

Oracle® Retail Returns Management

User Guide

Release 1.0

November 2006

Oracle Retail Returns Management User Guide, Release 1.0

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Contents

Preface	xi
Audience.....	xi
Related Documents	xi
Customer Support	xi
Conventions	xii
 1 Overview	
Application Overview	1-1
Getting Started	1-2
Starting the Application	1-2
Logging In/Out.....	1-2
User Interface	1-3
Screen Regions.....	1-3
Tabs	1-3
Subtabs.....	1-3
Left Navigation Links.....	1-3
Action Buttons	1-4
Content Window	1-4
Locator Links	1-4
Status Region	1-4
Navigation.....	1-4
Home.....	1-4
Returns.....	1-5
Data Management.....	1-5
Admin.....	1-5
Help.....	1-5
About	1-5
Security and Errors	1-6
Roles	1-6
Timeout Interval.....	1-6
Error Handling	1-6
 2 Returns Process Overview	
Application Overview	2-1

Communication with the Point-of-Return	2-2
Return Policies	2-3
Default Policies	2-4
Receipted Versus Nonreceipted.....	2-4
Exception Policies	2-4
How the System Determines Which Policy to Use	2-5
Examples of Policy Ties.....	2-5
Return Pattern Watch	2-6
Customer Exception File	2-6
Positive ID	2-7
Customer Cumulative Exception Count Override	2-7
Customer Service Override	2-7
Penalty Box	2-8
Cashier Exception File	2-8
Return Processing at the Line Item Versus Transaction Level.....	2-8
Offline Processing	2-9
Voided Transaction Processing.....	2-9

3 Home

Returns Summary.....	3-1
Tasks.....	3-2
Working with To Do Tasks.....	3-3
Viewing the Task Details	3-4
Viewing Details for a To Do Task.....	3-4
Viewing Details for a Task Type of Job	3-4
Handling the Needs Approval Status.....	3-6
Adding a Task.....	3-8
Set the Task Details.....	3-9
Set the Assignees.....	3-9
Save the Task	3-9
Updating the Information for a To Do Task	3-10
Printing the Task List.....	3-10
Removing a Task.....	3-10

4 Returns

Return Tickets	4-1
Searching for Tickets.....	4-2
Viewing Return Tickets.....	4-5
Viewing Return Ticket Details	4-6
Viewing Audit Log Information.....	4-7
Exporting the Ticket Information	4-7
Exceptions	4-8
Working with Customer Exceptions	4-8
Searching for Customer Exceptions	4-8
Viewing Customer Exceptions.....	4-9
Overriding a Customer Exception.....	4-11
Issuing a Customer Service Override	4-11

Working with Cashier Exceptions	4-12
Searching for Cashier Exceptions	4-12
Viewing Cashier Exceptions.....	4-13
5 Data Management	
Data Import	5-1
Importing Data	5-2
Scheduling an Import.....	5-4
Choosing the Source Data to Import.....	5-4
Setting the Schedule for the Import	5-5
Setting the Notification	5-6
Completing the Job Scheduling	5-7
Working with Scheduled Imports	5-8
6 Admin	
Store Directory	6-1
Working with Store Groups	6-2
Changing a Store Group Definition	6-2
Removing a Store Group	6-2
Adding a Store Group.....	6-3
Importing a Store Hierarchy.....	6-3
Users	6-4
Searching for a User.....	6-4
Changing User Details.....	6-5
Removing a User ID.....	6-5
Adding a New User ID.....	6-6
Roles	6-7
Changing a Role	6-8
Removing a Role	6-8
Adding a New Role	6-8
Job Manager	6-10
Parameter Maintenance	6-11
Editing a Parameter	6-12
7 Selecting Customer Exceptions to Track	
Deciding which Customer Behaviors to Track	7-1
How the System Tracks Customer Behaviors and Creates Exceptions	7-1
Customer Exception Catalog	7-2
Using the Sample Configuration Guide	7-9
Configuring the Customer Behaviors to Track	7-10
8 Selecting Cashier Exceptions to Track	
Deciding which Cashier Behaviors to Track	8-1
How the System Tracks Cashier Behaviors and Creates Exceptions	8-2
Cashier Exception Catalog	8-2

Using the Sample Configuration Guide	8-9
Configuring the Cashier Behaviors to Track	8-10

9 Determining Return Policies

Overview	9-1
Default Policies	9-2
Receipted Versus Nonreceipted	9-2
Determining Your Default Receipted Policy	9-3
Sample Policy Spreadsheets	9-3
Sample Policy Flowcharts	9-5
Choosing the Rules to be Used in the Policy	9-7
Determining the Order of the Rules	9-7
Determining the Values for the Rule Responses	9-7
Determining Values for Boolean Rules	9-8
Determining Values for Range Rules	9-8
Determining Values for Discrete Rules	9-8
Determining the Actions for the Rule Responses	9-8
Determining the Response Types for the Rule Responses	9-9
Determining the Response Codes for the Rule Responses	9-9
Determining the Receipt Messages for the Rule Responses	9-11
Determining Whether the Customer Positive ID is Required by a Rule Response	9-12
Determining the Desired Tenders for the Rule Responses	9-12
Least Risky Tender Order on Split Original Tenders	9-13
Determining Penalty Box Settings	9-15
Determining Your Default Nonreceipted Policy	9-15
Determining Your Exception Policies	9-18
Example Exception Policy: Holiday Returns - Receipted	9-19
Example Exception Policy: Multi-Media Equipment - Receipted	9-22

10 Configuring Return Policies

Configuring Response Codes	10-1
Adding a Response Code	10-2
Editing a Response Code	10-3
Configuring Receipt Messages	10-3
Adding a Receipt Message	10-4
Editing a Receipt Message	10-5
Removing a Receipt Message	10-5
Configuring the Return Pattern Watch File	10-5
Adding a Pattern	10-6
Removing a Pattern	10-7
Configuring Policies	10-7
Copying an Existing Policy	10-7
Removing an Existing Policy	10-11
Adding a Policy	10-12
Changing a Policy	10-12
Configuring a Boolean Rule	10-14
Configuring a Discrete Rule	10-15

Configuring a Range Rule..... 10-18

Configuring a Penalty Box..... 10-20

11 Rule Catalog

Rule Catalog Legend..... 11-2

Rules that Identify Behavior and Check Exception History..... 11-3

Rules that Usually Stand Alone 11-14

Glossary

List of Figures

1-1	Login Screen.....	1-2
1-2	Example Showing Parts of the Application Screen.....	1-3
3-1	Returns Summary Section of the Dashboard.....	3-1
3-2	Tasks Section of the Dashboard.....	3-2
3-3	Task Details Screen for a To Do Task.....	3-4
3-4	Task Details Screen for a Job Task Type.....	3-5
3-5	Approve by Job Screen.....	3-6
3-6	Task Details Screen.....	3-8
4-1	Customer Service Return Ticket Search Screen.....	4-4
4-2	Customer Service Return Tickets Screen.....	4-5
4-3	Return Ticket Screen.....	4-6
4-4	Audit Log Screen.....	4-7
4-5	Returns Customer Search Results Screen.....	4-9
4-6	Customer Exceptions Screen.....	4-10
4-7	Cashier Exceptions Search Screen.....	4-13
4-8	Cashier Exceptions Screen.....	4-14
5-1	Available Imports Screen.....	5-3
5-2	Select Source - File Screen.....	5-4
5-3	Job Schedule Screen.....	5-5
5-4	Notification Screen.....	5-6
5-5	Distribution Summary Screen.....	5-7
5-6	Distribution Confirmation Screen.....	5-8
5-7	Scheduled Imports Screen.....	5-9
5-8	Confirm Task Removal Screen.....	5-10
6-1	Store Groups Screen.....	6-2
6-2	Define Group Screen.....	6-3
6-3	User Administration Screen.....	6-4
6-4	User Search Results Screen.....	6-5
6-5	User Details Screen.....	6-6
6-6	Roles Screen.....	6-7
6-7	Role Name Screen.....	6-8
6-8	Role Settings Screen.....	6-9
6-9	All Scheduled Jobs Screen.....	6-10
6-10	Select Parameters Screen.....	6-11
6-11	Edit Parameter Screen.....	6-12
7-1	Customer Exceptions Sheet of the Sample Configuration Guide.....	7-9
7-2	Customer Exceptions to Track Screen.....	7-10
7-3	Merchandise Hierarchy Screen.....	7-11
7-4	Example of a Configurable Customer Exception that Requires an Amount.....	7-11
7-5	Example of a Configurable Exception that Requires a Date Range.....	7-11
7-6	Examples of Configurable Customer Exceptions that Require Response Codes.....	7-11
8-1	Cashier Exception Sheet of the Sample Configuration Guide.....	8-9
8-2	Cashier Exceptions to Track Screen.....	8-10
8-3	Merchandise Hierarchy Screen.....	8-11
8-4	Example of a Configurable Cashier Exception that Requires an Amount.....	8-11
8-5	Example of a Configurable Cashier Exception that Requires a Date Range.....	8-11
8-6	Example of a Configurable Cashier Exception that Requires a Response Code.....	8-11
9-1	Sample Default Receipted Policy Spreadsheet, Page 1 of 2.....	9-3
9-2	Sample Default Receipted Policy Spreadsheet, Page 2 of 2.....	9-4
9-3	Sample Default Receipted Policy Flowchart.....	9-6
9-4	Sample Default Nonreceipted Policy Spreadsheet.....	9-16
9-5	Sample Default Nonreceipted Policy Flowchart.....	9-17
9-6	Sample Exception Policy: Holiday Returns - Receipted, Page 1 of 2.....	9-19
9-7	Sample Exception Policy: Holiday Returns - Receipted, Page 2 of 2.....	9-20

9-8	Sample Exception Policy: Holiday Returns Policy Flowchart.....	9-21
9-9	Sample Exception Policy: Multi-Media Equipment - Receipted, Page 1 of 2.....	9-22
9-10	Sample Exception Policy: Multi-Media Equipment - Receipted, Page 2 of 2.....	9-23
9-11	Sample Exception Policy: Multi-Media Equipment Returns Policy Flowchart.....	9-24
10-1	Response Codes Screen.....	10-2
10-2	Receipt Messages Screen.....	10-4
10-3	Item/Merchandise Return Pattern Watch Screen.....	10-6
10-4	Merchandise Hierarchy Screen.....	10-7
10-5	Return Policies Screen.....	10-8
10-6	Edit Return Policy Screen.....	10-9
10-7	Add Location to Policy Screen.....	10-10
10-8	Add Item to Policy Screen.....	10-11
10-9	Change Rules and Execution Order Screen.....	10-13
10-10	Edit Return Policy Rule: Boolean Screen.....	10-14
10-11	Edit Return Policy Rule: Discrete Screen.....	10-16
10-12	Edit Return Policy Rule: Range Screen.....	10-18
10-13	Associated Penalty Box Area.....	10-20

List of Tables

1-1	Main Tabs.....	1-4
2-1	Possible Offline Processing Situations	2-9
3-1	Tasks Column.....	3-2
3-2	Possible Task Status.....	3-3
3-3	Task Details Screen Displayed for Each Task Type	3-4
3-4	Scheduled Job Summary Details.....	3-5
3-5	Approve by Job Information	3-7
3-6	Task Details Information	3-8
4-1	Types of Search Information	4-2
4-2	Output Formats.....	4-7
5-1	Description of Import Tasks	5-2
5-2	Available Imports Columns	5-3
5-3	Scheduled Imports Columns.....	5-9
6-1	Store Groups Column.....	6-2
6-2	Role Settings Column.....	6-9
7-1	Customer Exception Return Activities	7-3
7-2	Customer Exceptions Configurable Return Activities	7-5
8-1	Cashier Exception Return Activities	8-3
8-2	Customer Exception Configurable Return Activities.....	8-5
11-1	Rule Catalog Legend	11-2
11-2	Rules that Identify Behavior and Check Exception History	11-3
11-3	Rules that Usually Stand Alone.....	11-14

Preface

This document describes how to use Oracle Retail Returns Management.

Audience

This document is intended for Loss Prevention Operators, Customer Service Operators, and Store Operators who use Oracle Retail Returns Management.

Related Documents

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

- *Oracle Retail Returns Management Release Notes*
- *Oracle Retail Returns Management Installation Guide*
- *Oracle Retail Returns Management Operations 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

Conventions

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.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Overview

This chapter provides an overview of the Oracle Retail Returns Management application.

The following topics are discussed:

- ["Application Overview"](#)
- ["Getting Started"](#)
- ["User Interface"](#)
- ["Security and Errors"](#)

Application Overview

Customers try to return many types of products, for a wide variety of reasons. The procedure for managing this process may vary greatly from store to store and manager to manager, and perhaps even from cashier to cashier.

Oracle Retail Returns Management is a proactive, centralized, multi-channel solution that provides the ability to reduce overall return rates, prevent and catch return fraud, and improve customer service. Oracle Retail Returns Management provides the following benefits:

- Definition and enforcement of consistent policies about returns and other types of transactions that may result in a customer refund.
- The customer, cashier, or manager can be informed of the reason why a return received a particular response. This can be done through online messages or printed receipts.
- Patterns of customer return behavior can be studied to determine if a return merits return denial, or at least a prompt for manager approval at the point-of-return.
- Online research of customer and cashier return activity.
- Customer service overrides for denied returns can be granted, if necessary.

For detailed information about Oracle Retail Returns Management, see [Chapter 2](#).

Getting Started

This section explains how to start Oracle Retail Returns Management, log in, and log out.

Note: This user guide assumes that you are familiar with using a web browser.

Starting the Application

To start the application, open a web browser. Enter the URL for your Oracle Retail Returns Management web page:
`http://:<servername>:<portname>/returnsmanagement.`

Logging In/Out

After the application is started, enter a valid user ID and password on the login screen. Click **Login**.

Figure 1–1 Login Screen

The screenshot shows the Oracle Retail Returns Management login interface. At the top, there is a dark blue header with 'RETURNS MANAGEMENT' on the left and the 'ORACLE' logo on the right. Below this is a navigation bar with 'Home', 'Help', and 'About' links. On the left side, there is a vertical sidebar with 'UserID:' and 'Date: 09/05/2006'. The main content area has a blue header with 'Welcome to Returns Management' and a prompt 'Enter a User ID and Password to log in.' Below this are two input fields: 'User ID:' and 'Password:'. A 'Login' button is located to the right of the password field. At the bottom, there is a dark blue footer with the 'ORACLE RETAIL' logo and the text 'Copyright © 2006, Oracle. All rights reserved.'

Note: Passwords are case sensitive.

After you successfully log in, the Dashboard is displayed. For more information on the Dashboard, see [Chapter 3](#).

To log out from the application, click **Logout** at the top right of the application screen. See [Figure 1–2](#) for the location.

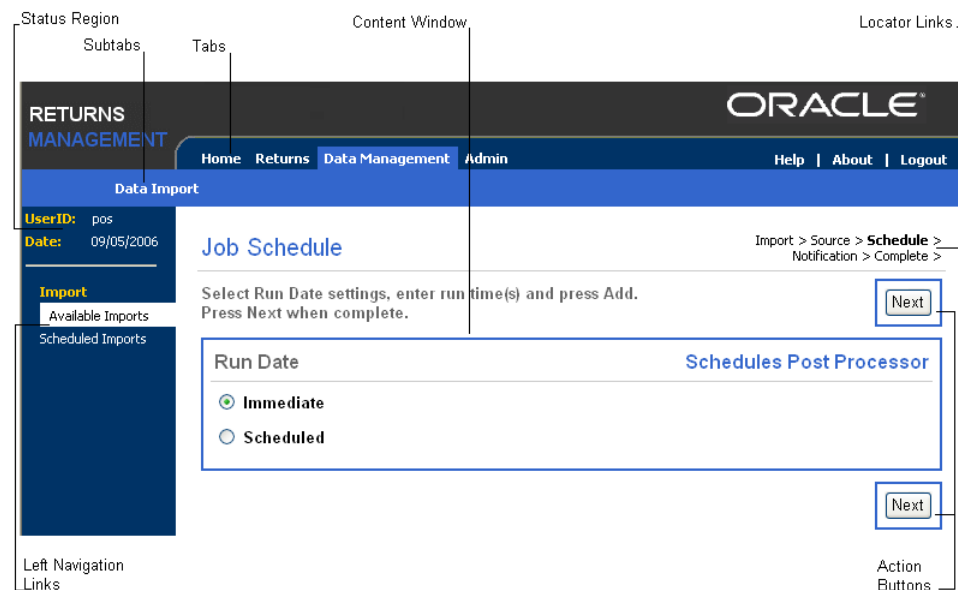
User Interface

This section provides an introduction to the application screen.

Screen Regions

The following figure shows the parts of the application screens. These names are used throughout this user guide.

Figure 1–2 Example Showing Parts of the Application Screen



The layout of the screen is consistent for each feature:

Tabs

Click a tab to choose the feature you want to use.

Subtabs

Each feature has one or more functions available. The row of subtabs lists the available functions. Click a subtab to choose the function you want to perform. The left navigation links and content window are updated for that function.

Left Navigation Links

Each subtab has a set of links that show the functions that can be performed on the data. Click a link to perform that function. The content window is updated for that function.

Action Buttons

Click a button to perform the action. The content window is updated as a result of performing the action.

Content Window

This section of the screen changes when you click a tab, subtab, link, or action button. The content is unique for each function. Depending on the selected function, you perform different operations:

- View data
- Make choices by selecting items
- Enter data into fields

Locator Links

Some functions involve a sequence of steps. When this occurs, the locator links show the steps in the process to complete that function. The step that you are currently on is highlighted in bold.

For example, in [Figure 1–2](#), this screen is the third step of the process to import data into the corporate database. You can see that the next step in the process would be to choose the users to be notified of the import job success or failure.

Status Region

The logged in user ID and current date are displayed.

Navigation

This section provides a general description of each of the tabs. Clicking a tab displays a new screen devoted to the tab's features. The remaining chapters of this guide provide detailed information on each tab. [Table 1–1](#) lists the chapter that contains more information for each tab.

Table 1–1 Main Tabs

Tab	For More Information
Home	See Chapter 3 .
Returns	See Chapter 4 .
Data Management	See Chapter 5 .
Admin	See Chapter 6 .

Home

After you log in, the Home tab displays the Dashboard, the default screen in Oracle Retail Returns Management. The Dashboard gives you access to real-time data:

- Returns summary data
- Tasks

Returns

Use the Returns tab to research, view, and manage the following data:

- Return Tickets
- Customer Exceptions
- Cashier Exceptions
- Return Policy Definitions
- Return Patterns to Watch

Data Management

Use the Data Management tab to manage store, operations, and retail transaction data:

- Import data between the corporate database and stores, third-party applications, and data files
- Schedule the Returns Dashboard Processor

Admin

Use the Admin tab to configure and maintain working data in the following categories:

- Store Directory
- Users
- Roles
- Job Manager
- Parameter Maintenance

Help

Use the **Help** tab to get information about the feature you are using. When you click **Help**, a separate window is opened to display the information.

About

Use the **About** tab to view copyright and version information for Oracle Retail Returns Management. When you click **About**, a separate window is opened to display the information.

Security and Errors

This section provides an overview of how security and errors are handled in Oracle Retail Returns Management.

Roles

Oracle Retail Returns Management security restricts access to functions and data by the use of security roles. Each role identifies those functions that a user is allowed to perform. A security role is assigned to your user ID.

For example, your defined role might allow you to view return policies, but not edit any of the policies.

If you are not allowed to use a function, the tab or link for that function is not displayed on the screen.

For more information on roles, see [Chapter 6](#).

Timeout Interval

If there has been no activity at your application screen for a specified period of time, you must log in again before you can perform any functions. This prevents an unauthorized person from getting access to your work. The period of time before you have to log in again is set by your system administrator.

For example, you leave your desk after viewing a list return tickets. When you return, you select a return ticket to see the details. The login screen is displayed, and after you log in again, the details for the return ticket are displayed.

Error Handling

For errors in data entry, messages in red are displayed in a box at the top center of the content window. If there are multiple errors on a screen, you see an error message for each error.

If you enter criteria for a search that results in no matches, an error message is displayed at the top of the content window.

Returns Process Overview

Oracle Retail Returns Management is a proactive, centralized, multi-channel solution that provides the retailer with the ability to reduce overall return rates, prevent and catch return fraud, and improve customer service.

For specific information, see the following sections:

- ["Application Overview"](#)
- ["Communication with the Point-of-Return"](#)
- ["Return Policies"](#)

Application Overview

The application is comprised of the following components:

- Default return policies and multiple exception policies allow the retailer to centrally manage returns, using configurable rules that can be evaluated at the merchandise, customer, or location level to determine authorization. This provides quick adaptation to changes in business and seasonal conditions.
- Defined XML messages sent from the point-of-return or other channel trigger action in Oracle Retail Returns Management and an appropriate response message. This allows Oracle Retail Returns Management to be rapidly integrated to work with existing store and channel systems.
- An Analytic Engine checks Return Policies to evaluate the returnability of an item. Item returnability is calculated by examining the item, customer, associate, and store in question and then advising the point-of-return on the most appropriate path to take.
- The Exception File is a constantly evolving knowledge base for preventing fraudulent returns by tracking which shoppers and cashiers have made exceptions to the defined return policy and therefore are at a higher risk of fraud.
- Return Tickets act as a Customer Service Record (CSR) that allows inquiry and audit of the trail of return activity for a given customer, associate, item, or store. This allows the retailer to handle customer service inquiries into which steps may have been taken to prevent return fraud.
- The Oracle Retail Returns Management Client provides a web-based interface for Loss Prevention, IT, Store Operations, Call Center, and field personnel to configure and manage the returns process.

Communication with the Point-of-Return

The point-of-return communicates with the centralized Oracle Retail Returns Management system through a series of XML messages:

- Depending on the return steps that the point-of-return follows, the following actions may be performed by the cashier:
 - Select a matching transaction from multiple potential transactions or confirm a single matching transaction.
 - If receipted, enter or select the items for return from the transaction.
 - If the retailer uses a Validation Number on their receipts as an additional proof of purchase in case the original transaction is unable to be retrieved, the point-of-return may prompt for this validation number.
 - If nonreceipted, enter nonreceipted items for return.
 - Enter or select information such as the reason for the return.
 - Ask the customer for identification if required.
- The point-of-return sends the Authorize Items for Return Request message to Oracle Retail Returns Management. The message contains details about whether each item attempted for return is from a particular original transaction or is nonreceipted, information about the original transaction if provided, the reason for return, customer Positive ID, and other details.
- Oracle Retail Returns Management creates a Return Ticket to track the activity of this return attempt.
- The Oracle Retail Returns Management Analytic Engine evaluates the contents of the Authorize Items for Return Request message to determine returnability of the items to the customer, using the following information:
 - The Return Policies defined by the retailer, including the configured Response Codes, Receipt Messages, Tenders, Customer Positive ID capture, and Penalty Box settings.
 - The Return Pattern Watch file that looks for periodic purchase/return patterns for high risk items.
 - The Customer Exception File that accumulates return history for the customer, based on their Positive ID.
 - The Cashier Exception File that accumulates return history for the cashier, based on the cashier ID.
 - The record of whether a Customer Service Override is available for this particular customer Positive ID.

- Oracle Retail Returns Management forms and sends the Authorize Items for Return Response message back to the point-of-return. The message includes an Approval, Contingent Authorization, Manager Overrideable Denial, or Denial response, a response code, a response description, receipt messages, and tender designations, each by line item and overall for the return:
 - If Oracle Retail Returns Management encountered a policy rule that required a check of the customer's return history via Positive ID, and a Positive ID was not provided, the point-of-return may prompt to collect the Positive ID information and send another Authorize Items for Return Request message to Oracle Retail Returns Management once the information is collected, so that customer history may be checked.
- The point-of-return consumes the contents of the response message and presents appropriate screens or tender options. If any manager overrides are required, the point-of-return is responsible for gathering the appropriate manager authorizations to proceed.
- After the transaction is tendered if necessary, and completed, the point-of-return sends a Return Final Result message to Oracle Retail Returns Management, to log the ultimate resolution of the return attempt and the tenders that were used.

Return Policies

When a customer tries to return an item, the retailer might want to consider these and other questions:

- Does the customer have a receipt?
- What is the condition of the item?
- How many days have passed since the item was purchased?
- What is the customer's cumulative exception count?
- Does the customer have a gift receipt?
- Was the transaction a split tender?

In Oracle Retail Returns Management, these questions are called rules. The retailer determines what action to take based on the answers to the questions:

- Continue processing the return, stop and require a manager override, or deny the return.
- Send particular response codes or receipt messages that inform the cashier, manager, or customer of the returnability of the return.
- Limit the refund to certain types of tenders depending on the answer to the question.
- Require that a Positive ID is obtained from the customer so that the customer's previous return history can be checked for similar situations and so that this and subsequent return activity can be tracked.
- If the customer has a significant history of return behavior, place them in a Penalty Box for that particular type of behavior.

All of these settings are configured on the response to the rule.

A collection of rules used to determine returnability of a line item to a customer is called a policy. The two types of policies that exist are default and exception.

Default Policies

Default policies cover all return situations that are not specifically defined by an exception policy. Default policies are always in effect. If Oracle Retail Returns Management does not find a specific exception policy that covers a situation, the analytic engine falls back to the appropriate default policy.

Two default policies must be defined, one for Receipted situations and one for Nonreceipted situations.

Receipted Versus Nonreceipted

The retailer must decide what constitutes a Receipted situation versus a Nonreceipted situation, so that the receipted/nonreceipted flag can be sent in the Authorize Items for Return Request message.

For instance, if the customer does not have a paper receipt for a transaction, but the transaction can be retrieved by search, the retailer may choose to treat this as a Receipted return attempt.

Retailers usually treat returns using gift receipts as Receipted return attempts.

Some retailers print an encoded validation number on receipts, usually for use if the customer has a paper receipt but the transaction is not successfully retrieved. The validation number can be decoded by the point-of-return as a double check that the paper receipt is a legitimate receipt, and to gain information encoded in the number such as the transaction amount and primary tender used. The retailer may choose to treat this return as a Receipted situation.

If the retailer accepts item returns without a paper receipt or other proof of purchase, this is most often processed as a Nonreceipted situation.

Each line item attempted for return is considered separately as Receipted or Nonreceipted, so that the retailer can mix different return situations within one return attempt, if the point-of-return allows this.

Exception Policies

Exception policies can be defined to cover either items that must be processed differently than normal, or stores for which special policies are in effect. Exception policies are assigned to a combination of the following:

- A location, by node of the store reporting hierarchy, store group, or store number
- An item, by item number or merchandise hierarchy group

Exception policies might be defined for articles of clothing that cannot be returned under any condition. They might also be assigned to certain stores that need a more stringent return policy because of previous abuses, such as stores in areas that encounter significant problems with short-term returns when the original tender was a check, prior to the check clearing the bank.

Exception policies can have effective and expiration dates, unlike default policies that are always in effect. Therefore, exception policies may be defined to be used instead of the default policies on certain dates such as holiday seasons.

If the system does not find an exception policy that applies to the attempted return of a line item, the system falls back to the appropriate Default Receipted or Nonreceipted policy to evaluate returnability.

Each exception policy is also designated as covering Receipted or Nonreceipted situations.

How the System Determines Which Policy to Use

When the return of a line item is attempted at a point-of-return, the system determines the appropriate policy to apply based on the item attempted for return, its Receipted/Nonreceipted flag, the store where the return is being performed, and the date on which the return attempt is occurring.

The item designation supersedes the store designation in the case where two policies might 'tie'.

If no exception policy is in effect that applies to that item, store, and return date, Oracle Retail Returns Management falls back to the appropriate default policy (Receipted or Nonreceipted).

When the returnability has been determined based on the appropriate policy, the system checks for any other items that the customer is attempting to return at that time. When the responses have been determined for all items in the attempted return, the system sends the Authorize Items for Return Response message with the results of the evaluation of the attempted return.

Examples of Policy Ties

For the following examples, these store and item assignments are used.

Sample store hierarchy definition:

- Texas contains the store reporting hierarchy nodes of Austin and Dallas (cities).
- Each node has specific stores, including store 01291 for Dallas.

Sample merchandise hierarchy definition:

- Kitchen Appliances >> Stoves and Ranges >> Gas Ranges
- Gas Ranges includes item 123456: the Gas Cooking Range

Example 1

Exception Policy 1 applies to:

- Store Hierarchy node or Store: Texas node of the store hierarchy and
- Merchandise Hierarchy or Item: Item 123456 (the Gas Cooking Range)

Exception Policy 2 applies to:

- Store Hierarchy node or Store: Store 01291 and
- Merchandise Hierarchy or Item: Kitchen Appliances

Customer returns item 123456 in store 01291.

Exception policy 1 would be used to evaluate the return of this line item because Exception Policy 1 is more specifically defined on the item, as opposed to Exception Policy 2 which is defined on the Merchandise Hierarchy node in which that item is included.

Example 2

Exception Policy 1 applies to:

- Store Hierarchy node or Store: Dallas node of the store hierarchy and
- Merchandise Hierarchy or Item: Kitchen Appliances (the Gas Cooking Range)

Exception Policy 2 applies to:

- Store Hierarchy node or Store: All Stores (top level of the store hierarchy) and
- Merchandise Hierarchy or Item: Kitchen Appliances

Customer returns item 123456 in store 01291.

Exception policy 1 would be used to evaluate the return of this line item, because the items tie but the Dallas node of the hierarchy is more specific than the All Stores top level of the store hierarchy.

Return Pattern Watch

The Return Pattern Watch file allows the retailer to define patterns of purchase and return dates for items, in order to look for instances where customers are consistently returning items after short-term use. For example, a retailer who sells televisions may wish to define television items that are purchased shortly before sporting event weekends and returned immediately after the weekend as a suspicious return pattern for watch. A retailer who sells formal dresses may wish to define junior formals that are purchased shortly before prom season and returned immediately after prom season as a suspicious return pattern for watch. This type of behavior is often known as renting or wardrobing.

When a customer Positive ID is collected with a return transaction, and an item is returned that falls within the return pattern watch file items and dates, the system can track the behavior. Rules can be included in return policies to watch for this behavior and render a desired response such as Denial or require a Manager Override.

Since this type of behavior is a pattern over a long period of time, even as long as a number of years worth of time, it is recommended that the retailer retain this exception data so that Oracle Retail Returns Management can effectively evaluate customer exception history.

Customer Exception File

The Customer Exception File is a collection of tables that hold the history of customers' return activities, such as the occurrence of nonreceipted returns, the occurrence of Return Pattern Watch returns, and the cumulative number of return activities.

The retailer selects the customer exceptions that they wish to track. Selection of a customer exception to track causes that type of return activity to be stored for research in Oracle Retail Returns Management.

Rules can be included in return policies that look for a particular type of return activity. These rules can be included in return policies whether or not the exception has been selected for tracking; however, the retailer loses the ability to see the historical occurrences of the return activity if the exception is not selected for tracking, although the return ticket is still available for view.

The customer's return activity is tracked based on the customer's Positive ID.

Positive ID

Positive ID, also known as Personal ID, is used as the unique identifier for a customer, for purposes of evaluating the customer's prior return activity. Since Positive IDs are issued by state or government agencies, the Positive ID is generally reliable as a unique identifier of a retailer's customer.

The Positive ID may be of any type that the retailer accepts as definitive proof of identity, such as a Driver's License, Military ID, Passport, or State ID. Some retailers may also choose to accept Student IDs, Green Cards, Picture IDs such as credit cards that have a picture image, or other forms of identification as a Positive ID.

The Positive ID must consist of a Type, an Issuer such as the state or country, and a unique number. Effective and expiration dates are optionally captured with the Positive ID information, to further guarantee uniqueness.

Returns may be processed without collection of a Positive ID; however, the customer's prior return activity cannot be verified without provision of a Positive ID. An indicator can be set on a policy rule response that indicates whether a Positive ID is required in order to check the rule, and the rule cannot be evaluated unless the Positive ID is obtained. In this case, an additional roundtrip to Oracle Retail Returns Management may be made, for another evaluation once the customer Positive ID is obtained.

Customer Cumulative Exception Count Override

If the rule 'What is the customer's cumulative count?' is included in the retailer's policies to evaluate a customer's cumulative exceptions, and the customer feels they have earned an unjust cumulative count, an authorized Oracle Retail Returns Management operator can freeze or reset the cumulative count. The cumulative count stays at the count until the entered date, or resets to the entered cumulative count.

Customer Service Override

If a customer feels that they have been unjustly denied an attempted return, such as in the case where a customer's Positive ID has been stolen from them, a Oracle Retail Returns Management operator can grant the customer a Customer Service Override.

Retailers can choose to print receipt messages on returns describing why line items are approved or denied for return. In the event that a return is denied, the retailer may wish to include the phone number for their Customer Service department, so that the customer can call for more information on why their return was denied.

