

Retek® Data Warehouse™ 10.2.5

Batch Schedule

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Customer Support

Customer Support hours

Customer Support is available 7x24x365 via email, phone, and Web access.

Depending on the Support option chosen by a particular client (Standard, Plus, or Premium), the times that certain services are delivered may be restricted. Severity 1 (Critical) issues are addressed on a 7x24 basis and receive continuous attention until resolved, for all clients on active maintenance. Retek customers on active maintenance agreements may contact a global Customer Support representative in accordance with contract terms in one of the following ways.

Contact Method	Contact Information
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E-mail	support@retex.com
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Internet (ROCS)	rocs.retek.com Retek's secure client Web site to update and view issues
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Phone	+1 612 587 5800
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Toll free alternatives are also available in various regions of the world:

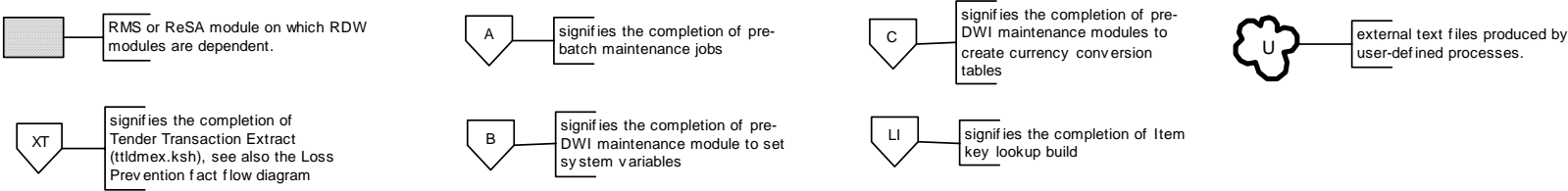
Australia	+1 800 555 923 (AU-Telstra) or +1 800 000 562 (AU-Optus)
France	0800 90 91 66
Hong Kong	800 96 4262
Korea	00 308 13 1342
United Kingdom	0800 917 2863
United States	+1 800 61 RETEK or 800 617 3835

Mail	Retek Customer Support Retek on the Mall 950 Nicollet Mall Minneapolis, MN 55403
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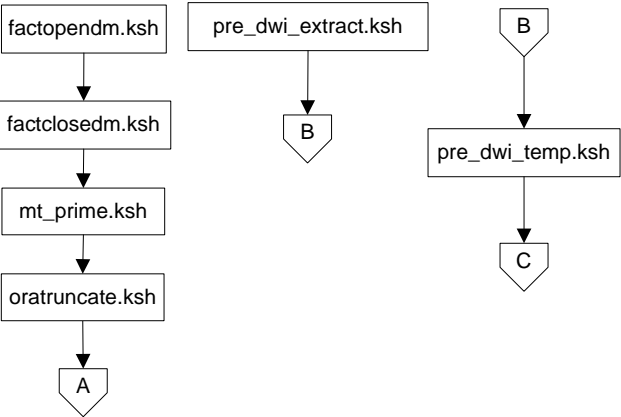
When contacting Customer Support, please provide:

- Product version and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step-by-step instructions to recreate.
- Exact error message received.
- Screen shots of each step you take.

