

Sterling Mobile Store Channel



Customization Guide

Version 11.00

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Note

Before using this information and the product it supports, read the information in "Notices" on page 19.

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This edition applies to the 1.1.00 Version of IBM Sterling Mobile Store Channel and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Introduction to Sterling Mobile Store Channel Customization

IBM® Sterling Mobile Store Channel enables enterprises to build the client application that can be customized to adapt to changing business requirements. As part of Sterling Mobile Store Channel, a sample application is provided to you to serve as a reference to customize the client application based on your business requirements.

The Sterling Mobile Store Channel client application can be customized as follows:

- Replacing icons or images.
- Modifying or replacing the existing screens.
- Extending the application behavior.
- Introducing new screens.

Intended Audience for the Sterling Mobile Store Channel Customization Guide

This guide is intended for use by individuals who are responsible for customizing the Sterling Mobile Store Channel solution.

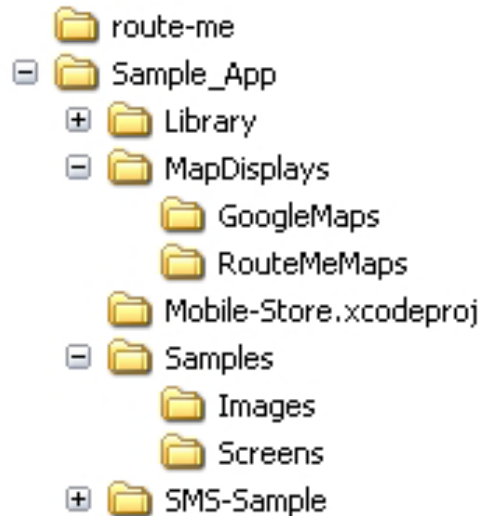
Chapter 2. Prerequisites for Customizing IBM Sterling Mobile Store Channel

The Sterling Mobile Store Channel application is an iPhone and iPod touch client application. To customize the application, you must be comfortable using an Apple MacBook. It is also important that you are familiar with Objective C (the language used for coding) and Xcode (an Integrated Development Environment (IDE) used for development).

You can register at the iPhone Dev Center (<http://developer.apple.com>) to access the iPhone Software Development Kit (SDK).

Chapter 3. Sterling Mobile Store Channel Architecture

The following figure illustrates the Sterling Mobile Store Channel architecture:



- route-me – The route-me folder is an empty folder that serves as a placeholder for the Route-Me map library.
- Sample_app folder – The Sample_app folder contains the Mobile-Store Xcode project and the following resources:
 - Library - Contains the core classes and view controllers.
 - MapDisplays – Contains the implementations for Route-Me Maps and Google Maps.

Note: For more information about license issues pertaining to Route-Me Maps, refer to the appropriate documentation provided with the corresponding mapping sources.

- Samples – Contains the images and screens used by the sample Sterling Mobile Store Channel application.
- SMS-Sample – Contains the sample Sterling Mobile Store Channel application resources.
- Library - Contains the core classes and view controllers.

Chapter 4. Customizing the Sample IBM Sterling Mobile Store Application

Replacing an Icon or an Image

Following are the methods that can be used for replacing icons or images:

- To replace icons or images requested from a framework class, replace an existing image stored under the Samples/Images directory with a new image.
- To replace the icons or images used within the Interface Builder, open the interface builder and select the appropriate image from the Image drop-down list.

Note: The Image drop-down list contains only those images that have been added to the Project.

Limitations: None.

Modifying or Replacing an User Interface

To modify or replace an user interface, copy the screen files that are present in the Samples/Screens directory, and add these files to The Project. Perform the required modifications using the Interface Builder, and save the file.

Limitations:

This approach is applicable only to the screens that are present in the framework. Therefore, the mapping entries that are provided in the Nib-Name-Map.plist file are the only valid entries that can be used for mapping.

Extending the IBM Sterling Mobile Store Channel

The following user exits are exposed in the Sterling Mobile Store Channelframework:

- kPlatformUtilsUserExit
- kAppUtilsUserExit
- kGeoCodingUserExit
- kMapControllerUserExit
- kShipmentTrackingUserExit

When the client application, which is built using the Sterling Mobile Store Channelframework is launched, the application delegate must register the user exits with the corresponding handlers. Otherwise, default implementation of methods takes place. For example, the following code snippet registers the platform utils user exit for the self class:[GlobalMemory registerClassForUserExitName:kPlatformUtilsUserExit class:self]

Limitations:

You can modify the behavior of only those methods that are exposed as user exits.

Chapter 5. Adding a New Screen in IBM Sterling Mobile Store Channel

If you add a new screen whose functionality is similar to a sample screen present in the Samples/Screens directory, and save the new screen with a different name, add the Nib-Name-Map.plist file present in the Samples directory to The Project.

The Nib-Name-Map.plist file contains a list of existing screen names without the file extension. By default, the existing screen names are mapped to an empty string (""). Ensure that the new screen is mapped appropriately in the Nib-Name-Map.plist file, and added to The Project.