Customer Service operators can be given access to research a customer's return activity based on their Positive ID, and also to issue a Customer Service Override on the customer's behalf. A Customer Service Override grants the next full return attempt, by that customer's Positive ID, an automatic approval of all line items on that return. Once the return is completed, the Customer Service Override is no longer available for use.

Customer Service Overrides have an expiration date that is configured by a parameter to be a number of days from the date the override was entered. The number of Customer Service Overrides issued to each customer can be controlled by a parameter as well.

Penalty Box

The Penalty Box concept allows the retailer to suspend particular customer behaviors due to a long-term pattern of undesirable behavior. A Penalty Box threshold is configurable on some policy rules. The Penalty Box denotes that the behavior has reached a point of violation and cannot be tolerated again for a certain number of days. The Penalty Box is a separate threshold, usually set above the normal threshold, with its own duration number of days.

The length of time spent in the Penalty Box can be configured for each type of behavior. The system process that calculates exceptions for rule determination also determines those customers that are newly entering the Penalty Box or emerging from a Penalty Box. The system captures the customer Positive IDs that go into the Penalty Box, and the exceptions for which they enter the Penalty Box, so that inquiries can be performed.

Cashier Exception File

Like the Customer Exception File that tracks prior customer return activity, the Cashier Exception File tracks cashier return activity using the cashier's unique ID. The Cashier Exception File is a collection of tables that hold the history of cashiers' activities on return transactions, such as the occurrence of nonreceipted returns and the cumulative number of return activities.

The retailer selects the cashier exceptions that they wish to track. Selection of a cashier exception to track causes that type of return activity to be stored for research in Oracle Retail Returns Management.

Return Processing at the Line Item Versus Transaction Level

Depending on the retailer's published policies, point-of-return capabilities, and customer service considerations, the retailer may wish to allow a mix of line item approvals and denials within a particular return attempt, or may wish to approve or deny the complete return. The rules engine and messages accommodate both scenarios by providing a response at each line item level and a 'worst' response at the whole transaction level. The worst response is selected based on the worst response code at the line item levels. The retailer can choose to use either level of response at their point-of-return when implementing Oracle Retail Returns Management.

Offline Processing

Multiple points of offline processing could occur in the communication between a point-of-return and Oracle Retail Returns Management. [Table 2–1](#) describes possible solutions to handle offline situations. Your solutions architects can also provide specifics on how offline situations are handled in your implementation.

Table 2–1 Possible Offline Processing Situations

Offline Situation	Return Handling
<ul style="list-style-type: none"> Point-of-return cannot send the Authorize Items for Return Request message Oracle Retail Returns Management cannot receive the Authorize Items for Return Request message Oracle Retail Returns Management cannot send the Authorize Items for Return Response message The point-of-return cannot receive the Authorize Items for Return Response message 	<p>The point-of-return could have the ability to use any current checks for returnability, or accept the return as is.</p> <p>When Oracle Retail Returns Management receives an Authorize Items for Return Request message, the system creates a Return Ticket, no matter the send success of further messages, so that the information is available for online research.</p> <p>Exceptions are not recorded unless a Final Result is received to tell Oracle Retail Returns Management of the ultimate resolution of the return attempt.</p> <p>Even if no Authorize Items for Return Request is received in Oracle Retail Returns Management, if a Final Result message is received then a Return Ticket is created and the information is available for online research and exception tracking.</p>
<ul style="list-style-type: none"> Point-of-return cannot send a Final Result to Oracle Retail Returns Management Oracle Retail Returns Management cannot receive a Final Result 	<p>Exceptions are only recorded when a Final Result is received to tell Oracle Retail Returns Management of the ultimate resolution of the return attempt.</p> <p>If an Authorize Items for Return Request is received, but a Final Result is not, then a Return Ticket exists for online research but no exceptions are recorded for the customer or cashier.</p>

Voided Transaction Processing

If a Return Ticket needs to be voided, because the return transaction at the point-of-return was voided, the system receives notice of the void via the Final Result message. Any exceptions recorded for that customer and cashier are reversed, and the Return Ticket shows as voided on the Return Ticket screen.

After logging in or when the Home tab is clicked, the Dashboard is displayed. The Dashboard provides a central location for access to the latest returns data. If you do not have a hierarchy assigned to you, the Dashboard is not displayed.

The Dashboard is divided into two sections:

- ["Returns Summary"](#)
- ["Tasks"](#)

Returns Summary

The Returns Summary shows an overview of return activity across time periods. The data is presented in a summary table.

Figure 3–1 Returns Summary Section of the Dashboard

Dashboard

As of Thursday, November 2, 2006 11:22 AM CST

Total Returns: Corporate		
Returns (Line Item Level)	Week to Date	Year to Date
Total # of Attempted Returns	4	10593917
Total # of Approved Returns	4	3741043
Total \$ of Approved Returns	\$1132.81	\$1930404606855.72
Total # of Approved Returns with Receipt	3	2992849
Total \$ of Approved Returns with Receipt	\$162.33	\$1544327285094.76
% of Approved Returns with Receipt	75.00%	80.00%
Total # of Approved Returns without Receipt	1	748194
Total \$ of Approved Returns without Receipt	\$970.48	\$386077321760.96
% of Approved Returns without Receipt	25.00%	20.00%
% of Approved Returns with Positive ID	100.00%	17.54%
Total # of Approved Returns with Tender Overrides	0	1870524
Total % of Approved Returns with Tender Overrides	0.00%	50.00%
As of Wednesday, November 1, 2006 11:56 AM CST		

The table shows returns summary numbers for all stores. The data is based on the stores where the returns were performed. The return data is compared between the previous week and the previous year from the current date.

The summary table shows totals and dollar amounts for all returns, receipted returns, nonreceipted returns, the percentage of returns on which a Positive ID was collected, and the number and percentage of returns on which the customer requested a different tender than the tender determined by the Oracle Retail Returns Management rules engine.

The summary data is created by the Returns Dashboard Processor. The date and time displayed at the bottom of the table shows when the Processor was last run. The date and time displayed at the top of the table shows when the dashboard was displayed. The Processor should be run on a repeating basis to get the latest returns data into the summary table. For information on scheduling the Returns Dashboard Processor, see [Chapter 5](#).

Tasks

Current tasks and the status of each task is displayed in this list. The newest tasks are shown at the top of the list.

Figure 3–2 Tasks Section of the Dashboard

Tasks				
Select the browser's refresh button to see the latest tasks.				
<input type="button" value="Add"/> <input type="button" value="Print"/> <input type="button" value="Remove"/>				
Select to Remove	Type	Description	Date	Status
<input type="checkbox"/>	Job	IMPORT_PARAMETERS: RM Master PARAMS	2006-04-18 13:14:22	Succeeded
<input type="checkbox"/>	Job	IMPORT_STORE_DIRECTORY: RM only PARAMS	2006-04-18 13:13:50	Succeeded

[Table 3–1](#) lists the information shown for each task in the list.

Table 3–1 Tasks Column

Column	Description
Select to Remove	A checked box indicates the task may be removed. The box is displayed only if you are allowed to remove the task.
Type	Alert indicates the status has changed for a To Do task that you created. Job indicates either a notification from Oracle Retail Returns Management about a job or a To Do that was assigned to you. Review indicates that you need to approve the data distribution job.
Description	Brief description of the task
Date	The date and time is determined by the status of the task
Status	See Table 3–2 for a description of the possible statuses

Working with To Do Tasks

An easy way to keep track of tasks that you or another user need to get done is to create a To Do task. You can then track the progress on the task through the Tasks list on your dashboard. To create a To Do task, you provide the description, category, due date for completion, and list of assignees to complete the task. See ["Adding a Task"](#) for details on creating a To Do task.

When you assign a To Do task to a user, a task is displayed on the assignee's dashboard. A To Do task is not removed from an assignee's dashboard until the status is Complete. A To Do task cannot be removed by an assignee, but that user can choose other assignees for the task. The user is then the creator of the additional To Do tasks and can then track the progress of those tasks.

For a To Do task assigned to you, you can edit the details about the task. The information you change is retained only in the copy in the Tasks list on your dashboard. Whenever you change the status of a To Do task, an alert task is displayed on the dashboard of the user who created the To Do task. See ["Updating the Information for a To Do Task"](#) for more information. [Table 3–2](#) describes the possible statuses.

Table 3–2 Possible Task Status

Status	Description	Date and Time
Approval Expired	All required approvals were not collected by the date and time needed	When the approval expired
Created	Job was created	When the job was created
Denied	Approval for the job was denied	When the job approval was denied
Executing	Job is currently executing	When the job started executing
Failed	Job failed and requires attention	When the job failure occurred
Needs Approval	Approval is required before the job runs	When the approval is needed
Submitted	Job has been submitted for scheduling	When the job was submitted for scheduling
Succeeded	Job completed successfully	When the job completed successfully
The following statuses are only used for To Do type tasks:		
Complete	Task has been completed by the assignee	When the task was marked Complete
Deferred	Task has been deferred by the assignee	When the task was marked Deferred
In Progress	Assignee is working on the task	When the task was marked In Progress
Not Started	Task has been created	When the task is due to be completed
The following status is only used for Review type tasks:		
Needs Approval	Your approval is required for a data distribution job	When the approval is needed

Viewing the Task Details

Additional information about each task in the list is displayed.

Click the Description for the task details you want to see. The screen that is displayed depends on the task type. [Table 3-3](#) lists an example of the displayed screen for each task type.

Table 3-3 Task Details Screen Displayed for Each Task Type

Task Type	Task Details
Alert	See Figure 3-3 . The fields contain the current information for the To Do task.
Job	See Figure 3-4
Review	See Figure 3-5

Viewing Details for a To Do Task

The details are shown in the Task Details screen.

Figure 3-3 Task Details Screen for a To Do Task

Task Details

To Do

Description: Review next week's schedule

Current Status: In Progress

Category: Reminder

Due Date: 02/28/2005 11:27 AM

Details:

Please review next week's Management schedule.

For a detailed description of each field, see "[Adding a Task](#)".

Viewing Details for a Task Type of Job

The details are shown in the Scheduled Job Summary screen.

Figure 3–4 Task Details Screen for a Job Task Type

Scheduled Job Summary

Select Done when finished viewing or editing. Done

Information

Task Name: Parameter Distribution
Job Name: PARAMETER
Job Description: Initial parameter set for new store opening.
Schedule: N/A
Recipients: Export:Retail Hierarchy >> Enterprise
Notifications: Dashboard: Img,

History

Date	
2/28/2005 11:40 AM	Status changed from Created to Needs Approval.
2/28/2005 11:40 AM	Status changed from Needs Approval to Approved.
2/28/2005 11:40 AM	Status changed from Approved to Executing.
2/28/2005 11:40 AM	Status changed from Executing to Submitted.
2/28/2005 11:40 AM	Status changed from Submitted to Succeeded.

Acknowledgements

Destination ID	Status	Status Date
01291	SENT	2/28/2005 11:40 AM
04241	SENT	2/28/2005 11:40 AM
04242	SENT	2/28/2005 11:40 AM

Done

Table 3–4 describes the information shown in the Scheduled Job Summary screen.

Table 3–4 Scheduled Job Summary Details

Detail	Description
Information	<p>Type of task performed.</p> <p>Name and description of the job.</p> <p>If the job is scheduled on a repeating basis, the next scheduled runtime is shown.</p> <p>Recipients of the data distribution or file transfer.</p> <p>Type of notification and the user IDs that receive notification of the job's progress.</p>
History	Log of the status changes that occurred and the data and time of each change.
Acknowledgements	For a data distribution job, Oracle Retail Returns Management can receive an acknowledgement back from each store that the data distribution was received. The acknowledgement includes a text field that can be completed by the store with any type of status information applicable to the job. The store ID number, status, and the date and time the status occurred are shown on this screen. Acknowledgements are only available for data distribution jobs.

Handling the Needs Approval Status

A task type of Review and a status of Needs Approval means that your approval, and possibly others, is needed to allow a data distribution job to run. To approve or deny the distribution, click the **Needs Approval** link in the Status column. The Approve by Job screen is displayed.

Figure 3–5 Approve by Job Screen

Approve by Job

Enter comments or select to receive dashboard notifications, and press Approve or Deny.

Approve

Deny

Job Summary

Job: Parameter Distribution

Job Name: New Store Setup Parameters for Grand Opening

Recipient: Export:Retail Hierarchy >> Enterprise

Approval Deadline: 03/07/2005 11:19 AM

Approval Routing: Simultaneous

Approval Type: Whole Job

Job Schedule to Run: Custom: One Time

Date Effective: 02/28/2005 11:19 AM

Job Data

New Store Parameters

Name:: New Store Parameters

Description: Initial parameter set for new store

Last Modified: 2005-02-28 11:40:01.471 by pos

Group	Parameter Name	Value
Tax	TaxRate	8.25

Approvals

Approvals Captured:

Operator	Process Date	Result	Comments
	03/01/2005 10:21 AM		

Comments

Notifications

☐ I'd like to receive dashboard notification of further status changes for this data distribution.

Approve

Deny

Table 3–5 describes the information shown for the job.

Table 3–5 Approve by Job Information

Detail	Description
Job Summary	<p>Type and name of the job.</p> <p>Intended recipient of the data distribution.</p> <p>Date and time when all approvals for the job must be captured in order to allow the data distribution to occur.</p> <p>Approval routing which is to all reviewers at the same time.</p> <p>Approval type which is to approve or deny all the parameter updates.</p> <p>If the job is scheduled on a repeating basis, the next scheduled runtime is shown. If the job is scheduled to run immediately, the date and time the job was submitted is shown.</p> <p>Date and time that the data update should take effect on the receiving system.</p>
Job Data	<p>Parameter list name.</p> <p>Date and time when the list was last modified.</p> <p>The parameter group, parameter name, and chosen value for each parameter in the list.</p>
Approvals	<p>Approvals that have already been captured:</p> <ul style="list-style-type: none"> ■ First and last name of the reviewer ■ Date and time the job was approved or denied ■ Whether the job was approved or denied by that reviewer ■ Comments from the reviewer
Comments	Any comments you want to include regarding your approval or denial.
Notifications	A checked box means you want to receive notification on your dashboard of status changes for the job.

To approve or deny the data distribution job:

1. Enter reviewer comments.
2. If you want to receive additional notices on your dashboard concerning the progress of the job, click **Notifications** at the bottom of the screen.
3. Approve or deny the job distribution:
 - To allow the distribution, click **Approve**. When all needed approvals have been done, the status is changed to Submitted.
 - To prevent the distribution, click **Deny**. The status for the task is changed to Denied. The job will not start.

Adding a Task

To add a task, click **Add**. The Task Details screen is displayed.

Figure 3–6 Task Details Screen

Task Details

Update task information and press Save.

Save

To Do

Description: *

Current Status:

Details: *

Category:

Due Date: *
(MM/DD/YYYY)

Due Time: *
(HH:MM)

Assignees

Possible Assignees:

Michael Car
Brenda Cara
Scott Cara
Jennifer Card
Elizabeth Carn
Dan Carnett
Mike Raker
Roxanne Sem

>>>Add>>>

Assignees: *

Remove

* = Required field

Table 3–6 describes the information shown for the task.

Table 3–6 Task Details Information

Detail	Description
To Do	<p>Description of the task to be displayed on the dashboard.</p> <p>Detailed description of the task.</p> <p>Current status of the task. For the list of possible statuses, see Table 3–2.</p> <p>Category of the task. The possible categories are Issue, Reminder, and Suggestion.</p> <p>The due date and time is dependent on the status assigned to the task.</p>
Assignees	<p>List of possible users that can be assigned to the task.</p> <p>List of users to be assigned to the task.</p>

Set the Task Details

To set the task details:

1. Enter the description for the task:
 - a. Enter the description. This description is displayed in the Tasks list on the dashboard.
 - b. Enter the details. This is more detailed information about the task.
2. Set the current status:

The default is Not Started.

 - a. Click **Current Status**. The list of possible statuses is displayed.
 - b. Click the status you want to use.
3. Set the category.

The default is Issue.

 - a. Click **Category**. The list of possible categories is displayed.
 - b. Click the category you want to use.
4. Set the due date and time.

These fields default to the current date and time.

 - a. Enter the date into the field or click the calendar button to bring up a calendar. You can search through the calendar and select the date that you want.
 - b. Enter the time. The allowed time is in the range 00:00 to 23:59.

Set the Assignees

You must assign at least one user to the task.

To add an assignee:

1. Click the name you want to add in the list of Possible Assignees. You can also select multiple names at the same time.
2. Click **Add**. The name is displayed in the Assignees list.

To remove an assignee:

1. Click the name you want to remove in the list of Assignees. You can also select multiple names at the same time.
2. Click **Remove**. The name is removed from the Assignees list.

Save the Task

Click **Save**. The task is added to the Tasks list of the users you assigned to the task.

Updating the Information for a To Do Task

The information for a To Do task can be changed. The changes you make are only retained in the copy of the task on your dashboard.

To update the information:

1. Click the description of the To Do task that you want to update. The Task Details screen is displayed with the current information about the task filled in.
2. Change any of the information. See ["Adding a Task"](#) for a description of the information you can change.
3. To save the changes, click **Save**. If you changed the status, an alert task is set to the dashboard of the user that assigned the To Do to you.

Printing the Task List

Click **Print**. Printing is handled by the web browser you are using.

Removing a Task

Only tasks that have a box in the Select to Remove column can be removed while using the dashboard.

To remove a task:

1. If the task is not already selected to be removed, check the box in the Select to Remove column.
2. Click **Remove**. All tasks that have a checked box in the Select to Remove column are removed at the same time.

The Returns feature provides the capability to search for return tickets, view information for customer and cashier exceptions, and override customer exceptions.

For information on the following functions, see the following sections:

- ["Return Tickets"](#)
- ["Exceptions"](#)

Return Tickets

A return ticket is the record of a return attempt by a customer at a point-of-return. For a return ticket, the following data is available:

- The requesting store (or channel).
- The register number where the return occurred.
- The cashier number, and name if available, of the cashier performing the return.
- The customer's Positive ID if captured.
- Customer demographics of name, address, and phone number if captured.
- The date and time that the Authorize Items for Return Request message was received, if one was received.
- The date and time that the Authorize Items for Return Response messages was sent, if one was sent.
- The Overall Return Authorization Response for use, if the retailer chooses to process returns at the whole transaction level rather than line item level.
- The item numbers, descriptions, and quantities attempted for return.
- The reasons for the return.
- If an original transaction was found for the item, the original transaction number.
- The Return Authorization Response of Authorization, Manager Overrideable Denial, Contingent Authorization, or Denial that the rules engine determined. This field is a link to view details of how the rules engine derived the response.
- The Response Code, Short Description, and Long Description that the rules engine determined.
- The Final Response of Authorized or Denial.

The permission to search by certain data such as customer Positive ID is controlled by the security role assigned to a user ID. If a user ID is not allowed to search by a certain category of fields, the fields are hidden.

To work with return tickets, click **Return Tickets**.

Searching for Tickets

To search for return tickets, click **Ticket Search**. [Table 4–1](#) describes the types of search information that can be used.

Table 4–1 *Types of Search Information*

Ticket Information	Description
Ticket Information	Enter the return ticket ID. The dashes in the ID are automatically added as you enter the number.
Hierarchy information	<p>Choose to search nodes in the store hierarchy or to search by store number.</p> <p>To search by node, click Use Hierarchy to search. Choose the node in the store hierarchy. A check next to a node name indicates that node is selected for the search. You can click a triangle next to any node name to display the child nodes or to hide the child nodes from view.</p> <p>To search by store number, click Or search by store number. Enter the start and end store numbers.</p>
Cashier/Register Information	<p>Choose to find returns performed by a particular cashier and on a particular register or range of registers.</p> <p>The following information can be chosen:</p> <ul style="list-style-type: none"> ■ Cashier Number ■ Register Number Range (From Register Number and To Register Number) <p>If you select to include cashier or register criteria in the search, you must select to include Hierarchy Information as well, since the same register number could be used in multiple stores.</p>
Customer Positive ID	<p>Choose to find returns performed by a particular customer based on customer Positive ID.</p> <p>The following information can be chosen:</p> <ul style="list-style-type: none"> ■ ID Type ■ Number ■ Issuer
Customer Information	<p>Choose to find returns performed by a particular customer based on customer criteria other than Positive ID.</p> <p>The following customer information can be chosen:</p> <ul style="list-style-type: none"> ■ Customer ID ■ First and last name ■ Address ■ Telephone number

Table 4–1 (Cont.) Types of Search Information

Ticket Information	Description
Item Information	<p>Choose to find returns containing an attempted return of a particular item.</p> <p>The following item information can be chosen:</p> <ul style="list-style-type: none">■ Item Number■ UPC <p>If you select to include item criteria in the search, you must select to include Hierarchy Information as well, since searching by item only would produce a large result set.</p>
Results	<p>Choose the maximum number of returns displayed on a page. If more returns are found than this number, navigation is provided at the bottom of the results list to allow you to select the next, previous, or a specific page of data.</p>

See [Figure 4–1](#) for an example of a search selection screen.

You can search by using the Ticket Information only or any of the other criteria.

For each set of search information available, a checkbox allows you to choose if that criteria should be used. When you check the box, more fields appear on the screen. Enter any of the information. If a box is not checked, none of the fields are shown and that information is not used for the search. By default, Ticket Information has the box checked.

Only return tickets that meet all of the search criteria are displayed.

Click **Ticket Search**. The Customer Service Return Ticket Search screen is displayed.

Figure 4–1 Customer Service Return Ticket Search Screen

Customer Service Return Ticket SearchSearch > Results > Details

Select the checkbox to include that area's information in the search, enter criteria, and press Search.

SearchClear Search

☐ Ticket Information

Return Ticket ID:

☒ Hierarchy Information

☒ Use Hierarchy to search

Retail Hierarchy

- ▼ Enterprise
 - ▶ North
 - ▼ South
 - ▼ Texas
 - ▼ Austin
 - 04241 - Lakeline Mall
 - ▶ Dallas

☐ Or search by store number:

Hierarchy node or store number must be entered above, in order to search by cashier or register information.

Cashier Number:

From Register Number:

To Register Number:

☒ Customer Positive ID

ID Type: Number: Issuer:

☒ Customer Information

Customer ID:

First Name: Last Name:

Address Line 1: Address Line 2:

City: State/Province:

Postal Code: +Country:

Telephone No.:
(type digits consecutively, no dashes or parentheses)

☒ Item Information

Hierarchy node or store number must be entered above, in order to search by item.

Item Number: UPC:

Results

Show per page: *

* = Required field

SearchClear Search

4-4 Oracle Retail Returns Management

To search for return tickets:

- 1. Check the box to choose any of the information you want to use in the search. Enter the information. If you want to reset all the fields to the default values, click **Clear Search**.
- 2. Click **Search**. The Customer Service Return Tickets screen is displayed. If only one return ticket is found that meets the criteria, the Return Ticket screen is displayed instead.

Viewing Return Tickets

The Customer Service Return Tickets screen shows the list of return tickets that meet all of the selection criteria.

Figure 4–2 Customer Service Return Tickets Screen

Customer Service Return Tickets

Search > Results > Details

Select the appropriate action button or link to continue.

ExportDone

Search Criteria

Return Ticket ID:

Hierarchy Information:

Retail Hierarchy>Enterprise>South>Texas

Cashier/Register Information:

Customer Positive ID:

Customer Information:

Julie Bonner

Item Number:

Search Results: Showing 1 to 4 of 4 Returned

Select to Export Select All	Return Ticket ID	Store Number	Store Name	Register	Cashier	Customer	Positive ID	Date	Time
<input type="checkbox"/>	4241-0719-2005-0000	04241	Lakeline Mall	129	20029 Roxanna Sem	Julie Bonner	C5689378	07/19/2005	12:00:00 AM
<input type="checkbox"/>	4241-0719-2005-0007	04241	Lakeline Mall	129	20029 Roxanna Sem	Julie Bonner	C5689378	07/19/2005	12:00:00 AM
<input type="checkbox"/>	4241-0721-2005-0002	04241	Lakeline Mall	129	20001 Michael Car	Julie Bonner	04672992	07/21/2005	12:00:00 AM
<input checked="" type="checkbox"/>	4241-0801-2005-0000	04241	Lakeline Mall	129	20001 Michael Car	Julie Bonner	04672992	08/01/2005	12:00:00 AM

Results 1-4 of 4

ExportDone

The following information is shown for each Return Ticket:

- Return Ticket ID
- Store number and name
- Register number
- Cashier number and name if available
- Customer number, name, and Positive ID if available
- Date and time of the return attempt

To return to the Customer Service Return Ticket Search screen, click **Done**.

Viewing Return Ticket Details

To view return ticket details, click the Return Ticket ID. The Return Ticket screen is displayed.

Figure 4–3 Return Ticket Screen

Return Ticket

Select to Export the information, or select the appropriate link to see customer, transaction, or response detail. Export Done

Return Ticket 4241-0719-2005-0000

Requesting Store: 04241 Lakeline Mall	Request Message Received: 07/19/2005 02:26 PM
Register: 129	Response Message Sent: 07/19/2005 02:26 PM
Cashier: 20029 Roxanna Sem	Overall Return Authorization Response: Authorization

Customer Positive ID: [C5689378](#)

Customer Demographics: 12347 Julie Bonner, 11800 Stonehollow Dr Suite 100, Austin, TX 78758,512-491-2600

Item for Return	Item Description	Quantity Attempted	Return Reason	Transaction Retrieved	Return Authorization Response	Final Response
11116	VHF-FM Radio	1.00	didn't like	042411290071	Authorization	Authorized

700 The return has been accepted.

Export Done

Within the screen information, links are provided to view other information that is available. You can click the link on the Customer Positive ID to see the customer's exceptions. For more information, see "[Working with Customer Exceptions](#)". You can click the link on the Return Authorization Response to see the details of how the rules engine derived the particular response. See [Figure 4–4](#).

Click a link and the data is displayed. If the data is not available or you do not have authority to view the data, the link is not displayed.

Viewing Audit Log Information

The audit log is a journal of the policy rules that were used to arrive at the return response for the line item. The rules are listed in the order in which they were applied. If the item being evaluated encountered a stop action in the policy before the final rule was reached, the audit log does not show the rules following the last rule processed.

Click the link on the Return Authorization Response. The Audit Log screen is displayed.

Figure 4–4 Audit Log Screen

Audit Log

Select the appropriate action button to continue.

Export

Done

Log Type: Return Item Authorization

Starting Date/Time: 07/19/2005 02:26 PM

User ID:

Audit Journal

2005-07-19T14:26:06.241-05:00

Return Ticket Number: 4241-0719-2005-0000

ITEM: 11116

POLICY IDENTIFIED: DefaultReceiptedPolicy

What is the original Tender?

Cash

What is the Refund Type?

Return

How many cumulative exceptions does this customer have?

0

Does this item, and the DATETIME on which it is being returned, fall within the Return Patterns Watch file? No

How many days have passed since this item was purchased or delivered?

56

RESPONSE: Authorization 700 The return has been accepted.

Export

Done

To return to the Customer Service Return Ticket Search screen, click **Done**.

Exporting the Ticket Information

Ticket information can be exported in order to be viewed in a supported output format. You choose the output format and view the information using an application intended for that format. The application reformats the data, if needed, before it is displayed. [Table 4–2](#) describes the available output formats.

Table 4–2 Output Formats

Format	Description
RTF	File to be used for a spreadsheet or database application
PDF	File to be viewed using Adobe Reader
TXT	Text file

Note: The ticket information can only be viewed in the chosen output format if the application required is available.

To export the ticket information you are viewing:

1. Click **Export**. The Export screen is displayed.
2. Enter the file name and select the output format.
3. Click **Save**. The application that is required for the selected output format is started. The ticket information is displayed using that application.

Exceptions

Exceptions are the record of a return behavior performed by a customer or cashier on a completed return. To work with exceptions, click **Exceptions**.

Working with Customer Exceptions

Customer Exceptions are the record of a return behavior performed by a customer, on a completed return.

For a particular customer, the following data is available:

- The customer identifier of the Positive ID for the current search
- Other possible matches of the Positive ID
- The total exception count for this customer Positive ID
- The Active, Past, All, and Voided exceptions recorded for this customer, including the type of exception, the Return Ticket ID associated with the exception, and the customer information collected with that Return Ticket
- Previous exception counter freezes that have been entered by an operator for this customer Positive ID, including the type, date and time, freeze end date, and the user ID of the entering operator
- Previous Customer Service Overrides that have been entered by an operator for this customer Positive ID, including the type, date and time entered, the override expiration date, the user ID of the entering operator, and the comment entered by the operator
- The ability for an authorized user to enter a Cumulative Counter Freeze
- The ability for an authorized user to enter a Cumulative Service Override

The permission to enter a Cumulative Counter Freeze and a Customer Service Override is controlled by the security role assigned to a user ID. If a user ID is not allowed to perform an operation, the section is hidden.

Searching for Customer Exceptions

Click **Customer**. The Customer Exceptions Search screen is displayed. The search criteria that can be selected is Customer Positive ID and Customer Information. See [Table 4–1](#) for a description of the criteria.

To search for customer exceptions, choose the criteria and click **Search**. The Returns Customer Search Results screen is displayed.

Viewing Customer Exceptions

The Returns Customer Search Results screen shows the list of customers that meet all of the selection criteria.

Figure 4–5 Returns Customer Search Results Screen

Returns Customer Search Results

Click Positive ID link to view score.

Search Results: Showing 1 to 2 of 2 Returned								
First Name	Last Name	Address Line 1	Address Line 2	City	State/Province	Postal Code	Telephone Number	Positive ID
Julie	Bonner	11800 Stonehollow Dr	Suite 100	Austin	TX	78758		US_TX Driver's License 19055505
Julie	Bonner	11800 Stonehollow Dr	Suite 100	Austin	TX	78758		TX Driver's License 04672992
Results 1-2 of 2								

The following information is shown for each customer:

- First name and last name
- Address
- Telephone number
- Positive ID

To view the customer's exceptions, click the Positive ID. The Customer Exceptions screen is displayed.

Figure 4–6 Customer Exceptions Screen

Customer Exceptions

Select the appropriate action button to continue. Done

Customer Identifiers

Type	Number	Issuer	Issue Date	Expiration Date	Total Exception Counter
Current match:					based on KPIs selected for exception watch
Driver's License	19055505	US_TX	Mar 31, 2002	Aug 30, 2008	1
Possible matches:					
Driver's License	04672992	TX	Mar 31, 2002	Jun 30, 2008	

Exceptions Active / [Past](#) / [All](#) / [Voided](#) Show exceptions as of: (MM/DD/YYYY) Refresh

Exception	Return Ticket ID / Transaction ID	Customer Information Collected
N number of returns older than N days has the customer performed in M days	1291-0413-2006-0001 /	Julie Bonner, 11800 Stonehollow Dr Austin, TX, 78758
Total: 1		

Exception Counter Overrides/Freezes

Type	Date	Freeze End Date	User
	Apr 13, 2006	Dec 31, 2007	bmg

Exception override until end of 2007

Customer Service Overrides Remaining: 5

Type	Date	Override Expiration Date	User
5 subsequent return(s) granted	Apr 13, 2006	May 13, 2006	bmg

Allow next 5 overrides

☒ **Actions**

Cumulative Exception Counter Override

☐ Calculate based on KPIs

☒ Freeze counter until: (MM/DD/YYYY)

☐ Do Not Count

Comment:

Save Override

Customer Service Override

Automatically allow next return(s).

Comment:

Save Override

* = Required field

Done

Within the screen information, links are provided to view other information that is available. To see the customer exceptions for the other Positive IDs, click the link on Possible matches for other Customer Positive IDs. To see the details of the particular Return Ticket, click the link on the Return Ticket ID. For an example of the screen, see [Figure 4–3](#).

Click a link and the data is displayed. If the data is not available, or you do not have the authority to view it, the link is not displayed.

Overriding a Customer Exception

If exceptions have been accumulated in error, an authorized operator can reset or freeze the customer's cumulative exception count. This feature might be used to reset a customer's cumulative count if the following conditions are met:

- The customer's Positive ID was stolen.
- The retailer has configured to include the rule 'What is the customer's cumulative exception count?' in return policies. For more information, see [Chapter 9](#).
- The legitimate customer is now being denied returns because of the cumulative exception count for the Positive ID versus the range configured in the rule.

Conversely, the Cumulative Exception Count could be used to lock out a fraudulent customer from performing returns, by doing the following:

- Configure to include the rule 'What is the customer's cumulative exception count?' in return policies. For more information, see [Chapter 9](#).
- Set the Exception Counter to a number that will be denied based on the range configured in the rule.