Legend: RDW 10.2.5 dimension programs

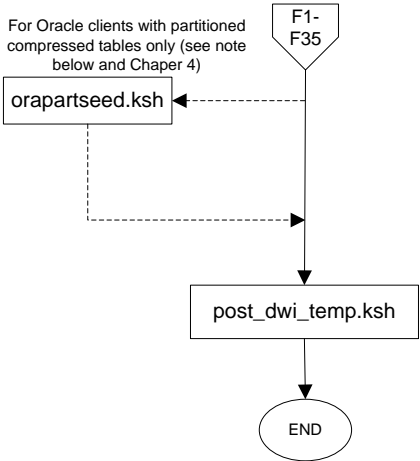


Pre-batch
maintenance

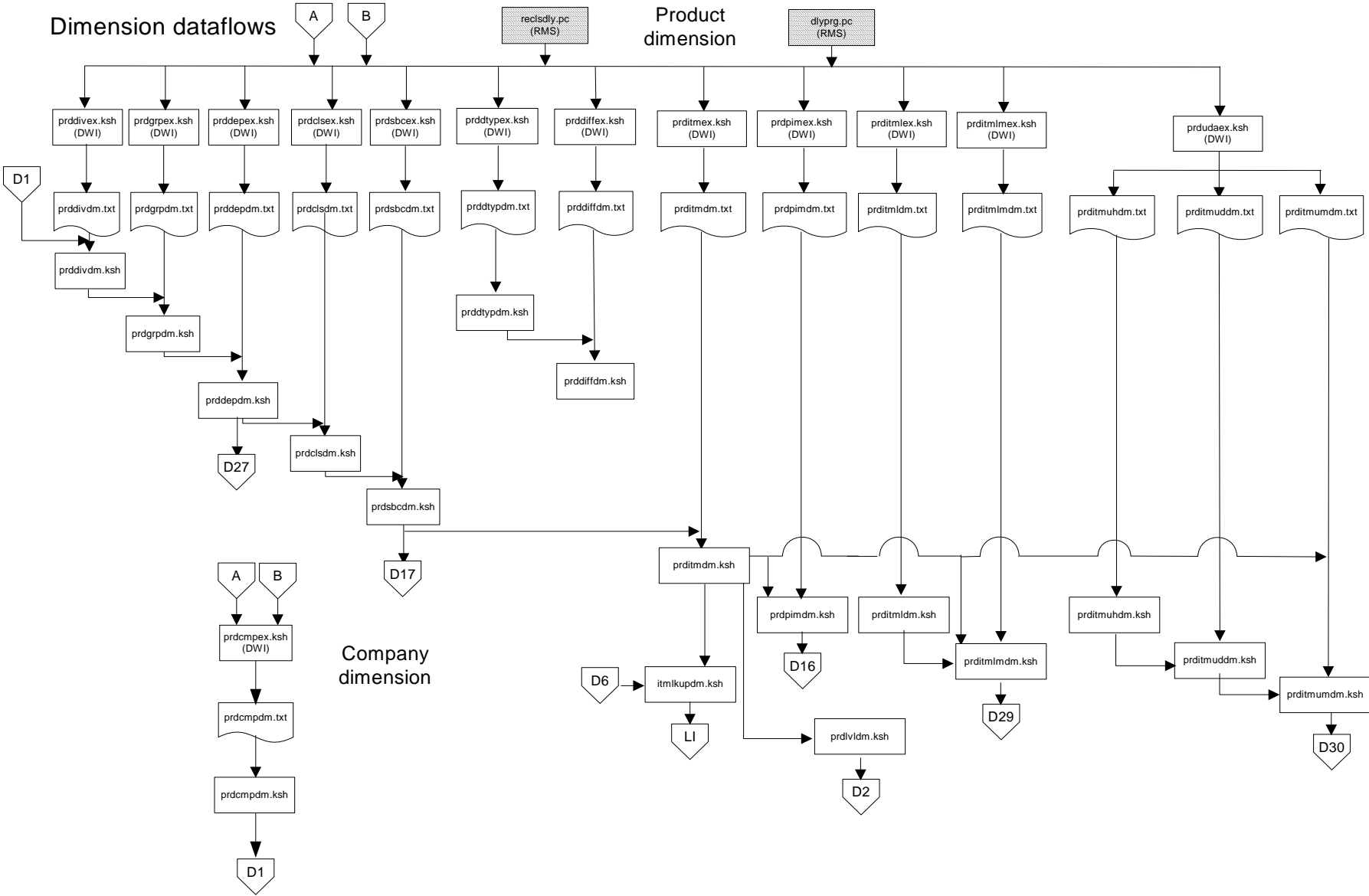


Note:
Oratruncate.ksh is a program used by Oracle clients only.

