

# Retek® Data Warehouse

## 10.2.1



## Batch Schedule



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### **Customer Support hours:**

Customer Support is available 7x24x365 via e-mail, 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.

<b>Contact Method</b>	<b>Contact Information</b>
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<b>Internet (ROCS)</b>	<a href="http://www.retek.com/support">www.retek.com/support</a> Retek's secure client Web site to update and view issues
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<b>E-mail</b>	support@rettek.com
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<b>Phone</b>	US & Canada: 1-800-61-RETEK (1-800-617-3835) World: +1 612-587-5800 EMEA: 011 44 1223 703 444 Asia Pacific: 61 425 792 927
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<b>Mail</b>	Retek Customer Support Retek on the Mall 950 Nicollet Mall Minneapolis, MN 55403
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### **When contacting Customer Support, please provide:**

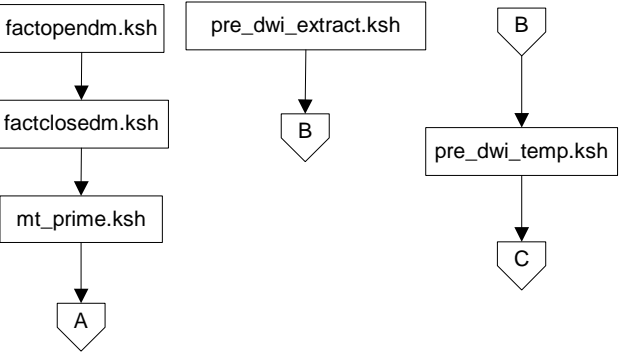
- Product version and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step by step instructions to recreate.
- Exact error message received.
- Screen shots of each step you take.