To enter an Exception Counter Override:

1. Click **Actions**. The Cumulative Exception Counter Override area is displayed. See [Figure 4-6](#).
2. If you wish to reset the cumulative exception counter to a different number, enter the number in the box at the top of the Cumulative Exception Counter Override area.
3. Choose how to handle the override:
 - To calculate the exceptions, that is, to continue to accumulate exceptions for this customer, select Calculate based on KPIs.
 - To freeze the counter until a certain date, at which point exceptions begin to accumulate again, select Freeze counter until and choose the date.
 - To freeze the cumulative exceptions at the current Exception Count, select Do Not Count.
4. Enter a comment describing why the override was entered.
5. Click **Save Override**.

Issuing a Customer Service Override

If a customer feels that an attempted return has been wrongly denied, and contacts the retailer through a customer service department or other department that has appropriate authority, the retailer can issue one or more Customer Service Overrides that act as a 'free pass' on the customer's next attempted returns.

Note: In order to issue a customer service override, the customer's Positive ID must be in the Exception File, either by collection on the denied return or on previous attempted returns.

When the customer once again attempts to perform the return, and their Positive ID is collected with the return, the rules engine checks whether a Customer Service Override exists for that Positive ID, and automatically approves the complete return attempt, if one does. The number of Customer Service Overrides remaining is then decremented for that Positive ID.

To enter a Customer Service Override:

1. Click **Actions**. The Customer Service Override area is displayed. See [Figure 4-6](#).
2. Enter a number of subsequent returns to allow.
3. Enter a comment describing why the override was granted.
4. Click **Save Override**.

Working with Cashier Exceptions

Cashier Exceptions are the record of a return behavior performed by a cashier on a completed return. For a particular cashier, the following data is available:

- The cashier ID
- The cashier name, if available
- The total exception count for this cashier
- The Active, Past, All, and Voided exceptions recorded for this cashier, including the type of exception, the Return Ticket ID associated with the exception, and date on which the return occurred

Searching for Cashier Exceptions

To search for cashier exceptions:

1. Click **Cashier**. The Cashier Exceptions Search screen is displayed. See [Figure 4-7](#).
2. Enter the Cashier Number. To see a range of cashier numbers, you can enter part of the number followed by an asterisk.
3. Click **Search**. All cashier numbers that match the cashier number selection are displayed on the screen.

Viewing Cashier Exceptions

The Cashier Exceptions Search screen shows the list of cashiers that meet the selection criteria.

Figure 4–7 *Cashier Exceptions Search Screen*

Cashier Exceptions Search

Enter cashier search criteria and press Search.

Search

Search Criteria

Cashier Number:

200*

Search Results: Showing 1 to 4 of 4 Returned

Cashier Number	First Name	M. I.	Last Name	Total Exceptions
20001	Michael		Car	25
20027	Brenda		Cara	15
20028	Erik		Guest	2
20029	Roxanne		Sern	18

Results 1-4 of 4

Search

The following information is shown for each cashier:

- Cashier Number
- Cashier name if available
- The total number of cashier exceptions accumulated

To view a cashier's exceptions, click the Cashier Number. The Cashier Exceptions screen is displayed.

Figure 4–8 Cashier Exceptions Screen

Cashier Exceptions

Select the appropriate action button to continue.

Done

Cashier Information

Cashier ID	First Name	Middle Initial	Last Name	Total Exceptions
20028	Erik		Dreyer	2

Exceptions

Active / [Past](#) / [All](#) / [Voided](#)

Exception	Return Ticket ID/Transaction ID	Date
Multiple returns within the same day - cashier	4241-0721-2005-0001	2005-07-21
Refund tender overrides - cashier	4241-0721-2005-0000	2005-07-21
Total: 2		

Done

Within the screen information, links are provided to view other information that is available. To see the details of the particular Return Ticket, click the link on Return Ticket ID. To see an example of the screen, see [Figure 4–3](#).

Click a link and the data is displayed. If the data is not available, or you do not have the authority to view it, the link is not displayed.

To return to the Cashier Exceptions Search screen, click **Done**

Data Management

Data Management provides the capability to manage and control the distribution of critical information updates between the corporate office and stores. This ensures timely update and consistent store policies. Data Management provides the following benefits:

- Flexibility in configuring what data needs to be sent where and when
- Import of defined sets of data
- Scheduling of data distribution jobs
- Process for handling approval of data distribution
- Notification of a job's status to your dashboard or E-mail (Any hand-held device that is able to receive E-mail can be used)
- Acknowledgement from stores of the receipt of data

Data Import

Click **Data Import** to work with the distribution of data. You can import defined sets of data into Oracle Retail Returns Management. Click a left navigation link to choose an import function.

Importing Data

Table 5–1 describes the available import tasks.

Table 5–1 Description of Import Tasks

Task	Description
Import POSlog	<ul style="list-style-type: none"> Used for single instances of a POSlog import, such as after a POSlog error has been corrected and a POSlog file must now be manually imported. Imports the XML representation of retail transaction data using IXRetail's version 1 and 2 schema with extensions by Oracle Retail. Writes to the centralized corporate database.
Import Electronic Journal	<ul style="list-style-type: none"> Used for single instances of an electronic journal import, such as after an error has been corrected and an electronic journal file must be manually imported. Imports XML representation of electronic journal "blob" with minimal key information per transaction, journal entry, including store, register, date, and transaction sequence number. Writes to the centralized corporate database.
Import Parameters	<ul style="list-style-type: none"> Used whenever new parameters must be added to the master set. Must be performed initially when the application is installed. Imports XML divided into parameter groups. Defaults to include the distributable and master set, both XML and database-stored parameters.
Import Application Parameters	<ul style="list-style-type: none"> Used whenever new parameters must be added to the Oracle Retail Returns Management set. Must be performed initially when the application is installed. Imports XML divided into parameter groups. Includes the parameters used to control behavior in the Oracle Retail Returns Management application. For more information on specific parameters, see the Parameter Names and Values Addendum in the _resources directory provided with your Oracle Retail Returns Management documentation.
Import Store Directory	<ul style="list-style-type: none"> Used whenever the store hierarchy is changed. Imports XML of the store hierarchy definition, by hierarchy nodes. <p>Note: A store hierarchy level is assigned to each user ID. This import replaces the existing store hierarchy. If any users IDs were assigned to hierarchy levels now removed, those user IDs need to be reassigned to a different hierarchy level.</p>
Transaction Post Processor	<ul style="list-style-type: none"> Creates summary data for use in reporting. Should be scheduled to run on a repeating basis, after system installation, so that the transactions coming in via the POSlog are summarized for reporting.

Table 5–1 (Cont.) Description of Import Tasks

Task	Description
Returns Dashboard Processor Scheduler	<ul style="list-style-type: none"> Creates summary data for use in the dashboard returns summary report. Should be scheduled to run on a repeating basis, after system installation, so that the return tickets coming in are summarized for the dashboard report.

To import data, click **Available Imports**. The Available Imports screen is displayed.

Figure 5–1 Available Imports Screen**Available Imports****Import** > Source > Schedule > Notification > Complete

Select a source to schedule the import to run.

Import Task Name	Task Description	Source
Import POSlog	Imports transaction and signature capture data into the database.	File
Import Electronic Journal	Imports electronic journal information into the database.	File
Import Parameters	Imports parameters to add to the master parameter set.	File
Import Application Parameters	Imports the application specific parameters.	File
Import Store Directory	Imports a store hierarchy definition.	File
Transaction Post Processor	Post Processor Scheduler.	Schedule
Returns Dashboard Processor	Returns Dashboard Processor Scheduler.	Schedule

[Table 5–2](#) describes the information shown for each available import.

Table 5–2 Available Imports Columns

Column	Description
Import Task Name	The task that is performed
Task Description	The type of data that will be imported
Source	<p>File means you first choose the source file to be used for the import and then set the schedule for the distribution</p> <p>Schedule means you do not choose a source file, you only need to set the schedule</p>

Scheduling an Import

An import task can be chosen and then scheduled.

Choosing the Source Data to Import The source for the export is either File or Schedule. If the source is File, you first choose the source file for the import. If the source is Schedule, you do not select a file.

To choose a file to be imported:

1. Click **File** in the Source column for the data you want to import. The Select Source - File screen is displayed.

Figure 5–2 Select Source - File Screen

Select Source - File Import > **Source** > Schedule > Notification > Complete

Enter file location and name, and press Next. Next

Import Electronic Journal

Import file path/name: Browse... *

* = Required field

Next

Enter the path name of the file or click **Browse**. Your web browser provides a window for searching for the file.

2. Click **Next**. The Job Schedule screen is displayed.

Setting the Schedule for the Import Set the distribution job to run immediately or set up a schedule for the job. The default is Immediate.

Figure 5–3 Job Schedule Screen

Job Schedule Import > Source > **Schedule** > Notification > Complete >

Select Run Date settings, enter run time(s) and press Add. Press Next when complete. Next

Run Date Import Electronic Journal

☐ Immediate

☒ **Scheduled**

Begin Date: 03/24/2005 (MM/DD/YYYY)

☒ **Repeating**

End Date: ☐ Last Run Date: 03/24/2006 (MM/DD/YYYY)

☐ Duration: 0 Days

☒ No End

Repeat: Daily StartTime

Run Time

Time: 12:00 (HH:MM) Add Remove

Choose Add to add a new scheduled time, or to remove a scheduled time select the checkbox and choose Remove.

Scheduled Times	
<input type="checkbox"/>	05:00

Next

If you want the job to run immediately, click **Immediate** and then click **Next**. The Notification screen is displayed.

To set a schedule for the job:

1. Click **Scheduled**. Additional fields appear on the screen.
2. Set the Begin Date.

The default is the current date.

Enter the date into the field or click the calendar button to bring up a calendar. You can search through the calendar and select the date you want.

3. If you want the job to run on a repeating basis, click **Repeating**.

Additional fields appear on the screen.

- a. Set the End date.

The default is No End.

- b. Set when you want the job to repeat.

The default is to repeat Daily at a specific Start Time.

You can set the import to repeat Daily at a specific Start Time or Interval, Weekly on a specific day, or Monthly on a specific week and day.

4. Set the Run Time for the job.

The allowed time is in the range of 00:00 to 23:59.

a. Add or remove scheduled times from the list.

If you specified the job to run on a daily interval, enter the interval and click **Add**. For example, if you want the job to run every five minutes, enter 00:05.

Otherwise, enter the time you want the job to run and click **Add**. You can specify multiple times.

If you want to remove a time from the list, check the box by the time and click **Remove**.

b. Click **Next**. The Notification screen is displayed.

Setting the Notification Users can be selected to be notified whether the job succeeds or fails. Set the method and recipient for the notification.

Figure 5–4 Notification Screen

Notification

Import > Source > Schedule > **Notification** > Complete

Enter settings and press Add to add to the notification list. Next

Add Notification Import Electronic Journal

Notify of: Success Method: Email Recipient: Add

Existing Notifications

Remove

Select to Remove	Notify of	Method	Recipient
<input type="checkbox"/>	Success	Dashboard	

Next

To set the notification:

1. Add or remove notifications.

To add a notification, choose whether to Notify of Success, Failure, or All. Choose the method. If you choose Dashboard, the notification is displayed in the Tasks list on your dashboard. If you choose E-mail, enter the full E-mail address of the recipient, for example, pos@oracle.com. Click **Add**. The notification is added to the list of Existing Notifications.

By default, notification of job success or failure is sent to the dashboard of the user who scheduled the job.

To remove an existing notification, check the box in the Select to Remove column. A check in the box means the notification is set to be removed. Click **Remove**. All the entries that have a checked box in the Select to Remove column are removed at the same time.

2. Click **Next**. The Distribution Summary screen is displayed.

Completing the Job Scheduling Submit the job for scheduling.

Figure 5–5 Distribution Summary Screen

Distribution Summary List > Values > **Distribution** > Complete

Select Submit Job to schedule the job. Submit Job

Task Information

Task Name: File Transfer

Job Name:

Job Description: A set of files for transport or importing

Schedule: N/A

Recipients: Import:1:Central Office

Notifications:

Submit Job

To complete the job scheduling:

1. If you want to change the Job Name, enter a new name. It is easier to track the job progress if you enter a job name that specifically describes the purpose of the job.
2. Click **Submit Job** to submit the job for scheduling.

Note: If you do not click **Submit Job**, the job is given a status of Created. You then need to schedule the job through the Scheduled Imports screen. See "[Working with Scheduled Imports](#)" for more information.

The job will run when all the required approvals are obtained. The Distribution Confirmation screen is displayed. This screen shows the job ID and name of the job to be scheduled.

Figure 5–6 Distribution Confirmation Screen

Distribution Confirmation List > Values > Distribution > **Complete**

Done

The following is the JOB ID for the Corrected Ejournal from Store 04241:

86

Select to view job status and details.

Done

3. Click **Done**.

Working with Scheduled Imports

Imports that have been scheduled to run are shown on the Schedule Imports screen. From this screen, you can set a job to run immediately, remove a job from the schedule, and change the run date and notifications.

To work with scheduled imports, click **Schedule Imports**. The Scheduled Imports screen is displayed.

Figure 5–7 Scheduled Imports Screen

Scheduled Imports

Select the appropriate link or action button to continue.

Run Immediately

Remove

Select to Run Immediately or Remove	Description	Scheduled Run	Recipient	Action Date	Job Status
A set of files for transport or importing					
<input checked="" type="checkbox"/>	Schedule: Custom: One Time Notifications: pos@oracle.com Required Approval:		Import:1:Central Office	Thu, Feb 17, 2005 02/17/2005 04:50 PM	Succeeded
<input type="checkbox"/>	Schedule: Custom: One Time Notifications: Required Approval:		Import:1:Central Office	Thu, Feb 17, 2005 02/17/2005 04:51 PM	Succeeded
A set of files for transport or importing					
<input type="checkbox"/>	Schedule: Custom: One Time Notifications: Required Approval:		Import:1:Central Office	Fri, Mar 4, 2005 03/04/2005 09:33 AM	Created
<input type="checkbox"/>	Corrected Ejournal from Store 04241 Schedule: Repeating : Daily/StartTime Notifications: Required Approval:	Thu, Mar 24, 2005 03/24/2005 05:00 AM	Import:1:Central Office	Thu, Mar 10, 2005 03/10/2005 11:04 AM	Submitted
Post Processor Scheduling					
<input checked="" type="checkbox"/>	Schedule: Custom: One Time Notifications: Required Approval:		Import:1:Back Office	Tue, Mar 1, 2005 03/01/2005 11:24 AM	Created
<input type="checkbox"/>	Post Processor Scheduling Schedule: Custom: One Time Notifications: Required Approval:		Import:1:Back Office	Tue, Mar 1, 2005 03/01/2005 11:24 AM	Created

Run Immediately

Remove

Table 5–3 describes the information shown for each available import.

Table 5–3 Scheduled Imports Columns

Column	Description
Select to Run Immediately or Remove	A checked box indicates the import can be selected to run immediately or removed
Description	Description of the import, schedule defined for the job, and the method of notification of job success or failure
Scheduled Run	Date and time when the job will next run
Recipient	Application that will receive the import
Action Date	Date and time is determined by the status
Job Status	See Table 3–2 for a description of the possible statuses

Note: When you select **Run Immediately** or **Remove**, all jobs with the checked box are processed as you selected.

- You can view and change the description of the job.
 - To see a detailed description of the job, click the description. The Scheduled Job Summary screen is displayed. See [Figure 3–4](#) for an example of the screen and description of the content.
 - To change the schedule, click **Schedule**. See ["Setting the Schedule for the Import"](#).
 - To change the notification, click **Notifications**. See ["Setting the Notification"](#).
- To submit the job, click **Run Immediately**.
The job is submitted. It will run when the required approvals are obtained. See ["Completing the Job Scheduling"](#) to follow the steps to complete the job submission.
- To remove a job, click **Remove**. Multiple jobs can be removed at the same time.
The Confirm Task Removal screen is displayed. A list of the jobs you selected to remove is shown.

Figure 5–8 Confirm Task Removal Screen

Confirm Task Removal

Remove these tasks?

Description	Scheduled Run	Recipient	Action Date	Job Status
A set of files for transport or importing				
Schedule: Custom: One Time Notifications: pos@oracle.com Required Approval:		Import:1:Central Office	Thu, Feb 17, 2005 02/17/2005 04:50 PM	Succeeded
Post Processor Scheduling				
Schedule: Custom: One Time Notifications: Required Approval:		Import:1:Back Office	Tue, Mar 1, 2005 03/01/2005 11:24 AM	Created

- If you do not want to remove all the tasks, click **No**. The checked boxes are cleared on the Scheduled Imports screen.
- If you want to remove the tasks, click **Yes**. The tasks are removed.

The Admin feature provides the administrative functions to manage user security and operations data for the enterprise. Admin provides the following benefits:

- Import of XML to update the store hierarchy definition
- Creation and management of store groups for data distributions
- Assignment of a hierarchy level to each user ID to control that user's access for transaction searches and data distributions
- Definition of security roles and assignment of a specific role to each user ID
- Management of all types of scheduled jobs
- Maintenance of individual parameters for consistent implementation of Oracle Retail Returns Management policies

For information on each available function, see the following sections:

- ["Store Directory"](#)
- ["Users"](#)
- ["Roles"](#)
- ["Job Manager"](#)
- ["Parameter Maintenance"](#)

Store Directory

The store directory, or store hierarchy, defines where stores fit in the retailer's enterprise. The hierarchy levels can be ordered in a way that makes the most sense for reporting, security, or data distribution purposes. For example, stores may be arranged by regions of the country and then the states within each region. Any number of hierarchy levels can exist, stores can exist at any level of the hierarchy, and one level of the hierarchy can contain both stores and lower levels, allowing flexibility in hierarchy definition.

The store hierarchy is defined in an XML file. Whenever any changes are made to the store hierarchy, the XML file is edited, and that file is then imported to Oracle Retail Returns Management.

Individual stores can be chosen from any part of the store hierarchy and defined as a store group. Store groups are used for data distributions. For example, all the stores that are in malls could be placed in one group and then that group can be used for distributing data specific to mall stores.

Click **Store Directory** to work with store groups or to import a new store hierarchy.

Working with Store Groups

A store group is an ad hoc list of stores for use in data distributions. For example, a group may be defined for mall stores and another group for stand-alone stores. Stores within one group do not have to be on the same arm of the store hierarchy. There is no limit to the number of groups in which a store can be included.

To work with store groups, click **Store Groups**. The Store Groups screen is displayed.

Figure 6–1 Store Groups Screen

Store Groups

Select a group to edit, or press Add Group to define a new store group.

[Add](#) [Remove](#)

Select to Remove	Store Group Name	Number of Entries
<input type="checkbox"/>	Test Store Group	2
<input checked="" type="checkbox"/>	Mall Stores	3
<input type="checkbox"/>	Pilot Store Group	1
<input checked="" type="checkbox"/>	Outlet Stores	2

[Add](#) [Remove](#)

Table 6–1 describes the information shown for each store group.

Table 6–1 Store Groups Column

Column	Description
Select to Remove	A checked box indicates the group is selected to be removed
Store Group Name	Name of the group
Number of Entries	Number of stores in the group

Changing a Store Group Definition

To change the group definition:

1. Click the name in the Store Group Name column. The Define Group screen is displayed with the current definition of the group. See [Figure 6–2](#).
2. Change the group name.
3. Change the stores in the group.
4. Click **Save**. The new group definition is saved.

Removing a Store Group

To remove a store group:

1. Check the box in the Remove column for the group you want to remove.
2. Click **Remove**. The group is removed. More than one group can be removed at a time.

Adding a Store Group

To add a new store group:

1. Click **Add**. The Define Group screen is displayed.

Figure 6–2 Define Group Screen

Define Group

Enter the store group definition and press Save.

Store Group Information

Group Name: * Enter store(s) separated by commas, and press Add to add to the list.

Last Modified: ??????

Stores in Group

Select to Remove	Store Number	Store Name
<input type="checkbox"/>	01235	Lake Creek Plaza
<input checked="" type="checkbox"/>	04241	Lakeline Mall

* = Required field

2. Enter the group name.
3. Choose the stores for the group.

To add a store to the list, enter the store number from the store hierarchy. Click **Add**. The store is added to the Stores in Group list. Multiple stores can be added at the same time.

To remove a store already in the list, check the box in the Select to Remove column. Click **Remove**. The store is removed from the group. More than one store can be removed at a time.

4. Click **Save**. The new group is added.

Importing a Store Hierarchy

When the store hierarchy is changed, click **Store Hierarchy** to import the updated XML file.

Note: A store hierarchy level is assigned to each user ID. The import replaces the existing store hierarchy. If any users IDs were assigned to hierarchy levels now removed, those user IDs need to be reassigned to a different hierarchy level through the Users subtab.

To import a new store hierarchy definition:

1. Click **Store Hierarchy**. The Import Store Hierarchy Data screen is displayed.
2. Enter the name of the XML file containing the store hierarchy definition or click **Browse**. Your web browser provides a window for searching for the file.
3. Click **Import**. For information on scheduling the job, see "[Setting the Schedule for the Import](#)" in [Chapter 5](#).

Users

User IDs can be added or removed. The settings for a user ID can be changed.

Click **Users**. The User Administration screen is displayed.

Figure 6–3 User Administration Screen

User Administration

Enter either a user id or characters of the first and last name to search. Leaving the fields blank will return all current users. Press Add to add a new user.

Search for Users

User ID:

--OR--

First Name:
Last Name:

Search Reset Add

On this screen, you can search for users by entering the user ID or first and last name of the user. You can also choose to add a new user.

Searching for a User

To search for user IDs:

1. Enter a user ID or name.

Note: The criteria entered for the search is case sensitive.

- If you want to search for a specific user ID, enter the entire user ID.
- If you want to search by name, enter a full name or some of the characters in the name. All the user IDs that have those characters in the name are found.
- To see all the user IDs, leave all the fields blank.

If you want to clear the entered criteria, click **Reset**.

2. Click **Search**. The User Search Results screen is displayed. If only one user ID is found, the User Details screen is displayed instead.

Figure 6–4 User Search Results Screen

User Search Results

Select a User ID to continue

Remove

Search criteria

First Name:

Last Name: Ja

Search results: Showing 2 of 2

Select to Remove	Last Name	First Name	Middle Name	User ID	Status
<input type="checkbox"/>	Jacobs	Michael	Steven	mjacobs	Active
<input checked="" type="checkbox"/>	Jameson	David	Matthew	djameson	Active

Remove

For each user, the following information is displayed:

- A checked box in the Select to Remove column indicates the user is to be removed
- First, middle, and last name of the user
- User ID
- Status of the user

To view the user details, click the user ID. The User Details screen is displayed. See [Figure 6–5](#).

Changing User Details

To change the user details:

1. Click the user ID. The User Details screen is displayed. See [Figure 6–5](#).
2. Change any of the user information.
3. Click **Save**. The changes are saved.

Removing a User ID

To remove a user ID:

1. Check the box in the Select to Remove column for the user ID you want to remove.
2. Click **Remove**. The user ID is removed. Multiple user IDs can be removed at the same time.

Adding a New User ID

To add a new user ID:

1. Click **Add**. The User Details screen is displayed.

Figure 6–5 User Details Screen

User Details

Update user information and press Save.

Save

User Info	
First Name:	Michael *
Middle Name:	Steven
Last Name:	Jacobs *
User ID:	mjacobs *
Password:	*** *
Retype Password:	*** *
Status:	<input checked="" type="radio"/> Active <input type="radio"/> Inactive
Role Assignments	
User has right of:	<div> <div>No Access</div> <div>Full Access</div> <div>Loss Prevention</div> <div>Store Support</div> <div>Customer Service</div> </div>

Hierarchy Assignment

Operator can access data for hierarchy node:*

Retail Hierarchy

- Enterprise
 - North
 - South
 - Texas
 - Austin
 - 04241 - Lakeline Mall
 - Dallas

* = Required field

Save

The following information is displayed:

- First, middle, and last name
 - User ID
 - Password
 - Status
 - Hierarchy assigned to the user
 - Role assigned to the user
2. Enter the user information.

Note: A user must have a status of Active in order to login to Oracle Retail Returns Management.

3. Choose the role you want assigned to the user ID. See ["Roles"](#) for more information.
4. Set the hierarchy assignment.

The hierarchy assignment determines the hierarchy node the user can specify for data and parameter distributions.

Click the node name in the store hierarchy. A check next to a node name indicates that node is selected. You can click a triangle next to any node name to display the child nodes or to hide the child nodes from view.

5. Click **Save**. The user ID is added.

Roles

To reduce the administrative time required to set up security for users, a role can be defined for each security level and the functions that role may and may not access can be specified. Each user ID is then assigned to one role and has access to all functions allowed for that role. Different roles may have identical function accessibility.

If a role is changed, any user IDs assigned to that role are not affected until the next time the user logs in.

Note: There is a lag time on some application servers for the security changes to become visible. Consult your system administrator if you do not see the changes take effect immediately.

Click **Roles**. The Roles screen is displayed.

Figure 6–6 Roles Screen

Select to work with a security role.

Select to Remove	Role
<input type="checkbox"/>	No Access
<input type="checkbox"/>	Full Access
<input type="checkbox"/>	Loss Prevention
<input checked="" type="checkbox"/>	Store Support
<input type="checkbox"/>	Customer Service

For each role, the following information is displayed:

- A checked box in the Select to Remove column indicates the role is to be removed
- Name of the role

To view the settings for a role, click the name in the Role column. The Role Settings screen is displayed. See [Figure 6–8](#).

Changing a Role

To change the features selected for a role:

1. Click the name in the Role column. The Role Settings screen is displayed. See [Figure 6–8](#).
2. Choose the features to be added or removed for this role.
3. Click **Save**. The changes are saved.

Removing a Role

To remove a role:

1. Check the box in the Select to Remove column for the role you want to remove.
2. Click **Remove**. The Confirm Role(s) Removal screen is displayed.
 - If you want to remove all the selected groups, click **Yes**. The roles are removed.
 - If you do not want to remove all the selected groups, click **No**. The role is not removed and the Select to Remove box remains selected.

Adding a New Role

To add a role:

1. Click **Add**. The Role Name screen is displayed.

Figure 6–7 *Role Name Screen*

Role Name

Enter a Role Name and press Next.

Role Name: *

* = Required field

Next

2. Enter the name for the role. Click **Next**. The Role Settings screen is displayed.

Figure 6–8 Role Settings Screen

Role Settings for District Manager

Select All to grant access to all features, or select specific features, and select Save.

Select All <input type="checkbox"/>	Application (All) ▾	Module Return Tickets ▾	Feature
<input type="checkbox"/>	Returns Management	Return Tickets	return_tickets_exp
<input type="checkbox"/>	Returns Management	Return Tickets	return_tickets_search_cshr-rgstr
<input type="checkbox"/>	Returns Management	Return Tickets	return_tickets_search_custinfo
<input type="checkbox"/>	Returns Management	Return Tickets	return_tickets_search_custposid
<input checked="" type="checkbox"/>	Returns Management	Return Tickets	return_tickets_search_hier
<input type="checkbox"/>	Returns Management	Return Tickets	return_tickets_search_iteminfo
<input checked="" type="checkbox"/>	Returns Management	Return Tickets	return_tickets_search_tktid
<input checked="" type="checkbox"/>	Returns Management	Return Tickets	return_tickets_ticket_search
<input type="checkbox"/>	Returns Management	Return Tickets	returns_positive_id_view

Table 6–2 describes the information shown for each feature.

Table 6–2 Role Settings Column

Column	Description
Select All	A checked box indicates that this role is granted access to the feature. If the box is not checked, access to the feature is denied and a user ID assigned this role will not be able to use that feature. If the Select All box at the top of the column is checked, a user ID assigned to this role has access to all the features.
Application	Available applications from which the functions can be selected.
Module	Sets of functions available for an application. For the Oracle Retail Returns Management, this corresponds to the available subtabs.
Feature	Features available for the application and module. For the Oracle Retail Returns Management, this corresponds to the left navigation links and action buttons available for each subtab. In some cases, additional fields can be secured such as the viewing of credit card numbers.

3. Choose the features that can be accessed:
 - a. Click **Application**. Click the application whose features you want to choose.
 - b. Click **Module**. Click the module whose features you want to choose. The features available for that function are shown.

 To grant access to all the features, check the Select All box. To grant access to a specific feature, check the box in the Select All column.

 To deny access to a feature already selected, check the box in the Select All column. The check is cleared from the box.
4. When you have made choices for all the applications and modules that you want, click **Save**. The new role is added.

Job Manager

The Job Manager function provides the capability to work with scheduled jobs. The types of scheduled jobs are parameter distributions, file transfers, and data imports.

To work with scheduled jobs, click **Job Manager**. The All Scheduled Jobs screen is displayed.

Figure 6–9 All Scheduled Jobs Screen

All Scheduled Jobs

Select the appropriate link or action button to continue.

Run Immediately

Remove

Search Results: Showing 21 to 22 of 22 Returned

Show jobs of type: All

Refresh

Select to Run Immediately or Remove	Description	Scheduled Run	Recipient	Action Date	Job Status
Post Processor Scheduling					
<input type="checkbox"/>	Schedule : Custom: One Time Notifications : Required Approval:		Import:1:Back Office	Fri, Feb 25, 2005 02/25/2005 01:20 PM	Created
<input type="checkbox"/>	A set of files for transport or importing Schedule : Custom: One Time Notifications : Required Approval:			Fri, Feb 25, 2005 02/25/2005 01:21 PM	Created

Results 21-22 of 22 [[<< Prev](#)] [1](#) [2](#) [[Next >>](#)]

Run Immediately

Remove

For a description of each column, see [Table 5–3](#).

To choose the jobs to be displayed:

1. Click **Show jobs of type**. Choose to display all jobs or just a certain type of job.
2. Click **Refresh**. The type of jobs selected are displayed.

The functions available on this screen are the same as the Scheduled Imports screen. See ["Working with Scheduled Imports"](#) in [Chapter 5](#) for more information.

Parameter Maintenance

A parameter is a value that sets an individual characteristic. For example, a parameter called AcceptedTenderIssuers could list all the tenders that are accepted for payment.

A parameter group is a set of parameters that are grouped together by category. This makes it easier to find a specific parameter. A parameter is part of only one parameter group. For example, a group called Discount could contain all the parameters used for applying discounts. If you needed to change a parameter relating to discounts, you could easily find the parameter.

Note: For more information on specific parameters, see the Parameter Names and Values Addendum in the _resources directory provided with your Oracle Retail Returns Management documentation.

Click **Parameter Maintenance**. The Select Parameters screen is displayed.

Figure 6–10 *Select Parameters Screen*

Select Parameters

Select a group to view its parameters and their values.

Groups: ReturnsManagement <input type="button" value="Refresh"/>	
Parameter Name	Value
DaysLimitCustomerServiceOverrides	30
LeastRiskyTenderOrder	StoreCredit , Credit , Check , Cash
MaxActiveExceptionDays	90
MaxCustomerSearchResults	100
MaxCustomerServiceOverrides	50
RefundTenderTypes	StoreCredit , Credit , Check , Cash
RefundTypes	Return , Layaway_Cancellation , Order_Cancellation , Price_Adjustment
ResponseCodesToIgnore	240 , 400
StartingCustomerScore	0
StartingEmployeeScore	0
ValidationAmountTaxFactor	08

To choose a different group of parameters:

1. Click **Groups**. The list of the available groups is displayed.
2. Click a group.
3. Click **Refresh**. The parameters in that group are displayed.

Editing a Parameter

The choices that can be made depend on the parameter:

- If the parameter uses a value field, enter the new value. The minimum and maximum allowed values are displayed on the edit screen.
- If the parameter uses one value chosen from a list of possible values, select the new value from the list.
- If the parameter allows more than one value from a list, select a value from the list and click **Add**. Repeat this for each value you want to choose.
- If the parameter uses a created list, enter the new values separated by commas.

In the following steps, a parameter that allows more than one value chosen from a list is used as the example for editing a parameter.

To change the value assigned to a parameter:

1. Click the name in the Parameter Name column. The Edit Parameter screen is displayed.

Figure 6–11 Edit Parameter Screen

Edit Parameter

Select a value from the Available Values to add to the Selected Values, or remove a value from the Selected Values.

Note: New Values show the default values.

Application Parameters

Parameter Group: ReturnsManagement

Parameter Name: RefundTenderTypes

Available Values:

Cash

Selected Values:

StoreCredit
Credit
Check

2. To add a value for the parameter, click the value in the Available Values list and click **Add**. To remove a value, click the value in the Selected Values list and click **Remove**.
3. When you have made all your changes, click **Done**. The parameter value is changed.

Selecting Customer Exceptions to Track

This chapter describes how to configure Oracle Retail Returns Management to track customer exceptions. Before you configure the customer exceptions you want to track online, you must first consider the types of customer return problems that you are trying to track and solve.

