Oracle® Retail Supplier Evaluation Cloud Service

Release Readiness Guide

Release 23.0.101.0
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Oracle Retail Supplier Evaluation Cloud Service Release Readiness Guide, Release 23.0.101.0

F74130-03

Contents

Preface

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

Audience

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

Documentation Accessibility

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- Product version and program/module name
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- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

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

Comments and Suggestions

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Oracle Retail Cloud Services and Business Agility

Oracle Retail Supplier Evaluation Cloud Service is hosted in the Oracle Cloud with the security features inherent to Oracle technology and a robust data center classification, providing significant uptime. The Oracle Cloud team is responsible for installing, monitoring, patching, and upgrading retail software.

Included in the service is continuous technical support, access to software feature enhancements, hardware upgrades, and disaster recovery. The Cloud Service model helps to free customer IT resources from the need to perform these tasks, giving retailers greater business agility to respond to changing technologies and to perform more value-added tasks focused on business processes and innovation.

Oracle Retail Software Cloud Service is acquired exclusively through a subscription service (SaaS) model. This shifts funding from a capital investment in software to an operational expense. Subscription-based pricing for retail applications offers flexibility and cost effectiveness.

Related Documents

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

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

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

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

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Feature Summary

This chapter describes the feature enhancements in this release.

Noteworthy Enhancements

This guide outlines the information you need to know about new or improved functionality in the Oracle Retail Supplier Evaluation Cloud Service update and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

> **Note:**
>
> Where new fields, User Interface (UI) changes, or glossary entries are introduced as part of a change, the portal owner may need to apply their own translations of the core system text.

Column Definitions

- **Feature:** Provides a description of the feature being delivered.
- **Module Impacted:** Identifies the module impacted associated with the feature, if any.
- **Scale:** Identifies the size of the feature. Options are:
  - **Small:** These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.
  - **Large:** These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.
- **Delivered:** Is the new feature available for use immediately after upgrade or must the feature be enabled or configured? If no, the feature is non-disruptive to end users and action is required (detailed steps below) to make the feature ready to use.
- **Customer Action Required:** You must take action before these features can be used. These features are delivered disabled and you choose if and when to enable them.

Table 1-1 Noteworthy Enhancements

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
Additional Languages	All	Small	Yes	Yes Apply any translation overrides.

Table 1-1 (Cont.) Noteworthy Enhancements

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
OAuth Enablement	Application Program Interfaces (APIs)	Medium	Yes	No
Site Reference Notifications	Supplier	Medium	Yes	Yes
Supplier and Site Deletion	Supplier	Medium	Yes	Yes
Audit Outcome Summary Report	Reports	Medium	Yes	Yes
Assignments Description in Business Language	Workspace	Small	Yes	No
REST API Attachments	Application Program Interfaces (APIs)	Medium	Yes	Yes

Additional Languages

The following languages have been introduced:

- Arabic
- Chinese-Traditional
- Croatian
- Greek
- Hungarian
- Korean
- Polish
- Turkish

The languages are available now as active languages, for full translation to be provided in the future. If any of the new languages are not required, the Language record should be deactivated. See Post Release Tasks.

OAuth Enablement

As part of the move to the Next Generation Cloud environment, there is change in the way clients authenticate with the application when using the APIs.

The current *basic authentication* method requires that for each call to the application a username and password be supplied in order to authenticate with the application before being allowed to call the API. This approach means that for each call to an API, traffic has to be routed through to Identity Management to verify and authenticate the username and password before being allowed to actually call the API, thus putting unnecessary load onto the Identity Management environment as well as the networking layers of the infrastructure.

The approach for the Next Generation Cloud is a move to *OAuth authentication* (which is enabled when the environment is built). OAuth allows a token to be generated by Identity Management when an API is called for the first time, then subsequent calls to the API can pass this token so that the APIs can simply be called without having to return to IDCS. The token lasts for a period of time, after which a new token must be obtained.

This requires clients to change their implementation and use of the Supplier Evaluation APIs, to utilize OAuth.

Site Reference Notifications

The References page of the Site record contains a table for recording the site's certification details, such as EC Licence Number, Organic or Kosher Certification. Each reference/ certification may optionally hold an expiry date.

The enhancement introduces an automated notification to advise the appropriate users when a site's reference/certification is becoming due or has expired. The notification is in the form of an email and/or an assignment task to the site's lead technologist, and designated supplier contacts. The feature includes a new batch job, system parameters, email templates, and tasks/assignments.

Use of the notification and the rules for its generation are all configurable. The feature is disabled by default, requiring the client to enable and configure it for use. See Post Release Tasks for details of the configuration requirements.

