

# Retek<sup>®</sup> Data Warehouse<sup>™</sup> 10.2.3

## 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@retек.com
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Internet (ROCS)	<a href="https://rocs.retek.com">rocs.retek.com</a> 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:

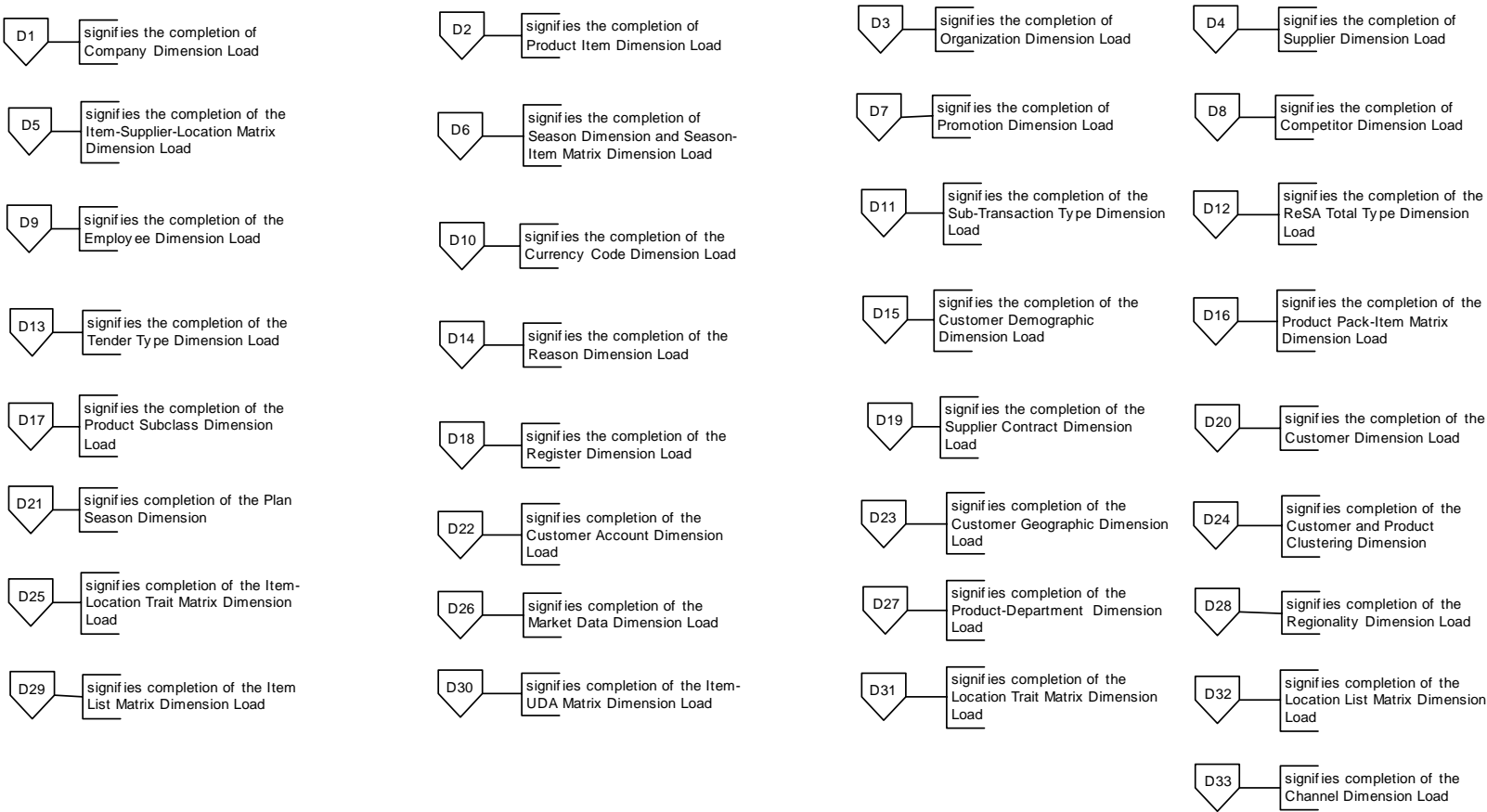
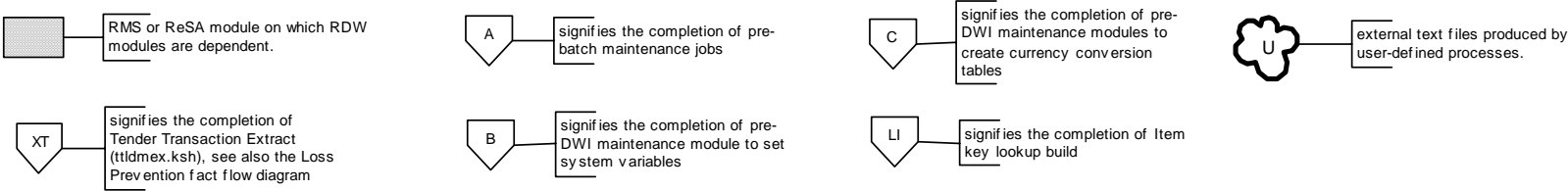
Australia	+1 800 555 923 (AU-Telstra) or +1 800 000 562 (AU-Optus)
France	0800 90 91 66
Hong Kong	800 96 4262
Korea	00 308 13 1342
United Kingdom	0800 917 2863
United States	+1 800 61 RETEK or 800 617 3835

