

# Oracle® Retail Xstore Office Cloud Service

## Release Readiness Guide



Release 22.0

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

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# Preface

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

## **Audience**

This document is intended for the users and administrators of the Oracle Retail Xstore Office Cloud Service.

## **Documentation Accessibility**

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>

## **Access to Oracle Support**

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## **Customer Support**

To contact Oracle Customer Support, access My Oracle Support at the following URL:  
<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## **Oracle Help Center (docs.oracle.com)**

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

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

## **Comments and Suggestions**

Please give us feedback about Oracle Retail Help and Guides. You can send an e-mail to: [retail-doc\\_us@oracle.com](mailto:retail-doc_us@oracle.com)

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## **Oracle Retail Cloud Services and Business Agility**

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

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

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

# 1

## Feature Summary

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 Xstore Office 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?
<a href="#">Hierarchy Manager Menu</a>	Data Management	Small	With License	No

**Table 1-1 (Cont.) Noteworthy Enhancements**

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
<a href="#">Integration Management — Update Key Button</a>	Integration Management	Small	With License	No
<a href="#">Attachments</a>	System Manager	Small	With License	No
<a href="#">Register Count Report</a>	Reports	Small	With License	No
<a href="#">Enhanced Email Publishing</a>	Broadcaster	Small	With License	Yes
<a href="#">Retail Data Store (RDS)</a>	NA	Large	With Oracle Retail Data Compute Cloud Service and Oracle Retail Data Storage Cloud Service subscriptions	Yes

**Resolved Issues**

This release includes resolutions to logged issues in various functional areas. For specific descriptions of the resolved issues, see [Noteworthy Resolved Issues](#).

## New and Updated Options

This section describes the new and updated options.

### Functional Enhancement

This section describes the functional enhancements for this release.

#### Hierarchy Manager Menu

The Hierarchy Management Menu has been implemented to maintain and organize nodes in the organization hierarchy and to view and configure the merchandise hierarchy.

**Merchandise Hierarchy Levels**

The Merchandise Hierarchy Levels has been implemented to define merchandise hierarchy levels. These defined levels can be mapped to the retailer's merchandise hierarchy levels.

## Integration Management — Update Key Button

The Integration Management Summary screen contains an Update Key button to update and test the integration. When generating a key, the user is instructed to file a service request for AMS to load and store the public key on the SFTP Server.

## Attachments

The Attachments screen enables the retailer to export attachment files to access them from a configurable location.

## Register Count Report

The Register Count Report lists the total number of registers for the entire organization and a breakdown of the number of registers for each store - those with transactions and those without transactions.

## Enhanced Email Publishing

Enhanced email publishing allows retailers to choose third-party applications to create receipts that are emailed to customers.

## Retail Data Store (RDS)

### **RDS Availability**

Oracle Retail Data Store enables retailers to unlock the value of their data through a comprehensive set of tools, enabling virtually unlimited extensibility while abstracting those workloads from those of the original Oracle Retail cloud services. This toolset allows the retailer to create a wide variety of functionality that they can tailor specifically to their own business processes. Examples include custom web services to expose specific data elements, custom integration (inbound and outbound), reporting and analytics, and custom user interfaces for capture retailer-specific data.

A separate subscription different from Xstore Office Cloud Service is required for Oracle Retail Data Store, which is composed of two parts:

- Oracle Retail Data Compute Cloud Service – this portion of the subscription covers compute resources available to the cloud service and allows a retailer to add compute to their solution as necessary for their extensions.
- Oracle Retail Data Storage Cloud Service – this portion of the subscription covers data storage resources available to the cloud service and allows a retailer to add storage to their solution as necessary for these extensions.



# 2

## Browser Requirements and Supported Products

This chapter covers the Client System requirements and products supported for Oracle Retail Xstore Office Cloud Services.

### Browser Requirements



#### Note:

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

The following web 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.

### Supported Oracle Products

This chapter covers the Client System requirements supported for Oracle Retail Xstore Office Cloud Service.

Application	Latest Supported Version
Oracle Retail Merchandising System (RMS)	16.0.2
Oracle Retail Merchandising Foundation Cloud Service (MFCS)	22.1.301.0
Oracle Retail Customer Engagement (ORCE)	20.4+
Oracle Retail Order Broker (OROB)	21.0+
Omnichannel Cloud Data Service (OCDS)	19.1+
Oracle Retail XBRi Loss Prevention	18.4
Oracle Retail Data Store (RDS)	22.1.301.0

# 3

## Noteworthy Resolved Issues

The file named DEFECT MODULE XREF XOCS\_22.0.xlsx lists every defect number and the modules and scripts that are added or modified in the release. The file is posted to My Oracle Support at the following location: Oracle Retail Defect Document Listings (Doc ID: 2021275.1).

This following table highlights specific key fixes that are included in this release.

Affected Component	Defect Number	Description
Broadcaster	34947692	Fixed an issue where transaction data including zero VAT rate was not visible in RESA REST Broadcaster.
Reports	34945402	Fixed an issue with report related queries not converting to DTXQL - rpt tables.
Reports	34900832	Fixed an issue where the Sales by hours report in Xstore Office Cloud Service was empty.
Data Migration	34541847	Data migration .part files are processed by DataLoader.

# 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 Xstore Suite Supplemental Documentation Library [Doc ID 1994467.1](#) .