

# Oracle® Retail Returns Management

Release Notes

Release 2.0

November 2007

---

This document highlights the major changes for Release 2.0 of Oracle Retail Returns Management.

## Overview

Oracle Retail Returns Management enables retailers to process returns easily and accurately across all stores and channels by providing real-time access to original transaction details, such as location, item and tender, and customer refund history. Oracle Retail Returns Management enables the definition and enforcement of consistent policies about returns and other types of transactions that may result in a customer refund. Patterns of customer return behavior can be studied to determine if a return merits return denial, or a prompt for manager approval at the point-of-return. The customer, cashier, or manager can be informed of the reason why a return received a particular response through online messages or printed receipts. Customer and cashier return activity can be researched online.

## Functional Enhancements

The following functional enhancements are included in this release:

- [Swan User Interface \(Swan UI\)](#)
- [Customer Type](#)
- [New Rules](#)
- [Customer Data Import](#)
- [Password Policy](#)
- [Locale Support for Internationalization](#)
- [Dashboard](#)

### Swan User Interface (Swan UI)

Swan UI is a set of user interface definitions produced by Oracle which create a consistent interface for Oracle products and an improved user interface for application users. The Oracle Retail Returns Management application screens are updated to use the Swan color palette and fonts. A new splash screen is displayed on the Dashboard when a user is not allowed to view the Returns Summary.

## Customer Type

The customer type is used to group customers by loyalty status, return history, or other criteria. The intention is that the customer type is used in conjunction with a customer loyalty program to influence policy decisions for returns.

The customer type is sent from the point-of-return and used with the new 'What is the Customer Type?' rule. It is displayed on the Return Ticket screen.

## New Rules

The following rule is added to provide the ability to affect policy outcomes based on customer type.

- What is the Customer Type?

The following rules are added to provide the ability to affect policy outcomes based on the amount to be returned in the current request, the historical return amounts of a customer, or a combination of the request and return histories.

- What is the total amount of returns for this customer in the last M days?
- What is the total amount of returns, including this return request, for this customer in the last M days?
- What is the total amount of returns with receipt for this customer in the last M days?
- What is the total amount of returns with receipt, including the returns with receipt on this return request, for this customer in the last M days?
- What is the total amount of returns with receipt on this return request?
- What is the total amount of returns without receipt for this customer in the last M days?
- What is the total amount of returns without receipt, including the returns without receipt on this return request, for this customer in the last M days?
- What is the total amount of returns without receipt on this return request?
- What is the total amount of this return request?

## Customer Data Import

If a retailer wishes to pre-load customer information into the Oracle Retail Returns Management database, that data can be imported into Oracle Retail Returns Management. Based on Positive ID, a list of customers can be imported through the Data Management feature. If there is data about a customer's returns history, that data can be used to pre-load the customer's exception count.

For any new Positive IDs in the import, the customer information is added to the database. For Positive IDs that already exist, only the exception count is updated. A parameter setting is used to determine if the exception count is increased or decreased, replaced, or left unchanged.

## Password Policy

A password policy is added to manage user access to the application. The policy defines password requirements. The values for the policy are managed through system settings.

- The following requirements can be enforced for passwords. N represents a configurable number.
  - Force user to change password after N days.
  - Warn user of password expiration N days before password expires.
  - Lockout user N days after password expires.
  - Lockout user after N consecutive invalid login attempts.
  - Password must be at least N characters in length.
  - Password must not exceed N characters in length.
  - Password must not match any of the N previous passwords.
  - Password must include at least N alphabetic characters.
  - Password must include at least N numeric characters.
- A Change Password link is added to the Home tab to enable users to change passwords.
- Entering a password on the User Details screen is removed. A Reset Password button is added to reset the password for the user. The new password is randomly generated and displayed.
- When a new user is added, a password is randomly generated and displayed.

## Locale Support for Internationalization

Locale support is tailoring the information displayed on a screen and accepting user-entered data in a format that meets the conventions of the locale, or geographic region, where Oracle Retail Returns Management is being used. Limited locale support is provided to enable the date, time, and calendar to be displayed in the conventions defined for the default locale. The default locale is defined in a properties file.

The currency symbol is removed from the Returns Summary screen and from rules.

## Dashboard

The Tasks functionality is moved to the Admin tab. It is available through the Tasks subtab.

## Functionality Restricted or Removed

The following functionality is removed in this release:

- The penalty box is removed from return policies.
- RTF is no longer available as an output format when exporting ticket information.

- The following tasks are removed from the Available Imports:
  - Import POSlog
  - Import Electronic Journal
  - Transaction Post Processor

## Technical Enhancements

The following run-time platform enhancements are included in this release.

### Oracle Application Server Environment

Deployment on the Oracle Application Server 10.1.3 environment is supported. For information on this environment, see the Oracle Retail Returns Management Installation Guide.

### IBM WebSphere Environment

Deployment on the IBM WebSphere 6.1 environment is supported. For information on this environment, see the Oracle Retail Returns Management Installation Guide.

### Installer Enhancements

The installer performs many of the file updates that were previously done manually. Screens are added to the installer to capture any information needed by the installer to complete these file updates.

## Upgrades to Requirements

For information related to upgrades to the Oracle Retail Returns Management requirements (for example, Database Server, Application Server, and so on), see the Oracle Retail Returns Management Installation Guide.

---

Oracle Retail Returns Management Release Notes, Release 2.0

Copyright © 2007, Oracle. All rights reserved.

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

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

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

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

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

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

The Programs may provide links to Web sites and access to content, products, and services from third parties. Oracle is not responsible for the availability of, or any content provided on, third-party Web sites. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Oracle is not

responsible for: (a) the quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Oracle is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

**Value-Added Reseller (VAR) Language**

(i) the software component known as **ACUMATE** developed and licensed by Lucent Technologies Inc. of Murray Hill, New Jersey, to Oracle and imbedded in the Oracle Retail Predictive Application Server - Enterprise Engine, Oracle Retail Category Management, Oracle Retail Item Planning, Oracle Retail Merchandise Financial Planning, Oracle Retail Advanced Inventory Planning and Oracle Retail Demand Forecasting applications.

(ii) the **MicroStrategy** Components developed and licensed by MicroStrategy Services Corporation (MicroStrategy) of McLean, Virginia to Oracle and imbedded in the MicroStrategy for Oracle Retail Data Warehouse and MicroStrategy for Oracle Retail Planning & Optimization applications.

(iii) the **SeeBeyond** component developed and licensed by Sun Microsystems, Inc. (Sun) of Santa Clara, California, to Oracle and imbedded in the Oracle Retail Integration Bus application.

(iv) the **Wavelink** component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Store Inventory Management.

(v) the software component known as **Crystal Enterprise Professional and/or Crystal Reports Professional** licensed by Business Objects Software Limited ("Business Objects") and imbedded in Oracle Retail Store Inventory Management.

(vi) the software component known as **Access Via™** licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.

(vii) the software component known as **Adobe Flex™** licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

(viii) the software component known as **Style Report™** developed and licensed by InetSoft Technology Corp. of Piscataway, New Jersey, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

(ix) the software component known as **I-net Crystal-Clear™** developed and licensed by I-NET Software Inc. of Berlin, Germany, to Oracle and imbedded in the Oracle Retail Central Office and Oracle Retail Back Office applications.

(x) the software component known as **WebLogic™** developed and licensed by BEA Systems, Inc. of San Jose, California, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

(xi) the software component known as **DataBeacon™** developed and licensed by Cognos Incorporated of Ottawa, Ontario, Canada, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