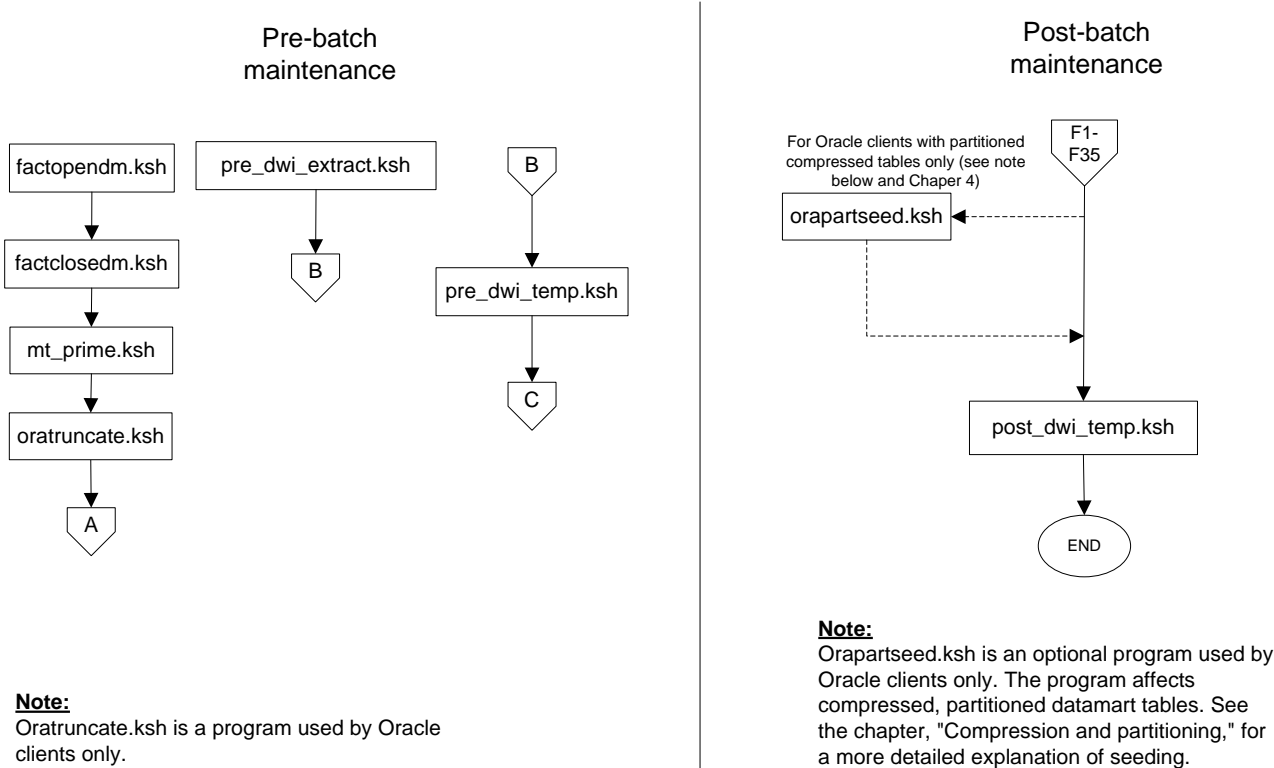
Mail	Retek Customer Support Retek on the Mall 950 Nicollet Mall Minneapolis, MN 55403
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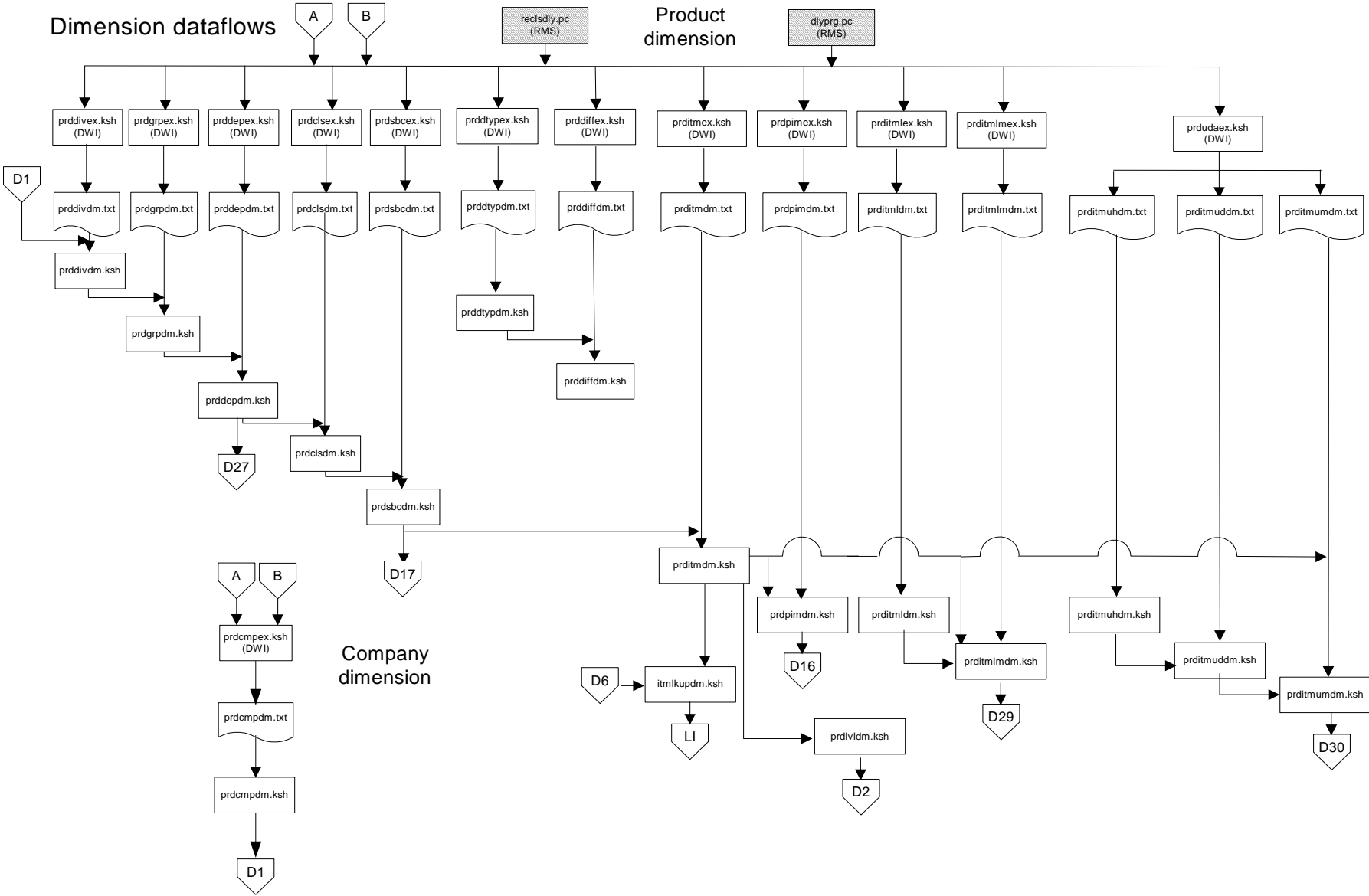
### When contacting Customer Support, please provide:

- 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.