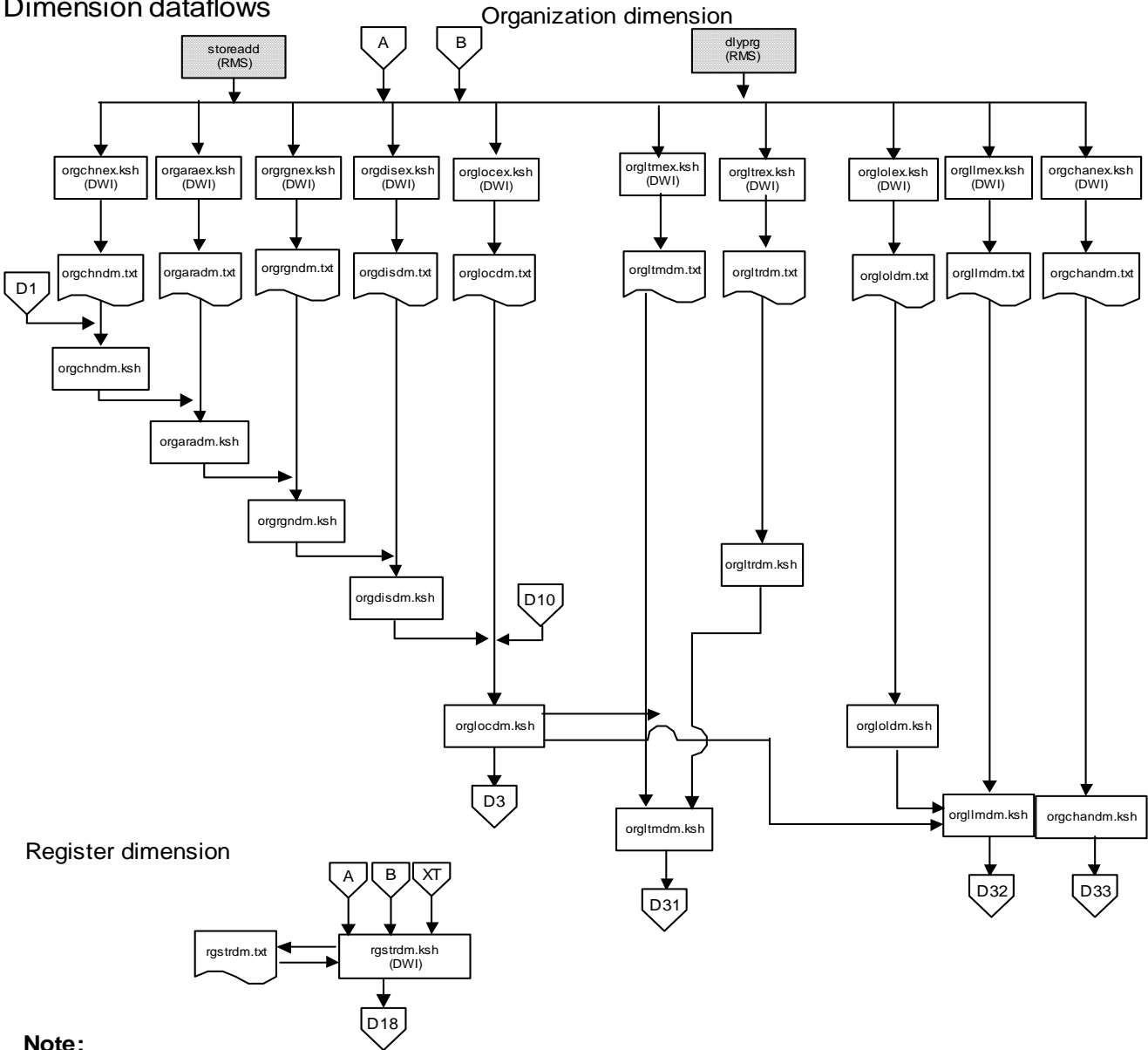
Post-batch
maintenance



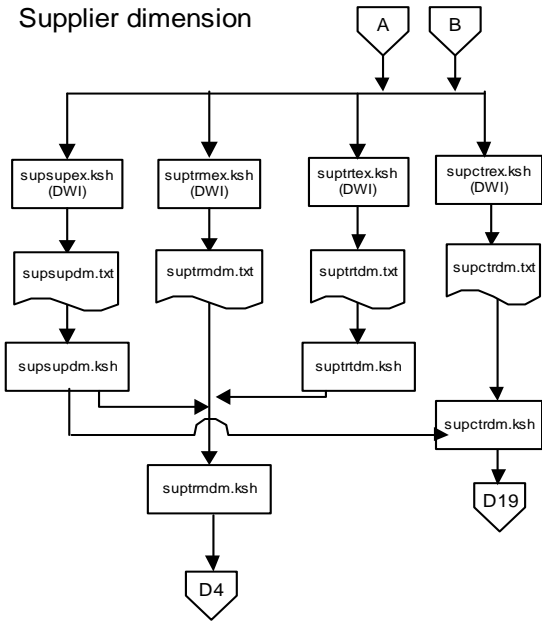
Note:
Orapartseed.ksh is an optional program used by Oracle clients only. The program affects compressed, partitioned datamart tables. See the chapter, "Compression and partitioning," for a more detailed explanation of seeding.



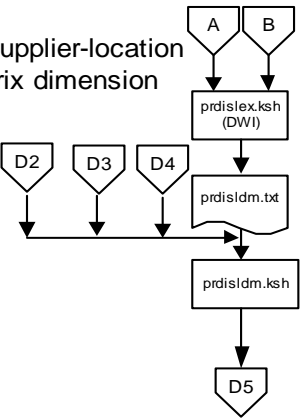
Dimension dataflows



Supplier dimension

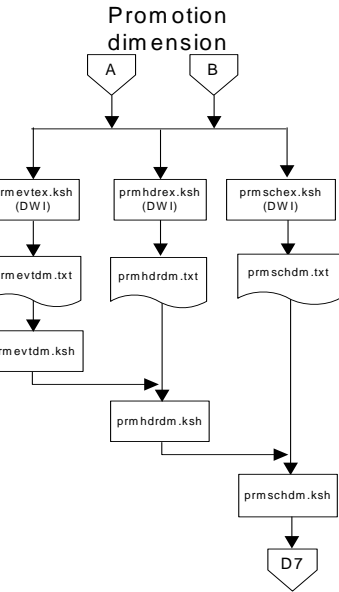


Item-supplier-location matrix dimension

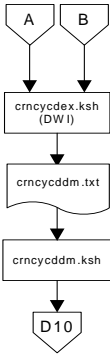


Note:
rgstrdm.txt internally
generated by rgstrdm.ksh

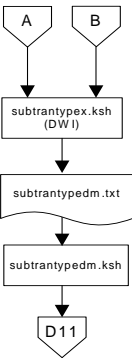
Dimension dataflows



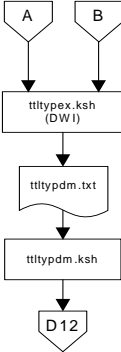
Currency code dimension



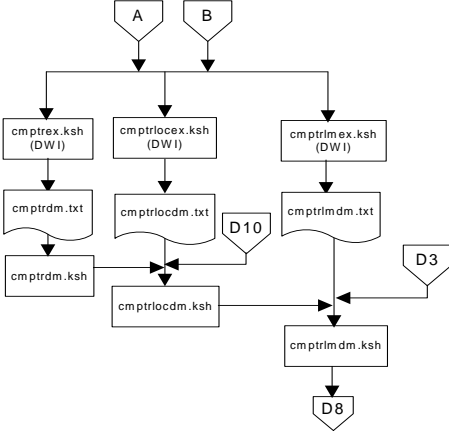
Sub-transaction type dimension



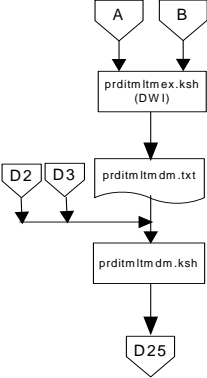
ReSA total type dimension



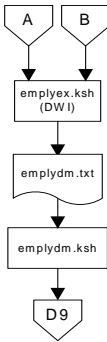
Competitor dimension



Item-location trait matrix dimension



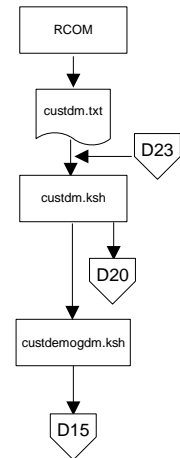
Employee dimension



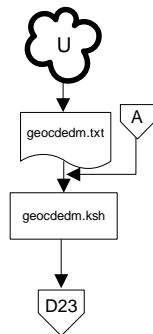
Dimension dataflows

Customer and customer demographic dimension

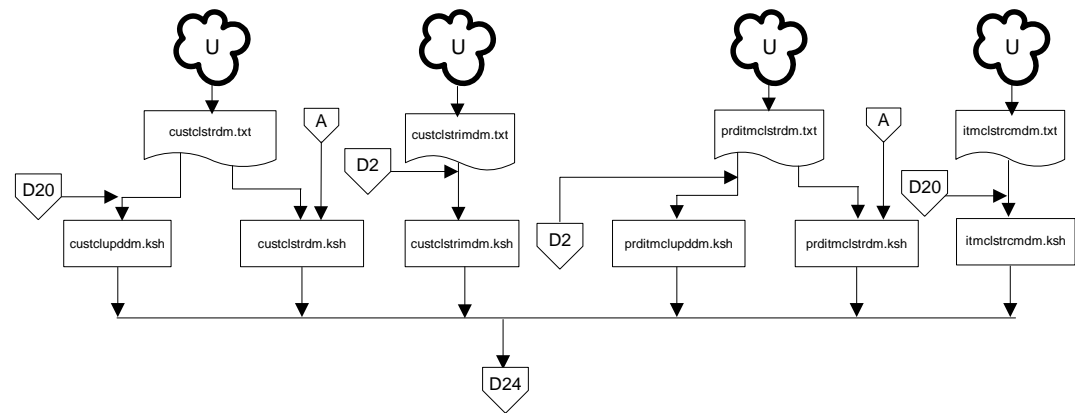
Note:
Text file originates in Retek Customer Order Management (RCOM)



