

Oracle® Retail Returns Management

Release Notes

Release 2.1

July 2009

This document highlights the major changes for Release 2.1 of Oracle Retail Returns Management. This release of Oracle Retail Returns Management is included in Release 13.1.1 of the Oracle Retail Strategic Store Solutions applications.

Overview

Oracle Retail Returns Management is a web-based application used at the corporate office to reduce overall return rates, prevent and catch return fraud, and improve customer service. Policies about returns and other types of transactions that may result in a customer refund can be consistently defined and enforced across the enterprise. Patterns of customer and cashier return activity can be researched online. The customer, cashier, or manager can be informed of the reason if a return is not accepted.

Functional Enhancements

The following enhancements are included in this release.

Oracle Help for the Web

Online help is changed to use Oracle Help for the Web technology. The content of the online help is generated from the *Oracle Retail Returns Management User Guide*. When the Help tab is clicked, the related section of the user guide for the current screen is displayed in a separate window. From the online help screen, any section of the user guide can be displayed.

Task Status and Event Notifications

The Tasks screen, available under the Admin tab, is renamed to the Task Status and Event Notifications screen. To Do tasks are now known as Action Items. The functionality for Action Items is the same as the functionality previously existing for To Do tasks.

Technical Enhancements

The following technical enhancements are included in this release.

Uptake to Oracle Retail Returns Management Release 2.1

For new customers, Oracle Retail Returns Management 2.1 is a base release (a full product installation). Current customers who have installed Oracle Retail Returns Management 2.0 also have the option to uptake to Release 2.1.

The following document is available through My Oracle Support (formerly MetaLink). Access My Oracle Support at the following URL:

<https://metalink.oracle.com>

Oracle Retail Upgrade Guide (Doc ID 837368.1)

Because the upgrade process varies among Oracle Retail applications, the *Oracle Retail Upgrade Guide* describes the approach that each Oracle Retail application takes for the upgrading, or uptaking, process, as well as product-specific upgrade assumptions and considerations. Actual procedures for the upgrade may be included in the application's Installation Guide.

RSA Key Store Support

Oracle Retail Returns Management Release 2.1 is integrated with RSA Key Manager version 2.1.3. Installer screens are added for selecting the key manager to be used. The RSA Key Manager, simulated key manager, or a key manager provided by the retailer can be selected.

Verification of Java Version

The installer enforces the use of the version of Java included in the application server. If the JAVA_HOME environment variable does not point to the Java in the application server, an error is returned and the installer quits. This ensures that the correct version of Java is being used.

Audit Log

Audit Logging enables a retailer to retain an audit trail history by tracking and reporting certain system events and user activities within Oracle Retail Returns Management. The Audit Log contains time-stamped entries which include the event and status of the event that occurred.

Oracle Configuration Manager

Oracle Configuration Manager is an optional configuration data collector that provides continuous tracking of key Oracle and system configuration settings for machines on which it is installed. This tool collects configuration details for customer environments and uploads them to a repository that is viewable through the Software Configuration Manager Metalink Web site. The OCM collector is optionally installed as part of your application installation. The Oracle Retail OCM Installer packaged with this release installs the latest version of Oracle Configuration Manager.

Using Oracle Configuration Manager can reduce a retailer's support costs by providing extra configuration information that otherwise requires a phone call or e-mail correspondence.

Note: Sensitive configuration information (such as passwords) is not included in Oracle Configuration Manager collection.

For more information, see the *Oracle Retail Returns Management Installation Guide*.

Base Product Extension Support

Base Product Extension Support enables retailers to add defect fixes and upgrades without overwriting their custom code. Modified installers are created which can be used to build and extend Oracle Retail Returns Management.

The following document is available through My Oracle Support (formerly MetaLink). Access My Oracle Support at the following URL:

<https://metalink.oracle.com>

Oracle Retail Strategic Store Solutions Base Product Extension Support Implementation Guide (Doc ID 858596.1)

The *Oracle Retail Strategic Store Solutions Base Product Extension Support Implementation Guide* describes the procedures to create modified installers which can be used to build and extend the Oracle Retail Returns Management application.

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*.

Documentation Enhancements

The following enhancements are made to the Oracle Retail Returns Management documentation set for this release:

- An index is added to the *Oracle Retail Returns Management User Guide* and *Oracle Retail Returns Management Operations Guide*.
- The *Oracle Retail Returns Management Configuration Guide* and *Oracle Retail Returns Management Licensing Information* are no longer available. The information previously in those guides is in the *Oracle Retail Strategic Store Solutions Configuration Guide* and *Oracle Retail Strategic Store Solutions Licensing Information* documents.

The following enhancement is made to the Oracle Retail Strategic Store Solutions documentation set for Release 13.1.1.

Oracle Retail Strategic Store Solutions Entity Relationship Diagrams

To better reflect the content of the document, the Oracle Retail Strategic Store Solutions Relational Integrity Diagrams document is renamed to Oracle Retail Strategic Store Solutions Entity Relationship Diagrams. This document now has two volumes.

The first volume, Subject Areas, contains the physical and logical diagrams for each subject area of the data model. This is the same content that was included in previous releases.

The second volume, Overviews, contains a physical diagram and logical diagram for the complete data model.

Related Documentation

For more information, see the following documents in the Oracle Retail Returns Management documentation set or Oracle Retail Strategic Store Solutions documentation set:

- *Oracle Retail Returns Management Installation Guide*
- *Oracle Retail Returns Management Operations Guide*
- *Oracle Retail Returns Management User Guide*
- *Oracle Retail Strategic Store Solutions Configuration Guide*
- *Oracle Retail Strategic Store Solutions Data Dictionary*
- *Oracle Retail Strategic Store Solutions Data Model Differences*
- *Oracle Retail Strategic Store Solutions Data Model ERWIN File*
- *Oracle Retail Strategic Store Solutions Data Model Mapping File*
- *Oracle Retail Strategic Store Solutions Entity Relationship Diagrams (Volumes 1 and 2)*
- *Oracle Retail Strategic Store Solutions Licensing Information*

Supplemental Documentation at My Oracle Support

The following documents are available through My Oracle Support (formerly MetaLink). Access My Oracle Support at the following URL:

<https://metalink.oracle.com>

Oracle Retail Strategic Store Solutions Base Product Extension Support Implementation Guide (Doc ID 858596.1)

The *Oracle Retail Strategic Store Solutions Base Product Extension Support Implementation Guide* describes the procedures to create modified installers which can be used to build and extend the Strategic Store Solutions applications.

Oracle Retail Upgrade Guide (Doc ID 837368.1)

Because the upgrade process varies among Oracle Retail applications, the *Oracle Retail Upgrade Guide* describes the approach that each Oracle Retail application takes for the upgrading, or uptaking, process, as well as product-specific upgrade assumptions and considerations. Actual procedures for the upgrade may be included in the application's Installation Guide.

Oracle Retail Returns Management Release Notes, Release 2.1

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Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications

The following restrictions and provisions only apply to the programs referred to in this section and licensed to you. You acknowledge that the programs may contain third party software (VAR applications) licensed to Oracle. Depending upon your product and its version number, the VAR applications may include:

- (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, Oracle Retail Demand Forecasting, Oracle Retail Regular Price Optimization, Oracle Retail Size Profile Optimization, Oracle Retail Replenishment Optimization 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 Mobile Store Inventory Management.
- (v) the software component known as **Crystal Enterprise Professional and/or Crystal Reports Professional** licensed by SAP 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 **DataBeacon™** developed and licensed by Cognos Incorporated of Ottawa, Ontario, Canada, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

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