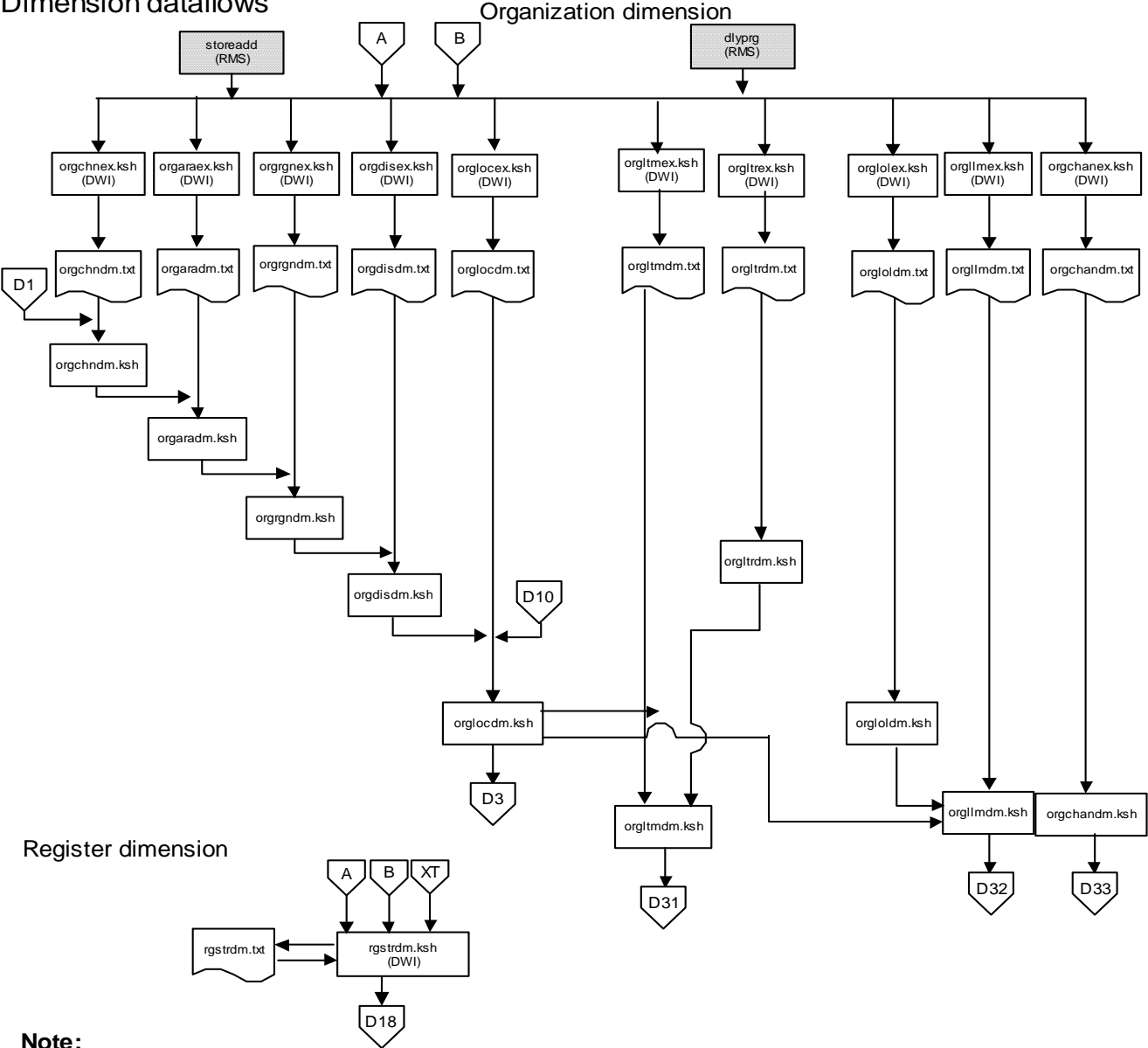
# Legend: RDW 10.2.3 dimension programs



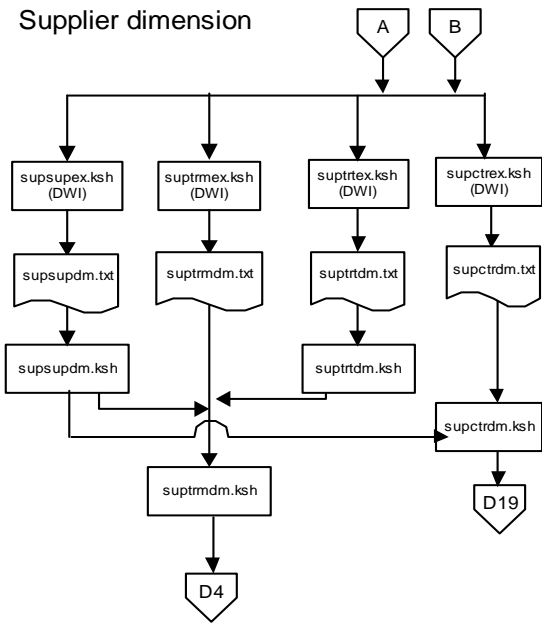




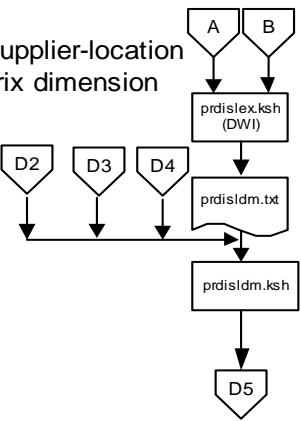
Dimension dataflows



Supplier dimension



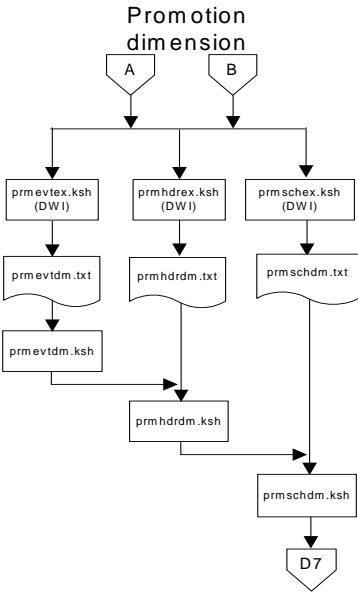
Item-supplier-location matrix dimension



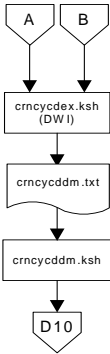
**Note:**  
rgstrdm.txt internally  
generated by rgstrdm.ksh