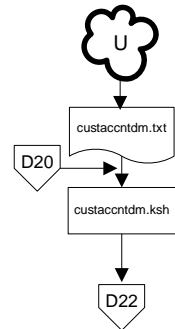
Customer geographic dimension



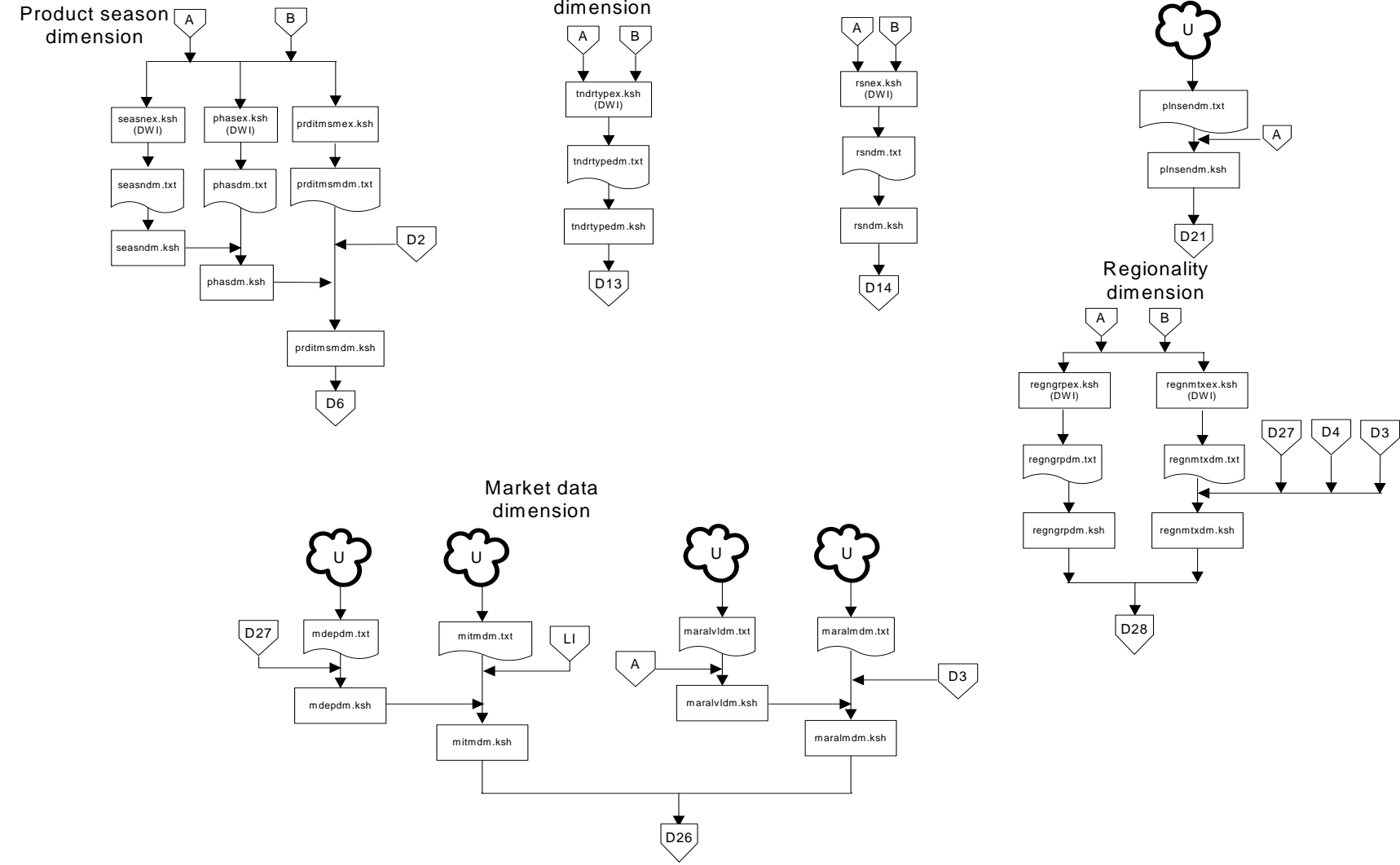
Customer and product clustering dimension