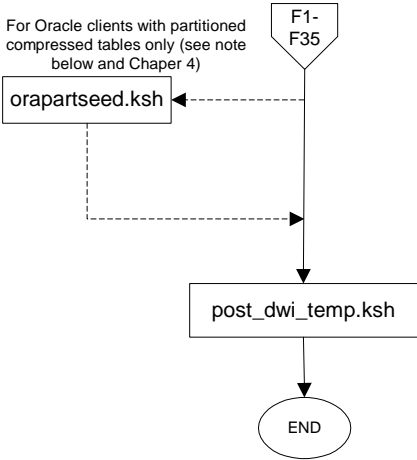
# Legend: RDW 10.2.1 dimension programs



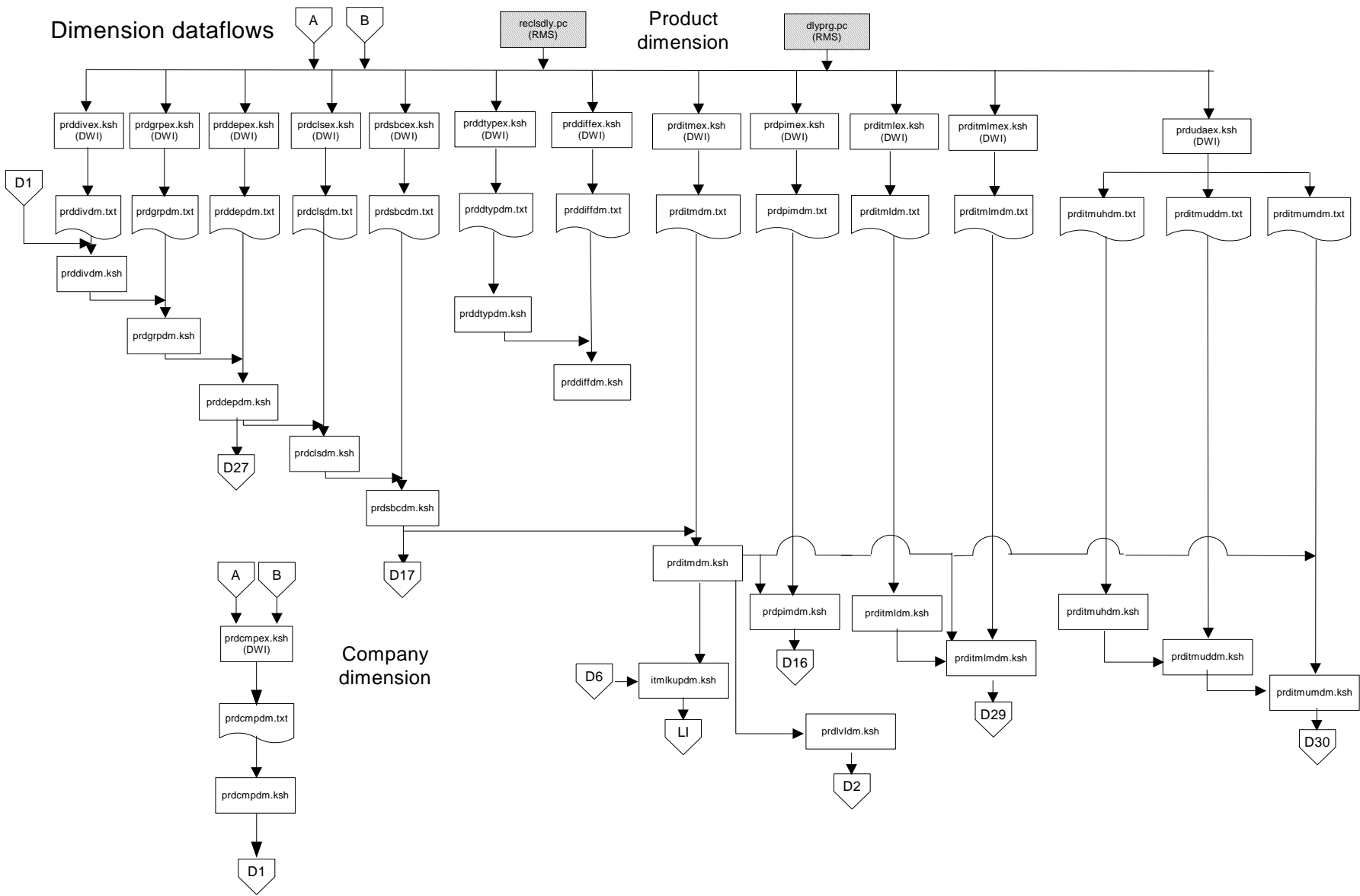
Pre-batch  
maintenance



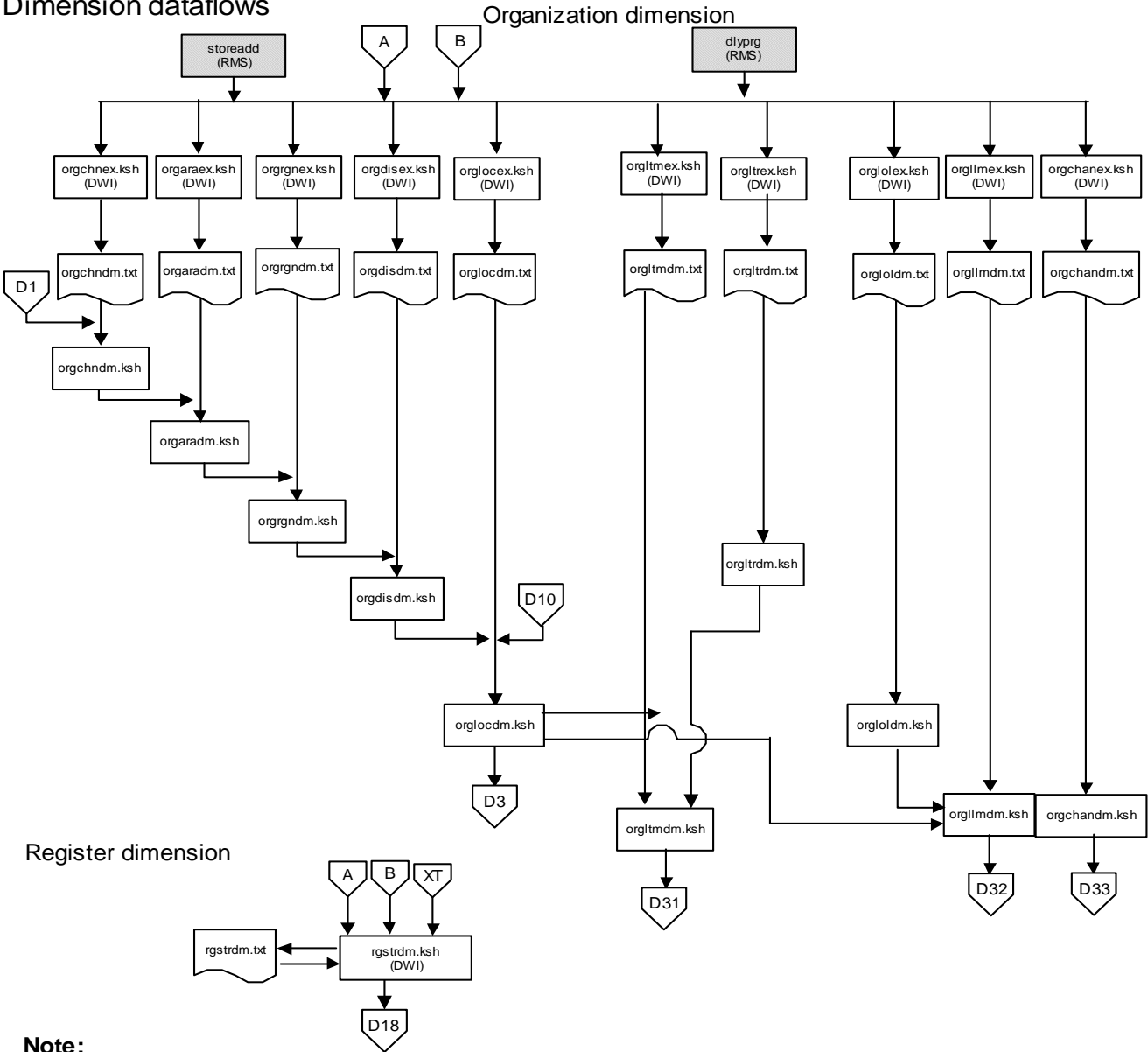
Post-batch  
maintenance



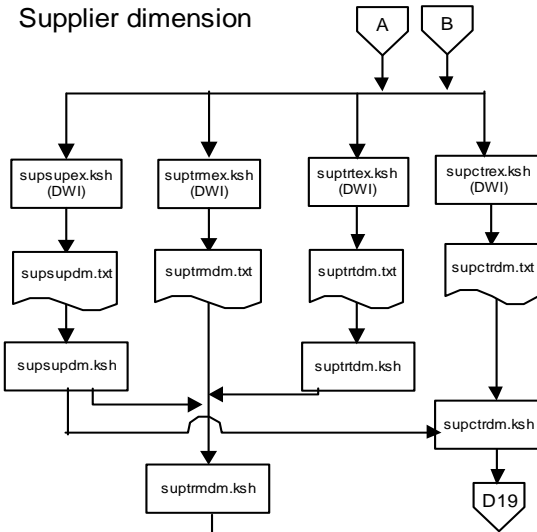
**Note:**  
Orapartseed.ksh is an optional program used by Oracle clients only. The program affects compressed, partitioned datamart tables. See the chapter, "Compression and partitioning," for a more detailed explanation of seeding.