The following information is presented in a workbook style, with two steps:

- How to determine the desired outcomes. See ["Deciding which Customer Behaviors to Track"](#).
- How to use the screens necessary for the configuration of the system. See ["Configuring the Customer Behaviors to Track"](#).

A Sample Configuration Guide spreadsheet is available in Excel format to help determine the exceptions for tracking and the policies for configuration. You may find the spreadsheet helpful for drafting selections and distributing them for review or approval within your organization to departments that review return policies and procedures, for example, operational, loss prevention, or legal departments. See the Sample Configuration Guide in the _resources directory provided with your Oracle Retail Returns Management documentation. See ["Using the Sample Configuration Guide"](#) for information about the Sample Configuration Guide.

Deciding which Customer Behaviors to Track

A customer exception is a record created in Oracle Retail Returns Management of the occurrence of a particular type of customer behavior. A customer behavior can be any customer activity, for example, the performance of a nonreceipted return.

You must select the customer exceptions to track. In some cases, you must set merchandise hierarchies, date ranges, or dollar amounts to track.

When a customer exception is selected for tracking, the system saves a record of each occurrence of customer behavior for which a Positive ID is collected for the customer. The system creates this record after an attempted return is accepted and completed at the point-of-return, and the information about that return is received in Oracle Retail Returns Management by way of the Final Result message. The occurrence of that customer behavior is then available to be researched on screen. For more information on researching customer exceptions, see ["Working with Customer Exceptions"](#) in [Chapter 4](#).

How the System Tracks Customer Behaviors and Creates Exceptions

The system records one customer exception for each distinct behavior that occurs within a return attempt, for each type of customer exception that is selected. One

return transaction can include more than one distinct customer behavior. For instance, a line item on a return attempt that is receipted but also occurs within the dates and items defined in the Return Pattern Watch file is both a refund with receipt and a return of item in the Return Pattern Watch file. If a second line item on this return is receipted, but does not occur within the Return Pattern Watch file, then the total number of exceptions recorded for that return is still one refund with receipt and one return of item in the Return Pattern Watch file.

Selecting to track a customer exception does not trigger the denial of return activity based on that behavior or even the evaluation of that behavior during an attempted return. The rules that can be included in policies (See [Chapter 11](#)) determine the behavior evaluated during an attempted return and the way the system processes that return.

The system keeps a cumulative exception counter for the customer exceptions that are selected for tracking, for each customer Positive ID that is collected. A rule that evaluates the customer's cumulative exception count can be included in policies in order to trigger a particular response to an attempted return, based on the customer's overall activity (See [Chapter 10](#)). Only accepted or authorized activity is considered when the system counts exceptions, unless otherwise noted in the specific exception.

In short, selecting to track a customer exception initiates the following activities:

- It makes that exception available for research on a customer, using the customer's Positive ID.
- It adds 1 to the Customer Cumulative Exception Counter for each unique exception logged on a customer based on the customer's Positive ID.

Customer Exception Catalog

This section describes customer behaviors that you can select to track as customer exceptions in Oracle Retail Returns Management.

Before deciding on the customer exception behavior that you wish to track, consider the following:

- What are the patterns of the average customer today?
 - How many returns does the average customer perform?
 - How frequent are the returns?
 - What is the percentage of receipted versus nonreceipted returns?
 - What are the other types of refund-producing transactions that the average customer performs?

- What are the patterns of the ideal customer?
 - What are the desirable returns? Are they receipted? Are they within a certain time frame?
 - How many returns does the ideal customer perform?
 - How frequent are the returns?
 - What is the ideal percentage of receipted versus nonreceipted returns?
 - What are the acceptable numbers for other types of refund-producing transactions that the ideal customer performs?

Table 7–1 lists possible customer exception return activities and details about the exception that can be used to determine if the exception should be tracked. For each exception, review the details to consider for the exception, decide whether to track the exception, and in those cases where additional information is needed, complete the additional information if you choose to track the exception.

Table 7–1 Customer Exception Return Activities

Exception Description	Details to Consider	Track this Exception?
Refunds without receipt	<ul style="list-style-type: none"> ■ Do you accept nonreceipted returns? ■ Do you suspect a problem with accepting unreceipted returns? <p>If you answer yes to either of these questions, then you should track <i>Refunds without receipt</i>.</p>	__Yes __No
Refunds with receipt	<ul style="list-style-type: none"> ■ Do you wish to track the occurrence of receipted returns? ■ Do you have a published policy for the number of receipted returns acceptable within a certain time frame? ■ Do you wish to set tolerance thresholds for the number of receipted returns accepted within a certain time frame? <p>If you answer yes to any of these questions, then you should track <i>Refunds with receipt</i>.</p>	__Yes __No
Same day returns as purchases	<p>An excessive number of returns on the same day as the purchases, with or without a receipt, in the same or multiple stores, can be an indicator that the customer is performing fraudulent behavior.</p> <ul style="list-style-type: none"> ■ Do you wish to track multiple returns within the same day? <p>If you answer yes to this question, then you should track <i>Same day returns as purchases</i>.</p>	__Yes __No
Multiple returns within the same day	<p>An excessive number of returns performed in multiple stores or channels on the same day can be an indicator that a customer is returning stolen merchandise.</p> <ul style="list-style-type: none"> ■ Do you wish to track multiple returns within the same day? <p>If you answer yes to this question, then you should track <i>Multiple returns within the same day</i>.</p>	__Yes __No

Table 7–1 (Cont.) Customer Exception Return Activities

Exception Description	Details to Consider			Track this Exception?												
Returns of items in the Return Pattern Watch file	<ul style="list-style-type: none">Do you suspect a problem with purchase/return of items within a short time frame? This is sometimes called “renter” or “wardrobing” behavior. <p>If you answer yes to this question, then you should track <i>Returns of items in the Return Pattern Watch file</i>.</p> <p>For configuring the Return Pattern Watch file, consider the following questions:</p> <ul style="list-style-type: none">What items are often purchased and returned in a short time frame?What are the merchandise hierarchies that contain those items?What are the likely purchase date ranges for this and subsequent years?What are the likely return date ranges for this and subsequent years? <p>List the merchandise hierarchies, optional purchase date ranges, and required return date ranges for the items you wish to track.</p> <p>Note: There is no limit on the number of entries that can be included in the Return Pattern Watch file.</p> <p>Configuration of the Return Pattern Watch file is described in Chapter 10.</p> <table><tr><th>Merchandise Hierarchy</th><th>Purchase Date Range</th><th>Return Date Range</th></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></table>			Merchandise Hierarchy	Purchase Date Range	Return Date Range										<div>__Yes</div> <div>__No</div>
Merchandise Hierarchy	Purchase Date Range	Return Date Range														
Refund tender overrides	<ul style="list-style-type: none">Do customers often request different tenders for refund than the tenders stated in your published return policy?Do you wish to research and report on the occurrence of customers requesting different tenders for refund than those specified in the stated policy?Do you suspect a problem with nonreceipted returns of stolen goods for cash-equivalent tenders? <p>If you answer yes to any of these questions, then you should track <i>Refund tender overrides</i>.</p>			<div>__Yes</div> <div>__No</div>												

For some exceptions, additional configuration is needed for tracking, beyond simply selecting the exception. The exception can be cloned to track multiple different inputs. [Table 7–2](#) lists possible configurable return activities and details about each exception that can be used to determine if the exception should be tracked.

Table 7–2 Customer Exceptions Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Refunds by refund type	<ul style="list-style-type: none">Do you allow customers to receive a price difference refund if merchandise goes on sale after they have purchased and departed with it?Do you allow employees to receive a price difference if merchandise goes on sale after they have purchased it?Do you wish to measure either occurrence?Do you wish to limit either occurrence? <p>If you answer yes to any of these questions, then you should track <i>Refunds with a refund type of Price Adjustment</i>.</p>	<p>__Yes</p> <p>__No</p>
	<ul style="list-style-type: none">Does your enterprise accept layaways on merchandise?Do you suspect a problem with customers canceling layaways, after the merchandise has been removed from the sales floor?Do you wish to measure either occurrence?Do you wish to limit either occurrence? <p>If you answer yes to any of these questions, then you should track <i>Refunds with a refund type of Layaway Cancellation</i>.</p>	<p>__Yes</p> <p>__No</p>
	<ul style="list-style-type: none">Does your enterprise allow ordering of merchandise or services that are not sold in the store channel?Do you suspect a problem with customers canceling orders after merchandise orders have been placed with vendors or delivery has been scheduled?Do you wish to measure either occurrence?Do you wish to limit either occurrence? <p>If you answer yes to any of these questions, then you should track <i>Refunds with a refund type of Order Cancellation</i>.</p>	<p>__Yes</p> <p>__No</p>
	<ul style="list-style-type: none">What other types of transactions result in a refund to the customer?Is there significant cost to you for processing these refunds?Do you suspect a problem with refunds due to any of these types of transactions? <p>If you answer yes to any of these questions, then you have other types of refund transactions that you should track.</p> <p>List the other transaction types.</p>	<p>__Yes</p> <p>__No</p>
	Transaction Types	

Table 7–2 (Cont.) Customer Exceptions Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Expired receipts	<ul style="list-style-type: none"> Do you have a published policy stating the time frame allowed for returns? Do you wish to control allowed refund tenders for returns that are older than this published policy? <p>If you answer yes to either of these questions, then you should track <i>Expired receipts</i>.</p>	<p>__Yes</p> <p>__No</p>
Nonreceipted returns from a configurable merchandise hierarchy	<ul style="list-style-type: none"> Do you suspect a higher nonreceipted return rate with certain types of items? Has there been a recent store break in, suspected in-store theft, warehouse theft, inventory count discrepancy, or inventory receiving discrepancy of certain types of items? <p>If you answer yes to any of these questions, then you should track <i>Nonreceipted returns from a configurable merchandise hierarchy</i>.</p> <p>Note: There is no limit on the number of entries that can be included. This exception can be cloned.</p> <p>What return items are of a particular concern to your enterprise, when they are returned without a receipt?</p> <p>List the merchandise hierarchies.</p>	<p>__Yes</p> <p>__No</p>
	Merchandise Hierarchies	

Table 7–2 (Cont.) Customer Exceptions Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Merchandise returns from a configurable merchandise hierarchy greater than \$N	<ul style="list-style-type: none"> ■ Do you have certain high dollar items that you suspect as having a return problem? ■ Do you have different return tolerances for lesser dollar items than higher dollar items? ■ Do you suspect certain customers of abusing your published policies for high dollar items? ■ Has there been a recent store break in, suspected in-store theft, warehouse theft, inventory count discrepancy, or inventory receiving discrepancy of certain types of items? <p>If you answer yes to any of these questions, then you should track <i>Merchandise returns from a configurable merchandise hierarchy greater than \$N</i>.</p> <p>List the merchandise hierarchies and minimum dollar amounts that you wish to track.</p> <p>Note: There is no limit on the number of entries that can be included. This exception can be cloned.</p> <p>The definition of \$N is determined by the retailer when mapping data to message contents, hence it can be a regular price, promotional price, selling price, or price after all discounts are applied, and it can include or exclude tax. All dollar amounts transmitted to Oracle Retail Returns Management must be consistent in the factors that are included and excluded.</p> <p>For this exception, the system compares the \$N value defined in the exception with the amount provided by the point-of-return in the Return Request message.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Merchandise Hierarchy	
	Minimum Dollar Amount	

Table 7–2 (Cont.) Customer Exceptions Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?	
Merchandise returns from a configurable merchandise hierarchy purchased and returned between configurable dates	<ul style="list-style-type: none">Do you suspect elevated levels of return of particular items during certain seasons, such as after holidays?Has there been a recent break-in or significant store damage involving looting?Has there been a recent store break in, suspected in-store theft, warehouse theft, inventory count discrepancy, or inventory receiving discrepancy of certain types of items?	__Yes __No	
	If you answer yes to any of these questions, then you should track <i>Merchandise returns from a configurable merchandise hierarchy purchased and returned between configurable dates</i> .		
	List the merchandise hierarchies and date ranges that you wish to track.		
	Note: There is no limit on the number of entries that can be included.		
	Merchandise Hierarchy		Date Range
Engine response code tracking	<ul style="list-style-type: none">Are there certain response codes configured in Oracle Retail Returns Management and used on return attempt response authorizations that you wish to track?	__Yes __No	
	This exception can be used for customization without development/coding, if you configure a particular response code to be used on rules in the rules engine and need to track the pattern of occurrence of that behavior. For instance, if the rules engine is configured to always authorize a "gift receipt present" transaction with a 999 Gift Receipt response code and you wish to evaluate the number of times the customer Positive ID has returned with a gift receipt in subsequent transactions in order to determine returnability, this can be accomplished using response code configuration coupled with this exception and a rule in policies.		
	Note: There is no limit on the number of entries that can be included. You can return and configure this exception later, after setting up response codes as described in Chapter 10 .		
	Because the system bases exceptions on hard facts that have occurred, only those response codes used on authorized returns can be set on this particular exception.		
	List the response codes that you wish to track.		
	Response Codes		

Using the Sample Configuration Guide

If you wish to define your exceptions in the Sample Configuration Guide spreadsheet, use the sheet labeled Customer Exceptions.

Figure 7–1 Customer Exceptions Sheet of the Sample Configuration Guide

Customer Exceptions						
<p>Exceptions are instances of a behavior that a retailer has selected to track for a Customer or Cashier. Exceptions hold an exception counter for a customer or cashier that is incremented based on return activity. If an exception (behavior) is selected for inclusion in the exception counter, the system defaults to add one to the exception count for each return activity. An "exception" is any activity that can be discerned from Return Ticket data, such as a nonreceipted return, a return of an item contained in the Return Pattern Watch file, or a particular type of refund transaction such as a Price Adjustment. When an exception occurs, a record is written to the "exception file" and the activity is available for research on that customer or cashier via the Exception Inquiry search and display screens. All exceptions are based on Return Ticket data.</p>						
Return Activities	Track?					
Refunds without receipt	Y					
Refunds with receipt	Y					
Expired receipts (older than N days)	Y					
Same day returns as purchases	Y					
Multiple returns within the same day	Y					
Returns of items in the Return Pattern Watch file	Y					
Refund tender overrides	Y					
Configurable Return Activities	Track?	Values				
Refunds with a refund type of X	Y	Price Adjustments				
Nonreceipted returns from X	Y	Home				
Merchandise returns from X greater than \$Y	Y	Electronics, \$500				
Merchandise returns from X between (date) and (date)	Y	Holiday				
Engine response code tracking response code X	Y	093-Out of Box Electronics				

Configuring the Customer Behaviors to Track

Using the information defined in [Table 7-1](#) and [Table 7-2](#), follow these steps to set the system to track the desired customer behaviors in order to record customer exceptions.

To configure customer behavior tracking:

1. Click the Customer left navigation link under the Configuration subtab of the Returns tab. The Customer Exceptions to Track screen is displayed.

Figure 7-2 Customer Exceptions to Track Screen

Customer Exceptions to Track

Select the types of exceptions to be tracked. Press Save to save the new settings. Save

Return Activities

Track	Exceptions
<input checked="" type="checkbox"/>	Multiple returns within the same day
<input type="checkbox"/>	Refund tender overrides
<input type="checkbox"/>	Refunds with receipt
<input checked="" type="checkbox"/>	Refunds without receipt
<input checked="" type="checkbox"/>	Returns of items in the return pattern watch file
<input checked="" type="checkbox"/>	Same day returns as purchases

Configurable Return Activities

Track	Exceptions
<input type="checkbox"/>	Merchandise returns from Sales Reporting>Root>Multi-Media Edit greater than \$ <input type="text" value="300.00"/> Add
<input checked="" type="checkbox"/>	Expired receipts (older than <input type="text" value="3"/> days)
<input checked="" type="checkbox"/>	Refunds with a refund type of <input type="text" value="Price_Adjustment"/> Add Remove
<input checked="" type="checkbox"/>	Refunds with a refund type of <input type="text" value="Order_Cancellation"/> Add Remove
<input checked="" type="checkbox"/>	Engine response code tracking <input type="text" value="100 No receipt"/> Add Remove
<input checked="" type="checkbox"/>	Engine response code tracking <input type="text" value="10 Insufficient quantity"/> Add Remove
<input checked="" type="checkbox"/>	Nonreceipted returns from Sales Reporting>Root>Multi-Media Edit Add
<input type="checkbox"/>	Merchandise returns from Sales Reporting>Root>Multi-Media Edit purchased and returned between <input type="text" value="01/01/2004"/> and <input type="text" value="01/02/2004"/> Add

Save

The exceptions that can be tracked are displayed. For each exception, the following information is shown:

- A checked box in the Track column indicates the exception is to be tracked
 - Exception description
 - For configurable return activities, the values being tracked for an exception
2. Check the box to the left of each of the behaviors you wish to track.

- 3. If you select a configurable customer exception that requires a Merchandise Hierarchy entry, click **Edit** for the merchandise hierarchy. The Merchandise Hierarchy screen is displayed.

Figure 7–3 Merchandise Hierarchy Screen

Merchandise Hierarchy

Select merchandise hierarchy levels and select Done to return to the previous screen

Select Merchandise Hierarchy

Merchandise Hierarchy:	
Merchandise Hierarchy functions	Sales Reporting
Sales Reporting	Root
Root	Gardening

Expand

Done

- a. Select the appropriate levels of your merchandise hierarchy. To see the next level of the hierarchy, click **Expand**.
 - b. Click **Done**. The Customer Exceptions to Track screen is displayed.
- 4. If you select a configurable customer exception that requires an amount, enter a whole dollar amount.

Figure 7–4 Example of a Configurable Customer Exception that Requires an Amount

☒ Merchandise returns from Sales Reporting>Root>Multi-Media **Edit** greater than \$ **Add**

- 5. If you select a configurable customer exception that requires a date range, type the date range in MM/DD/YYYY format or select the date using the calendar icon.

Figure 7–5 Example of a Configurable Exception that Requires a Date Range

☒ Merchandise returns from Sales Reporting>Root>Multi-Media **Edit** purchased and returned between and **Add**

- 6. If you select a configurable customer exception that requires a response code, select the response code from the menu. See [Chapter 10](#) for more information about configuring response codes.

Figure 7–6 Examples of Configurable Customer Exceptions that Require Response Codes

<input checked="" type="checkbox"/> Engine response code tracking	100 No receipt	Add	Remove
<input checked="" type="checkbox"/> Engine response code tracking	10 Insufficient quantity	Add	Remove

Note: Because the system bases exceptions on hard facts that have occurred, only those response codes used on authorized returns can be set on this particular exception example.

7. To add another instance of a configurable customer exception, click **Add** for the exception you want to add.

Selecting Cashier Exceptions to Track

This chapter describes how to configure Oracle Retail Returns Management to track Cashier Exceptions. Before you configure the cashier exceptions you want to track online, you must first consider the types of cashier return problems that you are trying to track and solve.

The following information is presented in a workbook style, with two steps:

- How to determine the desired outcomes. See ["Deciding which Cashier Behaviors to Track"](#).
- How to use the screens necessary for the configuration of the system. See ["Configuring the Cashier Behaviors to Track"](#).

A Sample Configuration Guide spreadsheet is available in Excel format to help determine the exceptions for tracking and the policies for configuration. You may find the spreadsheet helpful for drafting selections and distributing them for review or approval within your organization to departments that review return policies and procedures, for example, operational, loss prevention, or legal departments. See the Sample Configuration Guide in the _resources directory provided with your Oracle Retail Returns Management documentation. See ["Using the Sample Configuration Guide"](#) for information about the Sample Configuration Guide.

Deciding which Cashier Behaviors to Track

A cashier exception is a record created in Oracle Retail Returns Management of the occurrence of a particular type of cashier behavior. A cashier behavior can be any cashier activity, for example, performing a nonreceipted return.

You must select the cashier exceptions to track. In certain cases, you must set merchandise hierarchies, date ranges, or dollar amounts to track.

When a cashier exception is selected for tracking, the system saves a record of each occurrence of cashier behavior. The system creates this record after an attempted return is accepted and completed at the point-of-return, and the information about that return is received in Oracle Retail Returns Management by way of the Final Result message. The occurrence of that cashier behavior is available to be researched on screen. For information on researching cashier exceptions, see ["Working with Cashier Exceptions"](#) in [Chapter 4](#).

How the System Tracks Cashier Behaviors and Creates Exceptions

The system records one cashier exception for each distinct behavior that occurs within a return attempt, for the types of cashier exceptions that are selected. One return transaction may include more than one type of cashier behavior. For instance, a line item on a return attempt that is receipted but also occurs within the dates and items defined in the Return Pattern Watch file is both a refund with receipt and a return of item in the Return Pattern Watch file. If a second line item on this return is receipted, but does not occur within the Return Pattern Watch file, then the total exceptions recorded for that return is still one refund with receipt and one return of item in the Return Pattern Watch file.

Selecting to track a cashier exception does not trigger denial of return activity based on that behavior or even evaluation of that behavior during an attempted return. The rules that can be included in policies (see [Chapter 11](#)) determine the behavior evaluated during an attempted return and how the system processes that return.

The system keeps a cumulative exception counter for the cashier exceptions that are selected for tracking, for each cashier ID that is used on a return. Only accepted or authorized activity is considered when the system counts exceptions, unless otherwise noted in the specific exception.

In short, selecting to track a cashier exception initiates the following activities:

- It makes that exception available for research on a cashier, using the cashier ID.
- It adds 1 to the Cashier Cumulative Exception Counter for each unique cashier exception logged on a cashier based on the cashier ID.

Cashier Exception Catalog

This section describes cashier behaviors that you can select to track as Cashier Exceptions in Oracle Retail Returns Management.

Before deciding the cashier exception behavior that you wish to track, consider the following:

- What are the patterns of the average cashier today?
 - How many returns does the average cashier perform?
 - How frequent are the returns?
 - What is the percentage of receipted versus nonreceipted returns?
 - What are the other types of refund-producing transactions that the average cashier performs?
 - Are all cashiers authorized to perform returns, or only managers?
 - Is there a return desk through which all returns are processed?
- What are the patterns of the ideal cashier?
 - What are the desirable returns? Are they receipted? Are they within a certain time frame?
 - How many returns does the ideal cashier perform?
 - How frequent are the returns?
 - What is the ideal percentage of receipted versus nonreceipted returns?
 - What are the acceptable numbers for other types of refund-producing transactions that the ideal cashier performs?

Most of the cashier exceptions are the same as customer exceptions. There are two significant differences:

- Refund authorization override is available as a cashier exception but not available as a customer exception.
- Multiple returns within the same day is not available as a cashier exception but is available as a customer exception.

Table 8–1 lists possible cashier exception activities and details about the exception that can be used to determine if the exception should be tracked. For each exception, review the details to consider for the exception, decide whether to track this exception, and in cases where additional information is needed, complete the additional information if you choose to track this exception.

Table 8–1 Cashier Exception Return Activities

Exception Description	Details to Consider	Track this Exception?
Refunds without receipt	<ul style="list-style-type: none"> ■ Do you accept nonreceipted returns? ■ Do you suspect a problem with certain cashiers accepting nonreceipted returns? ■ Do you suspect a problem with cashier processing receipted returns as nonreceipted returns, in order to skip implemented processes and checks against the original transaction data? <p>If you answer yes to any of these questions, then you should track <i>Refunds without receipt</i>.</p>	<p>__Yes</p> <p>__No</p>
Refunds with receipt	<ul style="list-style-type: none"> ■ Do you wish to track the occurrence of receipted returns? ■ Do you wish to gauge the rate of cashiers processing receipted returns versus nonreceipted returns? ■ Do you wish to set tolerance threshold for the number of returns accepted within a certain time frame? <p>If you answer yes to any of these questions, then you should track <i>Refunds with receipt</i>.</p>	<p>__Yes</p> <p>__No</p>
Same day returns as purchases	<p>An excessive number of same day returns as purchases by a customer, with or without a receipt, in the same or multiple stores, can be an indicator that the customer is performing fraudulent behavior. A cashier who accepts these returns could be working with customers to commit this type of fraud.</p> <ul style="list-style-type: none"> ■ Do you wish to track same day returns as purchases? <p>If you answer yes to this question, then you should track <i>Same day returns as purchases</i>.</p>	<p>__Yes</p> <p>__No</p>

Table 8–1 (Cont.) Cashier Exception Return Activities

Exception Description	Details to Consider	Track this Exception?												
Returns of items in the Return Pattern Watch file	<ul style="list-style-type: none"> Do you suspect a problem with purchase/return of items within a short time frame? This is sometimes called “renting” or “wardrobing.” <p>If you answer yes to this question, then you should track <i>Returns of items in the Return Pattern Watch file</i>.</p> <p>For configuring the Return Pattern Watch file, consider the following questions:</p> <ul style="list-style-type: none"> What items are often purchased and returned in a short time frame? What are the merchandise hierarchies that contain those items? What are the likely purchase date ranges for this and subsequent years? What are the likely return date ranges for this and subsequent years? <p>List the merchandise hierarchies, optional purchase date ranges, and required return date ranges for the items you wish to track.</p> <p>Note: There is no limit on the number of entries that can be included in the Return Pattern Watch File.</p> <p>One Return Pattern Watch file is configured. The file is used as the input for tracking both customer and cashier exceptions.</p> <p>Configuration for the Return Pattern Watch file is described in Chapter 10.</p> <table border="1"> <thead> <tr> <th>Merchandise Hierarchy</th><th>Purchase Date Range</th><th>Return Date Range</th></tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>	Merchandise Hierarchy	Purchase Date Range	Return Date Range										<p>__ Yes</p> <p>__ No</p>
Merchandise Hierarchy	Purchase Date Range	Return Date Range												
Refund tender overrides	<ul style="list-style-type: none"> Do customers often request different tenders for refund than the tenders stated in your published return policy? Are all cashiers, or only certain cashiers or managers, allowed to offer a wider choice of tenders to customers who are dissatisfied with the defaults? Do you wish to research and report on the occurrence of customers requesting different tenders for refund than the stated policy, where a particular cashier ID (manager ID) is granting the overrides? <p>If you answer yes to either of these questions, then you should track <i>Refund tender overrides</i>.</p>	<p>__ Yes</p> <p>__ No</p>												
Authorization overrides	<ul style="list-style-type: none"> When you configure return policies, will you allow some judgment by an authorized cashier or manager in allowing returns that are in question? Do you wish to track the frequency and identify of those cashiers (managers) who are making return authorization overrides? <p>If you answer yes to either of these questions, then you should track <i>Authorization overrides</i>.</p>	<p>__ Yes</p> <p>__ No</p>												

For some exceptions, additional configuration beyond simply selecting the exception is needed for tracking. The exception can be cloned to track multiple different inputs. [Table 8–2](#) lists possible configurable return activities and details about each exception that can be used to determine if the exception should be tracked.

Table 8–2 Customer Exception Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Refunds by refund type	<ul style="list-style-type: none"> Do you allow customers to receive a price difference refund if merchandise goes on sale after they have purchased and departed with it? Do you allow employees to receive a price difference if merchandise goes on sale after they have purchased it? Do you suspect a problem with cashiers retrieving transactions without the customer present, in order to pocket a price difference when they know an item is now on sale? <p>If you answer yes to any of these questions, then you should track Refunds with a refund type of <i>Price Adjustment</i>.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> Does your enterprise accept layaways on merchandise? Do you suspect a problem with customers canceling layaways, after the merchandise has been removed from the sales floor? Do you suspect a problem with cashiers canceling layaways in order to pocket a refund? <p>If you answer yes to any of these questions, then you should track Refunds with a refund type of <i>Layaway Cancellation</i>.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> Does your enterprise allowing ordering of merchandise or services that are not sold in the store channel? Do you suspect a problem with customers canceling orders after merchandise orders have been placed with vendors or delivery has been scheduled? Do you suspect a problem with cashiers canceling orders in order to pocket a refund? <p>If you answer yes to any of these questions, then you should track Refunds with a refund type of <i>Order Cancellation</i>.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Table 8–2 (Cont.) Customer Exception Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Refunds by refund type, continued	<ul style="list-style-type: none"> What other types of transactions result in a refund to the customer? Are those types of transactions retrievable by search options available to the cashier, so that the customer need not be present? Do you suspect a problem with refunds due to any of these types of transactions? <p>List the transaction types.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Transaction Types	
Expired receipts	<ul style="list-style-type: none"> Do you have a published policy stating the time frame allowed for returns? Do you wish to control allowed refund tenders for returns that are older than this published policy? <p>If you answered yes to either of these questions, then you should track <i>Expired receipts</i>.</p> <p>Note: The time frame for expired receipts is configurable.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Nonreceipted returns from a configurable merchandise hierarchy	<ul style="list-style-type: none"> Do you suspect a higher nonreceipted return rate with certain types of items? Has there been a recent store break in, suspected inside warehouse theft, or suspected inside store theft of certain types of items? <p>If you answer yes to either of these questions, then you should track <i>Nonreceipted returns from a configurable merchandise hierarchy</i>.</p> <p>Note: There is no limit on the number of entries that can be included. This exception can be cloned.</p> <p>What return items are of a particular concern to your enterprise, when they are returned without a receipt?</p> <p>List the merchandise hierarchies.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Merchandise Hierarchies	

Table 8–2 (Cont.) Customer Exception Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Merchandise returns from a configurable merchandise hierarchy greater than \$N	<ul style="list-style-type: none"> Do you have certain high dollar items that you suspect as having a return problem? Do you have different return tolerances for lesser dollar items than higher dollar items? Has there been a recent store break in, suspected inside warehouse theft, or suspected inside store theft of certain types of high ticket items? <p>If you answer yes to any of these questions, then you should track <i>Merchandise returns from a configurable merchandise hierarchy greater than \$N</i>.</p> <p>List the merchandise hierarchies and minimum dollar amounts that you wish to track.</p> <p>Note: There is no limit on the number of entries that can be included. This exception can be cloned.</p> <p>The definition of \$N is determined by the retailer when mapping data to message contents, hence it can be a regular price, promotional price, selling price, or price after all discounts are applied, and it can include or exclude tax.</p> <p>For this exception, the system compares the \$N value defined in the exception with the amount provided by the point-of-return in the Return Request message.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Merchandise Hierarchy	
	Minimum Dollar Amount	
Merchandise returns from a configurable merchandise hierarchy purchased and returned between configurable dates	<ul style="list-style-type: none"> Do you suspect elevated levels of return of particular items during certain seasons, such as after holidays? Has there been a recent break-in or significant store damage involving looting? Has there been a recent suspected inside theft? <p>If you answer yes to any of these questions, then you should track <i>Merchandise returns from a configurable merchandise hierarchy purchased and returned between configurable dates</i>.</p> <p>List the merchandise hierarchies and date ranges that you wish to track.</p> <p>Note: There is no limit on the number of entries that can be included.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Merchandise Hierarchy	
	Date Range	

Table 8–2 (Cont.) Customer Exception Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Engine response code tracking	<ul style="list-style-type: none"> Are there certain response codes configured in Oracle Retail Returns Management and used on return responses that you wish to track? <p>This exception can be used for customization without development/coding, if you configure a particular response code to be used on rules in the rules engine and need to track the pattern of that behavior occurring. For instance, if the rules engine is configured to always authorize a "gift receipt present" transaction with a 999 Gift Receipt response code and you wish to evaluate the number of times the customer Positive ID has returned with a gift receipt in subsequent transactions in order to determine returnability, this can be accomplished using response code configuration coupled with this exception and a rule in policies.</p> <p>Note: There is no limit on the number of entries that can be included. You can return and configure this exception later, after setting up response codes in Chapter 10.</p> <p>Because the system bases exceptions on hard facts that have occurred, only those response codes used on authorized returns can be set on this particular exception.</p> <p>List the response codes that you wish to track.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Response Codes	

Using the Sample Configuration Guide

If you wish to define your exceptions in the Sample Configuration Guide spreadsheet, use the sheet labeled Cashier Exceptions.

Figure 8–1 Cashier Exception Sheet of the Sample Configuration Guide

Customer Exceptions						
Exceptions are instances of a behavior that a retailer has selected to track for a Customer or Cashier. Exceptions hold an exception counter for a customer or cashier that is incremented based on return activity. If an exception (behavior) is selected for inclusion in the exception counter, the system defaults to add one to the exception count for each return activity. An "exception" is any activity that can be discerned from Return Ticket data, such as a nonreceipted return, a return of an item contained in the Return Pattern Watch file, or a particular type of refund transaction such as a Price Adjustment. When an exception occurs, a record is written to the "exception file" and the activity is available for research on that customer or cashier via the Exception Inquiry search and display screens. All exceptions are based on Return Ticket data.						
Return Activities	Track?					
Refunds without receipt	Y					
Refunds with receipt	Y					
Expired receipts (older than N days)	Y					
Same day returns as purchases	Y					
Multiple returns within the same day	Y					
Returns of items in the Return Pattern Watch file	Y					
Refund tender overrides	Y					
Configurable Return Activities	Track?	Values				
Refunds with a refund type of X	Y	Price Adjustments				
Nonreceipted returns from X	Y	Home				
Merchandise returns from X greater than \$Y	Y	Electronics, \$500				
Merchandise returns from X between (date) and (date)	Y	Holiday				
Engine response code tracking response code X	Y	093-Out of Box Electronics				

Configuring the Cashier Behaviors to Track

Using the information defined in [Table 8–1](#) and [Table 8–2](#), follow these steps to set the system to track the desired customer behaviors in order to record customer exceptions.

