Oracle® Retail Order Management System Cloud Service

Release Notes
Release 16.0
E68434-02
February 2017

This document highlights the major changes for Release 16.0 of Oracle Retail Order Management System Cloud Service.

Overview

Order Management System Cloud Service offers a fully integrated suite of modules for managing all aspects of direct commerce transactions including order management, fulfillment, and customer service. The key benefits are:

- You can fulfill and service orders from multiple channels.
- Workflow options can be used to streamline order handling and provide maximum productivity.
- Both online and batch authorization is supported.
- You can manage promotions for effectiveness.
- Return and exchange processing supports return in store.
- Customer appeasement capabilities are provided before and after shipment

Alerts

With Release 16.0, Web Service Authentication is no longer optional; it is mandatory. Any systems that are integrating using a web service will now need to supply security credentials with each message.

For more information, see the Working with Web Service Authentication (WWSA) section in the Implementation Guide.

Oracle Retail Cloud Services and Business Agility

The Oracle Retail Order Management System 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.

Client Browser Requirements

Supported browsers for the Order Management System Cloud Service screens:

Internet Explorer 11.x

Supported Oracle Retail Products

Product	Version
Oracle Retail Order Broker Cloud Service	16.0
Oracle Retail Customer Engagement Cloud Services	16.0
Oracle Retail Open Commerce Platform Cloud Service	16.0

Supported Third Party Products

Product	Version
Vertex Indirect Tax O Series On Demand	7.0
Experian Data Quality (EDQ), formerly known as the QAS Pro On Demand Service	on-demand SaaS solution of the Capture API Address Validate service
Cybersource	1.57 of the Cybersource Transaction XSD

Functional Enhancements

The functional enhancements below are included in Release 16.0.

Use OROB for Fulfillment

The trend is shifting in the industry from always fulfilling from the DC first to evaluating all inventory in the chain for fulfillment. To support this shift, OROMS now supports the ability to send all orders to OROB for a fulfillment decision.

A new system control value allows a customer to bypass immediate reservation in OROMS and use OROB to determining the fulfilling location. When the value is set to 'Y', traditional call center and web orders (with noted exceptions) bypass reservation, go on backorder and are sent to OROB to determine the fulfilling location for the order lines.

Certain items do not use the Order Broker for fulfillment and are not sent to Order Broker. These include membership items, gift cards, non-inventory items, drop ship, set master and components, and items not flagged as OROB eligible.

Orders may be assigned back to OROMS for fulfillment in the DC or to be backordered until stock becomes available.

For more information, see the Oracle Retail Order Broker Integration Overview in the online help.

Ship for Pickup

Ship for Pickup rounds out our Commerce Anywhere journeys by allowing a customer to select the pickup location for items even if the store doesn't currently have inventory.

With Release 16.0, OROMS now supports the new Ship for Pickup order type that OROB introduced to round out our Commerce Anywhere Journeys. This allows us to take orders for pickup when the stock is not in the destination store.

When Ship for Pickup orders are sent to OROB for fulfillment assignment OROB will determine the best sourcing location to ship the order to the store for pickup. It is possible for OROB to determine that the order be fulfilled by the DC, so the order comes back to OROMS as a new order for OROMS to fulfill.

Delivery Type "S" currently used for Ship to Store is now used to represent "Ship for Pickup" as Ship to Store functionality is a subset of the Ship for Pickup and is replaced by Ship for Pickup as a result of this enhancement.

For more information, see the Oracle Retail Order Broker Integration Overview in the online help.

Order Async Updates

Order Async processing has been modified to occur when an order is accepted in Order Entry/Maintenance (OEOM) so that async updates for multiple orders can occur at the same time. The Order Async job does not need to be active for the updates to occur.

The following Order Async updates have been removed to improve processing and performance:

- Correspondence History
- Customer Ship To Entity
- Customer Ship To Order History
- Order Type/User History

Regional Settings

OROMS now provides more configurations by region to make the application a better fit for other markets outside of North America.

When the application is installed, options are selected to control how thousand and decimal separators and date formats display.

The default date format is used for system delivered data such as menus, menu options, and SCV values. Once installed, the retailer can set user and company specific date formats. All reports, forms, and emails use the company specified date formatting and the company language.

Thousand and decimal formatting set during install will be used throughout the application and cannot be changed.

In order to align screens correctly, the default window size has been adjusted to 800 x 1200. This is the recommended window size for all screens that do not use a full screen, such as the Streamlined Order Inquiry (DORI) menu option.

In preparation for translation in a future version, all screens, reports, information and error messages, and value lists have been converted to resource bundles.

For more information, see the Administration Guide.

Slimming

With Release 16.0, the ability to create a purchase order or upload a purchase order from an external system has been removed. Drop ship purchase order functionality remains the same. The PO Layering table upload is still supported so that expected dates can be displayed in the contact center.

For more information, see the Release 16.0 Change List.

Menu Screen Calendar Option

The calendar option has been removed from the menu screen. This option allowed you to review the order dollars pie charts and order statistics by period on the menu screen for a date other than the current date; you can now review the order dollars pie charts and order statistics by period on the menu screen only for the current date.

Technical Enhancements

The technical enhancements described below are included in Release 16.0.

Oracle WebLogic

With Release 16.0, Apache TomEE has been replaced with Oracle WebLogic. The Order Management System folders are located on the application server under the WebLogic domain directory for Order Management System. This also altered the setup for Java Message Services.

For more information, see the Implementation Guide.

Apache FreeMarker

Release 16.0 replaced Apache Velocity with Apache FreeMarker 2.2.8 to produce HTML emails.

For more information, see the Implementation Guide.

GWT Screen Changes

Existing calls to GWT screens were modified to prevent cross site forgery. GWT was also upgraded to version 2.7.0.

For a complete list of modified screens, see the Release 16.0 Change List.

Known Issues

The noteworthy defect fixes described below are included in Release 16.0.

Known Issue/Defect	Defect Number
If you canceled an order that contained more than one brokered backorder request with different request IDs, the system sent a cancel request to Order Broker only for the first request ID.	21676632
Modified Credit Card Net Exchange Billing to allow a refund check to print when a refund is processed.	23321043

Related Documentation

For more information, see the following documents in the Oracle Retail Order Management Cloud Service Release 16.0 documentation set:

- Online Help
- Implementation Guide
- Ecommerce Guide
- Administration Guide

Supplemental Documentation on My Oracle Support

The following documents are available through My Oracle Support. Access My Oracle

Support at the following URL:

https://support.oracle.com

Data Security Guide (ID 1988467.1)

The Data Security Guide provides information on how to encrypt credit card information in the application and database and how to replace the credit card number with a token.

Change List (ID 2149144.1)

The Change List provides a detailed description of the changes made in Order Management System for Release 16.0.

Files List (ID 2200398.1)

The Files List provides a list of the tables in the Order Management System database for Release 16.0.

Supplemental Training

The following documents are available through My Oracle Support. Access My Oracle Support at the following URL:

https://support.oracle.com

Transfer of Information (TOI) Material (Doc ID 732026.1)

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