a record in general, but specific pages, field sets, or individual fields may be overridden to have read-only access.
- **Status (Record and Parent Record)** - This column can be used to apply rules specific to the status of the record and/or its parent record.
- **User Mode** - This column can be used to apply a separate set of rules for a restricted level of access. It will usually be set to NORMAL.
- **Access Level** - This column defines the level of access to be granted. The options are:
  - **R** - Read: Read-only access (also allows the Print action where the option is available).
  - **W** - Write: Write access (also assumes Read access).

- **C** - Create: Ability to create a new record (also assumes Read and Write access).
  - **D** - Delete: Ability to delete a record (also assumes Read and Write access).
  - **F** - Full Access: Full access to a record (Read, Write, Create, and Delete access).
  - **N** - No Access: No access to the record, item, or action.
  - **Y** - Access Permitted: Ability to access an action.
5. Click **Upload Permissions Spreadsheet** and locate the spreadsheet. Add a comment and click **Ok**.
  6. Select the uploaded entry in the list view and click **Process Selected**. The permission changes will become effective to users the next time they log in.

## Authority Profiles

Authority Profiles are the lowest form of control over functionality. Authority Profiles are sets of permissions that together set a level of access to specific areas of the application, both data and functionality, and can be set at the function, record, page, field-set, or field level. The permissions for each Authority Profile are defined in the Permissions Rules spreadsheet.

Each Authority Profile record has a unique name, unique code, and a mandatory default description. A description can also be provided for each of the supported languages. The system comes with default sets of retailer and supplier authority profiles.

An Authority Profile record also includes a field called "Control" which can be used to describe what the authority profile does. This becomes useful to an Administrator when using the Display effective permissions button within a user record because, as the cursor hovers over an Authority Profile within the dialog box, a tool tip will display whatever has been entered in the Control field. As text for the field can be entered in all supported languages for the portal, the system will be able to show the text in the language of the user using the system.

One or more Authority Profiles are assigned to a role to define its access rights. This enables new roles to be introduced without having to change the Permissions Rules spreadsheet.

The following are examples of Authority Profiles:

- Configuration Editor
- Audit Administrator
- News Administrator
- Library Reader

## Authority Profile Groups

Authority profiles are grouped to set an order of precedence so that if a user has a number of conflicting authority profiles, such as Audit Reader and Audit Editor, the user is always assigned the highest level of access.

For example, the Technologist role may contain the News Reader authority profile as standard. If a particular Technologist user is granted the News Administrator role to give the user the rights to also publish news items, there would be a resulting clash between News Reader and News Administrator when the system determines the permissions. Authority profile groups therefore facilitate giving the News Administrator precedence over News Reader.

Retailer users with the Oracle Authorized Administrator authority profile have access to the Authority Profile Groups option within the Admin - Roles & Permissions menu.

## Roles

Roles are constructed from Authority Profiles that define different levels of access to data and functionality within each area of the system, such as, Audit Reader, Audit Editor, and News Administrator. Users may also be assigned individual additional Authority Profiles to grant them specific privileges, such as granting a particular Technologist the ability to publish news items.



### Note:

If a user is assigned individual additional authority profiles, the user's overall access to the system also takes into account the authority profiles associated to any roles the user has been assigned.

A user role is made up of one or more authority profiles. Each role has a unique name and a list of authority profiles. A role has a predefined level of access to the system determined by its associated Authority Profiles.

Each user is assigned one or more roles appropriate to that user's use of the system. Roles are configurable and a number of standard roles are supplied with the system for the common types of user, such as, Technologist. These may then be amended to reflect retailer-specific terminology or business processes as required. Any number of additional roles can be created to enable alternative types of users.

Roles are user classifications that relate to a job title, such as:

- Technologist
- Assistant Technologist
- Product Development Manager

Roles can be created to build common variants, for example, a Trainee Assistant Technologist where the level of access is restricted to read-only.

## Common User Roles

The system comes with a predefined set of common user roles which can then be amended or extended as necessary. [Table 2-1](#) describes the internal roles.

**Table 2-1 Internal (Retailer) Roles**

Role Name	Description
Account Administrator	Enables access to orders generated from the supplier registration process.
Assistant Technologist	Enables the user to work with Technologists and perform some tasks on their behalf. Therefore, the user by default has the same level of access as a Technologist.

**Table 2-1 (Cont.) Internal (Retailer) Roles**

Role Name	Description
Auditor	May be internal (retailer) or external (third-party audit house/certification body) users. The users carry out supplier site audits on behalf of the retailer, so the users can create and complete audits and visits.
Restricted Auditor	For internal (retailer) or external third-party audit house/certification body user who needs only to have limited visibility of audits. This user role is expected to utilize the same authority profiles as the Auditor user role but replaces the Auditor authority profile with a new Restricted Auditor authority profile.
Buyer	Enables access to supplier information. The level of access is generally restricted to read-only, such as read access to supplier details.
Laboratory	External users. Initially just basic access to news and documents.
Power User	Allows the configuration of system text and the deletion of unused Site accounts.
Process Administrator	Enables the configuration of templates for processes and their activities.
Process Manager	Enables the creation and management of processes.
Retailer Supplier Administrator	Can be given to a retailer user to enable the user to edit the name, address, and contact details of supplier and site accounts.
Site Inspector	Initially, just basic access to news and documents.
System Administrator	Provides access to the configuration and administration features.
Technologist	Main users of the system. These users have access to most areas of the system and work in collaboration with the suppliers of products, carrying out site visits and audits.

Each supplier has their own account within the system, comprising a single supplier (head office) record plus a site record for each of their manufacturing or packing locations. Supplier users have their own individual user accounts. Supplier users are either a supplier level user associated to the head office and all its sites, or a site level user associated to one or more sites within the organization and may be granted administration rights. [Table 2-2](#) describes the external roles.

**Table 2-2 External (Supplier or Site) Roles**

Role Name	Description
Supplier Administrator	A supplier level user with permission to administer supplier and site users and addresses and contacts, that is, Supplier and Site records and their Contacts.
Supplier User	A supplier level user with access to all sites for that supplier including any new sites that are created. This user type can be a contact for the supplier and for any site.
Site Administrator	A site level user with permission to administer site users for their sites only and address and contacts for those sites they have access to, that is, Site Records and their contacts.

**Table 2-2 (Cont.) External (Supplier or Site) Roles**

Role Name	Description
Site User	A site level user with access to specified sites. As new sites are added, they do not have access to those sites unless specifically granted by an administrator. They can be a site contact, but not a supplier contact.

## Users

Each user of the system is assigned an individual password-protected user account identified by a personal user name and email address. Most transactions made within the system are recorded in time-stamped audit trail logs, identifying the user responsible for the transaction.

Designated administrators, within the retailer and supplier organizations, create and manage their users and access rights. Individual users can then maintain their own contact details, preference settings, and passwords.

User records are assigned one or more roles to set their default level of access. Authority Profiles can also be assigned directly to a user to give them specific access rights.

The User record includes flags to control whether the user is to appear in the drop-down lists of Technologist, Assistant Technologists, Auditors, and so on.

## IDCS or OCI IAM Integration for Authentication

The authentication of user and external system identity for access to Oracle Retail Supplier Evaluation Cloud Service is managed by Oracle's Identity Cloud Service (IDCS) or Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) identity management service. This strategic initiative is a move towards most Oracle Retail Cloud Service applications using IDCS or OCI IAM for authentication, thus paving the way for single sign-on across the product range. In the meantime, Supplier Evaluation will implement IDCS or OCI IAM as a standalone means of identity authentication.



### Note:

When IDCS or OCI IAM integration is implemented, it becomes the sole means of authentication for users and external systems. In the event of the IDCS or OCI IAM tenant not being available to perform authentication, access to Supplier Evaluation will not be permitted.

The key features of the IDCS or OCI IAM authentication for Supplier Evaluation are as follows:

- All users and external systems log in to Supplier Evaluation using an individual IDCS or OCI IAM profile.



- Each Supplier Evaluation portal instance has dedicated IDCS or OCI IAM tenants, for its production and staging/UAT environments.
- New users are created in Supplier Evaluation, which automatically triggers creation of an IDCS or OCI IAM profile.
- User roles map to groups in IDCS or OCI IAM to control users' level of access.
- All maintenance of passwords and email addresses is carried out by the user in IDCS or OCI IAM.
- The user maintains all other account details in Supplier Evaluation.
- An hourly batch job automatically synchronizes changes between Supplier Evaluation and IDCS or OCI IAM.
- External systems accounts, used to access the Supplier Evaluation APIs, are treated the same as users.



**Note:**

User documentation for IDCS can be found at the *Oracle Identity Cloud Service Help Center*:

<https://docs.oracle.com/en/cloud/paas/identity-cloud/>

User documentation for OCI IAM can be found at the *Oracle Cloud Infrastructure Identity and Access Management Documentation*:

<https://docs.oracle.com/en-us/iaas/Content/Identity/home.htm>

## Provisioning a New System

When a new Supplier Evaluation portal is implemented, the necessary IDCS or OCI IAM tenant will be installed and configured to include an IDCS or OCI IAM Administrator profile for the on-going administration by a retailer administrator.

Once the IDCS or OCI IAM tenant has been configured, its environment variables will be visible in the System Parameters page.

## Migration of Users

When provisioning a new Supplier Evaluation portal, a migration process can be used to automatically create the IDCS or OCI IAM profiles. This facility allows accounts to be provisionally created in Supplier Evaluation, then enabled as part of the launch. External System accounts are also migrated.

The key features of the migration tool are as follows:

- The migration tool is run by Oracle Application Management Services (AMS) as part of the portal upgrade process. It may be run multiple times during the deployment.
- All Supplier Evaluation users and external systems have an IDCS or OCI IAM user profile created (excluding the Root user account, and any without a valid email address).
- The login id becomes the unique reference that links the Supplier Evaluation and IDCS or OCI IAM accounts.

- Users are assigned to the appropriate IDCS or OCI IAM access control groups based on their Supplier Evaluation access rights.

The core set of roles is as follows:

RETAILER_ROLE	RGBU_BCCS_%s_Retailer
EXTERNAL_SYSTEM_ROLE	RGBU_BCCS_%s_ExternalSystem
AREA_ROLE	RGBU_BCCS_%s_Retailer_%s
SUPPLIER_ROLE	RGBU_BCCS_%s_Supplier
ARTWORK_ROLE	RGBU_BCCS_%s_Artwork
REPORTING_ADMIN_ROLE	RGBU_BCCS_%s_Reports_Admin
REPORTING_READER_ROLE	RGBU_BCCS_%s_Reports_Reader
REPORTING_USER_ROLE	RGBU_BCCS_%s_Reports_User
TEST_ROLE	RGBU_BCCS_%s_Test
TEST_AREA_ROLE	RGBU_BCCS_%s_Test_%s

- The migration process can create IDCS or OCI IAM profiles at either activated or deactivated status. The flag in Supplier Evaluation that disables the login has no effect on the IDCS or OCI IAM profile, however access to Supplier Evaluation is prevented if the account has been set as disabled.
- During the migration, the automated emailing of notifications to new users from IDCS or OCI IAM will be temporarily disabled, to prevent users attempting to access prior to launch. The notification emails may be manually sent from IDCS or OCI IAM, post migration.
- After migration, the client administrator user has the ability to configure and enable/disable the individual IDCS or OCI IAM email templates.
- Once the portal is deployed, creating a new user in Supplier Evaluation will trigger the automatic creation of a corresponding IDCS or OCI IAM profile. An hourly scheduled job thereafter synchronizes any changes to email address or user roles.
- The migration tool can also be used to create the IDCS or OCI IAM user profiles when refreshing a staging/UAT environment with data from the production environment.

As the linking of the Supplier Evaluation accounts to their IDCS or OCI IAM profiles is by the login id, when a portal's staging/UAT environment has its data refreshed with that from another environment, accounts that have a corresponding profile in the staging/UAT environment's IDCS or OCI IAM tenant should authenticate without the need to create new profiles. Otherwise new accounts will need to be created in Supplier Evaluation, which will automatically create the corresponding IDCS or OCI IAM profiles.

## Managing Authority Profiles

The descriptions in the supported languages can be changed for the Authority Profiles. Select Authority Profiles from the left pane. The Authority Panels page opens. Select the Edit action. The page opens in edit mode. Make any changes and save the updates.

## Managing User Roles

Select User Roles in the left panel. The List Roles page opens. For each role, the code, user type (Retailer, Site, Supplier), and description is shown.

### Adding a User Role

To add a new user role:

1. Select the New User Role action. The Role Details page appears.

**Figure 2-1 New User Role Page**

The screenshot shows a web browser window with the following elements:

- Browser tabs: Home Page, Admin - Roles &..., New User Role
- Page title: Actions
- Section: Role Details (with Attachments sub-section)
- Section: Details
  - Code: [Text Field] \*
  - User Type: Retailer (Dropdown)
  - Description (Default): [Text Field] \*
  - Description (Australia and New Zealand): [Text Field]
  - Description (English (American)): [Text Field]
  - Description (French): [Text Field]
  - Description (German): [Text Field]
  - Description (Italian): [Text Field]
  - Description (Spanish): [Text Field]
  - Authority Profiles: - [Icon]
  - Grant Roles: - [Icon]

2. Enter the details for the role and select the Save action.

**Table 2-3 New User Role Page Details**

Details	Description
Code	Enter a unique code for this user role. Mandatory field.
User Type	Select the type of users for which this role is intended: <ul style="list-style-type: none"> <li>• Retailer</li> <li>• Supplier</li> <li>• Retailer and Supplier</li> <li>• Site</li> </ul>
Description	Enter the description for this role in the supported languages. The description for the default language is mandatory
Authority Profiles	Click the icon and select the Authority Profiles that define this role.

**Table 2-3 (Cont.) New User Role Page Details**

Details	Description
Grant Roles	Click the icon and select the roles that a user assigned this new role can assign to other users.

## Editing a User Role

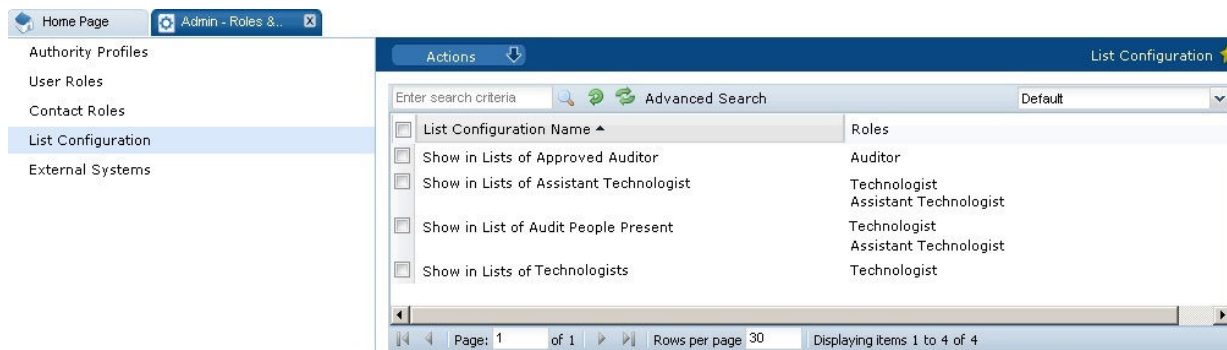
Select the role and select the Edit action. The Role Details are displayed in edit mode. The Code, User Type, and Default Description, and any descriptions entered for a supported language cannot be edited. Descriptions for additional languages can be added.

## List Configuration

List configuration enables the auto-selection of users into a list. These lists can be filled with the names of users that have the selected roles for the list.

Select the List Configuration option in the left pane. The List Configuration page opens.

**Figure 2-2 List Configuration Page**



For each list configuration, the roles assigned for that list are shown.

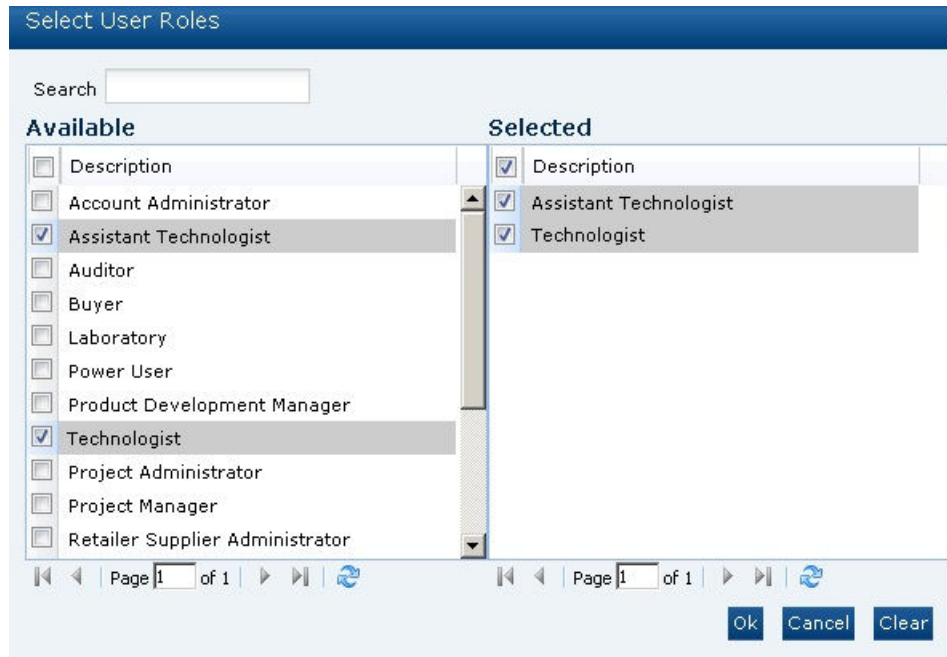
To edit a list configuration, select the entry and then the Edit action. The Details page for the selected list appears.

**Figure 2-3 List Configuration Details Page**



Select the icon in the Roles panel to see the list of available roles. The Select User Roles dialog box appears. Select the roles you want for this list configuration and select **Ok**.

**Figure 2-4** Select User Roles Dialog Box



## Managing Contact Roles

To access contact roles, select the Contact Roles option in the left pane. The Contact Roles page opens. For each contact role, the description is shown and a column for each of the following with a Yes/No status for each role:

- Is Supplier Role?
- Is Mandatory Supplier Role?
- Is Site Role?
- Is Mandatory Site Role?

## Adding a Contact Role

To add a new contact role:

1. Select the New Contact Role action. The New Contact Role page opens.

Figure 2-5 New Contact Role Page

The screenshot shows the 'New Contact Role' page with the following fields and options:

- Code:** A text input field with a red asterisk indicating it is mandatory.
- Description (Default):** A text input field with a red asterisk.
- Description (Australia and New Zealand):** A text input field.
- Description (English (American)):** A text input field.
- Description (French):** A text input field.
- Description (German):** A text input field.
- Description (Italian):** A text input field.
- Description (Spanish):** A text input field.
- Supplier Level:** A checkbox.
- Supplier Level Mandatory:** A checkbox.
- Mandatory Supplier Types:** A dropdown menu with a selection icon.
- Site Level:** A checkbox.
- Site Level Mandatory:** A checkbox.
- Mandatory Site Types:** A dropdown menu with a selection icon.

2. Enter the details and select the Save action.

Table 2-4 New Contact Role Page Details

Details	Description
Code	Enter a unique code for this user role. Mandatory field.
Description	Enter the description for this role in the supported languages. The description for the default language is mandatory.
Supplier Level	Check if this is a supplier level contact role.
Supplier Level Mandatory	Check if this is supplier level contact role is mandatory. If a role is mandatory, a contact must be assigned to that role for a supplier record to be approved. A role may also be mandatory if it is required to automatically notify the relevant users when an action is required.
Mandatory Supplier Types	Click the icon and select the mandatory supplier types for this role.
Site Level	Check if this is a site level contact role.
Site Level Mandatory	Check if this site level contact role is mandatory. If a role is mandatory, a contact must be assigned to that role for a site record to be approved. A role may also be mandatory if it is required to automatically notify the relevant users when an action is required.
Mandatory Site Types	Click the icon and select the mandatory site types for this role.

## Editing a Contact Role

To edit a contact role, select the role in the Contact Roles page and select the Edit action. The contact role record opens in edit mode in a new tab. The Code, Default Description, and any descriptions entered for a supported language cannot be edited. Descriptions for additional languages can be added.

## Managing Users

To access the users, select Users from the Company menu. The Company Users tab opens. The list of users is displayed. For each user, the user name, login ID, and email address are shown. If available, a phone number and mobile phone number are also shown.

## Creating a User

To create a new user, select the New User action. The New User page appears. [Figure 2-6](#) shows the format of the page when a retailer user is being created. [Figure 2-7](#) shows the format when a supplier user is being created.

**Figure 2-6 New User Page for a Retailer User**

The screenshot displays the 'New User Page for a Retailer User' interface. It is organized into several sections:

- User Details:** Includes fields for Name, Login Id, Email, Phone, Mobile Phone, and Fax. There are also checkboxes for 'Login id Disabled?' and 'IDCS Profile Created:'. Other fields include Job Title, Department, Team Manager, Delegates, Language (set to English (British)), Time Zone (set to Coordinated Universal Time (UTC)), Area, and a large text area for Comments.
- Address:** Divided into 'Local Address' and 'Address ( Business Language )'. Both sections have fields for Country, Address Line 1, Address Line 2, City, County, and Post Code. There are also fields for GPS latitude and longitude.
- Roles and Permissions:** Features a 'Display Effective Permissions' button and a 'User Roles' dropdown menu currently set to 'System Administrator'. Below this are several checkboxes for permissions: 'Show in List of Audit People Present', 'Show in Lists of Approved Auditor', 'Show in Lists of Assistant Technologist', 'Show in Lists of Technologists', and 'Restricted Auditor Access'. There is also an 'Authority Profiles' dropdown.

Enter the information in the following sections for the new retailer user:

- **Details**  
The Name, Email, Login Id, and Language fields are mandatory.  
Area only appears if the Restrict Access by Area system parameter has been set. Assigning a user to an Area, or Areas, limits the user's visibility of Supplier information to just those that are assigned to that Area or Areas.
- **Address**
- **Roles and Permissions:**
  - User Roles is a mandatory field.

- If this user should appear in a list configuration, check the box.
- Additional Authority Profiles can be selected for this user.
- Restricted Audit Access determines if the user has limited access to Audits.

Clicking **Display effective permissions** shows the authority profiles that provide this user's highest level of access, based on their assigned roles and authority profiles.

**Figure 2-7 New User Page for a Supplier User**

Enter the information in the following sections for the new supplier user:

- **Details**  
The Name, Email, Login Id, and Language fields are mandatory.
- **Address**
- **Roles and Permissions**  
The list of available roles for this user is dependent on the user type selected. User Roles is a mandatory field.  
Clicking **Display effective permissions** shows the authority profiles that provide this user's highest level of access, based on their assigned roles and authority profiles.

Validation will prevent the account being created if another User or External System record has the same login id. The Login Id Disabled flag has no effect on the status of the IDCS or OCI IAM profile, however if set, it will prevent access to Supplier Evaluation.

Validation also ensues the last part is at least two alphabetic characters, as required by IDCS or OCI IAM. For example, a@b.cd is valid; a@b.c, a@b.c-d, and a@b.cd1 are invalid. Any leading or trailing spaces are automatically stripped from the email address

Use the **Save & Exit** action to create the account (the **Save** action does not appear until the account has been created).



When the User record is saved, the creation of a corresponding IDCS or OCI IAM profile is triggered (see [Synchronization with IDCS or OCI IAM](#)). An email message is automatically generated and sent to the user, instructing them to set the password of their IDCS or OCI IAM profile. The administrator can resend the emails from within IDCS or OCI IAM.

**Note:**

The user must be assigned at least one role or authority profile.

## Editing a User

To edit a user, select the user on the Company Users page and select the **Edit** action.

The user record opens in edit mode in a new tab. The Login Id and Email Address cannot be changed. The user maintains their password and email address in IDCS or OCI IAM. Changes to the Email Address and User Roles are synchronized between IDCS or OCI IAM and Supplier Evaluation (see [Synchronization with IDCS or OCI IAM](#)).

The IDCS Profile Created flag is set if the corresponding IDCS or OCI IAM profile has been successfully created.

Use the **Save** or **Save & Exit** action to apply the changes.

## Synchronization with IDCS or OCI IAM

When a new user or external system is created (whether manually, as part of a bulk upload, or by the Users API), a corresponding user profile is automatically created and activated in IDCS or OCI IAM. The IDCS or OCI IAM profile is automatically assigned to a group that represents its Supplier Evaluation user role access rights.

**Note:**

Supplier Evaluation and IDCS or OCI IAM use different formats for storing names: Supplier Evaluation has a single name field; IDCS or OCI IAM has three separate fields. Therefore, there is no synchronization of the name fields.

When the IDCS or OCI IAM profile is created, the First Name field is populated with the full name from Supplier Evaluation; the Middle Name and Last Name fields are set to blank or a dash. The user can subsequently change these in IDCS or OCI IAM, without affecting the name in Supplier Evaluation.

The user maintains their password and email address in IDCS or OCI IAM; changes to the email address are automatically synchronized with Supplier Evaluation, where the email address is read-only. The rules for password strength and reuse are configured in IDCS or OCI IAM.

The synchronization between Supplier Evaluation and IDCS or OCI IAM is performed by an hourly *ORSE-IDCS User Synchronization* scheduled batch job. When the job runs, it updates the *Identity Cloud Service Last Synchronisation* timestamp system parameter.

 **Note:**

The job checks for any users updated in Supplier Evaluation and immediately updates the user in IDCS or OCI IAM. It also checks for user profiles updated in IDCS or OCI IAM and, for each, submits a further batch job to update the Supplier Evaluation User record. If an IDCS or OCI IAM profile was manually created before the Supplier Evaluation user account was created, assuming the login id is the same, the job will link to the existing IDCS or OCI IAM profile. Users will always be initially created in Supplier Evaluation.

In the event of the IDCS or OCI IAM tenant not being accessible when a new user account is created, the IDCS or OCI IAM profile will be subsequently created automatically on completion of the next hourly synchronization job.

If the IDCS or OCI IAM profile is subsequently deactivated, the user will receive an email notification, and access to Supplier Evaluation is revoked; if reactivated, the user will receive an email notification, and access is reinstated. The user's password is unaffected by the profile being deactivated, so if reactivated, it will remain valid (subject to password expiry rules).

If a User/External System record is deleted in Supplier Evaluation (subject to it not having been referenced by any records), the corresponding IDCS or OCI IAM profile is automatically deleted.

## Disabling a User

A user can be prevented from logging in the next time the user tries to log in. You must have the required permissions to be able to disable a login. To disable a user from logging in:

1. Select the user on the Company Users page.
2. Select the Edit action. A tab is opened with the user record in edit mode.
3. Check the Login id Disabled field. The field is found in the Details section. See [Figure 2-6](#).
4. Save the changes.

## Deleting a User

To delete a user:

1. Select the user in the Company Users page.
2. Select the Edit action. A tab opens with the user record in edit mode.
3. Select the Delete action. The Confirm Delete User dialog box appears.
4. Click **Ok**. If the user has enabled their account by completing the self-registration and setting their initial password, the system will not permit deletion of the account. In this case, a dialog box appears, preventing the deletion; click **Ok**.

 **Note:**

If deletion is not permitted, and an alternative is to deactivate the account, see [Disabling a User](#). You may also wish to reduce the roles and permissions to the minimum permitted.

If deletion is permitted, the corresponding IDCS or OCI IAM profile is also deleted, automatically.

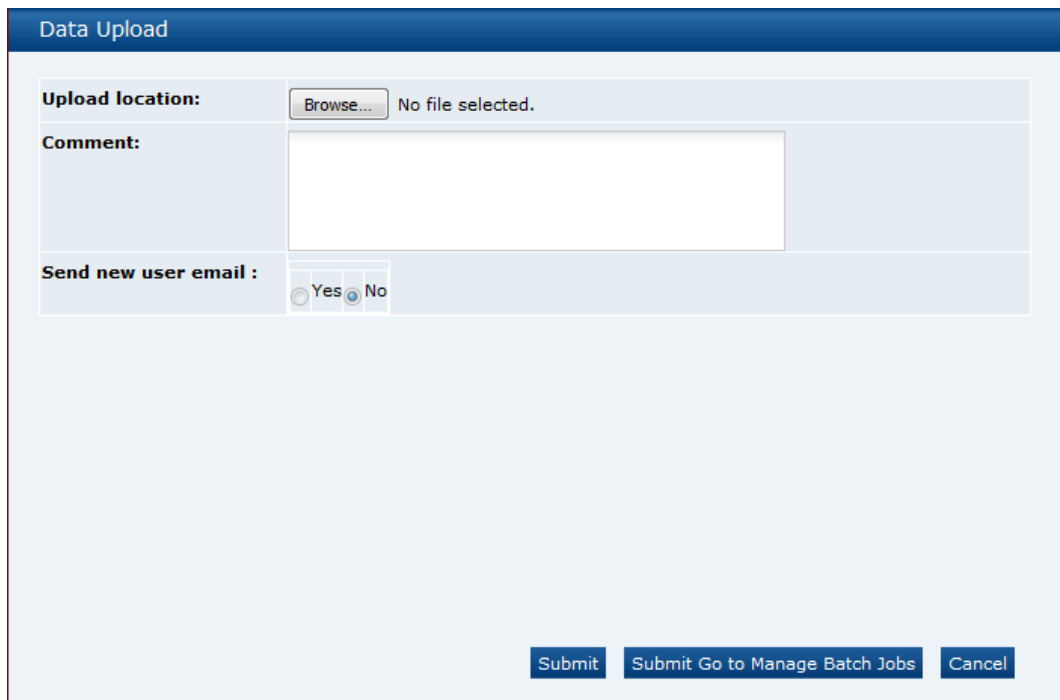
## Upload Retailer User Data

Retailer users with the Upload Administrator authority profile have access to the Upload Data option within the Admin menu for the upload of retailer users.

To upload new retailer user records:

1. Select the Import action from the Users List View actions menu. The Data Upload dialog box opens.

**Figure 2-8 Data Upload Dialog Box**



2. Click Browse to search for the upload file.
3. Enter any comments to describe the reason for the upload.
4. Select whether the system is to automatically send email to each newly created user on successful completion of the upload. The email will invite the user to register on the portal. The default is No, which will not send an email.
5. To upload the file, select either the **Submit** or **Submit Go to Manage Batch Jobs** action. At this point, the system will create a background job to process the spreadsheet. The

spreadsheet used to upload the data will be stored within the Attachments tab of the batch job.

 **Note:**

As part of the user account creation, the corresponding IDCS or OCI IAM user profile is automatically created and activated. The user will receive an email notification from IDCS or OCI IAM.

Validation will prevent the user account being created if another User or External System record has the same login id.

An email will be sent to the job submitter if the data within the upload file fails validation.

## Download Retailer User Upload Spreadsheet

Retailer users with the Upload Administrator authority profile also have access to the option to download a blank spreadsheet.

To download the latest version of the upload spreadsheet:

1. Select the Download Blank Spreadsheet option in the Users List View menu. An operating system specific dialog box opens with the option to either open or save the file.
2. Select the save option to download the ZIP file to your desktop.

