

Oracle® Retail MICROS Retail-J
Inventory Management Reservation Requests
Release 12.1

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MICROS Retail-J
Inventory Management
Reservation Requests

Revisions

1.1	March, 2015	Added Oracle cover and copyright page.
1.0	July 5, 2013	First published.

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Note: The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this existing documentation set.

1.0 Introduction

This document comprises:

- A context definition
- Supporting concepts
- XML message format definition
- User interface description
- Comprehensive summary and break-out process diagrams including error conditions

2.0 Context

The Operations features of the Retail-J application are:

- Day Start, Day End and Week End processing control
- Retail Services Maintenance
- Web Mail
- Price Management
- **Orders**
- **Reservations**
- Cash Management
- **Product Inventory**
- Terminal Operational Maintenance
- Tenders Operational Maintenance
- Employee Maintenance
- Time and Attendance
- Key Performance Indicator Maintenance
- Commission Maintenance

The highlighted features cover reservation requests; specifically **Inventory** Reservation Requests which are generated from orders and **Customer Product** Reservation Requests which are also generated by orders but can be created on an ad hoc basis as well.

Term	Definition
Inventory Reservation Request	When a customer orders a quantity of a product at the POS (or via the Back Office), available stock needs to be located within the estate. An Inventory Reservation Request reserves that quantity of that product at the stock holding location.

Term	Definition
Customer Product Reservation Requests	During the processing of an order, if there are any items to be collected from a store (regardless of whether the store is the stock holding location or not) a Customer Product Reservation Request is sent to that store.

3.0 Supporting Concepts

The Retail-J customer order and reservation application affords the ability to centrally manage customer orders created through a variety of channels.

3.1 Customer Orders

A customer order is a transaction type within the Retail-J application. Transactions are messaged around the application using XML documents. The customer order document records all information regarding the current status of the order. This includes details such as billing and delivery address, items on order with their respective ordered/dispatched quantities and promotion hits.

Customer orders are typically stored on the central estate manager. However, they can be stored on the store server but in this case must be managed there, they will be replicated to estate manager but for information only. See “Location Inventory Configuration” on page 19.

Customer orders can be created in the following ways:

- By using back office customer ordering application
- At the POS using the standard POS application and menus
- At the POS by selling an item that has no stock availability and is allowed to be ordered
- Using alternative channels or applications and importing the customer order document XML

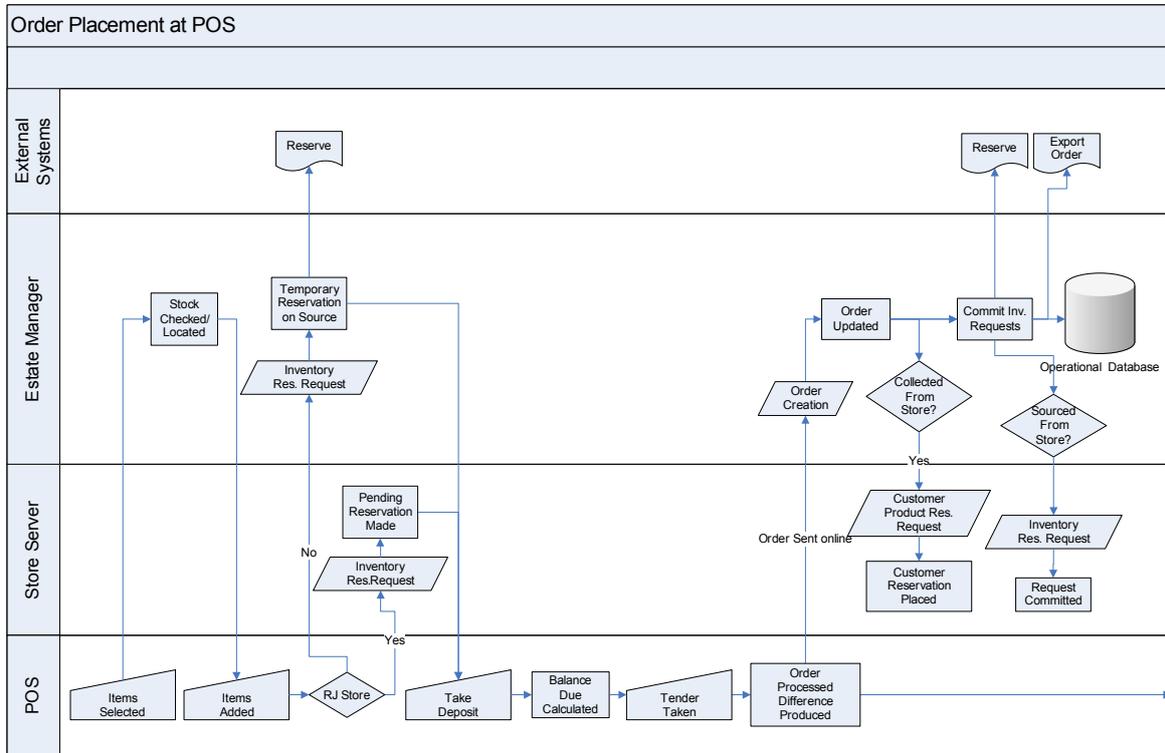
3.1.1 Placing an Order

The placing of an order involves the following processes:

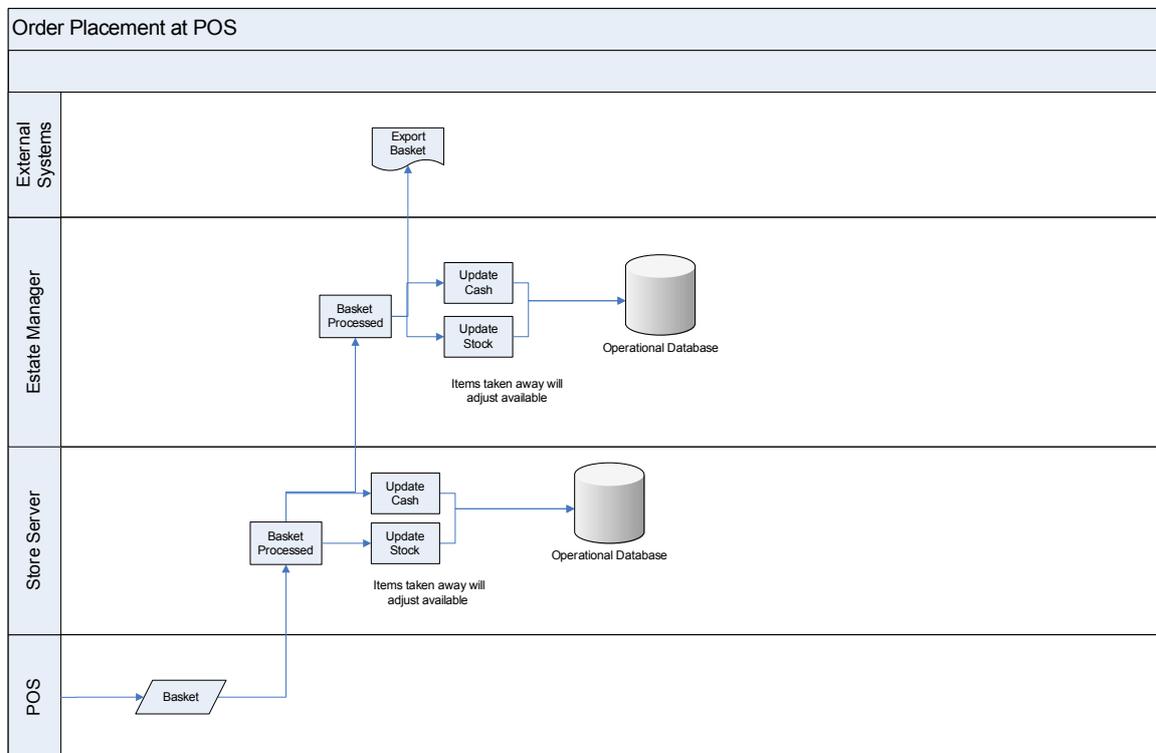
- Location of stock, if available
- Reservation of stock if located (Inventory Reservation Request)
- Creation of order record within the database (estate manager or store)
- Creation of a customer reservation at a store if the stock is to be collected from a store (Customer Product Reservation Request)
- Taking of deposit if appropriate
- Production of a POS Basket for recording the order and any tenders taken or items taken away

The process flows below describe the relationship between these elements.

Order Placement at the POS



Order Placement at the POS Continued



3.1.1.1 Location of Stock

The POS application allows stock to be located within a retailer's estate. If an item is in stock, the cus-

customer will be offered the choice of whether to collect/take it away immediately.

3.1.1.2 Inventory Reservation Request

Once an item's source has been selected, the POS places a reservation on that item at its source by sending an Inventory Reservation Request. The reservation is held locally to where the stock is being sourced. The reservation, at this stage is in a pending state. Only once the transaction has been completed is this reservation committed. The pending reservation has an expiry time which, if reached, causes its effect to be reversed.

When a pending Inventory Reservation Request is received, there are two possible courses of action for the store

- Automatically reserve stock (as a stock adjustment) and create an alert.
- Create an alert - so that an operator can trigger the stock reservation (as a stock adjustment).

The exact course of action to take is set up as a configuration against the location. See "Location Inventory Configuration" on page 19. If an Inventory Reservation Request is an own request (that is the requesting location is the same as the reserving location), the stock adjustment is automatically performed irrespective of location configuration.

All stock adjustments are sent through normal transaction processing up to the estate manager.

3.1.1.3 Customer Product Reservation Request

During processing of the order, if there are any items that are to be collected from a store, whether the store is the source of the stock or not, then a Customer Reservation Request is messaged to the store.

3.1.1.4 Deposit Taking

The POS system supports specifying of deposit amounts either by product or the entire order. It is possible to set limits on the level of deposit required again at product or order level. Once a deposit is recorded, there is a balance owing on the order. On completion of the order creation, the tender must be taken.

3.1.1.5 Difference Basket

The tender information associated with the deposit is then placed in a "Difference Basket" which is a standard POSBasket but produced as a result of changing or creating an order. The purpose of the difference basket is to update local store stock and cash management figures as a result of handling an order in store. If money is to be taken or stock to be collected then this is a necessary step. It also helps to provide a full audit trail of transactions that have affected an order.

