Oracle® Retail Supply Chain Collaboration Cloud Service Integration User Guide





Oracle Retail Supply Chain Collaboration Cloud Service Integration User Guide,

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Preface

This document describes the Oracle Retail Supply Chain Collaboration Cloud Service integration between the Supplier Evaluation module and the Supply Chain Hub module. It provides step-by-step instructions to complete most tasks that can be performed through the user interface.

Audience

This document is intended for users of the Oracle Retail Supply Chain Collaboration Cloud Service user interface.

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The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	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 Supply Chain Collaboration Cloud Service enables retailers to collaborate directly with their suppliers for preselection and ongoing evaluation of sites, production facilities, and items, and to accomplish streamlined merchandising operations, leveraging data provided by partners through a single portal with a common navigation.

Oracle Retail Supply Chain Collaboration Cloud Service is composed of the following modules:

Supplier Evaluation

Supports the on-boarding, evaluation, and management of Merchandising suppliers, enabling assessment and governance of ethical, environmental, safety, and quality performance, automatically scoring and grading suppliers, and items against multiple business disciplines for actionable insight.

Functions incorporate supplier self-certification survey, item assessment, audit and action management, process management, and incident alert notifications.

Retail Supply Chain Hub (RSCH)

Improves collaboration between retailers and suppliers with a platform to share information integrated in the Oracle Retail suite, increasing order and fulfillment efficiency and accuracy and reducing supply chain disruption and risk through direct collaboration on merchandising operations.

Functions include supplier self-configuration and enabling collaboration on item, cost and price management, deals, inventory and sales, payments, purchase orders, customer orders, and appointments.

This user guide covers the following features, which form the integration between the Supplier Evaluation and Supply Chain Hub modules:

- Navigation Access to Supply Chain Hub functionality from the Supplier Evaluation navigation system.
- Supplier Site Management Supplier Evaluation site accounts are prevented from being deactivated if the corresponding account remains enabled in Supply Chain Hub. Links provide direct access between the corresponding site accounts. The count of sites is used as the Retail Home metric.
- User Management Centralized user account management in Supplier Evaluation with automated synchronization with Supply Chain Hub. Links provide direct access between the corresponding user accounts. Provides suppliers with the ability to self-manage their users.

An appendix that provides additional information on the integration processes is included in this guide.

2

Navigation

This chapter covers accessing the integrated Supplier Evaluation and Supply Chain Hub modules. The following topics are covered:

- Login
- Tasks

Logging in to Retail Supply Chain Collaboration as a retailer or supplier user presents the Supplier Evaluation workspace; the navigation includes both Supplier Evaluation and Supply Chain Hub tasks.

For further information on login and navigation, see the *Oracle Retail Supplier Evaluation Workspace Guide*.

Login

Logging in to the application presents the Workspace page and navigation tasks system which provides access to the functionality of both the Supplier Evaluation and the Supply Chain Hub modules. Your Supply Chain Collaboration Identity Provider profile provides access to both modules.

Retailer users are also able to access Retail Supply Chain Collaboration from Retail Home.

Terms and Conditions

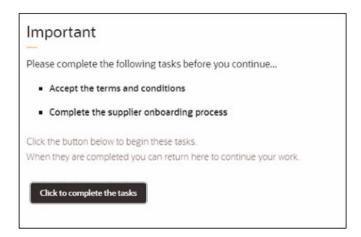
If you are a new user, you must accept the portal owner's Terms and Conditions, if required by the portal owner. The initial user for a new supplier must also complete the Registration process.

Access to both the Supplier Evaluation and the Supply Chain Hub modules is dependent on acceptance of these Terms and Conditions.

The system guides you through these tasks:

 The Workspace page is loaded with an overlay message stating whether you must accept the terms and conditions and/or complete the supplier Registration process before proceeding.

Figure 2-1 Login Overlay



- 2. If you are required to accept the terms and conditions, clicking the button presents the Terms and Conditions page, with options to accept or reject. If you reject, you are returned to the Login page, and cannot access the application.
- **3.** If you are required to complete the supplier onboarding process, clicking the button presents the Registration wizard for you to complete.
- 4. Once all Terms and Conditions and Registration requirements are complete, the overlay closes, taking you to a landing page, from where you may access the modules and submodules, or open the Workspace page.