 **Note:**

The ZIP file contains a spreadsheet workbook with the first tab used to upload the data. The second tab contains guidance notes and the remaining tabs contain the valid glossary values.

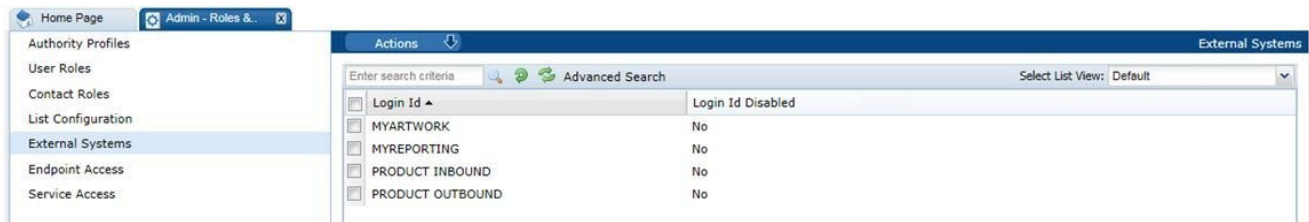
The column heading text shown on the first tab is in the user's language. If translations are not present for the user's language in the system, the portal's default language is substituted. An asterisk (\*) will be shown in a column heading if an entry is mandatory.

## Managing External Systems

External systems can access Oracle Retail Supplier Evaluation Cloud Service through its suite of web service APIs. In order for an external system to access an API, it must be granted permission with a login ID and password. Similar to user accounts, an external system account must be created and a password assigned, along with the rules for which services may be accessed.

To access the external system options, select the Roles & Permissions option from the Admin drop-down list and select External Systems in the left pane. A list of existing external system accounts appears, showing the login IDs and whether the accounts are active or disabled.

Figure 2-9 External Systems Page



## Creating an External System

To create a new external system, select the New External System action. The New External System page appears.

Figure 2-10 External System Details Page

External System Details

Details

Login Id:

Login Id Disabled:

IDCS Profile Created:

Email:

Comment:

Service Access:

Endpoint Access:

Enter the required information for the external system:

- The Login Id is mandatory and must be unique.
- The account can be disabled by checking Login Id Disabled.
- The days before password expires will start with the system's default value.
- Additional information about the external system can be entered in the Comment field.
- Select the Services and/or the individual Endpoints the external system is to be granted access to.

The user maintains the password and email address in IDCS or OCI IAM.

Validation will prevent the account being created if another User or External System record has the same login id. The Login Id Disabled flag has no effect on the status of the IDCS or OCI IAM profile, but will prevent access to Supplier Evaluation if it is set.

Use the **Save & Exit** action to create the account (the **Save** action does not appear until the account has been created).

## Editing an External System

To edit an external system, select the external system on the External Systems page and then select the Edit action. The external system record appears in edit mode in a new tab. The Login Id and Email Address cannot be changed.

When the record is saved, the creation of a corresponding IDCS or OCI IAM profile is triggered (see [Synchronization with IDCS or OCI IAM](#)). An email message is automatically generated and sent to the associated user, instructing them to set the password of the IDCS or OCI IAM profile. The administrator can resend the emails from within IDCS or OCI IAM.

The IDCS Profile Created flag is set if the corresponding IDCS or OCI IAM profile has been successfully created.

The record opens in edit mode in a new tab. The Login Id and Email Address cannot be changed. The user maintains their password and email address in IDCS or OCI IAM. Changes to the Email Address and User Roles are synchronized between IDCS or OCI IAM and Supplier Evaluation (see [Synchronization with IDCS or OCI IAM](#)).

Use the **Save** or **Save & Exit** action to apply the changes.

 **Note:**

As the external system's IDCS or OCI IAM profiles are not aligned with an individual, in order to allow for their passwords to be reset, retailer User Administrator users will be assigned the IDCS or OCI IAM User Administrator role, providing them the ability to change all users' passwords (regardless of EAC groups if the portal has the Enhanced Access Control facility applied).

Other users (including all supplier users) will only have the ability to change their own passwords.

## Disabling an External System

An external system can be prevented from accessing Oracle Retail Supplier Evaluation Cloud Service. To disable an external system:

1. Select the external system on the External Systems page.
2. Select the Edit action. A tab is opened with the external system record in edit mode.
3. Check the Login Id Disabled checkbox.
4. Save the changes.

An alternative to disabling the account is to deselect the services and endpoints, or to deactivate the corresponding IDCS or OCI IAM profile.

## Deleting an External System

To delete an external system:

1. Select the external system on the External Systems page.
2. Select the Edit action. A tab is opened with the external system record in edit mode.
3. Select the Delete action. The delete confirmation dialog box appears.
4. Click **Ok**. The external system and its corresponding IDCS or OCI IAM profile are deleted.

## Expiring Passwords

The external system's password will automatically expire if it is not reset in accordance with the system parameter rules. The rules are configurable by the administrator, within IDCS or OCI IAM.

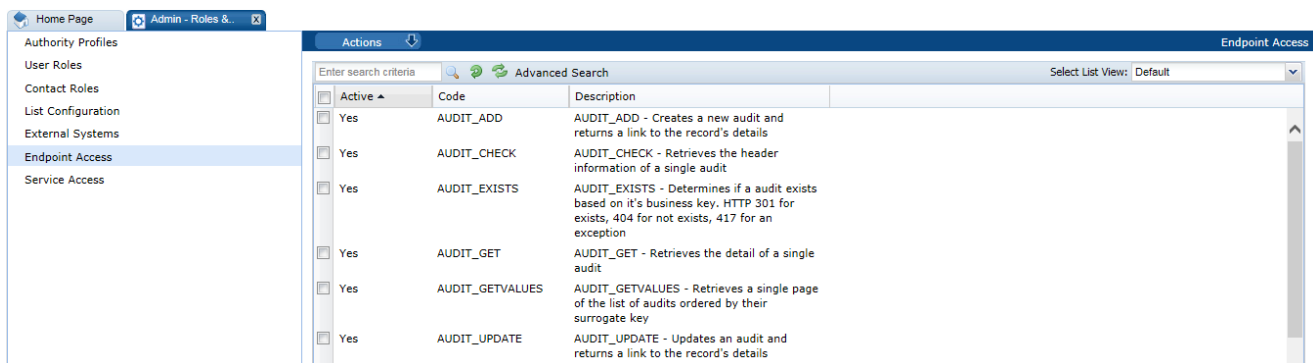
### Note:

IDCS or OCI IAM does not issue email notification prior to a password expiring, so in order to ensure continued access to the Supplier Evaluation APIs, plan for the external system passwords to be changed periodically.

## Managing Endpoints

Endpoints define the individual methods of the web services that are available through the portal's APIs. Endpoints cannot be manually created or deleted, and should only be edited to activate or deactivate the endpoint.

Figure 2-11 Endpoint Access Page

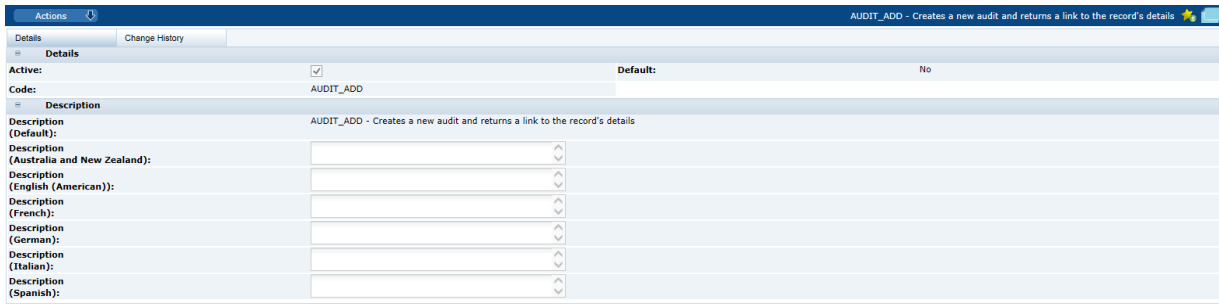


Active	Code	Description
<input checked="" type="checkbox"/>	AUDIT_ADD	AUDIT_ADD - Creates a new audit and returns a link to the record's details
<input checked="" type="checkbox"/>	AUDIT_CHECK	AUDIT_CHECK - Retrieves the header information of a single audit
<input checked="" type="checkbox"/>	AUDIT_EXISTS	AUDIT_EXISTS - Determines if an audit exists based on its business key. HTTP 301 for exists, 404 for not exists, 417 for an exception
<input checked="" type="checkbox"/>	AUDIT_GET	AUDIT_GET - Retrieves the detail of a single audit
<input checked="" type="checkbox"/>	AUDIT_GETVALUES	AUDIT_GETVALUES - Retrieves a single page of the list of audits ordered by their surrogate key
<input checked="" type="checkbox"/>	AUDIT_UPDATE	AUDIT_UPDATE - Updates an audit and returns a link to the record's details

To enable or disable an endpoint:

1. Select the endpoint on the Endpoint Access page.
2. Select the Edit action. A tab opens with the endpoint record in edit mode.
3. Check the Active checkbox to activate the endpoint; un-check the checkbox to deactivate the endpoint.
4. Save the changes.

Figure 2-12 Endpoint Access Details Page



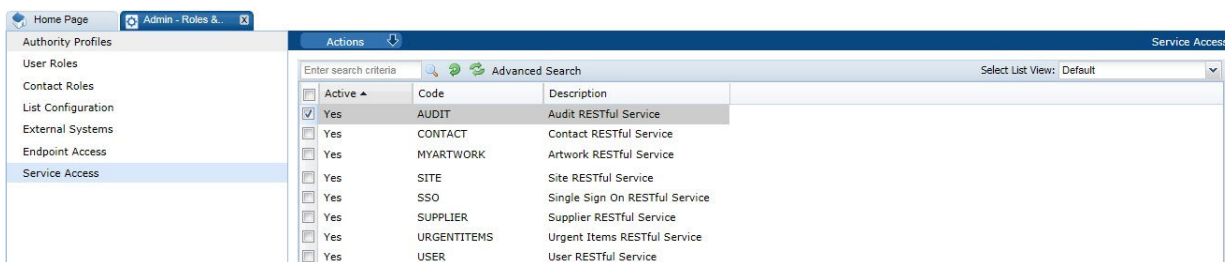
 **Note:**

Deactivating an endpoint prevents it from being selected as part of a service, it does not stop the endpoint being accessed in existing services. To prevent an external system accessing an endpoint, deselect the endpoint and/or service in the External System record.

## Managing Services

Services define the web services that are available as the portal's APIs. Services cannot be manually created or deleted, and will usually only be edited to activate or deactivate the service.

Figure 2-13 Service Access Page



To edit, disable or enable a service:

1. Select the service on the Service Access page.
2. Select the Edit action. A tab is opened with the service record in edit mode.
3. Check the Active checkbox to activate the service; un-check the checkbox to deactivate the service.
4. Select the endpoints to be made available through this service.
5. Save the changes.



Figure 2-14 Service Access Details Page



**Note:**

Deactivating a service prevents it from being granted to an external system, it does not stop the service being accessed where it has already been granted to an external system. To prevent an external system accessing a service, deselect the service in the External System record.

## System Parameters

To manage the parameters for users, select the System Control option and then System Parameters. [Table 2-5](#) describes the available parameters.

**Table 2-5 System Parameters Used to Manage Users**

Subtab	Parameter	Description
Log On	Site Details Update Reminder	Used for supplier login. Number of working days when a reminder is shown in a user's UIM when the user has logged in. It is used to ensure that Mandatory Contact details are kept up to date on both the supplier and sites. Default is 90 days.  When the first supplier user logs in, they see an entry in the UIM drawing their attention to this. If they use the Confirm Details action, this stamps the date onto the record so that the next time a user logs in, the system checks if the current date is greater than the stamped date.
Log On	Open the system in new window	If set to Yes, the system opens in a new browser window after valid login credentials are entered. If set to No, the system opens in the current browser window.  Default is Yes.

Table 2-5 (Cont.) System Parameters Used to Manage Users

Subtab	Parameter	Description
Log On	User Ts&Cs Active	If set to Yes, a new user will have to accept the Terms and Conditions before completing login. If set to No, the user is not prompted to accept Terms and Conditions. Default is Yes.
Global	Default Language	Determines the default language used by the system once the user is logged in. Default is English. <b>Note:</b> Once set, the default language cannot be changed.
Global	Enable user preference option for the auto refresh of list views	If checked, users will have an option in their user preferences to set whether the contents of list views automatically refresh each time the user returns to it, rather than each time it is initially opened.  If unchecked, the user will not have the preference option, and list views will only refresh when initially opened, or the Refresh action is manually selected.  This parameter is used to reduce the amount of processing time spent on automatically refreshing list views, a potential performance overhead.  For new installations the default is unchecked (no auto refresh); for portal upgrades, the default is checked (individual users choose to enable auto refresh).  This is only editable by users with the Oracle Authorized Administrator authority profile.
Global	Number of days to keep Web Service Logs	Controls how long entries in the Web Service Log are retained for (number of days).  A daily scheduled batch job purges any entries from the Web Service Log that are older than the specified number of days.  The default value is 30 days.  Only whole days can be specified (any decimals are stripped); there is no upper limit.  If a value of zero is entered, all entries in the log will be removed each time the job is run (daily); a negative value is treated as zero.  If no value is entered, no purging will be applied, so the log entries will be retained indefinitely.
Global	Identity Cloud Service URL	The URL of the IDCS or OCI IAM tenant associated to the Supplier Evaluation portal.  This read-only parameter is set when the IDCS or OCI IAM tenant is deployed; it cannot be edited.
Global	Identity Cloud Service Client ID	The ID of the IDCS or OCI IAM tenant associated to the Supplier Evaluation portal.  This read-only parameter is set when the IDCS or OCI IAM tenant is deployed; it cannot be edited.

Table 2-5 (Cont.) System Parameters Used to Manage Users

Subtab	Parameter	Description
Global	Identity Cloud Service Last Synchronisation	The date and time of the last synchronization of user details between Supplier Evaluation and its IDCS or OCI IAM tenant.  This read-only parameter is set when the IDCS or OCI IAM tenant is deployed; it cannot be edited.
Global	Identity Cloud Service Environment	The code that identifies the Supplier Evaluation portal environment (such as a production or staging/UAT environment) for the coding of groups within IDCS or OCI IAM.  This read-only parameter is set when the IDCS or OCI IAM tenant is deployed; it cannot be edited.
Global	Identity Cloud Service Brand Compliance App ID	The code that uniquely identifies the Supplier Evaluation portal for integration with its IDCS or OCI IAM tenant.  This read-only parameter is set when the IDCS or OCI IAM tenant is deployed; it cannot be edited.
Global	Base URL	Base URL of the portal.
Global	Base URL (ENV)	Base URL override environment variable.
Global	Rest API Path	URL path of the REST APIs.
Global	Artwork Application URL	URL of the Artwork application.
Global	Portal Name	Description of the portal. Primarily used when part of a Global Network Bus multi-portal installation.
Urgent Items	Show missing mandatory user details	If set to Yes, when a user logs on and if there are any mandatory user details missing from the user's user record, an entry is shown in the UIM. Default is Yes.
Static Settings	Show Base Language Translation	This parameter is used in portals that have changed the base/default language from English (British) to another language, in which case additional translation fields are required to be displayed.  This parameter is set during the release upgrade process in any portals that it is applicable for.  <b>Note:</b> The Static Settings page is only visible to Oracle administrators, and the contents are read only.

 **Note:**

The parameters that control the password format and strength can only be edited by the Oracle authorized Administration logon. Changing these parameters results in all users' passwords being automatically expired, forcing each user to reset their password the next time they log in.

If the password parameters are changed, the following message is displayed. Click **Ok** to continue.

A change made affects the strength of the required passwords. Click Ok to immediately Expire All User Passwords.

 **Note:**

The Supplier Evaluation timeout is not configurable, but is set to 8 hours, to match the IDCS or OCI IAM default.

To manage the parameters for external systems, select the System Control option and then System Parameters. [Table 2-6](#) describes the available parameter.

**Table 2-6 System Parameter Used to Manage External Systems**

Subtab	Parameter	Description
Log On	User T's & C's Active	<p>If set to Yes, users must accept the portal's terms and conditions when they first log on. Default is Yes.</p> <p>This parameter can only be seen and maintained by users with the Oracle Authorized Administrator authority profile.</p>

Below is an example of the use of the password expiry and grace period parameters, showing that if the expiry period is 8 days and the grace period 2 days, the password will expire at the start of the ninth day following the last reset of the password (including that day); and from the start of two days prior to the expiry day, a reminder to change the password will be issued (until the password is reset or expiry is reached).

**Expiry no. days: 8 Grace period: 2**

Day	1	2	3	4	5	6	7	8	9	10+
Event	Change password						00:00 User is warned that password is due to expire	→	00:00 Password Expires Password Expired →	

# 3

## Custom Configuration

Brand owners may customize aspects of the portal. Custom fields can be used to extend records for the capture of additional data; images and styles can be overridden to apply custom branding and theming. The contents of the notification emails can also be customized.

### Custom Fields

The layout of the custom fields depends on the different types of fields specified when the record is defined. The actual configuration of the custom fields is a portal implementation task, currently only accessible by the Oracle Authorized User administrator.

Figure 3-2 shows an example of a page layout with different field types.

The Custom Fields subtab appears to the left of the Change History subtab. If a record is copied, the custom fields are copied to the new record.

If custom fields are available for a record, the Custom Fields subtab is available on the record page. Figure 3-1 shows an example of the location of the tab.

Figure 3-1 Custom Fields Tab



To see the custom fields data, select the Custom Fields subtab. The Custom Fields page opens.

Figure 3-2 Custom Fields Page



To enter data into the fields, select the Edit action. The input fields open. Make any updates and select the Save action.

**Figure 3-3 Custom Fields Open for Editing**

## Branding & Theming

The Oracle Retail Supplier Evaluation Cloud Service images and style sheets can be overridden to use custom styles, such as alternative logos or color schemes. Also, the terms and conditions can be customized. Select the System Control option and then Branding.

## Managing Styles

Custom styles are applied by uploading CSS stylesheets in the Theming & Branding record. In read mode, the existing CSS files can be downloaded by clicking the hyperlinks. In edit mode, the option to upload alternative stylesheets is available. Administrators with the Oracle Authorized Administrator authority profile can edit the Theme page.

To apply a custom style:

1. Select Branding in the left pane. The Theme page appears.

**Figure 3-4 Theming & Branding Theme Page**

Theme	User To & Co	Supplier's & Co	Attachments	Change History
Login Page Theme:	oracle_supplier			Upload
Core Theme:	oracle_theme.css			Upload
Custom Theme:	oracle_theme.css			Upload
Print Theme:	oracle_theme_print.css			Upload

2. Edit the record.

3. Click the Upload button to load a CSS file into the Custom Theme field.
4. Select the Save action. The changes should become visible to users the next time they log in.

### Note:

To customize the portal's theme, the following files need to be uploaded:

- The Login page splash icon (800 x 400 pixels; name: loginBackground.png)
- The portal logo displayed on the top right of the application toolbar (200 x 37-40 pixels; name: portalLogo.png)
- The supplier registration logo (200 x 40 pixels; name: supplierRegistration.png)

The default versions can be found in the Attachments page. When changing the theme, all of the files in the Attachments page should be deleted apart from these. A quick way to do this is to select all attachments and deselect these three.

If necessary, the portal's theme can be reset to the default by Oracle Development as a support activity.

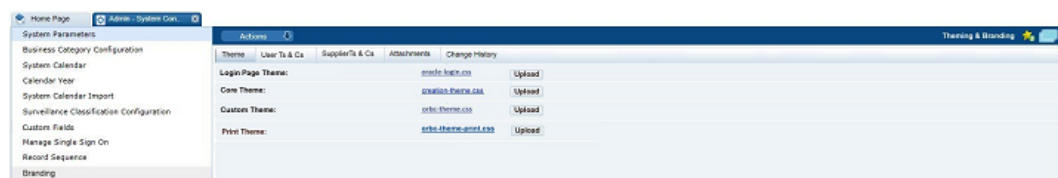
## Managing Images

Custom logos and other images are applied by uploading the files in the Theming & Branding record. The Attachments page contains the resource files that are referenced by the CSS stylesheets. Administrators with the Oracle Authorized Administrator authority profile can edit the Attachments page.

To apply a custom image:

1. Select Theming & Branding in the left pane.
2. Edit the record and open the Attachments page.

**Figure 3-5 Theming & Branding Attachments Page**



3. Click the New Attachment action to load a file and enter a description.

Multiple resource files can be uploaded through a single action by uploading a ZIP file that contains the individual files. The upload will automatically unpack the individual files; the same description will be applied to each of them.

If any of the file names are already attached, the entire upload will be prevented with the error: "The selected attachments cannot be uploaded because the file names are not unique." In this case, delete the original files before re-uploading (and amending the stylesheet if necessary).

If changing an image such as the portal logo, upload the new image and ensure the file is referenced accordingly in the custom CSS stylesheet file.

**Note:**

Image dimensions for logos should be 200x40 pixels (ideally max 200Kb).

Image dimensions for login page backgrounds should be 400x800 pixels (ideally max 300Kb).

To display correctly, image file types must be JPEG, GIF, or PNG format.

The core Supplier Evaluation themes are available for download from the Glossaries Import/Export area, in the form of a ZIP file containing collections of the image and stylesheet files.

4. Select the Save action. The changes should then become visible to users, if any necessary changes have been made to the CSS stylesheets.

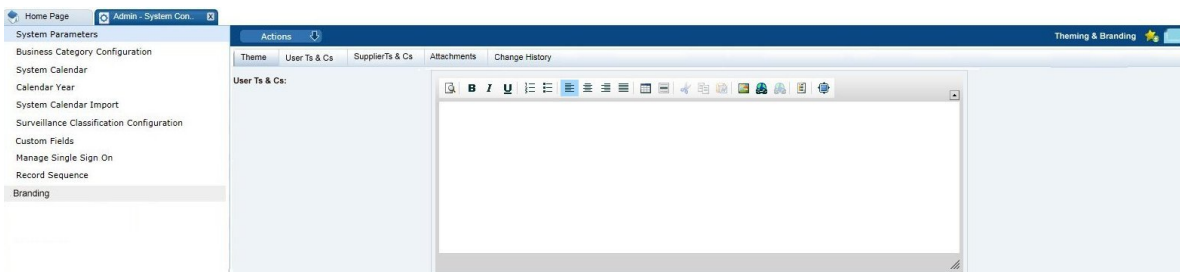
## Managing User Ts & Cs

The terms and conditions text that is presented to the user when they first log in to the system can be customized through the Theming & Branding record. Administrators with the Configuration Editor authority profile can edit the User Ts & Cs page.

To edit the User Ts & Cs text:

1. Select Theming & Branding in the left pane.
2. Edit the record and open the User Ts & Cs page.

**Figure 3-6 Theming & Branding User Ts & Cs Page**



3. Edit the text in the User Ts & Cs field. The text editor options can be used to apply text formatting such as bold and underline, and to insert hyperlinks or images. Enter any translations.
4. Select the Save action. The changes will then become visible to new users when they log in for the first time.

## Managing Supplier Ts & Cs

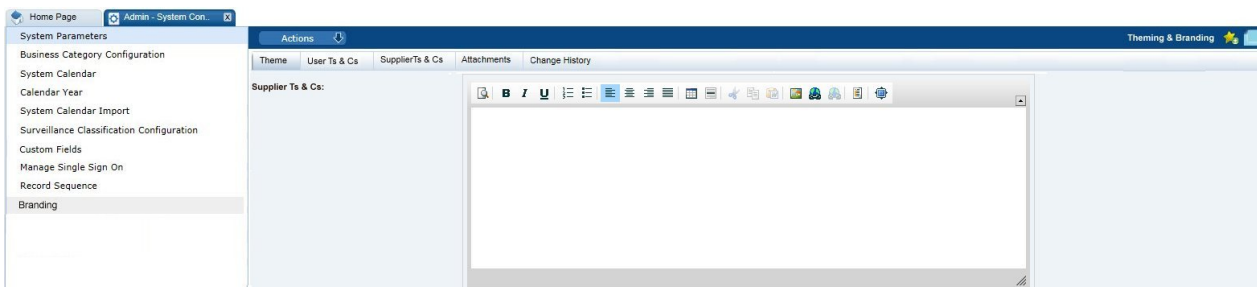
The terms and conditions text that is presented to the Supplier when they complete the Registration wizard can be customized through the Theming & Branding record. Administrators with the Configuration Editor authority profile can edit the Supplier Ts & Cs page.

To edit the Supplier Ts & Cs text:



1. Select Theming & Branding in the left pane.
2. Edit the record and open the Supplier Ts & Cs page.

**Figure 3-7 Theming & Branding Supplier Ts & Cs Page**



3. Edit the text in the Supplier Ts & Cs field. The text editor options can be used to apply text formatting such as bold and underline, and to insert hyperlinks or images. Enter any translations.
4. Select the Save action. The changes will then become visible to new Suppliers when they complete the Registration wizard.

## Email Templates

The emails that are generated automatically by the system, based on certain predefined events each have a configurable template. The templates are provided as part of the portal installation.

The maintenance of the templates, in the Notifications / Email Templates page of the Admin area, is limited to just allowing the administrator to customize the content of the email; templates cannot be added or deleted.

The emails are capable of containing dynamic content through the use of predefined parameters, such as to substitute the name of the user, supplier, and so forth.

[Table 3-1](#) describes the parameters are used in email templates.

**Table 3-1 Email Parameters**

Parameter	Description
<b>General</b>	
\$createdByEmail	Email address of the user who triggered the email.
\$createdByName	Name of user who triggered the email.
\$emailComments	Comments in the email body.
\$link	Hyperlink to a Supplier Evaluation record.
\$loginID	Login user name of the user.
\$userName	
\$loginUrl	Portal URL.
\$portalURL	
\$name	Name of the user.

**Table 3-1 (Cont.) Email Parameters**

<b>Parameter</b>	<b>Description</b>
\$portalName	Name of the portal.
\$portal	
\$recipients	List of email recipients.
\$recipientUserName	Login user name of email recipient.
\$retailerName	Name of the retailer or portal owner.
\$showInternationalNames	Whether international names are used.
\$supportEmail	Email address of support team.
<b>Suppliers &amp; Sites</b>	
\$site	List of sites.
\$sites	
\$site.code	Site code.
\$site.name	Site names, in the business language.
\$siteName	
\$site_names	
\$site.localName	Site names, in the local language.
\$sitelocalname	
\$supplier_local_name	Name of the supplier, in the local language.
\$supplierlocalname	
\$supplier_name	Name of the supplier, in the business language.
\$supplierName	
\$supplierCode	Supplier code.
<b>Batch Jobs</b>	
\$batchJobStatus	Status of batch job.
\$errorMessages	Batch job error message.
\$jobNumber	Batch job number.
\$jobType	Type of batch job.
<b>Processes</b>	
\$activity_name	Name of activity.
\$activity_status	Status of activity.
\$date_and_time	Date and time of activity notification.
\$end_date	Activity end date.
\$errorText	Brief extract error message.
\$project_name	Name of process.
\$responsible	User responsible for activity.
\$start_date	Activity start date.
\$URL_to_activity	Hyperlink to an activity record.
<b>Audits &amp; Visits</b>	
\$auditLink	Hyperlink to audit/visit record.

**Table 3-1 (Cont.) Email Parameters**

Parameter	Description
\$auditOrVisit	Audit or visit.
<b>Assessments</b>	
\$duedate	Assessment due date.
\$fromPeriod	Range from period.
\$fromYear	Range from year.
\$scorecardtype	Type of assessment.
\$scorecardUrl	Hyperlink to assessment record.
\$toPeriod	Range to period.
\$toYear	Range to year.
<b>Reports</b>	
\$createdOn	Date report created.
\$purgeDays	Number of days before report is purged.
\$reportCanceller	Name of user who cancelled report.
\$reportLink	Hyperlink to report output record.
\$reportName	Name of report.
\$result	KPI result value.
<b>Data Extracts</b>	
\$attachmentLink	Hyperlinks to report output attachments.
\$attachmentLinks	
\$criteriaName	Data extract criteria.
\$extractErrors	Data extract error message.
\$extractLink	Hyperlink to data extract report output record.
\$listViewName	Data extract list view.

**Note:**

Usage of a parameter is subject to it being specifically coded to be available to the template.

Table 3-2 shows the parameters that can be used within each email template.