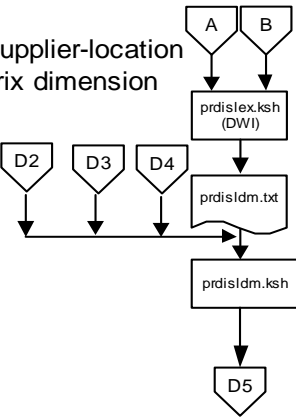
Dimension dataflows



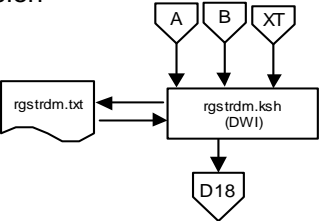
Supplier dimension



Item-supplier-location  
matrix dimension



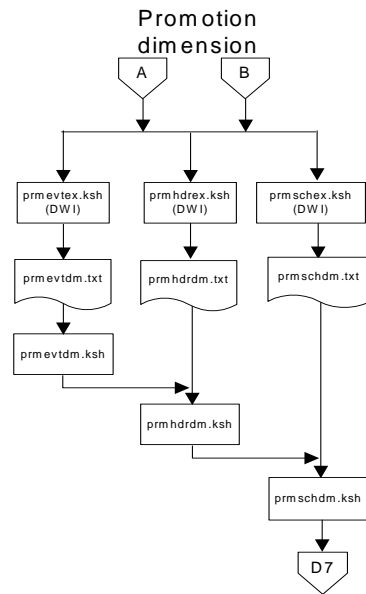
Register dimension



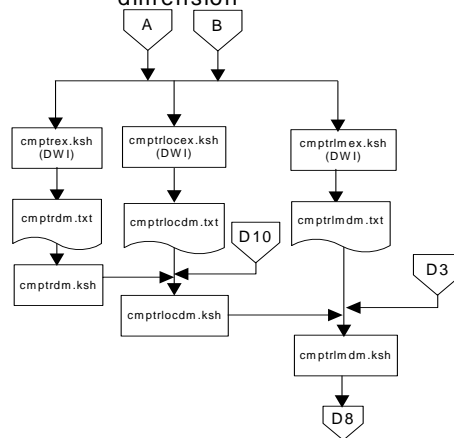
**Note:**  
rgstrdm.txt internally  
generated by rgstrdm.ksh



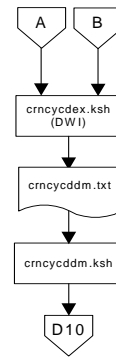
## Dimension dataflows



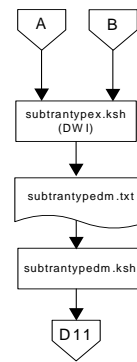
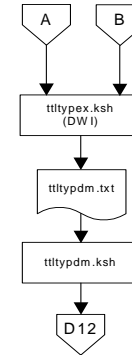
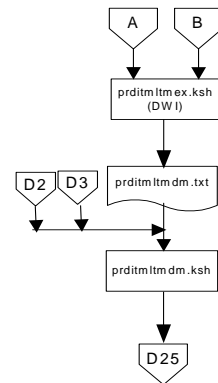
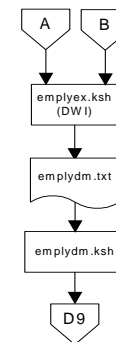
Competitor  
dimension



Currency code  
dimension



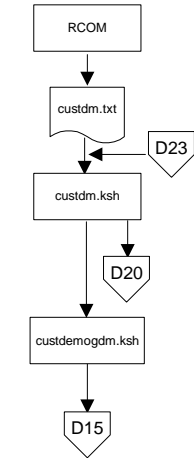
Sub-transaction type  
dimension

ReSA total type  
dimensionItem-location trait  
matrix dimensionEmployee  
dimension

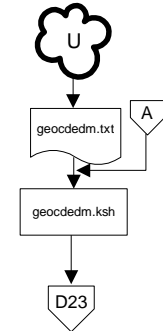
Dimension dataflows

Customer and customer demographic dimension

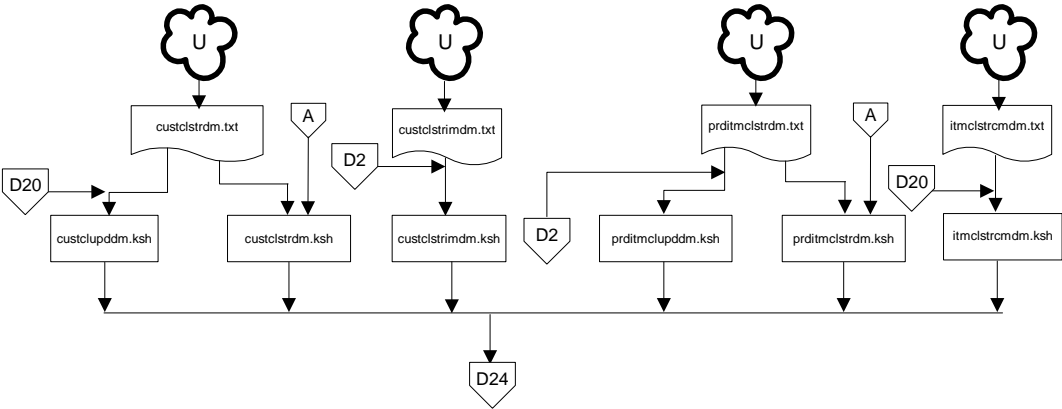
**Note:**  
Text file originates in Retek Customer Order Management (RCOM)