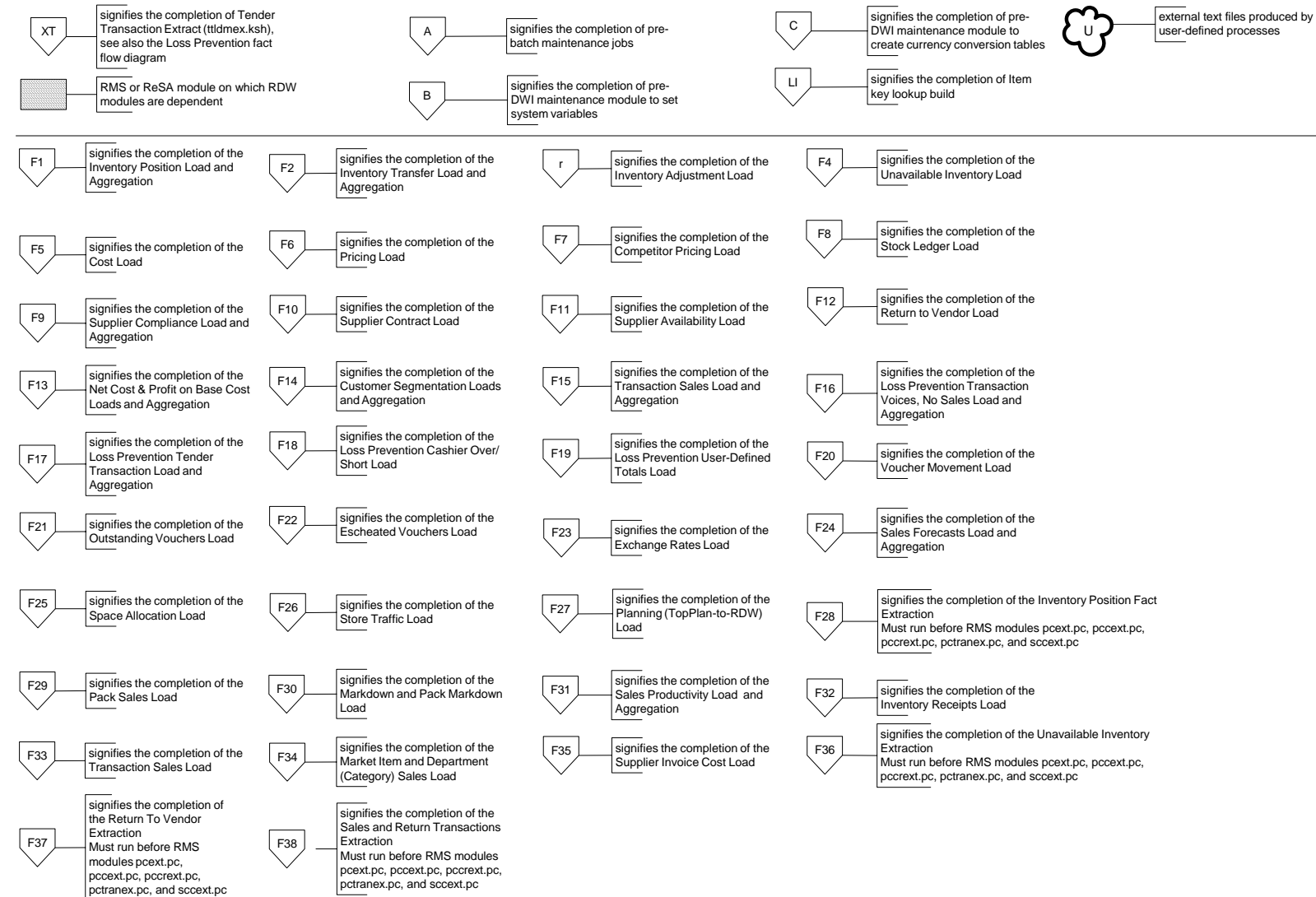
Customer account dimension



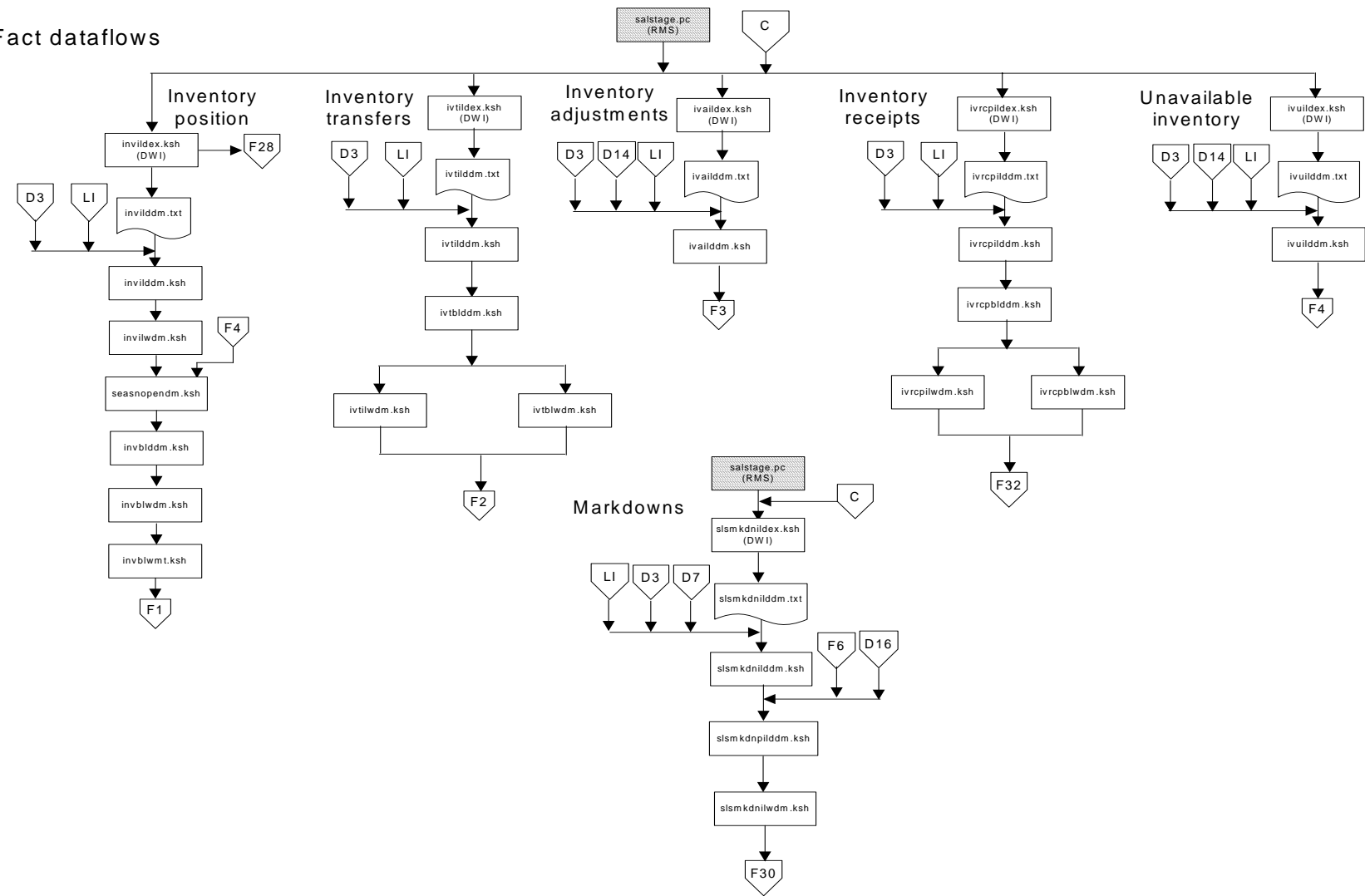
Dimension dataflows



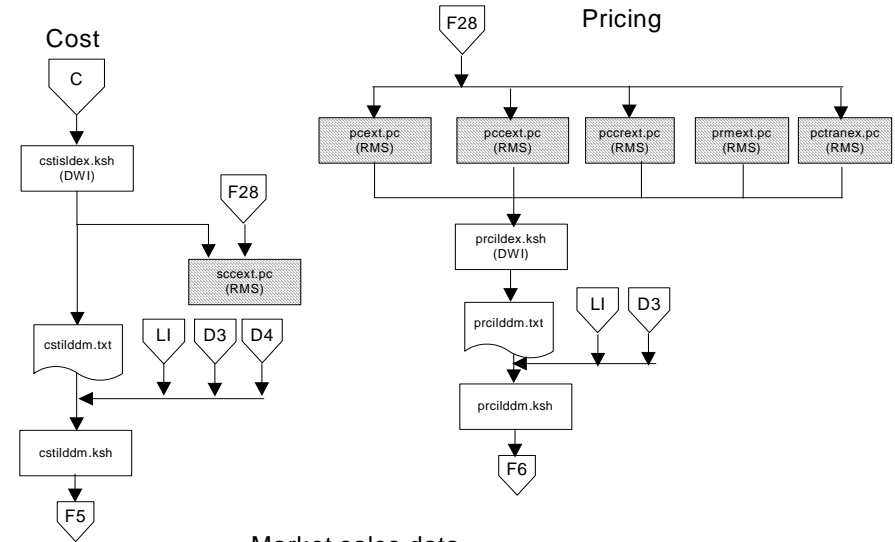
Legend: RDW 10.2.5 fact programs



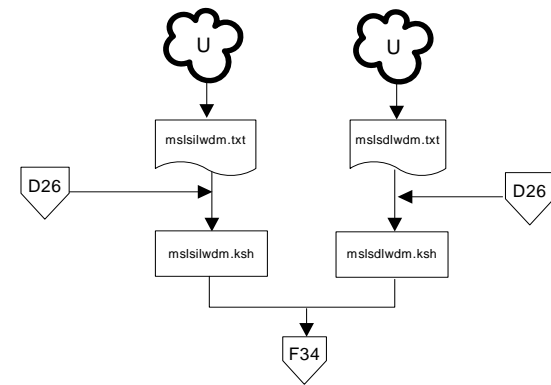
Fact dataflows



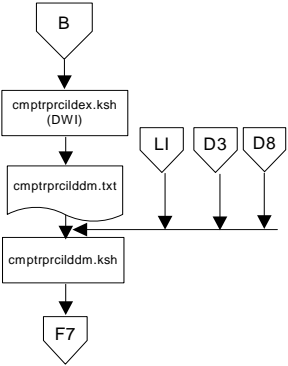
Fact dataflows



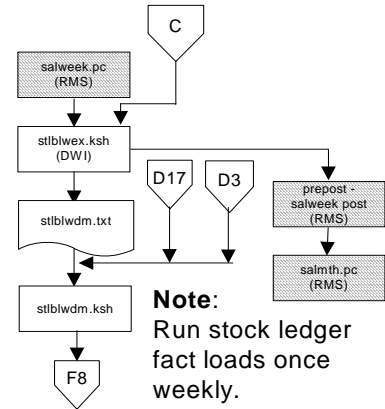
Market sales data