**Table 3-2 Email Parameters for Email Templates**

Email Code	Description	Parameters
<b>Alerts</b>		

Table 3-2 (Cont.) Email Parameters for Email Templates

Email Code	Description	Parameters
ALERT1	Notify suppliers and sites of a new alert.	\$alertTitle \$alertDescription \$link \$recipientUserName \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
ALERT2	Notify internal users of a new alert.	\$alertTitle \$emailComments \$alertDescription \$link
ALERT3	Remind suppliers to respond to an alert.	\$alertTitle \$alertIssueDate \$alertDescription \$link \$recipientUserName \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
ALERT4	Notify suppliers that an alert has been cancelled.	\$alertTitle
ALERT5	Notify suppliers that an alert response can be resubmitted.	\$alertTitle \$alertDescription \$link \$recipientUserName \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
ALERT6	Notify a user that an extract of alert responses has completed.	\$alertTitle \$link
ALERT7	Notify a user that an extract of alert responses has errors.	\$alertTitle \$alertExtractError \$link
ALERT8	Notify the Alert Administrator that alert responses have been generated, listing any errors.	\$alertTitle \$alertProcessReport \$link

Table 3-2 (Cont.) Email Parameters for Email Templates

Email Code	Description	Parameters
ALERT9	Notify the Alert Administrator that a supplier would like to change their responses.	\$alertTitle \$link \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
ALERT10	Notify suppliers that an alert response cannot be resubmitted.	\$alertTitle \$alertDescription \$link \$recipientUserName \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
<b>Audits &amp; Visits</b>		
AUDIT AWAITING AMENDMENT	Generated when an audit or visit has actions rejected.	\$auditOrVisit \$portal \$auditLink
AUDIT AWAITING CORRECTIVE ACTION	Generated when an audit or visit has actions to be addressed.	\$auditOrVisit \$portal \$auditLink
<b>Batch Jobs</b>		
BATCHJOBCOMPLETE	Notify user that a job has completed.	\$jobType \$jobNumber
BATCHJOBSUBMIT	Notify user that a job has been initiated.	\$jobType \$jobNumber
<b>General</b>		
EXTRACT1	Notify user that a data extract job has failed.	\$jobType \$extractLink
EXTRACT2	Notify user that a data extract job has successfully completed.	\$jobType \$extractLink
EXTRACT3	Notify user that a data extract job has failed for an unknown reason.	\$jobType \$extractErrors
IDCS1	Registration request raised for a new supplier/site.	\$createdByEmail \$createdByName \$portalName \$portalURL \$supportEmail \$userName

Table 3-2 (Cont.) Email Parameters for Email Templates

Email Code	Description	Parameters
IDCS2	New user created.	\$createdByEmail \$createdByName \$portalName \$portalURL \$retailerName \$supportEmail \$userName
PREVALIDATIONFAILURE	Notify the job submitter that an uploaded file has been checked and there are problems with it.	\$jobType \$jobNumber
<b>Processes</b>		
PROJECT1	Notification of an activity status change.	\$activity_name \$project_name \$activity_status \$date_and_time \$URL_to_activity \$project_name \$start_date \$end_date
PROJECT2	Activity notification.	\$activity_name \$URL_to_activity \$project_name \$start_date \$end_date \$activity_status \$responsible
PROJECT3	Notify user that a process/activity brief job has failed.	\$jobType \$errorText \$listViewName \$criteriaName
PROJECT4	Notify user that a process/activity brief extract job has successfully completed.	\$jobType \$listViewName \$criteriaName
<b>Reports</b>		
KPIDELIVERY	Notify the recipients that a KPI has been generated.	\$reportName
REPORT_CANCELLED	Notify user that a report schedule has been cancelled.	\$reportName \$reportCanceller
REPORTDELIVERY	Notify the recipients that a report has been generated.	\$reportName \$reportLink

Table 3-2 (Cont.) Email Parameters for Email Templates

Email Code	Description	Parameters
REPORTNOTIFICATION	Notify the external system that a report has been generated providing an API URL to retrieve the attachments.	\$reportName \$attachmentLink \$attachmentLinks
REPORTPURGE	Notify user that a report is due to be purged.	\$reportName \$createdOn \$purgeDays
<b>Assessments</b>		
SCORE1	Overdue assessment reminder.	\$site \$scorecardtype \$duedate \$showInternationalNames \$suppliername \$suppliercode \$supplierlocalname \$site \$sites \$site.name \$site.code \$site.localName \$scorecardUrl
SCORE2	Assessment extract notification.	\$scorecardtype \$fromPeriod \$fromYear \$toPeriod \$toYear \$userName
<b>Suppliers &amp; Sites</b>		
REG2	Registration completed by supplier.	\$portalName \$showInternationalNames \$suppliername \$suppliercode \$supplierlocalname \$sitename \$sitecode \$sitelocalname \$link \$supportEmail

**Table 3-2 (Cont.) Email Parameters for Email Templates**

Email Code	Description	Parameters
REG4	Registration request raised by retailer for additional sites.	\$portalName \$showInternationalNames \$site \$sites \$site.name \$site.code \$site.localName \$supportEmail
SUPPLIER ACTIVATED	Supplier activated notification.	\$retailerName \$showInternationalNames \$suppliername \$suppliercode \$supplierlocalname \$site \$sites \$site.name \$site.code \$site.localName \$supportEmail

Some email templates contain conditional and looping logic to form lists of values. For example:

- List of a report output's attachments:

```
#foreach( $attachmentLink in $attachmentLinks )$attachmentLink
#end
```

- List of email recipients:

```
#foreach( $recipient in $recipients ) $recipient.personName
($recipient.email)#end
```



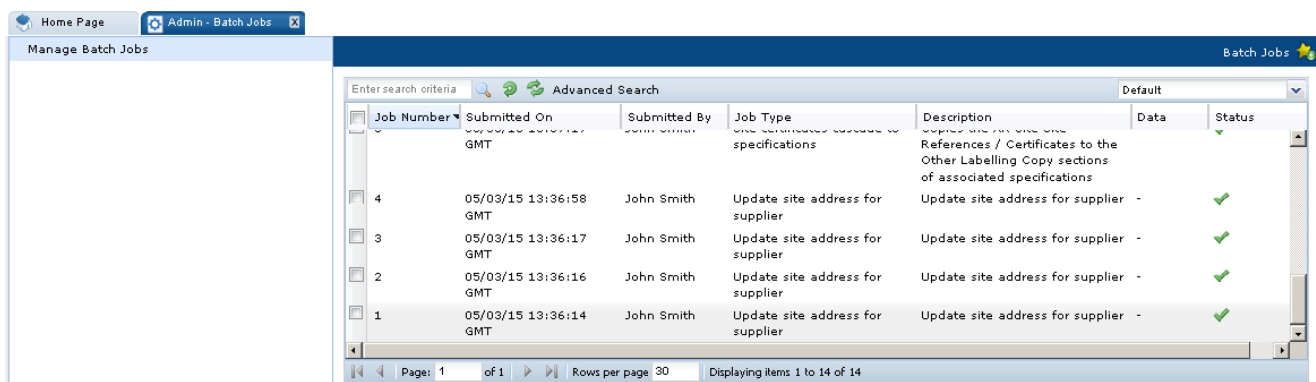
# 4

## Job Management

Batch jobs are initiated by users when required to perform updates to records.

To manage batch jobs, select Batch Jobs from the Admin list. The Manage Batch Jobs page shows the list of all jobs. The jobs are shown in descending order with the most recent job at the top of the list.




Figure 4-1 Manage Batch Jobs Page







The following columns are shown for each job:

- Job Number
- Submitted On: Date and time when the job was submitted.
- Submitted By: Name of the user who submitted the job.
- Job Type
- Description: Any comments entered when the job was submitted. If no comments were entered, the filename of any uploaded files will appear here.
- Data: If a job was submitted using a spreadsheet, an icon is shown in this column. The user can click the spreadsheet icon and select whether to open or download the spreadsheet.
- Status: The following icons show the job status:

Table 4-1 Manage Batch Jobs Icons

Icon	Status	Description
	Created	The job is created.
	Submitted	The job is ready to run.
	In Progress	The job is currently running.

**Table 4-1 (Cont.) Manage Batch Jobs Icons**

Icon	Status	Description
	Completed	The job completed. All changes were successfully made.
	Failed	Errors were encountered. Changes were not made.
	Cancelled	The job was cancelled.
	Internal Failure	An internal failure occurred.

You can choose which batch jobs you want to view. The following list views are available:

- All Jobs
- Failed Jobs: Show jobs with a status of failed.
- Running Jobs: Shows jobs with a status of in progress.
- Site TM Changes: Shows jobs with a job type of Change Site Technologist.

 **Note:**

A housekeeping job automatically removes entries with a status of Completed from the Batch Job log 90 days after their submission date.

## Opening a Batch Job

To open a batch job, double click the job in the list. The job will open as a new tab.

- The job's bookmark shows the Job Number and the Job Type.
- A Messages tab appears if any errors were encountered when the job ran.
- An Attachments tab stores the file used to upload data, or where applicable, a rejects file containing records that could not be uploaded due to errors.
- A Linked Jobs tab shows links to related jobs if part of a series of jobs.

## System Parameters

Configuration used to manage the timing of batch jobs and their associated actions can be found in the Admin area by selecting the System Control option and then System Parameters.

**Table 4-2 System Parameters to Support Job Management**

Subtab	Parameter	Description
Global	System Time Zone	Allows the selection of a time zone.

# 5

## Global Changes

This chapter describes the functionality available for making global changes to the assignment of users and Technologists. To make global changes, select Global Changes from the Admin list. The Admin - Global Changes tab opens. From this tab, the following updates can be made:

- [Change Responsibility](#)
- [Change Site Managers by Spreadsheet](#)
- [Change Process Manager](#)
- [Change Process User Names](#)

For more information on the users and responsibilities for the modules, see the following chapters in this guide:

- For Supplier, see [Supplier Administration](#).
- For Process, see [Process Administration](#).

## Change Responsibility

The Technologist responsible for managing sites can be changed.

To change this responsibility:

1. Select Change Responsibility in the left pane. The Change Responsibility page opens.

**Figure 5-1 Change Responsibility Page**

The screenshot displays the 'Change Responsibility' page. On the left, a navigation pane lists 'Change Responsibility', 'Change Site Managers by Spreadsheet', 'Change Process Manager', and 'Change Process User names'. The main area features an 'Actions' dropdown, a 'Person' dropdown set to 'Technologist', and 'From' and 'To' dropdowns. Below these are subtabs for 'Site', 'Audit', and 'Assessment'. The 'Site' subtab is selected, showing a table with columns: Site Name (checked), Site Code, Supplier Name, and Business Categories. The 'Technologist Role' section has radio buttons for 'Lead' (selected), 'Other', and 'Both'.

When the Site subtab is selected, the associated site name, site code, and supplier name are shown. You can also select to the role to be displayed in the list.

To see information based on audits, select the Audit subtab. To see information based on assessments, select the Assessment subtab. The site list is updated to display the selected information.

2. Select the change for the Technologist. The list of available of Technologists is shown in the From and To drop-down lists.

3. The list of sites is built based on the selection in the From field, that is, the list is filled with the records that are currently assigned to that person. Select the sites where the Technologist is to be changed. To select a site from the list, click the row.
4. To make this global change, select the Submit action.

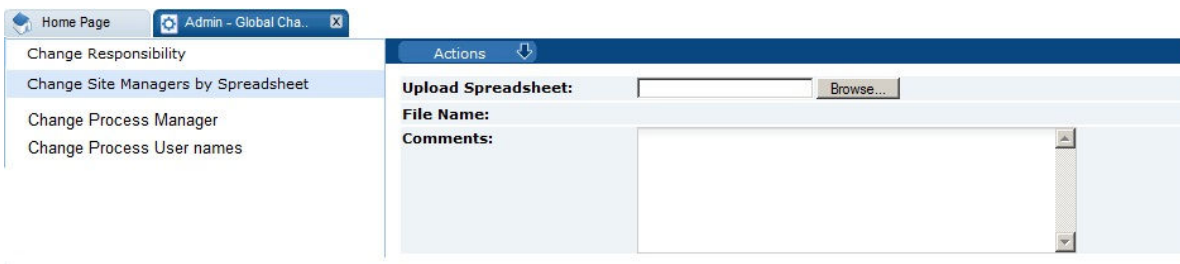
## Change Site Managers by Spreadsheet

Instead of changing a particular technologist from one to another through the user interface, changes can be made using a spreadsheet and then uploading the changes.

To change site managers by uploading a spreadsheet:

1. Select Site Managers by Spreadsheet in the left pane. The Change Site Managers by Spreadsheet page opens.

**Figure 5-2 Change Site Managers by Spreadsheet Page**



2. Click **Browse** to search for the spreadsheet.
3. Enter any comments to describe the reason for the upload.
4. To upload the spreadsheet, select either the Submit or Submit, go to Manage Batch Jobs action.

### Note:

The spreadsheet comprises six columns:

Supplier Code, Site Code, Lead Technologist, Other Technologist Update, Other Technologist Add, and Other Technologist Delete.

The Lead Technologist column in the spreadsheet replaces the existing Lead Technologist.

The Other Technologist Update column removes all Other Technologists and replaces with the values in this column.

Other Technologist Add adds this Technologist to the existing list.

Other Technologist Delete removes this Technologist from the existing list.

The above columns must be present in the spreadsheet, but can be left blank if not making those changes.

## Change Process Manager

The Process Manager for selected processes can be changed.

To change the process manager:

1. Select Change Process Manager in the left pane. The Change Process Manager page opens.

**Figure 5-3 Change Process Manager Page**

The screenshot shows the 'Change Process Manager' page. On the left, a navigation pane lists 'Change Responsibility', 'Change Site Managers by Spreadsheet', 'Change Process Manager' (highlighted), and 'Change Process User names'. The main content area has a blue header with 'Actions' and a dropdown arrow. Below the header, there are three rows: 'Person:' with a text field containing 'Process Manager', 'From:' with a dropdown menu, and 'To:' with a dropdown menu. Below these is a 'Select the Processes...' button and a table with the following columns: 'Process Title' (with a dropdown arrow), 'Parent Process', 'Process ID', 'Supplier Name', and 'Business Categories'. A checkbox is visible to the left of the 'Process Title' column header.

For each process in the list, the process title and parent process are shown.

2. Select the change for the Process Manager. The list of available of Process Managers is shown in the From and To drop-down lists.
3. Select the processes where the Process Manager is to be changed. To select a process from the list, click the row.
4. To make this global change, select the Submit action.

## Change Process User Names

The users assigned to a process can be changed.

To change the users:

1. Select Change Process User Names in the left pane. The Change Process User Names page opens.

**Figure 5-4 Change Process User Names Page**

The screenshot shows the 'Change Process User Names' page. On the left, a navigation pane lists 'Change Responsibility', 'Change Site Managers by Spreadsheet', 'Change Process Manager', and 'Change Process User names' (highlighted). The main content area has a blue header with 'Actions' and a dropdown arrow. Below the header, there are three rows: 'Person Role:' with a text field, 'From:' with a dropdown menu, and 'To:' with a dropdown menu. Below these is a 'Select the Processes...' button and a table with the following columns: 'Process Title' (with a dropdown arrow), 'Parent Process', 'Process ID', 'Supplier Name', and 'Business Categories'. A checkbox is visible to the left of the 'Process Title' column header.

For each process in the list, the process title and parent process are shown.

2. Select the role to be changed from the drop-down list. The available roles are Responsible, Owner, or Viewer. The available choices in the From and To drop-down lists depend on the selected role.
3. Select the change for the role. The list of available of users is shown in the From and To drop-down lists.
4. The list of processes is built based on the selection in the From field, that is, the list is filled with the records that are currently assigned to that person. Select the processes where the Process Manager is to be changed. To select a process from the list, click the row.
5. To make this global change, select the Submit action.

# 6

## News App

If you have the News Administrator Authority Profile assigned to you, you can work with news items. Select Manage News on the Home page. The Maintain News Items tab opens.

**Figure 6-1 Maintain News Items Tab**

Sequence	Title	Effective Date	Expiry Date	Published?	Priority	News Category
1	Food Poisoning	07/10/14	07/10/15	Yes	Important	-
2	Grocery shopping is changing	07/10/14	07/10/15	Yes	Important	-

For more information, see the following sections:

- [Create a News Item](#)
- [Edit the News Item Details](#)
- [View the Reader Log](#)
- [Delete a News Item](#)

## Create a News Item

To create a news item, select the New News Item action. A tab to create the item opens. After entering all the information, select the Save or Save & Exit action to create the item.

In the following figure, the Body field is only shown for the default language. When creating a new item, a Body field appears for each supported language.

Figure 6-2 New News Item Tab

The screenshot displays the 'New News Item' tab in a web application. The interface is organized into several sections:

- News Details:** Contains tabs for 'News Details' and 'Attachments'.
- Details:** A section with multiple input fields:
  - Title (Default): \*
  - Title (Australia and New Zealand):
  - Title (English (American)):
  - Title (French):
  - Title (German):
  - Title (Italian):
  - Title (Spanish):
  - Effective Date: 02/03/15 \*
  - Priority: Normal \*
  - Published?:
  - Archived?:
  - News Category: [Dropdown]
- Body (Default):** A rich text editor with a toolbar containing icons for Bold, Italic, Underline, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Image, and other editing functions.
- Expiry Actions:**
  - Expiry Date: [Date Picker]
  - Archive?:
  - Unpublish?:
- Logging and Mandatory Details:**
  - Mandatory?:
  - Contact Roles: - [Add]
  - User Roles: - [Add]
  - Read By Date: [Date Picker]
  - Log Readership?:

Table 6-1 describes the information that is provided for a new item.

Table 6-1 Information Needed to Create a News Item

Field	Description
<b>Details</b>	
Title	Enter the title of the news item to display. This default title is mandatory. You can enter a title in each supported language.
Priority	Select the priority for reading this item. This field is mandatory.
Effective Date	The date defaults to the current date. It cannot be set to an earlier date. This field is mandatory.
Published?	Check this box to make the news item visible to users.
Archived?	Check this box if the news item has been archived.



**Table 6-1 (Cont.) Information Needed to Create a News Item**

Field	Description
News Category	Select the news category for this item from the drop-down list.
Body	Description displayed in the News App. This information can be entered for each supported language.
<b>Expiry Actions</b>	
Expiry Date	If set, this date must be on or after the effective date.
Archive?	Check this box if the item is to be archived when the expiry date is reached.
Unpublish?	Check this box if the item is to be unpublished when the expiry date is reached.
<b>Logging and Mandatory Details</b>	
Mandatory?	Check this box if a reader is required to read the item. In the News App, the Read and Confirm link appears for the item.
Contact Roles	This field only appears if Mandatory is checked. Select the contact roles that determine who must read the news item.
User Roles	This field only appears if Mandatory is checked. Select the user roles that must determine who must read the news item.
Read By Date	This field only appears if Mandatory is checked. Enter the date by which the news item must be read.
Log Readership?	Check this box if a log of the readers is created. If the Mandatory field is selected, this field is automatically selected.

## Edit the News Item Details

Click an item in the Maintain News Items page. A tab with the item details opens. The record is opened in read mode. To edit the details, select the Edit action. For information on the fields, see [Table 6-1](#).

Figure 6-3 Item Details Page

The screenshot shows a web browser window with three tabs: 'Home Page', 'Maintain News Items', and 'Food Poisoning'. The 'Food Poisoning' tab is active, displaying a page titled 'Food Poisoning' with a star icon. The page has a navigation bar with 'Actions' and a dropdown arrow. Below the navigation bar are four tabs: 'News Details', 'Reader Log', 'Change History', and 'Attachments'. The 'News Details' tab is selected, showing a 'Details' section with the following information:

<b>Title (Default):</b>	Food Poisoning	<b>Priority:</b>	Important
<b>Title (Australia and New Zealand):</b>	-		
<b>Title (English (American)):</b>	-		
<b>Title (French):</b>	-		
<b>Title (German):</b>	-		
<b>Title (Italian):</b>	-		
<b>Title (Spanish):</b>	-		
<b>Effective Date:</b>	07/10/14	<b>Published?:</b>	Yes
<b>Archived?:</b>	No	<b>News Category:</b>	-

The **Body (Default):** section contains an image of a newspaper clipping with the headline 'Salmonella poisoning' and the following text:

In the UK 70,000 customers get food poisoning every year

The Food Standards Agency have estimated that 45% of food handlers are untrained. All staff working in food handling and preparation roles must be given appropriate training. Ensure your staff are properly trained so that you're not included in this statistic.

Below the body are sections for **Expiry Actions** and **Logging and Mandatory Details**:

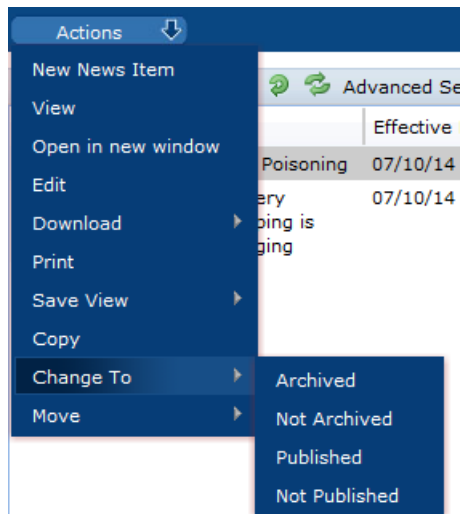
<b>Expiry Date:</b>	07/10/15
<b>Archive?:</b>	Yes
<b>Unpublish?:</b>	Yes

<b>Mandatory?:</b>	Yes
<b>Contact Roles:</b>	Main Contact
<b>User Roles:</b>	-
<b>Read By Date:</b>	09/10/14
<b>Log Readership?:</b>	Yes

## Publish a News Item

You can manually publish and un-publish news items. For a single news item, you can edit the news item record. You can also publish and un-publish from the Maintain News Items page:

1. Select the rows in the list.
2. Select the Change To action.

**Figure 6-4 News Item Actions**

3. Select the change to be made:
  - **Published:** The Change to published dialog box appears. To confirm the change to published, select **Ok**. The Publish field in the news item record is checked.
  - **Not Published:** The Change to not published dialog box appears. To confirm the change to not published, select **Ok**. The Publish field in the news item record is unchecked:
    - The item is removed from any user's News App.
    - The item is removed from any user's UIM.
    - The item is removed from any user's Recent Items list.
    - The item is removed from any user's Favourites App.

## Archive a News Item

You can manually archive and un-archive news items. For a single news item, you can edit the news item record. You can also archive and un-archive from the Maintain News Items page:

1. Select the rows in the list.
2. Select the Change To action. See [Figure 6-4](#).
3. Select the change to be made:
  - **Archived:** The Change to archived dialog box appears. To confirm the change to archived, select **Ok**:
    - The Archive field in the news item record is checked.
    - The item is removed from any user's News App.
    - The item is removed from any user's UIM.
    - The item is removed from any user's Recent Items list.
    - The item from any user's Favourites App.
  - **Not Archived:** The Change to not archived dialog box appears. To confirm the change to not archived, select **Ok**. The Archive field in the news item record is unchecked.

## Alter the Sequence of the News Items

You can move a row in the list of news items up or down in the list. Select a row in the list and then select one of the following actions:

- Move up. The item is moved above the preceding row.
- Move down. The item is moved below the following row.
- Move to. Enter a row number and select whether to move the item before or after the selected row. Select **Ok**.

**Figure 6-5 Move To Dialog Box**

## View the Reader Log

To view the reader log for a news item, select the Reader Log subtab. A tab opens with the log.

**Figure 6-6 Reader Log**

Supplier Name	User name	Site Name	Site Code	Supplier Code	Date read	Date confirmed
<b>Supplier Name: DB Test Supplier A (1 Item)</b>						
DB Test Supplier A	Supplier Admin A			A0002	09/10/14 16:45:17 BST	09/10/14 16:45:19 BST
<b>Supplier Name: VH Test Supplier 1 (1 Item)</b>						
VH Test Supplier 1	Supplier Admin 1			A0003	10/12/14 15:50:46 GMT	10/12/14 15:51:29 GMT

Table 6-2 describes the fields in the reader log. The Internal Users list is sorted by User Name. The External Users list is sorted by Supplier Name and then by User Name within each supplier.

**Table 6-2 Reader Log Fields**

Field	Description
<b>Internal Users</b>	
User Name	User name of the person who read the item.
Date Read	Date and time the item was first opened.
Date Confirmed	Date and time the item was marked as read.
<b>External Users</b>	
Supplier Name	Name of supplier this user is associated with.
User Name	User name of the person who read the item.
Site Name	Name of site this user is associated with.
Site Code	Code for the site this user is associated with.
Supplier Code	Code for the supplier this user is associated with.
Date Read	Date and time the item was first opened.
Date Confirmed	Date and time the item was marked as read.

## Delete a News Item

To delete a news item:

1. In the Maintain News Items page, select a news item from the list.
2. Select the Delete action. The Confirm Delete News Item dialog box appears.
3. Select **Ok**. The news item is deleted:
  - The item is removed from any user's UIM list.
  - The item is removed from any user's Recent Items list.
  - The item is removed from any user's Favourites App.

## System Parameters

To maintain the parameter used to support the News App, select the System Control option and then System Parameters.

Table 6-3 shows the specific system parameter used to support the News App.

**Table 6-3 System Parameter to Support the News App**

Subtab	Parameter	Description
Urgent Items	Show News Items	If set to Yes, news items are shown in the UIM. If set to No, news items are not shown.

# 7

## Supplier Administration

The following topics are covered in this chapter:

- [Alerts](#)
- [Suppliers & Sites](#)
- [Assessments](#)
- [Audits & Visits](#)
- [Roles and Permissions](#)
- [Integration with Merchandising](#)
- [Supplier Evaluation Scoring](#)
- [System Parameters](#)

### Alerts

Select the Alerts option from the Admin drop-down list. The following options are available in the left pane:

- [Mailing Lists](#)
- [Manage Alert Status](#)
- [Manage Alert Response Status](#)

### Mailing Lists

Mailing lists can be used to create a predefined list of recipients to receive alerts.

To create a mailing list:

1. Select the New Mailing List action. The New Mailing List tab opens.
2. Enter the name of the mailing list. This field is mandatory.
3. Select the list of users from which you can choose the recipients in this mailing list. You can select Sites, Suppliers, or Sites & Suppliers. Open the Recipients tab to select from the list of available users.
4. Select the Save action.

### Manage Alert Status

This option enables you to view the alert status codes and descriptions defined for each. To edit the list, select the Edit action. You can change the descriptions and add new status codes.

Figure 7-1 Alert Status Page

Status	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
UNSENT	Unsent	-	-	Non envoyé	Nicht gesendet	Non inviato	Sin enviar
SENT	Sent	-	-	Envoyé	Gesendet	Inviato	Enviado
RESENT	Re-sent	-	-	Renvoyé	Erneut gesendet	Inviato di nuovo	Enviado de nuevo
ARCHIVED	Archived	-	-	Archivé	Archiviert	Archiviato	Archivado
CANCELLED	Cancelled	-	-	Annulé	Storniert	Annullato	Cancelado

## Manage Alert Response Status

This option enables you to view the alert status response codes and the descriptions defined for each. To edit the list, select the Edit action. You can change the descriptions and add new status response codes. The Alert Response Status page has the same format as the Alert Status page shown in [Figure 7-1](#).

## Suppliers & Sites

- [Billing Codes](#)
- [Supplier Statuses](#)
- [Site Statuses](#)
- [Business Categories](#)
- [Supplier Types](#)
- [Site Types](#)
- [Maintenance Audit Reasons](#)
- [Invoicing Systems](#)
- [Supplier Top Grades](#)
- [Site Top Grades](#)
- [Reference Statuses](#)
- [Reference Types](#)
- [Business Units](#)
- [Currencies](#)
- [Countries](#)
- [Other Production Details](#)
- [Supplier Evaluation Scoring](#)
- [Area](#)
- [Delete Supplier](#)

- [Delete Site](#)

## Billing Codes



This option is used to define the billing codes used when creating a new supplier. The billing code determines how costs are calculated during the registration process. Billing codes are optional. If billing is not applicable or a portal, a code could be defined with a zero charge.

During the registration of a new supplier in the Supplier module, the values in this table are used to determine the cost charged for the registration:

Registration Cost equals Fixed Price plus (Charge Per Site multiplied by the number of sites registered)

For more information, see the *Oracle Retail Supplier Evaluation Cloud Service Supplier User Guide*.

**Figure 7-2 Billing Codes Page**

Actions 										Billing Codes 
Code	Charge Per Site	Fixed Price	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)	
SMALL	100	500	small	-	-	-	-	-	-	
MEDIUM	250	1500	medium	-	-	-	-	-	-	
LARGE	-	5000	large	-	-	-	-	-	-	

To edit the list of billing codes, select the Edit action. The table opens in edit mode. The code and any existing descriptions cannot be edited.

To add a new billing code, click **Add**. A new row is added to the table. Enter the code, charge per site, fixed price, description in the default language. Enter any translations. Select the Save action.

## Supplier Statuses

This option is used to define the statuses that can be associated with the registration of a supplier. The codes are defined by the system; new codes cannot be added. To edit the existing codes, select the Edit action. The table opens in edit mode. Any translations that do not already exist can be added. No other changes can be made.



Figure 7-3 Supplier Statuses Page

Actions		Supplier Statuses					
Code	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
AWAITING REGISTRATION	Awaiting Registration	-	-	En attente d'enregistrement	Warten auf Registrierung	In attesa di registrazione	En espera de registro
REGISTERED	Registered	-	-	Enregistré	Registriert	Registrato	Registrado
POTENTIAL	Potential	-	-	Potentiel	Eventuell	Potenziale	Potencial

## Site Statuses

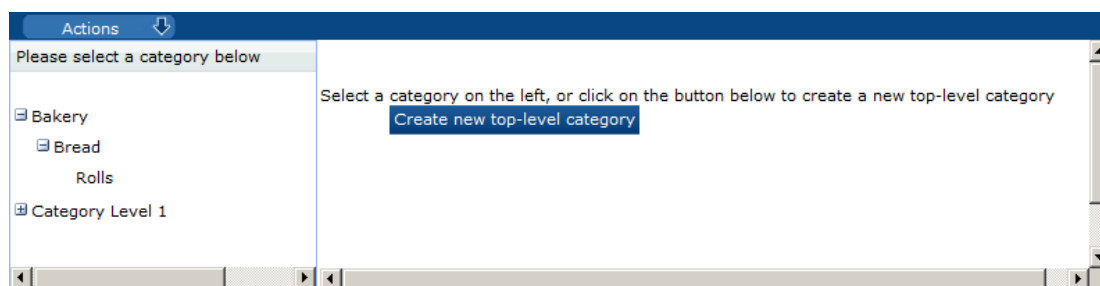
This option is used to define the statuses that can be associated with a site. The statuses are defined by the system; new statuses cannot be added. To edit the existing statuses, select the Edit action. The table opens in edit mode. Any translations that do not already exist can be added. No other changes can be made.

Figure 7-4 Site Statuses Page

Actions		Site Statuses					
Status	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
AWAITING REGISTRATION	Awaiting Registration	-	-	En attente d'enregistrement	Warten auf Registrierung	In attesa di registrazione	En espera de registro
AWAITING APPROVAL	Awaiting Approval	-	-	En attente d'approbation	Warten auf Freigabe	In attesa d'approvazione	En espera de aprobación
ACTIVE	Active	-	-	Actif	Aktiv	Attivo	Activo
UNAPPROVED	Unapproved	-	-	Non approuvé	Nicht freigegeben	Non approvato	No aprobado
INACTIVE	Inactive	-	-	Inactif	Nicht aktiv	Inattivo	Inactivo
DELISTED	Delisted	-	-	Sorti de la liste	Ausgelistet	Fuori elenco	Fuera de lista

## Business Categories

Select the Business Categories option in the left pane. The list of defined business categories appears in the right pane. Each top-level category can be expanded to show its child categories.

**Figure 7-5 Business Categories Page**

To edit a category entry, select the entry in the left pane and then select the Edit action in the right pane. The category opens in edit mode. The descriptions can be edited. For an example of the content of this page, see [Figure 7-6](#).

To create a new top-level category:

1. Click **Create new top-level category**. The Business Category Details page opens.

**Figure 7-6 Add Business Category Details Page**

Details	
Code:	<input type="text"/> *
Description (Default):	<input type="text"/> *
Description (Australia and New Zealand):	<input type="text"/>
Description (English (American)):	<input type="text"/>
Description (French):	<input type="text"/>
Description (German):	<input type="text"/>
Description (Italian):	<input type="text"/>
Description (Spanish):	<input type="text"/>

2. Enter the details for the new category:
  - Enter the code. This is a mandatory field.
  - Enter the description for the default language. This is a mandatory field. Enter any translations.
3. Select the Save action. The business category is added to the list of categories.
4. To add child categories, select the top-level category and then select the Add Child Category action.
5. Enter the details for the child level and select the Save action.

## Supplier Types

This option is used to define the types of suppliers that can be created.

**Figure 7-7 Supplier Types Page**

Actions		Supplier Types					
Code	Supplier Type (Default)	Supplier Type (Australia and New Zealand)	Supplier Type (English (American))	Supplier Type (French)	Supplier Type (German)	Supplier Type (Italian)	Supplier Type (Spanish)
SUPPLIER_TYPE	Supplier Type	-	-	-	-	-	-

To edit the list of supplier types, select the Edit action. The table opens in edit mode. For existing supplier types, only the translated descriptions that do not already exist can be edited. To add a supplier type, click **Add**. A new row is added to the table. Enter the new supplier type and description in the default language. Enter any translations. Select the Save action.

## Site Types

This option is used to define the types of sites that can be created.

To edit the list of site types:

1. Select the Edit action. The table opens in edit mode. For existing site types, only the translated descriptions that do not already exist can be edited.
2. To add a site type:
  - a. Click **Add**. A new row is added to the table.
  - b. Enter the new site type and description in the default language. Enter any translations.
3. Select the Save action.

## Maintenance Audit Reasons

This option is used to define the reasons why a maintenance audit needs to take place. The Maintenance Audit Reasons page has the same format as the Supplier Statuses page shown in [Figure 7-3](#).