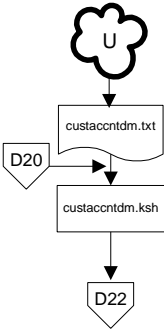
Customer geographic dimension



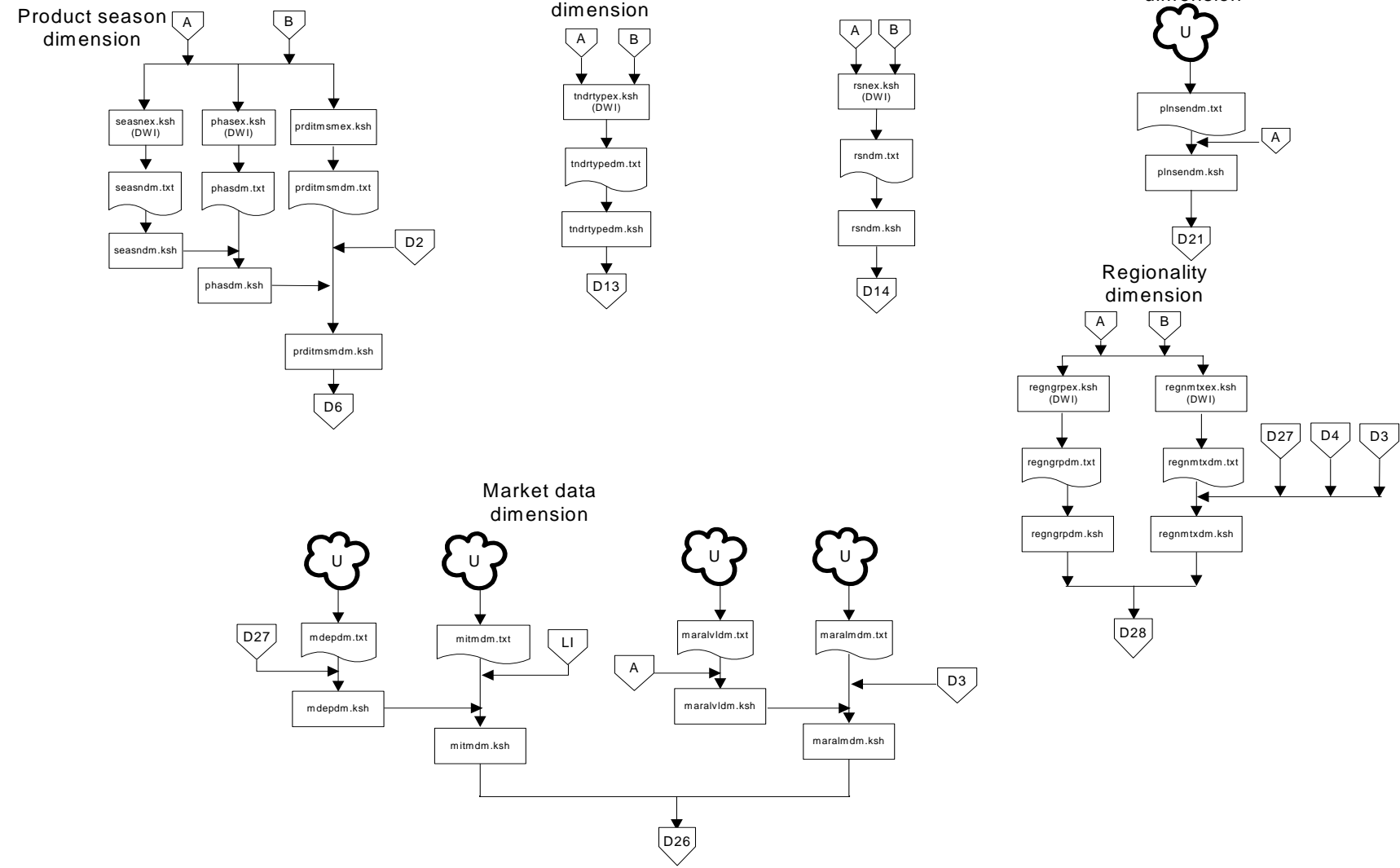
Customer and product clustering dimension