To configure cashier behavior tracking:

1. Click the Cashier left navigation link under the Configuration subtab of the Returns tab. The Cashier Exceptions to Track screen is displayed.

Figure 8–2 Cashier Exceptions to Track Screen

Cashier Exceptions to Track

Select the types of exceptions to be tracked. Press Save to save the new settings.

Save

Return Activities

Track	Exceptions
<input checked="" type="checkbox"/>	Authorization Overrides
<input checked="" type="checkbox"/>	Refund tender overrides
<input type="checkbox"/>	Refunds with receipt
<input checked="" type="checkbox"/>	Refunds without receipt
<input type="checkbox"/>	Returns of items in the Return Pattern Watch file
<input checked="" type="checkbox"/>	Same day returns as purchases

Configurable Return Activities

Track	Exceptions
<input type="checkbox"/>	Merchandise returns from Sales Reporting>Root>Multi-Media Edit greater than \$ 300.00 Add
<input checked="" type="checkbox"/>	Expired receipts (older than 10 days)
<input checked="" type="checkbox"/>	Refunds with a refund type of Return Add
<input checked="" type="checkbox"/>	Engine response code tracking 20 Exception file match Add
<input checked="" type="checkbox"/>	Nonreceipted returns from Sales Reporting>Root>Multi-Media Edit Add
<input type="checkbox"/>	Merchandise returns from Sales Reporting>Root>Multi-Media Edit purchased and returned between 01/01/2004 and 01/02/2004 Add

Save

The exceptions that can be tracked are displayed. For each exception, the following information is shown:

- A checked box in the Track column indicates the exception is to be tracked
 - Exception description
 - For configurable return activities, the values being tracked for an exception
2. Check the box to the left of each of the behaviors you wish to track.

3. If you select a configurable cashier exception that requires a Merchandise Hierarchy entry, click **Edit** for the merchandise hierarchy. The Merchandise Hierarchy screen is displayed.

Figure 8–3 Merchandise Hierarchy Screen

Merchandise Hierarchy

Select merchandise hierarchy levels and select Done to return to the previous screen

Select Merchandise Hierarchy

Merchandise Hierarchy:	
Merchandise Hierarchy functions	Sales Reporting <input type="button" value="v"/>
Sales Reporting	Root <input type="button" value="v"/>
Root	Gardening <input type="button" value="v"/>

- a. Select the appropriate levels of your merchandise hierarchy. To see the next level of the hierarchy, click **Expand**.
 - b. Click **Done**. The Cashier Exceptions to Track screen is displayed.
4. If you select a configurable cashier exception that requires an amount, enter a whole dollar amount.

Figure 8–4 Example of a Configurable Cashier Exception that Requires an Amount

☒ Merchandise returns from Sales Reporting>Root>Multi-Media greater than \$

5. If you select a configurable cashier exception that requires a date range, type the date range in MM/DD/YYYY format or select the date using the calendar icon.

Figure 8–5 Example of a Configurable Cashier Exception that Requires a Date Range

☒ Merchandise returns from Sales Reporting>Root>Multi-Media purchased and returned between and

6. If you select a configurable cashier exception that requires a response code, select the response code from the menu. See [Chapter 10](#) for more information on configuring response codes.

Figure 8–6 Example of a Configurable Cashier Exception that Requires a Response Code

☒ Engine response code tracking

7. To add another instance of a configurable cashier exception, click **Add** for the exception you want to add.

Determining Return Policies

The sections in this chapter will assist you in determining your return policies.

- ["Overview"](#)
- ["Determining Your Default Receipted Policy"](#)
- ["Choosing the Rules to be Used in the Policy"](#)
- ["Determining the Order of the Rules"](#)
- ["Determining the Values for the Rule Responses"](#)
- ["Determining the Actions for the Rule Responses"](#)
- ["Determining the Response Types for the Rule Responses"](#)
- ["Determining the Response Codes for the Rule Responses"](#)
- ["Determining the Receipt Messages for the Rule Responses"](#)
- ["Determining Whether the Customer Positive ID is Required by a Rule Response"](#)
- ["Determining the Desired Tenders for the Rule Responses"](#)
- ["Determining Penalty Box Settings"](#)
- ["Determining Your Default Nonreceipted Policy"](#)
- ["Determining Your Exception Policies"](#)

Overview

When a customer tries to return an item, you might want to consider these and other questions:

- Does the customer have a receipt?
- What is the condition of the item?
- How many days have passed since the item was purchased?
- What is the customer's cumulative exception count?
- Does the customer have a gift receipt?
- Is the (original) transaction a split tender?

In Oracle Retail Returns Management, these questions are called rules.

You can determine what action to take based on the answers to the questions. Your options include the following possible actions:

- Continue processing the return, stop and require a manager override, or deny the return.
- Send particular response codes or receipt messages to inform the cashier, manager, or customer of the returnability of the return.
- Limit the refund to certain types of tenders depending on the answer to the question.
- Require that a Positive ID be obtained from the customer so that the customer's previous return history can be checked for similar situations and so that this and subsequent return activity can be tracked.
- If the customer has a significant history of a particular return behavior, place him or her in a Penalty Box for that particular type of behavior.

All of these settings are configured on the response to the rule.

A collection of rules used to determine returnability of a line item to a customer is called a policy. Two types of policies exist:

- Default
- Exception

Default Policies

Default policies cover all return situations that are not specifically defined by an exception policy. Default policies are always in effect. If Oracle Retail Returns Management does not find a specific exception policy that covers the situation, the engine falls back on the appropriate default policy.

Two default policies must be defined, one for receipted situations and one for nonreceipted situations.

Receipted Versus Nonreceipted

You must decide what constitutes a receipted situation versus a nonreceipted situation, so that the receipted/nonreceipted flag can be sent in the Authorize Items for Return Request message. For instance, if the customer does not have a paper receipt for a transaction, but the transaction can be retrieved by search, you may choose to treat this as a receipted return attempt. Retailers usually treat returns using gift receipts as receipted return attempts. If you accept item returns without a paper receipt or other proof of purchase, this is most often processed as a nonreceipted situation.

Some retailers print an encoded validation number on receipts, for situations where the customer has a paper receipt but the transaction is not successfully retrieved. The validation number can be decoded by the point-of-return as a double check that the paper receipt is a legitimate receipt. The number may also contain information that is deemed critical for use in engine evaluation, such as the total value of the transaction and a primary original tender used. You may choose to treat this return as a receipted situation.

Each line item attempted for return is considered separately as receipted or nonreceipted, so that the retailer can mix different return situations within one return attempt, if the point-of-return allows this.

Determining Your Default Receipted Policy

This section helps you determine your default receipted policy.

Sample Policy Spreadsheets

The following sample Default Receipted Policy is taken from the Sample Configuration Guide provided in spreadsheet form in the _resources directory provided with your Oracle Retail Returns Management documentation.

You may find the spreadsheet helpful for drafting your return policies and distributing them for review or approval within your organization, to operational, loss prevention, legal, or other departments that review your return policies.

Figure 9–1 Sample Default Receipted Policy Spreadsheet, Page 1 of 2

Refund Transaction - Receipted

The information in this document represents a sample policy configuration.

Instructions: Specify which of the following rules you wish to use on the Default policy for Nonreceipted line items as well as the order you wish to evaluate the rules in. For Range rules, decide the values and each value's response code. An unlimited number of values can be included and the values can be set as needed. For Boolean rules, decide the Yes and No response codes.

See the Response Code tab for more information.									
The Response Types in order are: 1. Denial 2. Message Overrideable Denial 3. Coasting Authorization 4. Authorization									
Within the Response Type, a priority 1 overrides a priority 2.									
Codes and Descriptions are fully configurable.									
Receipt Message Indicator									
Yes/No is customer Positive ID required and if so check if it's not provided in the request message									
Replace = replace tenders from previous rule response and specify the default. Maintain = Maintain tenders from the previous rule response. Add = Add the tender to the list from the previous rule									
Policy Rule	Value	Action	Continue At	Response Type	Response Code Priority	Response Code	Receipt Message #	Capture Customer Positive ID	Tenders (default is bold, others are override tenders).
1 AE_RQ_RULE_45	Was the transaction a split tender?	No	Continue		Authorization	11	700 - Authorized		
		Yes	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Allowed refund tenders in preferred order (least risky tenders; evaluated for refunds applied from prior returns against this transaction)
2 AE_RQ_RULE_28	What is the original tender?	Debit as Credit	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Credit , Mail Bank Check, Gift Card
		Cash	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Cash , Mail Bank Check, Gift Card
		Debit with PIN	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Debit , Cash, Mail Bank Check, Gift Card
		Traveler's Check	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Cash , Mail Bank Check, Gift Card
		Gift Certificate	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Gift Card , Mail Bank Check
		Mail Gift Certificate	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Gift Card , Mail Bank Check
		Visa	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Visa , Mail Bank Check, Gift Card
		Mastercard	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Mastercard , Mail Bank Check, Gift Card
		American Express	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: American Express , Mail Bank Check, Gift Card
		JCB	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: JCB , Mail Bank Check, Gift Card
		Diner's Club	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Diner's Club , Mail Bank Check, Gift Card
		House Account	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: House Account , Mail Bank Check, Gift Card
		Gift Card	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Gift Card
		Store Credit	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Store Credit
		Purchase Order	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Mail Bank Check
		Check	Continue		Authorization	11	700 - Authorized		
3 AE_RQ_RULE_17	How many days have passed since the item was purchased?	< 1 [Day 0]	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized		Add: Gift Card
	(original tender is check)	<= 5 [Day 1-5]	Continue		Authorization	11	700 - Authorized		Add: Gift Card , Mail Bank Check,
		> 5 [Over Day 5]	Continue		Authorization	11	700 - Authorized		Add: Cash , Mail Bank Check.

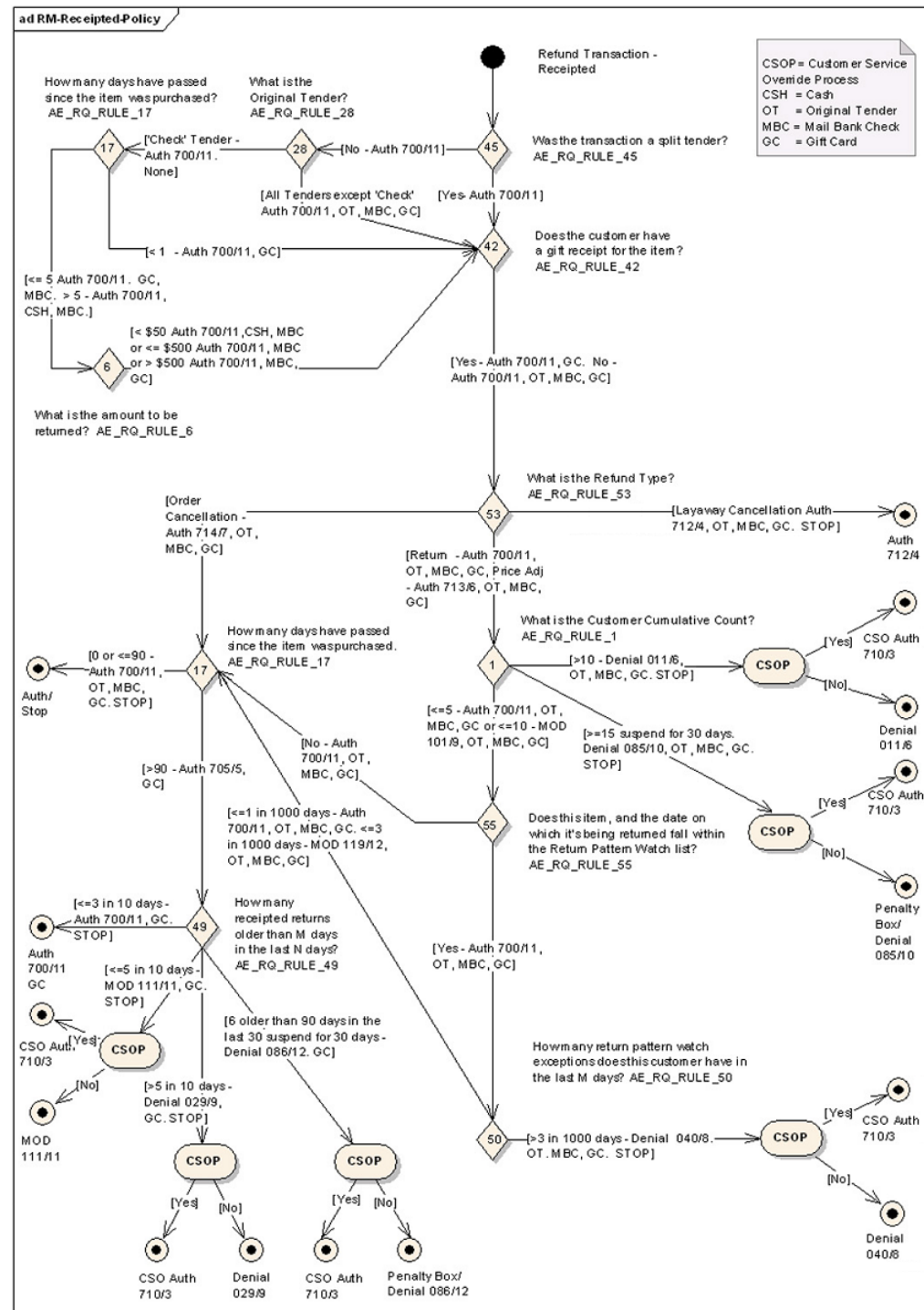
Figure 9–2 Sample Default Receipted Policy Spreadsheet, Page 2 of 2

4	AE_RQ_RULE_6	What is the amount to be returned?	<= \$50	Continue		Authorization	11	700 - Authorized			Replace: Cash , Mail Bank Check
		(original tender is check)	<= \$500	Continue		Authorization	11	700 - Authorized			Add: Mail Bank Check
			> \$500	Continue		Authorization	11	700 - Authorized			Replace: Mail Bank Check , Gift Card
5	AE_RQ_RULE_42	Does the customer have a gift receipt for the item?	Yes	Continue		Authorization	11	700 - Authorized			Replace: Gift Card
			No	Continue		Authorization	11	700 - Authorized			Maintain
7	AE_RQ_RULE_53	What is the refund type?	Order Cancellation	Continue At	AE_RQ_RULE_17	Authorized	7	714 - Cancellation Transaction			Replace: <none>
			Price Adjustment	Continue		Authorized	6	713 - Sales Adjustment Transaction			Maintain
			Lagaway Cancellation	Stop		Authorized	4	712 - Lagaway Cancellation Trans			Maintain
			Return	Continue		Authorized	11	700 - Authorized			Maintain
8	AE_RQ_RULE_1	What is the customer's cumulative count?	<=5	Continue		Authorization	11	700 - Authorized			Maintain
			<=10	Continue		Manager Overrideable Denial	9	101 - Cumulative Count threshold			Maintain
			> 10	Stop		Denial	6	011 - Cumulative Count exceeded			Maintain
PENALTY BOX		If customer's cumulative count is greater than M, then suspend customer activity for X days.	15 suspend for 30 days			Denial	10	085 - Cumulative Count Limit			Maintain
9	AE_RQ_RULE_55	Does this item, and the date on which it's being returned, fall within the Return Pattern Watch list?	Yes	Continue		Authorization	11	700 - Authorized		Y	Maintain
			No	Continue At	AE_RQ_RULE_17	Authorization	11	700 - Authorized			Maintain
10	AE_RQ_RULE_50	How many return pattern watch exceptions does the customer have within the last M days?	<=1 in 1000 days	Continue		Authorization	11	700 - Authorized			Maintain
			<=3 in 1000 days	Continue		Manager Overrideable Denial	12	119 - Return Pattern Watch Exceeded		5	Maintain
			> 3 in 1000 days	Continue		Denial	8	040 - Return Pattern Watch Exceeded			Maintain
11	AE_RQ_RULE_17	How many days have passed since the item was purchased?	0	Stop		Authorization	11	700 - Authorized			Maintain
		(expired receipt check)	<= 90	Stop		Authorization	11	700 - Authorized			Maintain
			> 90	Continue		Authorization	5	705 - Expired Receipt Threshold		Y	Replace: Gift Card
12	AE_RQ_RULE_49	How many receipted returns older than M days in the last N days?	<= 5 in 10 days	Stop		Authorization	11	700 - Authorized			Maintain
		(M=90)	<= 10 in 10 days	Stop		Manager Overrideable Denial	11	111 - Expired Receipts threshold			Maintain
			> 10 in 10 days	Stop		Denial	9	029 - Expired Receipts limit			Maintain
PENALTY BOX		If more than X receipted returns in the last M days in the last N days, then suspend customer activity for Y days.	20 older than 90 days in last 30 days suspend for 30 days			Denial	12	086 - Expired Receipts Limit			Maintain
When Rules Process	CUSTOMER SERVICE OVERRIDE CHECK FOR TICKET	If return received denial, manager overrideable denial, or contingent auth, AND Customer Service Override Available				Authorization	3	710 - Customer Service Override Appl		0	

Sample Policy Flowcharts

Flowcharts that assist with evaluating the progress of an attempted line item return through the policy are also included in the _resources directory provided with your Oracle Retail Returns Management documentation. You may find the flowcharts helpful for drafting your return policies and distributing them for review or approval within your organization as well as for developing test cases and user acceptance criteria. A flowchart is provided for each of the sample policies in the Sample Configuration Guide spreadsheet.

Figure 9–3 Sample Default Receipted Policy Flowchart



Choosing the Rules to be Used in the Policy

The first step in policy configuration is deciding which rules you wish to use in evaluating returnability of a line item in an attempted return transaction. Repeat this process for each type of policy you wish to configure.

For information on available rules, see [Chapter 11](#).

Determining the Order of the Rules

The next step is determining the order of the rules. During this process, consider the following features of rules:

- Any rule that results in an abrupt response, regardless of any other rules that could be evaluated, should be placed earlier in the policy. For instance, if no returns with receipt after 180 days are accepted, the rule "How many days have passed since the item was purchased?" should be placed early in the policy, with the range value of 181 (for 181 days) set to a Stop and Denial.
- Some rules act specifically to determine appropriate tender response. These can be placed at any appropriate position in the policy.
- A rule can be included in a policy more than once. This is appropriate under the following conditions:
 - A rule checks for a condition in a particular merchandise hierarchy or other configurable input. For example, "How many times has the customer attempted to return merchandise from a particular merchandise hierarchy, with an item price greater than \$N, in the last M days?" can be included multiple times in a policy for each merchandise hierarchy that you want to check.
 - A rule is used for two different purposes within one return policy. For example, "How many days have passed since the item was purchased?" can be used to determine whether the receipt is older than the allowed number of days as well as to determine whether a potential check fraud problem exists, if it is used in conjunction with the rule "What is the original tender?" and the value "check."

Determining the Values for the Rule Responses

Your next step is to determine the values that you wish to evaluate for response for each of the rules that you include in the policy.

Determine the action to take based on the answer to the question. Based on the type of question being asked, the answer may be yes or no (Boolean), a certain numeric or currency number (Range), or one possible response from a valid list of responses (Discrete). For instance, "Does the customer have a receipt?" would have a yes or no response. "What is the customer's cumulative exception count?" would have a numeric response that would fall within a range that you can configure. "What is the condition of the item?" would require the point-of-return operator to choose from a list of possible responses such as Excellent, Good, Fair, Poor, Open Box, Damaged, Used, Worn, Tags Removed, and so forth. The analytic engine can use these to decide returnability or provide a suggested reduction in return price.

Determining Values for Boolean Rules

When determining values for boolean rules, consider the following issue:

- Is there another rule that is evaluated based on the choice of yes or no?

Determining Values for Range Rules

When determining values for range rules, consider the following issues:

- Do you have a published policy in effect today that established limits for numeric values, for example, the number of days during which a return is allowed?
- Have you already identified possible patterns of potential fraud for which you need to set limits?
- Are there limits on customer behaviors that you wish to put in place?
- What tolerance is your organization comfortable setting and publishing?

You can choose to track customer exceptions for some time before configuring range rules, in order to help you determine the ranges that you wish to tolerate. You can also change the values on the range rules later, as you use the system to tune your values and return policies.

Determining Values for Discrete Rules

When determining values for discrete rules, consider the following issues:

- Do you want to configure specific actions for types of refunds or item conditions?
- Are there different responses or tenders that you want to use in different circumstances, for example, do you want to use a different tender for a return than for a layaway cancellation?

Determining the Actions for the Rule Responses

Three possible actions can occur based on the answer to the question:

- Continue—This instructs the system to proceed on to the next rule within the policy.
- Continue At—This instructs the system to proceed to a particular named rule name within the policy.
- Stop Processing—This instructs the system to discontinue any further processing.

When determining what action should occur, consider the following issues:

- Some rules ask a question to determine if the current line item return attempt is a particular type of behavior. These rules should be set to Continue At other rules that determine how many times this particular customer (identified by Positive ID) has performed this same behavior in the past. Rules can work together to identify behavior and check the customer's exception history for occurrences of that behavior.
- Any rule with a value that should trigger an absolute approval or denial without regard to any other rule should have a Stop Processing action.
- The system does not check for potential loop situations. Therefore, it is a good idea to model each policy in a flowchart, to determine whether there are any potential loops. See the example flowcharts provided in the Sample Configuration Guide.

If the rules engine reaches the end of the return policy without encountering a Stop Processing, the response for the last rule is the response that is returned to the point-of-return.

Determining the Response Types for the Rule Responses

A response type is the decision on returnability that is sent to the point-of-return for each line item attempted for return and for the overall return transaction. The response type assigned to the overall transaction is selected from the response types for the individual line items; it is the one that most constrains the return.

The response types, in order of most to least constraining of the return, are as follows:

1. Denial
2. Manager Overrideable Denial—The engine has denied the item but the denial can be overridden at the point-of-sale/point-of-return by a properly authorized user.
3. Contingent Authorization—The engine has approved the item contingent upon capture of an override at the point-of-sale or point-of-return by a properly authorized user.
4. Authorization

When determining the appropriate response types for rules, consider the following issues:

1. What are the behaviors that you want to train your customers to perform? What are the behaviors that are within the limits of your published return policy? These can be set as authorizations.
2. Are there situations that you wish a manager to approve? Are there situations in your published return policy that state that a manager approval must be captured? These can be set as manager overrideable denial or contingent authorization.
3. If you intend to allow overrides of responses at the point-of-return, are there always managers available who are authorized to enter the overrides, or can cashiers do so? In smaller stores, if no users have approval to override, you may want to send only denial and authorization responses, or configure a separate exception policy for those stores.
4. Are you comfortable denying returns? The system does not require use of any particular response types, so you do not have to set any rules to justify denials.

You can always change the response types on the rules later, as you use the system to tune your values and return policies.

Determining the Response Codes for the Rule Responses

You can set a configurable response code either to carry on with the Continue or Continue At rule action or to record based on the Stop Processing action.

Responses consist of the following:

- A required numeric code
- A response type
- A response priority within that type
- A short description
- An optional long description that can be used for scripting customer service responses to customer inquiries

The response type for each response code is selected from the following (listed in priority order):

1. Denial
2. Manager Overrideable Denial—The engine has denied the item but the denial can be overridden at the point-of-return by a properly authorized user
3. Contingent Authorization—The engine has approved the item contingent upon capture of an override at the point-of-return by a properly authorized user
4. Authorization

Response codes are prioritized within response types. No two response codes of the same response type can have the same priority. The analytic engine evaluates policy rules. After evaluating the first rule, it selects the highest priority response code within the response type. It moves on to the second rule. If that results in a higher response type, with a higher priority, it selects that response code. This continues until the evaluation process is complete. You can control whether the most favorable or least favorable response is returned to the point-of- return.

Response codes must be configured in the system before they can be selected for use with policy rules. See [Chapter 10](#).

When determining the response codes to configure for policy rules, consider the following issues:

- How much information do you wish to show:
 - On screen to the cashier at the point-of-return?
 - To a manager at the point-of-return?
 - On any other manager-paging devices?
 - To a customer on an e-commerce point-of-return?
 - To a customer service operator handling a phone-initiated return or customer service inquiry?
- How fine grained do you wish the responses to be? You can have as few as one authorization response code, or as many denial, manager or overrideable denial, contingent authorization, or authorization response codes as you need.
- What level of reporting do you wish to be able to generate? Which of the following do you want to see:
 - 100 Denials
 - 50 Denials for expired receipts, 20 Denials for an excessive number of layaway cancellations, and 30 Denials for nonreturnable open box or worn items
- Once the full set of response codes is configured in the system, what response do you wish to use on each rule action in a policy?

You can either let the rules you choose help you build the response codes you should use, or let the responses you want to send to the point-of-return drive the rules you want to use in your policies. As necessary, you can change the response codes configured for the rules.

Determining the Receipt Messages for the Rule Responses

Each rule response can be tied to a specific configurable receipt message. The point-of-return can handle the receipt messages in several different ways:

- Print the messages on receipts
- Show the messages on-screen to cashiers or customers
- Show the messages on customer points of interaction associated with registers such as PINPad devices or customer-facing kiosks
- Show the messages on-screen if the return is being processed through an e-commerce site

The message can contain information useful for shaping the customer's return behavior, such as informing a customer why a return was denied or why the return required a manager override or warning a customer that he or she is approaching a limit on return behavior.

Receipt messages must be configured in the system before they can be selected for use on policy rules. See [Chapter 10](#). The identifier for the receipt message is then configured for the rule response. As the rules engine processes the attempted line item return and selects the most constraining response code along the way, it also selects the identifier for the receipt message that was configured for the rule response that picked up the response code. The receipt message picked up for each attempted line item return is sent to the point-of-return in the Items for Return Authorization Response message. The point-of-return determines how to use those messages.

Each rule response requires a receipt message identifier, even if that identifier is 0 (no message).

When determining the receipt messages to use for rules, consider the following issues:

- Do you wish to provide positive reinforcement for desirable return behavior? For example, for an approved, receipted return, you can configure a receipt message that states the following: "This return has been accepted. Thank you for providing the original receipt so that we could process this return quickly."
- If there are range rules for a behavior, do you wish to warn the customer that he or she is approaching the limit for the behavior? For instance, if five nonreceipted returns in ten days is your limit for nonreceipted returns, you can configure a receipt message that states the following: "You are approaching the limit for allowable nonreceipted returns. The next nonreceipted return may be denied." You can use this receipt message for the value 4 configured for the range rule "How many refunds without receipt has the customer performed in the last M days?"

- Do you wish to inform the customer why a manager approval was required for a return? For instance, if all price adjustments require a manager approval because they can involve cash coming out of the drawer and therefore can be a source of cashier fraud if the cashier is reprinting original receipts for purposes of taking the difference, you can configure a receipt message that states the following: "This price adjustment required a manager override for security purposes. Thank you for your patience." You can use this receipt message for the value Price Adjustment for the rule "What is the refund type?"
- Do you wish to inform the customer why a return was denied? For instance, for nonreceipted items that have a condition of Out of Box, you can configure a receipt message that states the following: "Nonreceipted items with no packaging are not accepted for return." You can use this receipt message for the value of Out of Box for the rule "What is the item condition?"

Determining Whether the Customer Positive ID is Required by a Rule Response

A rule response can include an indicator that requires a Positive ID; in other words, the rule cannot be evaluated unless a Positive ID is obtained. In that event, an additional roundtrip to Oracle Retail Returns Management is made from the point-of-return for a second evaluation once a Positive ID is obtained from the customer.

If a Positive ID is not provided in the Items for Return Authorization Request message and the rules engine reaches a rule that requires a Positive ID, an indicator that a Positive ID must be collected is sent in the Items for Return Authorization Response message. The system skips the evaluation of that rule and continues through the policy to the next rule. The need to collect a Positive ID does not stop policy evaluation, because another rule response can cause the return to be denied regardless of whether the Positive ID is used to check customer history.

When determining which rules require a Positive ID to be collected, consider the following issue:

- All rule responses that concern a behavior for which you wish to check the customer's history should require collection of a Positive ID. For example, for the rule "Does this item, and the date on which it's being returned, fall within the Return Pattern Watch file?", the rule response Yes should be set to collect Positive ID. The rule that checks the customer's history, "How many Return Pattern Watch exceptions does the customer have in the last M days?", should also be set to collect Positive ID.

Determining the Desired Tenders for the Rule Responses

You also determine the tenders that are allowed for the return. When the response to a particular rule is Continue or Continue At, the tenders set for that rule response carry forward to the next rule response. If there is no following rule for evaluation, then the tenders collected as a response to the last rule evaluated are the available tenders that are returned to the point-of-return in the response message.

For each rule response, you decide the appropriate action of the rules engine:

- Replace the tenders accumulated thus far with a new set of tenders
- Add specific additional tenders to the list accumulated thus far
- Maintain the list accumulated thus far

You can also select a default tender and establish that all other tenders be used as override tenders. This enables the point-of-return to limit the return tender to a small set of preferred tenders.

When determining which tenders to configure, consider the following issues:

- Do you wish for Oracle Retail Returns Management to control allowed tenders?
- What are the allowed tenders stated in your published return policy?
- What tenders do you wish to allow for return?
- What tenders would you never allow for return?
- Are there any situations in which you want to limit the allowed return tender to a tender that does not leave the store, for example, limiting nonreceipted returns to gift cards or store credits?
- Are there any situations in which you want to limit the tender to one that allows time for more investigation or reconciliation, for example, a mail bank check?
- Do you have problems with customers writing bad checks on an original purchase and then returning quickly to try to receive a cash or cash-equivalent refund?

Because the ultimate decision of returnability is performed at the point-of-return when the engine response is Manager Overrideable Denial or Contingent Authorization, you should consider configuring tenders on each rule response, regardless of response type. The point-of-return should discard the tenders for any line items that are not ultimately authorized by a manager override.

Least Risky Tender Order on Split Original Tenders

On a receipted return where the original transaction was split tendered, the system uses a Least Risky Tenders order to determine the appropriate refund tenders. The tenders of the refund, and the amount of each tender, are determined by the original tenders used, the amount of each tender used in prior returns, and the order of tender risk as defined by the retailer. Thus, you can control the order in which original tenders are backed out.

If no tender amounts are provided in the Authorize Items for Return Request or are otherwise made available to the rules engine, then no tender amounts are provided in the Authorize Items for Return Response.

Note: You may wish to use Credit rather than order credit card types by riskiness. Not all point-of-return systems can split a tender between multiple credit cards, although some can. If the tender is not split between credit card types, then the original amounts applied to various types of credit cards are combined for engine evaluation and split again to include in the message, using the names of the original credit tenders used.

For example, the Least Risky Tender order is configured to be the following:

1. House Account (least risk)
2. Visa
3. Mastercard
4. Discover

5. American Express
6. Gift Card
7. Store Credit
8. Gift Certificate
9. Cash

An original purchase transaction for \$160 is tendered with the following:

- \$100 on house account card
- \$50 on gift card
- \$10 cash

An initial return is attempted and authorized, for a total refund of \$50.

Of the tenders used on the original transaction, the amount available to be returned to each, in least risky order, is the following:

- \$100 to House Account
- \$50 to Gift Card
- \$10 to Cash

Result: \$50 is refunded to the House account card.

A subsequent return is attempted and authorized, for a refund of \$75 on the transaction.

Of the tenders used on the original transaction, the amount available to be returned to each, in least risky order, is the following:

- \$50 to house account
- \$50 to Gift Card
- \$10 to Cash

Result: \$50 is refunded to the house account card. \$25 is refunded to the gift card.

A subsequent return is attempted and authorized, for a refund of \$30 on the transaction.

Of the tenders used on the original transaction, the amount available to be returned to each, in least risky order, is the following:

- \$0 to house account
- \$25 to gift card
- \$10 to cash

Result: \$25 is refunded to gift card. \$5 is refunded in cash.

Determining Penalty Box Settings

When a customer reaches the threshold for a rule, he or she can be placed in the Penalty Box for that rule. The Penalty Box indicates that the behavior has reached the point of violation and will not be permitted for a specified period of time. The Penalty Box has a separate threshold, usually set above the normal rule threshold, with a specified time period (in days). While a customer is in the Penalty Box for a rule, the customer's count for that rule activity is frozen.

The length of time spent in the Penalty Box can be configured for each rule that has an associated Penalty Box. The system process that calculates exceptions for rule determination also determines customers entering or emerging from the Penalty Box. The system captures the customer's Positive ID and the exception for which he or she is put into the Penalty Box so that reports and inquiries can be performed.

