

Oracle® Retail Returns Management

Release Notes

Release 2.2

April 2010

This document highlights the major changes for Release 2.2 of Oracle Retail Returns Management. This release of Oracle Retail Returns Management is included in Release 13.2 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.

Technical Enhancement

The following technical enhancement is included in this release.

Database Installer Options

The following installer options are provided for creating and populating the database schema during installation:

- The installer does not create and populate the database schema.
- The installer creates and populates the database schema with the minimum dataset.
- The installer creates and populates the database schema with the sample dataset.

Hardware and Software Requirements

See the *Oracle Retail Returns Management Installation Guide* for information about the following:

- Hardware and software requirements
- Oracle Retail application software compatibility

Uptake to Oracle Retail Returns Management Release 2.2

For new customers, Oracle Retail Returns Management 2.2 is a base release (a full product installation). Current customers who have installed any of the following releases also have the option to uptake to Release 2.2:

- Release 2.0.0
- Release 2.1.0

The following document is available through My Oracle Support.

Oracle Retail Upgrade Guide (Doc ID 1073414.1)

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.

Documentation Enhancement for Release 2.2

A new implementation guide volume is added to the Oracle Retail Strategic Store Solutions documentation set. The *Oracle Retail Strategic Store Solutions Implementation Solutions* implementation guide contains information for implementing the Strategic Store Solutions applications.

The following implementation guide volumes are available in this release:

- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 1 - Oracle Retail Strategic Store Solutions to Merchandising Products Integration*
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 2 - Oracle Retail Strategic Store Solutions Implementation Solutions*
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 3 - Security (My Oracle Support Doc ID 1081886.1)*
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 4 - Base Product Extension Support (My Oracle Support Doc ID 1081896.1)*

Known Issue

The following issue occurs in this release.

Installation Using the IBM Stack is Not Supported

Installation using the IBM stack is not supported for this release.

WARNING: Do not use an IBM stack, as described in a previous release, to install Release 2.2. Installing Release 2.2 on the IBM stack will result in an unsupported environment.

Related Documentation

For more information, see the following documents in the Oracle Retail Returns Management Release 2.2 documentation set or Oracle Retail Strategic Store Solutions Release 13.2 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, Volume 1 - Subject Areas*
- *Oracle Retail Strategic Store Solutions Entity Relationship Diagrams, Volume 2 - Overviews*
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 2 - Oracle Retail Strategic Store Solutions Implementation Solutions*
- *Oracle Retail Strategic Store Solutions Licensing Information*

Supplemental Documentation

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

<https://support.oracle.com>

Oracle Retail Strategic Store Solutions Implementation Guide, Volume 4 - Base Product Extension Support (Doc ID 1081896.1)

This implementation guide volume 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 1073414.1)

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.

Copyright © 2010, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. 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, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

This software and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

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.

You acknowledge and confirm that Oracle grants you use of only the object code of the VAR Applications. Oracle will not deliver source code to the VAR Applications to you. Notwithstanding any other term or condition of the agreement and this ordering document, you shall not cause or permit alteration of any VAR Applications. For purposes of this section, "alteration" refers to all alterations, translations, upgrades, enhancements, customizations or modifications of all or any portion of the VAR Applications including all reconfigurations, reassembly or reverse assembly, re-engineering or reverse engineering and recompilations or reverse compilations of the VAR Applications or any derivatives of the VAR Applications. You acknowledge that it shall be a breach of the agreement to utilize the relationship, and/or confidential information of the VAR Applications for purposes of competitive discovery.

The VAR Applications contain trade secrets of Oracle and Oracle's licensors and Customer shall not attempt, cause, or permit the alteration, decompilation, reverse engineering, disassembly or other reduction of the VAR Applications to a human perceivable form. Oracle reserves the right to replace, with functional equivalent software, any of the VAR Applications in future releases of the applicable program.