Subsequent logins will take you directly to the Workspace page.



It is possible for users to access the Supply Chain Hub module directly if they have been provided with the direct URL. For this method of access, users must still accept the portal owner's Terms and Conditions, if required by the portal owner.

Tasks

The Supplier Evaluation navigation system includes tasks to access the Supply Chain Hub functionality available to you, grouped within a *Merchandising Operations* menu option.

The following options are available, subject to your assigned Supply Chain Hub access rights/permissions:

- Home
- Profiles
- Supplier Performance
- Supplier Penalties
- Procure to Pay:
 - Purchase Order Management
 - Shipment Management
 - Finance Document Management



- Return to Vendor
- Inventory & Sales
- Manage Items
- Manage Costs
- Manage Deals
- Quality Control
- Retail Price
- Appointments
- Customer Order Fulfilment
- Financial Summary
- Upload & Download
- Reports

The actual menu options and their order is based on how they appear in the Supply Chain Hub module.

The menu options within the *Merchandising Operations* group will be presented based on the language selected in your Supplier Evaluation user account. If your selected language is English, French, Spanish, or German, the options will appear in that language; otherwise, the options will appear in English.

Selecting any of the *Merchandising Operations* options opens the corresponding area of the Supply Chain Hub module, in a new browser tab, without the need to re-enter your login details.

Once within the Supply Chain Hub module, you can use its navigation menu to access the options available based on your access rights/permissions, or you can return to the Supplier Evaluation Workspace page.

Note:

The option to return to the Supplier Evaluation module workspace will open a new browser tab, even if the module is already open, so selecting the existing tab rather than the menu option will avoid opening multiple tabs.

If you already have the Supply Chain Hub module open and select another option from the *Merchandising Operations* group in Supplier Evaluation, the contents of the open Supply Chain Hub browser tab will be refreshed which may result in unsaved work being lost from that session.

If you have both modules open, closing one browser tab will leave you logged in to the other. However, logging out of one will log you out of both.



Supplier Site Management

This chapter describes the integration relating to the Supplier Evaluation supplier site accounts. The following topics are covered:

- Site Deactivation
- Site Account Links
- Retail Home Metric

The Supplier Evaluation and Supply Chain Hub modules each have their own supplier site accounts. The corresponding Merchandising Foundation Cloud Service (MFCS) supplier code is used as the common identifier.

Supplier Evaluation site accounts are prevented from being deactivated if the corresponding account remains enabled in Supply Chain Hub. Links provide direct access between the corresponding site accounts. A count of Supplier Evaluation sites is used as the Retail Home metric.

Site Deactivation

Validation prevents a site account being set to an end of life status in Supplier Evaluation while it remains enabled and operational in the Supply Chain Hub module.

When setting a Supplier Evaluation site account's status to *De-listed*, *Unapproved*, or *Inactive*, if the account is flagged as being integrated with MFCS, a check is made to the corresponding account in the Supply Chain Hub module. If the profile status there is *Enabled*, the status change is prevented; the account must first be set to *Disabled* in the Supply Chain Hub.

The validation is applied when progressing a Supplier Evaluation site's status either:

- · By manually using the Change Status action for an individual site.
- As part of a mass change, such as the housekeeping process which automatically deactivates a site after its last remaining product is deactivated.
- When updating a site using the Supplier Evaluation Site REST API.

If the site remains enabled in the Supply Chain Hub, the status change is prevented with the message: This Site is operational in RSCH. First disable the Site in RSCH then try again. If the site's status in Supply Chain Hub cannot be determined, the status change is prevented with the message: An error occurred trying to determine the site status in RSCH, please try again later.

Site Account Links

As the Supplier Evaluation and Supply Chain Hub modules each have their own supplier site accounts, links are provided to directly navigate between the corresponding accounts. The MFCS supplier code is used as the common identifier.

If you have been assigned the *Supply Chain Collaboration Administrator* authority profile, when viewing a Supplier Evaluation site account, if it is integrated with MFCS, a link labeled *Click to navigate to RSCH Site record* appears in the Details section.

Clicking the link opens the corresponding Supply Chain Hub record in a new browser tab, or takes focus there if it is already open.

Note:

If you already have the Supply Chain Hub record open in edit mode, refocusing will refresh the contents of the browser tab which may result in unsaved work being lost from that session.