When determining how to configure your Penalty Box settings, consider the following issues:

- Are there behaviors for which you wish to suspend customer activity?
- What are those behaviors? Refer to the Rule Catalog for the rules for which you can configure Penalty Box settings. See [Chapter 11](#).

Determining Your Default Nonreceipted Policy

To draft your default nonreceipted policy, repeat the same steps you used to draft a default receipted policy.

When determining your default nonreceipted policy, consider the following issues:

- Do you accept nonreceipted returns?
- What are your published policies for accepting nonreceipted returns?
- Are there different behavior tolerances, time frames, and tenders that you wish to enforce for nonreceipted returns?
- Do you wish to limit all nonreceipted return activity to a particular tender?

Figure 9–4 Sample Default Nonreceipted Policy Spreadsheet

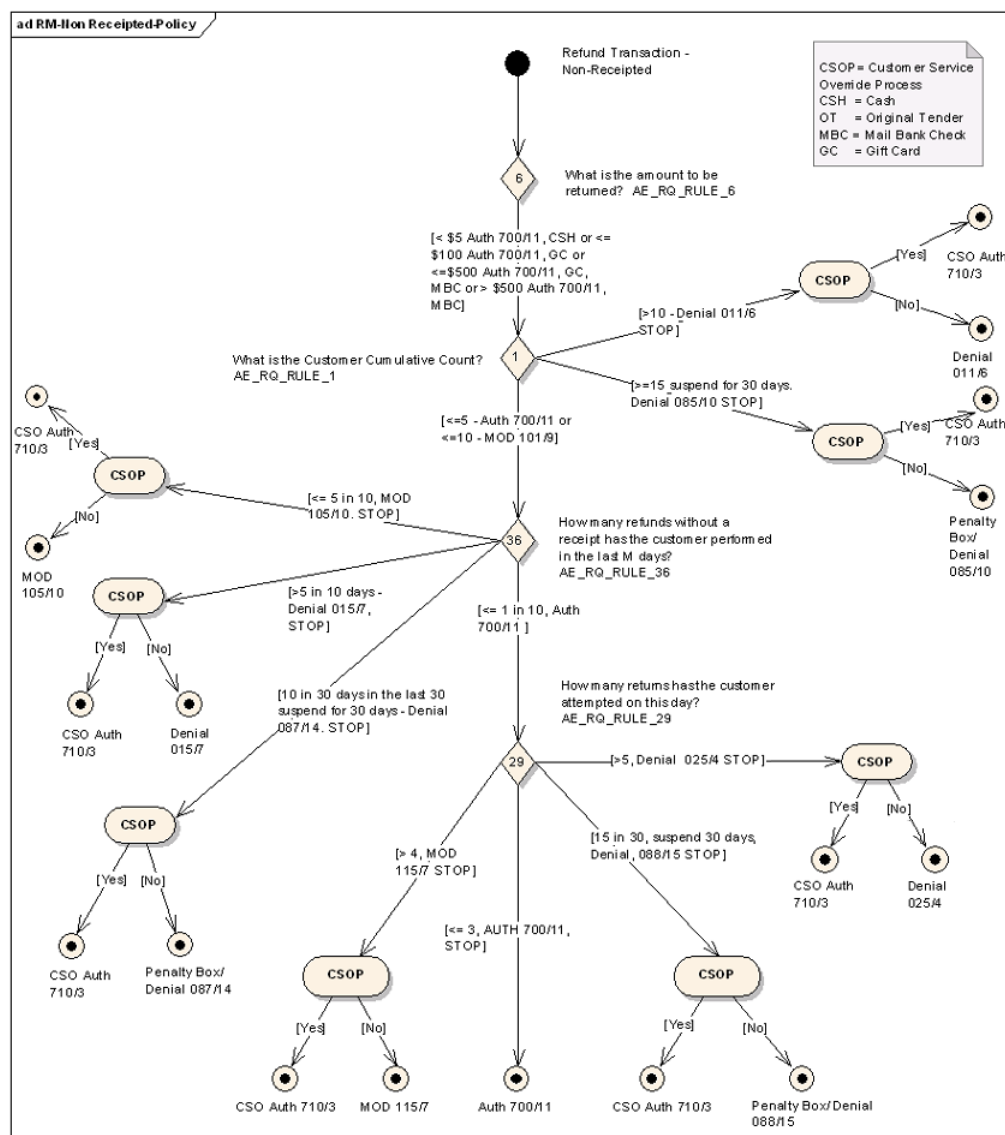
Refund Transaction - Non Receipted

The information in this document represents a sample policy configuration.

Instructions: Specify which of the following rules you wish to use on the Default policy for Nonreceipted line items as well as the order you wish to evaluate the rules in. For Range rules, decide the values and each value's response code. An unlimited number of values can be included and the values can be set as needed. For Boolean rules, decide the Yes and No response codes.

See the Response Code tab for more information.										
#	Policy Rule	Value	Action	Continue At	Response Type	Response Code Priority	Response Code	Receipt Message #	Capture Customer Positive ID	Tenders (default is the first one, others are override tenders).
1	AE_RQ_RULE_6	What is the amount to be returned?	< \$5	Continue	Authorization	11	700 - Authorized			Add: Cash
		<= \$100	Continue		Authorization	11	700 - Authorized			Add: Gift Card
		<= \$500	Continue		Authorization	11	700 - Authorized			Add: Gift Card, Mail
		> \$500	Continue		Authorization	11	700 - Authorized			Add: Mail Bank Check
3	AE_RQ_RULE_1	What is the customer's cumulative exception	<= 5	Continue	Authorization	11	700 - Authorized			Maintain
		<= 10	Continue		Manager Overrideable	9	101 - Cumulative Count threshold			Maintain
		> 10	Stop		Denial	6	011 - Cumulative			Maintain
	PENALTY BOX	If customer's cumulative count is greater than M, then suspend customer activity for X days.	15 suspend for 30 days		Denial	10	085 - Cumulative Count Limit			Maintain
4	AE_RQ_RULE_36	How many refunds without receipt has the customer performed in the last	<= 1 in 10 days	Continue	Authorization	11	700 - Authorized		Y	Maintain
		<= 5 in 10 days	Continue		Manager Override	10	105 - Non-Receipt	4	Y	Maintain
		> 5 in 10 days	Stop		Denial	7	015 - Non-Receipted returns exceeded			Maintain
	PENALTY BOX	If more than M number of refunds without receipt in the last N days, then suspend customer activity for X days.	10 in 30 days suspend for 30 days		Denial	14	087 - Non-Receipted return limit			Maintain
5	AE_RQ_RULE_29	How many returns has the customer attempted on this	<= 3	Stop	Authorization	11	700 - Authorized		Y	Maintain
		>= 4	Stop		Manager Override	7	115 - Multiple Returns-Same Da		Y	Maintain
		> 5	Stop		Denial	4	25 - Multiple Return-Same Day		Y	Maintain
	PENALTY BOX	If more than M number of returns in the last N days, then suspend customer activity for X days.	15 in 30 days suspend for 30 days		Denial	15	088 - Daily return limit			Maintain
	CUSTOMER SERVICE OVERRIDE CHECK FOR TICKET	If return received denial, manager overrideable denial, or contingent auth, AND Customer Service Override Available			Authorization	3	710 - Customer Service Override Appl	0		

Figure 9-5 Sample Default Nonreceipted Policy Flowchart



Determining Your Exception Policies

After drafting your default receipted and default nonreceipted policies, draft your exception policies. Repeat the same steps to configure exception policies that cover items, stores, or time frames that differ from the default policies.

When determining your exception policies, consider the following issues:

- Are there items that you need to treat in a manner different from the majority of your items?
 - What are those items?
 - Are they related to each other within the merchandise hierarchy?
 - What are the published return policies for those items?
 - Are there return-guaranteed items, such as house brand items?
 - Are there items that are problematic or under recall by the vendor, so that they are always accepted for return?
 - Are any items never accepted for return?
 - Are there items that are not accepted based on condition, such as worn swimwear or out-of-box small electronics?
 - Are there items for which you need to control the return tender?
- Are there stores that you need to treat in a manner different from the majority of your stores?
 - What are those stores?
 - Are they related to each other within the store hierarchy? If not, are they defined together as a store group? (For information on setting up the store hierarchy, see the Oracle Retail Returns Management Operations Guide.)
 - Are there stores that should be watched more closely because they have more Manager Override points than the defaults?
 - Are there stores that could be watched less closely because they have fewer Manager Override points than the defaults?
 - Are there stores that do not always have operators with manager access on duty?
- Are there time frames, such as holiday seasons, that you wish to configure in a manner different from the defaults?
 - What are those time frames?
 - What is different about those time frames?
 - Do you need fewer manager override points?
 - Do you need more or fewer authorization or denial points?
 - Do you need more relaxed tolerances?
 - Do you need more stringent tolerances?
 - Are you changing your published return policies as of a set date?

Two examples of exception policies are shown on the following pages. Additional examples are available in the Sample Configuration Guide spreadsheet and the sample policy flows.

Example Exception Policy: Holiday Returns - Receipted

This sample policy copies the sample Default Receipted Policy, but allows for a longer return period. The policy applies from December 26, 2005 to February 1, 2006. Expired receipt parameters contain more days.

Figure 9–6 Sample Exception Policy: Holiday Returns - Receipted, Page 1 of 2

Refund Transaction - Holiday - Receipted

The information on this sheet represents a sample policy configuration.

This sample policy copies the Sample Default Receipted Policy, but allows for a longer return period. The Policy applies from December 26th 2005 to Feb paramaters contain more days.

Assign to store/store hierarchy: None (All)

Assign to item/merchandise hierarchy: None (All)

Dates that this Policy is applicable: 12/26/2005-2/1/2006

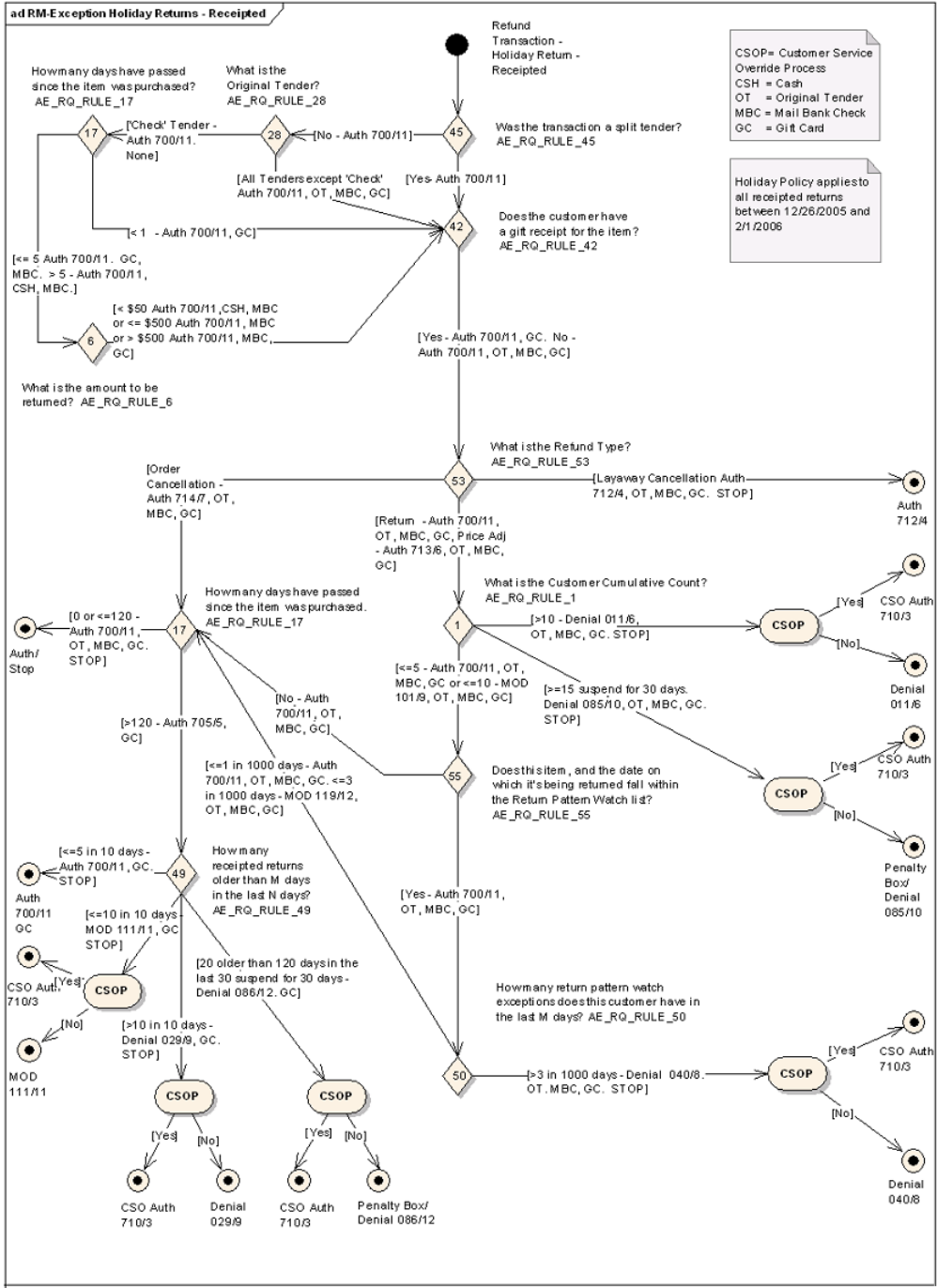
Instructions: Specify which of the following rules you wish to use on the Default policy for Nonreceipted line items as well as the order you wish to evaluate the rules in. For Range rules, decide the values and each value's response code. An unlimited

				See the Response Code tab for more information.						Y=Yes N=No		Y=Yes N=No		Y=Yes N=No	
				Range values are configurable. Boolean values are Yes/No.	Action is Continue or Stop Processing.	NOTE: Target in product UI is name of rule.	The Response Types in order are: 1. Denial 2. Manager Overrideable Denial 3. Contingent Authorization	Within the Response Type, a priority 1 overrides a priority 2.	Codes and Descriptions are fully configurable.	Receipt Message Indicator	Y=Yes N=No	Is customer Positive ID required and if so check if it's not provided in the request	Y=Yes N=No	Y=Yes N=No	Y=Yes N=No
#	Policy Rule	Value	Action	Continue At	Response Type	Response Code Priority	Response Code	Receipt Message #	Capture Customer Positive ID	Tenders (default is the first one, others are override tenders)					
1	AE_RQ_RULE_45	Was the transaction a split tender?	No	Continue	Authorization	11	700 - Authorized								
		Yes	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Allowed refund tenders in preferred order (least risky tenders; evaluated for refunds applied from prior returns against this transaction)
2	AE_RQ_RULE_28	What is the original tender?	Debit as Credit	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized							Add Credit , Mail Bank Check, Gift Card
		Cash	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Cash , Mail Bank Check, Gift Card
		Debit with PIN	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Debit , Cash, Mail Bank Check, Gift Card
		Traveler's Check	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Cash , Mail Bank Check, Gift Card
		Gift Certificate	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Gift Card , Mail Bank Check
		Mail Gift Certificate	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Gift Card , Mail Bank Check
		Visa	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Visa , Mail Bank Check, Gift Card
		Mastercard	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Mastercard , Mail Bank Check, Gift Card
		American Express	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add American Express , Mail Bank Check, Gift Card
		JCB	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add JCB , Mail Bank Check, Gift Card
		Diner's Club	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Diner's Club , Mail Bank Check, Gift Card
		House Account	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add House Account , Mail Bank Check, Gift Card
		Gift Card	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Gift Card
		Store Credit	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Store Credit
		Purchase Order	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized								Add Mail Bank Check
		Check	Continue		Authorization	11	700 - Authorized								
3	AE_RQ_RULE_17	How many days have passed since the item was purchased? (original tender is check)	< 1 [Day 0]	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized							Add Gift Card
		<= 5 [Day 1-5]	Continue		Authorization	11	700 - Authorized								Add Gift Card , Mail Bank Check,
		> 5 [Over Day 5]	Continue		Authorization	11	700 - Authorized								Add Cash , Mail Bank Check

Figure 9–7 Sample Exception Policy: Holiday Returns - Receipted, Page 2 of 2

4	AE_RQ_RULE_6	What is the amount to be returned?	<= \$50	Continue		Authorization	11	700 - Authorized			Replace: Cash , Mail Bank Check
		Original tender is	<= \$500	Continue		Authorization	11	700 - Authorized			Add: Mail Bank Check
			> \$500	Continue		Authorization	11	700 - Authorized			Replace: Mail Bank Check , Gift Card
5	AE_RQ_RULE_42	Does the customer have a gift receipt for	Yes	Continue		Authorization	11	700 - Authorized			Replace: Gift Card
			No	Continue		Authorization	11	700 - Authorized			Maintain
7	AE_RQ_RULE_53	What is the refund type?	Order Cancellation	Continue At	AE_RQ_RULE_17	Authorized	7	714 - Cancellation Transaction			Replace: <none>
			Price	Continue		Authorized	6	713 - Sales			Maintain
			Lagaway Cancellation	Stop		Authorized	4	712 - Lagaway Cancellation			Maintain
			Return	Continue		Authorized	11	700 - Authorized			Maintain
8	AE_RQ_RULE_1	What is the customer's	<= 5	Continue		Authorization	11	700 - Authorized			Maintain
			<= 10	Continue		Manager Overrideable	9	101 - Cumulative Count threshold			Maintain
			> 10	Stop		Denial	6	011 - Cumulative			Maintain
	PENALTY BOX	If customer's cumulative count is greater than M, then suspend customer	15 suspend for 30 days					Denial	10	085 - Cumulative Count Limit	Maintain
9	AE_RQ_RULE_55	Does this item, and the date on which it's being returned, fall within the Return	Yes	Continue		Authorization	11	700 - Authorized		Y	Maintain
			No	Continue At	AE_RQ_RULE_17	Authorization	11	700 - Authorized			Maintain
10	AE_RQ_RULE_50	How many return pattern watch exceptions does the customer have within	<= 1 in 1000 days	Continue		Authorization	11	700 - Authorized			Maintain
			<= 3 in 1000 days	Continue		Manager Overrideable	12	119 - Return Pattern Watch	5		Maintain
11	AE_RQ_RULE_17	How many days have passed since the item was purchased? (expired receipt)	0	Stop		Authorization	11	700 - Authorized			Maintain
			<= 120	Stop		Authorization	11	700 - Authorized			Maintain
			> 120	Continue		Authorization	5	705 - Expired		Y	Replace: Gift Card
12	AE_RQ_RULE_49	How many receipted returns older than M days in the last N	<= 5 in 10 days	Stop		Authorization	11	700 - Authorized			Maintain
		(M= 120)	<= 10 in 10 days	Stop		Manager Overrideable	11	111 - Expired Receipts			Maintain
			> 10 in 10 days	Stop		Denial	9	029 - Expired			Maintain
	PENALTY BOX	If more than X receipted returns in the last M days in the last N days, then suspend customer	20 older than 90 days in last 30 days suspend for 30 days					Denial	12	086 - Expired Receipts Limit	Maintain
V	CUSTOMER SERVICE OVERRIDE CHECK FOR TICKET	If return received denial, manager overrideable denial, or contingent auth, AND Customer Service Override Available					Authorization	3	710 - Customer Service Override Appl	0	

Figure 9–8 Sample Exception Policy: Holiday Returns Policy Flowchart



Example Exception Policy: Multi-Media Equipment - Receipted

This sample policy copies the Sample Default Receipted Policy, but sets more stringent controls on return of multi-media equipment by checking the serial number of the item.

Figure 9–9 Sample Exception Policy: Multi-Media Equipment - Receipted, Page 1 of 2

Refund Transaction - Multi Media - Receipted

The information on this sheet represents a sample policy configuration.

This sample policy copies the Sample Default Receipted Policy, but sets more stringent controls on return of Multi-Media Equipment by checking the Serial Number of the item.

Assign to store/store hierarchy: None (All)

Assign to item/merchandise hierarchy: Merchandise Hierarchy Group: Multi-Media > Equipment

Items 1101, 1105, and 1108 are from the sample data are part of this Merchandise Hierarchy Group.

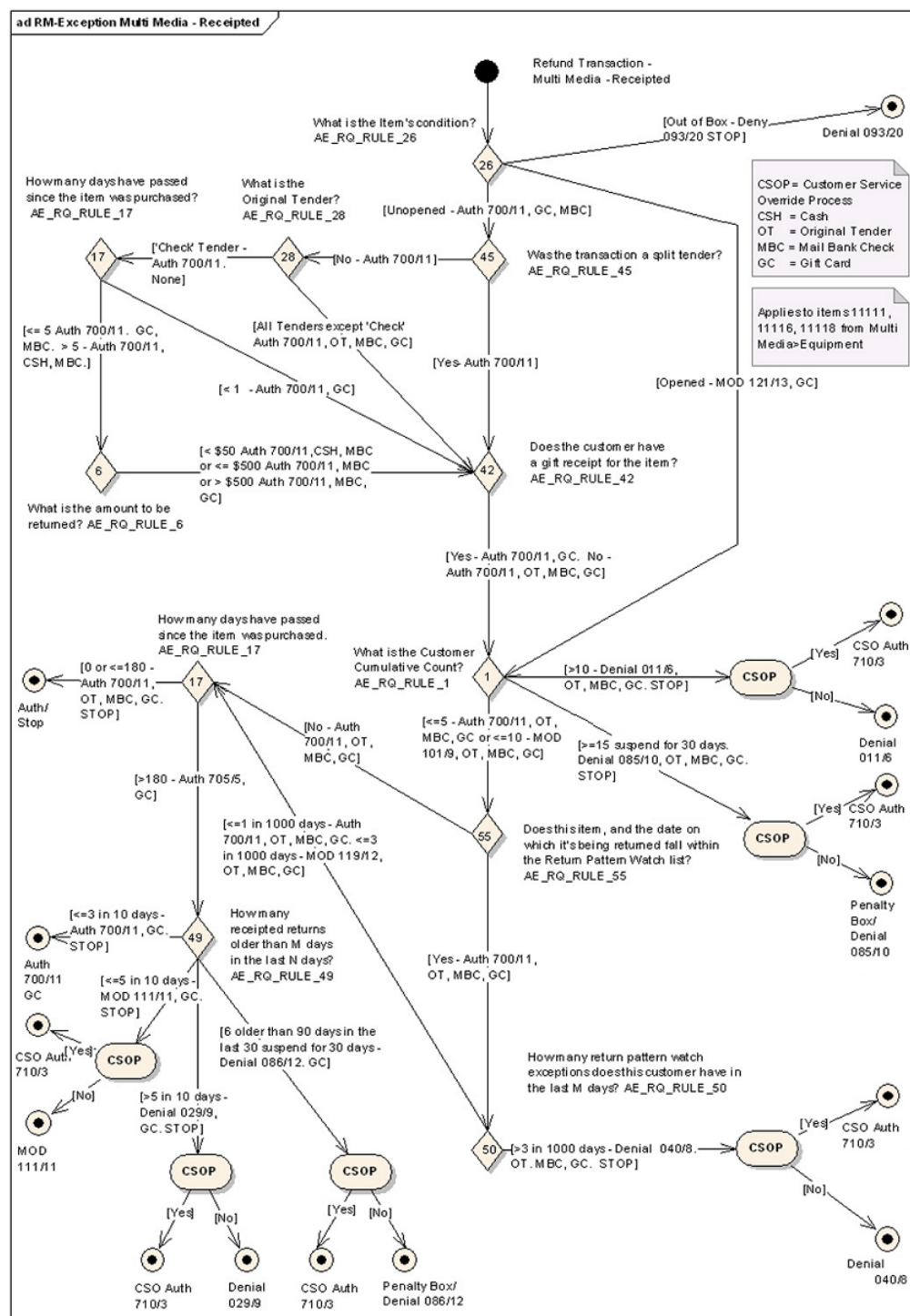
Instructions: Specify which of the following rules you wish to use on the policy as well as the order you wish to evaluate the rules in. For Range rules, decide the values and each value's response code.

# Policy Rule		Value	Action	Continue At	See the Response Code tab for more information.				Receipt Message #	Capture Customer Positive ID	Tenders (default is the first one, others are override tenders).
					Response Type	Response Code Priority	Response Code	Response Code Description			
1 AE_RQ_RULE_26		What is the item's condition?	Unopened	Continue	Authorization	11	700 - Authorized				Add: Gift Card, Mail Bank Check.
			Opened	Continue At	AE_RQ_RULE_1	13	121 - Opened Box Return				Add: Gift Card
			Out of Box	Stop	Denial	20	093 - Out of Box Return				
3 AE_RQ_RULE_45		Was the transaction a split tender?	No	Continue	Authorization	11	700 - Authorized				
			Yes	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Allowed refund tenders in preferred order (least risky tenders; evaluated for refunds applied from prior returns against this transaction)
4 AE_RQ_RULE_28		What is the original tender?	Debit as Credit	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Credit, Mail Bank Check, Gift Card
			Cash	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Cash, Mail Bank Check, Gift Card
			Debit with PIN	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Debit, Cash, Mail Bank Check, Gift Card
			Traveler's Check	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Cash, Mail Bank Check, Gift Card
			Gift Certificate	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Gift Card, Mail Bank Check
			Mail Gift Certificate	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Gift Card, Mail Bank Check
			Visa	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Visa, Mail Bank Check, Gift Card
			Mastercard	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Mastercard, Mail Bank Check, Gift Card
			American Express	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: American Express, Mail Bank Check, Gift Card
			JCB	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: JCB, Mail Bank Check, Gift Card
			Diner's Club	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Diner's Club, Mail Bank Check, Gift Card
			House Account	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: House Account, Mail Bank Check, Gift Card
			Gift Card	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Gift Card
			Store Credit	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Store Credit
			Purchase Order	Continue At	AE_RQ_RULE_42	11	700 - Authorized				Add: Mail Bank Check
			Check	Continue	Authorization	11	700 - Authorized				<none>

Figure 9–10 Sample Exception Policy: Multi-Media Equipment - Receipted, Page 2 of 2

5	AE_RQ_RULE_17	How many days have passed since the item was purchased?	< 1 [Day 0]	Continue At	AE_RQ_RULE_42	Authorization	11	700 - Authorized			Add: Gift Card
		(original tender is check)	< 5 [Day 1-5]	Continue		Authorization	11	700 - Authorized			Add: Gift Card, Mail Bank Check,
			> 5 [Over Day 5]	Continue		Authorization	11	700 - Authorized			Add: Cash, Mail Bank Check
6	AE_RQ_RULE_6	What is the amount to be returned?	< \$50	Continue		Authorization	11	700 - Authorized			Replace: Cash, Mail Bank Check
		(original tender is	< \$500	Continue		Authorization	11	700 - Authorized			Add: Mail Bank Check
			> \$500	Continue		Authorization	11	700 - Authorized			Replace: Mail Bank Check, Gift Card
7	AE_RQ_RULE_42	Does the customer have a gift receipt for	Yes	Continue		Authorization	11	700 - Authorized			Replace: Gift Card
			No	Continue		Authorization	11	700 - Authorized			Maintain
9	AE_RQ_RULE_1	What is the customer's	< 5	Continue		Authorization	11	700 - Authorized			Maintain
			< 10	Continue		Manager Overrideable	9	101 - Cumulative Count threshold			Maintain
			> 10	Stop		Denial	6	011 - Cumulative			Maintain
		PENALTY BOX	If customer's cumulative count is greater than M, then suspend customer activity for X days.	15 suspend for 30 days		Denial	10	085 - Cumulative Count Limit			Maintain
10	AE_RQ_RULE_55	Does this item, and the date on which it's being returned, fall within the Return	Yes	Continue		Authorization	11	700 - Authorized		Y	Maintain
			No	Continue At	AE_RQ_RULE_17	Authorization	11	700 - Authorized			Maintain
11	AE_RQ_RULE_50	How many return pattern watch exceptions does the customer have within	< 1 in 1000 days	Continue		Authorization	11	700 - Authorized			Maintain
			< 3 in 1000 days	Continue		Manager Overrideable	12	119 - Return Pattern Watch	5		Maintain
			> 3 in 1000 days	Continue		Denial	8	040 - Return	7		Maintain
12	AE_RQ_RULE_17	How many days have passed since the item was purchased?	0	Stop		Authorization	11	700 - Authorized			Maintain
		(expired receipt)	< 180	Stop		Authorization	11	700 - Authorized			Maintain
			> 180	Continue		Authorization	5	705 - Expired		Y	Replace: Gift Card
13	AE_RQ_RULE_49	How many receipted returns older than M days in the last N	< 5 in 10 days	Stop		Authorization	11	700 - Authorized			Maintain
		(M=90)	< 10 in 10 days	Stop		Manager Overrideable	11	111 - Expired Receipts			Maintain
			> 10 in 10 days	Stop		Denial	9	029 - Expired			Maintain
		PENALTY BOX	If more than X receipted returns in the last M days in the last N days, then suspend customer activity for Y days.	20 older than 90 days in last 30 days suspend for 30 days		Denial	12	086 - Expired Receipts Limit			Maintain
14	CUSTOMER SERVICE OVERRIDE CHECK FOR TICKET	If return received denial, manager overrideable denial, or contingent auth, AND Customer Service Override Available				Authorization	3	710 - Customer Service Override Appl	0		

Figure 9–11 Sample Exception Policy: Multi-Media Equipment Returns Policy Flowchart



Configuring Return Policies

Before performing the steps in this chapter, work through [Chapter 9](#) to determine your return policies.

The following three sections describe data that should be configured prior to configuring return policies:

- ["Configuring Response Codes"](#)
- ["Configuring Receipt Messages"](#)
- ["Configuring the Return Pattern Watch File"](#)

The remaining section describes how to configure these and other elements for the return policies:

- ["Configuring Policies"](#)

Configuring Response Codes

Response codes are the configurable responses that the rules engine carries forward when it proceeds with a Continue or Continue At rule action and records when it hits a Stop Processing action. Responses consist of a required numeric code, response type, response priority within that type, short description, and optional long description that can be used for scripting customer service responses to customer inquiries.

Select the response type for each response code from the following list:

1. Denial
2. Manager Overrideable Denial—The engine has denied the item but the denial can be overridden at the point-of-sale/point-of-return by a properly authorized user.
3. Contingent Authorization—The engine has approved the item contingent upon capture of an override at the point-of-sale/point-of-return by a properly authorized user.
4. Authorization

Response codes are prioritized within response types. No two response codes of the same response type can have the same priority. The analytic engine evaluates policy rules. After evaluating the first rule, it selects the highest priority response code within the response type. It moves on to the second rule. If that results in a higher response type, with a higher priority, it selects that response code. This continues until the evaluation process is complete. You can control whether the most favorable or least favorable response is returned to the point-of-return.

Adding a Response Code

To add a response code:

1. Click the **Response Codes** left navigation link under the Configuration subtab.
The Response Codes screen is displayed.

Figure 10–1 Response Codes Screen

Response Codes

Add response codes by entering Code, Response Type, Response Priority, and Short Description and press Add, or update current response code descriptions and press Save.

Save

Add Response Code

Code: *

Response Type: *

Response Priority: *

Short Description: *

Long Description:

Add

Response Codes

Code	Response Type	Response Priority	Short Description	Long Description
10	Denial	1	Insufficient quantity *	There is insufficient quantity of this item for return based on original and subsequent
20	Denial	2	Exception file match *	The customer is being monitored for risky behavior.
100	Mgr Overridable Denial	1	No receipt *	The return has been denied because a receipt is required but none was provided.
110	Mgr Overridable Denial	2	Transaction not found *	The return has been denied because the original transaction is unable to be retrieved.
120	Mgr Overridable Denial	3	Customer not found *	The return has been denied because the forms of id provided by the customer have not
200	Contingent Authorization	1	Exception file match *	The associate is being monitored for risky behavior.
210	Contingent Authorization	2	Exception file match *	The item has a high frequency of returns and is being monitored for risky behavior.
220	Contingent Authorization	3	Exception file match *	The store has a high frequency of returns and is being monitored for risky behavior.
230	Contingent Authorization	4	Transaction not found *	The return may be denied because the original transaction is unable to be retrieved.
300	Authorization	1	Authorized *	The return has been accepted.

* = Required field

Save

2. Enter a code.
3. Select a response type.
4. Enter a response priority.

5. Enter a short description.
6. Enter a long description if you want to include one.
7. Click **Add**.

Editing a Response Code

Note: Some response codes cannot be edited. Response codes cannot be edited if they are flagged as noneditable in the database.

Only the short description and long description for a response codes can be edited.

To edit a response code:

1. Click the **Response Codes** left navigation link under the Configuration subtab. The Response Codes screen is displayed. See [Figure 10-1](#).
2. Edit the short description, long description, or both.
3. Click **Save**.