To edit the list of reasons, select the Edit action. The table opens in edit mode. For existing reasons, only the translated descriptions that do not already exist can be edited. To add a maintenance audit reason, click **Add**. A new row is added to the table. Enter the new reason code and description in the default language. Enter any translations. Select the Save action.

## Invoicing Systems

Invoicing systems are used in the Billing Details area of the Supplier and Site records to assign alternative account codes, such as the supplier's account number in the retailer's corporate purchasing system. This option is used to define the available

invoicing systems. The Invoicing Systems page has the same format as the Supplier Statuses page shown in [Figure 7-3](#).

To edit the list of invoicing systems, select the Edit action. The table opens in edit mode. For existing invoicing systems, only the translated descriptions that do not already exist can be edited. To add an invoicing system, click **Add**. A new row is added to the table. Enter the new invoicing system code and description in the default language. Enter any translations. Select the Save action.

## Supplier Top Grades

This option is used to define the grades that can be associated with a supplier for an audit/visit, for example, A, B, and C. The Supplier Top Grades page has the same format as the Supplier Statuses page shown in [Figure 7-3](#).

To edit the list of grades, select the Edit action. The table opens in edit mode. For existing grades, only the translated descriptions that do not already exist can be edited. To add a new grade, click **Add**. A new row is added to the table. Enter the new grade code and description in the default language. Enter any translations. Select the Save action.

## Site Top Grades

This option is used to define the grades that can be associated with a site for an audit/visit, for example, A, B, and C. The Site Top Grades page has the same format as the Supplier Statuses page shown in [Figure 7-3](#).

To edit the list of grades, select the Edit action. The table opens in edit mode. For existing grades, only the translated descriptions that do not already exist can be edited. To add a new grade, click **Add**. A new row is added to the table. Enter the new grade code and description in the default language. Enter any translations. Select the Save action.

## Reference Statuses



This option is used to define the reference codes that can be associated with a supplier site, for example, the health mark codes used in the UK or the FDA registration numbers used in the US. The Reference Status page has the same format as the Supplier Statuses page shown in [Figure 7-3](#).

To edit the list of statuses, select the Edit action. The table opens in edit mode. For existing statuses, only the translated descriptions that do not already exist can be edited. To add a new status, click **Add**. A new row is added to the table. Enter the new code and description in the default language. Enter any translations. Select the Save action.

## Reference Types

This option is used to define the reference types, or certificate types, that can be associated with a supplier.

Figure 7-8 Reference Types Page



Actions 								Reference Types 							
Code	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)								
DAIRY	Dairy Est. No.	-	-	-	-	-	-								
EC_LICENCE	EC Licence Number	-	-	-	-	-	-								
HEALTHMARK	Healthmark	-	-	-	-	-	-								
SEDEX	Organic Certification	-	-	-	-	-	-								
ORGANIC CERT	Sedex Reference No.	-	-	-	-	-	-								
BRC	BRC Ref. No.	-	-	-	-	-	-								
EQOS	EQOS Ref. No.	-	-	-	-	-	-								
GSI	GS1 Ref. No.	-	-	-	-	-	-								
HACCP	Organic Certification	-	-	-	-	-	-								
KOSHER	Kosher Certification	-	-	-	-	-	-								
MEAT EST	Meat Est. No.	-	-	-	-	-	-								
PLANT LICENCE	Plant License Number	-	-	-	-	-	-								
PROCESS PRODUCTS	Process Products Est. No.	-	-	-	-	-	-								

To edit the list of reference types, select the Edit action. The table opens in edit mode. For existing types, only the translated descriptions that do not already exist can be edited. To add a new type, click **Add**. A new row is added to the table. Enter the new type code and description in the default language. Enter any translations. Select the Save action.

## Business Units

This option is used to define the classifications of suppliers and sites.

Figure 7-9 Business Units Page

Actions 								Business Units 							
Code	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)								
UK	UK	-	-	-	-	-	-								
ROI	Republic Of Ireland	-	-	-	-	-	-								
USA	United States of America	-	-	-	-	-	-								
CENTRAL_EUROPE	Central Europe	-	-	-	-	-	-								
FAR_EAST	Far East	-	-	-	-	-	-								

To edit the list of business units, select the Edit action. The table opens in edit mode. For existing business units, only the translated descriptions that do not already exist can be edited. To add a new business unit, click **Add**. A new row is added to the table. Enter the new business code and description in the default language. Enter any translations. Select the Save action.

## Currencies

This option is used to define the supported currencies, for example, Sterling and Dollars. The Currencies page has the same format as the Supplier Statuses page shown in [Figure 7-3](#).

To edit the list of currencies, select the Edit action. The table opens in edit mode. For existing currencies, only the translated descriptions that do not already exist can be edited. To add a new currency, click **Add**. A new row is added to the table. Enter the new currency code and description in the default language. Enter any translations. Select the Save action.

## Countries

This option is used to define the list of countries used throughout the system (in addresses, countries of origin, countries of manufacture, and so on).

The maintenance of Countries also incorporates Areas and Regions. Areas are geographical areas that are not countries, but may be referenced in a similar way within the system. For example, the country of origin of a product may be a country or may be an area, such as the Atlantic Ocean.

When the user selects from the pick-list of countries, it either contains a list of just Countries (for example, where completing an address), or Countries and Areas (for example, where selecting a country of origin).

A list of Regions can be maintained against a Country to provide, for example, the states or countries of that country. The list can be used to provide a pick-list of the states/counties for use when entering the address for that country.

**Figure 7-10 Countries Page**

Code	Description	Region Descriptions	Regions Local Descriptions
AD	Andorra		
AE	United Arab Emirates		
AF	Afghanistan		
AG	Antigua and Barbuda		
AI	Anguilla		
AL	Albania		
AM	Armenia		
AN	Netherlands Antilles		

To edit a country entry, select the entry in the list and then select the Edit action. A tab opens in edit mode. Translated descriptions that do not already exist and additional regions can be added. For an example of the content of this page, see [Figure 7-11](#).

To add a new country:

1. Select the New Country action. The New Country tab opens.

**Figure 7-11 New Country Page**

2. In the Details section:
  - Type: Select whether this is a country or area.
  - Code: Enter a code for the country.
  - Country Name: Enter the country name in the default language. This field is mandatory. Enter any translations.
  - Postcode Mask: The Postcode Mark is used to define the format of the postal or zip code for the country. Enter a post code mask to be used for this country.
  - Internet Domain Suffix: Enter the Internet domain suffix used for this country.
3. In the Regions section, enter any regions for this country or area. To add a region, click **Add**. A row is added to the table. Enter the code for the region. Enter a description in the default language. The description is a mandatory field. Enter any translations.
4. Select the Save action.

## Other Production Details

This option is used to define the list of production details that can be assigned to a site. The Other Production Details page has the same format as the Supplier Statuses page shown in [Figure 7-3](#).

To edit the list of production details, select the Edit action. The table opens in edit mode. For existing details, only the translated descriptions that do not already exist can be edited. To add a new production detail, click **Add**. A new row is added to the table. Enter the new detail code and description in the default language. Enter any translations. Select the Save action.

## Area

This option is used to define the supported areas. The Areas page has the same format as the Supplier Statuses page shown in [Figure 7-3](#).

To edit the list of areas, select the Edit action. The table opens in edit mode. For existing areas, only the translated descriptions that do not already exist can be edited. To add a new area, click **Add**. A new row is added to the table. Enter the new area code and description in the default language. Enter any translations. Select the Save action.

## Delete Supplier

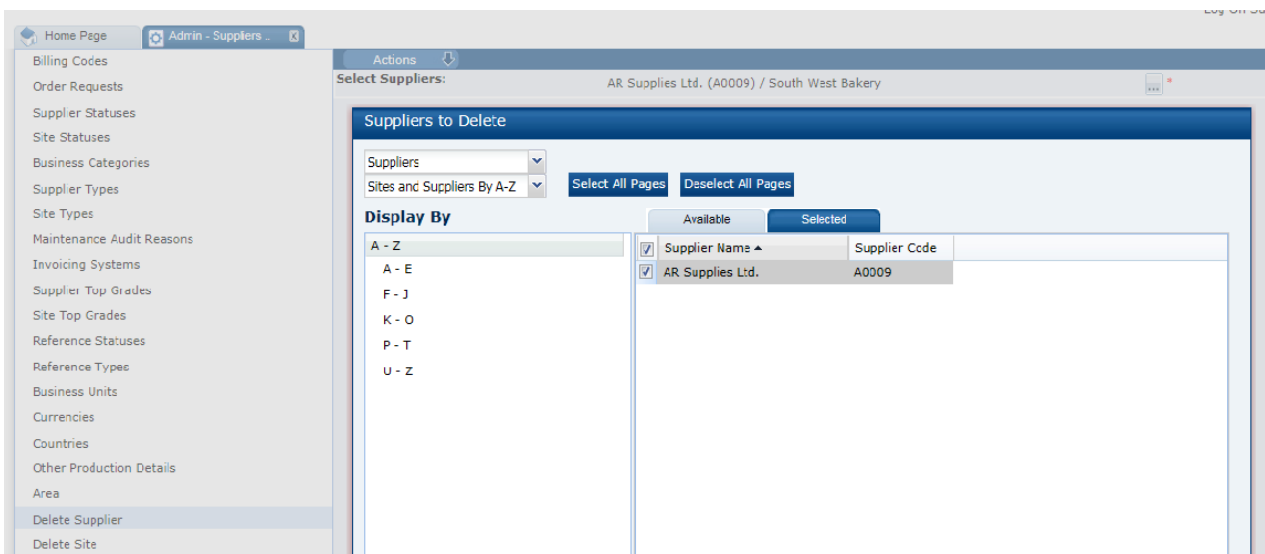
This option is used to delete suppliers. In order for a supplier to be deleted, the following criteria must be met:

- The supplier has not gone through the registration process, that is, only a supplier with sites at a status of AWAITING REGISTRATION can be deleted.
- There is no Alert Response record beyond the status of OUTSTANDING for the supplier being deleted.
- There are no Assessments beyond the status of FUTURE for any of the sites of a supplier being deleted.

To delete a supplier:

1. Select the Delete Supplier option from the Admin drop-down list. The Select Suppliers page appears.
2. To display the list of suppliers, select the icon. The Suppliers to Delete page appears.

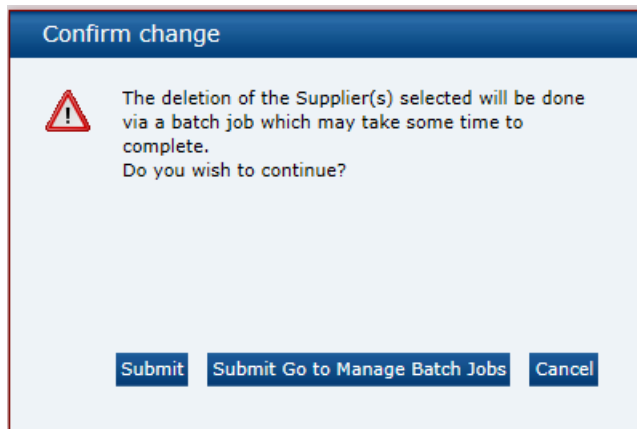
**Figure 7-12 Suppliers to Delete Page**





3. Select the suppliers to be deleted and click **Ok**. The selections are shown in the right pane.
4. To delete the suppliers, select the Submit action. A dialog box appears to enable you to confirm the deletion. To confirm the deletion, click **OK**. A batch job is submitted to perform the deletion.

**Figure 7-13 Delete Suppliers Confirm Change Dialog Box**



 **Note:**

Supplier accounts may also be deleted as a result of deleting all Site accounts individually. For details, see the *Oracle Retail Supplier Evaluation Cloud Service Supplier User Guide*.

## Delete Site

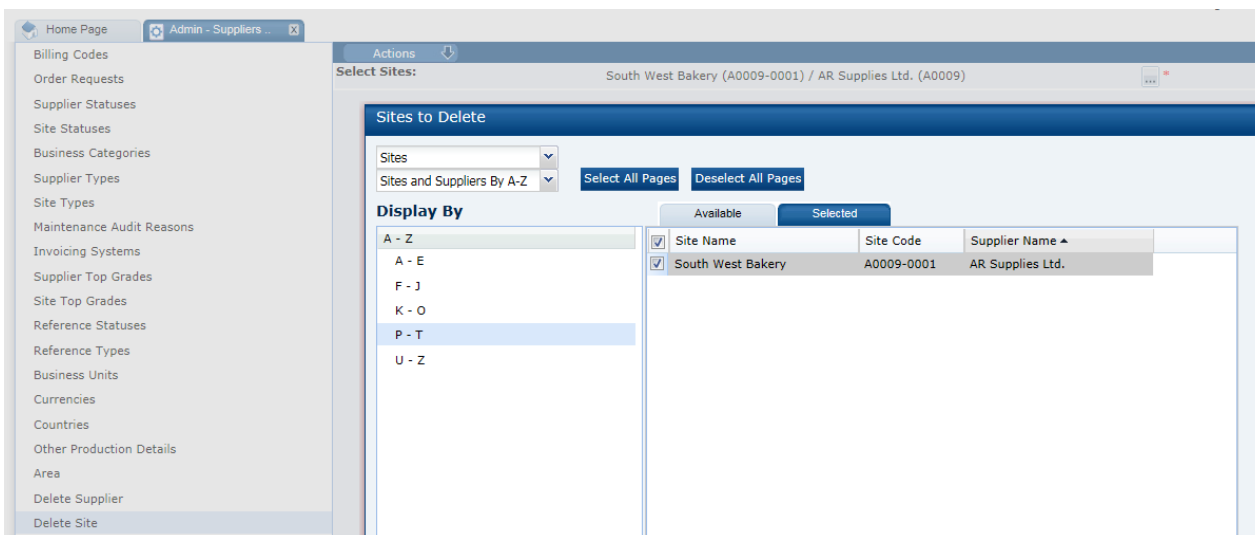
This option is used to delete sites. In order for a site to be deleted, the following criteria must be met:

- The site has not gone through the registration process, that is, only sites at a status of AWAITING REGISTRATION can be deleted.
- There is no Alert Response record beyond the status of OUTSTANDING for the site being deleted.
- There are no Assements beyond the status of FUTURE for the site being deleted.

To delete a site:

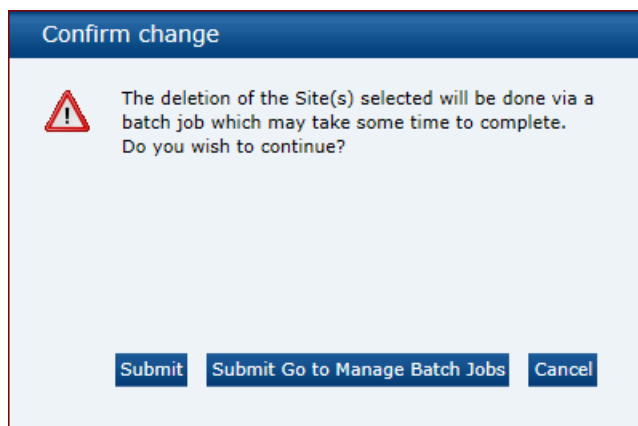
1. Select the Delete Site option from the Admin drop-down list. The Select Sites page appears.
2. To display the list of sites, select the icon. The Sites to Delete page appears.

Figure 7-14 Sites to Delete Page



3. Select the sites to be deleted and click **Ok**. The selections are shown in the right pane.
4. To delete the sites, select the Submit action. A dialog box appears to enable you to confirm the deletion. To confirm the deletion, click **OK**. A batch job is submitted to perform the deletion.

Figure 7-15 Delete Sites Confirm Change Dialog Box



 **Note:**

Site accounts may also be deleted individually. For details, see the *Oracle Retail Supplier Evaluation Cloud Service Supplier User Guide*.

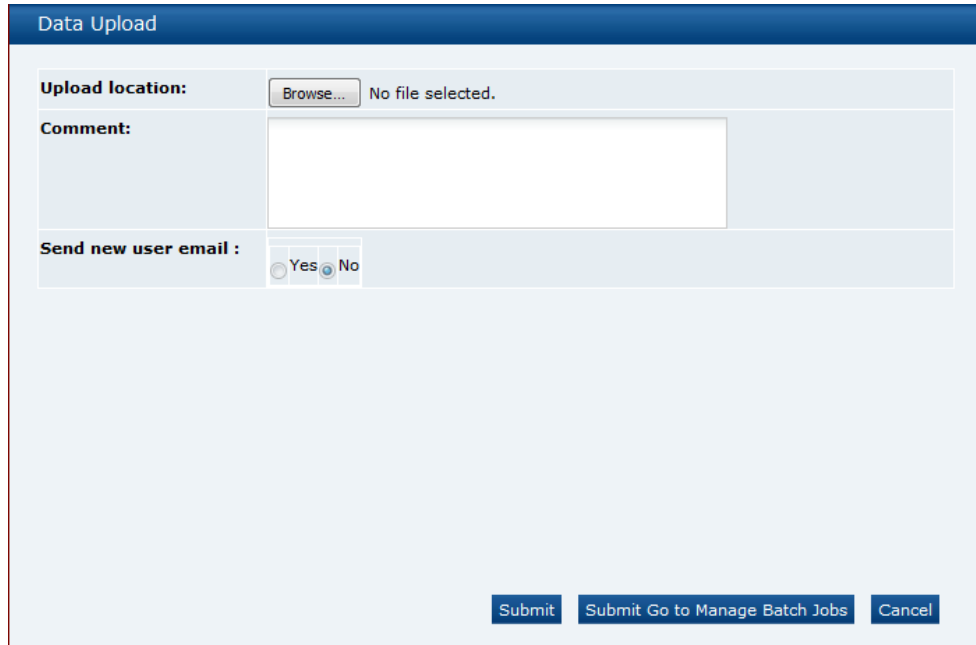
## Upload Supplier and Site Data

Retailer users with the Upload Administrator authority profile have access to the Upload Data option within the Admin menu for the upload of suppliers and sites.

To upload new suppliers and sites:

1. Select the Import action from the Suppliers List View actions menu. The Data Upload dialog box opens.

**Figure 7-16 Data Upload Dialog Box**



The screenshot shows a 'Data Upload' dialog box with the following fields and controls:

- Upload location:** A 'Browse...' button and the text 'No file selected.'
- Comment:** A large text area for entering a comment.
- Send new user email :** Radio buttons for 'Yes' and 'No', with 'No' selected.
- Buttons:** 'Submit', 'Submit Go to Manage Batch Jobs', and 'Cancel'.

2. Click Browse to search for the upload file.
3. Enter any comments to describe the reason for the upload.
4. Select whether the system is to automatically send email to the primary contact user of each newly created supplier/site on successful completion of the upload. The email will invite the user to register on the portal. The default is No, which will not send an email.
5. To upload the file, select either the **Submit** or **Submit Go to Manage Batch Jobs** action. At this point, the system will create a background job to process the spreadsheet. The spreadsheet used to upload the data will be stored within the Attachments tab of the batch job.



**Note:**

An email will be sent to the job submitter if the date within the upload file fails validation.

## Download Supplier and Site Upload Spreadsheet

Retailer users with the Upload Administrator authority profile also have access to the option to download a blank spreadsheet.

To download the latest version of the upload spreadsheet:

1. Select the Download Blank Spreadsheet action from the Suppliers List View actions menu. An operating system specific dialog box opens with the option to either open or save the file.
2. Select the save option to download the ZIP file to your desktop.

 **Note:**

The ZIP file contains a spreadsheet workbook with the first tab used to upload the data. The second tab contains guidance notes and the remaining tabs contain the valid glossary values.

The column heading text shown on the first tab is in the user's language. If translations are not present for the user's language, the system the portal's default language is substituted. An asterisk (\*) is shown in a column heading if an entry is mandatory.

## Assessments

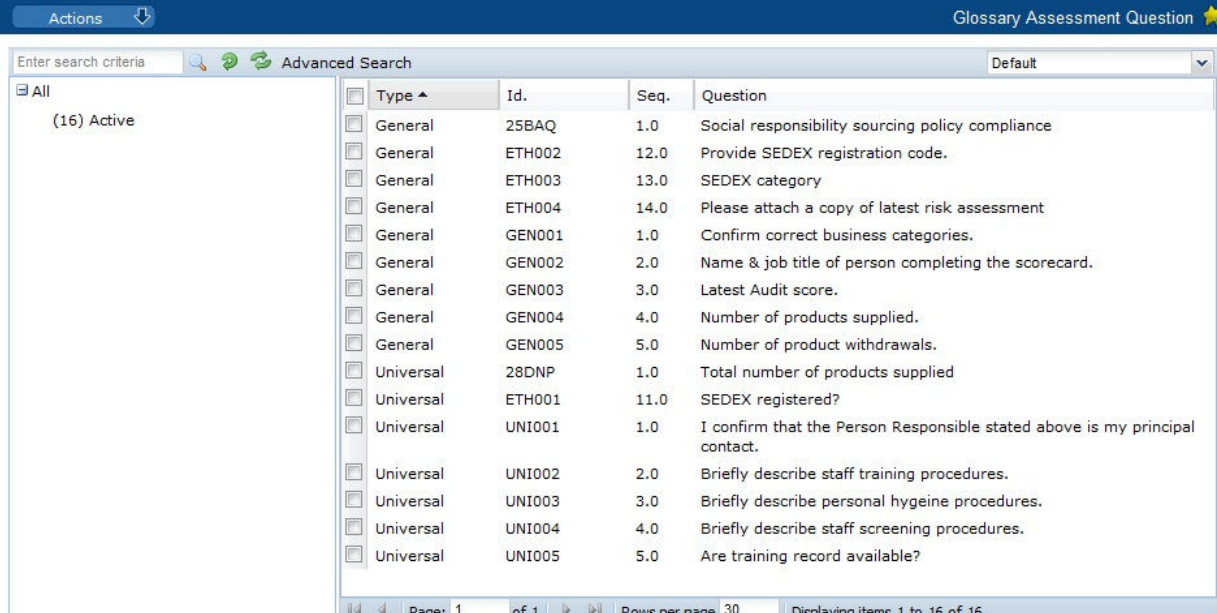
Select the Assessments option from the Admin drop-down list. The following options are available in the left pane:

- [Assessment Questions](#)
- [Assessment Templates](#)
- [Assessment Status](#)

## Assessment Questions

Each assessment template is comprised of a series of questions which may be selected from this glossary.

Figure 7-17 Glossary Assessment Question Page



Enter search criteria  Advanced Search

<input type="checkbox"/>	Type ▲	Id.	Seq.	Question
<input type="checkbox"/>	General	25BAQ	1.0	Social responsibility sourcing policy compliance
<input type="checkbox"/>	General	ETH002	12.0	Provide SEDEX registration code.
<input type="checkbox"/>	General	ETH003	13.0	SEDEX category
<input type="checkbox"/>	General	ETH004	14.0	Please attach a copy of latest risk assessment
<input type="checkbox"/>	General	GEN001	1.0	Confirm correct business categories.
<input type="checkbox"/>	General	GEN002	2.0	Name & job title of person completing the scorecard.
<input type="checkbox"/>	General	GEN003	3.0	Latest Audit score.
<input type="checkbox"/>	General	GEN004	4.0	Number of products supplied.
<input type="checkbox"/>	General	GEN005	5.0	Number of product withdrawals.
<input type="checkbox"/>	Universal	28DNP	1.0	Total number of products supplied
<input type="checkbox"/>	Universal	ETH001	11.0	SEDEX registered?
<input type="checkbox"/>	Universal	UNI001	1.0	I confirm that the Person Responsible stated above is my principal contact.
<input type="checkbox"/>	Universal	UNI002	2.0	Briefly describe staff training procedures.
<input type="checkbox"/>	Universal	UNI003	3.0	Briefly describe personal hygiene procedures.
<input type="checkbox"/>	Universal	UNI004	4.0	Briefly describe staff screening procedures.
<input type="checkbox"/>	Universal	UNI005	5.0	Are training record available?

Page: 1 of 1 Rows per page 30 Displaying items 1 to 16 of 16

To edit a question, select the question and then select the Edit action. A tab opens with the record in edit mode.

To create a new assessment question:

1. Select the New Question action. The Assessment Question tab opens.

Figure 7-18 New Assessment Question Page

The screenshot displays the 'New Assessment Question Page' interface. It is divided into two main sections: 'Details' and 'Answers'.

**Details Section:**

- Question Id:** A text input field with a red asterisk indicating it is mandatory.
- Status:** A dropdown menu currently set to 'Deactivated'.
- Question (Default):** A text input field with a red asterisk.
- Question (Australia and New Zealand):** A text input field.
- Question (English (American)):** A text input field.
- Question (French):** A text input field.
- Question (German):** A text input field.
- Question (Italian):** A text input field.
- Question (Spanish):** A text input field.
- Sequence:** A text input field containing the value '0'.
- Question Type:** Radio buttons for 'Universal' (selected) and 'General'.
- Comments:** A text input field.

**Answers Section:**

- Answer Type:** Radio buttons for 'Text', 'Radio', and 'Checkbox' (selected).
- Includes Comments:** Radio buttons for 'Yes' and 'No' (selected).
- Table:** A table with three columns: 'Description (Default)', 'Description (Australia and New Zealand)', and 'Description (English (American))'. The table has one row with empty text input fields. Above the table are buttons for 'Add', 'Delete', 'Insert', 'Move Up', 'Move Down', 'Copy Row', 'Copy Table', and 'Paste'.

2. In the Details section:

- **Question Id:** Enter the ID for this question. The ID must be between 3 and 10 characters and unique. The value cannot be changed once the question has been created. This field is mandatory.
- **Status:** The status is set to Deactivated.
- **Question:** Enter the question in the default language. This field is mandatory.
- **Sequence:** Enter the sequence number for this question. The sequence number is used to set the default order of questions within the assessment template.
- **Question Type:** Select the type of question:
  - Universal questions are automatically added to a assessment template. These questions may be removed and individually re-added as required (if configured in System Parameters to allow removal).
  - General questions are manually added to a assessment template from the questions glossary.
- **Comments:** Enter any comments. This field is not mandatory.

3. In the Answers section:

- **Answer Type:** Select the type of answers allowed for this question.
- **Includes Comments:** If set to Yes, a text field is included in the questionnaire to enable the user to enter any comments.
- To add an answer choice, click **Add**. Enter the answer in the default language. This is a mandatory field. Enter any translations.

4. Select the Save action.

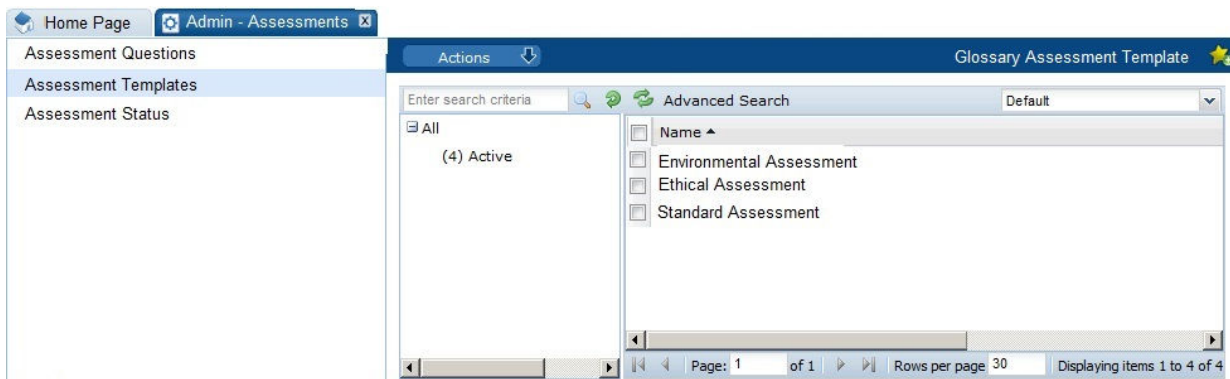
## Assessment Templates

Assessments provide a means for the retailer to assess their suppliers on an on-going (or ad hoc) basis against a set of predefined criteria. Assessments are made up of a series of questions which may be answered by the supplier as a self-assessment or completed by the retailer.

Any number of types of assessment can be configured, with the option to use weighted scoring for the overall grading of suppliers' responses. On completion of an assessment, the next one can be automatically scheduled based on a predefined periodic or quarterly frequency.

Assessment templates define the rules that control the behavior of the different types of assessments. Every assessment is created from a template which defines the rules for how it behaves within the system, that is, the set of questions and permitted answers, the setting of basic default values, and whether certain fields are used or hidden.

**Figure 7-19** Glossary Assessment Templates Page



To edit a template, select the entry and then select the Edit action. A tab opens in edit mode to enable you to edit the template. For an example of the content, see [Figure 7-20](#).

To create a new template:

1. Select the New Assessment Template action. The New Assessment Template tab opens.

Figure 7-20 New Assessment Template Page

The screenshot shows the 'New Assessment' page in Oracle's Admin interface. The page is divided into several tabs: 'Home Page', 'Admin - Assessments', and 'New Assessment'. The 'New Assessment' tab is active, and the 'Details' section is expanded. The 'Details' section contains the following fields and options:

- Code:** A text input field with a red asterisk indicating it is mandatory.
- Assessment Name:** A text input field with a red asterisk.
- Assessment Name (Default):** A text input field with a red asterisk.
- Assessment Name (Australia and New Zealand):** A text input field.
- Assessment Name (English (American)):** A text input field.
- Assessment Name (French):** A text input field.
- Assessment Name (German):** A text input field.
- Assessment Name (Italian):** A text input field.
- Assessment Name (Spanish):** A text input field.
- Status:** A dropdown menu set to 'Deactivated'.
- Supplier Can Create Assessment:** A checkbox, currently unchecked.
- Supplier Can Change Due Date:** A checkbox, currently unchecked.
- Supplier Can Complete Scorecard:** A checkbox, currently unchecked.
- Contact Roles:** A dropdown menu with a red asterisk.
- Automate Future:** A checkbox, currently checked.
- Default Frequency:** A dropdown menu set to 'Quarter' and a text input field set to '1'.
- Level of Business Category:** A text input field with a red asterisk.
- Business Category Required:** A checkbox, currently unchecked.
- Approval Required:** A checkbox, currently unchecked.
- Overdue Email:** A checkbox, currently checked.
- Grace Period:** A text input field set to '0' followed by 'Weeks'.
- Future Date derived from:** Radio buttons for 'Due Date' (selected) and 'Completion Date'.
- Auto Schedule:** A checkbox, currently unchecked.
- Due Day Of Week:** A dropdown menu set to 'Friday'.
- Comments:** A text area.

Table 7-1 describes the fields in the Details section.

Table 7-1 New Assessment Template Fields

Field	Description
Code	Enter a unique code for this template. This field is mandatory.
Assessment Name	Enter the name for the template in the default language. This field is mandatory. Enter the translations.
Status	The status is set to Deactivated.
Supplier Can Create Assessment	If checked, the supplier user can choose to create this type of assessment. The default is unchecked.
Supplier Can Change Due Date	If the supplier can create this type of assessment and this field is checked, the supplier user may also change the due date of this type of assessment. The default is unchecked.
Supplier Can Complete Assessment	If checked, the supplier user may choose to complete this type of assessment. The default is unchecked.
Approval Required	If the supplier can complete this type of assessment and if this field is checked, the retailer user is required to approve this assessment before the supplier can complete it. The default is unchecked.
Grace Period	Enter the number of days or weeks after the assessment's due date when it becomes overdue.
Overdue Email	If checked, an email is automatically generated to the supplier if the supplier has not completed the assessment by the time it becomes overdue.