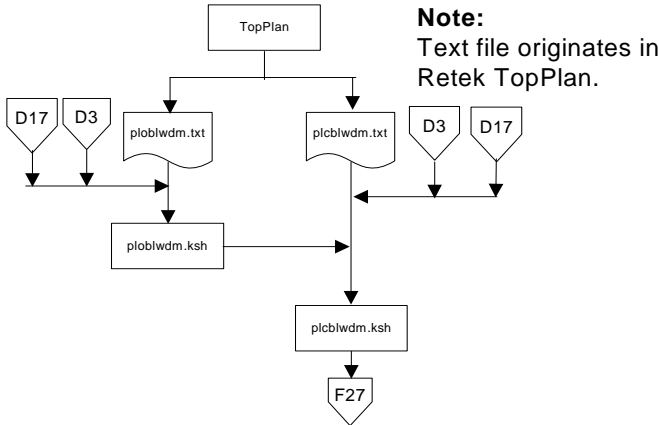
Competitor pricing



Stock ledger

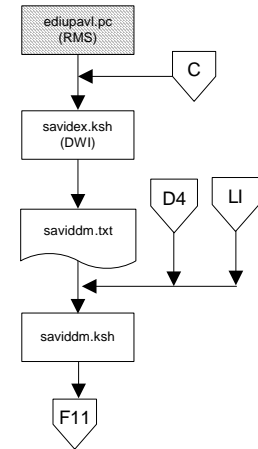


Planning

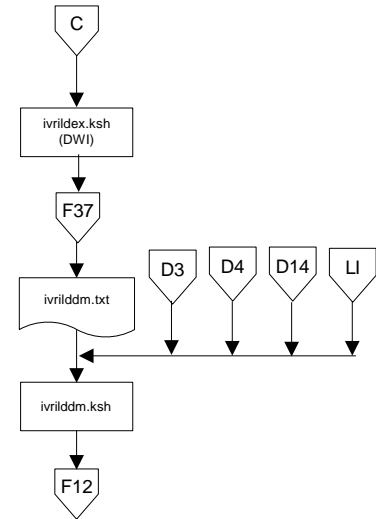


Fact dataflows

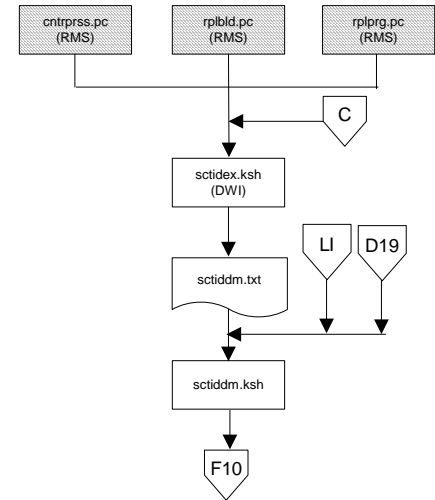
Supplier availability



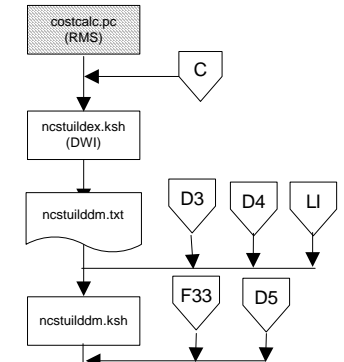
Return to vendor



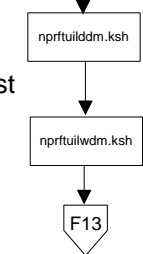
Supplier contract