Configuring Receipt Messages

Each rule response can be tied to a specific configurable receipt message. The point-of-return can handle a receipt message in several ways:

- Print the message on a receipt
- Show the message on-screen to cashiers or customers
- Show the message on customer points of interaction associated with registers such as PINPad devices or customer-facing kiosks
- Show the message on-screen if the return is being processed through an e-commerce site

A message can contain useful information to shape the customer's return behavior, such as informing the customer why a return was denied or why the return required a manager override, or warning the customer that he or she is approaching a limit on return behavior.

Note: A message number is automatically assigned when a receipt message is created. If a receipt message is removed, the message number is not reused.

Adding a Receipt Message

To add a receipt message:

1. Click the **Receipt Messages** left navigation link under the Configuration subtab. The Receipt Messages screen is displayed.

Figure 10–2 Receipt Messages Screen

Receipt Messages

Enter a new receipt message below and select Add.

Edit an existing receipt message and select Save. Editing the status of a receipt message from Active to Inactive will reset all rules (in all policies) with that receipt message to use the default receipt message.

Delete a message by checking its Select to Remove box, and then clicking Remove. Any rules and policies with that receipt message will be reset to use the default message.

Add Save Remove

Add a Receipt Message

Message:

This item was not received with its original receipt or packaging and may not be

Status
Active

Edit Current Receipt Messages

Select to Remove	Message Number	Message	Last Modified	Status
<input type="checkbox"/>	1	You will be issued a refund check for this return. A check should be mailed to	04/08/2006	Active
<input type="checkbox"/>	2	You have been issued a store credit for this return. Your store credit is valid	04/08/2006	Active
<input type="checkbox"/>	3	An exception was made for you today. Based on the information in our system,	04/08/2006	Active
<input type="checkbox"/>	4	This return is outside our 14 day return policy. The exception is subject to	04/08/2006	Active

Add
Save
Remove

2. Enter a message.
3. Select a status.
4. Click **Add**.

Editing a Receipt Message

Only the message text and status on receipt messages can be edited. Message number 0 cannot be edited or removed. If you remove a message, all policy rule responses that used the message you delete are reset to use message number 0 (no message).

To edit a receipt message:

1. Click the **Receipt Messages** left navigation link under the Configuration subtab. The Receipt Messages screen is displayed. See [Figure 10-2](#).
2. Edit the message of the receipt.
3. Select a status.
4. Click **Save**.

Removing a Receipt Message

To removing a receipt message:

1. Click the **Receipt Messages** left navigation link under the Configuration subtab. The Receipt Messages screen is displayed. See [Figure 10-2](#).
2. Check the box in the Select to Remove column for the message you wish to remove.
3. Click **Remove**. The Confirm Receipt Messages Removal screen is displayed.
 - If you want to remove the selected messages, click **Yes**. The messages are removed.
 - If you do not want to remove all the messages, click **No**. The messages are not removed.

Configuring the Return Pattern Watch File

The Return Pattern Watch file enables you to define patterns of purchase and return dates for items so that you can look for instances where customers are consistently returning items after short-term use. For example, a retailer who sells televisions may wish to define television items that are purchased shortly before sporting event weekends and returned immediately after the weekend as a suspicious return pattern for watch. A retailer who sells formal dresses may wish to define junior formals that are purchased shortly before prom season and returned immediately after prom season as a suspicious return pattern for watch. This type of behavior is often known as "renting" or "wardrobing."

When a customer Positive ID is collected with a return transaction and the return transaction fits an entry in the Return Pattern Watch file, the system can track the behavior. Rules can be included in return policies to watch for this behavior and render an appropriate response, for example, a denial.

Because this pattern of behavior only becomes apparent over a long period of time, even as long as several years, it is recommended that you retain this exception data so that Oracle Retail Returns Management can effectively evaluate customer exception history.

Adding a Pattern

To add a pattern to the Return Pattern Watch file:

1. Click the **Item/Merchandise** left navigation link under the Configuration subtab. The Item/Merchandise Return Pattern Watch screen is displayed.

Figure 10–3 Item/Merchandise Return Pattern Watch Screen

Item/Merchandise Return Pattern Watch

To count return activity of certain items within date ranges over time, select the level of the Merchandise Hierarchy, enter date range, and press Add.

Save

Add to Pattern Watch

Merchandise Hierarchy: Sales Reporting>Root Edit

Date Range: Purchase occurring between and

Return occurring between and Add

Included in Pattern Watch

Remove

Select to Remove	Merchandise Hierarchy	Purchase Date Range	Return Date Range
<input type="checkbox"/>	Sales Reporting>Root>Gardening	04/05/2006 - 12/30/9999	04/05/2006 - 12/30/9999
<input type="checkbox"/>	Category Management>Root>Gardening	04/05/2006 - 12/30/9999	04/05/2006 - 12/30/9999

Save

For each pattern included in the pattern watch, the following information is displayed:

- A checked box in the Select to Remove column indicates the pattern is to be removed
- Selected level in the merchandise hierarchy
- Beginning and ending dates to watch for purchases
- Beginning and ending dates to watch for returns

2. To select entries representing the desired levels of the merchandise hierarchy, click **Edit**. The Merchandise Hierarchy screen is displayed.

Figure 10–4 Merchandise Hierarchy Screen

Merchandise Hierarchy

Select merchandise hierarchy levels and select Done to return to the previous screen Done

Select Merchandise Hierarchy

Merchandise Hierarchy:	
Merchandise Hierarchy functions	Sales Reporting ▼
Sales Reporting	Root ▼
Root	Gardening ▼

Expand

Done

- a. Select the appropriate levels of the merchandise hierarchy. To see the next level of the hierarchy, click **Expand**.
 - b. Click **Done**. The Item/Merchandise Return Pattern Watch screen is displayed.
3. Enter purchase dates or click the calendar button to select dates from the calendar.
 4. Enter return dates or click the calendar button to select dates from the calendar.
 5. Click **Add**.

Removing a Pattern

To removing a pattern from the Return Pattern Watch file:

1. Click the **Item/Merchandise** left navigation link under the Configuration subtab. The Item/Merchandise Return Pattern Watch screen is displayed. See [Figure 10–3](#).
2. Check the box in the Select to Remove column for the entry you wish to remove.
3. Click **Remove**. The pattern is removed from the list.

Configuring Policies

For a description of return policies, see [Chapter 9](#).

Copying an Existing Policy

Note: Changes to original default or exception policies do not propagate to policies that were created through copying.

To copy an existing policy:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed.

Figure 10–5 Return Policies Screen**Return Policies**

Policy List > Edit Policy > Change Rules > Edit Rule

Edit Default return policies or Exception policies. Add a new policy by pressing Add, or select an existing policy and press Copy.

Add Copy Remove

Default Return Policies

Select to Copy	Default Policy Name	Effective Locations	Effective Items	Last Modified	Status
<input checked="" type="checkbox"/>	DefaultReceiptedPolicy	Corporate (All)	All	Apr 6, 2006 4:38 PM	Active
<input type="checkbox"/>	DefaultNonReceiptedPolicy	Corporate (All)	All	Apr 5, 2006 12:44 PM	Active

Exception Policies

Select to Copy or Remove	Exception Policy Name	Effective Locations	Effective Items	Effective Dates	Last Modified	Status
<input type="checkbox"/>	test policy	>360Commerce Hierarchy	CoolBox	Apr 7, 2006 12:00 AM - Dec 30, 9999 12:00 AM	Apr 6, 2006 8:17 PM	Active

Add Copy Remove

A list of default return policies and a list of exception policies is shown. For each policy, the following information is displayed:

- For default return policies, a checked box in the Select to Copy column indicates the policy is selected to be copied
 - For exception policies, a checked box in the Select to Copy or Remove column indicates the policy is selected to be copied or removed
 - Policy name
 - Locations covered by the policy
 - Items covered by the policy
 - For exception policies, the effective date for the policy
 - When the policy was last modified
 - Status of the policy
2. Check the box in the Select column for the policy that you wish to copy.
 3. Click **Copy**. The Edit Return Policy screen is displayed.

Figure 10–6 Edit Return Policy Screen

Edit Return Policy

Policy List > Edit Policy > Change Rules > Edit Rule

View or edit the rules that comprise the Return Policy for your enterprise.

Save

Return Policy Information

Return Policy Name: Mall store receipted returns

Return Policy Description: Default policy for receipted returns in mall stores.

Received: Received

Last 04/06/2006

Modified: 04:38:01

By: pos

Status: Active

Effective Date: 04/05/2006

End Date: 12/30/2010

Policy

Rules Change Rules / Order

#	Policy Rule	Value/Maximum	Action	Response	Response Code	Require Positive ID	Available Tender Types
0	Is the original transaction number provided? (boolean)	false	CONTINUE AT 2	Contingent Authorization	230 Transaction not found	false	Maintain tender(s)
		true	CONTINUE	Authorization	300 Authorized	false	Maintain tender(s)
1	How many returns have been accepted against this transaction today? (range)	0	CONTINUE	Authorization	300 Authorized	false	Maintain tender(s)
		No Max	CONTINUE	Denial	10 Insufficient quantity	false	Maintain tender(s)
2	How many cumulative exceptions does this customer have? (range)	20	CONTINUE	Authorization	300 Authorized	false	Maintain tender(s)
		50	CONTINUE	Mgr Overridable Denial	150 Exception file match	false	Maintain tender(s)
		No Max	STOP	Denial	20 Exception file match	false	Maintain tender(s)
	Penalty Box	100	STOP	Denial Suspend 90 Days	20 Exception file match	false	Replace tender(s)
3	How many returns has the customer attempted today? (range)	0	STOP	Authorization	300 Authorized	false	Maintain tender(s)
		No Max	STOP	Denial	10 Insufficient quantity	false	Maintain tender(s)
	Penalty Box	300	STOP	Denial Suspend 90 Days	20 Exception file match	false	Replace tender(s)

Heuristic Note: If all rules resolve to "Continue", then the response code sent will be the last, most cautious response type evaluated.

Applies to the Following Locations

Add

Remove

Select to Remove	Location
<input type="checkbox"/>	Lakeline Mall
<input type="checkbox"/>	Cactus Shopping Emporium

Applies to the Following Items

Add

Remove

Select to Remove	Item
<input type="checkbox"/>	Sales Reporting>Root>Gardening

Save

4. Enter the return policy name.
5. Enter the return policy description.
6. Choose whether the policy is receipted or nonreceipted.
7. Enter or select an effective date (optional) and end date.
8. To change the policy rules, see ["Changing a Policy"](#).
9. Select the stores to which this policy applies in the Applies to the Following Location section.

Note: At least one store is required.

- To add stores to the list, click **Add**. The Add Location to Policy screen is displayed.

Figure 10–7 Add Location to Policy Screen

Policy List > **Edit Policy** > Change Rules > Edit Rule

Add Location to Policy

Select to apply this policy to a node of the Hierarchy, Individual Stores, or an Ad-Hoc Group. Press Save after you have set the appropriate entry.

Mall store receipted returns

☒ Hierarchy
 ☐ Ad-Hoc Groups
 ☐ Individual Store

Select the level of hierarchy

- ▼ Retail Hierarchy
 - ▼ Enterprise
 - ▶ North
 - ▼ South
 - ▶ ☒ Texas

Save

Save

You can add stores by selecting a part of the store hierarchy, selecting store groups from the list of defined groups, or adding individual stores by entering the store numbers.

When you have selected the stores, click **Save**.

For information on store groups, see ["Working with Store Groups"](#) in [Chapter 6](#).

- To remove a store from the list, click **Remove**.
10. Select the items to which this policy applies in the Applies to the Following Items section.

Note: At least one item is required.

- To add items to the list, click **Add**. The Add Item to Policy screen is displayed.

Figure 10–8 Add Item to Policy Screen

Add Item to Policy Policy List > **Edit Policy** > Change Rules > Edit Rule

Select to apply this policy to a level of the Merchandise Hierarchy or Individual Items. Press Save after you have set the appropriate entry. **Save**

Mall store receipted returns

☐ Merchandise Hierarchy
 ☒ Individual Items

Enter item SKU and press Add to add to the list.

Items included on policy

Select to Remove	Item Number	Item Description
<input type="checkbox"/>	11111	17 inch Color TV

Save

You can add items by selecting a part of the merchandise hierarchy or adding individual items by entering the item numbers.

When you have selected the items, click **Save**.

- To remove an item from the list, click **Remove**.
11. Click **Save**. The new policy is created.

Removing an Existing Policy

Note: Only exception policies can be removed. Default policies cannot be removed.

To remove an existing exception policy:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See [Figure 10–5](#).
2. Check the box in the Select to Copy or Remove column for the exception policy that you wish to remove.
3. Click **Remove**. The existing policy is removed.

Adding a Policy

Note: Only exception policies can be added. Default policies cannot be added.

To add a new exception policy:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See [Figure 10-5](#).
2. Click **Add**. The Edit Return Policy screen is displayed. See [Figure 10-6](#).
3. Enter a return policy name.
4. Enter a return policy description.
5. Choose whether the policy is receipted or nonreceipted.
6. Enter or select an effective date (optional) and an end date.
7. Select the stores to which this policy applies in the Applies to the Following Location section.

Note: At least one store is required.

- To add stores to the list, click **Add**. The Add Location to Policy screen is displayed. See [Figure 10-7](#). You can add stores by selecting a part of the store hierarchy, selecting store groups from the list of defined groups, or adding individual stores by entering the store numbers. When you have selected the stores, click **Save**.
 - To remove a store from the list, check the box in the Select to Remove column and click **Remove**.
8. Select the items to which this policy applies in the Applies to the Following Items section.

Note: At least one item is required.

- To add items to the list, click **Add**. The Add Item to Policy screen is displayed. See [Figure 10-8](#). You can add items by selecting a part of the merchandise hierarchy or adding individual items by entering the item numbers. When you have selected the items, click **Save**.
 - To remove an item from the list, check the box in the Select to Remove column and click **Remove**.
9. Click **Save**. The new policy is added.

Changing a Policy

To change the rules in a policy:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See [Figure 10-5](#).
2. Click the policy name. The Edit Return Policy screen is displayed with the current values for the policy shown. See [Figure 10-6](#).

3. Click **Change Rules / Order**. The Change Rules and Execution Order screen is displayed.

Figure 10–9 Change Rules and Execution Order Screen

Change Rules and Execution Order Policy List > Edit Policy > **Change Rules** > Edit Rule

Select rule(s) to include in your Return Policy and select Add. Select a rule and choose the up or down arrow to change the execution order. Select Done to continue. Done

Return Policy Information

Return Policy Name: Mall store receipted returns Return Policy Description: Default policy for receipted returns.	Last Modified: 04/06/2006 04:38:01 By: pos Status: Active Effective Date: 04/05/2006 End Date: 12/30/9999
------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------

Rules available to include in policy

Available Rules

Is the original transaction number provided? (boolean)

How many cumulative exceptions does this customer have? (range)

How many times has the response code 020 been used for this customer in the last M days? (range)

How many returns without receipt has the customer performed in the last M days? (range)

How many same day returns has the customer attempted in the last M days? (range)

How many returns have been attempted against this transaction today? (range)

How many times has the response code 010 been used for this customer in the last M days? (range)

Add

Execution order for the policy

Selected Rules for this Policy

Is the original transaction number provided? (boolean)

How many returns have been accepted against this transaction today? (range)

How many cumulative exceptions does this customer have? (range)

How many returns has the customer attempted today? (range)

↑
X
↓

Done

4. Make any changes to the included rules and execution order:
 - To add a new rule to the policy, choose a rule from the Available Rules. Click **Add**. The rule is added to the Scheduled Rules for this Policy.
 - To remove an existing rule from the Scheduled Rules for this Policy, choose the rule to be removed and click the X button. You can also choose more than one rule to remove at the same time.
 - To change the order of the rules in the Scheduled Rules for this Policy, choose the rule to be moved and click the Up or Down arrow.

When you have made all your changes, click **Done**.

5. Click **Save**.

Configuring a Boolean Rule

To configure a boolean rule:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See [Figure 10-5](#).
2. Click the policy name. The Edit Return Policy screen is displayed. See [Figure 10-6](#).
3. To configure a boolean rule, click the rule in the Policy Rule column that is a boolean type. The Edit Return Policy Rule screen is displayed.

Figure 10-10 Edit Return Policy Rule: Boolean Screen

Edit Return Policy Rule Policy List > Edit Policy > Change Rules > **Edit Rule**

Select the appropriate Action, Response Type, Response Code, and Available Tender Types for each value indicated.

Mall store receipted returns

4 Policy Rule : Was the transaction a split tender?

Value/Maximum	Action	Response	Receipt Message Number	Require Positive ID	Available Tender Types
false	CONTINUE <input type="button" value="v"/> Rule : Is the original transaction number provided? <input type="button" value="v"/>	Response: Denial <input type="button" value="v"/> Response Code: 10 Insufficient quantity <input type="button" value="v"/>	0 <input type="button" value="v"/>	<input type="checkbox"/>	Action on accumulated list of tenders: <input checked="" type="radio"/> Replace tender(s) <input type="radio"/> Add tender(s) <input type="radio"/> Maintain tender(s) Specify the new tenders to add or replace with: <div style="border: 1px solid black; padding: 2px;">StoreCredit Credit Check Cash</div> If one of the selected tenders is the default tender, select it here. <input type="checkbox"/> <input type="button" value="v"/>
true	STOP <input type="button" value="v"/> Rule : Is the original transaction number provided? <input type="button" value="v"/>	Response: Denial <input type="button" value="v"/> Response Code: 10 Insufficient quantity <input type="button" value="v"/>	0 <input type="button" value="v"/>	<input type="checkbox"/>	Action on accumulated list of tenders: <input checked="" type="radio"/> Replace tender(s) <input type="radio"/> Add tender(s) <input type="radio"/> Maintain tender(s) Specify the new tenders to add or replace with: <div style="border: 1px solid black; padding: 2px;">StoreCredit Credit Check Cash</div> If one of the selected tenders is the default tender, select it here. <input type="checkbox"/> <input type="button" value="v"/>

4. For each of the true and false responses:
 - a. Select the appropriate action: Continue, Continue At, or Stop Processing.
 - b. If you select to Continue At a particular rule, select the name of the rule.

- c. Select a response.
 - d. Select a response code.
 - e. Select a receipt message number.
 - f. Check whether this rule requires the collection of a Positive ID.
 - g. Select whether to replace tenders with the particular tenders, to add tenders with the particular tenders, or to maintain the list of tenders accumulated thus far.
 - h. Check and select a default tender, if necessary.
5. Click **Done**.

Configuring a Discrete Rule

To configure a discrete rule:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See [Figure 10-5](#).
2. Click the policy name. The Edit Return Policy screen is displayed. See [Figure 10-6](#).
3. To configure a discrete rule, click the rule in the Policy Rule column that is a discrete type. the Edit Return Policy Rule screen is displayed.

Figure 10–11 Edit Return Policy Rule: Discrete Screen

Edit Return Policy Rule Policy List > Edit Policy > Change Rules > **Edit Rule**

Select the appropriate Action, Response Type, Response Code, and Available Tender Types for each value indicated. Add Value Delete Value Done

Mall store receipted returns

5 Policy Rule : What is the original tender?

Select to Remove	Value/Maximum	Action	Response	Receipt Message Number	Require Positive ID	Available Tender Types
<input type="checkbox"/>	Cash	CONTINUE AT Rule : Is the original transaction number provided?	Response: Authorization Response Code: 300 Authorized	0	<input type="checkbox"/>	Action on accumulated list of tenders: <input checked="" type="radio"/> Replace tender(s) <input type="radio"/> Add tender(s) <input type="radio"/> Maintain tender(s) Specify the new tenders to add or replace with: StoreCredit Credit Check Cash If one of the selected tenders is the default tender, select it here. <input type="checkbox"/>
<input type="checkbox"/>	Check	CONTINUE Rule : Is the original transaction number provided?	Response: Authorization Response Code: 300 Authorized	0	<input type="checkbox"/>	Action on accumulated list of tenders: <input checked="" type="radio"/> Replace tender(s) <input type="radio"/> Add tender(s) <input type="radio"/> Maintain tender(s) Specify the new tenders to add or replace with: StoreCredit Credit Check Cash If one of the selected tenders is the default tender, select it here. <input type="checkbox"/>
	Default	CONTINUE AT Rule : Is the original transaction number provided?	Response: Authorization Response Code: 300 Authorized	0	<input type="checkbox"/>	Action on accumulated list of tenders: <input checked="" type="radio"/> Replace tender(s) <input type="radio"/> Add tender(s) <input type="radio"/> Maintain tender(s) Specify the new tenders to add or replace with: StoreCredit Credit Check Cash If one of the selected tenders is the default tender, select it here. <input type="checkbox"/>

Add Value Delete Value Done

4. Add or delete responses for the rule:

Note: The Default response is required. It cannot be deleted.

- To add another possible response for the rule, choose **Add Value**.
 - To delete a possible response for the rule, choose **Remove Value**.
5. For each of the possible responses to the rule:
- a. Select the appropriate action: Continue, Continue At, or Stop Processing.
 - b. If you select to Continue At a particular rule, select the name of the rule.
 - c. Select a response.
 - d. Select a response code.
 - e. Select a receipt message number.
 - f. Check whether this rule requires the collection of a Positive ID.
 - g. Select whether to replace tenders with the particular tenders, to add tenders with the particular tenders, or to maintain the list of tenders accumulated thus far.
 - h. Check and select a default tender, if necessary.
6. Click **Done**.

Configuring a Range Rule

To configure a range rule:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See [Figure 10-5](#).
2. Click the policy name. The Edit Return Policy screen is displayed. See [Figure 10-6](#).
3. To configure a range rule, click the rule in the Policy Rule column that is a range type. The Edit Return Policy Rule screen is displayed.

Figure 10-12 Edit Return Policy Rule: Range Screen

Policy List > Edit Policy > Change Rules > **Edit Rule**

Select the appropriate Action, Response Type, Response Code, and Available Tender Types for each value indicated.

Edit Return Policy Rule

Mall store receipted returns

3 Policy Rule : How many returns has the customer attempted today?

Select to Remove	Value/Maximum	Action	Response	Receipt Message Number	Require Positive ID	Available Tender Types
<input type="checkbox"/>	0	STOP Rule : Is the original transaction number provided?	Response: Authorization Response Code: 300 Authorized	0	<input type="checkbox"/>	Action on accumulated list of tenders: <input type="radio"/> Replace tender(s) <input type="radio"/> Add tender(s) <input checked="" type="radio"/> Maintain tender(s) Specify the new tenders to add or replace with: StoreCredit Credit Check Cash If one of the selected tenders is the default tender, select it here.
	No Max	STOP Rule : Is the original transaction number provided?	Response: Denial Response Code: 10 Insufficient quantity	0	<input type="checkbox"/>	Action on accumulated list of tenders: <input type="radio"/> Replace tender(s) <input type="radio"/> Add tender(s) <input checked="" type="radio"/> Maintain tender(s) Specify the new tenders to add or replace with: StoreCredit Credit Check Cash If one of the selected tenders is the default tender, select it here.

Add Range Delete Range Done

4. Add or delete range values for the rule:

Note: The No Max response is required. It cannot be deleted.

- To add another possible value for the rule, choose **Add Range**.
 - To delete a possible value for the rule, choose **Delete Range**.
5. For each of the possible responses to the rule:
- a. Select the appropriate action: Continue, Continue At, or Stop Processing.
 - b. If you select to Continue At a particular rule, select the name of the rule.
 - c. Select a response.
 - d. Select a response code.
 - e. Select a receipt message number.
 - f. Check whether this rule requires the collection of a Positive ID.
 - g. Select whether to replace tenders with the particular tenders, to add tenders with the particular tenders, or to maintain the list of tenders accumulated thus far.
 - h. Check and select a default tender, if necessary.
6. Click **Done**.

Configuring a Penalty Box

To configure the Penalty Box on a range rule:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See [Figure 10-5](#).
2. Click the policy name. The Edit Return Policy screen is displayed. See [Figure 10-6](#).
3. To configure a range rule, click the rule in the Policy Rule column that is a range type. The Edit Return Policy Rule screen is displayed. See [Figure 10-12](#).
4. Select a range rule.
5. Scroll down through the range rule until the Associated Penalty Box area is shown.

Figure 10-13 Associated Penalty Box Area

Associated Penalty Box

Active	Penalty Box Parameters	Response	Receipt Message Number	Available Tender Types
<input checked="" type="checkbox"/>	<p>How many returns has the customer attempted today?</p> <p>If more than <input type="text" value="300"/> then suspend for <input type="text" value="90"/> days</p>	<p>Response:</p> <p>Denial</p> <p>Response Code:</p> <p>20 Exception file match</p>	<p>0</p>	<p>Action on accumulated list of tenders:</p> <p><input checked="" type="radio"/> Replace tender(s)</p> <p><input type="radio"/> Add tender(s)</p> <p><input type="radio"/> Maintain tender(s)</p> <p>Specify the new tenders to add or replace with:</p> <p>Credit Check Cash StoreCredit</p> <p>If one of the selected tenders is the default tender, select it here.</p>

6. Check the Active box to enable the Penalty Box for the rule.
7. Enter variables for the Penalty Box including the tolerable limit, the number of days, and the suspension days.
8. Select a response.
9. Select a response code.
10. Select a receipt message number.
11. Select whether to replace tenders with the particular tenders, to add tenders with the particular tenders, or to maintain the list of tenders accumulated thus far.
12. Check and select a default tender, if necessary.
13. Click **Done**.

Rule Catalog

This chapter describes the rules available for the configuration of Oracle Retail Returns Management. It consists of the following sections:

- ["Rule Catalog Legend"](#)
- ["Rules that Identify Behavior and Check Exception History"](#)
- ["Rules that Usually Stand Alone"](#)

Rule Catalog Legend

Table 11–1 describes the attributes shown for each rule in the Rule Catalog tables.

Table 11–1 Rule Catalog Legend

Attribute	Usage
Rule Number	This is a quick way to reference the particular rule. These reference numbers are used in the Sample Configuration Guide.
Rule	This is the question that is asked about the attempted line item return.
Details to Consider	<p>These details help you determine whether the rule should be included in policies and, if so, which ones. Some rules work in conjunction with another rule or an exception policy to do the following:</p> <ul style="list-style-type: none"> Identify behavior—Identify whether the current line item being returned and other factors about that return attempt are evidence of a particular behavior. The identifier rules are most often Yes/No Boolean type of rules. Sometimes the inclusion of an exception policy that covers a particular merchandise hierarchy node or item number is the identifier of behavior. Check exception history—Check whether the customer Positive ID has previous exceptions that are evidence of this type of behavior. You may not want to check exception history for a behavior that is not currently being performed, although you can configure policies to do so if you wish. Therefore, you should model your policies to Continue or Continue At the complimentary rule that checks exception history, if a behavior is identified. <p>In the following tables, the behavior identifier has statements like the following: "When deciding whether to use this rule, consider the following:" and "If you answer yes to this question, then you should include this rule in policies."</p> <p>The check exception history rule has the following statement: "To see the specific exceptions that are counted for this rule, you should select to track the following:"</p> <p>Other rules are independent of behavior and usually stand alone; for example, "What is the amount to be returned?" could be used to determine refund tender. A second table describes those rules. Applicable related rules are cross referenced using the following format: rule AE_RQ_RULE_##: "Rule question as it appears in the application?"</p>
Rule Type	<p>Boolean rules have Yes/No responses.</p> <p>Range rules have an unlimited number of numeric responses.</p> <p>Discrete rules have a list of textual responses.</p>
Penalty Box	<p>This indicates whether the customer can be placed in a Penalty Box for this type of behavior.</p> <p>Where Penalty Box functionality exists for a rule, the following information helps you complete the Penalty Box settings:</p> <ul style="list-style-type: none"> Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ____ in the last ____ days How many days does the ban on this behavior last? ____
Use This Rule in Default Receipted Policy?	This enables you to indicate whether all receipted returns should use this rule.
Use This Rule in Default Nonreceipted Policy?	This enables you to indicate whether all nonreceipted returns should use this rule.
Use This Rule in Exception Policies?	This enables you to indicate whether exception policies that cover particular items or a merchandise hierarchy node, stores or a store hierarchy node, or date ranges should use this rule. It provides a space to note the appropriate exception policies.

Rules that Identify Behavior and Check Exception History

The rules itemized in [Table 11–2](#) are rules or exception policy setups that work together to identify behavior and check exception history.