Supplier Evaluation has integration with MFCS which results in new supplier/site accounts being created automatically when they are approved in MFCS; Supply Chain Hub utilizes the MFCS Supplier/Site database. Supplier Evaluation sites relate to a parent supplier record; in Supply Chain Hub, the parent supplier is represented by one of its sites.

The URL is derived from the application's OCI Region, Customer, and Environment (which may be overridden by the *RSCH Override URL* system parameter) and the MFCS supplier code.

The equivalent link is available in the Supply Chain Hub site account to open the corresponding Supplier Evaluation account, in a new browser tab.

Retail Home Metric

The Retail Home dashboard includes a metric count which is used to size the client's use of the application.

The metric count for Retail Supply Chain Collaboration is the total count of Site accounts within the Supplier Evaluation module, which are registered or active, that is, at *Awaiting Approval* or *Active* status.



4

User Management

This chapter describes how user accounts in the Supplier Evaluation and Supply Chain Hub modules are integrated to centralize user management. The following topics are covered:

- User Maintenance
- User Integration
- Data Privacy API

The synchronization of user accounts provides a single point of account creation, enablement, and site allocation. Oracle Identity Access Management (IAM) is utilized for single sign-on. Links provide direct access between the corresponding user accounts. Supplier administrators are able to manage the accounts of their users. All user Personally Identifiable Information (PII) data is available to the relevant Data Privacy/General Data Protection Regulation (GDPR) APIs.

User Maintenance

The Supplier Evaluation and Supply Chain Hub modules each have their own user accounts for managing retailer and supplier users' access rights in the respective modules. IAM is used as the common identity management system.

The Supplier Evaluation user management facility is extended to also manage aspects of the Supply Chain Hub user accounts. The key features being:

- Access to Supply Chain Hub is based on the Supplier Evaluation user account access rights/permissions.
- IAM identity management allows for single sign-on between the modules.
- Account creation and update are automatically synchronized (see User Integration).
- Users must accept the Terms and Conditions to access either module.
- Blocking a Supplier Evaluation account prevents the user from accessing both modules.

Permissions

Supplier Evaluation has the following *Supply Chain Collaboration* authority profiles for granting access to the Supply Chain Hub module:

 Retailer - Supply Chain Collaboration Administrator (RSCH RETAILER ADMINISTRATOR)

This gives retailer users access to Supply Chain Collaboration functionality with Retail Administrator permissions. Usually assigned to the *Oracle Authorised User* role, can manage self and others in Supply Chain Hub.

Retailer - Supply Chain Collaboration User (RSCH_RETAILER_USER)

This gives retailer users access to Supply Chain Collaboration functionality, with Retail User permissions. Has no user management capabilities in Supply Chain Hub.

Supply Chain Collaboration Administrator (RSCH SUPPLIER ADMINISTRATOR)

This gives supplier users access to Supply Chain Collaboration functionality, with Supplier Administrator permissions. Usually assigned to the *Supplier Administrator* and *Site Administrator* roles, can manage other supplier users of their supplier site in Supply Chain Hub.

Supply Chain Collaboration User (RSCH_SUPPLIER_USER)

This gives supplier users access to Supply Chain Collaboration functionality, with Supplier User permissions. Usually assigned to the *Supplier User* and *Site User* roles, has no user management capabilities in Supply Chain Hub.

Allocation of the authority profiles to the Supplier Evaluation account triggers synchronization with IAM (additionally, modifications can be managed directly in IAM).

The authority profiles map to IAM roles to control the basic access and permissions in Supply Chain Hub:

- RSCH_SUPPLIER_ADMINISTRATOR sets the Supplier Admin role in IAM (ORCV_PRFL_SUP_ADMIN_JOB)
- RSCH_SUPPLIER_USER sets the Supplier User role in IAM (ORCV_PRFL_SUP_APP_JOB)
- RSCH_RETAILER_ADMINISTRATOR sets the Retailer Admin role in IAM (ORCV_PRFL_RET_ADMIN_JOB)
- RSCH_RETAILER_USER sets the Retailer User role in IAM (ORCV_PRFL_RET_APP_JOB)

The IAM app records and roles are:

- RGBU_RSCH_{ENV}_WTSS
- RGBU_RSCH_{ENV}_RSCH
- RGBU RSCH {ENV} RSCH JS
- Retail Admin: private static final String RSCH_RETAILER_ADMIN = "RETAILER ADMINISTRATOR";
- Retail User: private static final String RSCH RETAILER USER = "RETAILER USER";
- Supplier Admin: private static final String RSCH_SUPPLIER_ADMIN =
 "SUPPLIER ADMINISTRATOR";
- Supplier User: private static final String RSCH_SUPPLIER_USER = "SUPPLIER_USER";

User Record

The Supplier Evaluation User record includes the following integration related fields:

- Synched with RSCH indicates if the account is synchronized with the corresponding Supply Chain Hub account.
- A Link to the corresponding Supply Chain Hub account, labeled Click to navigate to RSCH User.

This is only shown if you have been assigned either the *Retailer - Supply Chain Collaboration Administrator* or *Supply Chain Collaboration Administrator* authority profile and the account is synchronized.

Clicking the link opens the corresponding Supply Chain Hub account in a new browser tab, or takes focus there if it is already open.



Note:

If you already have the Supply Chain Hub record open in edit mode, refocusing will refresh the contents of the browser tab which may result in unsaved work being lost from that session.

The URL is derived from the application's OCI Region, Customer, and Environment (which may be overridden by the *RSCH Override URL* system parameter) and the Supplier Evaluation user id.

An equivalent link is available in the Supply Chain Hub user account to open the corresponding Supplier Evaluation account, in a new browser tab.

 Ts & Cs Accepted - the date and time that the user accepted the Supplier Evaluation portal's Terms and Conditions. This is only shown if a date and time has been recorded.



Users may have accepted the Terms and Conditions in the past, prior to the acceptance being logged, or the system may be configured to not require acceptance in which case the field will not be shown.

Figure 4-1 Integration Fields



User Integration

The Supplier Evaluation IAM synchronization triggered by the creation or update of a Supplier Evaluation user account will result in the creation of the corresponding Supply Chain Hub user account if the necessary permissions have been assigned (see User Maintenance).

A separate synchronization process handles the following integration tasks:

- Provides Supply Chain Hub with details of which supplier sites a user is associated with.
- Notifies Supply Chain Hub when the user has accepted the Supplier Evaluation Terms and Conditions.

- Notifies Supply Chain Hub when a Supplier Evaluation user account has been blocked (or unblocked).
- Indicates the Supplier Evaluation record has been synchronized with Supply Chain Hub.

The integration tasks are triggered by the following events in Supplier Evaluation:

1. User Creation

- **1.1.** When an account is created and assigned a *Supply Chain Collaboration* authority profile:
- Passes the user's Site allocation to Supply Chain Hub for auto-allocation.
- User account is assigned relevant access rights in Supply Chain Hub.
- Retries if the IAM profile is pending creation or Supply Chain Hub site account not enabled.

This applies to the creation of a Supplier Evaluation user account through the UI or API, and also creation of the initial supplier user through the Supplier Registration wizard or when creating a new supplier through the MFCS Supplier Site integration process.

2. User Updates

- **2.1.** When the user accepts the Terms and Conditions:
- Passes a flag to Supply Chain Hub to permit access.
- **2.2.** When the user's Site allocation or user type is changed:
- Passes the user's Site allocation to Supply Chain Hub for auto-allocation.
- Retries if a Site is not yet enabled in Supply Chain Hub.
- **2.3.** When the user's account is blocked (or unblocked):
- Passes a flag to Supply Chain Hub to revoke (or permit) access, setting the status as active or inactive accordingly.

3. Permissions Changes

- **3.1.** When the user has a *Supply Chain Collaboration* authority profile assigned or removed:
- User account is assigned relevant access rights in Supply Chain Hub.
- **3.2.** When a configuration change to a user role adds or removes one of the *Supply Chain Collaboration* authority profiles:
- Users with the user role have their permissions adjusted accordingly.
- User account is assigned relevant access rights in Supply Chain Hub.
- **3.3.** When a configuration change deactivates or deletes a user role containing one of the *Supply Chain Collaboration* authority profiles:
- Users with the user role have their permissions adjusted accordingly.
- User account is assigned relevant access rights in Supply Chain Hub.