**Table 7-1 (Cont.) New Assessment Template Fields**

Field	Description
Contact Roles	Select the roles for which supplier users receive the notifications if the assessment becomes overdue. The field is mandatory.
Future Date Derived From	These fields are used to control the rules for automatically scheduling subsequent assessments of this type, and when a assessment becomes overdue.
Automate Future	
Auto Schedule	
Default Frequency	<b>Automate Future versus Auto Schedule</b> If a assessment's template is set to <i>Automate Future</i> the system will automatically create the next future assessment of this type for active sites that have previously had this type of assessment and do not already have one currently scheduled, or do have one scheduled but its due date has been reached. This ensures all sites that have this type of assessment always have one scheduled.  If a assessment's template is set to <i>Auto Schedule</i> , the system prompts the user with the option to auto-schedule the next future assessment of this type for the site when the existing assessment is completed.
Due Day Of Week	
Level of Business Category	Enter the number of levels of business category to be recorded for this type of assessment. Set to zero if none are required. This is a mandatory field.
Business Category Required	If checked, the business category becomes mandatory when the assessment is completed.
Comments	Enter a comment regarding this template.
Supplier Evaluation Type	This is used to determine the type of assessment that is scored and potentially included in the integration with Merchandising.  Once the template has been made active, the type cannot be changed.

2. Set the questions for this type of assessment in the Questions tab using the tables of questions for Universal, General, and Ad Hoc Questions:
  - Universal questions are automatically added.
  - General Questions are selected from the glossary of Assessment Questions.
  - Ad Hoc questions can be entered specifically for this type of assessment.

Once the questions have been added, the Refresh Preview action can be used to show the assessment as it will be presented to the supplier.

3. Select any scoring rules for this type of assessment in the Scoring subtab.
4. Select the Save action.

## Assessment Status

This option enables you to view the assessment status codes and descriptions defined for each. To edit the list, select the Edit action. You can change the descriptions and add new status codes. The Assessment Status page has the same format as the Alert Status page shown in [Figure 7-1](#).

## Audits & Visits

Select the Audit & Visits option from the Admin drop-down list. The following options are available in the left pane:

- [Certification Bodies](#)
- [Audit/Visit Templates](#)
- [Audit/Visit Issue Types](#)
- [Auditor Types](#)
- [Audit/Visit Risk Levels](#)
- [Audit/Visit Scores](#)
- [Audit/Visit Standards](#)
- [Audit/Visit Statuses](#)
- [Issue Statuses](#)
- [Visit Locations](#)
- [Visit Reasons](#)
- [Checklist Templates](#)
- [Checklist Answers](#)
- [Checklist Questions](#)
- [Checklist Question Colour Management](#)
- [Checklist Question Colours](#)

## Certification Bodies

Certification bodies are assigned to audits/visits that are carried out by a third-party organization. A certification body defines the details of an organization that carries out an audits. On the Certification Bodies page, the name and contact details of existing auditors and certification bodies are shown.

To edit the details for a certification body, select the entry and then select the Edit action. A page opens in edit mode with the details of the certification body. For an example of the content, see [Figure 7-21](#).

To add a new certification body, select the New Certification Body action. The New Certification Body tab opens. The Name and Type fields are mandatory. The contact details and address may also be entered.

Figure 7-21 New Certification Body Page

## Audit/Visit Templates

Audit/visit templates define the rules that control the behavior of the different types of audits and visits. Every audit or visit is created from a template which defines the rules for how it behaves within the system, that is, the setting of basic default values and whether certain fields are used or hidden.

Figure 7-22 Audit/Visit Templates Page

Record Type	Name	Default Audit / Visit Frequency (months)
Audit	Audit Test Allow	0
Audit	Audit Test Specific	0
Audit	Ethical Audit	0
Audit	Name1	0
Audit	Nut Handling Audit	0
Audit	Scorable Ethical Audit	0
Audit	Scorable Standard Food Audit	1
Audit	Scorable Standard Food Audit, Optional Visibility	0
Audit	Standard Food Audit	1
Visit	Standard Visit	12

To edit a template, select the entry and then select the Edit action. A tab opens in edit mode to enable you to edit the template. For an example of the content, see [Figure 7-23](#).

To create a new template:

1. Select the New Audit/Visit Template action. The New Audit/Visit Template tab opens.

Figure 7-23 New Audit Template Page

The screenshot shows the 'New Audit Template' page in Oracle. The page has a navigation bar with 'Home Page', 'Admin - Audits & Sam...', and 'New Audit Template'. Below the navigation bar is a tabbed interface with 'Details', 'Auditors', 'Checklists', 'Attachments', and 'Change History'. The 'Details' tab is active, showing the 'Audit/Visit Details' section.

The 'Audit/Visit Details' section contains the following fields:

- Code:** [Text Field] \*
- Record Type:**  Audit  Visit
- Audit/Visit Template Name (Default):** [Text Field] \*
- Audit/Visit Template Name (Australia and New Zealand):** [Text Field]
- Audit/Visit Template Name (English (American)):** [Text Field]
- Audit/Visit Template Name (French):** [Text Field]
- Audit/Visit Template Name (German):** [Text Field]
- Audit/Visit Template Name (Italian):** [Text Field]
- Audit/Visit Template Name (Spanish):** [Text Field]
- Scope (Default):** [Text Field]
- Scope (Australia and New Zealand):** [Text Field]
- Scope (English (American)):** [Text Field]
- Scope (French):** [Text Field]
- Scope (German):** [Text Field]
- Scope (Italian):** [Text Field]
- Scope (Spanish):** [Text Field]
- Comments:** [Text Area]
- Audit / Visit Type:**  Internal  Third Party
- Record Date Of Last Audit / Visit:**  Yes  No
- Audit / Visit Visibility:**  Announced  Unannounced  Optional
- Create Issues:**  No  Manually  Via Checklists
- Score Audit / Visit:**  Yes  No
- Score Mandatory:**  Yes  No
- Allowable Score Options:** - [Dropdown]
- Audit / Visit Standards Used:**  Yes  No
- Cost Recovery:**  Yes  No
- Active:**
- Supplier Generated:**  Yes  No
- Auto schedule:**  Yes  No
- Default Issue Completion (days):** 0 [Text Field] \*
- Default Audit / Visit Frequency (months):** 0 [Text Field] \*
- Business Categories Required:**  Yes  No
- Business Category Levels Required:** 2 [Text Field]
- Allowable Audit / Visit Standards:** - [Dropdown]

2. [Table 7-2](#) describes the fields in the Audit/Visit Details section.

**Table 7-2 Audit/Visit Template Fields**

Field	Description
Active	Check the box if this template is set active when created.
Allowable Audit/Visit Standards	Click the icon to select the standards for this audit/visit.
Allowable Score Options	If scoring is used, click the icon to select the scoring options to use.
Audit/Visit Standards Used	If set to Yes, this type of audit is aligned with a particular standard.
Audit/Visit Template Name	Enter the name for the template in the default language. This field is mandatory. Enter the translations.
Audit/Visit Type	<ul style="list-style-type: none"> <li>• Select Internal if the audit/visit is carried out by the retailer.</li> <li>• Select Third Party if a third-party auditor or certification body carries out the audit/visit.</li> </ul>
Audit/Visit Visibility	This field determines whether the supplier knows in advance of an audit/visit. If Unannounced, the supplier is not notified until it is time for them to collaborate.
Auto Schedule	If set to Yes, a new future audit/visit is automatically scheduled on completion of the current audit/visit.
Business Category Levels Required	If the Business Categories Required field is set to Yes, enter the number of levels of business category to use on the audit/visit record.
Business Categories Required	If set to Yes, a business category is required for this type of audit/visit.
Code	Enter a unique code for this template. This field is mandatory.
Comments	Enter a comment regarding this template.
Cost Recovery	If set to Yes, the all or part of the cost of the audit/visit is recharged to the supplier.
Cost Recovery Comments	If the Cost Recovery field is set to Yes, the amount to be recharged can be entered as a comment.
Create Issues	If set to Yes, issues can be raised against audits/visits of this type regardless of whether the issue is created by the supplier or retailer.
Default Audit/Visit Frequency (months)	Enter the frequency of the audit/visit in months. This is used when auto-scheduling the next audit/visit.
Default Issue Completion (days)	Enter the number of days an outstanding issue must be completed by before being flagged as urgent.
Record Date of Last Audit/Visit	If set to Yes, the site record is updated with the date when the latest audit is completed.
Record Type	Select whether this template is for an audit or a visit.
Scope	This is the summary of the purpose of the audit/visit. This is the default text for the Scope field in the audit/visit.
Score Audit/Visit	If set to Yes, an overall score/grade is required.

**Table 7-2 (Cont.) Audit/Visit Template Fields**

Field	Description
Supplier Evaluation Type	This is used to determine the type of audit/visit that is scored and potentially included in the integration with Merchandising. Once the template has been made active, the type cannot be changed.
Score Mandatory	If set to Yes, scoring is mandatory when scoring is being used.
Supplier Generated	If set to Yes, the supplier can create new audits/visits of this type.

- In the Auditors subtab, select the certification bodies and internal auditors who are allowed to perform the audit:
  - If All is selected, all defined certification bodies or internal auditors are allowed to perform the audit.
  - If Only Allowable is selected, the list of certification bodies or internal auditors is chosen. Click the icon and select the certification bodies or internal auditors.

**Figure 7-24 New Audit Template Auditors Subtab**

- Select the Checklists subtab. Add any checklists to be used for the audit. When an audit/visit is created, if its template has checklists assigned, the checklists are automatically created as Audit/Visit Checklist records for completion during the audit/visit.
- In the Attachments subtab, attach any documents to the audit.
- Select the Save action.

## Audit/Visit Issue Types

Audit/visit issue types define the types or levels of non-conformance that can be raised against an audit. An audit/visit template may not be edited once it has been made active; to make any changes it must first be deactivated. The Audit/Visit Issue Types page has the following columns:

- Set to Yes if the issue type is active.
- Code for the issue type.
- Description for the issue type in the default language.
- Descriptions for each supported language.

Figure 7-25 Audit/Visit Issue Types Page

Active	Code	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
Yes	CRITICAL	Critical	-	-	Critique	Kritisch	Critico	Crítico
Yes	MAJOR	Major	-	-	Majeur	Schwerwiegend	Importante	Mayor
Yes	MINOR	Minor	-	-	Mineur	Minder	Marginale	Menor
Yes	RECOMMENDATION	Recommendation	-	-	Recommandation	Empfehlung	Raccomandazione	Recomendación

To edit the list of issue types, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new issue type, click **Add**. If the issue type should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Auditor Types

Auditor types are used to differentiate between individuals (Auditors) and organizations (Certification Bodies). The Auditor Types page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-25](#).

To edit the list of auditor types, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new auditor type, click **Add**. If the auditor type should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Audit/Visit Risk Levels

Where used, the levels of risk may be assigned to a site based on the type of product the site produces, for example, High Risk and Low Risk. The levels can be used, based on risk level, to vary the frequency of an audit/visit type per site. The Audit/Visit Risk Levels page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-25](#).

To edit the list of risk levels, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new risk level, click **Add**. If the risk level type should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Audit/Visit Scores

Audit/visit scores provide the scoring or grading options for audits, for example, Red and Green. The Audit/Visit Scores page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-25](#).

To edit the list of scores, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new score, click **Add**. If the score should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.



## Audit/Visit Standards

Each type of audit can be aligned with a specific standard. The Audit/Visit Standards page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-25](#).

To edit the list of standards, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new standard, click **Add**. If the standard should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Audit/Visit Statuses

Statuses define the names of the stages of the Audit/Visit workflow.

To edit the list of statuses, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

**Figure 7-26 Audit/Visit Statuses Page**

Actions		Audit/Visit Statuses					
Status	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
ABANDONED	Abandoned	-	-	Abandonné	Zurückgezogen	Abbandonato	Abandonado
AWAITING AMENDMENT	Awaiting Amendment	-	-	En attente de modification	Warten auf Berichtigung	In attesa di modifica	En espera de modificación
AWAITING CORRECTIVE ACTION	Awaiting Corrective Action	-	-	En attente d'action corrective	Warten auf Abhilfemaßnahme	In attesa di azione correttiva	En espera de acción correctiva
AWAITING SIGN-OFF	Awaiting Sign-Off	-	-	En attente d'autorisation	Warten auf Freigabe	In attesa di approvazione	En espera de aprobación
COMPLETED	Completed	-	-	Terminé	Abgeschlossen	Completato	Completada
FAILED	Failed	-	-	Echoué	Fehlgeschlagen	Non superato	Erróneo
IN PROGRESS	In Progress	-	-	En cours	In Bearbeitung	In corso	En proceso
NOT PROGRESSED	Not Progressed	-	-	Sans progression	Nicht abgeschlossen	Non avanzato	Sin progresar
SCHEDULED	Scheduled	-	-	Programmé	Geplant	Programmato	Programado

## Issue Statuses

Issue statuses define the names of the stages of the Issues (non-conformances) workflow. The Issue Statuses page has the same format as the Audit/Visit Statuses page shown in [Figure 7-26](#).

To edit the list of statuses, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

## Visit Locations

Only used in visits, the locations are a predefined list of options for specifying where the visit takes place, for example, Head Office or Conference Room. The Visit Locations page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-25](#).

To edit the list of locations, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new location, click **Add**. If the location should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Visit Reasons

Only used in visits, the reasons are a predefined list of options for why the visit takes place, for example, Audit Follow-up or Complaint Investigation. The Visit Reasons page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-25](#).

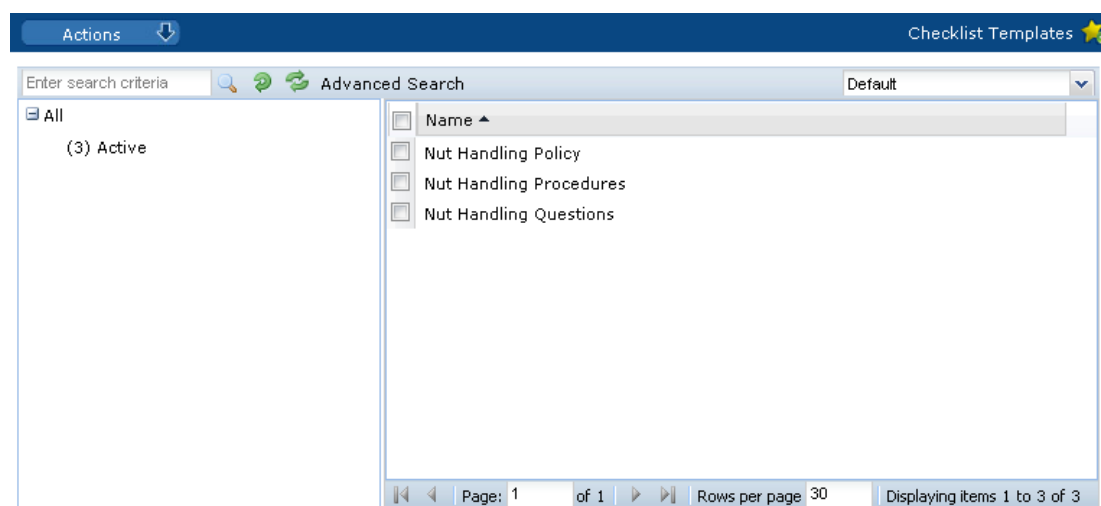
To edit the list of reasons, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new reason, click **Add**. If the reason should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Checklist Templates

A checklist is the breakdown of items to be assessed as part of an audit or visit. The items may correspond to individual clauses in corporate standards or policy documents. A checklist template is the grouping together of checklist questions and their permissible answers to form reusable common questionnaires for completion during an audit.

**Figure 7-27 Checklist Templates Page**



To edit a template, select the Edit action. The template record opens in edit mode.

To add a new checklist:

1. Select the New Checklist Template action. The New Checklist Template tab opens.

**Figure 7-28 New Checklist Template Page**

The screenshot shows the 'New Checklist Template' page. At the top, there are browser tabs for 'Home Page', 'Admin - Audits & Sam...', and 'New Checklist Temp...'. Below the browser tabs is a navigation bar with 'Actions' and a dropdown arrow. The main content area is divided into three sections:

- Details:** This section contains several input fields:
  - Code:** A text input field with a red asterisk indicating it is mandatory.
  - Checklist Name (Default):** A text input field with a red asterisk.
  - Checklist Name (Australia and New Zealand):** A text input field.
  - Checklist Name (English (American)):** A text input field.
  - Checklist Name (French):** A text input field.
  - Checklist Name (German):** A text input field.
  - Checklist Name (Italian):** A text input field.
  - Checklist Name (Spanish):** A text input field.
  - Status:** A dropdown menu currently set to 'Deactivated'.
  - General Comments:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- Questions:** This section features a toolbar with buttons for 'Reorder', 'Add', 'Delete', 'Insert', 'Move Up', and 'Move Down'. Below the toolbar is a table with the following columns:
 

Move to	Question Id	Answer Type	Ref (Default)	Question	Comments	Ref (Australia and New Zealand)	Ref (English (American))	Ref (French)	Ref (German)	Ref (Italian)
- Block Answer Options:** This section contains a checkbox labeled 'Allow block answers:'.

2. In the Details section:
  - **Code:** A unique Code must be entered when the template is created, after which it is read-only. This field is mandatory.
  - **Checklist Name:** Enter the name that appear in the audit/visits. The name must be unique. The name is editable after the record has been created. Enter any translations. This field is mandatory.
  - **Status:** The status is set to Deactivated.
  - **General Comments:** If set to Yes, a general comments field is included in the checklist.
3. In the Questions section: To add questions, click **Add**. The Select Glossary Questions dialog box appears with the list of available questions. Select questions and then click **Ok**.
4. In the Block Answer Options section: Allow block answers adds an option to the checklist to allow the user to block answer all the questions with the answers specified here, where it is one of the permissible answers for the question. For example, if block answering is set to Not Assessed, all questions in the checklist that have Not Assessed as one of the answer options are answered in that way. The contents of the Allow Block Answer pick-list are dynamically built based on the set of answers associated to the questions present in this checklist. Any duplicates are excluded.
5. Select the Save action.

## Checklist Answers

The sets of available checklist answers are managed using this option.

**Figure 7-29 Checklist Answers**

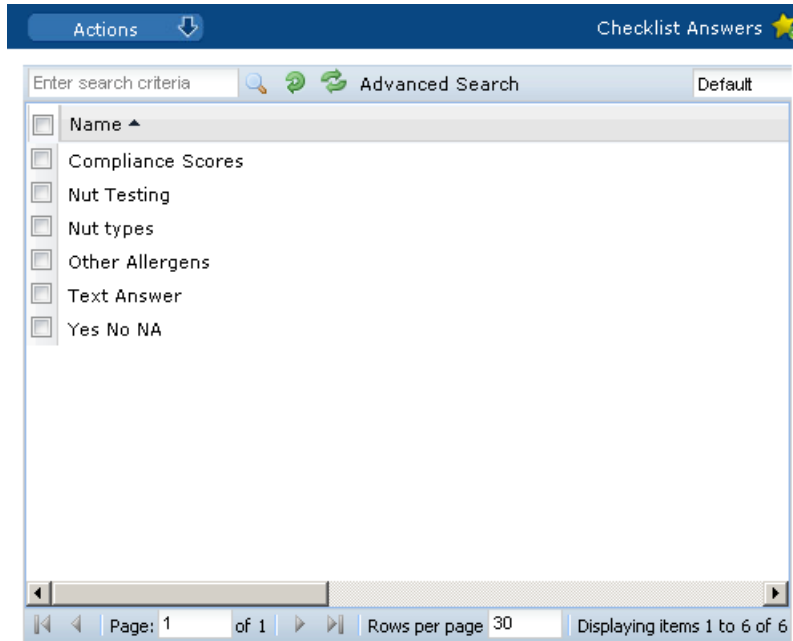


Figure 7-30 shows an example of checklist answers.

**Figure 7-30 Checklist Answers Example**

Answer (Default)	Mandatory Comments	N/C Creation	N/C Type	Answer (Australia and New Zealand)	Answer (English (American))	Answer (French)	Answer (German)	Answer (Italian)	Answer (Spanish)
Complies	No	No	-	-	-	-	-	-	-
Critical Non Compliance	Yes	Yes	Critical	-	-	-	-	-	-
Major Non Compliance	Yes	Yes	Major	-	-	-	-	-	-
Minor Non Compliance	Yes	Yes	Minor	-	-	-	-	-	-
Not Applicable	No	No	-	-	-	-	-	-	-
Not Assessed	Yes	No	-	-	-	-	-	-	-

To edit a set of checklist answers, select the entry and then select the Edit action. The template record opens in edit mode.

To add a new set of checklist answers:

1. Select the New Checklist Answer option. The New Glossary/Answers page opens.

**Figure 7-31 New Checklist Answer Page**

The screenshot shows a web browser window with the following elements:

- Browser tabs: Home Page, Admin - Audits & Sam..., ??newGlossaryAnsw...
- Page title: Actions
- Navigation: Checklist Answers, Change History
- Section: Details
- Form fields:
  - Code: [text input] \*
  - Answer Name (Default): [text input] \*
  - Answer Name (Australia and New Zealand): [text input]
  - Answer Name (English (American)): [text input]
  - Answer Name (French): [text input]
  - Answer Name (German): [text input]
  - Answer Name (Italian): [text input]
  - Answer Name (Spanish): [text input]
  - Answer Type:  Single Choice  Multi Choice  Text
  - Includes Comments:  Yes  No
  - Comments: [text area]
  - Use Default Answer:  Yes  No
- Table:
 

Answer (Default)	N/C Creation	N/C Type	Answer (Australia and New Zealand)
<input type="checkbox"/> [text input] *	<input type="radio"/> Yes <input checked="" type="radio"/> No	[dropdown]	[text input]

2. In the Details section:
  - Code: Enter a unique code for this answer set. This field is mandatory.
  - Answer Name: Enter a unique identifier of this answer set in the default language. This field is mandatory. Enter any translations.
  - Answer Type: Select the type of answer presented to the user:
    - Single Choice presents a pick-list.
    - Multi Choice presents a multi-select pick-list.
    - Text presents an auto-expanding text area.
  - Include Comments: This field determines a comment is required. If the selected answer type is Text, this field is set to No and cannot be changed.
  - Comments: Use this field to enter a comment regarding this checklist answer glossary.
  - Use Default Answer: If the answer type is Single Choice or Multi Choice, the Use Default Answer option is used to control whether a default value is to be set for this answer when presented in a checklist. If Yes is selected, the Default Answers field presents a checklist of the answers that have been

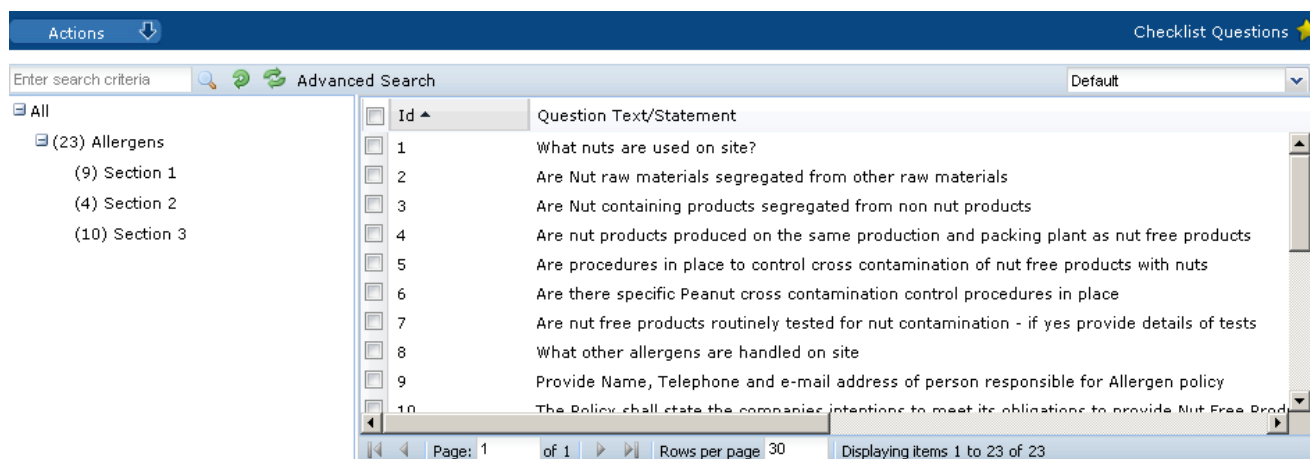
added to the Answers table for one to be selected. If No is selected the selector is hidden.

3. The table of answers defines the answer choices and is only presented if the answer type is Single Choice or Multi Choice. To add answer, click **Add** to add a row to the table:
  - Enter the answer in the default language. This field is mandatory.
  - The N/C Creation field determines whether, when the chosen answer is given to this question, the system should generate an issue for the question.
  - The N/C Type field determines for what issue type an issue is automatically generated. The selection is made from the Issue Types glossary, for example, Critical, Major, Minor, or Recommendation.
  - Enter the descriptions in the supported languages.
4. Select the Save action.

## Checklist Questions

The sets of available checklist questions are managed using this option.

**Figure 7-32 Checklist Questions**



To edit a checklist question, select the entry and then select the Edit action. The question record opens in edit mode.

To add a checklist question:

1. Select the New Checklist Question action. The New Glossary/Question tab opens.

Figure 7-33 New Checklist Question Page

The screenshot shows a web application interface for creating a new checklist question. The page is titled "Details" and contains several input fields for creating a checklist question. The fields include: "Id" (a text field with a minus sign), "Audit Type" (a dropdown menu with a red asterisk), "Answer Type" (a dropdown menu with a red asterisk), "Section" (a dropdown menu with a red asterisk), "Question Text/Statement (Default):" (a large text area), "Question Text/Statement (Australia and New Zealand):" (a text area), "Question Text/Statement (English (American)):" (a text area), "Question Text/Statement (French):" (a text area), "Question Text/Statement (German):" (a text area), "Question Text/Statement (Italian):" (a text area), and "Question Text/Statement (Spanish):" (a text area). There is also a "Comments:" field. At the bottom, there is an "Answers" section which is currently collapsed. The browser tabs show "Home Page", "Admin - Audits & sam..", and "???newGlossaryQues..".

2. In the Details section:
  - Id: This is a unique identifier of each question. It is automatically assigned as an incrementing sequence number.
  - Audit Type: Select the type of audit associated with this question from the drop-down list. This field is mandatory.
  - Answer Type: Select the type of answer associated with this question from the drop-down list. This field is mandatory.
  - Section: Select the section of the questionnaire from the drop-down list. This field is mandatory.
  - Question/Text Statement: Enter the question in the default language. This field is mandatory. Enter any translations.
  - Comments: Use this field to enter a comment regarding this checklist question glossary entry.
3. In the Answers section: The table of Answers is automatically built based on the selected answer type. The table is only applicable for Single Choice and Multi Choice answer types. For more information, see [Checklist Answers](#)
4. Select the Save action.

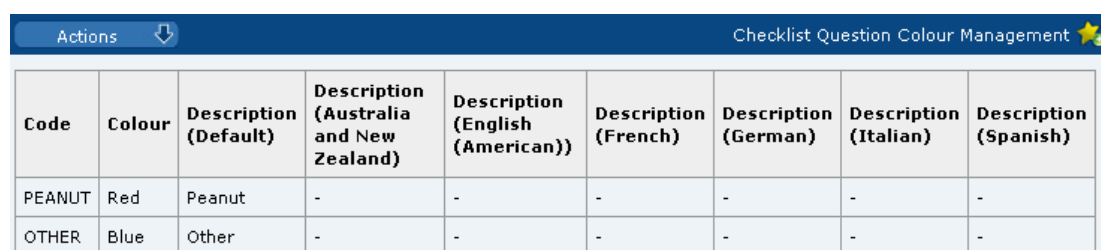
## Checklist Question Colour Management

This option is used to define the rules for color-coding within checklists. The system uses this table to apply to present the text in the specific color if it encountered as part of a checklist question.

To edit the list of colors, select the Edit action. The table opens in edit mode. The color and descriptions can be edited.

To add a new color, click **Add**. A row is added to the table. Enter the code, color, and description in the default language. Enter any translations.

**Figure 7-34 Checklist Question Colour Management**



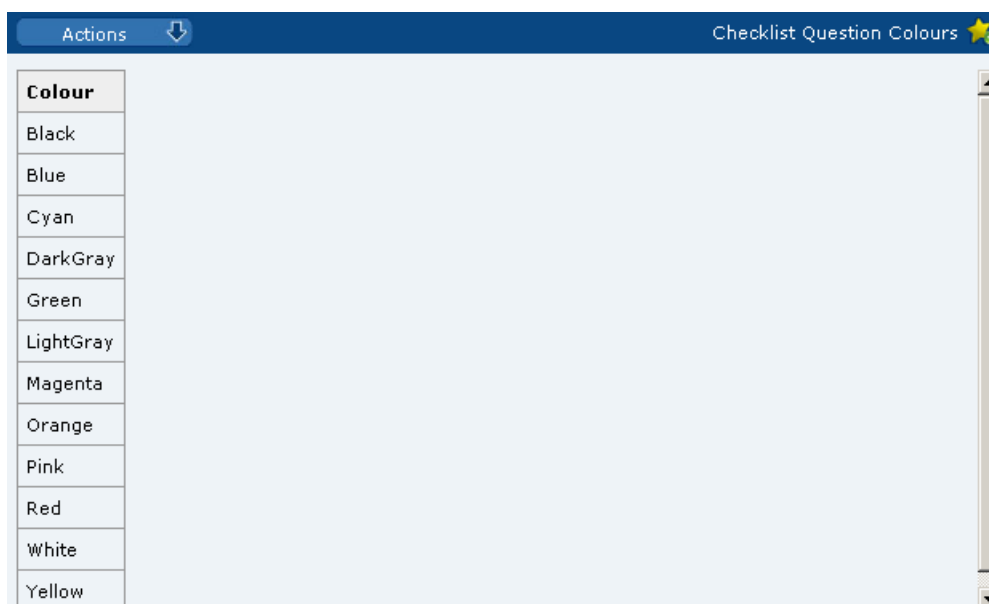
Code	Colour	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
PEANUT	Red	Peanut	-	-	-	-	-	-
OTHER	Blue	Other	-	-	-	-	-	-

## Checklist Question Colours

This option is used to build the list of colors available for use when defining the color-coding rules.

To edit the list of colors, select the Edit action. The table opens in edit mode. To add a new color, click **Add**.

**Figure 7-35 Checklist Question Colours**



Colour
Black
Blue
Cyan
DarkGray
Green
LightGray
Magenta
Orange
Pink
Red
White
Yellow



## Roles and Permissions

Select the Contact Roles option in the left pane. The Contact Roles page opens.