New Assignments/Tasks

Assignment Type	Source	Visible To	Target
Sites with References Due {0}	Shown if any associated sites have references/certificates becoming due	Retailer users who are designated Lead Technologist for the Site Supplier users with the designated contact roles for the Site	*Sites with References Due* list view.
Sites with References Expired {0}	Shown if any associated sites have references/certificates that have expired	Retailer users who are designated Lead Technologist for the Site Supplier users with the designated contact roles for the Site	*Sites with References Expired* list view.

New Email Templates

Trigger	The Site Reference Expiry Notifications batch job identifies a site's certificate/reference as becoming due.
Email Code	SITREFDUE
Email Description	Notification that a site has a certificate/reference becoming due.

Content	**From:** [Portal Name] **Sent:** [Date & Time] **To:** See Recipients below **Subject:** This site has a reference certificate that is due within the next [Days] days Site: [Site Name], Site Number: [Site Number] #if ($showInternationalNames) ([sitelocalname]) #end This is an email automatically generated by the <Portal Name> Portal, please contact $supportemail if you require assistance or believe this message has been sent to you in error.
Recipients	Based on the Site Reference Notification system parameters: • If Notify Lead Technologist by Email is checked, the site's Lead Technologist retailer user. • If Notify Supplier/Site Contacts by Email has roles specified, supplier users associated with the site who have the designated roles. User's accounts must have Login ID Disabled unchecked.
Sensitive	No

Trigger	The Site Reference Expiry Notifications batch job identifies a site's certificate/reference as being expired.
Email Code	SITREFEXP
Email Description	Notification that a site has a certificate/reference that has expired.
Content	**From:** [Portal Name] **Sent:** [Date & Time] **To:** See Recipients below **Subject:** This site has a site reference certificate that has expired. The [Reference Type] reference type has an expiry date of [Expiry Date] for Site: [Site Name], Site Number: [Site Number] #if ($showInternationalNames) ([sitelocalname]) #end This is an email automatically generated by the <Portal Name> Portal, please contact $supportemail if you require assistance or believe this message has been sent to you in error.
Recipients	Based on the Site Reference Notification system parameters: • If Notify Lead Technologist by Email is checked, the site's Lead Technologist retailer user. • If Notify Supplier/Site Contacts by Email has roles specified, supplier users associated with the site who have the designated roles. User's accounts must have Login ID Disabled unchecked.
Sensitive	No

Supplier and Site Deletion

The existing facility for deletion of Supplier and Site accounts is intended as a post on-boarding facility for removing accounts that are not used, so is restricted to only allowing sites to be deleted if they have no associated contacts, users, or other types of records.

The enhancement provides more deletion capability, by the use of soft deletion of Supplier and Site records, and removal of associated Contacts, Users and references in Alerts, Documents, and Announcements/News Items. However, deletion is not permitted if the account has other types of records associated to it, such as Audits, Assessments, or links to Processes.

The deletion facility is restricted to only users with Power Administrator access rights. The feature is a change to the existing supplier and site deletion facility, so the enhancement functionality becomes available automatically, but requires a Permissions configuration change to enable it. See Post Release Tasks.

> **Note:**
>
> There is a known issue with the behavior of the Supplier list view, where associated Sites that have been soft-deleted remain visible within the Site Name and Site Code columns. The current list views architecture only permits filtering of deleted records for the main entity being listed (in this case the Supplier record). This constraint will be taken into account when designing the equivalent list view for the new JET UI, with the aim being that deleted Site records are filtered out of the Suppliers list view.

Audit Outcome Summary Report

The new Audit Outcome Summary report (CR110) is a form style report. The user applies filters in the report schedule to identify a specific Audit (or limited number of Audits) to be included in the report.

The report uses a new Audit Outcome API data source, which is based on the Audits API data source plus a number of additional fields from the Audit's associated Site record (Status, Type, GLN, Top Grade, Business Unit, Business Categories, Technologists, and Custom Fields), as well as from the Contacts (Name, Email, Roles, and Phone). The report provides totals of the Audit’s issues/non-conformances (open issues, overdue issues, and total issues).

For the tables of the site’s Contacts, in order to filter for specific contact roles, the filters must be applied to the report’s RTF template file. These filters cannot be applied to the report design or schedule because the data source is an API. See Post Release Tasks.

See the *Oracle Retail Supplier Evaluation Cloud Service Report Layouts* document for details of the report contents, and the *Oracle Retail Supplier Evaluation Cloud Service Reports User Guide* for guidance on applying filters within the RTF template.