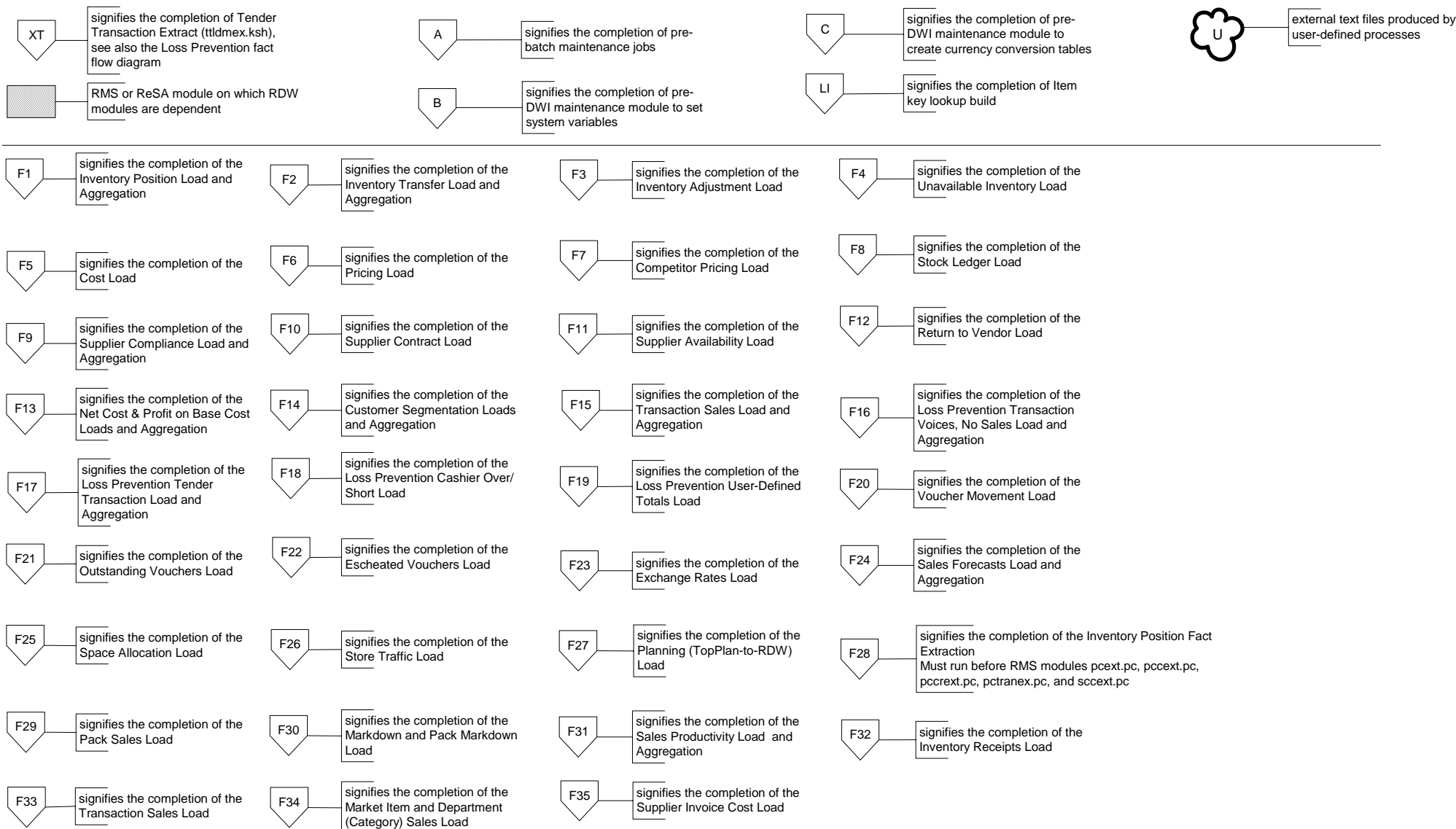
Customer account dimension



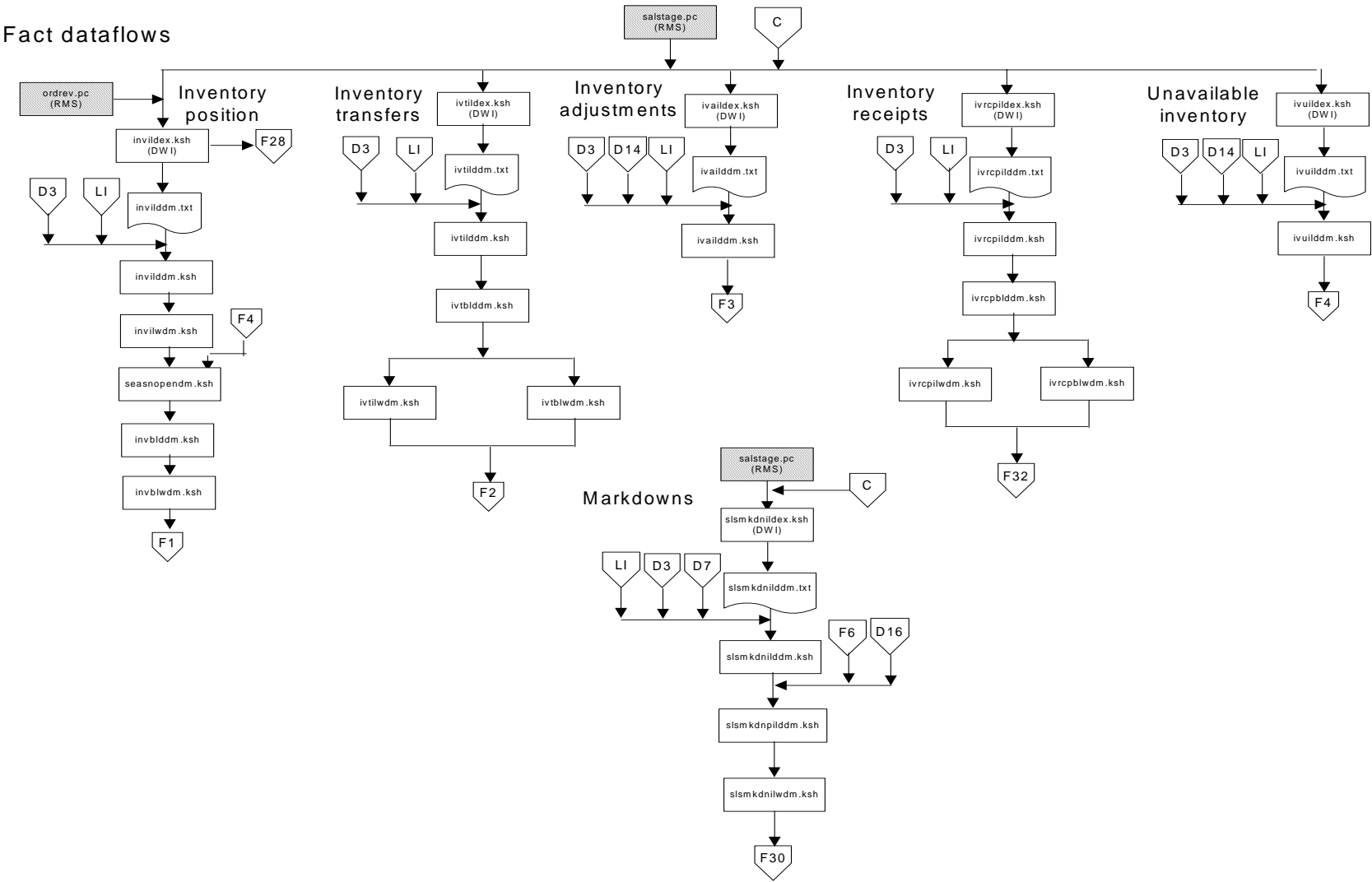
Dimension dataflows



# Legend: RDW 10.2.1 fact programs

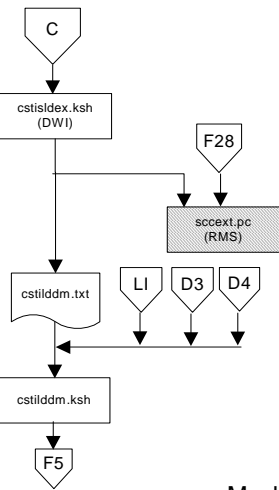


Fact dataflows

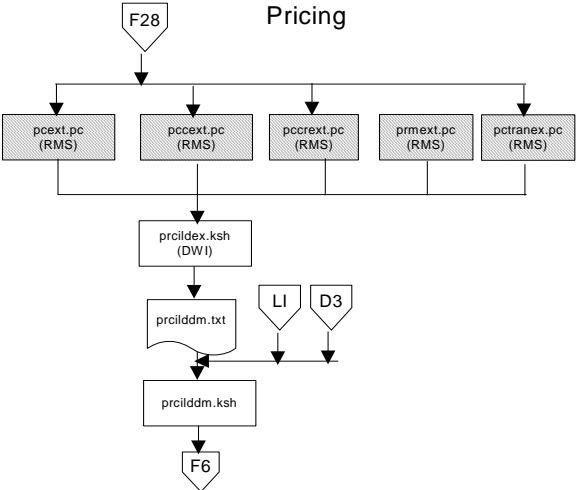


Fact dataflows

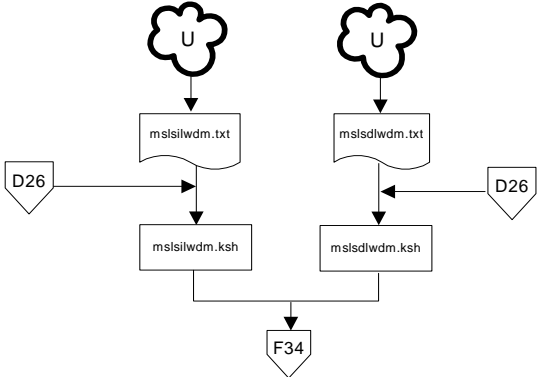
Cost



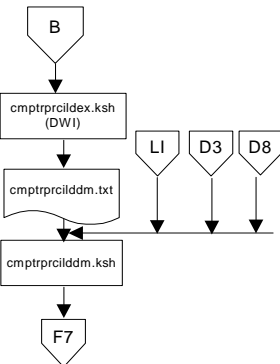