**Figure 7-36 Contact Roles Page**

Description	Is Supplier Role?	Is Mandatory Supplier Role?	Is Site Role?	Is Mandatory Site Role?
Account manager or sales & marketing contact	Yes	Yes	Yes	Yes
Artwork approver	No	No	Yes	No
Audits and visits contact	Yes	Yes	Yes	Yes
Corporate responsibility & ethical trade contact	Yes	Yes	Yes	No
Crisis management primary contact	Yes	Yes	Yes	Yes
Depot QA results contact	Yes	Yes	No	No
Emergency Contact	Yes	Yes	Yes	Yes
Head of manufacturing operations	Yes	Yes	Yes	No

The set of contact roles is configurable. Each portal can build their own set of roles that contacts are to be recorded for at the supplier and site levels. The roles may be set as mandatory, in which case, a contact must be assigned to that role for the supplier/site account to be approved.

Some roles are mandatory because they are used by the system to automatically notify the relevant users as part of the system's workflow, for example, an Audits & Visits Main Contact would be notified when an audit requires action.

Where there are mandatory roles that have not been assigned a contact, the supplier/site administrator is alerted through the Urgent Item Manager (UIM) app.

For more information on adding and editing contact roles, see [Managing Contact Roles](#).

## Integration with Merchandising

SE and Merchandising will hold corresponding accounts for suppliers and their individual site locations. The accounts will originate in Merchandising, with new accounts and updates being fed to SE through the Merch Supplier API. The synchronization is one-way only: from Merchandising to SE. This will include the automatic creation of the initial supplier user, for them to complete the supplier registration process in SE.

### Supplier and Site Integration

The following system parameters must be set in order to enable the Supplier and Site integration:

1. Check *Integration Enabled* is set to enabled/disabled accordingly.

2. Configure the Merch *API URL* and credentials.
3. Set the *Integration Interval*. Utilize *Do not run Integration before* and *Do not run Integration after* to avoid it running during peak times of the day. The default is to run every 90 minutes.
4. Set the account coding rules for the allocation of Supplier and Site codes.
5. Set the default value for the Technologist. This is the contact that is notified of new Merch sites requiring activation.

The nominated default Technologist is recommended to be a user with appropriate additional Admin permissions, who can assign Sites to the required individual Technologists using Global Changes.

 **Note:**

The default Technologist is a regular user account. The client needs to decide what email address they attribute to the retailer user account of the designated default Technologist.

6. Set the default values, first ensuring the value is present in the respective glossary:
  - Business Category
  - Supplier Type
  - Site Type
  - Business Unit
7. Set the Merchandising Invoicing System, first ensuring the value is present in the glossary.
8. Set which user role defines the Supplier Administrator role, used when creating the initial supplier user.
9. Set the Site Status mapping rules:
  - The table will be pre-populated with entries for A=Active and I=Inactive, with Active creating new accounts and Inactive triggering auto de-list in SE.
10. A prerequisite for the integration to succeed will be that the portal be configured so that GLN codes are non-mandatory for suppliers and sites, as the codes are not currently available in the data sent from Merchandising. Validation will reject the creation of a new supplier/site if GLN codes are configured to be mandatory.
11. If the Merchandising supplier and site codes are to also be used as the SE codes, a prerequisite for the integration to succeed will be that the SE supplier and site coding rules be configured in a way that allows for the Merchandising codes being in the range 1 to 9999999999, in particular, the minimum length parameter.
12. Set the *Number of days to keep Outbound Message Queue data* purging interval. The default is 90 days.
13. Set the *External Primary Language* system parameter.
14. Check that the glossaries of Countries in Merchandising and SE correspond. The two character ISO code is used as the key. This mapping is used when populating the Supplier/Site addresses.

15. Configure and additional Regions in the Countries glossary, to match those used in Merchandising. Only UK counties, US states, and CN provinces are added automatically by the data generator.

### Inbound Message Queue

If an inbound message fails due to missing or invalid Merchandising data, the message's status will be set to Failure.

If the data is subsequently added or corrected in Merchandising, that maintenance action will trigger a new message, which will be processed by SE separate to the original failed message.

The inbound message queue will automatically retry the original message, however as the message contains a snapshot of the original data, it will continue to fail with the same data exception. The retry does not re-retrieve data from Merchandising, it simply retries the original message.

Messages at Failure status continue to be retried until they are successfully processed or are manually set to Permanent Failure. The purge routine automatically cleans up Permanent Failure messages, but not Failure messages.

While the auto-retry processing will deal with exceptions due to record locks, it will not deal with data exceptions; for these, the administrator must manually set these messages as Permanent Failure, to be removed next time the purge routine runs.

#### Note:

It is not feasible for the system to automatically set the messages to Permanent Failure, as it must cater for the scenario where data subsequently becomes mandatory in SE, but is not available from Merchandising.

### Supplier Evaluation Data Integration

The outbound integration with the Merchandising system allows the data relating to certain events and calculated scores to be automatically fed to Merchandising, where dashboards enhance the supplier data with the latest Supplier Evaluation information.

When Documents, Assessments, and Audits are configured to capture supplier evaluation data, and calculate supplier evaluation scores, details of the related events and scores are automatically fed back to Merchandising (for sites that have been synchronized through the Supplier & Site Integration).

For more information, see the *Oracle Retail Supplier Evaluation Cloud Service Supplier User Guide*.

The following system parameters must be set in order to enable the outbound Supplier Evaluation Data integration:

1. Check Integration Enabled is set to enabled/disabled accordingly.
2. Configure the Merch API URL and credentials.
3. Set the number of messages to be sent per call. The default is 1.
4. Set the Supplier Evaluation Types that are to be included in the integration.

5. Set the External Primary Language to correspond with the primary language of the Merchandising system.
6. Set the purging interval. The default is 90 days.

### Outbound Message Queue

The outbound messages are managed through the Outbound Message Queue, which is located in the Batch Jobs section of the Admin area.

If a message fails, the message's status will be set to Failure. The outbound message queue will automatically retry the original message. Messages at Failure status continue to be retried until they are successfully processed or are manually set to Permanent Failure. The purge routine automatically cleans up Permanent Failure messages, but not Failure messages.

## Supplier Evaluation Scoring

This section provides information on the Scoring glossaries. For information on the system parameters used for scoring, see [System Parameters](#).

The SE Integration & Scoring group in the Admin Area contains the Reporting and System Control options. Access is restricted to the Oracle Authorized Administrator, Configuration Editor, and Integration Administrator authority profiles.

This menu contains the following entries for maintenance of the SE Integration and Scoring related glossaries:

- Supplier Evaluation Types
- Supplier Evaluation Scores
- Supplier Evaluation Scoring Rules
- Supplier Evaluation Site Type Group

### Supplier Evaluation Types

Supplier Evaluation scores are calculated for Sites, typically representing the environment, ethical, and governance element. In order to identify which Assessments, Audits, and Documents contribute to the scoring, the Supplier Evaluation Type glossary is used. The configured types can then be assigned to the types of record which contribute to the scoring.

The glossary is delivered with predefined entries, but the retailer may maintain it to suit their requirements.

The glossary is accessed by using the SE Integration & Scoring>Supplier Evaluation Types menu option in the Admin area.

The Supplier Evaluation Type is also used in the reporting of Supplier Evaluation data; it is used as a report filter and when determining which records are included in the Supplier Evaluation Dashboard.

In a new installation of the SE portal, the following values will be data generated in the Supplier Evaluation Types glossary:

- Ethical
- Environmental
- Governance

### Supplier Evaluation Scores

The Supplier Evaluation Scores glossary is used to define the available supplier evaluation scores as a description.

The glossary is accessed via the SE Integration & Scoring>Supplier Evaluation Scores menu option in the Admin area.

### Supplier Evaluation Scoring Rules

The rules for calculating Supplier Evaluation scores for Sites are configurable within the Supplier Evaluation Scores glossary. The entries define the scoring rules for each Supplier Evaluation Type (a one-to-one relationship, so a single scoring rule per SE Type).

The glossary will be delivered with predefined entries, but the retailer may maintain it to suit their requirements.

The glossary is accessed through the SE Integration & Scoring>Supplier Evaluation Scoring Rules menu option in the Admin area.

The contents are grouped by the following tabs:

- **Details** - identifies the scoring rule and which Supplier Evaluation Type it represents.
- **Criteria** - a table for each Supplier Evaluation event, with their scores/weighting points.
- **Scoring** - a table of the Supplier Evaluation scores, their description and optionally a graphic.
- **Change History** - standard Change history logging.

The list view contains columns for SE Type, Description, Code, Version, and Status. The default sequence is ascending SE Type order.

Any changes to the scoring rules are applied by the scoring process the next time it runs.

### Supplier Evaluation Site Types Groups

The Supplier Evaluation Site Type Groups glossary is used to combine entries in the existing Site Types glossary, to form logical groupings of Sites. The groupings enable the roll-up scores for Sites with different functional purposes, such as Primary Manufacturing Sites, Supplier Chain Sites, Stores, and do on. The glossary is accessed via the SE Integration & Scoring>Supplier Evaluation Site Type Group menu option in the Admin area.

## System Parameters

To maintain the parameters used to support Supplier, select the System Control option and then System Parameters.

[Table 7-3](#) shows the specific system parameters, by subtab on the System Parameters page, used to support Supplier.

**Table 7-3 System Parameters to Support Supplier**

Subtab	Parameter	Description
Assessments	Allow creation of Assessments from Assessments list	If checked, assessments can be created from the assessments list views. If not checked, assessments can only be created directly from within a Site record.
Assessments	Grace period	Select if the assessment completion overdue grace period is in days or weeks.
Assessments	Email Agent run on	Controls which days of the week reminder emails are generated for overdue assessments. Specific days can be selected. Buttons are available to select or clear all days.
Assessments	Allow ad hoc (non glossary) questions	If checked, assessment templates have the option to have questions added that do not appear in the questions glossary.
Assessments	Allow removal of universal questions	If checked, whether universal questions may be removed from a assessment template (if not, all universal questions will appear on every assessment type)
Audits & Visits	Allow creation of Audits from Audits List	If set to Yes, users may create new audits/visits from within the Audits & Visits area (in which case, they select the supplier and site) as well as through the Site record.  If set to No, new audits/visits are created through the Site record (in which case there is no need to select the supplier and site).  Default is No.
Audits & Visits	Max Time Spent (hours)	Sets the maximum value a user may record as the time spent on an audit/visit. This prevents excessive time being accidentally entered. Default is 20.
Audits & Visits	Use Risk Levels	Determines whether levels of risk are being assigned to Sites (based on the type of product produced).  If set to Yes, a Risk Level classification can be set on the Site record, and the frequency of an audit/visit may be set differently per risk level; thus allowing an audit/visit to be scheduled more (or less) frequently for sites that supply particular types of products.  Default is No.
Audits & Visits	Days to show Scheduled in Tasks App	Used to control when Scheduled audits/visits appear in the user's Task App in order to limit the list of audit/visits to just those that will become due in the next 28 days, for example, thereby excluding those that are currently scheduled but not due for a number of months. Default is 28.
Audits & Visits	Edit Score on Completion	If set to Yes, where an audit/visit is scored, the score can be assigned or changed when the audit/visit is completed (through the completion confirmation dialog box).  If set to No, any scoring has to be assigned directly within the Audit/Visit record.  Default is No.

Table 7-3 (Cont.) System Parameters to Support Supplier

Subtab	Parameter	Description
Log On	Site Details Update Reminder	<p>Number of working days between a reminder being shown in a user's UIM when a user has logged in. It is used to ensure that Mandatory Contact details are kept up to date on both the supplier and sites. Default is 90 days.</p> <p>When the first supplier user logs in, they see an entry in the UIM drawing their attention to this. If they use the Confirm Details action, this stamps the date onto the record so that the next time a user logs in, the system checks if the current date is greater than the stamped date.</p>
Registration	Notify Lead Technologist	If set to Yes, the Technologist is notified by email when a supplier completes the registration for a site for which they are the Lead Technologist. Default is No.
Registration	Notify Others	User roles, with Role Type equal to Retailer, for which users should be copied on the email sent to a Technologist when a supplier completes registration. For example, it is used to notify Auditors when sites are ready to be audited. Parameter is linked to the user roles.
Registration	Create Initial Audit	If set to Yes, additional fields are made available to allow the user to create the initial audit when a site is approved. Default is No.
Registration	Notify Accounts	If set to Yes, the Account Administrator is automatically notified by email (REG3) that an order has been created when the supplier has completed their part of the registration process (for a standard supplier registration). Default is Yes.
Registration	Create initial assessment	If set to Yes, additional fields are made available to allow the user to create the initial assessment when a site is approved. Default is No.
Registration	Registration Ts & Cs Active	<p>If set to Yes, suppliers are required to accept the portal's terms and conditions during the supplier registration process. Default is Yes.</p> <p>This parameter can only be seen and maintained by users with the Oracle Authorized Administrator authority profile.</p>
Registration	Supplier Code Allocation	<p>If Auto, the system will automatically assign supplier codes to new Suppliers.</p> <p>If Auto/Edit, the system will automatically assign supplier codes, however the auto-allocated code may be manually changed to a unique alternative during the creation process.</p> <p>If Manual, the retailer user must assign a unique supplier code during the creation process.</p> <p>Default is Auto.</p> <p><b>Note:</b> This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.</p>

Table 7-3 (Cont.) System Parameters to Support Supplier

Subtab	Parameter	Description
Registration	Supplier Code Editable	<p>If checked, the supplier code may be edited in the Supplier record after the account has been created.</p> <p>If Supplier Code Allocation is set to Auto, this parameter is set as unchecked and cannot be changed. Default is unchecked.</p> <p><b>Note:</b> This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.</p>
Registration	Site Code Allocation	<p>If Auto, the system will automatically assign site codes to new Supplier sites.</p> <p>If Auto/Edit, the system will automatically assign site codes, however the auto-allocated code may be manually changed to a unique alternative during the creation process.</p> <p>If Manual, the retailer user must assign a unique site code during the creation process.</p> <p>Default is Auto.</p> <p><b>Note:</b> This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.</p>
Registration	Site Code Editable	<p>If checked, the site code may be edited in the Site record after the account has been created.</p> <p>If Site Code Allocation is set to Auto, this parameter is set as unchecked and cannot be changed.</p> <p>Default is unchecked.</p> <p><b>Note:</b> This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.</p>
Registration	Site Code Format	<p>If Numeric, the site coding will follow an incrementing number sequence, starting at 1 for each supplier (with leading zeroes), such as, 0001 &gt; 0002 ... 9999 &gt; 10000 ...</p> <p>If Alpha, the site coding will follow an incrementing alpha code sequence, starting at AAAA for each supplier, such as, AAAA &gt; AAAB ... AAAZ &gt; AABA ... AZZZ &gt; BAAA ...</p> <p>This parameter cannot be changed once the first site has been created. Default is Numeric.</p> <p><b>Note:</b> This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.</p>
Registration	Prefix Site Code with Supplier Code	<p>If checked, the supplier code is automatically prepended to the site code when creating a Site account, with a hyphen, such as A0001-AABD.</p> <p>This parameter cannot be changed once the first site has been created. Default is checked.</p> <p><b>Note:</b> This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.</p>



**Table 7-3 (Cont.) System Parameters to Support Supplier**

Subtab	Parameter	Description																
Registration	Site Code Unique Across Portal	<p>If checked, the system will continue incrementing the site code across the entire portal rather than just within the supplier, to ensure the uniqueness across the portal. For example:</p> <p>If site codes are not required to be unique across the portal, the coding may be:</p> <table border="1"> <thead> <tr> <th>Supplier</th> <th>Site</th> </tr> </thead> <tbody> <tr> <td>A0001</td> <td>0001 or AAAA</td> </tr> <tr> <td>A0001</td> <td>0002 or AAAB</td> </tr> <tr> <td>B0001</td> <td>0001 or AAAA</td> </tr> </tbody> </table> <p>If site codes are required to be unique across the portal, the coding would be:</p> <table border="1"> <thead> <tr> <th>Supplier</th> <th>Site</th> </tr> </thead> <tbody> <tr> <td>A0001</td> <td>0001 or AAAA</td> </tr> <tr> <td>A0001</td> <td>0002 or AAAB</td> </tr> <tr> <td>B0001</td> <td>0003 or AAAC</td> </tr> </tbody> </table> <p>This parameter cannot be changed once the first site has been created. Default is unchecked.</p> <p><b>Note:</b> This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.</p>	Supplier	Site	A0001	0001 or AAAA	A0001	0002 or AAAB	B0001	0001 or AAAA	Supplier	Site	A0001	0001 or AAAA	A0001	0002 or AAAB	B0001	0003 or AAAC
Supplier	Site																	
A0001	0001 or AAAA																	
A0001	0002 or AAAB																	
B0001	0001 or AAAA																	
Supplier	Site																	
A0001	0001 or AAAA																	
A0001	0002 or AAAB																	
B0001	0003 or AAAC																	
Registration	Minimum Site Code Length	<p>The minimum number of digits or characters in the site code.</p> <p>This parameter cannot be changed once the first site has been created. Default is 5.</p> <p><b>Note:</b> This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.</p>																
Registration	Registered Company Number Mandatory at Registration	<p>Use this to control whether the Registered Company Number is mandatory or optional when the supplier completes the Registration wizard.</p> <p>Default is checked/Yes (mandatory).</p>																
Registration	Generate Reference Due Emails	<p>If checked, enables email notifications for Site References when they become due. Default is unchecked.</p>																
Registration	Becomes due prior to expiry date (days)	<p>Determines when a Site Reference becomes due based on its expiry date (the number of days prior to the expiry date). Default is blank.</p>																
Registration	Re-send Reference Due email frequency (days)	<p>Controls the frequency of the Reference Due email (the number of days since it was previously sent). Default is blank.</p>																
Registration	Generate Reference Due Assignments	<p>If checked, enables assignment task notifications for Site References when they become due. Default is unchecked.</p>																

**Table 7-3 (Cont.) System Parameters to Support Supplier**

Subtab	Parameter	Description
Registration	Generate Reference Expired Emails	If checked, enables email notifications for Site References when they expire. Default is unchecked.
Registration	Re-send Reference Expired email frequency (days)	Controls the frequency of the Reference Expired email (the number of days since it was previously sent). Default is blank.
Registration	Generate Reference Expired Assignments	If checked, enables assignment task notifications for Site References when they expire. Default is unchecked.
Registration	Notify if Site Status	A multi-picklist of Site Statuses, this controls which statuses of site are to have Site Reference notifications. Default is Active and Awaiting Approval.
Registration	Notify Lead Technologist by Email	If checked, controls whether the site's Lead Technologist is to be a recipient of Site Reference email notifications. Default is unchecked.
Registration	Notify Lead Technologist by Assignment	If checked, used to control whether the site's Lead Technologist is to be a recipient of Site Reference assignment notifications. Default is unchecked.
Registration	Notify Supplier/Site Contacts by Email	A multi-picklist of mandatory Supplier and Site Contact Roles, this determines the recipients of Site Reference email notifications.
Registration	Notify Supplier/Site Contacts by Assignment	A multi-picklist of mandatory Supplier and Site Contact Roles, this determines the recipients of Site Reference assignment notifications.
Supplier Evaluation Scoring	SE Scoring Enabled	Controls whether SE Scoring is Enabled or Disabled. Default is Disabled.
Supplier Evaluation Scoring	Scores Snapshot Interval	Controls whether a snapshot of the scores is taken Daily, Weekly, or Monthly. Default is Monthly.
Supplier Evaluation Scoring	Day of Week	Sets the day of the week when the scores snapshot is taken. Mandatory when Average Scores Calculation Interval is Weekly.
Supplier Evaluation Scoring	Scores Last Snapshotted	Date and time a snapshot of the scores was last taken.
Supplier Evaluation Scoring	Full Score Re-Calculation Required	Determines if a full score recalculation is required. Default is No.
Supplier Evaluation Scoring	Average Scores Calculation Interval	Controls whether the average scores are calculated Weekly or Monthly. Default is Monthly.
Supplier Evaluation Scoring	Day of Week	Sets the day of the week when the average scores are calculated. Mandatory when Average Scores Calculation Interval is Weekly.
Supplier Evaluation Scoring	Average Scores Last Calculated	Date and time the average scores were last calculated.

**Table 7-3 (Cont.) System Parameters to Support Supplier**

Subtab	Parameter	Description
Integration	Integration Enabled	Controls whether the integration process is active. This can be used to temporarily disable integration without having to change other parameters. If Enabled, other parameters must also be set for the integration to succeed. Default is Disabled.
Integration	Integration Interval (mins)	Sets the integer number of minutes used to control how frequently the integration runs (if it is enabled). For example, a value of 1 will run every minute; 60 will run hourly; 1440 will run once daily. If not set, or zero, the integration will not run. Default is 90 minutes.
Integration	Do not run Integration before	Used to limit the times that the integration routine will execute the integration processing. Sets the time that the integration will not run before. The job will still run on interval, but will check whether it is within the available run window before commencing processing, otherwise it will stop and schedule again for the next interval.
Integration	Do not run Integration after	Used to limit the times that the integration routine will execute the integration processing. Sets the time that the integration will not run after. The job will still run on interval, but will check whether it is within the available run window before commencing processing, otherwise it will stop and schedule again for the next interval.
Integration	Last Run	Date and time that the last integration was run.
Integration	API URL	Set the URL to the Merch Supplier API called by the integration job.
Supplier and Site Integration (Inbound)	Messages per Call	Defines the maximum number of messages to be retrieved per call from Merchandising. The default is 1000. Must be greater than zero. This parameter is mandatory.
Supplier and Site Integration (Inbound)	Invoicing System	Identifies the entry in the Supplier and Site records' Billing Details table that holds the fields relating to Merchandising integration. This parameter is mandatory for integration to be enabled, and cannot be changed once integration has occurred that is, at least one Site has a Merch key) in which case it becomes read only
Supplier and Site Integration (Inbound)	Supplier Administrator Role	Defines the role equates to the SUPPLIER ADMINISTRATOR role used when creating an initial supplier user.
Supplier and Site Integration (Inbound)	Default Technologist	Sets the default value for the Technologist role when creating a new Site record using the integration.
Supplier and Site Integration (Inbound)	Default Supplier Type	Sets the default value for the Supplier Type when creating a new Supplier record using the integration.

**Table 7-3 (Cont.) System Parameters to Support Supplier**

<b>Subtab</b>	<b>Parameter</b>	<b>Description</b>
Supplier and Site Integration (Inbound)	Default Site Type	Sets the default value for the Site Type when creating a new Site record using the integration.
Supplier and Site Integration (Inbound)	Default Business Category	Sets the default value for the Business Category when creating a new Site record using the integration.
Supplier and Site Integration (Inbound)	Merch Active Description in SE	Holds the Merch Active status shown in SE.
Supplier and Site Integration (Inbound)	Merch Inactive Description in SE	Holds the Merch Inctive status shown in SE.
Supplier and Site Integration (Inbound)	Auto Create in SE for Active Merch Status	If checked, sites with Active status in Merchandising are automatically created in SE.
Supplier and Site Integration (Inbound)	Auto Delist in SE for Inactive Merch Status	If checked, sites with Inactive status in Merchandising are automatically delisted in SE.
Supplier and Site Integration (Inbound)	Number of days to keep Inbound Message Queue data	Controls the auto-purging of the Inbound Message Queue. If blank, no purging occurs; a setting of zero indicates immediate purging. The default is 90 days.
Supplier and Site Integration (Outbound)	Messages per Call	Defines the number of messages to be sent per call to Merchandising. The default is 1. Must be greater than zero. This parameter is mandatory.
Supplier and Site Integration (Outbound)	External Primary Language	Defines the corresponding primary language of the Merchandising system.
Supplier and Site Integration (Outbound)	Supplier Evaluation Types	Sets the Supplier Evaluation Types that are to be included in the integration.
Supplier and Site Integration (Outbound)	Number of days to keep Outbound Message Queue data	Controls the auto-purging of the Outbound Message Queue. If blank, no purging occurs; a setting of zero indicates immediate purging. The default is 90 days.
Urgent Items	Show Alert Items	If set to Yes, Alert KPIs are shown in the UIM. Default is Yes.
Urgent Items	No. Days Before Alert Response is overdue	Number of days before this KPI is shown. Default is two days.

**Table 7-3 System Parameters to Support Supplier**

<b>Subtab</b>	<b>Parameter</b>	<b>Description</b>
Urgent Items	Show assessments	If set to Yes, assessments are shown in the UIM. Default is Yes.
Urgent Items	Assessment Overdue Off-set days	Number of days before an overdue assessment is shown. Default is two days.

# 8

## Process Administration

Administration activities are performed by the Process Administrator and Process Manager.

### Process Administrator Authority Profile

This Authority Profile can be assigned to Retailer users who need to have the ability to configure Process, End Process, and Activity templates and the associated administration options:

- View what has been set up for Process, such as, templates, teams, and pick list values.
- Create, amend, or delete Processes, Activities, and Briefs.
- Schedule process.
- Unlink records from a process.
- Access and maintain the system calendar.
- Access the Global Changes option in order to reassign the process manager for a process. Mass changes to process managers and users can be made using the Change Process Manager and Change Process User Names Global Changes options.

### Process Manager Authority Profile

This Authority Profile can be assigned to users who need to be able to create process and edit schedules:

- View what has been set up for Process, such as, templates, teams, and pick list values.
- Create, edit, or delete Process, Activities, and Briefs.
- Schedule process.
- Unlink records from a process.

To access the administration options for Process, select the Process Management Admin option. The Admin - Process Management tab opens. In the left pane, select an option and a page opens for that option. For more information on each option, see the following topics in this chapter:

- [Process Folders](#)
- [Activity Status](#)
- [Activity Sub-Status](#)
- [Activity Type](#)
- [Activity Template](#)
- [Brief Templates](#)
- [Process Status](#)
- [Process Type](#)
- [Process Template](#)

- Team

## Process Folders

This list of folders is used in the Process and Activity templates to allow lists to be filtered when selecting templates to be used in Processes or templates. To edit the list of folders, select the Edit action. The page opens in edit mode. From this page, you can update the translations, add a folder, or delete an existing folder.

**Figure 8-1 Process Folders Page**

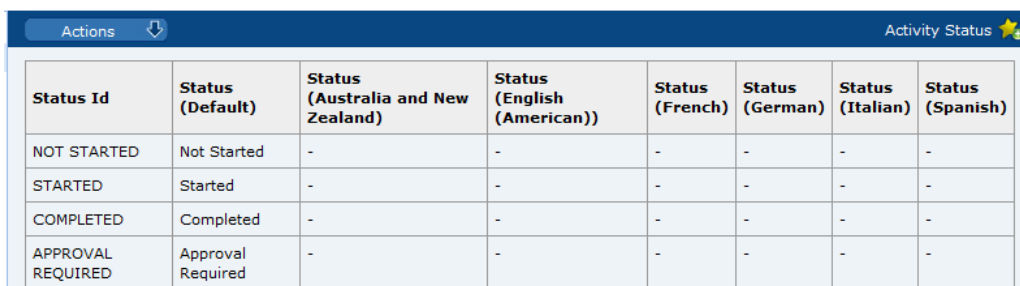


Code	Folder name (Default)	Folder name (Australia and New Zealand)	Folder name (English (American))	Folder name (French)	Folder name (German)	Folder name (Italian)	Folder name (Spanish)
REVIEW	Review	-	-	-	-	-	-
MARKETING	Marketing	-	-	-	-	-	-
DEVELOPMENT	Development	-	-	-	-	-	-
SELECTION_&_LAUNCH	Selection & launch	-	-	-	-	-	-
TOP_LINE	Top line	-	-	-	-	-	-

## Activity Status

The list of activity statuses is defined by the system. The Status ID and default status description cannot be changed. To edit any of the translated descriptions, select the Edit action. The page opens in edit mode.

**Figure 8-2 Activity Status Page**



Status Id	Status (Default)	Status (Australia and New Zealand)	Status (English (American))	Status (French)	Status (German)	Status (Italian)	Status (Spanish)
NOT STARTED	Not Started	-	-	-	-	-	-
STARTED	Started	-	-	-	-	-	-
COMPLETED	Completed	-	-	-	-	-	-
APPROVAL REQUIRED	Approval Required	-	-	-	-	-	-

## Activity Sub-Status

Activity Sub-Status is a configurable list of sub-status codes that may be used as a secondary, but separate field option, to the system workflow status. The Activity Sub-Status page has the same format as the Activity Status page shown in [Figure 8-2](#).

To edit the sub-statuses, select the Edit action. The page opens in edit mode. From this page, you can update translations for the sub-status codes, add a new sub-status, or delete an existing sub-status.

**Note:**

The general sub-statuses for COMPLETED, MESSAGE SENT, MESSAGE ACCEPTED, and MESSAGE FAILED must be configured. If these sub-statuses are not present, integration with the Artwork module will fail.

## Activity Type

An activity is a defined task or link. Activities can be used to link to other elements within the system and can be auto-completed using the status changes of linked elements. Activity Type names appear in the Activity Type pick-list on the Activity Template record.

The Activity Type page lists the defined Activity Type names and record numbers. To edit an existing activity type, select the activity type and then select the Edit action. A tab opens in edit mode.

To create a new activity type:

1. Select the New action. The New Activity Type tab opens.

**Figure 8-3 New Activity Type Page**

2. Enter the Activity Type name in the default language. This field is mandatory. Enter any translations.
3. In the Status Change Details section, select the record type from the drop-down list.
4. In the Status Change Details section, select the states that trigger the activity to be set to Started or Completed. Whenever the status of a record that has been linked to the activity changes, the system checks for the selected states. If there is a match, it changes



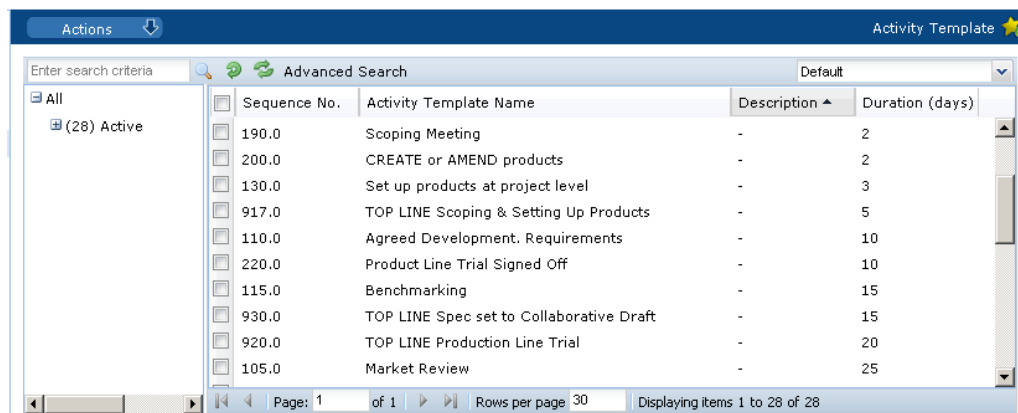
the activity's status. Where the status selected in both fields matches the record's state, the system changes the Activities status to Completed. These fields are mandatory:

- To select the triggers for Started status, click the icon. The Select Started Statuses dialog box appears. Select the statuses and then click **Ok**.
  - To select the triggers for Completed status, click the icon. The Select Completed Statuses dialog box appears. Select the statuses and then click **Ok**.
5. Enter a code and comments. These fields are not mandatory.
  6. In the Attachments tab, add attachments to the activity type.
  7. Select the Save action.