Assignments Description in Business Language

The Description column in the Assignments list view identifies the type of assignment, typically by the name of the record. Some records may hold a corresponding description in the portal’s business language. The Description in the Business Language column is now available to be added to the Assignments list view.

REST API Attachments

The existing facility for retrieving files attached to certain types of record through the REST APIs is extended to make the facility available to all main record types.

The following REST APIs now allow for the retrieval of the attachment ids, and subsequent retrieval of the actual attachment files by calling the Attachment REST API:

- Users
- Suppliers
- Sites
- Audits
- Audit Issues/Non Conformances
- Assignments/Scorecards
- Processes/Projects
- Process/Project Activities

To utilize this facility, the client must develop the necessary web services to call the Supplier Evaluation APIs. See Post Release Tasks.

Post Release Tasks & Impact on Existing Installation

The following post release tasks and impact on an existing installation must be taken into account as part of this release.

Additional Languages

The Additional Languages feature introduces eight new languages. If any are not required, the Language record should be deactivated, within the System Text section of the Admin area.

Site Reference Notifications

If the Site Reference Notifications feature is to be used, the following administration tasks are required to enable and configure it:

1. Configure the system parameters in the Registration page of the System Parameters record in the Admin area according to the required behavior:
   - **Generate Reference Due Emails** enables email notifications for site references when they become due.
   - **Becomes due prior to expiry date (days)** determines when a site reference becomes due (the number of days prior to the expiry date).
   - **Re-send Reference Due email frequency (days)** controls the frequency of the Reference Due email (the number of days since it was previously sent).

- **Generate Reference Due Assignments** enables assignment task notifications for site references when they become due.
- **Generate Reference Expired Emails** enables email notifications for site references when they expire.
- **Re-send Reference Expired email frequency (days)** controls the frequency of the Reference Expired email (the number of days since it was previously sent).
- **Generate Reference Expired Assignments** enables assignment task notifications for site references when they expire.
- **Notify if Site Status** controls which site statuses are to have site reference notifications. The default is Active and Awaiting Approval.
- **Notify Lead Technologist by Email** controls whether the site's lead technologist is to be a recipient of site reference email notifications.
- **Notify Lead Technologist by Assignment** controls whether the site's lead technologist is to be a recipient of site reference assignment notifications.
- **Notify Supplier/Site Contacts by Email** is a picklist of the mandatory contact roles, used to determine the supplier recipients of site reference email notifications.
- **Notify Supplier/Site Contacts by Assignment** is a picklist of the mandatory contact roles, used to determine the supplier recipients of site reference assignment notifications.

2. Make any custom overrides to the new system text, and email templates:
   - Notification that a site has a certificate/reference becoming due (SITREFDUE).
   - Notification that a site has a certificate/reference that has expired (SITREFEXP).

Supplier and Site Deletion

The following administration tasks are required for the Supplier and Site Deletion enhancement.

1. A Permissions change is required to enable the facility. Add the following to the Site tab of the Permissions spreadsheet.

Record (A)	Authority Profile (B)	Menu Option (C)	Sub Menu Option (D)	Action (E)	Data Record (F)	User Mode (L)	Access Level (M)
Site	POWER ADMINISTRATOR			DELETE MANUFACTURE R	Site	NORMAL	F

The instructions for downloading and uploading the amended Permissions spreadsheet are as follows:

a. Log in as an Oracle Authorized Administrator user and go to Company > Admin > Roles & Permissions.

b. Open the Permissions page.

c. Download the active spreadsheet by selecting the row with *true* in the Active Permissions column, click *Download Selected*, and save locally.

d. Edit the downloaded spreadsheet, make the changes described above, then save the spreadsheet.

   e. Upload the edited spreadsheet by clicking *Upload Permissions*, select the spreadsheet, and click *Ok*.
   f. Apply the changes by selecting the uploaded spreadsheet row, click *Process Selected*, and then click *Ok* to confirm.
2. The soft deleted records are excluded from list views and data extracts. To exclude the soft deleted records from reports, it is necessary to add the Deleted column as a filter to the relevant Report Data Source, Report Design, and Report Schedule records.
3. By default, soft deleted records are returned by the APIs (the XML contains a `deleted` element, which is set to true). To exclude soft deleted records, it is necessary to use a *softDelete=false* parameter when calling the API. For example:

```
/creations-core/services/rest/site?softDelete=false
```

Audit Outcome Summary Report

The following administration tasks are required if the new Audit Outcome Summary report is required to be run:

1. To filter for specific contact roles to be included in the report, create a custom version of the report's RTF template file (CR110_Audit_Outcome_Summary.rtf) and add the appropriate filtering. These filters cannot be applied to the report design or schedule because the data source is an API.
2. Make any custom overrides to the new report layout or system text.
3. Schedule the report to run, as required.