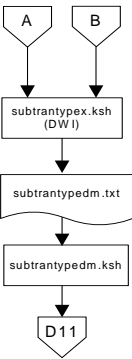
Dimension dataflows



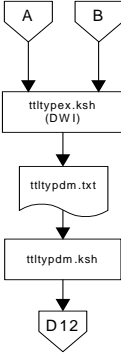
Currency code dimension



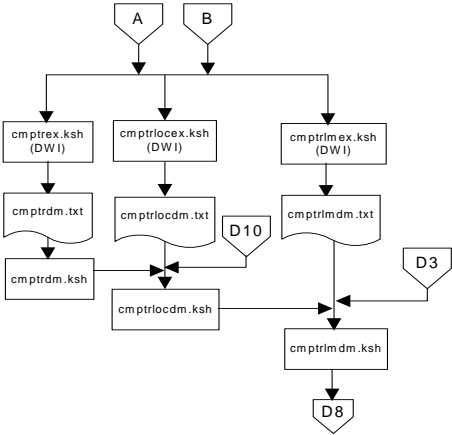
Sub-transaction type dimension



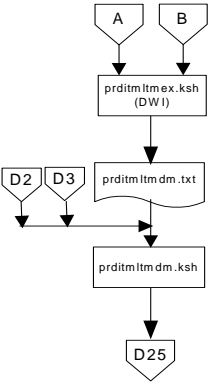
ReSA total type dimension



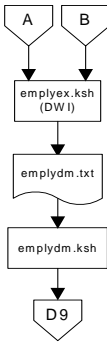
Competitor dimension



Item-location trait matrix dimension



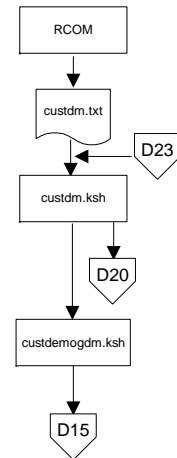
Employee dimension



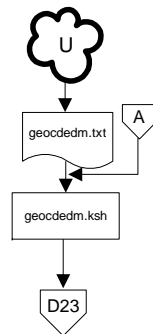
Dimension dataflows

Customer and  
customer demographic  
dimension

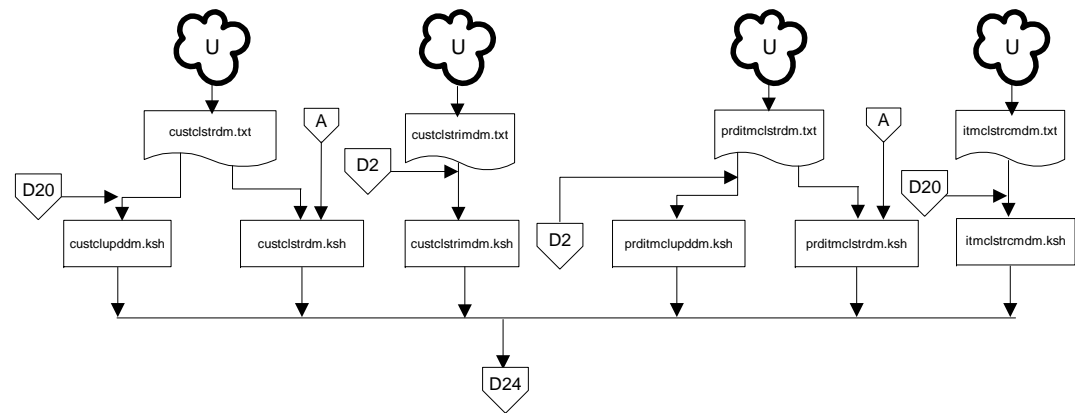
**Note:**  
Text file originates in Retek  
Customer Order Management  
(RCOM)



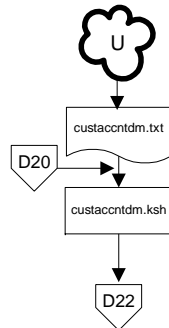
Customer geographic  
dimension



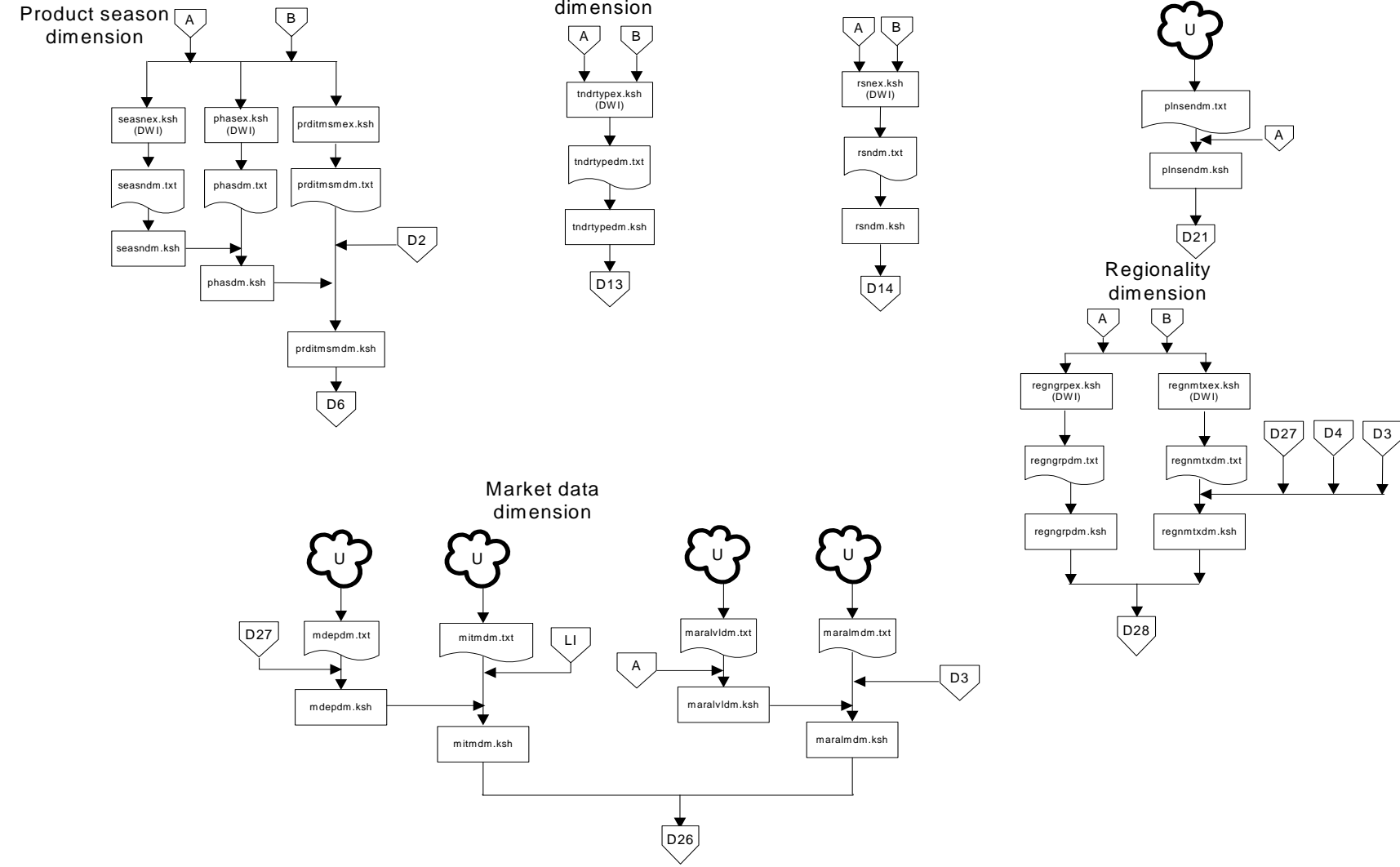
Customer and product  
clustering dimension