4. Site Creation

- **4.1.** When an existing Supplier has a new Site added:
- For each of the Supplier's users that are already synched with Supply Chain Hub, passes a new list of the user's Sites allocation for auto-allocation.
- User account is assigned relevant access rights in Supply Chain Hub.
- **4.2.** When an existing Site is subsequently assigned an MFCS code:



- For each of the Supplier's users that are already synched with Supply Chain Hub, passes a new list of user's Sites allocation for auto-allocation.
- User account is assigned relevant access rights in Supply Chain Hub.

The integration is conditioned on the user account having one of the *Supply Chain Collaboration* authority profiles assigned. For supplier users, the associated Supplier/Site record must be integrated with MFCS, as the MFCS supplier code is the common identifier.

The integration calls an API when saving the Supplier Evaluation record. Successful calls set the Synched with RSCH flag on the User record. Unsuccessful calls prevent the record being saved with the message: *An error has occurred making a request to RSCH, please retry.* The API calls are one-way: from Supplier Evaluation to Supply Chain Hub.

Retry RSCH Synch Flag

When passing the sites that the user is associated with, each site's status in Supply Chain Hub is first checked (by calling an API). If any are not *Enabled*, they are excluded and the Retry RSCH Synch flag is set on the Supplier Evaluation user account.

A scheduled *User Synch Retry* process periodically processes any accounts that have the RSCH Synch flag set, to retry the integration. Once all sites are enabled in Supply Chain Hub, the Retry RSCH Synch flag is cleared; otherwise it remains set for further retries.

Permit Access Flag

When passing the flag to indicate if the user is permitted to access Supply Chain Hub, the setting is based on the Terms and Conditions acceptance and whether or not the Supplier Evaluation account is blocked:

Ts & Cs Enabled	Ts & Cs Accepted	User Blocked	Permit Access to Supply Chain Hub
No	-	No	Yes
No	-	Yes	No
Yes	Yes	No	Yes
Yes	Yes	Yes	No
Yes	No	No	No
Yes	No	Yes	No

Data Privacy API

The Supplier Evaluation and Supply Chain Hub modules have separate APIs for managing data privacy requests, such as the GDPR *right to access* and *right to be forgotten* requests.

Supplier Evaluation has the *Data Privacy* REST API service with *Right to Access* and *Right to be Forgotten* endpoints, for the retrieval and anonymization of Personally Identifiable Information (PII) within that module. See the *Oracle Retail Supply Chain Collaboration Cloud Service Implementation Guide* for further details.

An equivalent API is available for the retrieval and anonymization of personally identifiable information within the Supply Chain Hub module.

In order to access all personally identifiable user data for a request, it therefore necessary to submit separate *right to access* or *right to be forgotten* requests to the respective APIs.





Appendix: Additional Information

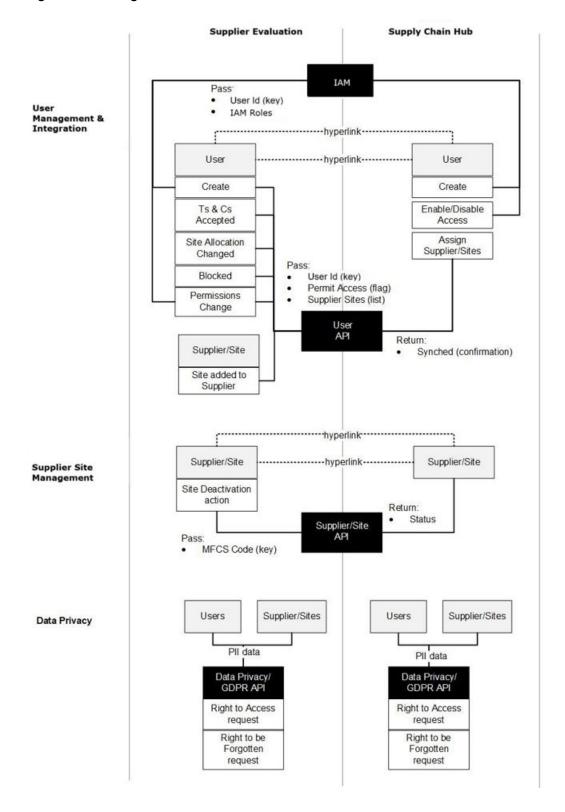
This appendix provides additional information relating to the integration between the Supplier Evaluation and Supply Chain Hub modules.