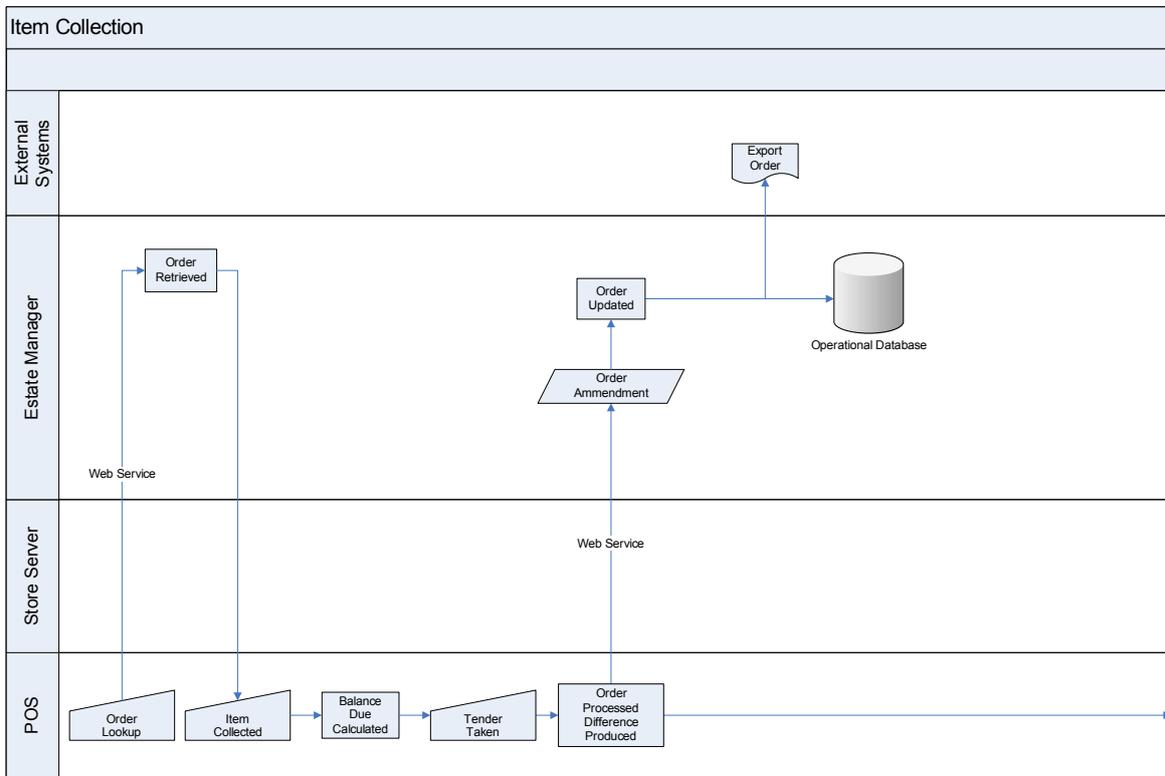
3.1.1.6 Collecting an Item

The process of collecting an order involves the following key elements:

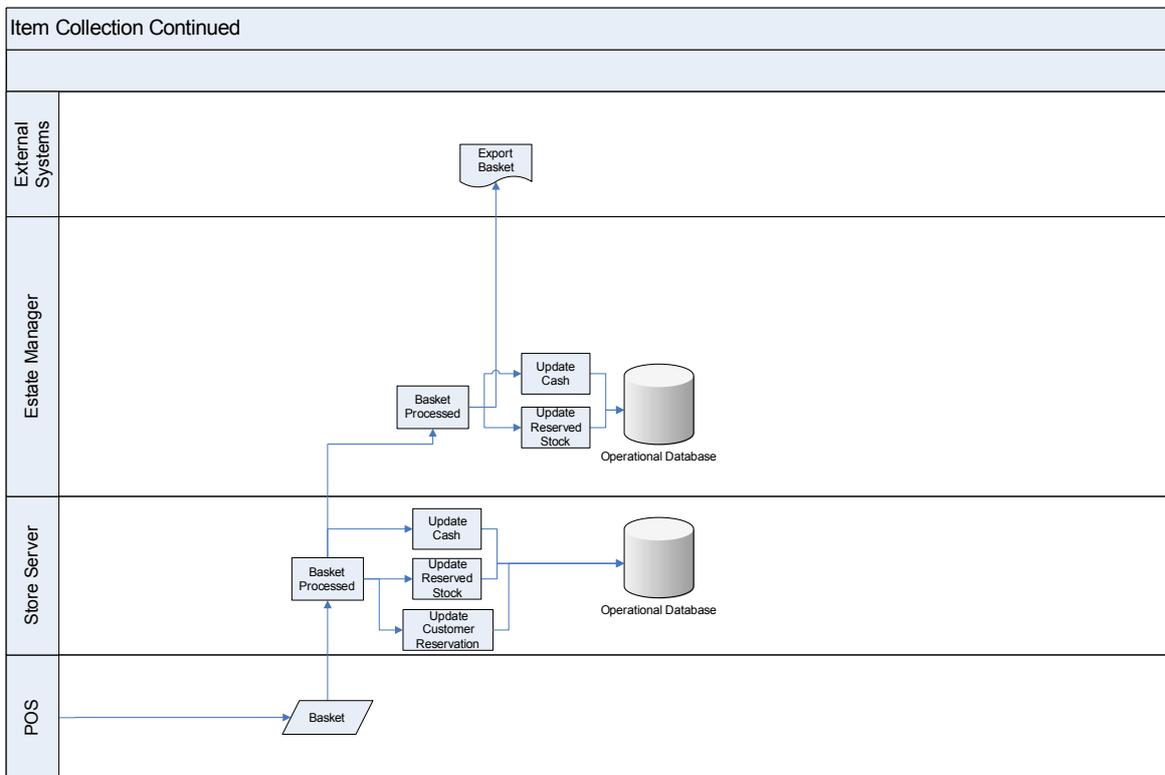
- Order Retrieval
- Order Amendment
- Updating Customer Product Reservations

The process flows below describe the relationship of these elements.

Item Collection



Item Collection Continued



3.1.1.6.1 Order Retrieval

It is possible to retrieve orders using:

- Scanned order receipt barcode
- Order number
- Customer Name
- Customer Postcode

When an order is retrieved for update, it is locked so that it cannot be updated by another user.

3.1.1.6.2 Order Amendment

Once retrieved, the POS works with the order and allows items to be collected. When an item is collected, an amount is owed by the customer. This again is tendered and processed using a difference basket. As well as the production of a difference basket, an order amendment is produced and sent to the estate manager in order to update the order repository with the changes to the order.

3.1.1.6.3 Updating Customer Product Reservations

The difference basket is responsible for the update of stock and cash figures and for marking the customer reservation as collected or partially collected.

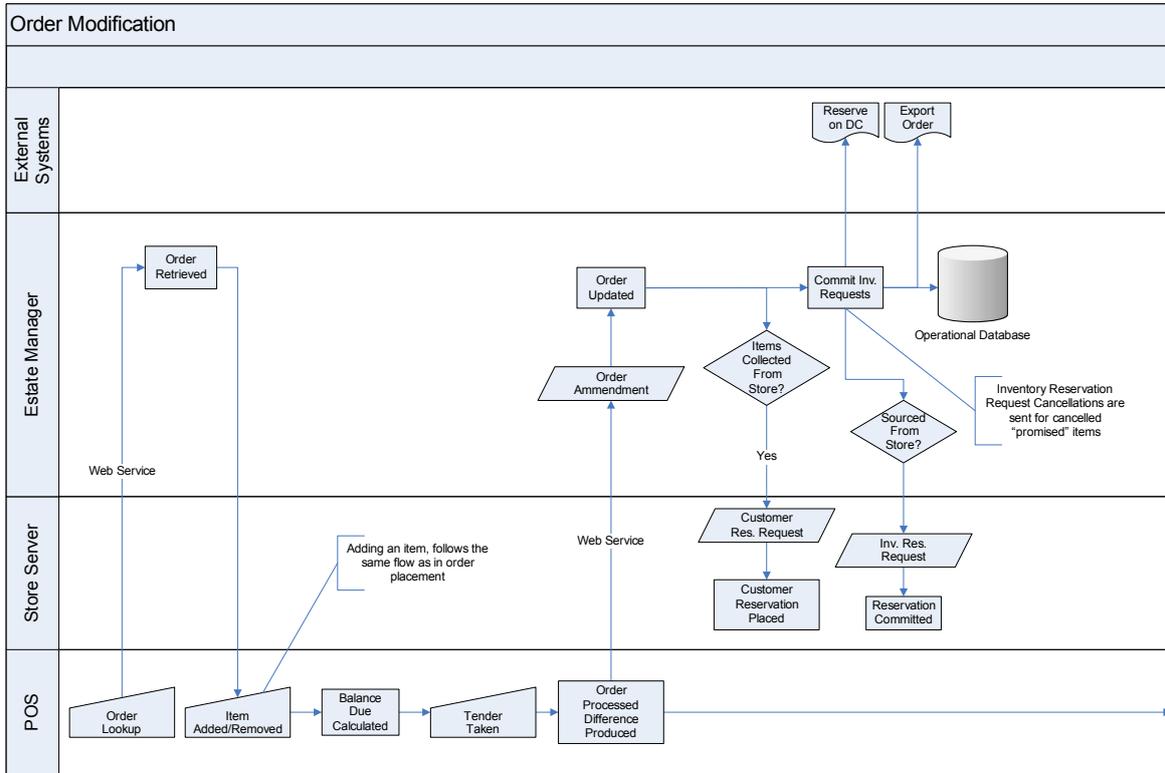
3.1.2 Modifying an Order

Modifying an order involves the following key elements:

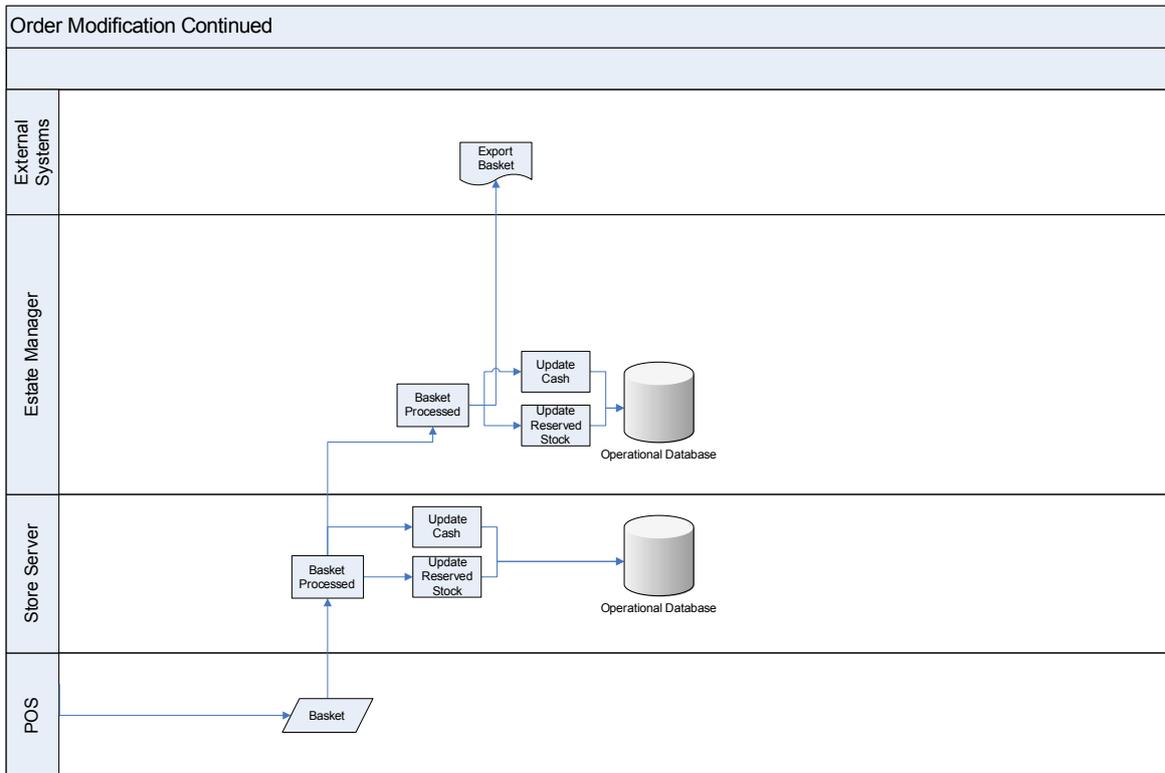
- Order Retrieve
- Order Amendment
- Creating and sending Inventory Reservation Requests
- Creating and sending Customer Product Reservation Requests
- Updating Customer Product Reservations

The process flows below describe the relationship of these elements.