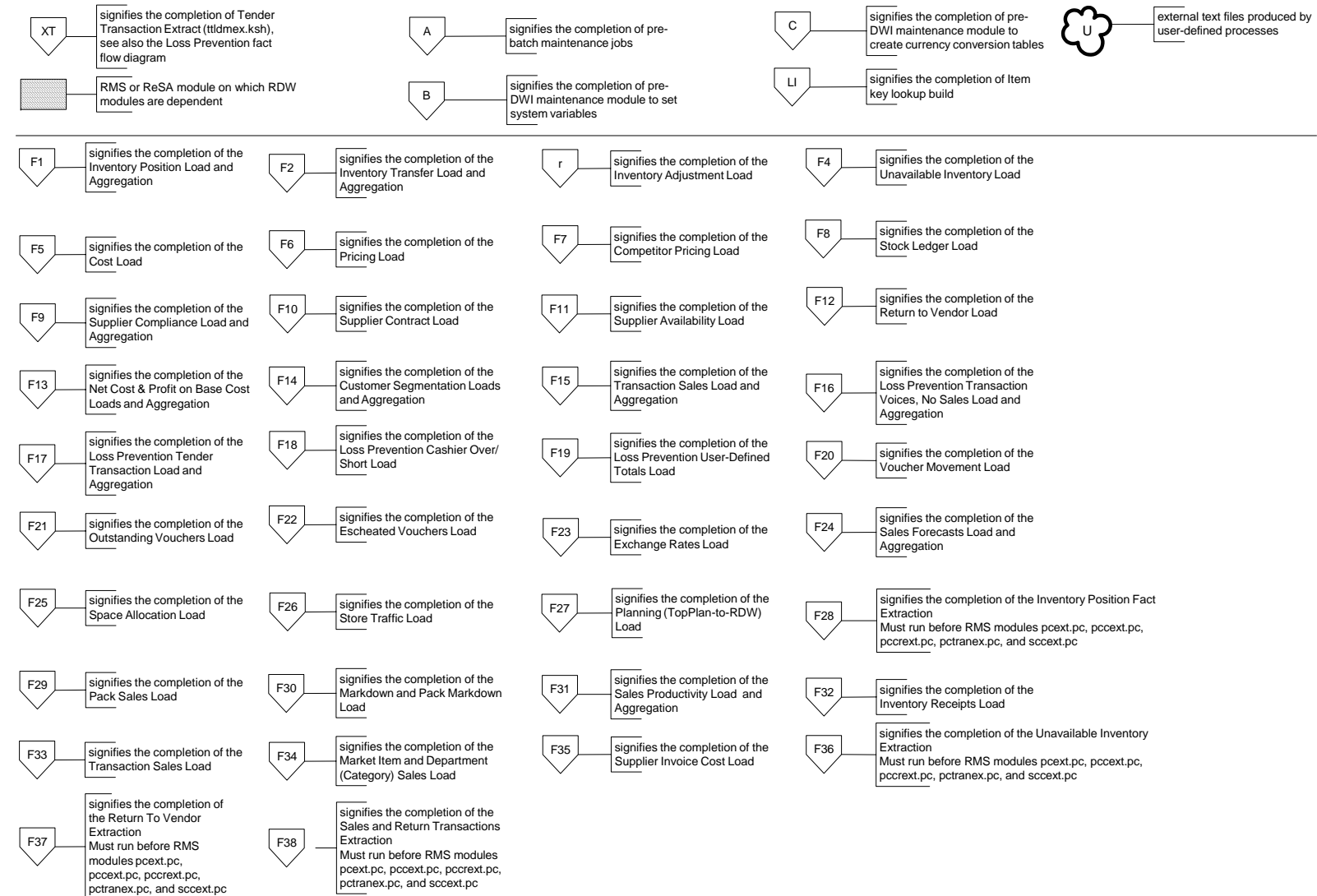
Customer account  
dimension



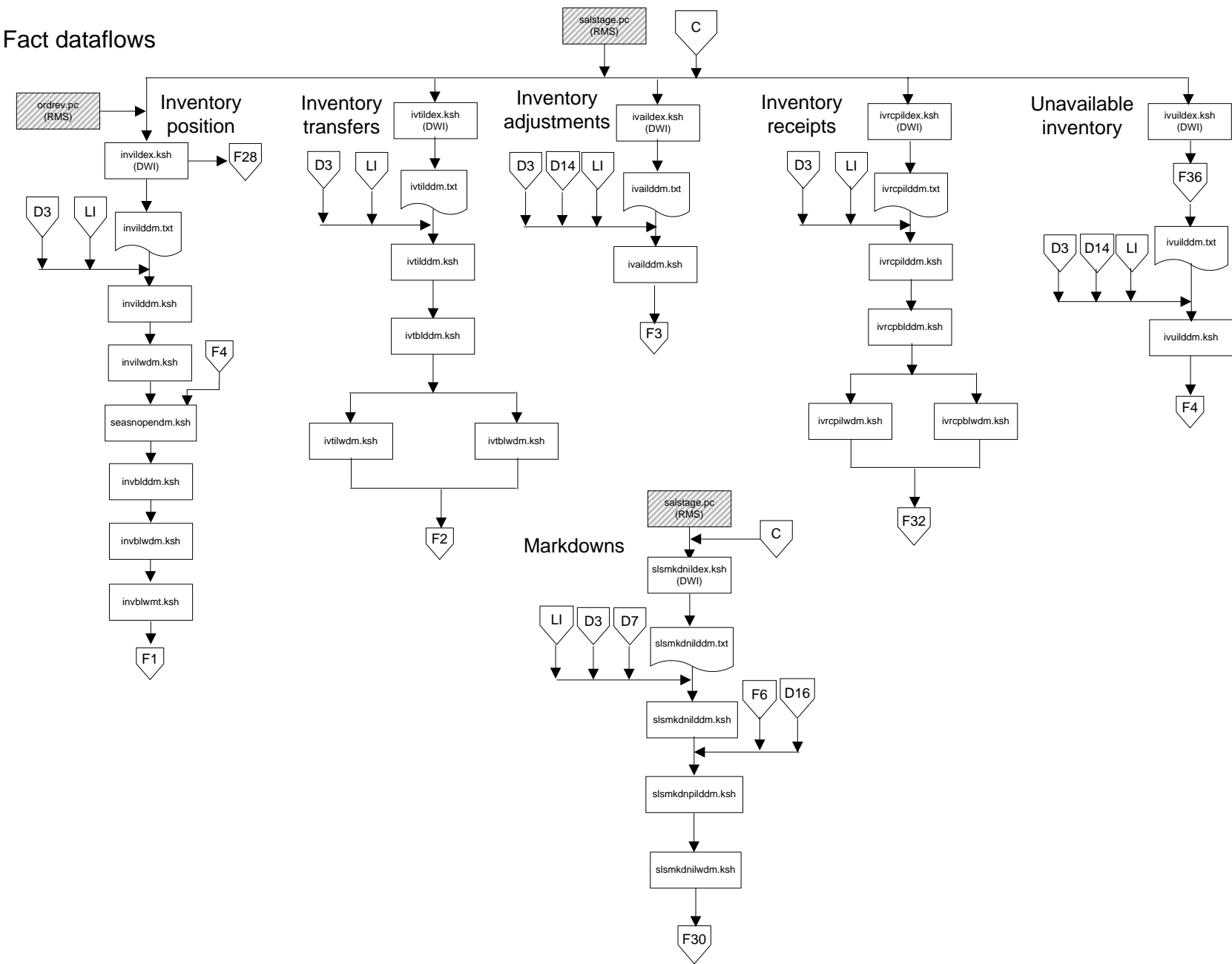
Dimension dataflows

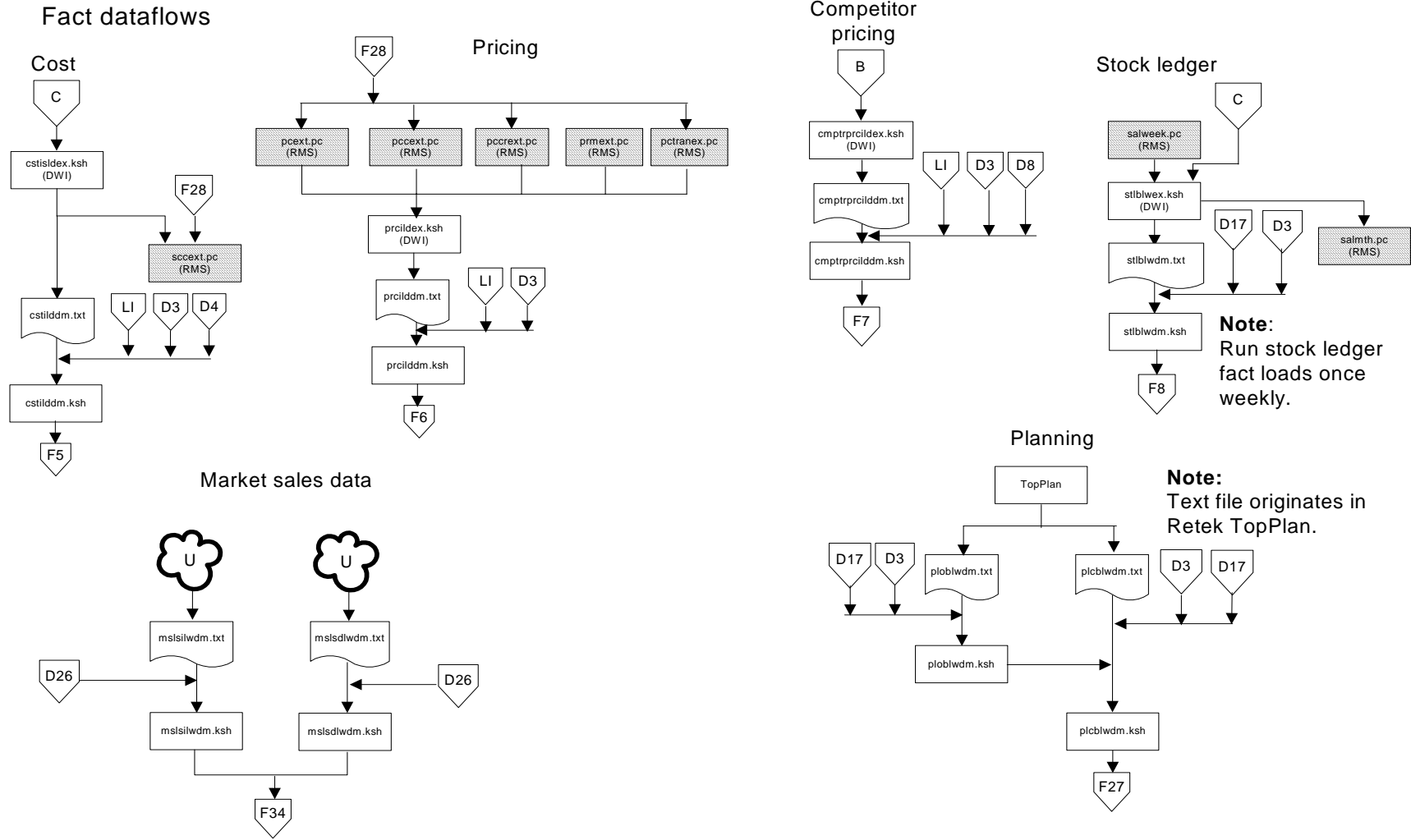


# Legend: RDW 10.2.3 fact programs



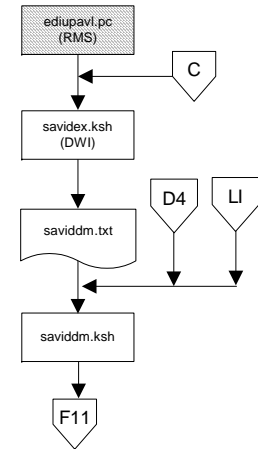
Fact dataflows



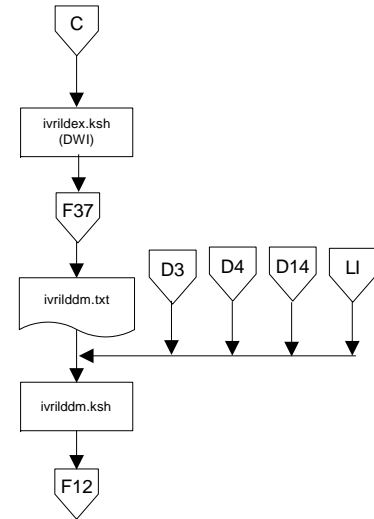