Pricing



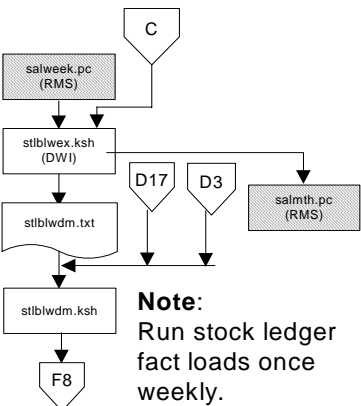
Market sales data



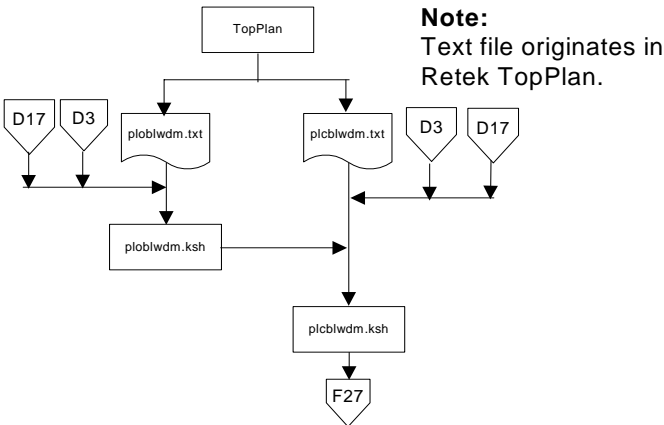
Competitor pricing



Stock ledger

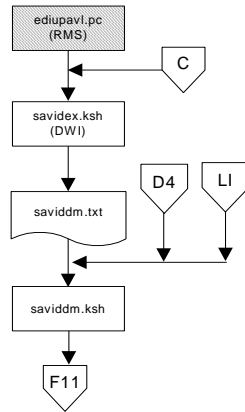


Planning

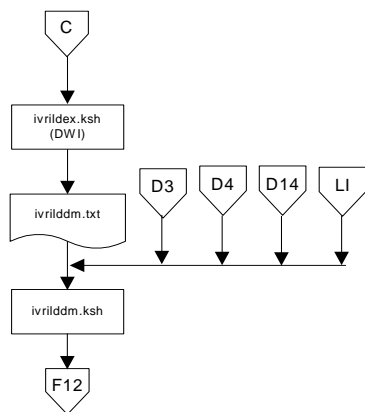


Fact dataflows

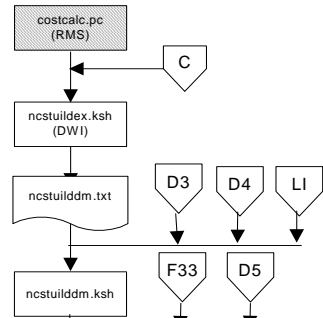
Supplier availability



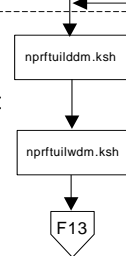