ReST API Attachments

To utilize the facility for retrieving file attachments using the APIs, the client must develop the necessary processes to call the Supplier Evaluation APIs. See the AttachmentsRestService section in the *Oracle Retail Supplier Evaluation Cloud Service Implementation Guide* for further details.

In order to access the Supplier Evaluation APIs, the necessary External System records must be configured by the system administrator.

Permissions

For the change to permit retailer users to edit the Growers List in the Site record (item 31450870), assign the *Supplier & Site Administrator* authority profile to any users who require that level of access.

List View Configuration

For the changes to the Contact information in the Supplier list views (items 33709195 and 34446591), any existing Supplier list views that reference the Fax and Phone columns need to be modified in order to use the corrected fields. Remove those columns from the list view, and then re-add them and save, as appropriate.

Database Update Scripts

There are no database upgrade scripts included within this release.

Enabling Identity Management Notifications

As an IDCS or OCI IAM Administrator, verify that Notifications are enabled in the corresponding Stage / Production tenant.

Enabling User Roles

If they do not already exist, configure the *Power User*, *Account Administrator*, *Assistant Technologist*, and *Site Inspector* user roles, and assign to the appropriate users.

The instructions for downloading and uploading the amended Permissions spreadsheet are as follows:

1. Log in as an Oracle Authorized Administrator user and go to Company > Admin > Roles & Permissions.
2. Open the Permissions page.
3. Download the active spreadsheet by selecting the row with *true* in the Active Permissions column, click *Download Selected*, and save locally.
4. Edit the downloaded spreadsheet, make the changes described above, then save the spreadsheet.
5. Upload the edited spreadsheet by clicking *Upload Permissions*, select the spreadsheet, and click *Ok*.
6. Apply the changes by selecting the uploaded spreadsheet row, click *Process Selected*, and then click *Ok* to confirm.

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.

For existing installations that use the Artwork module, in order to configure single sign on (SSO) between Supplier Evaluation and the Artwork solution (using IDCS or OCI IAM authentication), the following steps must be taken by the Customer or their Partner:

1. Ensure the MYARTWORK external system has been created in Supplier Evaluation PROD and STAGE.
2. Raise an SR service requesting for creation of the Artwork Application for PROD and STAGE. The call back URLs and IDCS or OCI IAM URLs must be provided in the SR.
3. Once created, you will be able to gather the Client ID and Client Secret from IDCS or OCI IAM.

Refer to the Artwork chapter in the *Oracle Retail Supplier Evaluation Cloud Service Administration Guide* for the full process for enabling Artwork with SSO.

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Browser Requirements

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

The following browsers are supported:

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

Microsoft has deprecated Internet Explorer 11 in Windows 10 and recommends using Edge as the default browser. Refer to the Oracle Software Web Browser Support Policy for additional information.

3 Noteworthy Resolved Issues

This following table highlights specific key fixes that are included in this release. In some cases, only a percentage of the overall fixed defects are listed.

Affected Component	Defect Number	Summary
General: Advanced Search	34117716	**Blank filters in Advanced Search** A fix has been made to rectify an issue with blank filter rows appearing in the Advanced Search filter definitions of certain list views (Alert, Alert Response, and Assessment).
General: Error Logging	34131556	**Workflow status change error logging** An improvement has been made to the logging of workflow status change exceptions, to record additional diagnostic information in the error message.
Project: List Views	33377043	**Duplicate entries in list views** A fix has been made to rectify an issue with duplicate entries appearing in the Projects and Project Activities list views.
Reports: Data Warehouse	34755381	**Data Warehouse refresh running continually** A fix has been made to rectify an issue where the Reports Data Warehouse data refresh process exceeded the designated refresh interval.
Reports: Filters	34791880, 34829809, 34794371	**Error when using a Glossary Filter on a report** An invalid number error was generated when a Glossary Filter was used on a column that contained comma-separated entity values, such as countries. The cause of the issue was identified, and a fix implemented to manage Glossary Filtering on columns with concatenated entries.
Reports: KPIs	34288093	**Application Error due to Updated KPI Metric** When a schedule report's type was updated for a KPI metric on the homepage, it would result in the application generating an error. This scenario is now managed so that instead of an application error, the message *No KPI data to display* is shown for the KPI metric on the homepage.
Reports: KPIs	34960561	**KPI metric on Assessment Scores Latest/Completed** A fix has been made to rectify an issue with an incorrect metric count being calculated for the Assessment Scores Latest/Completed KPI report. The issue occurred due to rounding, scale, and precision being applied incorrectly to a floating point number in the underlying Average Aggregate function.

