



**Retek<sup>®</sup>**

# **Customer Order Management 10.0**



## **Release Notes**



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### **Customer Support emergency hours:**

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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.



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## Functional enhancements

The following are the new enhancements and features that have been added to Retek Customer Order Management (RCOM) 10.0. The focus for RCOM 10.0 is integration into the retail enterprise with pre-defined integration interfaces into Retek Merchandising System (RMS) and Retek Distribution Management (RDM). Other enhancements include improvements to managing customers and providing a single customer view across multiple channels.

There have been functional enhancements in the following areas:

- Integration to Retek Integration Bus (RIB)
  - Location maintenance
  - Carrier Service maintenance
  - Item maintenance
  - Fulfillment
  - Order status
  - Vendors
  - Differentiators
- Customer management improvements
  - Ability to support multiple channels
  - Ability to support multiple e-mail addresses, telephones and addresses for a single customer

## Integration

### Location maintenance

Virtual stores set up in RMS 10.0 are interfaced to RCOM, keeping virtual and physical stores separate. RCOM 10.0 also supports virtual warehouses and the physical warehouse it is associated to, so that RDM can manage warehouses at the physical level while inventory in RCOM and RMS is managed at the virtual warehouse level.

### Carrier service maintenance

Carrier services created in RCOM 10.0 are interfaced to RDM, allowing a single point of management of shipping methods and data integrity when customer order ship requests are sent to the warehouse.

### Item maintenance

The primary benefit to item maintenance in RCOM 10.0 is the single point of entry for the setup and maintenance for item data. For RCOM 10.0 all item maintenance is facilitated within the merchandising system (RMS), and then interfaced into RCOM for entering items for customer orders and item searches.

- Item Setup and Maintenance
- Packs – RMS sellable packs can now be added to customer orders
- Item Pricing
- Item Search

### Item Setup & Maintenance

All item setup and maintenance is completed in the merchandising system (RMS) that eliminates the need to maintain item data in two separate systems. Also new with RCOM 10.0, is support for item packs. RCOM now takes customer orders for sellable pack items setup within RMS. The promotional element of packs is not supported in the 10.0 release.

### Item Pricing and Search

The initial item price setup within RMS is brought over for pricing products within RCOM. The item differentiators are setup within the standard item setup function within RMS and interfaced into RCOM for item searches.

### Fulfillment

In RCOM 10.0, integration into the warehouse management system (RDM) has been created to fulfill customer orders. A certified interface between RCOM and RDM has been created and tested to create and fulfill customer orders. The interface supports visibility of order status at the order line level to determine status of individual lines.

This capability arms the retailer with the ability to provide superior customer service to their customers by providing visibility to what specific items have ship confirmations or have been back ordered.

For items that have shipped, the carrier information is available to track the status of an order from the warehouse to the customer address.

### Customer management improvements

RCOM 10.0 has improved the ability to create and maintain customers across the retail enterprise. The improvements are focused on enhancing customer maintenance to provide a single view of customer behavior across the enterprise 10.0. It also includes the introduction of table API's (TAPI's) that provide ability to access customer information from outside of the application.



## Performance enhancements

N/A

## Technical enhancements

### Oracle 9i

RCOM has been upgraded to run on Oracle 9i. Oracle 9i is designed for efficient application development, superior content management, and successful application deployment on the Internet and therefore will allow Retek to further exploit the unlimited opportunities the Internet provides. Oracle 9i provides the advanced tools to manage all types of data that is found in today's most popular web sites and also the performance and scalability needed to support these large sites and other mission critical applications.

Oracle 9i is also introducing the Oracle Enterprise Manager, which is the comprehensive management framework for managing the Oracle database and application environment. Oracle Enterprise Manager includes an easy to-use centralized console, a rich set of management tools, and the extensibility to detect and solve problems that arise. It also includes several administrative applications for performing day-to-day tasks for databases and applications, such as scheduling and backup routines.

### Forms

Retek has also upgraded to Oracle Developer 6i. This version of Oracle Developer leverages the Internet platform to provide business solutions that automatically scale and perform with a minimum development effort.