Order Modification



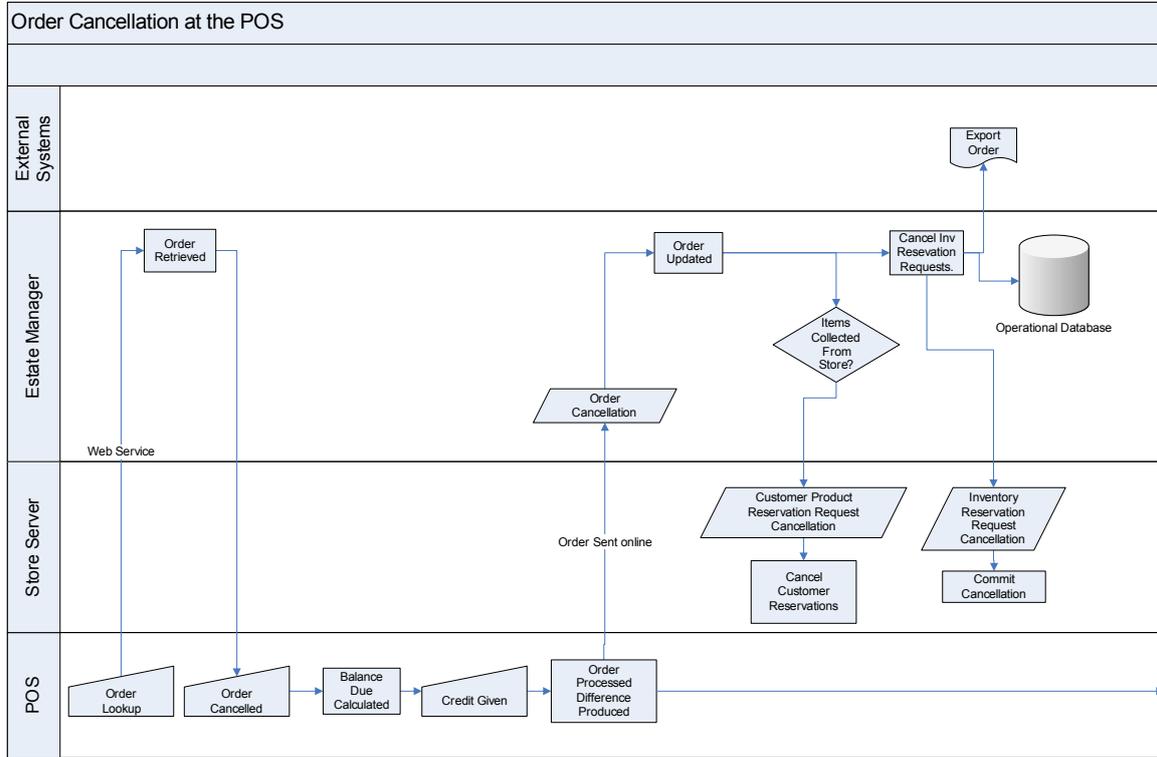
Order Modification Continued



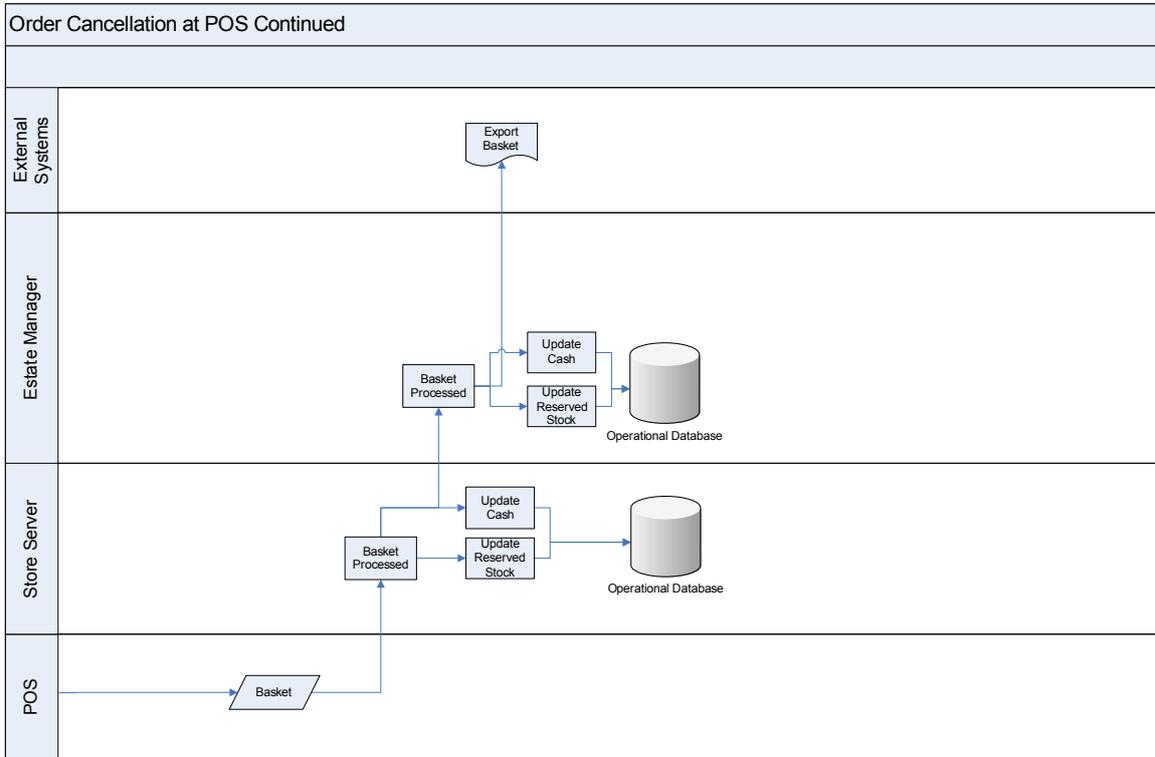
3.1.3 Cancelling an Order

This is a variation to an order modification. Appropriate Reservation Request Cancellations are sent to all source locations and collecting locations.

Order Cancellation at the POS



Order Cancellation at the POS Continued

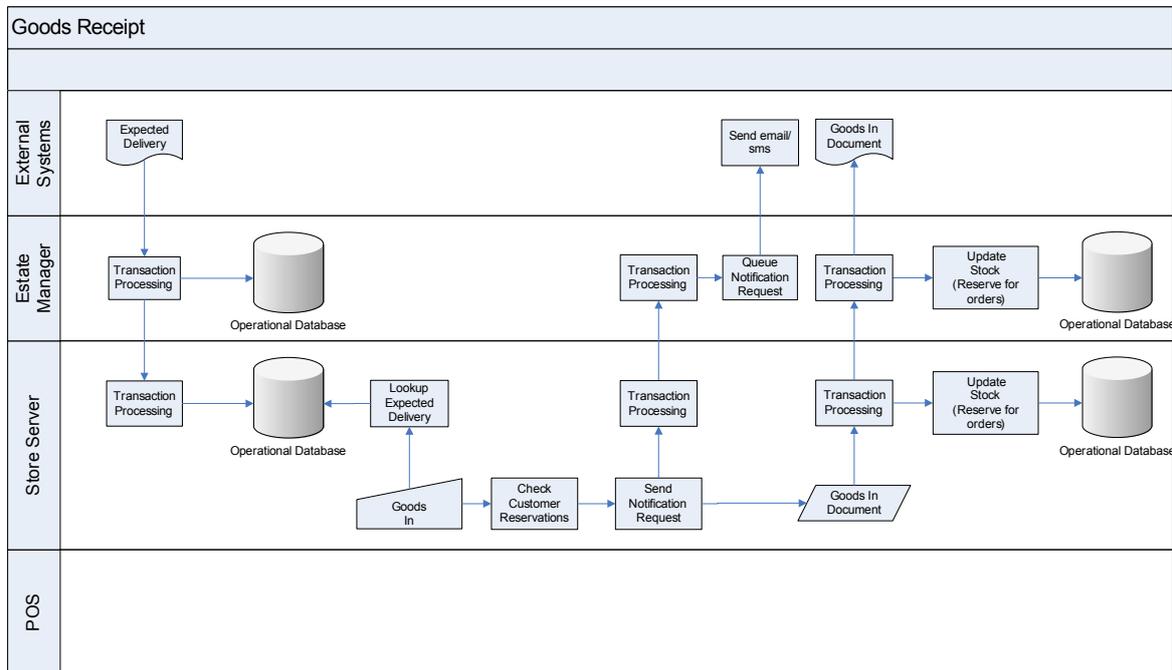


3.2 Goods In

The process of receiving goods in store triggers a lookup on customer reservations that have been made that have not yet been fulfilled. Within the process, the operator is given the opportunity to move stock into a status of reserved rather than available to fulfil these reservations. See “Location Inventory Configuration” on page 19.

If a customer reservation has been fully fulfilled, then a customer notification request is produced. This is posted to a queue of customer notification requests. The customer notification process reads from this queue and sends either an email or SMS message to the customer concerned.

GoodsIn Process



3.3 Customer Notifications

Customer notifications sent through email or SMS are typically produced at the estate manager. On receipt of stock at the store, at which point a customer notification request document is produced and sent to the estate manager for processing. On receipt of this document the request is put in a queue for subsequent processing by the Customer Notification Processor.