## Activity Template

Templates for activities can be created and then assigned to Process Templates. These are single elements which can form part of the critical path or run in parallel to the main time-line. The Activity Template page shows the list of defined activity templates. For each activity, the sequence number, name, description, and duration in days are shown.

**Figure 8-4 Activity Template Page**



Sequence No.	Activity Template Name	Description	Duration (days)
190.0	Scoping Meeting	-	2
200.0	CREATE or AMEND products	-	2
130.0	Set up products at project level	-	3
917.0	TOP LINE Scoping & Setting Up Products	-	5
110.0	Agreed Development. Requirements	-	10
220.0	Product Line Trial Signed Off	-	10
115.0	Benchmarking	-	15
930.0	TOP LINE Spec set to Collaborative Draft	-	15
920.0	TOP LINE Production Line Trial	-	20
105.0	Market Review	-	25

To edit an existing template, select the template and then select the Edit action. A tab opens in edit mode.

To create a new Activity Template:

1. Select the New action. The New Activity Template page opens.

Figure 8-5 New Activity Template Page

The screenshot shows the 'New Activity Template' page with the following fields and options:

- Activity Template Name (Default):** Text input field with a dropdown arrow and a red asterisk (\*).
- Activity Template Name (Australia and New Zealand):** Text input field with a dropdown arrow.
- Activity Template Name (English (American)):** Text input field with a dropdown arrow.
- Activity Template Name (French):** Text input field with a dropdown arrow.
- Activity Template Name (German):** Text input field with a dropdown arrow.
- Activity Template Name (Italian):** Text input field with a dropdown arrow.
- Activity Template Name (Spanish):** Text input field with a dropdown arrow.
- Status:** Text input field containing 'Draft'.
- Sub Status:** Text input field containing '-' and a dropdown arrow.
- Sequence No.:** Text input field with a red asterisk (\*).
- Folder:** Text input field containing '-' and a dropdown arrow.
- Checkpoint Only:** Radio buttons for 'Yes' and 'No'.
- Critical Path ?:** Radio buttons for 'Yes' and 'No' with a red asterisk (\*).
- Duration (days):** Text input field with a red asterisk (\*).
- Is this a Key:** Radio buttons for 'Yes' and 'No'.
- Is this a Gate:** Radio buttons for 'Yes' and 'No'.
- Activity Type:** Dropdown menu.
- Brief Template:** Text input field containing '-' and a dropdown arrow.
- Use myArtwork:** Radio buttons for 'Yes' and 'No'.
- Roles:**
  - Owner:** Text input field containing '-' and a dropdown arrow.
  - Responsible:** Text input field containing '-' and a dropdown arrow with a red asterisk (\*).
  - Viewer:** Text input field containing '-' and a dropdown arrow.
  - External Role:** Dropdown menu.

2. In the Details section:

- Activity Template Name: Enter the template name for the default language. This is a mandatory field. Enter any translations.
- Status: The status is set to Draft.
- Sub Status: Select the icon. Select the allowed sub-status in the Select Allowable Sub-Statuses dialog box and click **Ok**.
- Sequence No: Enter a sequence number. This field is mandatory.
- Folder: Select the icon. Select the folder in the Select Folder dialog box and click **Ok**. This field is mandatory.
- Checkpoint Only: Check whether this template is only for checkpoint activities.
- Critical Path: Check whether this template is for critical path activities. This field is mandatory.
- Duration (days): Enter the duration in number of days. This field is mandatory.
- Is this a Key: Check if this is a key activity.
- Is this a Gate: Check if this is a gate activity. If Yes is selected, the Gate Type field appears. Select whether the gate type is Auto Complete or Approval Required.

- Activity Type: Select the activity type associated with this template from the drop-down list.
  - Brief Template: Select the icon. Select the Brief Template that provides the questions for this activity in the Select Brief Template dialog box and click **Ok**.
  - Use Artwork: Select whether the Artwork module is used.
3. In the Roles section, select the Owner, Responsible, and Viewer roles from the list of portal owner roles. Responsible is a mandatory field. The options for External Role are Supplier Responsible and Supplier Viewer.
  4. In the Email Rules subtab, the rules used to trigger email are listed.
  5. In the Attachments tab, add attachments to the template.
  6. Select the Save action.

## Brief Templates

A Brief is a questionnaire which is completed as part of an activity by either the portal owner or the supplier. A Brief Template pulls together the sections, questions, and answers and defines the order in which these appear on the screen. To edit an existing template, select the template and then select the Edit action. A tab opens in edit mode.

To create a new template:

1. Select the New action. The New Brief Template tab opens.

**Figure 8-6 New Brief Template Page**

The screenshot shows the 'New Brief Template' page with the 'Details' subtab selected. The page has a dark blue header with 'Actions' and a dropdown arrow. Below the header are three tabs: 'Brief Template Details', 'Sections', and 'Questions'. The 'Details' subtab is expanded, showing a list of input fields for the template name in various languages: Default, Australia and New Zealand, English (American), French, German, Italian, and Spanish. Each field has a small red asterisk on the right, indicating it is a mandatory field. Below these fields, the 'Status' is set to 'Draft'. At the bottom, there is a 'Description' field with a vertical scrollbar.

2. In the Brief Template Details subtab:
  - Enter the template name for the default language. This is a mandatory field. Enter any translations.
  - The status of the template is set to Draft.

- Enter a description. This is not a mandatory field.
3. In the Sections subtab, to add a section to the Brief, select **Add** and enter the description and any translations. You can define multiple sections.
  4. In the Questions subtab, you can define questions for each section:
    - a. Select the type of answer from the drop-down list.
    - b. To select the possible answers, click the icon in the Answers column. The Select Allowable Answers dialog box opens. Enter the answers and click **Ok**.
    - c. Enter the question in the default language. This is a mandatory field. Enter any translations.
    - d. To see what the questions will look like on a screen, select **Preview**. This displays a preview of the questions for that section.

**Figure 8-7 New Brief Template Questions Page**

Move to	Type	Answers	Question (Default)	Questions (Aus)
1	CheckBox	...	What quantities can you produce? Small Medium Large	

**Section A - Preview**

1. What quantities can you produce?

Small

Medium

Large

5. Select the Save action.

## Process Status

The list of process statuses is defined by the system. The Process Status page has the same format as the Activity Status page shown in [Figure 8-2](#). The Status ID and default status description cannot be changed. To edit any of the translated descriptions, select the Edit action. The page opens in edit mode.

## Process Type

Process Type is a configurable list of process type codes. The Process Type page has the same format as the Activity Status page shown in [Figure 8-2](#).

To edit the process types, select the Edit action. The page opens in edit mode. From this page, you can update translations for the codes, add a new process type, or delete an existing process type.

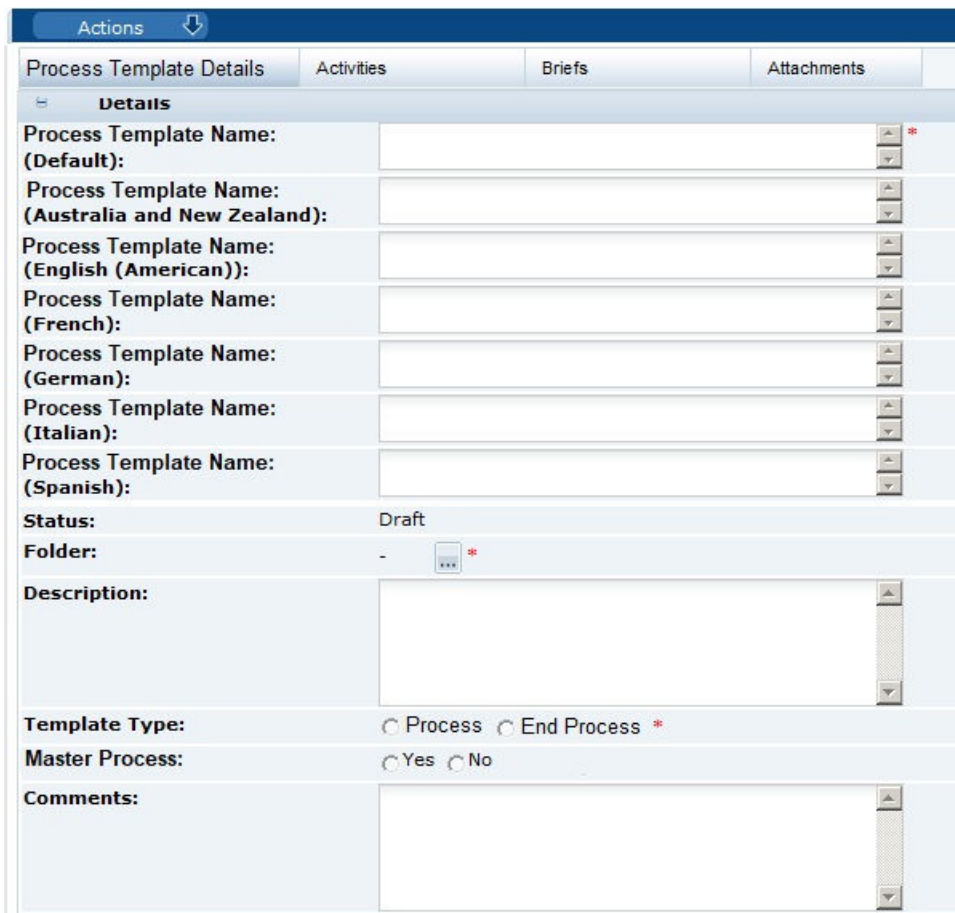
## Process Template

A Process Template is used to define a set of activities and associated roles so that different processes and process schedules can be configured. It contains general process information, process details, key personnel involved, and activities. The Process Template page lists the available templates and the folder for each. To edit an existing template, select the template and then select the Edit action. A tab opens in edit mode.

To create a new process template:

1. Select the New action. The New Process Template opens.

Figure 8-8 New Process Template Page



The screenshot shows the 'New Process Template' page with the 'Process Template Details' subtab selected. The page has a blue header with 'Actions' and a dropdown arrow. Below the header are four tabs: 'Process Template Details', 'Activities', 'Briefs', and 'Attachments'. The 'Process Template Details' subtab is expanded, showing the following fields:

- Process Template Name: (Default):** A text input field with a red asterisk indicating it is mandatory.
- Process Template Name: (Australia and New Zealand):** A text input field.
- Process Template Name: (English (American)):** A text input field.
- Process Template Name: (French):** A text input field.
- Process Template Name: (German):** A text input field.
- Process Template Name: (Italian):** A text input field.
- Process Template Name: (Spanish):** A text input field.
- Status:** A dropdown menu set to 'Draft'.
- Folder:** A dropdown menu set to '-' with a red asterisk indicating it is mandatory.
- Description:** A large text area with a vertical scrollbar.
- Template Type:** Radio buttons for 'Process' and 'End Process', with a red asterisk next to 'End Process'.
- Master Process:** Radio buttons for 'Yes' and 'No'.
- Comments:** A large text area with a vertical scrollbar.

2. In the Process Template Details subtab:
  - **Process Template Name:** Enter the name of the process template in the default language. This field is mandatory. Enter the translations for any supported languages.
  - **Status:** The status of the template is set to Draft.
  - **Folder:** Select the icon. Select the folder in the Select Folder dialog box and click **Ok**. This field is mandatory.

- Description: Enter a description. This field is not mandatory.
  - Template Type: Select the template type. This field is mandatory.
  - Master Process: Select whether this template is for a master process. If set to Yes, these template can be used to identify processes in the following records of the system:
    - The initial or the start process in a hierarchy.
    - As an indicator to export to third-party systems, for example, Artwork.
    - The initial process which can be the top level process for reports.
  - Comments: Enter any comments. This fields is not mandatory.
3. In the Activities subtab, add the activities to the template. Select the Add action. The Select Activity dialog box opens. Choose the activities and click **Ok**.
  4. In the Briefs subtab, select the Brief templates to be added to this Process Template.
  5. In the Attachments tab, add attachments to the template.
  6. Select the Save action.

## Team

Team administration can help a Process Manager by populating and adding users to roles which then populate the roles listed in an activity. On the Team page, the list of teams and roles associated with each team are shown. To edit an existing team, select the team and then select the Edit action. To create a new team:

1. Select the New action. The New Team tab opens.

**Figure 8-9 New Team Page**

The screenshot displays the 'New Team Page' interface. At the top, there is an 'Actions' dropdown menu. Below it, the 'Team Details' section is visible, containing a 'Details' sub-section with several text input fields for 'Team Name' in different languages: (Default), (Australia and New Zealand), (English (American)), (French), (German), (Italian), and (Spanish). Each field has a small 'up/down' arrow icon and a red asterisk indicating it is required. Below the text fields, there is a row of action buttons: 'Add', 'Delete', 'Insert', 'Move Up', and 'Move Down'. At the bottom, there is a table with two columns: 'User Roles' and 'Users'. The table contains two rows: 'System Administrator' and 'Product Technologist'. Each row has a checkbox in the 'User Roles' column and a small 'up/down' arrow icon with a red asterisk in the 'Users' column.

Team Details	
Details	
Team Name (Default):	<input type="text"/>
Team Name (Australia and New Zealand):	<input type="text"/>
Team Name (English (American)):	<input type="text"/>
Team Name (French):	<input type="text"/>
Team Name (German):	<input type="text"/>
Team Name (Italian):	<input type="text"/>
Team Name (Spanish):	<input type="text"/>

User Roles		Users	
<input type="checkbox"/>	System Administrator	-	<input type="text"/>
<input type="checkbox"/>	Product Technologist	-	<input type="text"/>

2. Team Name: Enter the team name for the default language. This is a mandatory field. You can also define the translated team names.
3. User Roles: This field is mandatory. To add a role to the team:
  - a. Select **Add**. The Select User Role dialog box appears.
  - b. Select the roles and click **Ok**.
  - c. To add users for a role, select the icon. The Select Users dialog box. Select the specific users for the team and click **Ok**.
4. Select the Save action.

## System Parameters

To maintain the parameters used to support Process, select the System Control option and then System Parameters.

[Table 8-1](#) shows the specific system parameters, by subtab on the System Parameters page, used to support Process.

**Table 8-1 System Parameters to Support Process**

Subtab	Parameter	Description
Urgent Items	Show Process Activities	If set to Yes, Process activities are shown in the UIM. Default is Yes.
Process	Hide Activities Already Linked option when linking records to Processes	Use this to set the default value of this field when linking records to Processes. Default is unchecked.

## Email Templates

The email templates used to notify users as processes and activities they are associated with progress through their workflow stages are:

- Activity Status Change email template (PROJECT1)
- Activity Notification email (PROJECT2)

The contents of the emails can be amended by the administrator in the Notifications / Email Templates page in Admin area.

The following parameters are also available for use in the Process email templates:

- `$supplier_name` - The name of the supplier, in the business language.
- `$supplier_local_name` - The name of the supplier, in the local language.
- `$site_names` - The names of the sites, in the business language.
- `$site_local_names` - The names of the sites, in the local language.
- `$showInternationalNames` - Whether international names are used.
- `$project_id` - The id of the process.
- `$recipients` - The list of recipients.
- `$recipients.personName` - The names of the recipients.

- \$recipients.email - The email addresses of the recipients.

Table 8-2 shows an example of the parameters being used in the email template.

**Table 8-2 Usage of Parameters in Process Emails**

Example Use in Template	Example Output in Email
Status: \$activity_status	Status: Started
Use international names: \$showInternationalNames	Use international names: true
Supplier Name: \$supplier_name	Supplier Name: ABC Supplies Ltd.
Supplier Name Local: \$supplier_local_name	Supplier Name Local: ABC Supplies Ltd.
Site Names: \$site_names	Site Names: ABC Nottingham, ABC Leicester
Site Names Local: \$site_local_names	Site Names Local: ABC Nottingham, ABC Leicester
Process ID: \$project_id	Process ID: PR000009
Recipients: #foreach( \$recipient in \$recipients ) \$recipient.personName (\$recipient.email) #end	Recipients: John Smith (john.smith@example.com) Joe Bloggs (joe.bloggs@example.com) Joan Doe (joan.doe@example.com)



# 9

## Library Administration

Users with the Library Administration authority profile use Library to manage the library structure and publish documents to the user base. Access to documents can be managed based on internal retailer users and external supplier users. The logging and tracking of user readership is also available.

To access Library, select Library on the main navigation bar. The list of published documents that can be accessed by the user is shown. [Figure 9-1](#) shows an example of this page.

**Figure 9-1 Library Tab**

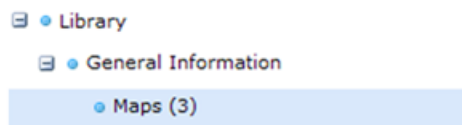


### Document Folder Pane

The contents of the document library are presented as a structured hierarchy where documents are organized within a tree of libraries that contain any number of folders and sub-folders.

A user only sees the folders and sub-folders that contain documents to which the user has access. Clicking a folder or sub-folder name displays the list of all documents in the folder or sub-folder and all its sub-folders.

When a user puts focus on the lowest level folder, the number of documents is shown in brackets:



Archive shows the folder and sub-folder structure of archived documents. It is only available to users with the Library Administrator authority profile.

## Permissions

Permissions control whether a user has access to the document library. Generally, all users are granted access. Access to individual documents can be granted or refused on a user basis. The Library Reader authority profile provides reader access to the library.

## Locating a Document

To display all the documents within and beneath a folder, click the folder name in the Document Folder pane area. Only those documents to which the user has access are shown.

**Figure 9-2 Folder Content Display**

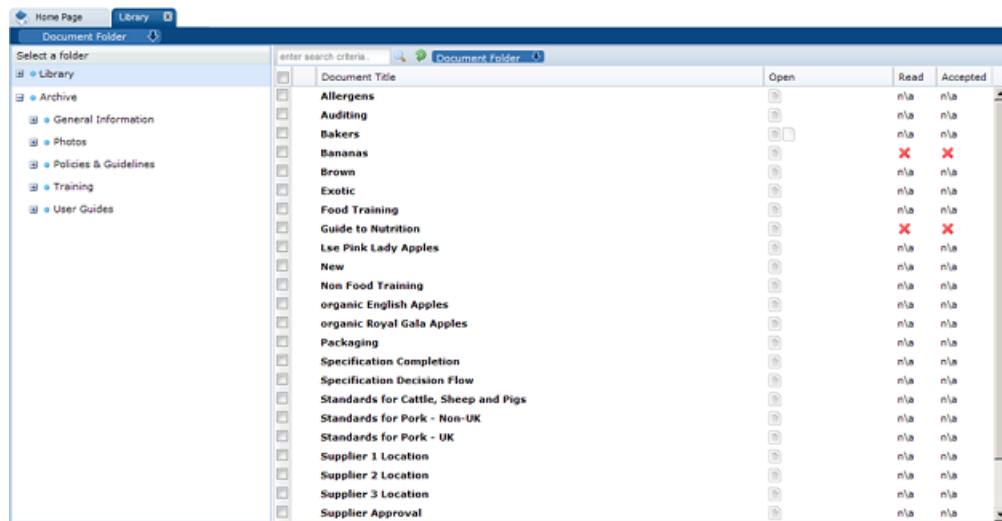











Table 9-1 describes the columns displayed for the selected folder.

**Table 9-1 Columns Displayed for a Selected Folder**

Column	Icons	Description
First	Shows the status of the document.	
		This document is only visible to internal users, that is, the retailer's users. The document title in the next column is shown in red.
		This document is mandatory. This icon is only shown for supplier users.
Document Title		This document has not been published and is therefore only visible to users with the Library Administrator authority profile.
	The list of document titles is sorted by the icon in the first column. Clicking a document title opens the summary document as a new tab.	

**Table 9-1 (Cont.) Columns Displayed for a Selected Folder**

Column	Icons	Description
Open	Indicates the type of attachments to the document, if any. If there are more than three attachments, an ellipsis is appended to the icon for the third attachment.	
		Microsoft Excel spreadsheet
		Microsoft Word document
Read	Indicates if this document has been read by the user.	
		User has not read the document.
	n/a	Indicates the document has Log Readership set to NO.
		User has marked the document as read.
Accepted	Indicates the acceptance of the document by the user.	
		User has not accepted the document.
	n/a	Indicates the document has Log Readership set to NO.
		User has accepted the document.

The following actions are available in this pane:

- Mark as read
- Mark as accepted

## Managing Folders

The actions for managing folders are available to users with the Library Administrator authority profile. A hierarchy of folders can be formed by selecting an existing folder and creating a new folder beneath it.

This section covers the following actions available to manage folders:

- [Creating a Folder](#)
- [Editing a Folder](#)
- [Deleting a Folder](#)
- [Managing Archive Folders](#)

### Creating a Folder

To create a new folder:

1. Select a folder in the left pane and select the New Folder action. A dialog box appears for entering the folder names.

**Figure 9-3 New Folder Dialog Box**

The dialog box has a title bar that says "Please enter a folder name". On the left side, there is a help icon (a question mark in a circle). The main area contains a table with the following rows:

Folder name (Default):	<input type="text"/>
Folder name (Australia and New Zealand):	<input type="text"/>
Folder name (English (American)):	<input type="text"/>
Folder name (French):	<input type="text"/>
Folder name (German):	<input type="text"/>
Folder name (Italian):	<input type="text"/>
Folder name (Spanish):	<input type="text"/>

At the bottom right of the dialog box, there are two buttons: "Ok" and "Cancel".

2. Enter a folder name in any of the languages as needed. Select **Ok**.  
If there are no errors, the folder is created in the Archive area.
3. If a folder name is entered for the Default language and that folder name is not unique, the Cannot Save Folder dialog box appears. Select **Ok** in the dialog box and reenter the folder name for the Default language.  
If there are no errors, the folder is created in the Archive area.

## Editing a Folder

To edit a folder:

1. Select a folder in the left pane and select the Edit Folder action. A dialog box appears for changing the folder names.

**Figure 9-4 Edit Folder Dialog Box**

The dialog box has a title bar that says "Please enter a folder name". On the left side, there is a help icon (a question mark in a circle). The main area contains a table with the following rows:

Folder name (Default):	<input type="text" value="General Information"/>
Folder name (Chinese):	<input type="text"/>
Folder name (English (American)):	<input type="text"/>
Folder name (French):	<input type="text"/>
Folder name (German):	<input type="text"/>
Folder name (Greek):	<input type="text"/>
Folder name (Spanish):	<input type="text"/>

At the bottom right of the dialog box, there are two buttons: "Ok" and "Cancel".

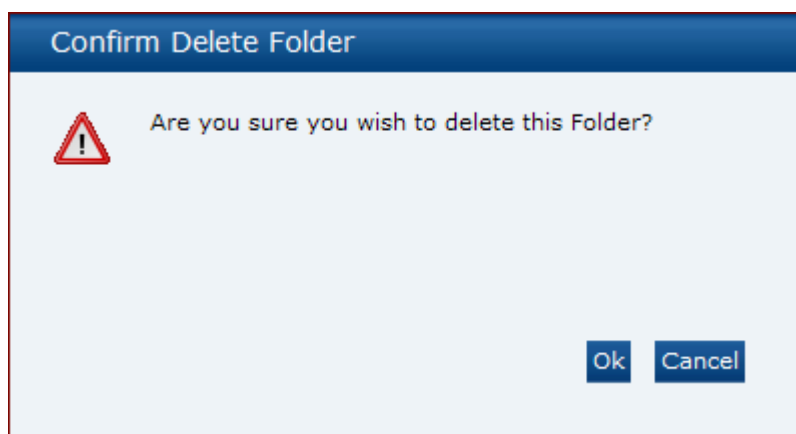
2. Enter any changes. Select **Ok**.  
If there are no errors, the folder names are updated.
3. If a folder name is not unique, the Cannot Save Folder dialog box appears. Select **Ok** in the dialog box and reenter the folder name.  
If there are no errors, the folder names are updated.

## Deleting a Folder

A folder can only be deleted if it does not contain any documents. To delete a folder:

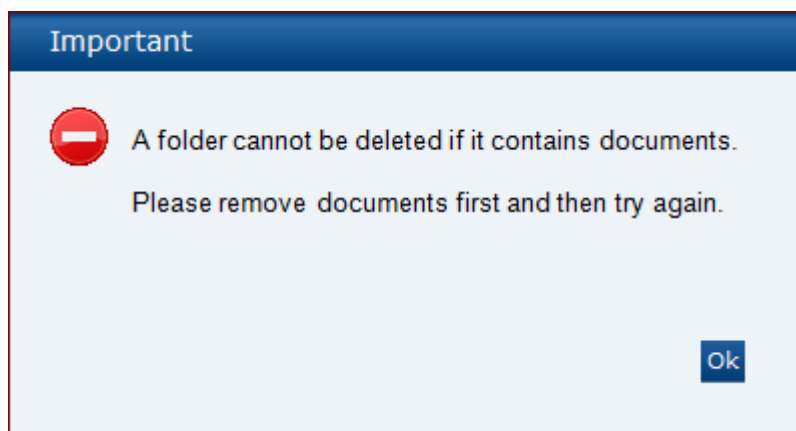
1. Select the folder in the left pane and select the Delete Folder action. The Confirm Delete Folder dialog box appears.

**Figure 9-5 Delete Folder Dialog Box**



2. To delete the folder, select **Ok**.  
If there are no errors, the folder is deleted.
3. If the folder contains documents, the following dialog box appears. Select **Ok** in the dialog box. Remove the documents and then try to delete the folder again.

**Figure 9-6 Cannot Delete Folder Dialog Box**



## Managing Archive Folders

The archive area is only visible to Library Administrators. It is shown at the same level, but beneath the root node. For an example, see [Figure 9-1](#).

The folder structure of the Archive area mirrors that of the Library area above it. Documents that have been set as archived are no longer visible to the general user, but remain accessible through this area. If an archived document is then un-archived, it reappears in the Library area within its original file structure.

The Read and Accept document actions are not available from this area. The option to delete a folder in the archive area is only available if the folder contains no documents.

## Managing Documents

This section covers the following operations available to manage documents:

- [Creating a New Document](#)
- [Copying a Document](#)
- [Deleting a Document](#)
- [Archiving a Document](#)

## Creating a New Document

To create a new document, select a folder in the archive area and select the New Document action. The New Document tab opens.

Figure 9-7 New Document Tab

Table 9-2 describes the fields for this tab.

Table 9-2 Fields in the New Document Tab

Field	Description
Title	The completion of the Title in the default language is mandatory in order to save the document. The document title can be added for the other supported languages so that users logged in with an alternative language can see documents in their own language.
Document Folders	This shows where this document is to appear and is used to assign the document to one or more folders within the library.
Published	This controls if the document can be seen by non-administration users.
Available to Suppliers	This controls if the document can be seen by supplier (External) users. This field is only available to users with the Library Administrator profile authority. For more information, see <a href="#">Available to Suppliers Field</a> .

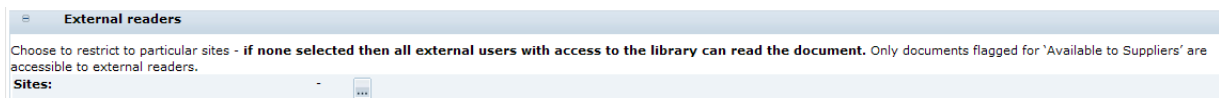
**Table 9-2 (Cont.) Fields in the New Document Tab**

Field	Description
Archived	This is used to archive the document when required. If this is checked, the document moves to the archive area and vice versa.
Supplier Evaluation Type	This is used to determine the type of documents that are scored and potentially included in the integration with Merchandising.
Logging Details	<p>If Document Mandatory is checked:</p> <ul style="list-style-type: none"> <li>Log Readership is checked and greyed out.</li> <li>A Read By field becomes visible to enable the user to enter a date by which the document is to be read. If required, this is used by the Urgent Items Manager (UIM). For information on the UIM, see <i>Oracle Retail Supplier Evaluation Cloud Service User Guide</i>.</li> </ul> <p>If Document Mandatory is not checked:</p> <ul style="list-style-type: none"> <li>Log Readership will not be greyed out and remains checked.</li> <li>The Read By field is no longer visible.</li> </ul> <p>To log that users are to read this document, check Log Readership. To log that users are to accept this document, check Log Acceptance. Documents are only shown as mandatory for external users. Documents can be set as mandatory for specific external users by assigning contact roles. This field is only available to users with the Library Administrator profile authority.</p>
Internal Readers	This controls if all internal readers can see and read this document. This field is only available to users with the Library Administrator profile authority. For more information, see <a href="#">Internal Readers Field</a> .

## Available to Suppliers Field

If this field is checked, the following field becomes available:

**Figure 9-8 External Readers Field**



The Sites field is used to target the visibility of the document to specific sites. This is done using the Select Sites dialog box.



**Figure 9-9 Select Sites Dialog Box**

Select Sites

Search

**Category**

- Business categories
  - Ambient
  - Bakery
  - Biscuits Cereal & Cake
  - BWS**
  - Canned Goods/Preservatives
  - Confectionery
  - Crisps & Snacks
  - Frozen
  - Hot Beverages
  - Non Food
  - Uncategorised

**Available**

Site name	Code	Supplier name
<input type="checkbox"/> C3-0014	Bread Company	Bread Company
<input type="checkbox"/> C3-0053	Roll Company	Roll Company
<input type="checkbox"/> C3-0054	Green Company	Green Company

**Selected**

<input checked="" type="checkbox"/> Site name	Code	Supplier name
---	------	---------------

Ok Cancel

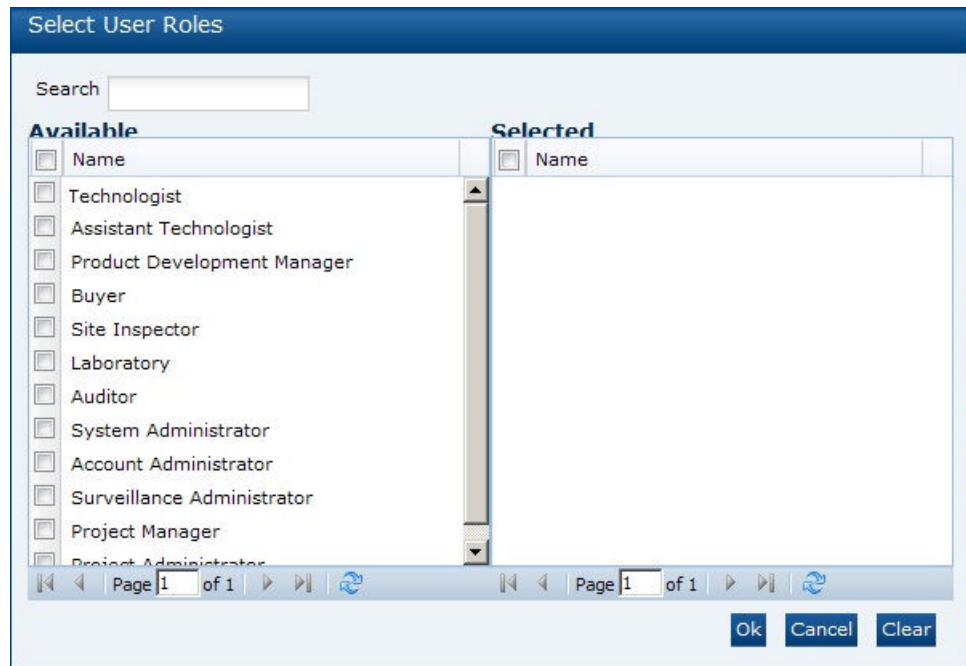
Any sites that have not been assigned a Business Category can be found by selecting Uncategorized shown at the bottom of the Category pane. Sites can be identified using the business categories shown in that pane. If there are no sites selected, all sites have visibility to the document.