Oracle developer provides the following benefits:

- Leverage the power of a rapid application development (RAD) environment that allows for an easy transition from a client/server environment to a three-tiered Internet environment.
- Deliver scalable enterprise-class applications around the world automatically allowing companies to meet the growing demands of their business, choose the most optimal deployment architecture, and deliver multilingual applications around the globe.
- Deliver solutions in web time to easily build complex database applications that automatically scale, realize benefits of optimized deployment platform tightly integrated with a modeling and declarative suite, promote standards-based, team development with reusable components, and build rich user interfaces.
- Protect your investment to provide support for emerging technologies and extend your pre-packaged applications
- Achieve open access to support multiple platforms and multiple databases
- Leverage the Internet platform to exploit the power of Oracle 9i.

## Integration enhancements

N/A

## Known issues

- When users are setup in the User Account form, they can only be assigned to a company that has a type of Banner.
- For company type uses, Customers can only be assigned to the Global Company for this release. This means that all customers will be visible across the entire organization. The values set up in this maintenance table should not be altered.
- Uncertified PaymentPlus interface due to no Oracle 9i support from PaymentPlus, this will be resolved in June patch.
- The language translation is not functional within 10.0. This is due to the Oracle views that handle the translation are causing the application to hang.

## Additional changes

- Dropped support for Global Commissioning
- Dropped support for Customer Balances
- Dropped support for Customer Stored Payment Methods

## Dropped

## Sequences

Sequences	
CGC_COMMISSION_EVENT_S	CGC_COMMISSION_EVENT_TYPE_S
CGC_COMMISSION_LEG_QUALIFY_S	CGC_COMMISSION_PAYOUT_S
CGC_COMMISSION_PERIOD_S	CGC_COMMISSION_QUALIFICATION_S
CGC_COMMISSION_RUN_S	CGC_COMMISSION_RUN_TYPE_S
CGC_COMMISSION_TYPE_S	CGC_DISTRIB_ACTIVITY_DETAIL_S
CGC_DISTRIB_ACTIVITY_S	CGC_DISTRIB_ACTIVITY_SECTION_S
CGC_DISTRIB_ADJUSTMENT_SUM_S	CGC_DISTRIB_COMMISSION_S
CGC_DISTRIB_COMMISSION_SUM_S	CGC_DISTRIB_PERFORMANCE_S
CGC_DISTRIB_VOLUME_SUMMARY_S	CGC_HKD_SEQUENCE_S
CGC_HKO_SEQUENCE_S	CGC_MATCH_MARK_S
CGC_PAYABLES_INVOICE_S	CGC_PAYABLES_INVOICE_TYPE_S
CGC_RBC_SEQUENCE_S	CGC_RFD_SEQUENCE_S

Sequences	
CGC_RFO_SEQUENCE_S	CGC_RFR_SEQUENCE_S
CGC_RTD_SEQUENCE_S	CGC_RTO_SEQUENCE_S
CGC_RTR_SEQUENCE_S	CGC_STOCK_OPTION_S
CGC_STOCK_QUALIFICATION_S	CGC_TABLESPACE_S
COE_COMPANY_ITEM_POINTS_S	COE_DISTRIBUTOR_ADJUSTMENT_S
COE_DISTRIB_STOCK_PLAN_S	COE_DISTRIB_STOCK_PURCHASE_S
COE_ORDER_VOLUME_REASON_S	COE_ORDER_VOLUME_SUMMARY_S
COE_STOCK_PLAN_TYPE_S	COM_MESSAGE_S
CUR_DISTRIB_LEG_PERFORMANCE_S	COE_COMPLIANCE_TYPE_S
COE_DISTRIBUTOR_COMPLIANCE_S COE_DISTRIBUTOR_LEVEL_S	COE_DISTRIBUTOR_NUMBER_S
COE_DISTRIBUTOR_RECOGNITION_S	COE_DISTRIBUTOR_S
COE_DISTRIBUTOR_STATUS_S	COE_DISTRIBUTOR_TERRITORY_S
COE_DISTRIBUTOR_TYPE_S	COE_DISTRIB_DIRECT_DEPOSIT_S
COE_DISTRIB_PRODUCT_SEGMENT_S	COE_DISTRIB_STATUS_REASON_S
COE_PAY_GROUP_S	COE_RECOGNITION_LEVEL_S
COE_RECOGNITION_TYPE_S	COE_TERRITORY_TYPE_S