There are three types of customer notification. Email, SMS and Manual. The former two are automatically handled by the processor. The latter raises an application alert to inform a member of staff to call the customer. See “Customer Notifications” on page 19.

4.0 Messaged XML Documents Data Formats

Pseudo XML Schema Definitions (XSD) are available with the release. These list the content to be expected in the XML documents generated by the application.

Reservation related messaged XML documents are constrained by the following pseudo XSDs.

4.1 Reservation

Field	Definition	Comments
ReservationID	String	ID of the reservation.
LocationID	String	ID of the location associated with the reservation.
LocationType	Integer	Type of the stockholding location associated with the reservation, namely: 0 = None, 1 = Warehouse, 2 = Store, 3 = Distribution Centre, 4 = Office, 5.= Supplier.
Status	Integer	Active, Cancelled, Fulfilled. Initial status is Active.
DateTimeCreated	ISO 8601 Date	Date and time on which the reservation was created.

4.2 Reservation Request

Field	Definition	Comments
ReservationRequestID	String	ID of the reservation request.
TargetLocationID	String	ID of the location associated with the reservation.
TargetLocationType	Integer	Type of the target stockholding location associated with the reservation request, namely: 0 = None, 1 = Warehouse, 2 = Store, 3 = Distribution Centre, 4 = Office, 5.= Supplier.
RequestType	Integer	Internal Inventory Reservation, Customer Product Reservation
Status	Integer	All, Pending, Committed, Rolled Back. Initial status is Committed.
Action	Integer	All, Update, Cancel
UpdateType	Integer	Pending, Commit, Void
ExpiryTime	ISO 8601 Date	Date and time when the reservation will expire.
DateTimeCreated	ISO 8601 Date	Date and time on which the reservation was created.

4.3 Inventory Reservation Request

Field	Definition	Comments
ReservationRequestID	String	ID of the reservation request.
TargetLocationID	String	ID of the location associated with the reservation request.
TargetLocationType	Integer	Type of the target stockholding location associated with the reservation request, namely: 0 = None, 1 = Warehouse, 2 = Store, 3 = Distribution Centre, 4 = Office, 5.= Supplier.
RequestType	Integer	All, Order, Layaway, Ad hoc
Status	Integer	Active, Cancelled, Fulfilled
Action	Integer	All, Update, Cancel
UpdateType	Integer	Pending, Commit, Void
ExpiryTime	ISO 8601 Date	Date and time when the reservation will expire.
DateTimeCreated	ISO 8601 Date	Date and time on which the reservation was created.
ProductReservationRequestItem	See "Product Reservation Item" on page 14.	
Type	Integer	Customer Order, Customer Layaway, Ad hoc Customer Reservation
ReferenceID	String	Customer Order ID, namely a "CO" prefix followed by Location ID and the next sequential number for a Customer Order from that location. For example: CO00500006 is the sixth customer order from location 005.
RequestingLocation	String	ID of the location associated with the reservation request.
RequestingLocationType	Integer	Type of the stockholding location associated with the reservation request, namely: 0 = None, 1 = Warehouse, 2 = Store, 3 = Distribution Centre, 4 = Office, 5.= Supplier.
StockAdjusted	Boolean	Returns true if stock has been adjusted following this request

Field	Definition	Comments
StockAdjustmentEventID	String	Comprises "SA" Location ID and incremented number. For example, SA12319 (the nineteenth stock adjustment from Location ID 123)

4.4 Product Reservation

Field	Definition	Comments
ReservationID	String	ID of the reservation.
ReservationType	Integer	Customer Order, Customer Layaway, Ad hoc Customer Reservation
LocationID	String	ID of the location associated with the reservation.
LocationType	Integer	Type of the stockholding location associated with the reservation, namely: 0 = None, 1 = Warehouse, 2 = Store, 3 = Distribution Centre, 4 = Office, 5.= Supplier.
RequestType	Integer	Order, Layaway, Ad hoc
Status	Integer	Active, Cancelled, Fulfilled
DateTimeCreated	ISO 8601 Date	Date and time on which the reservation was created.
ProductReservationItem	See "Product Reservation Item" on page 14.	

4.4.1 Product Reservation Item

Field	Definition	Comments
ProductID	String	ID of the product.
Description	String	Description of the product.
QuantityRequired	Float	The quantity of the item in item units, units of measure and units decimal places defined in the product.
QuantityReserved	Float	The quantity of the item in item units, units of measure and units decimal places defined in the product.
QuantityCollected	Float	The quantity of the item in item units, units of measure and units decimal places defined in the product.
SourceLocationID	String	ID of the location associated with the product reservation item.
SourceLocationType	Integer	Type of the target stockholding location associated with the product reservation item, namely: 0 = None, 1 = Warehouse, 2 = Store, 3 = Distribution Centre, 4 = Office, 5.= Supplier.

4.5 Customer Product Reservation

Field	Definition	Comments
ReservationID	String	ID of the reservation request.
ReservationType	String	Order, Layaway, Ad hoc Customer Reservation
LocationID	String	ID of the location associated with the customer product reservation.

Field	Definition	Comments
LocationType	Integer	Type of the target stockholding location associated with the product reservation item, namely: 0 = None, 1 = Warehouse, 2 = Store, 3 = Distribution Centre, 4 = Office, 5.= Supplier. Status is displayed as the corresponding description.
Status	Integer	Active, Cancelled, Fulfilled
DateTimeCreated	ISO 8601 Date	Date and time on which the reservation was created.
ProductReservationItem	See "Product Reservation Item" on page 14.	
Type	Integer	Customer Order, Customer Layaway, Ad hoc Customer Reservation
ReferenceID	String	Customer Order ID, namely a "CO" prefix followed by Location ID and the next sequential number for a Customer Order from that location. For example: CO00500006 is the sixth customer order from location 005. If the reservation is an ad hoc reservation the reference ID is prefixed with CPR.
CustomerID	String	Customer reference
CustomerName	Surname, SurnamePrefix, Forename, Initials, Title, Sex, DateOfBirth, NameAttributes, AllowMarketingInternal, AllowMarketingThirdParty, VatNumber, Language, LanguageDescription	
CustomerAddress	AddressID, OrganisationName, Street1, Street2, Street3, Town, County, PostCode, Country, Phone1, Phone2, MobilePhone, Email, Fax, Status, AddressAttributes, Simple, CountryDescription, DeliveryStreet, Latitude, Longitude, Floor, Elevator	
NotificationType	Integer	None, Phone, E-Mail, SMS
NotificationTargetID	String	Email address

4.6 Customer Product Reservation Request

Field	Definition	Comments
ReservationRequestID	String	ID of the reservation request.
TargetLocationID	String	ID of the location associated with the reservation.
TargetLocationType	Integer	Type of the target stockholding location associated with the reservation request, namely: 0 = None, 1 = Warehouse, 2 = Store, 3 = Distribution Centre, 4 = Office, 5.= Supplier.
RequestType	Integer	Order, Layaway, Ad hoc
Status	Integer	Active, Cancelled, Fulfilled
Action	Integer	Pending, Commit, Void
UpdateType	Integer	Update, Cancel
ExpiryTime	ISO 8601 Date	Date and time when the reservation will be reversed.
DateTimeCreated	ISO 8601 Date	Date and time on which the reservation was created.
ProductReservationRequestItem	See "Product Reservation Item" on page 14.	
Type	Integer	Customer Order, Customer Layaway, Ad hoc Customer Reservation

Field	Definition	Comments
ReferenceID	String	Customer Order ID, namely a "CO" prefix followed by Location ID and the next sequential number for a Customer Order from that location. For example: CO00500006 is the sixth customer order from location 005. If the reservation is an ad hoc reservation the reference ID is prefixed with CPR.
CustomerID	String	Customer reference
Name	Surname, SurnamePrefix, Forename, Initials, Title, Sex, DateOfBirth, NameAttributes, AllowMarketingInternal, AllowMarketingThirdParty, VatNumber, Language, LanguageDescription	
Address	AddressID, OrganisationName, Street1, Street2, Street3, Town, County, PostCode, Country, Phone1, Phone2, MobilePhone, Email, Fax, Status, AddressAttributes, Simple, CountryDescription, DeliveryStreet, Latitude, Longitude, Floor, Elevator	
NotificationType	Integer	None, Phone, E-Mail, SMS
NotificationTargetID	String	Email address

4.7 Customer Notification Request

Field	Definition	Comments
ID	String	Includes the order ID
Type	Integer	None, Phone, E-Mail, SMS
CustomerID	String	GUI Customer ID
Target	String	Email address
Message	String	Example: Order CP0001000120130702175604 is ready for collection. Please call the Test store on 0123 456.
Subject	String	Example: Order Update

5.0 Processes

The following processes need to be running on the Estate Manager and on the thick clients in the stores.

Process	Notes
Entity Updater	The Entity Updater process is part of the replication system and is responsible for applying changes received by the messaging system to the local database.
HTTP Messenger Connector	The HTTP Messenger Connector process continually checks to see if there are any messages for the store or terminal to be collected from the Estate Manager or Store Back Office server. It also sends any waiting data at the same time. It uses a listener servlet on the web server. It sends and receives messages in a single HTTP request/response call. There are a number of message connectors available, enhanced, HTTPS, file and email.
Messenger Document Transporter	The Messenger Document Transporter process sends or receives any documents to Documents In or from Documents Out using the Micros Retail-J messaging system. It reads documents from the configured import mailbox using the Micros Retail-J messaging system, and sends documents from Documents Out to the given export address. This is the most commonly used mechanism for feeding data to the XML Document Processor. In addition, there are alternative processes to optimise processing for incoming and outgoing messages.
Queued Job Feeder	The Queued Job Feeder process runs queued jobs that accumulate as the result of fixed processes or user interaction.
XML Document Processor	The XML Document Processor uses XML documents in the Documents In database table. When processed, these documents are written to the Documents Out database table in order for them to be sent onwards.

6.0 Roles

Any number of the following application functions can be assigned to a user via a role. Roles can be maintained from Data Maintenance > Users > Easy Roles.