Fact dataflows

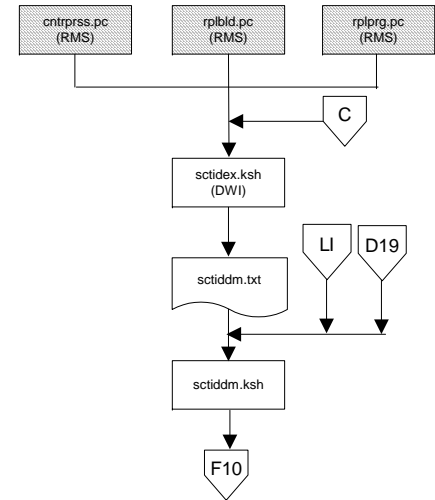
Supplier availability



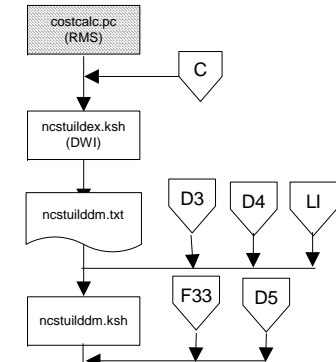
Return to vendor



Supplier contract

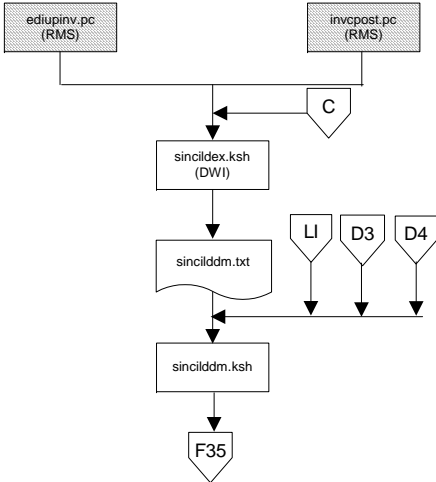


Net cost

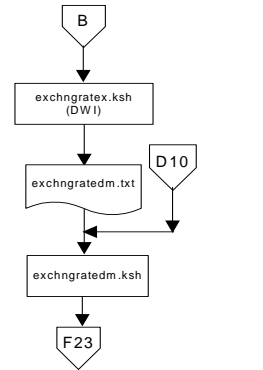
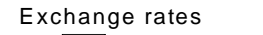