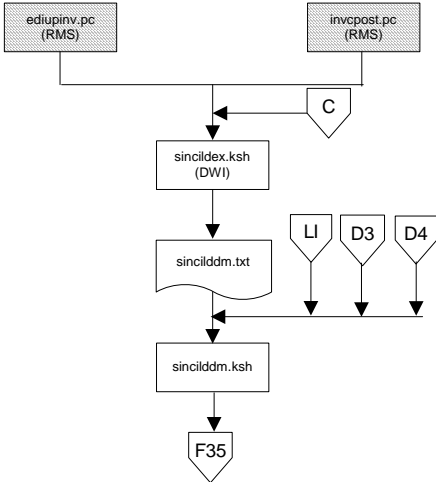
Net cost



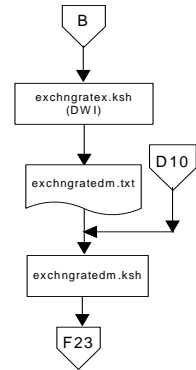
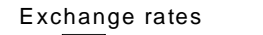
Profit on base cost



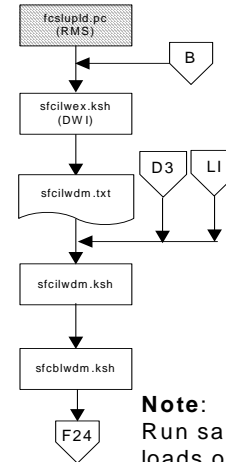
Supplier invoice cost



Fact dataflows

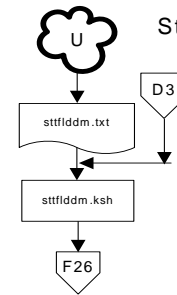


Sales forecasts

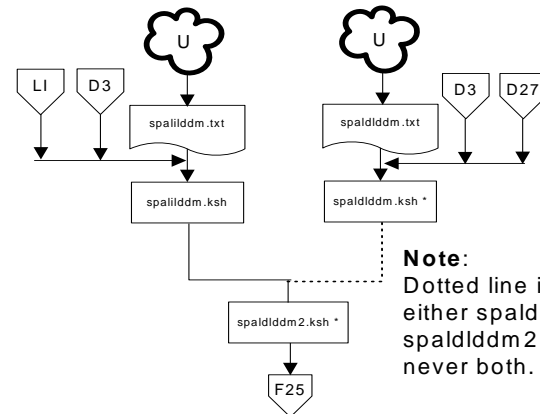


Note:
Run sales forecast fact loads once weekly.