Integration Overview

The diagram below provides a high-level overview of the key areas of the integration.



Figure A-1 Integration Overview



User Integration Scenarios

The table below summarizes the scenarios that call the IAM or User synchronization APIs, and any resulting updates to the Supplier Evaluation User record.

Table A-1 User Integration Scenarios

Scenario	Call IAM Synch API	Call User Synch API	Resulting Supplier Evaluation User Record Updates
User created. User updated:	Yes	Yes Pass Sites. Supply Chain Hub acknowledges and holds on queue until the IAM user profile has been created. Yes	RSCC User = Y. Synched with RSCH = Y (if acknowledged). Retry RSCC Synch = Y if Site not enabled in Supply Chain Hub.
Ts & Cs accepted. Site Allocation changed. Account blocked. Account unblocked.		If Site allocation or user type changed, pass Sites. If Ts & Cs accepted, Permit Access = Y. If account blocked, Permit Access = N. If account unblocked, Permit Access = Y.	
User updated: Permissions changed (user has a Supply Chain Collaboration authority profile granted or removed).	Yes	Yes if granting an existing user access (not already synched). Pass Sites. If Ts & Cs accepted, Permit Access = Y. If account blocked, Permit Access = N If account unblocked, Permit Access = Y. If previously synched and authority profile removed, Permit Access = N.	If granting existing user access, Synched with RSCH = Y (if acknowledged) and RSCC User = Y. If existing user no longer has access, RSCC User = N. Retry RSCC Synch = Y if Site not enabled in Supply Chain Hub.
Configuration change: Supply Chain Collaboration authority profile added to a user role.	Yes	Yes if granting an existing user access (not already synched). Pass Sites. If Ts & Cs accepted, Permit Access = Y. If account blocked, Permit Access = N. If account unblocked, Permit Access = Y.	If granting existing user access, Synched with RSCH = Y (if acknowledged) and RSCC User = Y. Retry RSCC Synch = Y if Site not enabled in Supply Chain Hub.
Configuration change: Supply Chain Collaboration authority profile removed from a user role.	Yes	Yes if previously synched and authority profiles have been removed. Permit Access = N.	If existing user no longer has access, RSCC User = N. Retry RSCC Synch = Y if Site not enabled in Supply Chain Hub.

User Integration Data Attributes

The table below describes the main data attributes used in the User integration process.

Table A-2 User Integration Data Attributes

Attribute	Description	
User Name/Login Id	This is the common identifier of a user account between Supplier Evaluation, Supply Chain Hub, and IAM.	
User Global Id	The unique key of the Supplier Evaluation User record, used in the synchronization of user accounts.	
User Type	Indicates whether a retailer or supplier user.	
Supplier User Type	Supplier users only. Options are: Supplier User (a Supplier level user with access to all Sites); All Sites User (a Site level user with access to all Sites); Site User (a Site level user with access to one or more specific Sites).	
Associated Supplier/Sites	Supplier users only. User will be associated with a single Supplier and either all the Supplier's Sites, or just specific Sites depending on the Supplier User Type.	
Supplier/Site MFCS Code	The Supplier Evaluation Supplier/Site record holds the code of the corresponding MFCS Supplier/Site record. This is the common identifier of a site between Supplier Evaluation, Supply Chain Hub, and IAM.	
Permit Access flag	Controls whether the user's Supply Chain Hub account is active, based on whether the portal's Terms and Conditions have been accepted and whether or not the Supplier Evaluation account is blocked.	
Ts & Cs Acceptance Date	The date and time the user accepted the portal's Terms and Conditions.	
Synched in RSCH flag	Indicates successful synchronization.	
RSCC User flag	A hidden flag on the Supplier Evaluation User record to indicate that the user is in possession of one of the <i>Supply Chain Collaboration</i> authority profiles.	
Retry RSCH Synch	A hidden flag on the Supplier Evaluation User record to indicate if an assigned Site is not enabled in Supply Chain Hub.	
Supply Chain Collaboration Authority Profiles	Supplier Evaluation authority profiles used to grant users access to Supply Chain Hub. The four authority profiles represent the retailer versus supplier user types and the user versus administrator access levels.	