## Views

Views	
CGC_CENTURY_CLUB_LIST_V	CGC_COMMISSION_EVENT_TYPES
CGC_COMMISSION_EVENT_TYPES_V	CGC_COMMISSION_QUALIFICATION
CGC_COMMISSION_QUALIFICATION_V	CGC_COMMISSION_RUN_TYPES
CGC_COMMISSION_RUN_TYPES_V	CGC_COMMISSION_TYPES_V
CGC_COMM_PAYOUT_SUMMARY_V	CGC_DISTRIB_ACTIVITY_SECTIONS
CGC_DISTRIB_DOWNLINE_V	CGC_DISTRIB_UPLINE_V
CGC_FAILED_MAINT_V	CGC_INFINITY_DETAILS_V
CGC_INSTANT_QUALIFY_REASONS	CGC_INSTANT_QUALIFY_REASONS_V
CGC_INSTANT_QUALIFY_TYPES	CGC_INSTANT_QUALIFY_TYPES_V
CGC_PAYABLES_CHECK_HISTORY_V	CGC_PAYABLES_INVOICE_TYPES
CGC_PAYABLES_INVOICE_TYPES_V	CGC_STOCK_QUALIFICATIONS
CGC_STOCK_QUALIFICATIONS_V	CGC_TOP_EARNERS_HIST_V
CGC_TOP_EARNERS_V	COE_DISTRIB_STOCK_V

Views	
COE_ORDER_VOLUME_REASONS	COE_ORDER_VOLUME_REASONS_V
COE_STOCK_PLAN_TYPES	COE_STOCK_PLAN_TYPES_V
COM_DISTIB_DOWNLINE_V	COM_DISTIB_UPLINE_V
COM_FAILED_MAINT_V	COM_INFINITY_DETAILS_V
CUR_DIRECTOR_DOWNLINE_V	CUR_DISTIB_DOWNLINE_V
CUR_DISTIB_PERFORMANCES_SNAP	CUR_DISTIB_PERFORMANCES_V
CUR_DISTIB_PERFORMANCES_VIRT	CUR_DISTIB_UPLINE_V
CUR_FAILED_MAINT_V	CUR_INFINITY_DETAILS_V
COE_LEGAL_ENTITY_TYPES	COE_LEGAL_ENTITY_TYPES_V
COE_COMPLIANCE_TYPES	COE_COMPLIANCE_TYPES_V
COE_CUSTOMER_DISTRIBUTOR_V	COE_DISTRIBUTOR_LEVELS
COE_DISTRIBUTOR_LEVELS_V	COE_DISTRIBUTOR_STATUS
COE_DISTRIBUTOR_STATUS_V	COE_DISTRIBUTOR_TYPES
COE_DISTRIBUTOR_TYPES_V	COE_DISTIB_STATUS_REASONS
COE_DISTIB_STATUS_REASONS_V	COE_OUT_OF_COMPLIANCE_V
COE_PAY_GROUPS	COE_PAY_GROUPS_V
COE_RECOGNITION_LEVELS	COE_RECOGNITION_TYPES
COE_RECOGNITION_TYPES_V	COE_TERRITORY_TYPES
COE_TERRITORY_TYPES_V	CAD_PROGRAM_ROLE_GRANTS_V
COE_ITEM_MATRIX_SIZES_V	WWW_STYLE_COLOR_SIZE_V
COE_ITEM_MATRIX_ELEMENT_4_V	COE_ITEM_MATRIX_ELEMENT_5_V
COE_ITEM_MATRIX_COLORS_V	COE_ITEM_MATRIX_STYLES_V
CAD_REGIONS_V	COEV_ITEM_MATRIX_ELEM_5_V
CDM_CUSTOMER_ORDERS_V	COE_CUSTOMER_BALANCE_V
MTL_ITEM_CATEGORIES_V	COE_ACTIVITY_SOURCES_AV
MK_TEST	MTL_ITEM_ONHAND_QUANTITY_V
COE_MTL_ITEM_ONHAND_QUANTITY_V	COE_FLEX_V