Store traffic

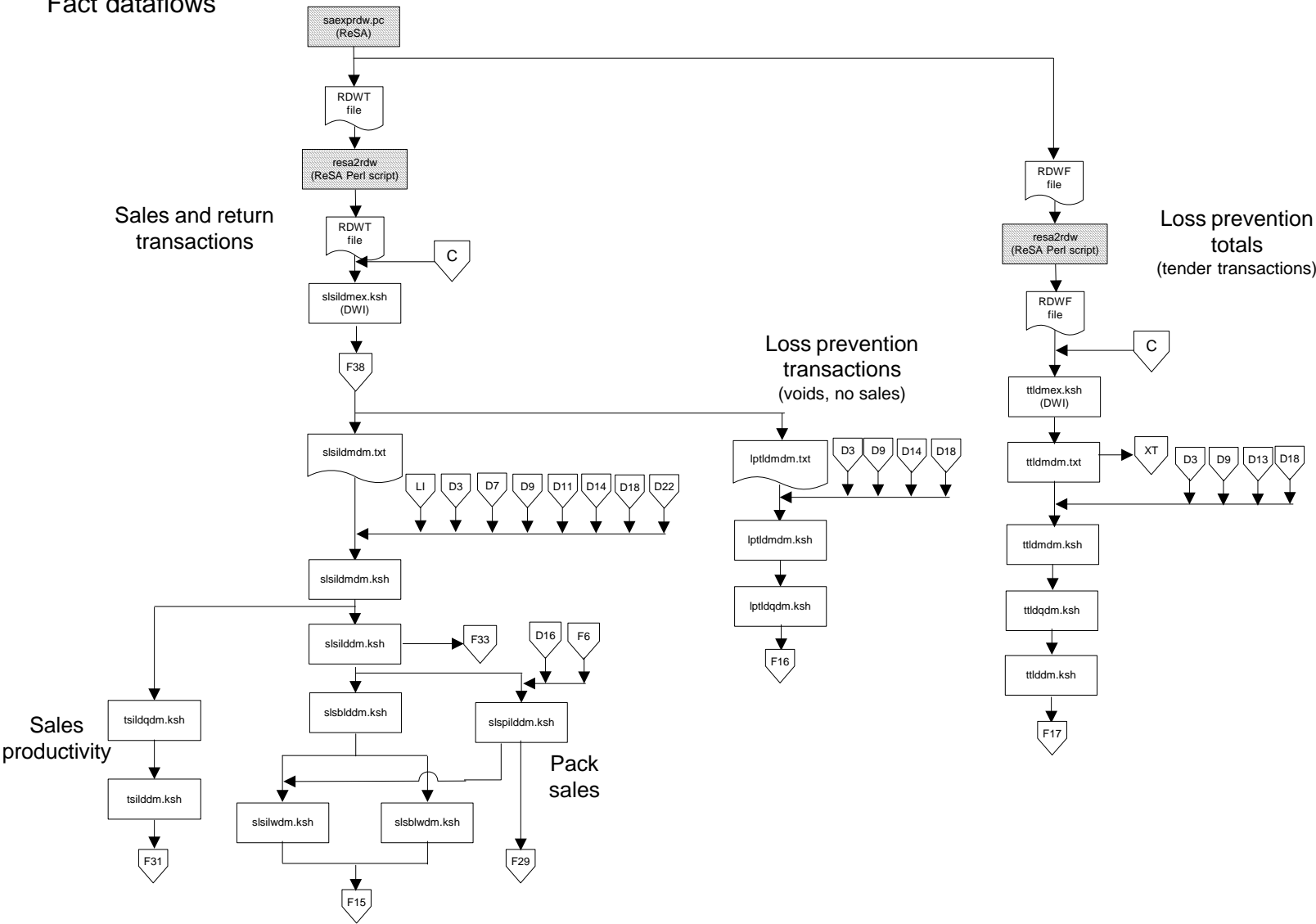


Space allocation

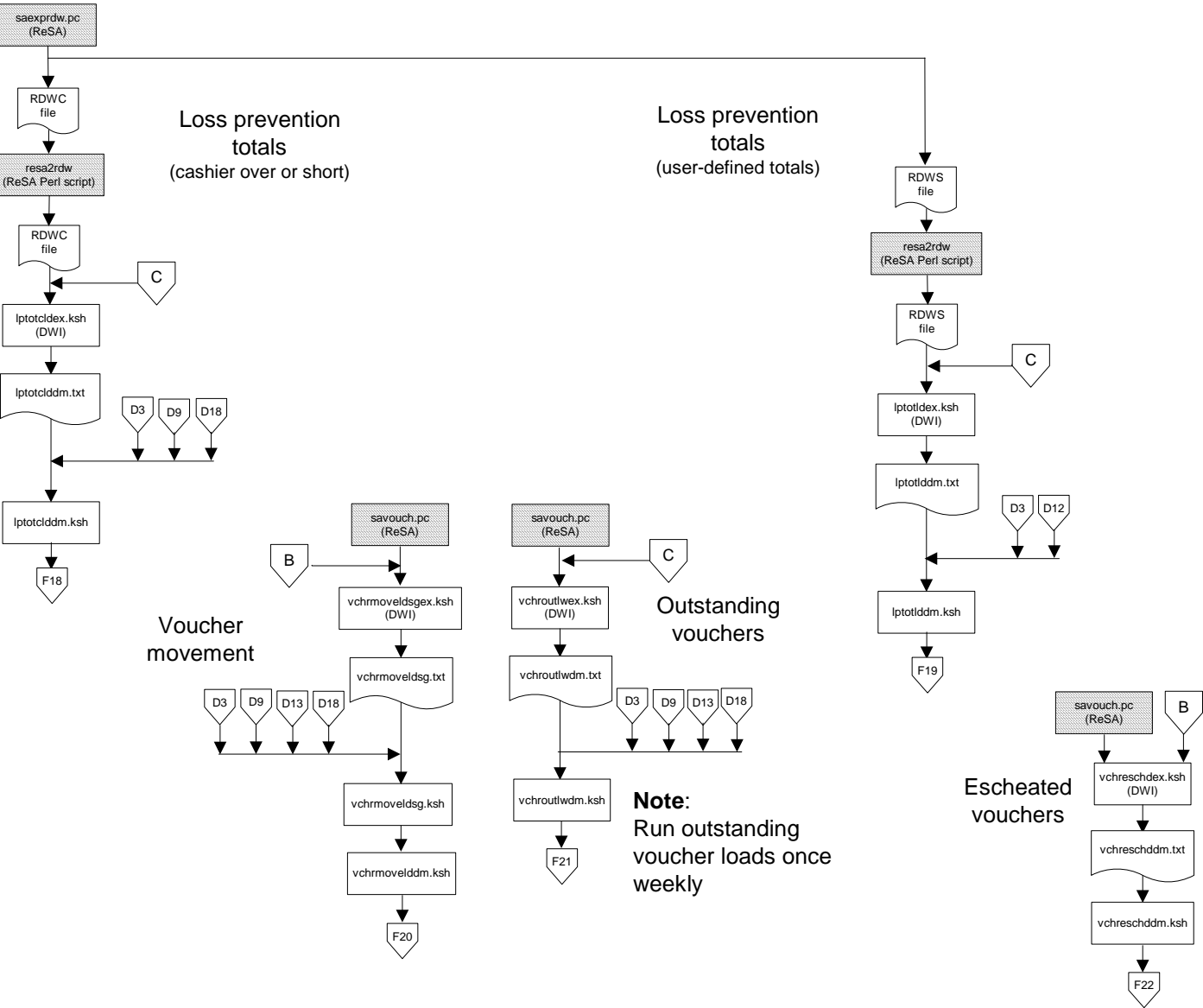


Note:
Dotted line indicates that
either spaldlddm.ksh or
spaldlddm2.ksh runs,
never both.

Fact dataflows



Fact dataflows



Fact dataflows