Chapter 6. Adding Reviews for an Item

The Reviews screen provided in the sample application does not populate reviews for an item. To display the reviews for an item, extend the Reviews screen by using the `Nib-Name-Map.plist` file, and populate the item reviews from a third-party source.

Chapter 7. Using Maps to Locate a Store

The Sterling Mobile Store Channelframework exposes the following user exits that enable you to implement maps to locate stores:

- kGeoCodingUserExit
- kMapControllerUserExit

The MapDisplays folder that is present in the Sample_app folder contains an implementation for Route-Me Maps and Google Maps.

To register an implementation to the respective user exits, perform the following tasks within the ¹ method of the application delegate:

- Register the geo coder class to the kGeoCodingUserExit as follows:[GlobalMemory registerClassForUserExitName:kGeoCodingUserExit class:@"<geo coder class name>"]; For example, if you are implementing Route-Me Maps, you must replace the <geo coder class name> attribute with WSGeoNames, which is present in the Sample_app/MapDisplays/RouteMeMaps folder.
- Register the map controller class to the kMapControllerUserExit as follows:[GlobalMemory registerClassForUserExitName:kMapControllerUserExit class:@"<map controller>"]; For example, if you are implementing Route-Me Maps, you must replace the <map controller> attribute with ², which is present in the Sample_app/MapDisplays/RouteMeMaps folder.

Important: If you use the RouteMeMapController, add the following code in the ³ method of the RouteMeViewController.

```
return [[[RMCCloudMadeMapSource alloc] initWithAccessKey:  
<CloudMadeAccessKey> styleNumber:  
<CloudMadeStyleKey>] autorelease];
```

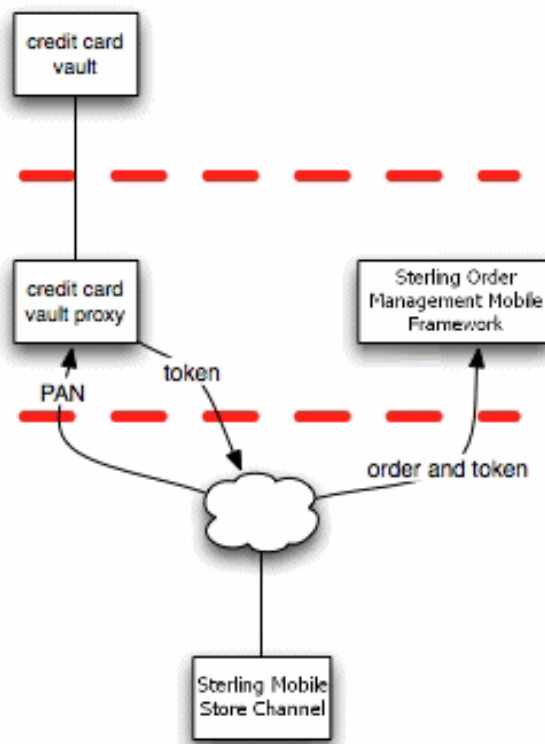
To obtain <CloudMadeAccessKey> and <CloudMadeStyleKey>, register online at the CloudMade Web site.

1. applicationDidFinishLaunching
2. RouteMeMapController
3. getTileSource

Chapter 8. Payment Card Industry (PCI) Considerations

Payment Card Industry Data Security Standard (PCI-DSS) and Payment Application Data Security Standard (PA-DSS) are standards established by the Payment Card Industry to promote secure payment processing. PA-DSS is a standard for commercially off-the-shelf payment applications, which are defined as applications that capture, process, store, or transmit information pertaining to cards, such as credit cards.

The Sterling Order Management Mobile Framework, which is the server-side pack is not a PCI PA-DSS validated payment application. As a result, you should not transmit Primary Account Numbers (PANs) to the Sterling Order Management Mobile Framework. Otherwise, it will contravene Visa's Payment Application Security Mandate (see http://usa.visa.com/merchants/risk_management/cisp_payment_applications.html) that states "Acquirers must ensure their merchants, VisaNet Processors (VNPs), and agents use only PA-DSS compliant applications". You can use tokenization, which is the process of storing credit card numbers or stored value card numbers in a vault system that associates a token to a securely stored credit card number or stored value card number. Credit card numbers and stored value card numbers should be stored only in a vault system and not in the IBM Sterling Selling and Fulfillment Suite. It is recommended that you use your organization's vault solution along with Sterling Order Management Mobile Framework to implement tokenization as shown in the following figure:



Chapter 9. Developing, Testing, and Distributing an iPhone or iPod touch Application

The iPhone Developer Program enables you to develop, test, and distribute iPhone or iPod touch applications. The program offers a Standard Program that enables you to deploy an iPhone or iPod touch application on the App Store. For more information about enrolling in the Standard Program, refer to the iPhone Developer Program, details of which are available in the Apple Web site: <http://developer.apple.com>

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