## Tables

Tables	
COE_CUSTOMER_AUTO_PAYMENTS	TEMP_CAS_LOCATION_VV
GL_SETS_OF_BOOKS	FND_FLEX_VALUE_SETS
FND_FLEX_VALUES	COE_ORDER_LINE_INTERFACE
TRAN_DATA_STG	FND_ID_FLEX_STRUCTURES
TEMP_CAD_MESSAGE_LANG	FND_ID_FLEXS
FND_ID_FLEX_SEGMENTS	GL_CODE_COMBINATIONS
GL_INTERFACE	TRM_TABLE_SOURCE
PO_VENDORS	RDM2RD_BOL_ITEM
RDM2RD_BOL_CONTAINER	RDM2RD_BOL_HEADER
RDM2RD_BOL_CONTAINER_ITEM	RDM2RD_SHIP_EXCEPTION
MTL_SECONDARY_LOCATORS	MTL_SYSTEM_ITEMS
MTL_SECONDARY_INVENTORIES	IF_CUSTOMER_SALES_ERROR
IF_SHIP_CONTAINER_RMA	IF_RETURNS_UPLOAD
MTL_UNITS_OF_MEASURE	MTL_TRANSACTIONS_INTERFACE
MTL_ONHAND_QUANTITIES	MTL_CATEGORY_SETS
MTL_ITEM_LOCATIONS	MTL_ITEM_LOC_DEFAULTS
MTL_ITEM_CATEGORIES	COE_CUSTOMER_AUTO_PAY_INT
COE_CUSTOMER_TAX_CERT_INT	COE_CUSTOMER_ADDRESSES_INT
COE_CUSTOMERS_INT	COE_CUSTOMER_TELEPHONES_INT
COE_CARRIER_SERVICES_A_AIUDR	COE_POS_PROM_DETAIL_STG
COE_ORDER_INTERFACE	COE_ORDER_LINE_INTERFACE
COE_RMS_LOCATIONS	CAD_REGIONS
DEMO_ITEMS	CGC_COMMISSION_EVENTS
CGC_COMMISSION_EVENT_TYPES_A	CGC_COMMISSION_LEG_QUALIFY
CGC_COMMISSION_PAYOUTS	CGC_COMMISSION_PERIODS
CGC_COMMISSION_QUALIFICATION_A	CGC_COMMISSION_RUNS
CGC_COMMISSION_RUN_STEPS	CGC_COMMISSION_RUN_TYPES_A
CGC_COMMISSION_TYPES	CGC_DISTRIB_ACTIVITY
CGC_DISTRIB_ACTIVITY_DETAIL	CGC_DISTRIB_ACTIVITY_SECTION_A
CGC_DISTRIB_ADJUSTMENT_SUMS	CGC_DISTRIB_COMMISSIONS