To use Reservation Requests, application functions are required from the following applications:

- Customer Product Reservations
- Customer Ordering
- Goods In

6.1 Customer Product Reservation

- Select Reservation
- Add Ad hoc Reservation
- View Reservation
- Edit Reservation
- Remove Reservation
- Cancel Reservation

6.2 Customer Ordering

- Select Order
- Add Order
- View Order
- Edit Order
- Remove Order

- Dispatch Order
- Dispatch Whole Order
- Cancel Order
- Process Order Payment
- Download PDF Document
- View Customer Orders Transaction History
- Send SMS Message
- Void Processed Items in Order

6.3 Goods In

- View Deliveries
- Change Location
- Create Adhoc Delivery
- Receive Expected Delivery
- Receive Late Expected Delivery
- View Delivery
- Edit Delivery
- Remove Delivery
- Print Delivery
- View Delivery Containers
- Edit Delivery Containers
- View Delivery Items
- Edit Delivery Items
- Edit Delivery Items For Store
- Edit Delivery Items For Warehouse
- Edit Delivery Items For Supplier
- Edit Delivery Items DC
- Accept Delivery
- Reject Delivery
- Download PDF Document
- Match Expected Delivery
- View Fulfillable Orders (and adjust stock levels)
- Send SMS Message
- View Notes
- Edit Notes
- Automatically populate item quantities from expected delivery
- Automatically populate container item quantities from expected delivery
- POS Print Delivery
- Accept entire delivery with one click
- Accept entire delivery with one click for Store
- Accept entire delivery with one click for Warehouse
- Accept entire delivery with one click for Supplier
- Accept entire delivery with one click for DC
- Save Delivery
- Import CSV
- Export CSV
- Allow Accept Delivery at Item/Container Level

7.0 Configuration

Specific configuration for Reservation Requests as a part of Customer Order Management is carried out at Customer and Location levels.

7.1 Customer Notifications

Customer Notifications are configured using Order Alert Type in Data Maintenance > Customers > Customer Maintenance. The Order Alert Type drop down offers the following options:

- None
- Phone - generates a system alert for someone to phone the customer
- E-Mail - sends an email to the customer's email address stored in the customer address record
- SMS - sends an SMS to the customer's mobile phone stored in the customer address record

7.2 Location Inventory Configuration

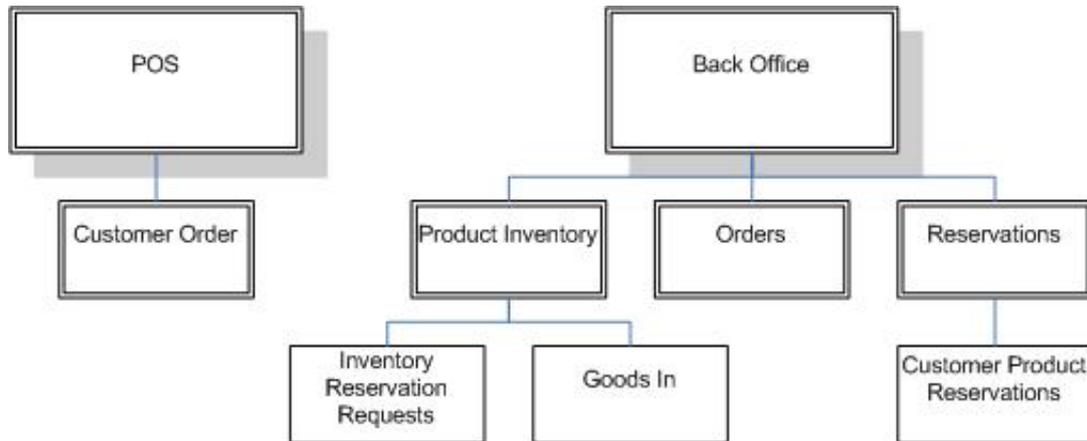
Location inventory configuration options related to Customer Order Management are detailed below.

Field/Option	Description
Hold Customer Orders Centrally	Select the check box if customer orders will be held at a central location.
Inventory Reservation Request Method	Choose an Inventory Reservation Request Method from the drop-down. The available options are automatic and manual.
Show Expected Stock Values in Stock Count	Select the check box to show expected stock values in stock counts. For a blind stock take, that is where staff in store do not know the expected stock values, do not select this check box.
View Fulfillable Orders in Goods In	The flag defaults to true and needs to be disabled for the screen not to be shown.

8.0 User Interface

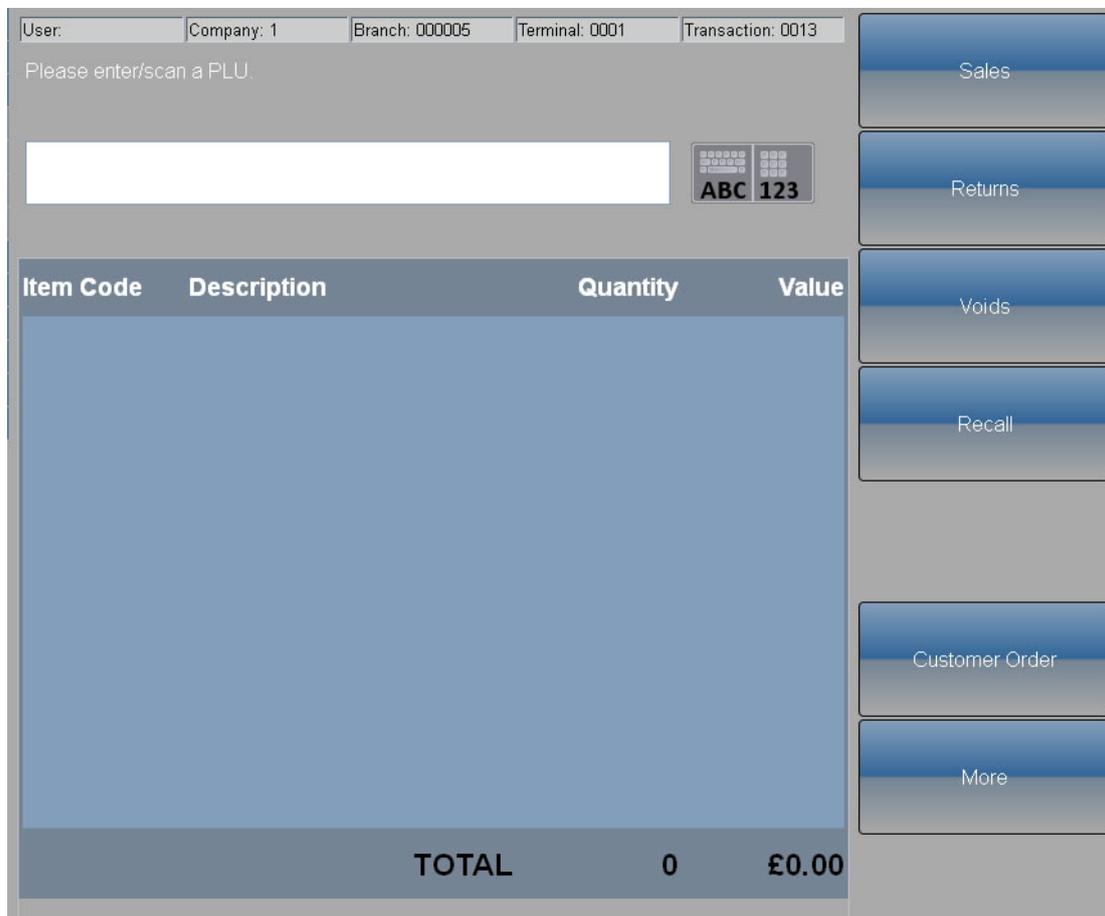
The user interface covering Customer Order Management and Reservation Requests is mapped in the following diagram. Both POS and Back Office interfaces are used for Customer Order Management.

POS and Back Office Customer Order Management Interface



8.1 POS Customer Order

Customer Orders can be created from the POS (as in the example below) Back Office or via other channels.



Click on Customer Order.

The Customer Account Entry/Search screen is displayed.

Field	Value
Title	<input type="text"/>
First Name / Initial	<input type="text"/>
Last Name	<input type="text"/>

Enter the customer's details or press Account Search.

The Account Search screen is displayed.

Item Code	Description	Quantity	Value
TOTAL		0	£0.00

Enter the Customer ID or search on name, address, postcode or phone number.

Once customer details have been retrieved or entered, you can add products to the customer order.

User: Company: 1 Branch: 000005 Terminal: 0001 Transaction: 0014

Sales

ABC 123

Mr Jerry Burkes
103 The Avenue
London
N17 6TE
07799126583

Voids

Item Code	Description	Quantity	Value
7	Jacket	7	£560.00
		ON ORDER	£560.00
TOTAL			7 £0.00

More

Total

On the completion of the transaction a POS Order Basket document is messaged to the Estate Manager.

The POS Order Basket for the above transaction looks like this:

```
<POSBasket><Keyword>1|5|1|14</Keyword><ID>ALL.TEST.S05|20130705125217|14</ID><XMLSchemaVersion>2</XMLSchemaVersion><LastUpdated>2013-07-05T12:58:13+01:00</LastUpdated><MajorVersion>1</MajorVersion><MinorVersion>0</MinorVersion><BasketType>BasketAlteration</BasketType><OriginalBasketType>Order</OriginalBasketType><State>Completed</State><Header><TimeZoneOffset>-60</TimeZoneOffset><DateTimeCreated>2013-07-05T12:52:17+01:00</DateTimeCreated><OriginatedBy><DeviceID>ALL.TEST.S05</DeviceID><CashierID>ADMIN</CashierID><CompanyID>1</CompanyID><StoreID>5</StoreID><BranchID>5</BranchID><TerminalNumber>1</TerminalNumber><TransactionNumber>14</TransactionNumber></OriginatedBy><TaxMethodID>1</TaxMethodID><TransactionReasonID>CO1</TransactionReasonID><DynamicStockLookup>1</DynamicStockLookup><CustomerDetails><CustomerAddress><XMLSchemaVersion>1</XMLSchemaVersion><Street1>103 The Avenue</Street1><Town>London</Town><PostCode>N17 6TE</PostCode><Country></Country><Phone1>07799126583</Phone1></CustomerAddress><CustomerName><XMLSchemaVersion>1</XMLSchemaVersion><LastUpdated>2013-07-05T12:58:13+01:00</LastUpdated><MajorVersion>1</MajorVersion><MinorVersion>0</MinorVersion><Surname>Burkes</Surname><Forename>Jerry</Forename><Initials>JB</Initials><Title>Mr</Title><AllowMarketingInter-
```