Profit on base cost

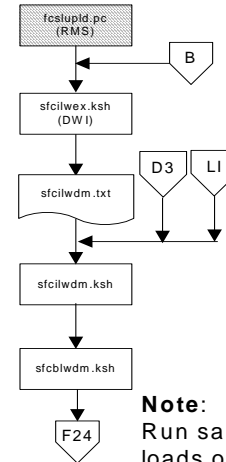
Supplier invoice cost



## Fact dataflows

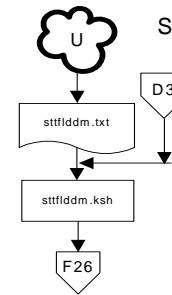


## Sales forecasts

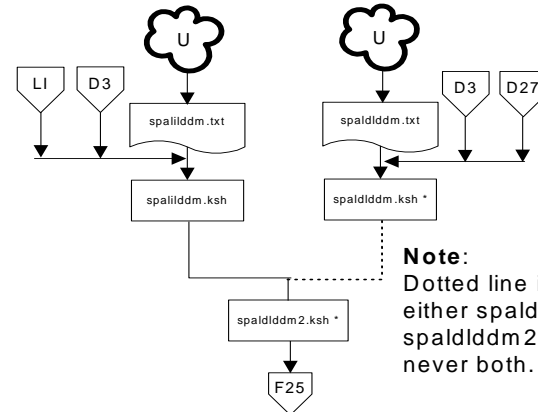


**Note:**  
Run sales forecast fact loads once weekly.