Affected Component	Defect Number	Summary
Reports: Report CR30	34960556	**Sites with Assessments Reports – Chart data incorrect** The following reports include a chart that did not reflect the data correctly: • Sites with Scorecards Overdue (per Supplier) • Sites with Scorecards Overdue (per Scorecard Type) An update to the report data source to include the Assessment Code has been made and the reports templates' bar charts have been updated to use this field to provide an accurate count.
Supplier: Alerts	34117709	**Advanced Search system text missing** On the Alerts list view after selecting the Advanced Search option, the Text displayed against the tab is incorrect. This has been resolved by a new system text entry for the Advanced Search tab of Alerts.
Supplier: Assessments	30617825, 34275614	**Scorecard creation produces System Calendar error** The process of calculating the due date of scorecards was referencing deleted scorecards pushing the due date beyond the current calendar set up. A change to filter out deleted scorecard records has been implemented so that the due date is correctly calculated.
Supplier: Audits	32666989, 32895788	**Change History data** A modification has been made to the Audit REST API relating to the Status Change History data for Audits and Audit Issues/Non-Conformances. While the new Status Change History can still be created, the modification of existing Status Change History is now restricted to the Comments field only, and the deletion of Status Change History is not allowed. The audit.wadl has been updated to reflect that Status Change History now outputs statusChangedBy. Also, createdOn, updatedOn, along with statusChangedBy, now appear on the outbound XML. This change therefore locks down the Status Change History data for Audits and Audit Issues/Non-Conformances.
Supplier: Audits	34541745, 34731269	**Selection of Certification Bodies** A fix has been made so that only active Certification Bodies may be selected in an Audit's People Preset table.
Supplier: Contacts	33709195, 34446591	**Contact information in list views** The Site list views have been amended to include the Supplier Contacts and Supplier Contact Address field sets, for accessing the related supplier's contact information. A fix has also been made to the Supplier list views to correct the data output in the Fax and Phone columns of the Supplier Contacts field set. **Note:** Any Supplier list views that currently reference the Fax and Phone columns will need to be modified in order to use the corrected fields. See Post Release Tasks.

Affected Component	Defect Number	Summary
Supplier: Sites	31450870	**Edit access to Growers List** A change has been made to the Site record to allow retailer users with the *Supplier & Site Administrator* authority profile edit access to the Growers List fields. See Post Release Tasks.
Supplier: Sites	34492671	**Error when editing a Site** A fix has been made to rectify an error that occurred when editing a Site. The error occurred for users who log on using a language that is different to the default (en_GB), for example en_US. If a Business Category description did not have a language translation for the user's language, the system was erroring rather than using the default language description.
Application Program Interfaces (APIs): Audits	32578301	**Audit From & To Dates validation relative to time zone** When updating an Audit using the Audit REST API, the validation processing of From Date and To Date is now time zone aware, based on the application's default time zone. For example, if the default time zone is Australia/Sydney, calls to the Audit API, when validating the From Date and To Date will be applied according to that time zone. Validation applied when using the application UI continues to function the same, that is, it uses the time zone specified for the user's User record.
Application Program Interfaces (APIs): Project/ Process Activities	34570245	**Error calling the Project Activities API** A fix has been made to rectify an error that occurred when calling the Activities API to retrieve a list of activities associated with a process/project. The error was due to the process failing to locate the process/ project id from the parent process/project.
Application Program Interfaces (APIs): Users	34374435, 34446565	**Email Address synchronization** A fix has been made to rectify an issue with Email Address data not synchronizing between IDCS and the application's User record. The fix is made to the *IDCS to Supplier Evaluation Synchronization* batch job, to use a page-size of 1,000 when querying modified IDCS Users since the last time the process ran.

4 Deprecated Features

As part of the continuous delivery model for cloud services, features and technical components of a solution may be removed or replaced to enhance the security, performance, and overall quality of the cloud service. When this occurs, the deprecation of a feature or component will be announced in advance, allowing customers sufficient time to anticipate the change and transition to any enhanced replacement feature/component. After the deprecation is announced, the deprecated feature or component will remain in the solution until the planned removal date and will not be enhanced or made compatible with other new features.

For the full schedule of planned deprecations for this product, see the Deprecation Advisory accessed from the following MOS Documentation Library: Oracle Retail Supplier Cloud Service Documentation Library at Doc ID 2877111.1.