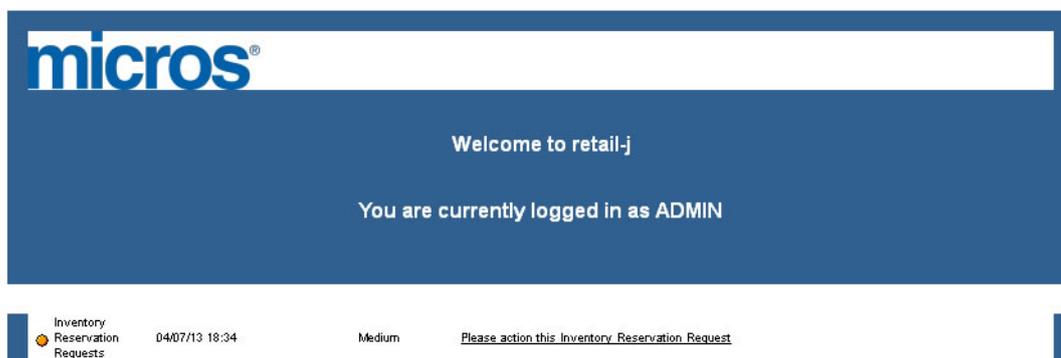
```

nal>0</AllowMarketingInternal><AllowMarketingThirdParty>0</AllowMarketingThirdParty></CustomerName><DeliveryName><XMLSchemaVersion>1</XMLSchemaVersion><LastUpdated>2013-07-05T12:58:13+01:00</LastUpdated><MajorVersion>1</MajorVersion><MinorVersion>0</MinorVersion><AllowMarketingInternal>0</AllowMarketingInternal><AllowMarketingThirdParty>0</AllowMarketingThirdParty></DeliveryName><DeliveryAddress><XMLSchemaVersion>1</XMLSchemaVersion><Street1>103 The Avenue</Street1><Town>London</Town><PostCode>N17 6TE</PostCode><Country>-</Country><Phone1>07799126583</Phone1></DeliveryAddress><CustomerNumber>1</CustomerNumber></CustomerDetails><BasketLanguageID>en</BasketLanguageID><BasketCountryID>GB</BasketCountryID><BasketCurrencyID>GBP</BasketCurrencyID><TradingRegionID>1</TradingRegionID><OrderNumber>CP0005000120130705125057</OrderNumber></Header><ProductOrderedItem><XMLSchemaVersion>1</XMLSchemaVersion><LineNumber>1</LineNumber><NetValue>0</NetValue><EffectiveNetValue>0</EffectiveNetValue><Description>Jacket</Description><DeviceID>ALL.TEST.S05</DeviceID><SourceLineNumber>1</SourceLineNumber><UserID>ADMIN</UserID><DateTimeCreated>2013-07-05T12:52:12+01:00</DateTimeCreated><AuthorisingUserID>ADMIN</AuthorisingUserID><ReasonCodeID>CO1</ReasonCodeID><ReasonCodeDescription>Customer Order Reason</ReasonCodeDescription><ExtendedValue>0</ExtendedValue><UnitPrice>8000</UnitPrice><MMGroupID>1</MMGroupID><Quantity>0.0</Quantity><TaxCode>0</TaxCode><OriginalTaxAmountSet>1</OriginalTaxAmountSet><ProductID>7</ProductID><HandKeyed>1</HandKeyed><OrderItem>1</OrderItem><NoInventoryTracking>1</NoInventoryTracking><CustomerDetails></CustomerDetails><QuantityOrdered>7.0</QuantityOrdered><OrigOrderNetValue>56000</OrigOrderNetValue><OrigOrderEffectiveNetValue>56000</OrigOrderEffectiveNetValue><OrigOrderQuantity>7.0</OrigOrderQuantity></ProductOrderedItem><BasketStoredItem><XMLSchemaVersion>1</XMLSchemaVersion><LineNumber>2</LineNumber><NetValue>0</NetValue><EffectiveNetValue>0</EffectiveNetValue><DeviceID>ALL.TEST.S05</DeviceID><SourceLineNumber>2</SourceLineNumber><UserID>ADMIN</UserID><DateTimeCreated>2013-07-05T12:58:12+01:00</DateTimeCreated></BasketStoredItem><Trailer><DateTimeCompleted>2013-07-05T12:58:13+01:00</DateTimeCompleted><CompletedBy><DeviceID>ALL.TEST.S05</DeviceID><CashierID>ADMIN</CashierID><StoreID>5</StoreID><BranchID>5</BranchID><TerminalNumber>1</TerminalNumber></CompletedBy><Total>0</Total><ItemCount>2</ItemCount><ItemQuantity>0</ItemQuantity><NetItemQuantity>0</NetItemQuantity><SequenceDeviceID>ALL.TEST.S05</SequenceDeviceID><SequenceNumber>390</SequenceNumber></Trailer></POSBasket>

```

8.2 Inventory Reservation Request

Depending on configuration, an Inventory Reservation Request can be generated automatically or manually triggered by an application alert as in the example below.



Clicking on the link, displays the Manage Inventory Reservation Screen.

Manage Inventory Reservation Request

This page allows you to view inventory reservation requests and create stock reservations

Inventory Reservation Request Details		
Request Type	Order	
Request Reference ID	C000500006	
Request Date	04/07/13 18:34	
Product ID	Description	Quantity
12001	Hands Free Kit	999.0
Reserve Stock		

From here, you have the option to reserve the stock for the customer order.

Click the Reserve Stock icon and the new Inventory Reservation Request is added to the list for this location.

Inventory Reservation Requests

This screen allows you to view/manage Inventory Reservation Requests

Filter	Value						
Request Type	All <input type="button" value="v"/>						
Action Type	All <input type="button" value="v"/>						
Request Status	All <input type="button" value="v"/>						
Request Date	21/06/13 (dd/mm/yy)	05/07/13 (dd/mm/yy)					
Apply Filter							
All existing requests for the given search criteria are shown below.							
Options	Request Type	Request Reference ID	Request Date	Request Status	Product ID	Quantity	Stock Adjustment Event ID
	Order	C000500006	04/07/13 18:34	Committed	12001	999.0	SA00538

The document associated with the Stock Adjustmet Event generated by the Product Inventory Request looks like this:

```
<StockAdjustmentEvent><XMLSchemaVersion>1</XMLSchemaVersion><ID>SA00538</ID><Status>2</Status><TimeZoneOffset>-60</TimeZoneOffset><CreationDate>2013-07-05T13:23:57+01:00</CreationDate><Notes></Notes><Instructions></Instructions><UserID>ADMIN</UserID><AuthorisingUserID></AuthorisingUserID><LocationID>5</LocationID><LocationType>2</LocationType><GeneratedAtID>5</GeneratedAtID><GeneratedAtType>2</GeneratedAtType><SequenceDeviceID></SequenceDeviceID><SequenceNumber>0</SequenceNumber><ProductInventoryEventItem><XMLSchemaVersion>1</XMLSchemaVersion><ID>12001</ID><ProductID>12001</ProductID><MMGroupID></MMGroupID><InventoryType>1</InventoryType><Type>0</Type><Quantity>999.0</Quantity><Description></Description><ItemUnits>1</ItemUnits><RetailPrice>0</RetailPrice><CostPriceItem><XMLSchemaVersion>1</XMLSchemaVersion><CostPrice>0</CostPrice><Quantity>999.0</Quantity><DateReceived>2013-07-05T13:23:58+01:00</DateReceived></CostPriceItem></ProductInventoryEventItem><InitialStockStatus>1</InitialStockStatus><ResultantStockStatus>2</ResultantStockStatus><InvLocationFrom></InvLocationFrom><InvLocationTo></InvLocationTo><ReasonCode></ReasonCode><Selectable>0</Selectable></StockAdjustmentEvent>
```

8.3 Customer Product Reservation Request

Customer Product Reservation Requests can be generated as the result of customer orders or by an Ad hoc Customer Product Reservation Request.

Existing Customer Product Reservation Requests can be seen from Operations > Reservations > Customer Product Reservations.

Customer Product Reservations

This screen will allow you to select an existing reservation or create a new Ad-hoc reservation.

Filter	Value
Reservation Type	All <input type="button" value="v"/>
Status	All <input type="button" value="v"/>
Reservation Date	21/06/13 <input type="text"/> (dd/mm/yy) 05/07/13 <input type="text"/> (dd/mm/yy)
Customer Number	<input type="text"/> <input type="button" value="🔍"/>
Customer Name	<input type="text"/>
Customer Postcode	<input type="text"/>
Apply Filter <input type="button" value="🔔"/>	

All existing reservations for the given search criteria are shown below.

Options	Reservation Type	Reference ID	Reservation Date	Customer Details	Status
<input type="button" value="🔍"/> <input type="button" value="📄"/> <input type="button" value="🗑️"/>	Ad-hoc	CPR005000002	27/06/13 15:20	1 Mr Jerry Burkes	Active
<input type="button" value="🔍"/> <input type="button" value="📄"/> <input type="button" value="🗑️"/>	Ad-hoc	CPR005000003	27/06/13 15:31	1 Mr Jerry Burkes	Active
<input type="button" value="🔍"/> <input type="button" value="📄"/> <input type="button" value="🗑️"/>	Order	CO005000006	04/07/13 18:46		Active

Create New Ad-hoc reservation →

8.4 Customer Notifications

A customer notification message is sent when a Goods In is received which satisfies an order. At this point, the GoodsInEventOrderProcessor will check the configuration in the customer reservation request and trigger a message if required. It does this by creating a CustomerNotificationRequest, which is then processed by the CustomerNotificationRequestProcessor to send the message.

An example email message is shown below.

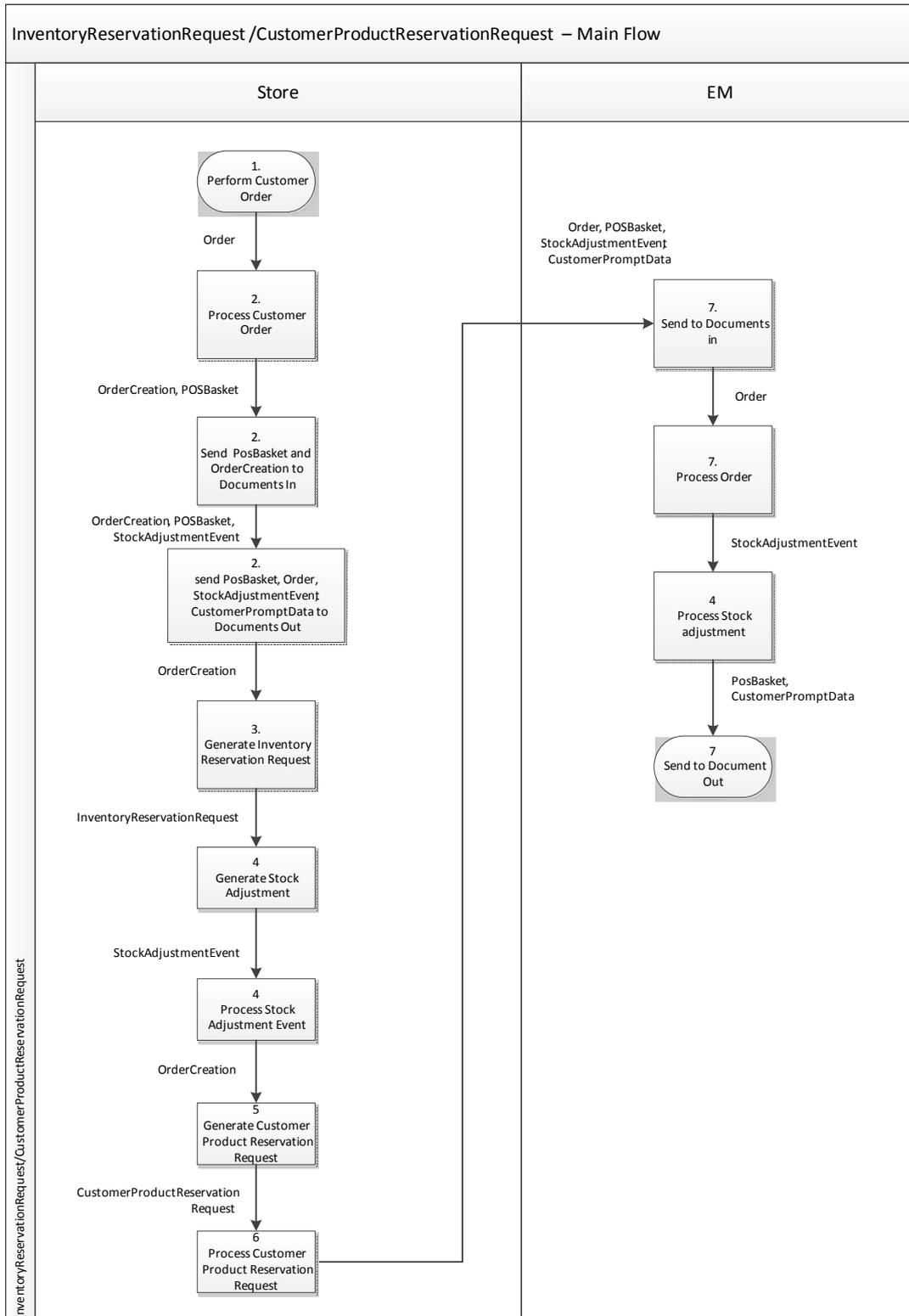
The screenshot shows an email interface with the following details:

- From:** Retail-J
- Subject:** Order Update
- Date:** Tuesday, 02/07/2013 6:28 PM
- Content:** Order CP0001000120130702175604 is ready for collection. Please call the UK Store store on ...

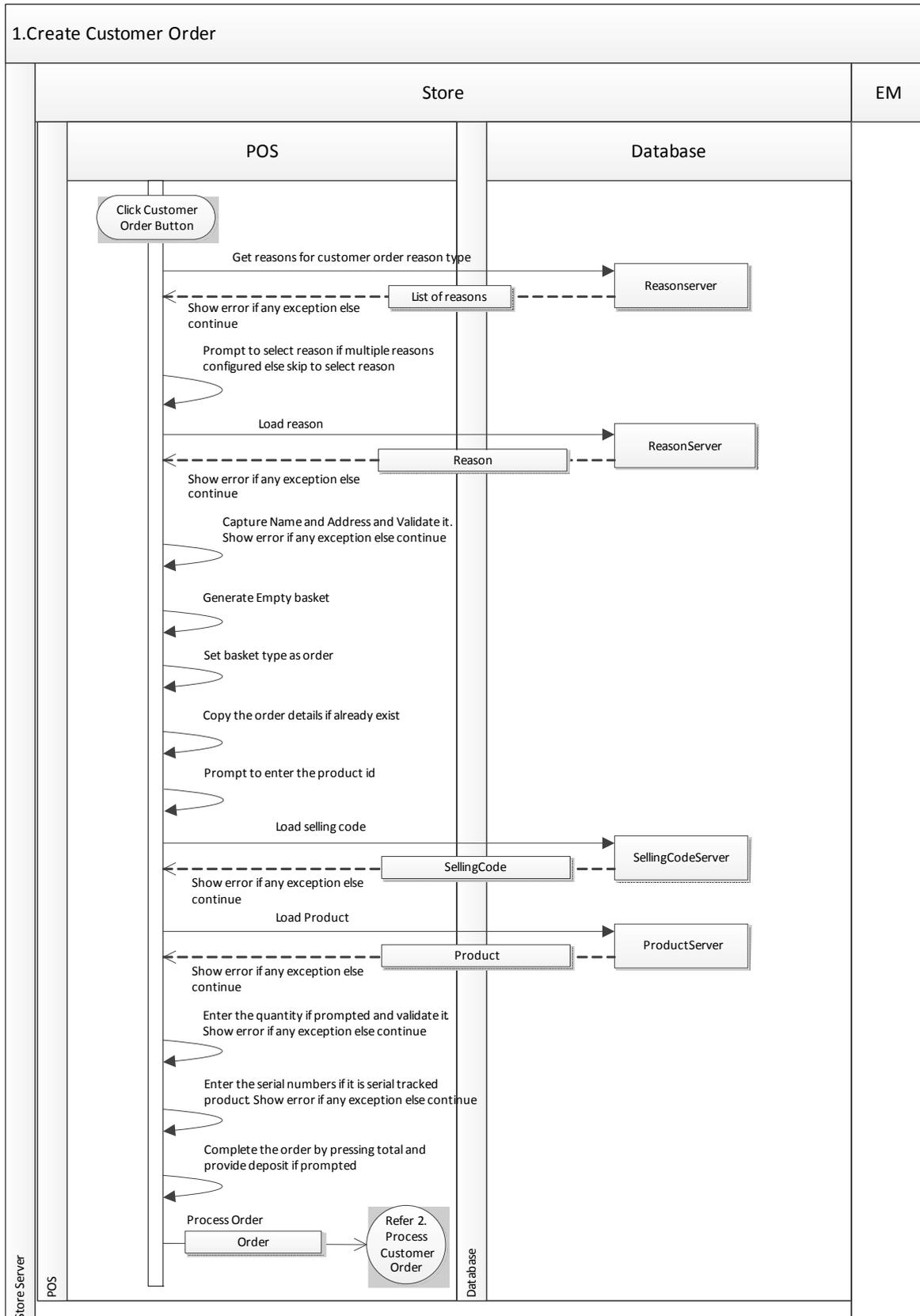
9.0 Process and Dataflows

The process and dataflows associated with Customer Order Management and Reservation Requests are shown below.

