

Oracle® Retail Returns Management

Release Notes

Release 1.0

November 2006

Oracle Retail Returns Management Release Notes, Release 1.0

Copyright © 2006, Oracle. All rights reserved.

Primary Author: Bernadette Goodman

The Programs (which include both the software and documentation) contain proprietary information; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs, except to the extent required to obtain interoperability with other independently created software or as specified by law, is prohibited.

The information contained in this document is subject to change without notice. If you find any problems in the documentation, please report them to us in writing. This document is not warranted to be error-free. Except as may be expressly permitted in your license agreement for these Programs, no part of these Programs may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose.

If the Programs are delivered to the United States Government or anyone licensing or using the Programs on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the Programs, including documentation and technical data, shall be subject to the licensing restrictions set forth in the applicable Oracle license agreement, and, to the extent applicable, the additional rights set forth in FAR 52.227-19, Commercial Computer Software--Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

The Programs are not intended for use in any nuclear, aviation, mass transit, medical, or other inherently dangerous applications. It shall be the licensee's responsibility to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of such applications if the Programs are used for such purposes, and we disclaim liability for any damages caused by such use of the Programs.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

The Programs may provide links to Web sites and access to content, products, and services from third parties. Oracle is not responsible for the availability of, or any content provided on, third-party Web sites. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Oracle is not responsible for: (a) the quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Oracle is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

Preface

A Release Notes document can include some or all of the following sections, depending upon the release:

- Overview of the release
- Functional, technical, integration, and performance enhancements
- Assumptions
- Fixed issues and defects
- Known issues and defects

Because of their brevity, Release Notes do not include chapters, appendixes, or a table of contents.

Audience

Release Notes are a critical communication link between Oracle Retail and its retailer clients. There are four audiences in general for whom a Release Notes document is written:

- Retail clients who wish to understand the contents of this release.
- Integrators and implementation staff who have the overall responsibility for implementing this application into their enterprise.
- Business analysts who are looking for high-level functional information about this release.
- System analysts and system operation personnel who are looking for high-level functional and technical content related to this release.

Related Documents

For more information, see the following documents in the Oracle Retail Returns Management Release 1.0 documentation set:

- *Oracle Retail Returns Management Installation Guide*
- *Oracle Retail Returns Management Operations Guide*
- *Oracle Retail Returns Management User Guide*

Customer Support

- <https://metalink.oracle.com>

When contacting Customer Support, please provide:

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

Release Notes

These release notes highlight the content of version 1.0 of Oracle Retail Returns Management.

Overview

Oracle Retail Returns Management is the only cross-channel solution on the market today that enables you to reduce fraud without losing customers. Oracle Retail Returns Management enables retailers to process returns easily and accurately across all stores and channels by providing real-time access to original transaction details, such as location, item and tender, and customer refund history. By empowering employees with return information and exception capabilities, informing customers about their return compliance, retailers can reduce surprises and confrontation. Combined with exception reporting and analysis, Oracle Retail Returns Management delivers substantial return on investment.

Known Issues

The following issues occur in this release.

Audit Log

The rule which was evaluated and that placed a customer into a penalty box may not be captured in the Audit log.

Automated Installation Scripts

Customers using the automated installation scripts to configure their WebSphere Application Server may need to fix the host names for the created Queue Connection Factory and Queue Destinations. The automated scripts use the value from the `node.name` property in `was.properties` to set this value. This will affect customers whose WebSphere MQ server host name is different from the value set in the `node.name` property.

Cashier Exceptions

Some exceptions displayed on this screen show the parameters in the exception rather than the actual values for the parameters.

Concurrent Data Updates

If multiple users are saving information for the same object at the same time, an unexpected exception may occur. This is most likely to occur while configuring exceptions to be tracked for customers and cashiers.

Customer Exceptions

The following problems occur on this screen:

- Some exceptions displayed on this screen show the arguments in the exception rather than replacing the arguments with the actual data.
- The Multiple Returns within the Same Day exception is displayed as MultipleReturnsCalculator.

Customer Exceptions Search

The following problems occur on this screen:

- If an error message is displayed, the Clear Search button will not clear any values currently in the fields. The user can manually clear the fields.
- If the Customer Information button is selected and then the Clear Search button is selected, the Customer Positive ID button is now selected but the fields in the Customer Positive ID section are disabled. To enable the fields in the Customer Positive ID section, the user can select the Customer Information button and then the Customer Positive ID button.

Customer Service Return Ticket Search

The following problems occur on this screen:

- When an error message is displayed, any data entered on the screen is cleared.
- Under some circumstances, users can search beyond their allowed hierarchy.

Export of Return Ticket Information

When viewing return ticket information on the Customer Service Return Tickets screen, exporting ticket information is not working properly. The following problems occur:

- The tickets selected for export are listed with one ticket per page rather than as a single list in the exported output.
- Selecting the export output type of RTF results in a PDF file.

Merchandise Hierarchy Selection Screen

This screen may not show the merchandise hierarchy from the current workflow.

More than Maximum Number of Search Results Displayed

If the number of exceptions returned on a search exceeds the number selected for the MaxCustomerSearchResults parameter, an error message is not displayed. Instead, the entire list of exceptions is displayed.

Returns Customer Search Results

The customer telephone number is not displayed on this screen.

Scrolling on the Screen

Screens are best viewed at a resolution of 1024x768 or higher. Using a display setting below this setting may result in the need for horizontal scrolling in order to view the entire screen.

XML Date Formats

XML date formats that include the time zone offset can result in date conversions that affect the date related features in Oracle Retail Returns Management.