Return to vendor



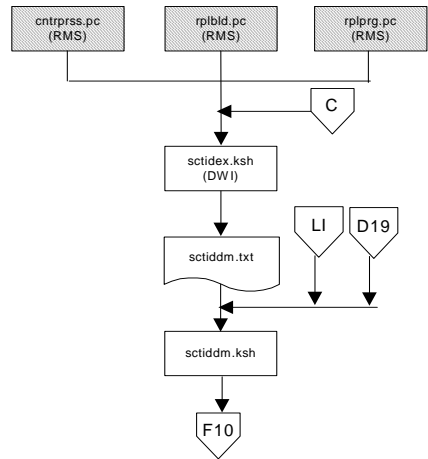
Net cost



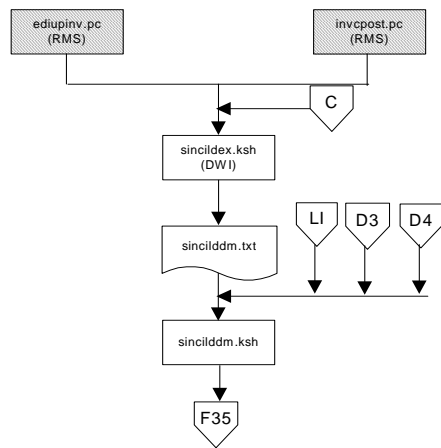
Profit on base cost



Supplier contract

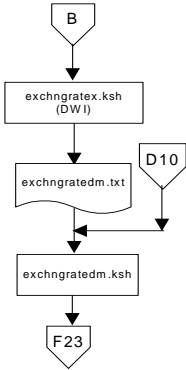


Supplier invoice cost

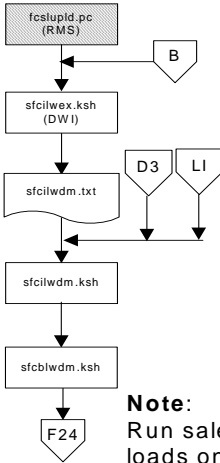


Fact dataflows

Exchange rates

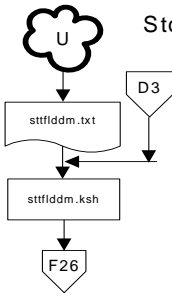


Sales forecasts