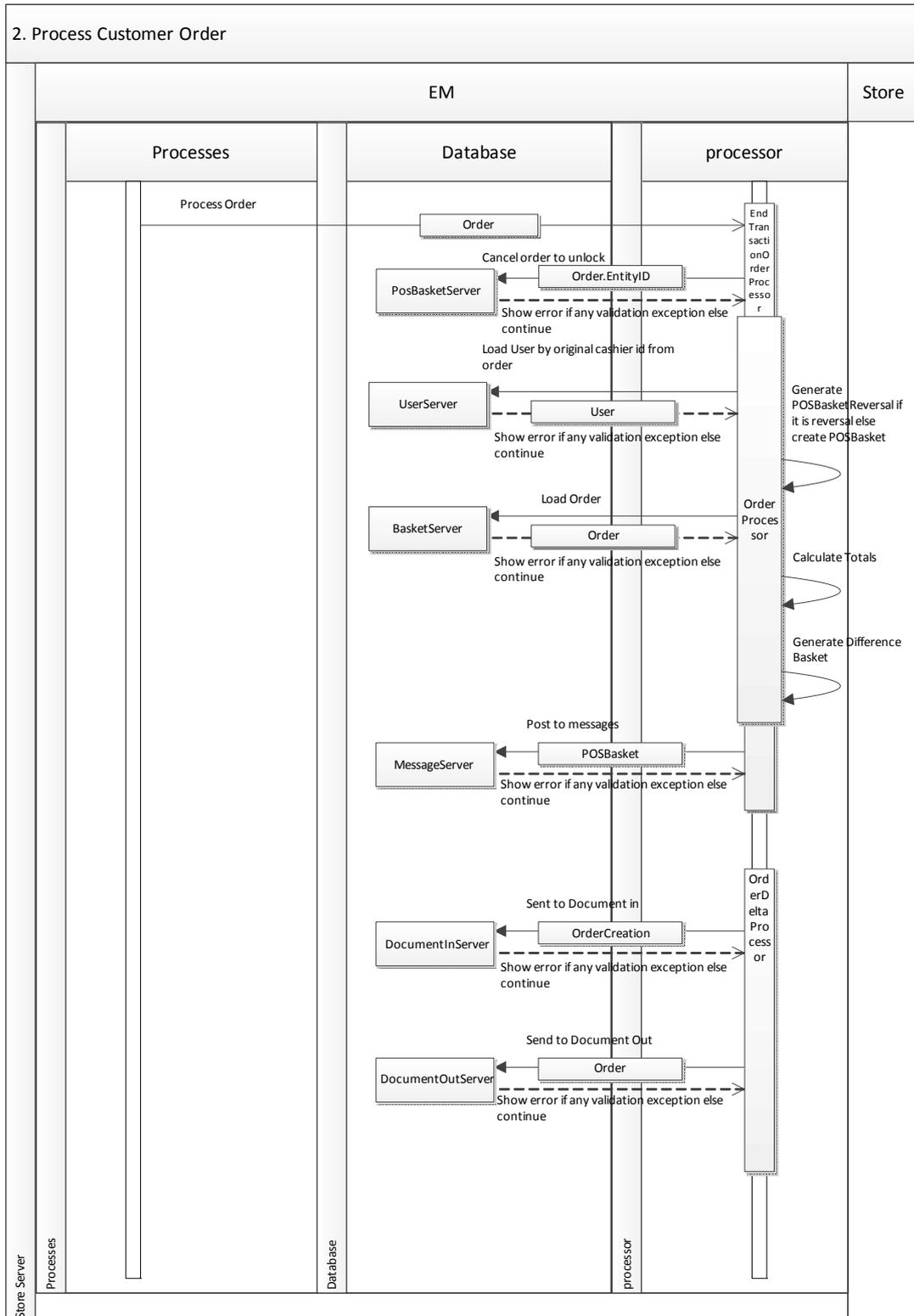
9.1 Reservation Requests Main Flow



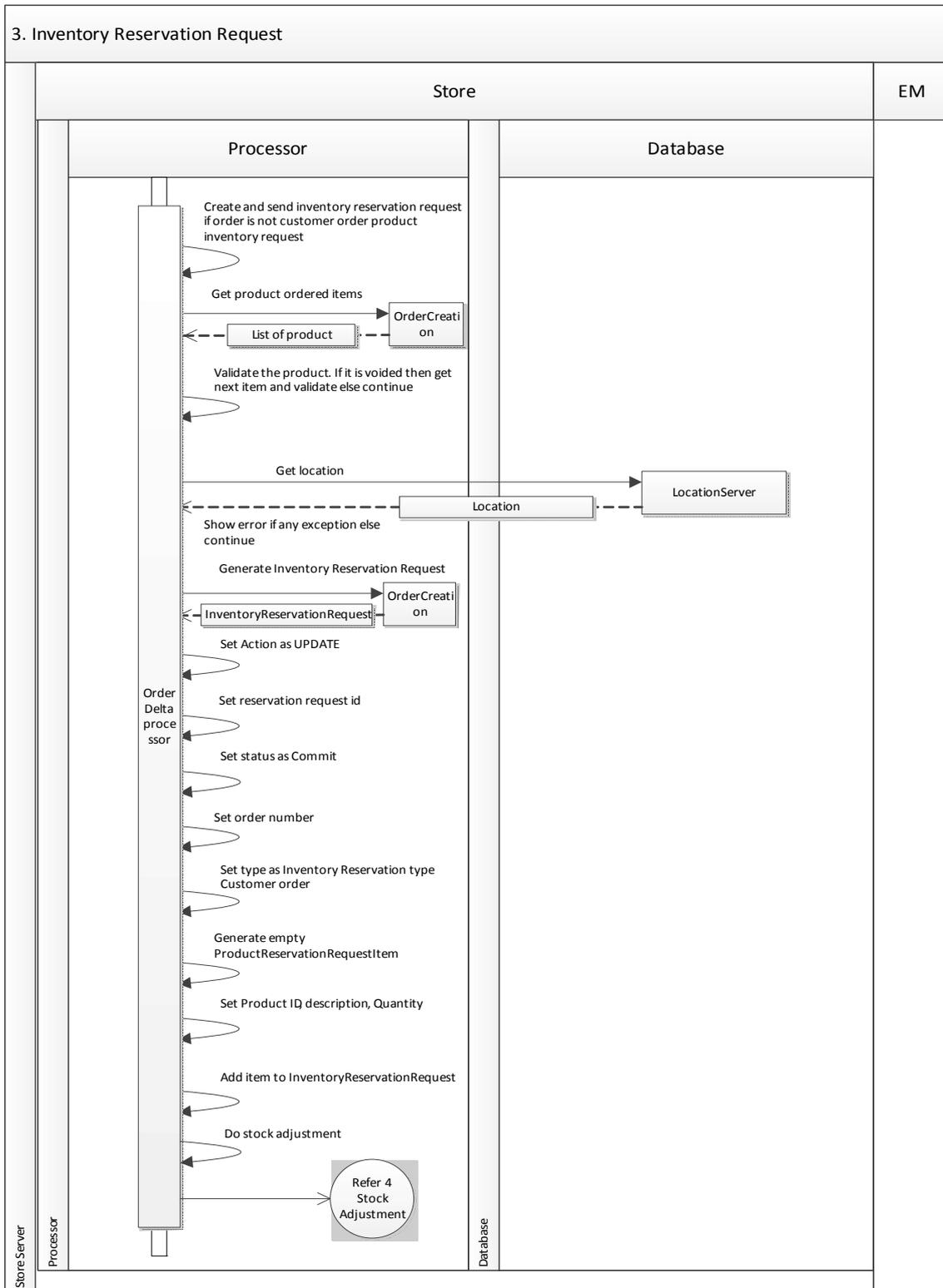
9.2 1. Create Customer Order



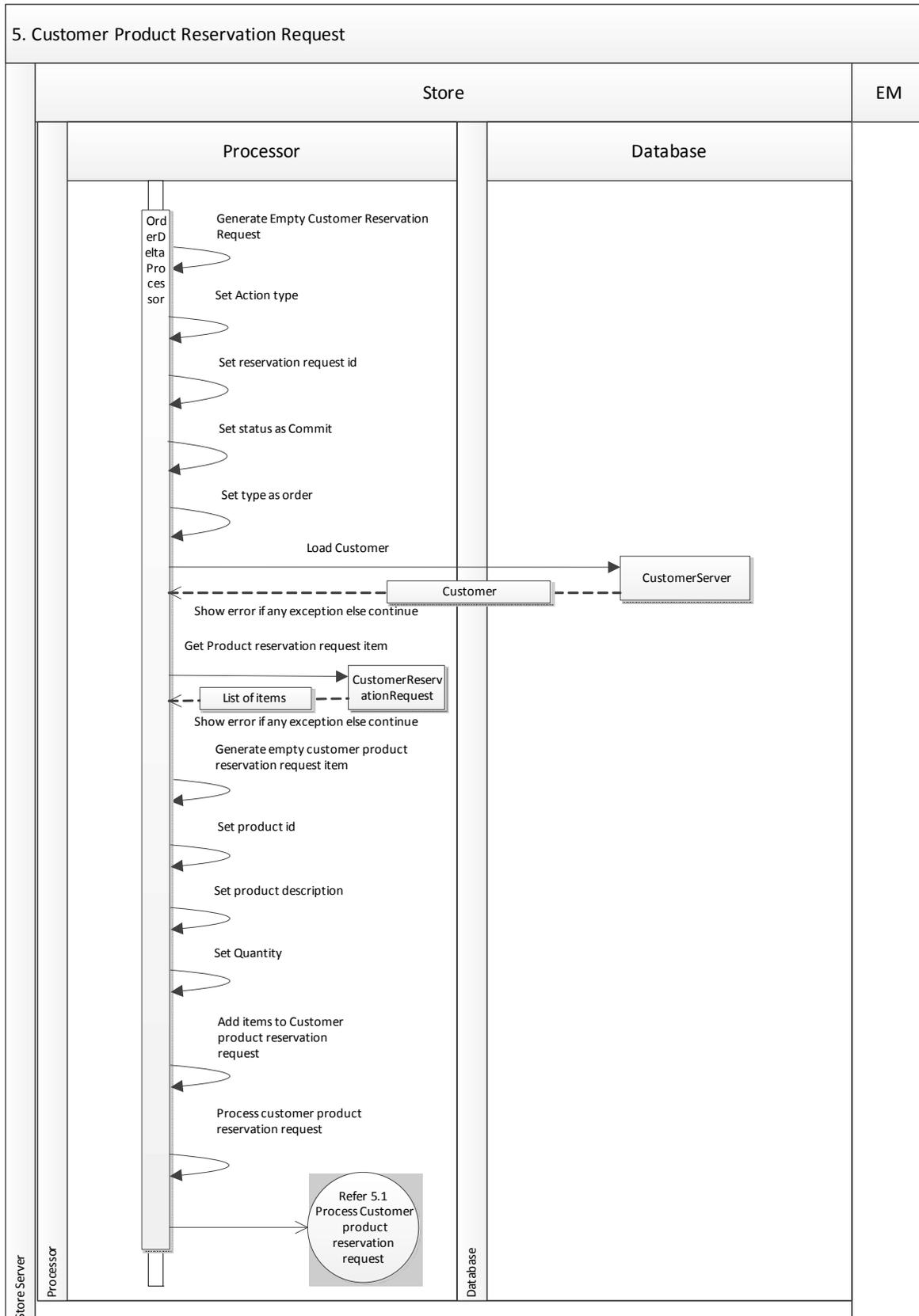
9.3 2. Process Customer Order



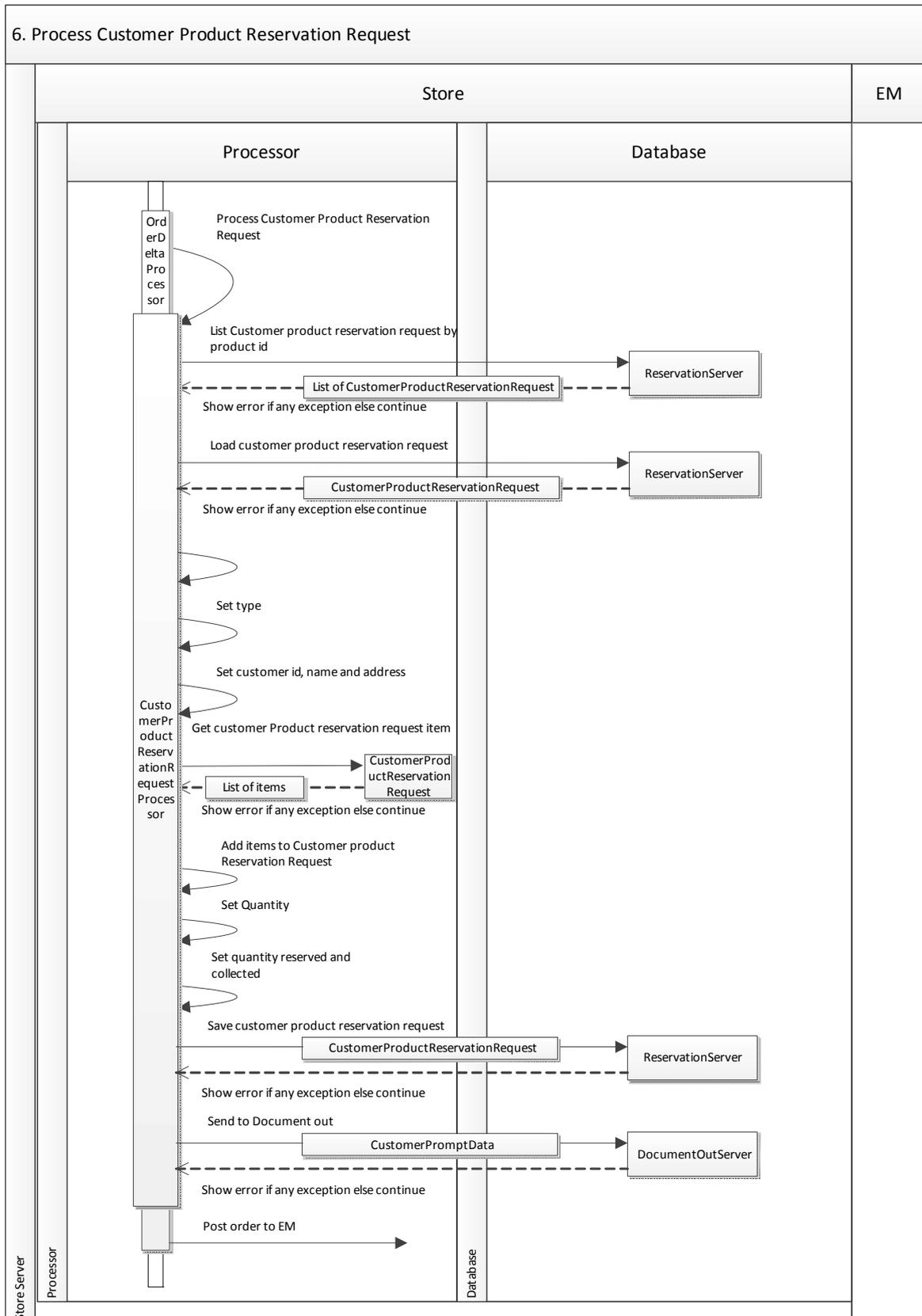
9.4 3. Inventory Reservation Request



9.6 5. Customer Product Reservation Request



9.7 6. Process Customer Product Reservation Request



9.8 7. Process in Estate Manager