## Internal Readers Field

Internal readers can be assigned based on user roles or users.

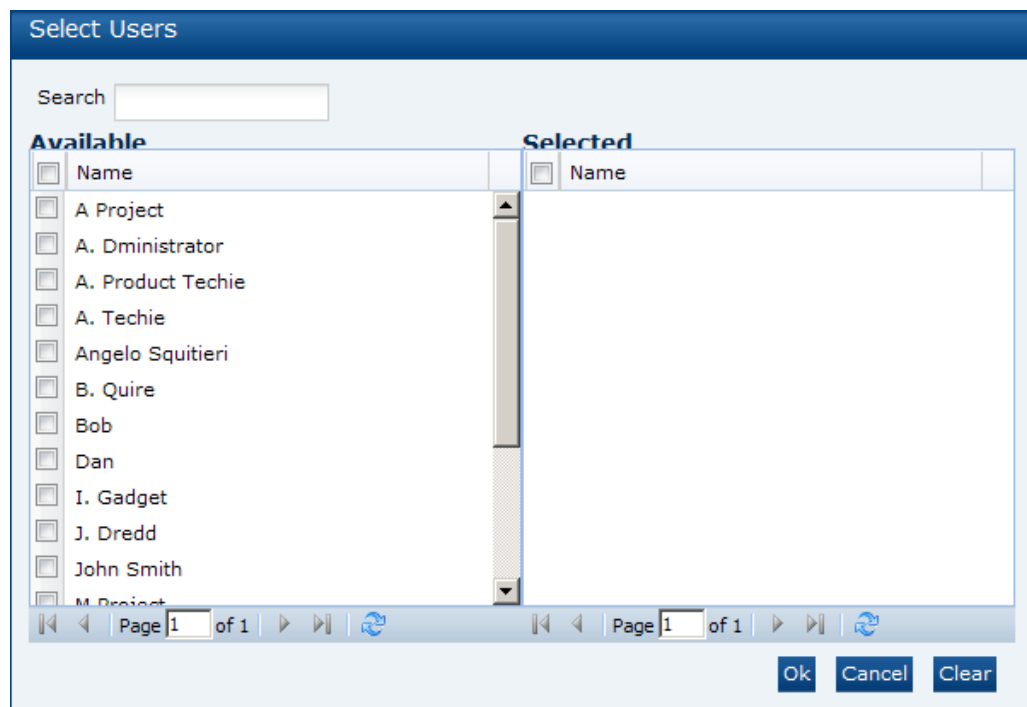
User Roles can be specified if the document is targeted to users with a particular user role. If none are selected, all internal users are able to read and see the document. The Select User Roles dialog box is used.

**Figure 9-10 Select User Roles Dialog Box**



Users can be specified if the document is targeted to specific internal users. If none are selected, all internal users are able to read and see the document. The Select Users dialog box is used.

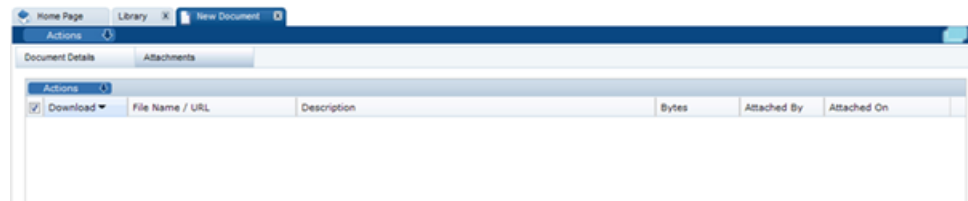
**Figure 9-11 Select Users Dialog Box**



## Attachments

The Attachment Manager component is used to upload the actual documents as file attachments.

**Figure 9-12 Attachments**



## Copying a Document

To create a copy of a document in the selected folder, select the Copy action. The Copy Document dialog box appears. Select **Ok**. A copy of the document is created:

- The whole record is copied, except attachments and readership logs.
- The words, Copy of, are added to the document title.
- The copied document appears in the same folder.

## Deleting a Document

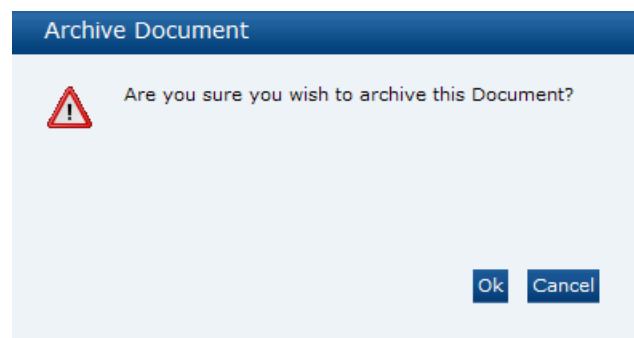
A document can be deleted if it does not contain any readership log details, other than the record of which users have opened it, or has been archived. To delete a document, select the Delete action. The Delete Document dialog box appears. Select **Ok**. The document is deleted:

- The document is physically deleted.
- If there are no more documents left in the folder, the folder is no longer visible within the main library for non-Library Administrator users.

## Archiving a Document

To archive a document, select the Archive action. The Archive Document dialog box appears.

**Figure 9-13 Archive Document Dialog Box**



Select **Ok**. The document is archived:

- The document is no longer be visible in the main library.
- The document is visible in the same folder location within the archive area.
- If there are no more documents left in the folder, the folder is no longer visible within the main library for non-Library Administrator users.

## Translating Folders and Documents

The Document Administrator has the ability to create translations for folders and documents in the document library to the supported languages.

### Translating Folders

The folder title and subject fields can be translated. Translations can be added when creating or editing a folder. For more information, see [Creating a Folder](#) and [Editing a Folder](#).

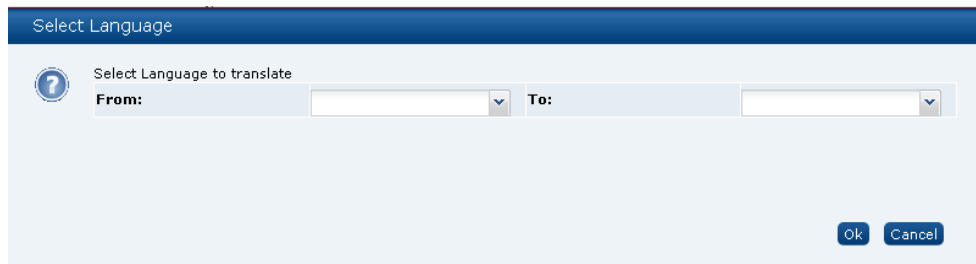
Translations for folders and documents can also be entered directly when the record is being edited.

### Translating Documents

Users with the Library Administrator authority profile can add translations for documents. To add a translation to a document:

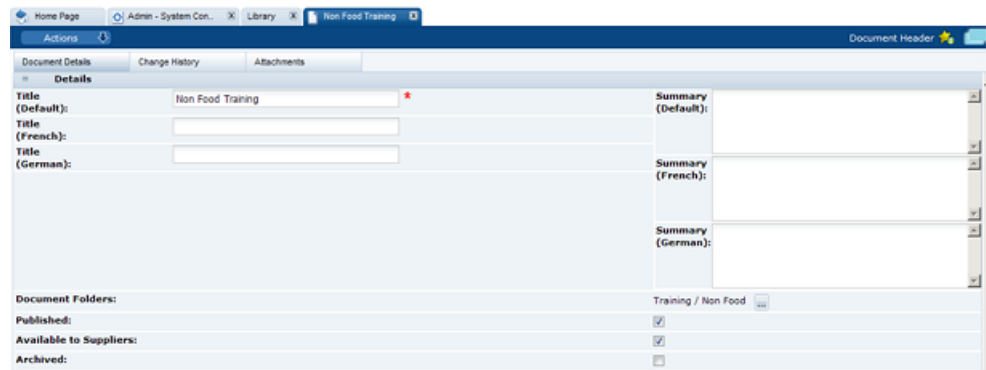
1. Open the document in Read mode. Select the Translate action. The Select Language dialog box appears.

**Figure 9-14** Select Language Dialog Box



2. Select the languages from the drop-down list and select **Ok**. The document details appear. The file is open in Edit mode. The fields for Title and Summary appear for each selected language.

**Figure 9-15 Document Details for Translation**



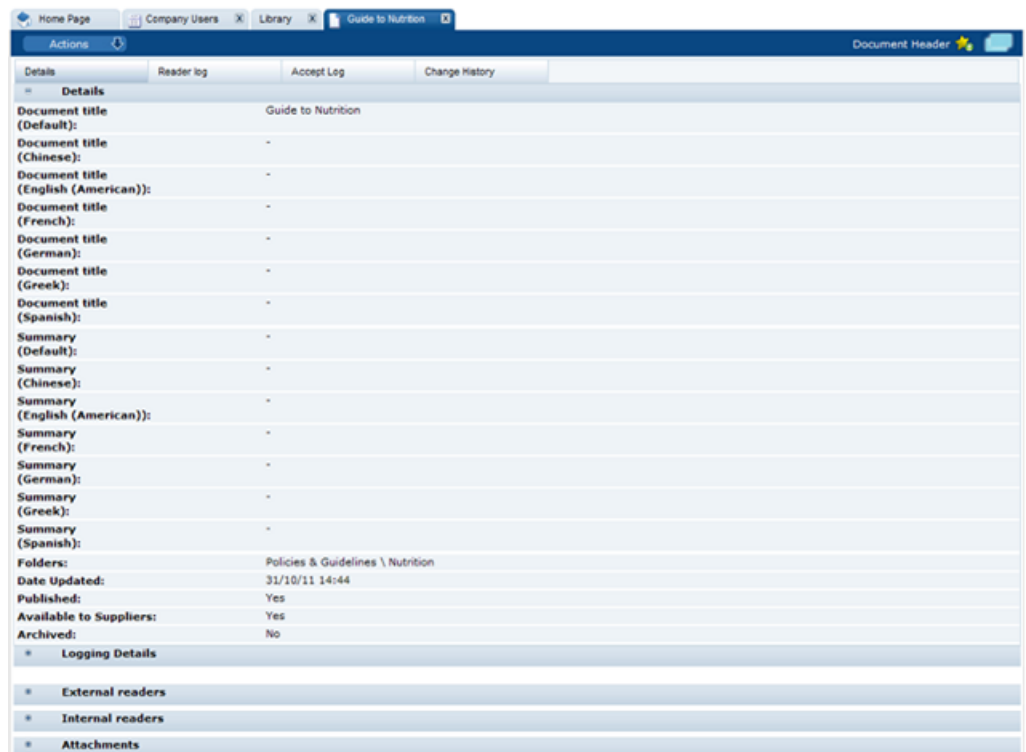
3. Enter the translations for the Title and Summary fields. Select **Ok** when completed.

## Viewing Translations

The View Translations action is used to see all the translations for a document. This action is available to all users.

To see the available translations for a document, open the document in Read mode and select the View Translation action. The translation details appear.

**Figure 9-16 View Translations**



## System Parameters

To maintain the parameters used to support Library, select the System Control option and then System Parameters.

[Table 9-3](#) shows the specific system parameters, by subtab on the System Parameters page, used to support Library.

**Table 9-3 System Parameters to Support Library**

Subtab	Parameter	Description
Urgent Items	No Days Before Read By Date	Used to populated the UIM with items that are near to the expiration date that have not yet been read by the user.
Urgent Items	Show Documents	If set to Yes, document items are shown in the UIM. If set to No, document items are not shown.

# 10

## Glossary Administration

The chapter deals with the administration of glossaries used within the system. The following topics are covered in this chapter:

- [Bulk Glossary Export](#)
- [Single Glossary Export](#)
- [Bulk Glossary Import](#)
- [Single Glossary Import](#)
- [Using Glossary Import/Export to Populate a Clean System](#)

### Bulk Glossary Export

Retailer users with the Glossary Administrator authority profile have access to the Import/Export option within the Admin menu.

To export all glossaries:

1. Select any glossary and then select the Export action from the actions menu. The Glossary Export dialog box opens.

**Figure 10-1 Glossary Export Dialog Box**

Confirm	
Please use the following options to begin an export	
<b>Export Selection:</b>	<input checked="" type="radio"/> This Glossary Only <input type="radio"/> Bulk Glossary Export
<b>Export Type:</b>	<input checked="" type="radio"/> Base Only <input type="radio"/> Base and Translations <input type="radio"/> Translations Only
<b>Output to include Translations that are:</b>	N/A
<b>Languages to Export:</b>	N/A
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>	

2. Set the Export Selection option to Bulk Glossary Export.
3. Set the following filters as required:

- Using the *Export Type* filter:

This defaults to Base Only which means that all base files will be exported, and the following filters are set and locked to N/A:

  - Output to include Translations that are
  - Limit Languages to Export

If set to Translations Only, this will export all translations files for any of the selected languages.
- Using the *Output to include Translations that are* filter:

This defaults to Populated and Blank, which exports all glossaries that have a value for any of the selected languages.

If set to Populated, the system will export all glossaries that have a value for any of the selected languages.

If set to Blank, the system will export all glossaries that have no value for any of the selected languages.
- Using the *Languages to Export* filter:

This always begins with no languages shown as it is assumed the export will be for all languages.

Selecting one or more languages will limit the export to only those languages.

 **Note:**

Selecting more than five languages will result in an error.

4. Click **Submit** or **Submit Go to Manage Batch Jobs**. A batch job is submitted to export glossaries using the filters set. All the relevant glossaries will be exported as XLS files which are compressed into a ZIP file and stored as an attachment on the job.

## Single Glossary Export

To export a single glossary:

1. Select the required glossary and then select the Export action from the actions menu. The Glossary Export dialog box opens.



Figure 10-2 Glossary Export Dialog Box

Confirm	
Please use the following options to begin an export	
<b>Export Selection:</b>	<input checked="" type="radio"/> This Glossary Only <input type="radio"/> Bulk Glossary Export
<b>Export Type:</b>	<input checked="" type="radio"/> Base Only <input type="radio"/> Base and Translations <input type="radio"/> Translations Only
<b>Output to include Translations that are:</b>	N/A
<b>Languages to Export:</b>	N/A
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>	

2. Set the following filters as required:

- Using the *Export Type* filter:

This defaults to Base Only which means that all base files will be exported, and the following filters are set and locked to N/A:

- Output to include Translations that are
- Limit Languages to Export

If set to Base and Translations, this will export all base and translations files for any of the selected languages.

If set to Translations Only, this will export all translations files for any of the selected languages.

- Using the *Output to include Translations that are* filter:

This defaults to Populated and Blank, which exports all glossaries that have a value for any of the selected languages.

If set to Populated, the system will export all glossaries that have a value for any of the selected languages.

If set to Blank, the system will export all glossaries that have no value for any of the selected languages.

- Using the *Languages to Export* filter:

This always begins with no languages shown as it is assumed the export will be for all languages.

Selecting one or more languages will limit the export to only those languages.

 **Note:**

Selecting more than five languages will result in an error.

3. Click **Ok**. This will initiate the download of a ZIP file containing files according to the filters set.

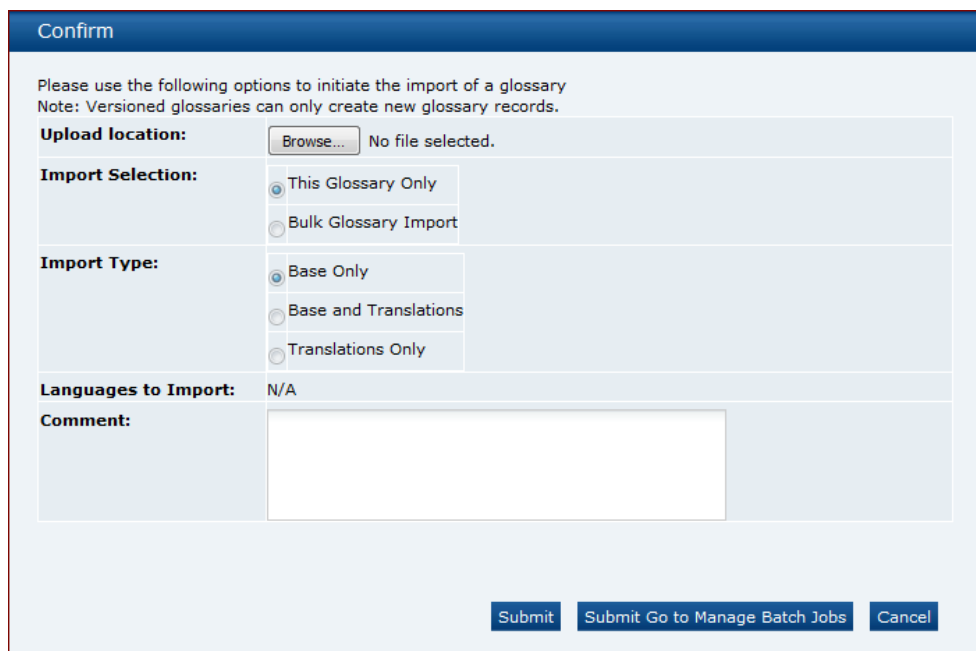
## Bulk Glossary Import

Retailer users with the Glossary Administrator authority profile have access to the Import/Export option within the Admin menu.

To import glossaries:

1. Select any glossary and then select the Import action from the actions menu. The Glossary Import dialog box opens.

**Figure 10-3 Glossary Import Dialog Box**


 **Note:**

As the upload of files is limited to 10 MB, this may not be sufficient if you are attempting to upload all the glossaries for the system. An Administrator may therefore need to temporarily increase the *File attachment size limit* parameter.

2. Click **Browse** to locate and attached the file containing the glossary files.

 **Note:**

The file being imported may be a single base file or a ZIP file containing one or more base and translation files. The system accepts CSV, XLS, or XLXS file formats.

3. Set the Import Selection option to Bulk Glossary Import.
4. Set the following filters as required:
  - Using the *Import Type* filter:

This defaults to Base Only which means that all base files will be imported, and the following filter will be set and locked to N/A:

    - Limit Languages to Import

If set to Base and Translations, this will import all base and translation files for any of the selected languages.

If set to Translations Only, this will import all translations files for any of the selected languages.
  - Using the *Languages to Import* filter:

This always begins with no languages shown as it is assumed the import will be for all languages.

Selecting one or more languages will limit the import to only those languages.
5. Enter a suitable comment into the comment field.
6. Click **Submit** or **Submit Go to Manage Batch Jobs**. A batch job is submitted to import glossaries using the filters set. All the relevant glossaries will be imported which will be stored within a ZIP file and as an attachment on the job.

## Single Glossary Import

Retailer users with the Glossary Administrator authority profile have access to the Import option within the actions menu of any glossary list view.

To import a single glossary:

1. Select the glossary in the Admin area and then select the Import action from the actions menu. The Glossary Import dialog box opens.

Figure 10-4 Glossary Import Dialog Box

Confirm

Please use the following options to initiate the import of a glossary  
Note: Versioned glossaries can only create new glossary records.

**Upload location:**  No file selected.

**Import Selection:**

- This Glossary Only
- Bulk Glossary Import

**Import Type:**

- Base Only
- Base and Translations
- Translations Only

**Languages to Import:** N/A

**Comment:**

2. Click **Browse** to locate and attached the file containing the glossary files.

 **Note:**

The file being imported may be a single base file or a ZIP file containing one or more base and translation files. The system accepts CSV, XLS, or XLXS file formats.

3. Set the Import Selection option to This Glossary Only.
4. Set the following filters as required:
  - Using the *Import Type* filter:

This defaults to Base Only which means that only the base file will be imported, and the following filter will be set and locked to N/A:

    - Limit Languages to Import

If set to Base and Translations, this will import a base file and translation files for any of the selected languages.

If set to Translations Only, this will import all translations files for any of the selected languages.
  - Using the *Languages to Import* filter:

This always begins with no languages shown as it is assumed the import will be for all languages.

Selecting one or more languages will limit the import to only those languages.
5. Enter a suitable comment into the comment field.

- Click **Submit** or **Submit Go to Manage Batch Jobs**. A batch job is submitted to import a glossary using the filters set. All the relevant files will be imported which will be stored within a ZIP file and as an attachment on the job.

## Using Glossary Import/Export to Populate a Clean System

The bulk import/export facility can be used to populate a new system with the glossary entries and their translations from another system, for example to load a UAT test system with data from the Live system.



### Note:

Remember to set system parameters as required prior to loading glossaries into a new system.

## Single Language Glossaries

The following steps and typical timings are for exporting, amending, and importing a single language glossary:

- Log in as a user that has the Oracle Authorized User authority profile.
- Open the glossary list view.
- Select the Export action.  
Set the selection as Bulk Glossary Export and Base Only.
- Click **Submit**.
- Go to Batch Jobs / Manage Batch Jobs to check for completion of the export.  
The export should complete within a few minutes.
- Save the ZIP file to your local drive and extract the glossary CSV file.
- Make any updates, additions, or deletions to the glossary contents within the CSV file, then save, and optionally compress to a ZIP file.
- Select the Import action within the glossary's list view.
- Click **Browse...** and select the CSV or ZIP file to import.  
Set the selection as Bulk Glossary Import and Base Only.
- Click **Submit**.
- Go to Batch Jobs / Manage Batch Jobs to check for completion of the import.  
The job may take around 10 to 20 minutes, depending on volume of glossary data.  
Fix any errors and resubmit before moving on to import translations.
- Refresh the glossary list view to see the new entries listed.

## Multi-Language Glossaries

The following steps and typical timings are for exporting, amending, and importing a multi-language glossary:

1. Log in as a user that has the Oracle Authorized User authority profile.
2. Open the glossary list view.
3. Select the Export action.  
Set the selection as Bulk Glossary Export, Translations Only, and Populated.  
Select the desired languages. A maximum of five languages can be selected for each Export. If more than five are required, run the export again to export the languages in batches of five.
4. Click **Submit**.
5. Go to Batch Jobs / Manage Batch Jobs to check for completion of the export.  
The job may take around 10 to 20 minutes, depending on volume of glossary data.
6. Save the ZIP file to your local drive and extract the glossary CSV file.
7. Select the Import action within the glossary's list view.
8. Click **Browse...** and select the CSV or ZIP file to import.  
Set the selection as Bulk Glossary Import and Base Only.
9. Click **Submit**.
10. Go to Batch Jobs / Manage Batch Jobs to check for completion of the import.  
The job may take around 10 to 20 minutes, depending on volume of glossary data.  
Fix any errors and resubmit before moving on to import translations.
11. Repeat the process to import the translations by setting the selection as Translations Only.  
Each set of five language translations should import in around 10 to 30 minutes depending on the volume of glossary data.

# 11

## Internationalization

Internationalization is the process of creating software that can be translated easily. Changes to the code are not specific to any particular market.

The Oracle Retail Supplier Evaluation Cloud Service modules have been internationalized to support multiple languages.

### Translation

Translation is the process of interpreting and adapting text from one language into another. Although the code itself is not translated, components of the module that are translated may include the following, among others:

- Graphical user interface (GUI)
- Error messages

The following components are not translated:

- Documentation (online help, release notes, installation guide, user guide, operations guide)
- Batch programs and messages
- Log files
- Configuration tools
- Demonstration data
- Training materials

The user interface for the Oracle Retail Supplier Evaluation Cloud Service modules have been translated into the following languages:



**Note:**

The languages below function as designed in the Classic user interface.

- Chinese-Simplified
- Dutch
- French
- German
- Italian
- Japanese
- Portuguese-Brazilian
- Russian

- Spanish-Worldwide
- Swedish

There is a provision for some specific overrides to the base language (English (British)) for English (American) and English (Australia and New Zealand). Any number of additional languages can be configured as required in a portal, subject to the client supplying the necessary translations. The translations apply to system text (User Interface field labels, buttons, menu options, error messages, and so on) plus glossary pick-list entries.



# 12

## Artwork

The Artwork add-on module provides a digital asset management solution for managing the design of product label artwork.

### Enabling Artwork with SSO

Artwork is not a core Supplier Evaluation module, but a third-party add-on application. This process enables the integration with the third-party Artwork application, where it is used.

1. The Customer or Partner creates the MYARTWORK external system in the PROD and STAGE environments.
2. The Customer or Partner raises a service request, requesting the following:  
Create the Artwork application for PROD and STAGE.
  - a. Specify the PROD IDCS or OCI IAM URL.  
Specify the PROD Artwork Call Back URL.
  - b. Specify the STAGE IDCS or OCI IAM URL.  
Specify the STAGE Artwork Call Back URL.
3. Oracle Support raises a Collab SR service request for AMS.
4. AMS completes the Artwork application creation per their SOP and closes the Collab SR service request.
5. Oracle Support notifies the Customer or Partner that the Artwork application has been created.
6. The Customer or Partner obtains the required Client ID and Client Secret from IDCS or OCI IAM.
7. Any further issues that the Customer or Partner has should then be raised as a new service request.

# 13

## Post Release Tasks

When preparing to implement Supplier Evaluation Cloud Service, the following system configuration tasks must be taken into account.

### System Parameters

Configure all system parameters according to the requirements for your installation of Supplier Evaluation.

The following system parameters are specifically concerned with the Supplier Evaluation Scoring and Merchandising Integration features:

- Inbound (Supplier & Site) integration with Merchandising. If enabling the feature, also set:
  - An appropriate interval/time for the interface process to run (the initial default is to run every 90 minutes).
  - The *Merchandising* Invoicing System, first ensuring the value is present in the glossary.
  - The account coding rules for the allocation of Supplier and Site codes. For details of the available options, see [Integration with Merchandising](#).

If the Merchandising supplier and site codes are to also be used as the Supplier Evaluation codes, a prerequisite for the integration to succeed is that the Supplier Evaluation supplier and site code minimum length rules be configured in a way that allows for the Merchandising codes being in the range 1 to 9999999999.

- The default value for the Technologist. This is the user to be notified of new Merchandising sites requiring activation. It is recommended this be a user with permissions that permit them to reassign the sites to the appropriate individual Technologists, using the Global Change facility.
- The default values for Business Category, Business Unit, Supplier Type, and Site Type. These are the default values to be used when creating a Site.
- The Supplier Administrator user role, used when creating the initial supplier user.
- The rules for whether Merchandising accounts at Active status are created in Supplier Evaluation, and if those set to Inactive status in Merchandising are to be automatically delisted in Supplier Evaluation.
- The purging interval (the default is 90 days).
- Any credentials or URLs necessary to access the Merchandising API.
- GLN coding rules.

A prerequisite for the integration to succeed will be that the portal be configured so that GLN codes are non-mandatory for suppliers and sites, as the codes are not included in the Merchandising data. Validation will reject the creation of a new supplier or site if GLN codes are configured to be mandatory.

- Supplier Evaluation Scoring (for automated scoring). If enabling the feature, also set an appropriate interval/time for the scoring processes to run (the initial default is for the Scoring routine to run daily - every 1440 minutes).

## Glossaries

Populate all glossaries according to the requirements for your installation of Supplier Evaluation.

The following glossaries are specifically concerned with the Supplier Evaluation and Scoring features:

- Supplier Evaluation Types. †
- Supplier Evaluation Scores.
- Photo Album images.
- Supplier Evaluation Scoring Rules. †
- Supplier Evaluation Site Type Groups.
- Assessment Questions and Templates. †
- Audit & Visit Templates. †
- Assign the relevant Supplier Evaluation Types to Assignment Templates, Audits/ Visit Templates, and Documents.
- Review the configuration of the Countries glossary. The two character ISO country code is used to map the country when integrating addresses with Merchandising. Corresponding codes for Regions will be present for UK counties, US states, and China provinces; configure additional Regions, as required.

†Pre-defined glossaries, templates, and scoring rules, based on industry standards, are available to download from MOS and/or the Branding area of the portal.

## System Text

Add any custom overrides to the core default system text or language translations.

## Permissions

Review the core default roles and create any custom roles.

Assign roles and authority profiles to users, to suit their required level of access to the portal.

## Email Templates

Review the core default email templates and make any required changes.

Add any additional text to the REG2 site approval notification email, to advise the nominated default Technologist to reassign the site to the appropriate user.

# A

## Appendix: SSL Certificate Management

This appendix contains additional information related to the configuration of ORSeC environments, such as the process for setting up SSL certificates for Production and UAT environments.

All Oracle Cloud Services must be securely accessed by using SSL Certificates. Oracle will accept individual Web Server Certificates or SAN Certificates. The use of wildcard certificates is not permitted.

### Domain (URL) Management

The Oracle Retail Supplier Evaluation service (ORSE) typically requires four internet domains (URLs) to be registered in order to access the service:

- **Production**

Domain 1: URL to access the primary ORSE web portal.

Domain 2: URL to access the ORSE Reporting portal (this portal is only accessed from within the ORSE web portal).

- **UAT**

Domain 3: URL to access the UAT primary ORSE web portal.

Domain 4: URL to access the UAT ORSE Reporting portal (this portal is only accessed from within the ORSE web portal).

The above domains are registered and managed by you, the customer.

### Domain Mapping Example

Below is an example of how each domain is mapped in a DNS configuration.

There is a Common Name, which will be the primary domain name, such as orse-customerdomain.com and then sub-domains. Each domain is then mapped to point to the Oracle CNAME record for each of the ORSE web portals.

#### Domain Mapping Overview for orse-customerdomain.com

- **Production**

**Customer External Domain**  
www.orse-customerdomain.com  
rep.orse-customerdomain.com

**Oracle Domain - CNAME Record**  
coul-orse-prod.retail.oracleindustry.com  
coul-orse-prod-rep.retail.oracleindustry.com

- **UAT**

**External Domain**  
uat.orse-customerdomain.com  
uatrep.orse-customerdomain.com

**Domain - CNAME Record**  
coul-orse-uat.retail.oracleindustry.com  
coul-orse-uat-rep.retail.oracleindustry.com

The above is for guidance purposes only; you are free to choose the naming of your domains and the associated configuration.

## Procedure Summary

This procedure assumes the use of SAN based SSL certificates.

1. Ensure your DNS configuration is configured and propagated to the internet.
2. Provide Oracle with your domain registrant information and the Common Domain name to Oracle. See the required information format below.
3. Oracle will generate a Certificate Signing Request (CSR) file and will issue it to you, based on the information you provided in Step 2.
4. You will need to procure the SSL Certificate with your preferred SSL Certificate Authority (CA) vendor.
5. Ensure you request a SAN SSL Certificate and include all the required subdomains you have registered for the ORSE service to the certificate.
6. Once you have the CA signed SSL certificate, send the signed SAN Certificate (including any intermediate key chain certs) or URL web address (recommended) to retrieve the SSL, to Oracle.
7. Oracle will publish the SSL certificate and will inform you when completed.

### SSL Information Format Example

Organization Name: Acme UK Ltd.

Organization Unit: Logistics

State: Leicestershire

Locality: Leicester

Country Code: GB

Common Name: orse-acme-logistics.com

The above information must be completely identical to the registrant information you have registered with your SSL Certificate Authority vendor.