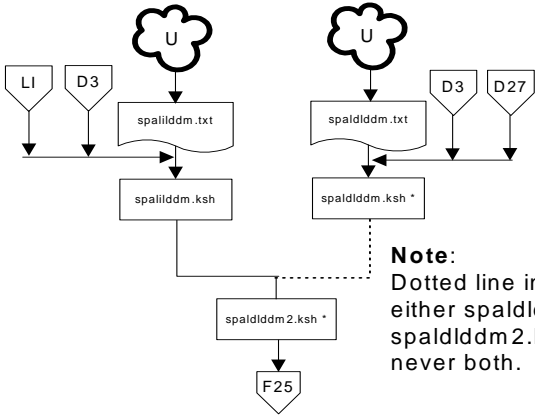


**Note:**  
Run sales forecast fact loads once weekly.

Store traffic



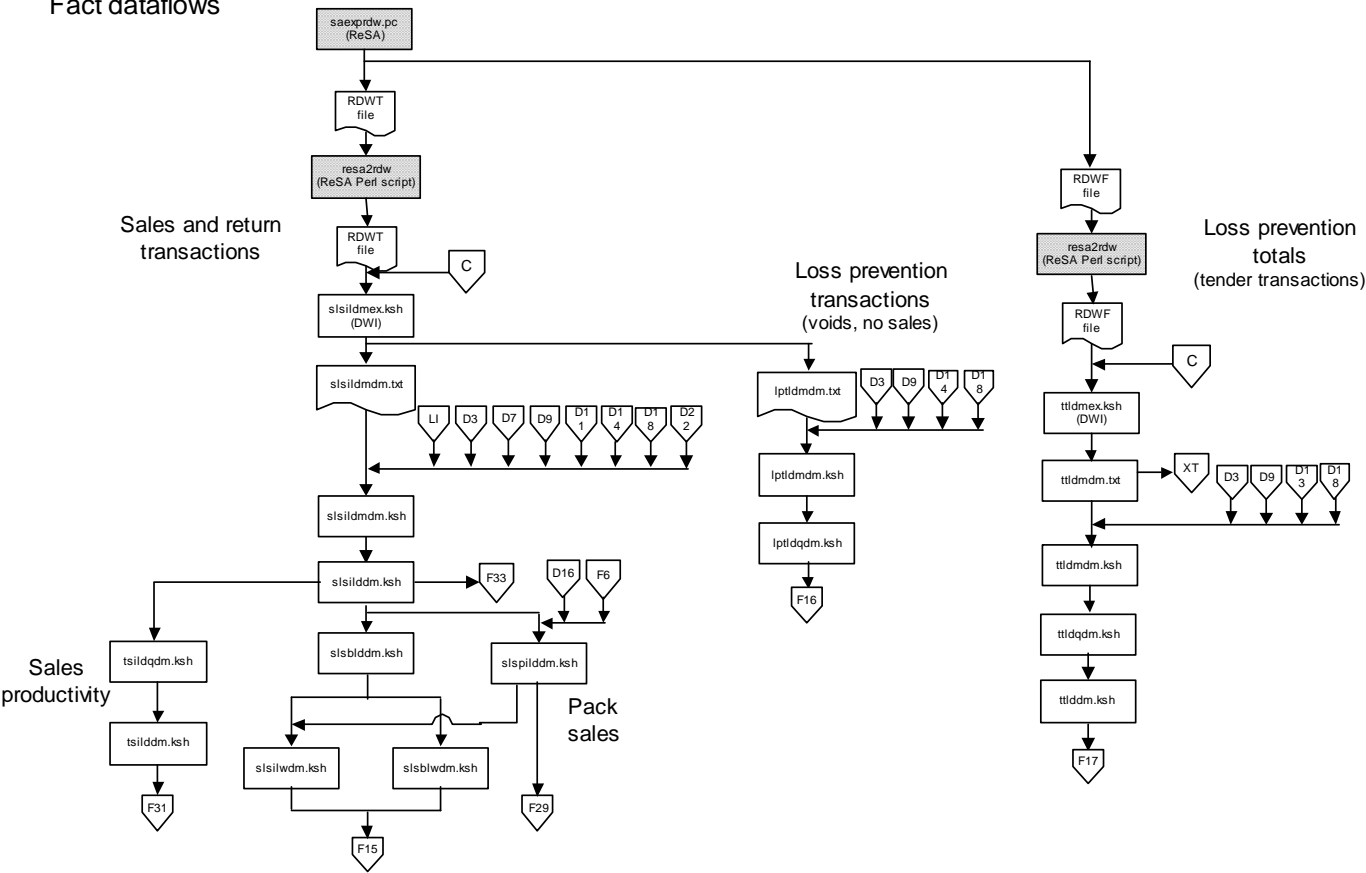
Space allocation



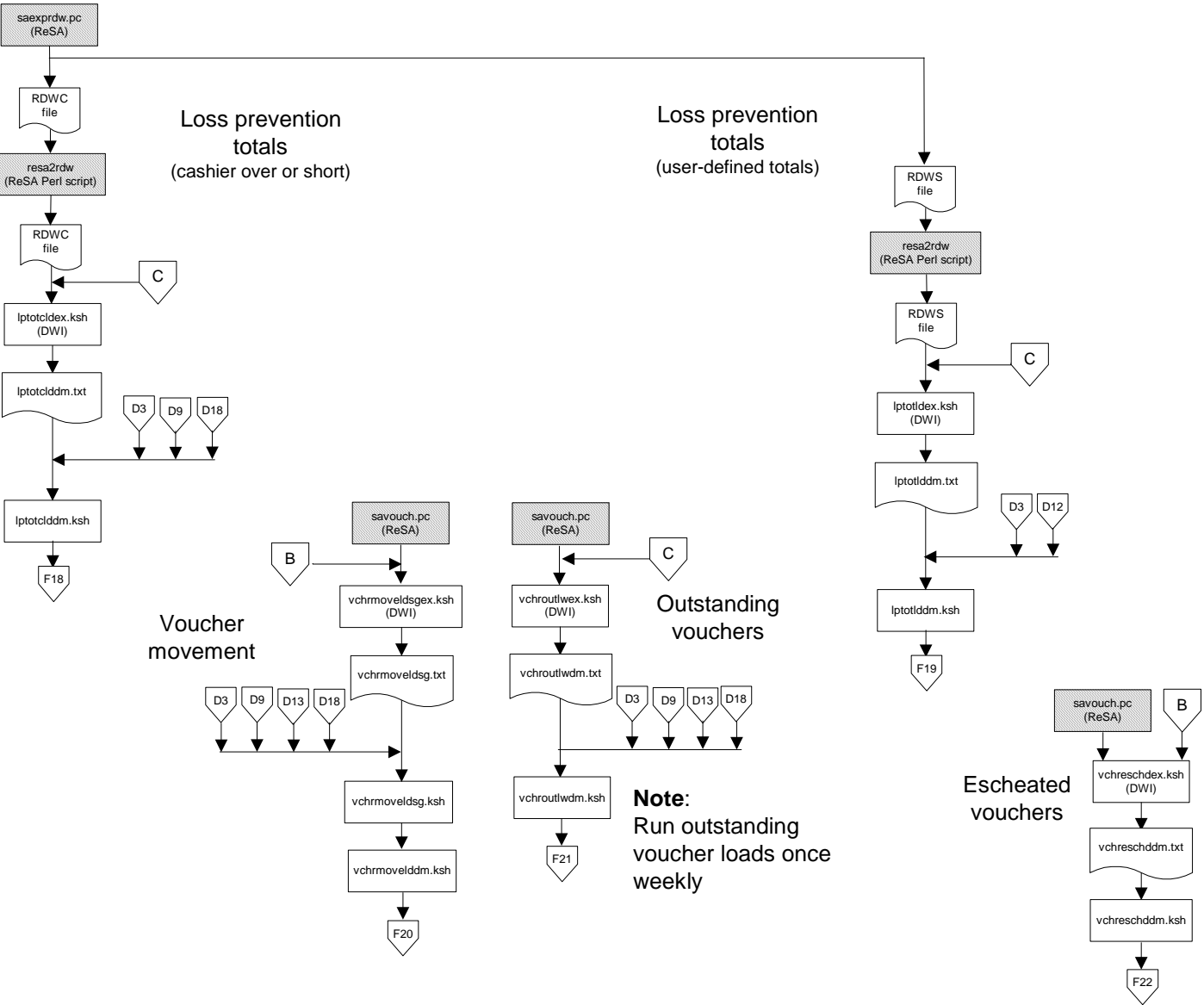
**Note:**  
Dotted line indicates that either spallddm.ksh or spallddm2.ksh runs, never both.



Fact dataflows



Fact dataflows



Fact dataflows