Table 11–2 Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_55	Rule	Does this item and the date on which it is being returned fall within the Return Pattern Watch file?
	Details to Consider (Identify Behavior)	<p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> Do you suspect a problem with purchase/return of items within a short time frame, and do you wish to control the behavior or limit allowed tenders? This is sometimes called "renting" or "wardrobing." <p>If you answer yes to this question, then you should include this rule in policies.</p> <p>For configuring the Return Pattern Watch file, consider the following questions:</p> <ul style="list-style-type: none"> What items are often purchased and returned in a short time frame? What are the merchandise hierarchies that contain those items? What are the likely purchase date ranges for this and subsequent years? What are the likely return date ranges for this and subsequent years? What merchandise hierarchies, optional purchase date ranges, and required return date ranges do you wish to track? <p>Note: There is no limit on the number of entries that can be included in the Return Pattern Watch file.</p> <p>Configuration of the Return Pattern Watch file is described in Chapter 10.</p> <p>You may want to use this rule in all policies where you use AE_RQ_RULE_50: "How many Return Pattern Watch exceptions does the customer have in the last M days?"</p>
	Rule Type	Boolean
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Default Non-receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_50	Rule	How many Return Pattern Watch exceptions does the customer have in the last M days?
	Details to Consider (Check Exception History)	<p>This rule checks how many times a customer has performed a return on an item in the date ranges that are in the Return Pattern Watch file.</p> <p>M days may be a period extending from days up to several years of history.</p> <p>You should use this rule in all policies where you choose to use rule AE_RQ_RULE_55: "Does this item and the date on which it's being returned fall within the Return Pattern Watch file?"</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> Customer Exception—Returns of items in the Return Pattern Watch file Cashier Exception—Returns of items in the Return Pattern Watch file
	Details to Consider (Identify Behavior)	<p>Use of a nonreceipted exception policy for the particular merchandise hierarchy is the identifier for rule AE_RQ_RULE_37: "How many refunds without receipt has the customer performed in the last M days for a particular merchandise hierarchy?"</p> <p>When deciding whether to define specific exception policies for merchandise hierarchies, consider the following:</p> <ul style="list-style-type: none"> Do you suspect a higher nonreceipted return rate with certain types of items, and do you wish to control the behavior or limit allowed tenders? Has there been a recent store break in or warehouse theft of certain types of items? <p>If you answer yes to either of these questions, then you should define specific exception policies covering the concerned merchandise hierarchies.</p>
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ____ in the last ____ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes __No</p> <p>If Yes, how many Return Pattern Watch exceptions do you wish to allow a customer to perform with the return response as each of the following:</p> <ul style="list-style-type: none"> Authorization? ____ Contingent Authorization? ____ Manager Override? ____ Denial? ____
	Use this Rule in Default Non-receipted Policy?	<p>__Yes __No</p>
	Use this Rule in Exception Policies?	<p>__Yes __No</p> <p>Which exception policies?</p>

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_37	Rule	How many returns without receipt has the customer performed in the last M days for a particular merchandise hierarchy?
	Details to Consider (Check Exception History)	<p>The identifier of this behavior is the fact that the nonreceipted exception policy for a particular merchandise hierarchy was used to evaluate an attempted line item return. Because this rule looks at nonreceipted behavior, it should be used in nonreceipted policies, although you can choose to include it in receipted policies if you wish.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> Customer Exception—Nonreceipted returns from a configurable merchandise hierarchy Cashier Exception—Nonreceipted returns from a configurable merchandise hierarchy
	Details to Consider (Identify Behavior)	<p>The behavior for the next rule, AE_RQ_RULE_34: "How many times has the customer attempted to return merchandise from a particular merchandise hierarchy with an item price greater than \$N in the last M days?", is identified by the following:</p> <ul style="list-style-type: none"> Use of a nonreceipted exception policy for the particular merchandise hierarchy. Use of the rule AE_RQ_RULE_6: "What is the amount to be returned?" in that exception policy. <p>When deciding whether to define specific exception policies for merchandise hierarchies, consider the following:</p> <ul style="list-style-type: none"> Do you suspect a higher return rate with certain types of items, and do you wish to control the behavior or limit allowed tenders? Has there been a recent store break in or warehouse theft of certain types of items? Do you wish to treat higher priced items with more scrutiny within the merchandise hierarchy? <p>If you answer yes to any of these questions, then you should define specific exception policies covering the concerned merchandise hierarchies.</p>
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ____ in the last ____ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Default Non-receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_34	Rule	How many times has the customer attempted to return merchandise from a particular merchandise hierarchy, with an item price greater than \$N, in the last M days?
	Details to Consider (Check Exception History)	<p>The identifier of this behavior is the combination of the fact that the nonreceipted exception policy for a particular merchandise hierarchy was used to evaluate an attempted line item return and rule AE_RQ_RULE_6: "What is the amount to be returned?"</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you have certain high dollar items that you suspect as having a return problem, and do you wish to control the behavior or limit allowed tenders? ■ Do you have different return tolerances for lesser dollar items than higher dollar items, and do you wish to control the behavior or limit allowed tenders? ■ Do you suspect certain customers of abusing your published policies for high dollar items, and do you wish to control the behavior or limit allowed tenders? <p>If you answer yes to any of these questions, then you should include this rule in policies.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> ■ Customer Exception—Merchandise returns from a configurable merchandise hierarchy greater than \$N. ■ Cashier Exception—Merchandise returns from a configurable merchandise hierarchy greater than \$N. <p>The definition of \$N is determined by the retailer when mapping data to message contents; hence it can be a regular price, promotional price, selling price, or price after all discounts are applied, and it can include or exclude tax. All dollar amounts transmitted to Oracle Retail Returns Management must be consistent in the factors that are included and excluded.</p> <p>For this rule, the system compares the \$N value defined in the rule with the amount provided by the point-of-return in the Return Request message.</p>
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ___ in the last ___ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Default Non-receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_17	Rule	How many days have passed since the item was purchased?
AE_RQ_RULE_58		How many days have passed since the item was purchased or delivered?
	Details to Consider (Identify Behavior)	<p>Two rules can cover similar situations.</p> <ul style="list-style-type: none"> ■ If your organization sells items on order for later pickup or delivery, and you do not wish to consider receipts to be expired until a number of days after the customer has received the merchandise, then you should use the rule "How many days have passed since the item was purchased or delivered?", which checks for a delivery date in the incoming Items for Return Authorization Request message. ■ If you do not sell items on order for later pickup or delivery, you can use the rule "How many days have passed since the item was purchased?" to determine whether the customer has passed your time limit for return. <p>When deciding whether to use one or both of these rules, consider the following:</p> <ul style="list-style-type: none"> ■ Do you have a published time frame for accepting receipted returns that you wish to enforce? ■ Do you wish to deny the return or limit the tender for returns that exceed that time frame? ■ Do you wish to give customers leeway on items that are placed on order and later picked up or delivered? <p>If you answered yes to any of these questions, then you should include this rule in policies.</p> <p>This rule can be the identifier for multiple other rules, including the following:</p> <ul style="list-style-type: none"> ■ AE_RQ_RULE_30: "How many same day returns has the customer attempted in the last M days?" ■ AE_RQ_RULE_49: "How many returns older than M days has the customer performed in the last M days?"
	Rule Type	Range
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Default Non-receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_30	Rule	How many same day returns has the customer attempted in the last M days?
	Details to Consider (Check Exception History)	<p>When the answer to the rule AE_RQ_RULE_17: "How many days have passed since the item was purchased?" is 0, indicating a same day return, this rule can be used to check the frequency of the customer performing same day returns, which can be an indicator of potential theft-return patterns. The response on the rule "How many days have passed since the item was purchased?" for value of 0 should be set to Continue At this particular rule in the policy.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> Customer Exception—Same day returns as purchases
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ____ in the last ____ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Default Non-receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_49	Rule	How many returns older than M days has the customer performed in the last M days?
	Details to Consider (Check Exception History)	<p>When the answer to the rule AE_RQ_RULE_17: "How many days have passed since the item was purchased?" is larger than your published or desirable return policy, this rule can be used to check the frequency of the customer performing returns that are older than the desired number of days. The response to the rule "How many days have passed since the item was purchased?" for the value that is beyond your allowed return time frame should be set to Continue At this particular rule in the policy.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> ■ Customer Exception—Expired receipts ■ Cashier Exception—Expired receipts
	Details to Consider (Identify Behavior)	<p>The behavior for rule AE_RQ_RULE_36: "How many refunds without receipt has the customer performed in the last M days?" is identified by the following:</p> <ul style="list-style-type: none"> ■ Use of the default nonreceipted policy and nonreceipted exception policies. <p>When deciding how to define nonreceipted exception policies, consider the following:</p> <ul style="list-style-type: none"> ■ Do you accept nonreceipted returns? ■ Are there certain merchandise hierarchies that treat nonreceipted and receipted situations differently? ■ Are there certain stores that need a more restrictive nonreceipted policy for certain merchandise hierarchies? <p>If you answer yes to any of these questions, then you should use the nonreceipted default policy and possibly define specific exception policies covering nonreceipted situations.</p>
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ___ in the last ___ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>___Yes</p> <p>___No</p>
	Use this Rule in Default Non-receipted Policy?	<p>___Yes</p> <p>___No</p>
	Use this Rule in Exception Policies?	<p>___Yes</p> <p>___No</p> <p>Which exception policies?</p>

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE-36	Rule	How many returns without receipt has the customer performed in the last M days?
	Details to Consider (Check Exception History)	<p>When the attempted line item return is nonreceipted, this rule can be used to check the frequency of a customer performing refunds without a receipt. To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> Customer Exception—Refunds without receipt Cashier Exception—Refunds without receipt
	Details to Consider (Identify Behavior)	<p>The behavior for rule AE_RQ_RULE_40: “How many returns from a particular merchandise hierarchy, within a set date range, have been performed by this customer?” is identified by the following:</p> <ul style="list-style-type: none"> Use of an exception policy for a merchandise hierarchy, possibly with effective and end dates. <p>When deciding whether to define specific exception policies for merchandise hierarchies, consider the following:</p> <ul style="list-style-type: none"> Do you accept nonreceipted returns? Are there certain merchandise hierarchies that treat nonreceipted and receipted situations differently? Are there certain stores that need a more restrictive nonreceipted policy for certain merchandise hierarchies? <p>If you answer yes to any of these questions, then you should define specific exception policies covering the concerned merchandise hierarchies.</p>
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ____ in the last ____ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Default Non-receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_40	Rule	How many returns from a particular merchandise hierarchy and within a set date range have been performed by this customer?
	Details to Consider (Check Exception History)	<p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you suspect elevated levels of return of particular items during certain seasons, such as after holidays? ■ Has there been a recent break-in or significant store damage involving looting? ■ Has there been a recent store break in, suspected in-store theft, warehouse theft, inventory count discrepancy, or inventory receiving discrepancy of certain types of items? <p>If you answer yes to any of these questions, then you should include this rule in policies.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> ■ Customer Exception—Merchandise returns from a configurable merchandise hierarchy between configurable dates ■ Cashier Exception—Merchandise returns from a configurable merchandise hierarchy between configurable dates
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ____ in the last ____ days</p> <p>How many days does the ban on this behavior last ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Default Non-receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_53	Rule	What is the refund type?
	Details to Consider (Identify Behavior)	<p>The behavior for the next rule AE_RQ_RULE_54: "How many (of a certain refund type) has the customer performed in the last M days?" is identified by this rule. This rule would normally Continue At a specific instance of AE_RQ_RULE_54 for each type of refund transaction.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> What other types of transactions at the point-of-return can result in a refund to the customer? <p>Possible refund type: Price Adjustments</p> <ul style="list-style-type: none"> Do you allow customers to receive a price difference refund if merchandise goes on sale after they have purchased and departed with it? Do you allow employees to receive a price difference if merchandise goes on sale after they have purchased it? Do you wish to limit either occurrence? <p>Possible refund type: Layaway Cancellations</p> <ul style="list-style-type: none"> Does your enterprise accept layaways on merchandise? Do you suspect a problem with customers canceling layaways after the merchandise has been removed from the sales floor? Do you wish to limit either occurrence? <p>Possible refund type: Order Cancellations</p> <ul style="list-style-type: none"> Does your enterprise allow ordering of merchandise or services that are not sold in the store channel? Do you suspect a problem with customers canceling orders after merchandise orders have been placed with vendors or delivery has been scheduled? Do you wish to limit either occurrence? <p>If you answer yes to any of these questions, then you should include this rule in policies.</p>
	Rule Type	Discrete
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Rule Number	Attribute	Description
AE_RQ_RULE_54	Rule	How many (of a certain refund type) has the customer performed in the last M days?
	Details to Consider (Check Exception History)	<p>This rule can be included more than once for different refund types. This is a count of those transactions that resolved to an authorized state and is based on the type of transaction being performed at the point-of-return.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> ■ Customer Exception—Refunds by refund type for each configurable refund type ■ Cashier Exception—Refunds by refund type for each configurable refund type <p>Each Return Request and Return Result only has one type of refund transaction. Transaction type is at the header level, not the item level.</p>
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ___ in the last ___ days</p> <p>How many days does the ban on this behavior last ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Rules that Usually Stand Alone

The rules itemized in [Table 11–3](#) are generally used alone rather than in conjunction with other rules.

Table 11–3 Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_1	Rule	How many cumulative exceptions does this customer have?
	Details to Consider	<p>The customer cumulative exception count is a value whose calculation is determined by the retailer, based on customer exceptions selected for tracking.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> Do you wish to consider all of the customer's recorded return activity on every return rather than, or in addition to, focusing on behavior-specific counts? <p>If you answer yes to this question, then you should include this rule in policies.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track customer exceptions (any selections).</p>
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ___ in the last ___ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__ Yes</p> <p>__ No</p>
	Use this Rule in Exception Policies?	<p>__ Yes</p> <p>__ No</p>
	Use this Rule in Exception Policies?	<p>__ Yes</p> <p>__ No</p> <p>Which exception policies?</p>

Table 11-3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_2	Rule	Is the original transaction number provided?
	Details to Consider	<p>The point-of-return may have already searched for and found the transaction locally (register or in store server) or in a central search triggered by a prior message and not require re-search of the centralized database.</p> <p>This rule can be useful in non-cash register return situations such as customer service call center returns or web returns. If the incoming information does not include an original transaction number and the retailer requires it, this rule can be used to send a response requesting the information.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> Do attempted returns originate from a channel through which transaction lookup cannot be performed? <p>If you answer yes to this question, then you should use this rule in policies.</p>
	Rule Type	Boolean
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	__Yes __No
	Use this Rule in Exception Policies?	__Yes __No
	Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_6	Rule	What is the amount to be returned?
	Details to Consider	<p>You may wish to limit refunds to certain refund tender types based on the amount to be returned, such as cash for \$10 or less, gift card for \$10 to \$1000, store credit for greater than \$1000. Therefore, it is usually used in conjunction with other rules such as the following:</p> <ul style="list-style-type: none"> ■ AE_RQ_RULE_28: "What is the original tender?" ■ AE_RQ_RULE_17: "How many days have passed since the item was purchased?" <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you have certain high dollar items that you suspect as having a return problem? ■ Do you have different return tolerances for lesser dollar items than higher dollar items? ■ Are there any situations that you wish to limit to a tender that allows time for more investigation or reconciliation, for example, a mail bank check? ■ Do you have problems with customers writing bad checks on an original purchase and then returning quickly to try to receive a cash or cash-equivalent refund? ■ Is there an amount below which you automatically process the refund, possibly to a specific tender? <p>If you answer yes to any of these questions, then you should include this rule in policies.</p>
	Rule Type	Range
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_18	Rule	Is there quantity left to allow return of the quantity requested?
	Details to Consider	<p>Often the point-of-return can check for quantity remaining to return, but the system can look up the transaction trail when the messaging reaches Oracle Retail Returns Management to check again for return quantity remaining.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Does your point-of-return already provide this functionality for you? ■ Does your point-of-return retrieve transactions locally so that cross store returns might not be up to date? <p>If you answer yes to either of these questions, then you should include this rule in policies.</p>
	Rule Type	Boolean
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	__ Yes __ No
	Use this Rule in Exception Policies?	__ Yes __ No
	Use this Rule in Exception Policies?	__ Yes __ No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_26	Rule	What is the condition of the item?
	Details to Consider	<p>Any number of conditions can be evaluated to determine action by the rules engine. Each condition is text configured in Oracle Retail Returns Management, to match conditions provided in the Items for Return Authorization Request message.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you wish to take action, such as denying the return or reducing the return price, based on item condition? Reduction of return price can be performed by the point-of-return based on a particular response code. ■ Do you wish to use a particular receipt message such as "Thank you for returning the item unopened?" for compliance with return policies? <p>If you answer yes to either of these questions, then you should use this rule in policies.</p> <p>Note: The list of item conditions is configured with the parameter ItemCondition. For more information on the parameter, see the Parameter Names and Values Addendum in the _resources directory provided with your Oracle Retail Returns Management documentation.</p>
	Rule Type	Discrete
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	__Yes __No
	Use this Rule in Exception Policies?	__Yes __No
	Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_28	Rule	What is the original tender?
	Details to Consider	<p>This rule allows control of tenders such as credit to be returned only to credit, gift card to be returned only to gift card, and so on.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you wish to limit return tenders based on purchasing tender? ■ Do you wish to control certain original tenders, such as purchase orders, to particular tenders, such as mail bank checks, that allow time for accounting research into whether to actually pay? ■ Do you suspect a problem with fraudulent written checks returned in a short time frame for cash? <p>If you answer yes to any of these questions, then you should use this rule in policies.</p> <p>Note: The list of acceptable original tenders is configured with the parameter AcceptedTenderTypes. For more information on the parameter, see the Parameter Names and Values Addendum in the _resources directory provided with your Oracle Retail Returns Management documentation.</p>
	Rule Type	Discrete
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_31	Rule	How many returns have been attempted against this transaction today?
	Details to Consider	<p>The transaction may be deemed valid by a validation number check at the point-of-return, but the transaction is not found in the transaction database. If your validation number contains enough information to recreate a unique transaction number, then a counter can be started against that transaction number in Oracle Retail Returns Management, to gauge how many returns have occurred against a not-found-but-proof-of-purchase-provided transaction.</p> <p>This rule is similar to rule AE_RQ_RULE_43: "How many returns have been accepted against this transaction today?" although that rule looks at the number of authorized rather than attempted returns.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you print a validation number, different from the barcoded transaction number, on your sales, exchange, order, or layaway receipts? ■ Has there been a recent whole register theft, so that someone could be generating receipts that print a validation number in order to perform fraudulent returns? <p>If you answer yes to either of these questions, then you should include this rule in policies.</p> <p>Because the tracking occurs against the transaction, regardless of the identity of the customer or cashier, there are no specific cashier or customer exceptions recommended for tracking.</p>
	Rule Type	Range
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_29	Rule	How many returns has the customer attempted on this day?
	Details to Consider	<p>This rule watches for customers attempting returns, potentially at different stores, of merchandise that may be recently stolen.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you suspect a problem with customers returning batches of stolen merchandise? ■ Has there been a recent store break in or suspected inside theft? <p>If you answer yes to either of these questions, then you should include this rule in policies.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> ■ Customer Exception—Multiple returns within the same day.
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ____ in the last ____ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_32	Rule	How many times has the particular response code been used for this customer in the last M days?
	Details to Consider (Check Exception History)	<p>When considering whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> Do you have a particular response code used for a behavior, and do you need to track the pattern of that behavior? For instance, if the operator always authorizes a "gift receipt present" transaction with a 999 Gift Receipt response code, and you wish to evaluate the number of times the customer Positive ID has returned with a gift receipt in a subsequent transaction in order to determine returnability, this can be accomplished using response code configuration coupled with this rule. Do you have a receipt response code, and do you wish to evaluate the number of times the customer Positive ID has returned with a gift receipt in a subsequent transaction in order to determine returnability, this can be accomplished using response code configuration coupled with this rule. <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> Customer Exception—Engine response code tracking for each particular response code that you wish to track. Cashier Exception—Engine response code tracking for each particular response code that you wish to track. <p>Because the system bases exceptions on hard facts that have occurred, only those response codes used on authorized returns can be set on this particular exception.</p>
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ___ in the last ___ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__ Yes</p> <p>__ No</p>
	Use this Rule in Exception Policies?	<p>__ Yes</p> <p>__ No</p>
	Use this Rule in Exception Policies?	<p>__ Yes</p> <p>__ No</p> <p>Which exception policies?</p>

Table 11-3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_35	Rule	What percent is the attempted price adjustment (new price) against the original selling price?
	Details to Consider	<p>This rule can be used, for example, to deny an attempted price adjustment that would drop the selling price of the item, if this price adjustment were to be authorized, to less than 10% of the original selling price of the item. The calculation is as follows:</p> $\frac{((\text{original selling price of the item}) - (\text{sum of adjustments so far}))}{\text{divided by original selling price of the item.}}$ <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you allow customers to receive a price difference refund if merchandise goes on sale after they have purchased and departed with it? ■ Do you allow employees to receive a price difference if merchandise goes on sale after they have purchased it? ■ Do you have a published policy regarding the monetary or time (measured in days) limit on price adjustments? <p>The original selling price is typically the PLU (Price LookUp) price minus adjustments on the original sale, but the retailer defines this.</p>
	Rule Type	Range
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_38	Rule	How many tender overrides have been performed for this customer in the last M days?
	Details to Consider (Check Exception History)	<p>This rule is not normally used to authorize or deny an item return, but can be used to prevent a tender override from occurring by setting a particular response code in Oracle Retail Returns Management that is recognizable to the point-of-return as disallowing a tender override.</p> <p>This rule does not have an identifier complimentary rule because at the time of rules engine evaluation, the rules engine does not know if a tender override has been requested.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you wish to limit the number of tender overrides that a customer can request? <p>If you answer yes to this question, then you should include this rule in policies.</p> <p>To see the specific exceptions that are counted for this rule, you should select to track the following:</p> <ul style="list-style-type: none"> ■ Customer Exception—Refund tender overrides ■ Cashier Exception—Refund tender overrides
	Rule Type	Range
	Penalty Box	<p>Yes</p> <p>Do you wish to stop customers from performing this type of behavior after reaching a certain number of occurrences? If Yes, what is the limiting number of occurrences of this behavior? ____ in the last ____ days</p> <p>How many days does the ban on this behavior last? ____</p>
	Use this Rule in Default Receipted Policy?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p>
	Use this Rule in Exception Policies?	<p>__Yes</p> <p>__No</p> <p>Which exception policies?</p>

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_42	Rule	Does the customer have a gift receipt for the item?
	Details to Consider	<p>This rule can be used to automatically approve a gift receipted return or to limit a refund to a particular tender based on the presence of a gift receipt. This is most often used in receipted return policies.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you issue gift receipts for original purchase? ■ Do you have a published policy regarding gift receipt returns? ■ Do you wish to offer more lenient returns when a gift receipt is present? ■ Do you wish to control tenders on a gift receipt return, for example, limiting the tender to a gift card, so that the money remains with your business? <p>If you answer yes to any of these questions, then you should use this rule in policies.</p>
	Rule Type	Boolean
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_43	Rule	How many returns have been accepted against this transaction today?
	Details to Consider	<p>The transaction may be deemed valid by a validation number check at the point-of-return, but the transaction is not found in the transaction database. If your validation number contains enough information to recreate a unique transaction number, then a counter can be started against that transaction number in Oracle Retail Returns Management, to gage how many returns have occurred against a not-found-but-proof-of-purchase-provided transaction.</p> <p>This rule is similar to rule AE_RQ_RULE_41: "How many returns have been attempted against this transaction today?" although that rule looks at the number of attempted rather than authorized returns.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you print a validation number different from the barcoded transaction number, on your sales, exchange, order, or layaway receipts? ■ Has there been a recent whole register theft so that someone could be generating receipts that print a validation number in order to perform fraudulent returns? <p>If you answer yes to either of these questions, then you should include this rule in policies.</p> <p>Because the tracking occurs against the transaction, regardless of the identity of the customer or cashier, there are no specific cashier or customer exceptions recommended for tracking.</p>
	Rule Type	Range
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11-3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_45	Rule	Is this transaction a split tender?
	Details to Consider	<p>This rule invokes refund of an original split tender transaction in order of tender riskiness, from least to most. The retailer defines the least risky order through the Returns Management parameters under the Admin tab. For more information, see "Least Risky Tender Order on Split Original Tenders" in Chapter 9.</p> <p>When the original transaction on an attempted line item return had a split tender, and this rule is included in the policy, the Yes answer to the Boolean question backs out the original tenders in the least risky order as defined by the retailer.</p> <p>Note: The retailer's definition of the order of least risky tenders supersedes the tenders set on the Yes value for this rule.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Does your point-of-sale allow split tendering? ■ Do you wish to control the order in which those tenders are returned, such as returning first to a gift cards or credit account and returning cash last? <p>If you answer yes to either of these questions, then you should use this rule in policies.</p>
	Rule Type	Boolean
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Use this Rule in Exception Policies?	<input type="checkbox"/> Yes <input type="checkbox"/> No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_51	Rule	What is the reason for the return?
	Details to Consider	<p>Any number of reasons for return can be evaluated to determine action by the rules engine. Each reason code is text configured in Oracle Retail Returns Management, to match reason codes provided in the Items for Return Authorization Request message.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you wish to take action, for example, denying the return or reducing the return price, based on the reason for return? ■ Do you wish to use a particular response code to designate appropriate action to the cashier or manager, for example, returning a damaged item to the vendor? ■ Do you wish to include a particular receipt message with the item to encourage the customer to continue shopping in the store? <p>If you answer yes to any of these questions, then you should use this rule in policies.</p> <p>Note: The list of reasons for return is configured with the parameter ReturnReasons. For more information on the parameter, see the Parameter Names and Values Addendum in the _resources directory provided with your Oracle Retail Returns Management documentation.</p>
	Rule Type	Discrete
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	__Yes __No
	Use this Rule in Exception Policies?	__Yes __No
	Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_57	Rule	What is the item type?
	Details to Consider	<p>This rule can be used to treat a particular type of item in a different manner from the norm, for example, approving all miscellaneous account item types or denying refund of service item types such as gift wrap.</p> <p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Do you wish to take action, for example, denying the return of the item, based on the item type? ■ Do you wish to use a particular response code to designate appropriate action, for example, verifying whether a service has been performed, to the cashier or manager? ■ Do you wish to include a particular receipt message with the item to encourage the customer to continue shopping in the store? <p>If you answer yes to any of these questions, then you should use this rule in policies.</p> <p>Note: The list of item types is configured with the parameter ItemTypes. For more information on the parameter, see the Parameter Names and Values Addendum in the _resources directory provided with your Oracle Retail Returns Management documentation.</p>
	Rule Type	Discrete
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	__Yes __No
	Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_59	Rule	Is the validation amount present? Note: This rule and AE_RQ_RULE_52 work together.
	Details to Consider	This rule is most often used to help determine the total returns thus far against a validated-but-not-retrieved transaction in conjunction with rule AE_RQ_RULE_52: "Is the validation amount plus factor greater than the past and current returns against the transaction?" When deciding whether to use this rule, consider the following: <ul style="list-style-type: none"> ■ Do you print validation numbers containing the original transaction amount on retail receipts? If you answer yes to this question, then you should use this rule in policies.
	Rule Type	Boolean
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	__ Yes __ No
	Use this Rule in Exception Policies?	__ Yes __ No
	Use this Rule in Exception Policies?	__ Yes __ No Which exception policies?

Table 11-3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_52	Rule	<p>Are the past and current returns against this transaction greater than the validation amount?</p> <p>Note: This rule and AE_RQ_RULE_59 work together.</p>
	Details to Consider	<p>An amount that is rounded up to the nearest whole dollar can be encoded in a validation number that the point-of-sale prints on appropriate transactions. This amount represents the total of the purchase, either including or excluding tax. The point-of-return evaluates the validation number according to its requirements, usually in cases where the transaction is not successfully retrieved although all appropriate database search points are online or where the register is known to be offline to the appropriate databases for search. This evaluation in essence determines if the receipt represents a valid proof-of-purchase.</p> <p>As part of the evaluation, the point-of-return can determine the amount of the purchase if it is included in the validation number. The amount of the purchase can be passed to Oracle Retail Returns Management as part of the Items for Return Authorization Request message.</p> <p>The Return Request message indicates that the transaction is not found but that the validation was valid. A counter is started to track the number of returns against that transaction. The data includes, once the final result is received, the items approved on that return and the amounts that were refunded.</p> <p>This rule evaluates whether the validation amount + factor is greater than the past and current returns against the transaction. The factor is a parameterized percentage buffer that allows for variations in tax between taxing jurisdictions. This is a parameter set at the system level. It can be a whole number percentage from 00 to 100.</p> <p>The calculation for "past and current" = total amount for the items authorized for return against that transaction thus far (that is, past) plus total amount for the items the customer is attempting to return against that transaction in this return attempt (spanning line items) (that is, current)</p> <p>If the answer is No, the retailer can set the response to Deny on this Boolean rule or to another response if appropriate.</p> <p>The retailer can configure a specific response code, specifying that "This attempted return is of an amount that would be greater than the original transaction amount and previously authorized returns against that transaction."</p> <p>Upon the response from Oracle Retail Returns Management, the register functionality controls the following: If two line items would push this return attempt over the validation amount + factor, but one would not, the operator at the register can remove a line item or restart the return attempt so that only one item is attempted for return. This is fully controlled by the capabilities of the register and by business rules/flows.</p> <p>Note: The amount of the purchase from a successfully retrieved transaction, rather than the validation amount, can be used for the validation amount in order to leverage this functionality across retrieved and nonretrieved situations on the same transaction, for example, situations retrieved during a time period in which the transaction is available from a centralized database plus situations after the transaction has been purged from the centralized database.</p>

Table 11–3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_52, continued	Details to Consider, continued	<p>When deciding whether to use this rule, consider the following:</p> <ul style="list-style-type: none"> Do you print validation numbers containing the original transaction amount on retail receipts? Did you choose to include in policies AE_RQ_RULE_52: "Is the validation amount plus factor greater than the past and current returns against the transaction?" <p>If you answer yes to either of these questions, then you should use this rule in policies.</p>
	Rule Type	Boolean
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<p>__ Yes</p> <p>__ No</p>
	Use this Rule in Exception Policies?	<p>__ Yes</p> <p>__ No</p>
	Use this Rule in Exception Policies?	<p>__ Yes</p> <p>__ No</p> <p>Which exception policies?</p>

Table 11-3 (Cont.) Rules that Usually Stand Alone

Rule Number	Detail	Description
AE_RQ_RULE_60	Rule	Is the customer Positive ID provided?
	Details to Consider	<p>This rule can be used to stop or deny a transaction if the customer Positive ID is not provided.</p> <p>When deciding to use this rule, consider the following:</p> <ul style="list-style-type: none"> ■ Would you consider denying a return if the customer Positive ID was not provided? <p>If you answer yes to this question, then you should use this rule in policies.</p>
	Rule Type	Boolean
	Penalty Box	No
	Use this Rule in Default Receipted Policy?	<p>__ Yes</p> <p>__ No</p>
	Use this Rule in Exception Policies?	<p>__ Yes</p> <p>__ No</p>
	Use this Rule in Exception Policies?	<p>__ Yes</p> <p>__ No</p> <p>Which exception policies?</p>

Glossary

Action

A setting on a rule that determines whether the rules engine, upon determination of the answer to that rule, continues to the next rule in the policy, continues at a particular rule in the policy, or stops and renders a response.

Analytic Engine

A rules-based engine that takes flexible input from XML Messaging, policy definition, and customer history, to evaluate the returnability of a line item.

Behavior

A customer or cashier activity such as performing a nonreceipted return.

Boolean Rule

A Yes/No type of rule, such as 'Does the customer have a gift receipt?' or 'Is the item a delivery/send item?'.

Cumulative Count

The total number of exceptions accumulated for a particular customer or cashier.

Discrete Rule

A rule that can have multiple configurable string type of answers to the question. For example: The rule 'What is the refund type?' can have answers of Return, Layaway Cancel, Order Cancel, Price Adjustment, and so on.

Exception

A record created in Oracle Retail Returns Management for the occurrence of a customer behavior or cashier behavior which is specifically being tracked.

Exchange

A transaction that transfers control or possession of goods from a customer to a retailer, in exchange for other goods. For the purposes of Oracle Retail Returns Management, exchanges are to be processed as returns.

Line Item

For purposes of Oracle Retail Returns Management, a line item is a description of the item attempted for return. The description includes data such as item number and quantity. A split or combination of line items for processing through Oracle Retail Returns Management depends on how the point-of-return splits or combines line items for creation of the Items for Return Request message.

Nonreceipted

A line item is considered by the retailer to be 'without a receipt' or 'nonreceipted' if there is no original proof of purchase, an original or preceding transaction is unable to be retrieved through alternate searches, and if the retailer uses a Validation Number, that number has not passed validation. The determination of receipted versus nonreceipted is made at the point-of-return, prior to policy evaluation in Oracle Retail Returns Management.

Penalty Box

A concept that allows the retailer to suspend particular customer behaviors due to a long-term pattern of undesirable behavior. It includes a threshold for the undesirable behavior and a suspension number of days.

Point-of-return

Any channel through which a customer can return merchandise to a retailer, cancel a delivery, order, or layaway, or request a transaction that could result in a monetary refund to that customer. The channel could be a physical cash register or returns desk in a store, a telephone call to a customer service center, or a request on an e-commerce website.

Point-of-sale

Any channel through which a customer can purchase or order merchandise from a retailer, such as a physical cash register, a telephone order to a customer service center, or an e-commerce website.

Policy

A collection of rules that apply to a receipted or nonreceipted situation.

Positive ID

A customer's Positive ID is an officially-issued unique identifier such as a driver's license, military ID, or state ID. Required information consists of the type of ID, issuer, and unique number.

Range Rule

A rule with a numeric answer whose responses can be configured in ranges, such as 'How many nonreceipted returns has the customer performed in the last N days?'

Receipt Message

Configurable text that can be sent with a line item's response from the rules engine to the point-of-return. It is information regarding why the line item was approved, denied, or required a manager override.

Receipted

A line item is considered by the retailer to be 'with a receipt' or 'receipted' if an original purchase or preceding transaction was successfully retrieved. The determination of receipted versus nonreceipted is made at the point-of-return, prior to policy evaluation in Oracle Retail Returns Management.

- A preceding transaction may not necessarily be an original sale transaction, for instance if the chain of valid transactions begins with an exchange rather than an original sale.
- The preceding transaction could also be an order creation or layaway creation, depending on the types of transactions that the retailer performs.

- Successful retrieval may have been by presentation and successful scan or manual entry of a transaction number from a receipt or paper confirmation, or successful search for a transaction by other means such as customer or tender information.
- Some retailers may also use a Validation Number as an additional check on the validity of a receipt if the transaction is unable to be retrieved due to data unavailability.
- A gift receipt usually constitutes a receipted situation.

Response Code

A numeric designation of the response to a rule. The response code is returned in XML Messaging to the point-of-return.

Response Type

The Approval, Denial, Contingent Authorization, or Manager Overrideable Denial rendered based on the answer to the rule question.

Return

A transaction that transfers control or possession of goods from a customer to a retailer, in exchange for a monetary refund or credit for those goods.

Return Attempt

An attempt to perform a transaction that can result in a refund to the customer at a point-of-return. The refund could be due to a return against an original sales transaction, refund upon cancellation of an order, refund upon cancellation of a layaway, refund upon performance of an after-the-fact price adjustment, or other types of potential refund-triggering transactions that are specific to the retailer's operations. One return attempt can contain one or more line items. The line items can be a mixture of receipted and nonreceipted, if the point-of-return allows a mixed situation.

Return Pattern Watch

A file containing items by merchandise hierarchy, purchase date ranges, and return date ranges that allow the retailer to watch for customer patterns of purchase and return over a number of years.

Return Ticket

The record that Oracle Retail Returns Management creates when it receives its first XML message of a return attempt or a concluded return.

Returnability

The decision by the Analytic Engine of whether a line item should be approved for return, prompted for a manager override at the point-of-return, or be denied for return, based on the information available to the Analytic Engine.

Rule

The evaluation of a single type of data about an attempted return of a line item. Usually phrased in the form of a question such as 'Does the customer have a gift receipt?' or 'How many nonreceipted returns has the customer performed in the last N days?'.

Tenders

The monetary medium exchanged for goods and services, such as cash, gift card, or credit card.

Validation Number

Some retailers may choose to print a Validation Number on purchase transactions at the point-of-sale, as an additional check on the validity of a receipt in the event that the purchase comes back as a return and the original or preceding transaction is unable to be retrieved. The Validation Number encrypts original transaction data that is deemed critical to the retailer for use in engine evaluation, such as the total value of the transaction and a primary original tender used. When a return is performed, the Validation Number undergoes a decryption process at the point-of-return to validate that the proof of purchase is legitimate and to get the values needed for rules engine evaluation.

XML Messaging

Data is transmitted between the point-of-return and Oracle Retail Returns Management using Extensible Markup Language (XML), which is a flexible and extensible method of tagging data in a manner customized to the application that uses the data. A schema file describes the data contained in each message file.