## Store traffic



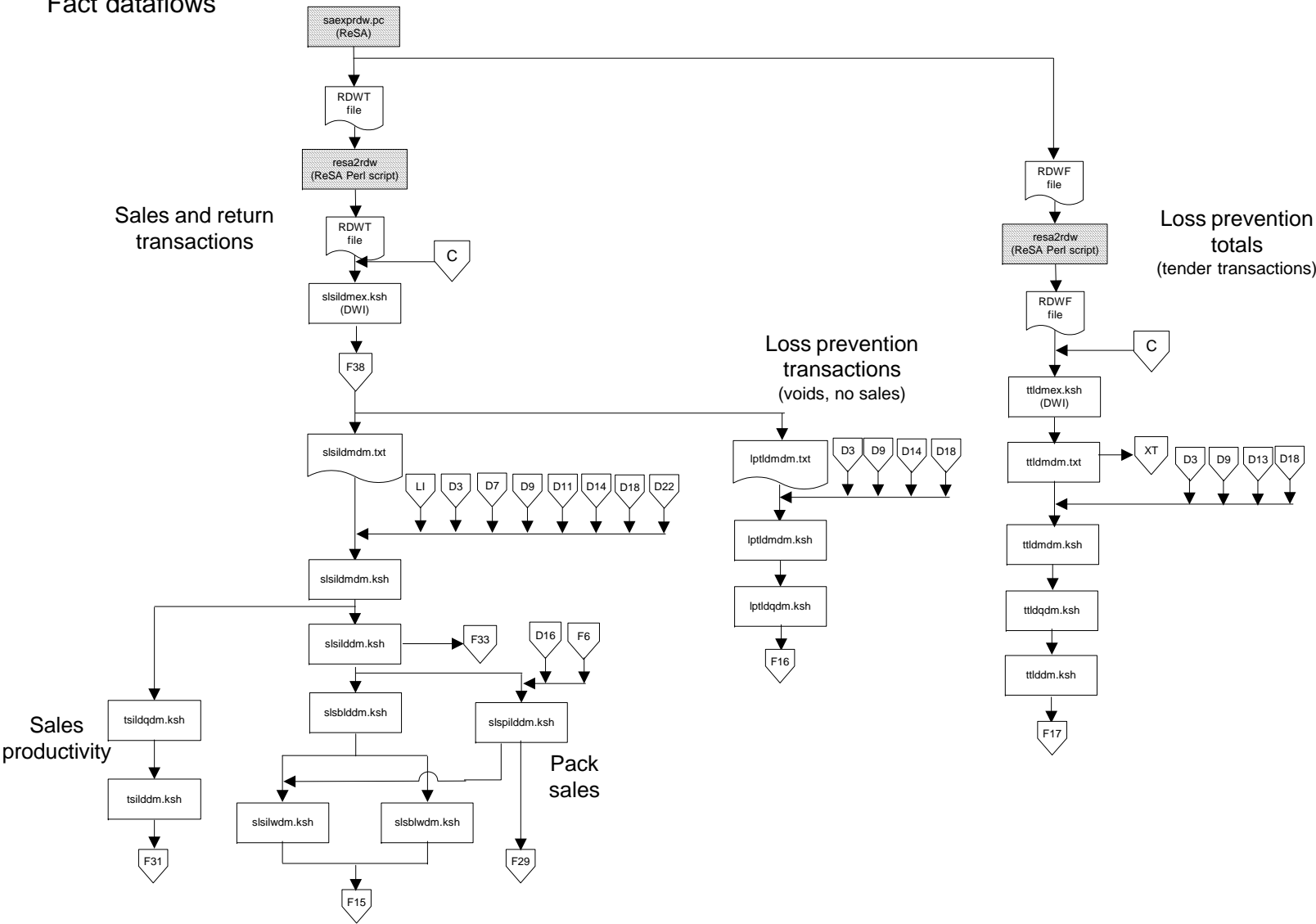
## Space allocation



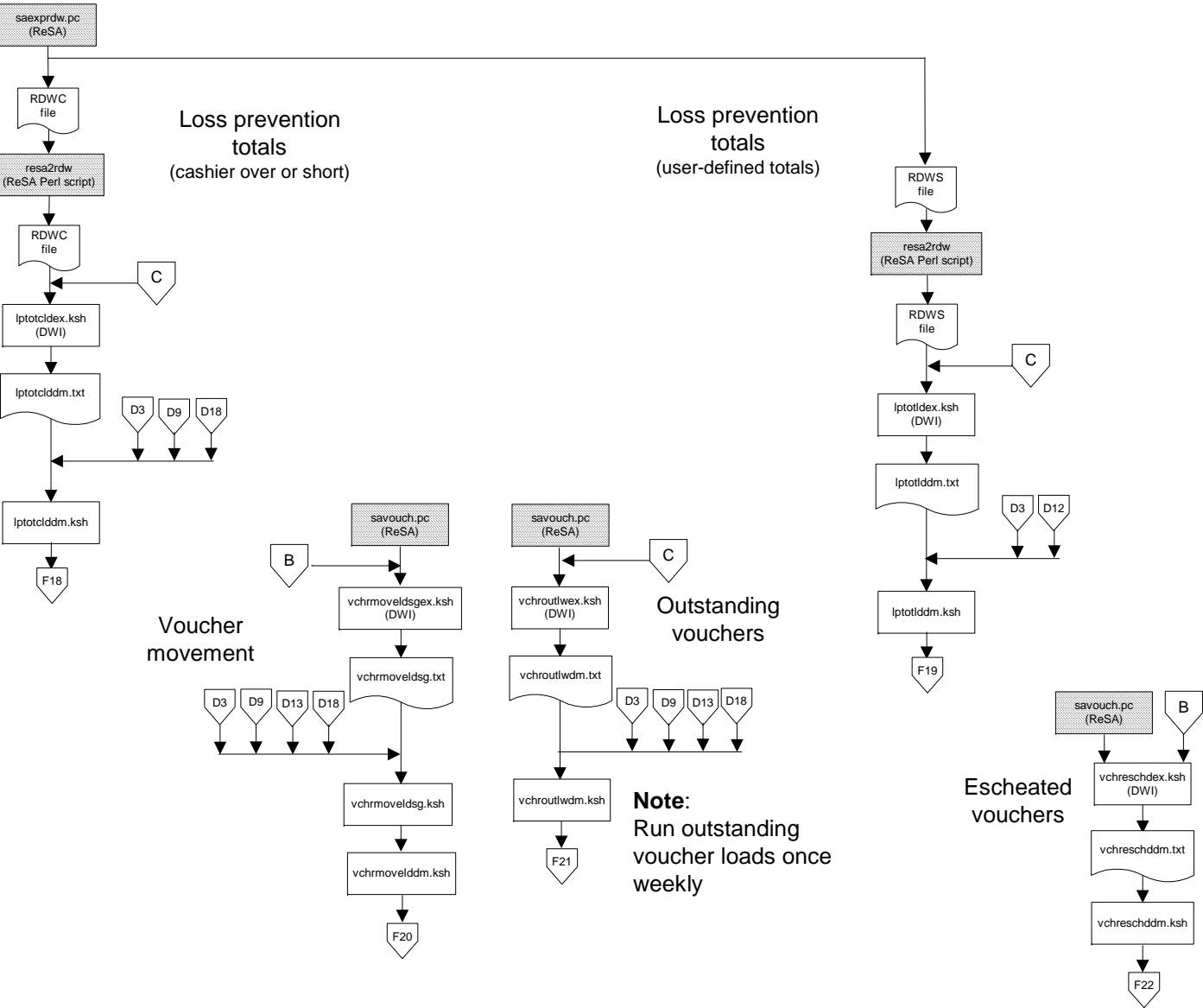
**Note:**  
Dotted line indicates that  
either `spaldlddm.ksh` or  
`spaldlddm2.ksh` runs,  
never both.



Fact dataflows



Fact dataflows



Fact dataflows

