

Oracle® Retail Returns Management

Release Notes

Release 2.3

E17870-01

January 2011

This document highlights the major changes for Release 2.3 of Oracle Retail Returns Management. This release of Oracle Retail Returns Management is included in Release 13.3 of the Oracle Retail POS Suite 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.

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

Technical Enhancements

The following technical enhancements are included in this release.

Oracle WebLogic Server 11g (Java 6)

For Release 2.3, Oracle Retail Returns Management uses Oracle WebLogic Server 11g, which replaces Oracle Application Server used in previous releases. Oracle WebLogic Server 11g is the industry's most comprehensive, standards-based platform for developing, deploying, and integrating enterprise applications. It provides the foundation for an application grid, an architecture that enables enterprises to pool and share resources with dynamic adjustment across multiple applications, to lower operational costs.

Oracle WebLogic is the application server supported for the Oracle stack. See the *Oracle Retail Returns Management Installation Guide, Volume 1 - Oracle Stack* for more information.

IBM WebSphere Application Server

IBM WebSphere is the application server supported for the IBM stack. See the *Oracle Retail Returns Management Installation Guide, Volume 2 - IBM Stack* for more information.

Mozilla Firefox

Mozilla Firefox is a supported Web browser for this release.

Data Import (DIMP)

Several types of seed data are required when Oracle Retail Returns Management is initially deployed in production. Routine data loading must be done to maintain and update the data on an ongoing basis. Data Import (DIMP) is available for use by external systems to send data bundles to Oracle Retail Returns Management for routine data loading.

Known Issues

The following issues occur in this release.

Final Result Messages Not Received from Oracle Retail Point-of-Service in Secure Environment

In a secure environment between Oracle Retail Returns Management and Central Office where the installation is on the same Oracle WebLogic server, a JMS queue based integration will not work and Returns Management will not receive the final result messages from Point-of-Service.

If a secure Web service based integration is used, Returns Management will receive the final result messages from Point-of-Service. Alternatively, if Returns Management is set up on a separate Oracle WebLogic server with a non-secure setup, a JMS based integration between Returns Management and Point-of-Service will work.

Oracle Configuration Manager Not Available on the IBM Stack

Oracle Configuration Manager (OCM) does not install correctly because IBM JRE is used on the IBM stack. You may see a *No Connection to the Internet* error message even if you do have a connection. In this case, select Cancel. Oracle Retail Returns Management will install correctly, but OCM will not be available.

Related Documentation

For more information, see the following documents in the Oracle Retail Returns Management Release 2.3 documentation set, Oracle Retail POS Suite Release 13.3 documentation set, or Oracle Retail Release 13.3 documentation set:

- *Oracle Retail Returns Management Installation Guide, Volume 1 - Oracle Stack*
- *Oracle Retail Returns Management Installation Guide, Volume 2 - IBM Stack*
- *Oracle Retail Returns Management Operations Guide*
- *Oracle Retail Returns Management User Guide*
- *Oracle Retail POS Suite Configuration Guide*
- *Oracle Retail POS Suite Data Dictionary*

- *Oracle Retail POS Suite Data Model Differences*
- *Oracle Retail POS Suite Data Model ERWIN File*
- *Oracle Retail POS Suite Data Model Mapping File*
- *Oracle Retail POS Suite Entity Relationship Diagrams, Volume 1 - Subject Areas*
- *Oracle Retail POS Suite Entity Relationship Diagrams, Volume 2 - Overviews*
- *Oracle Retail POS Suite Implementation Guide, Volume 1 - Oracle Retail POS Suite Implementation Solutions*
- *Oracle Retail POS Suite Licensing Information*
- *Oracle Retail POS Suite/Merchandising Operations Management Implementation Guide*

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 POS Suite Implementation Guide, Volume 2 - Security (Doc ID 1277445.1)

This implementation guide volume describes specific security features and implementation guidelines for the POS Suite products.

Oracle Retail POS Suite Implementation Guide, Volume 3 - Base Product Extension Support (Doc ID 1277455.1)

This implementation guide volume describes the procedures to create modified installers which can be used to build and extend the POS Suite 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.

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Value-Added Reseller (VAR) Language

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