Tables	
CGC_DISTRIB_COMMISSION_SUMS	CGC_DISTRIB_PERFORMANCES
CGC_DISTRIB_VOLUME_SUMMARIES	CGC_HK_DISTRIBUTORS
CGC_HK_ORDERS	CGC_INSTANT_QUALIFY_REASONS_A
CGC_INSTANT_QUALIFY_TYPES_A	CGC_PAYABLES_DISTRIBUTOR
CGC_PAYABLES_INVOICES	CGC_PAYABLES_INVOICE_TYPES_A
CGC_POST_POINTS_FLAGS	CGC_RED_BATCH_CONTROLS
CGC_RED_FOREIGN_DISTRIBUTORS	CGC_RED_FOREIGN_ORDERS
CGC_RED_FOREIGN_RGAS	CGC_RED_TEMP_DISTRIBUTORS
CGC_RED_TEMP_ORDERS	CGC_RED_TEMP_RGAS
CGC_STOCK_OPTIONS	CGC_STOCK_QUALIFICATIONS_A
CGC_TABLESPACES	COE_AR_ACCOUNT_SUMMARIES
COE_AR_ACCOUNT_TRANSACTIONS	COE_COMPANY_ITEM_POINTS
COE_DISTRIBUTOR_ADJUSTMENTS	COE_DISTRIB_STOCK_PLANS
COE_DISTRIB_STOCK_PURCHASES	COE_ORDER_VOLUME_REASONS_A
COE_ORDER_VOLUME_SUMMARIES	COE_STOCK_PLAN_TYPES_A
COM_DISTRIBUTOR_ADJUSTMENTS	COM_DISTRIB_ADJUSTMENT_SUMS
COM_DISTRIB_COMMISSIONS	COM_DISTRIB_COMMISSION_SUMS
COM_DISTRIB_PERFORMANCES	COM_DISTRIB_STOCK_PURCHASES
COM_DISTRIB_VOLUME_SUMMARIES	COM_MESSAGES
COM_ORDER_VOLUME_SUMMARIES	CUR_DISTRIB_COMMISSIONS
CUR_DISTRIB_LEG_PERFORMANCE	CUR_DISTRIB_PERFORMANCES
CUR_DISTRIB_VOLUME_SUMMARIES	TEMP_COE_ORDERS
COE_LEGAL_ENTITY_TYPES_A	COE_COMPLIANCE_TYPES_A
COE_DISTRIBUTORS	COE_DISTRIBUTOR_COMPLIANCES
COE_DISTRIBUTOR_LEVELS_A	COE_DISTRIBUTOR_NUMBER_POOLS
COE_DISTRIBUTOR_RECOGNITIONS	COE_DISTRIBUTOR_STATUS_A
COE_DISTRIBUTOR_TERRITORIES	COE_DISTRIBUTOR_TYPES_A
COE_DISTRIB_DIRECT_DEPOSITS	COE_DISTRIB_PRODUCT_SEGMENTS
COE_DISTRIB_STATUS_REASONS_A	COE_PAY_GROUPS_A
COE_RECOGNITION_LEVELS_A COE_RECOGNITION_TYPES_A	COE_TERRITORY_TYPES_A
CAS_EXCEPTIONS	COE_ITEM_MATRIX_COLORS

Tables	
COE_ITEM_ONHAND_MATRIX	SAH_ORDER_TYPE_JOB_FUNCTION
COE_ITEM_MATRIX_STYLES	COE_ITEM_LOCATIONS
COE_ITEM_MATRIX_ELEMENT_\$	COE_ITEM_MATRIX_SIZES
COE_ITEM_MATRIX_ELEMENT_5	

## Package

Package	
CGC\$ACTIVITY	CGC\$ACTIVITY_LOCAL
CGC\$ACTREPORT	CGC\$BASE_COMMISSIONS
CGC\$BASE_OVERRIDES	CGC\$BONUS_OVERRIDES
CGC\$BREAKAWAY_MAINTENANCE	CGC\$CENTURY_CLUB
CGC\$CHANGE_COMPANY	CGC\$CHANGE_SPONSOR
CGC\$CLOSE_COMMISSIONS	CGC\$CLOSE_MONTH_UPDATE_LIVE
CGC\$COMMISSION_RUN	CGC\$COMMON
CGC\$COMPUTE_FEES	CGC\$COMPUTE_GROWTH_BONUS
CGC\$COMPUTE_INFINITY	CGC\$COMPUTE_LEGOP
CGC\$COMPUTE_NET_PAYMENTS	CGC\$COMPUTE_STOCK_PURCHASES
CGC\$CONVERT_MEXICO	CGC\$CREATE_COMMISSION_SUMS
CGC\$CREATE_HORG_SUMS	CGC\$CREATE_ORGANIZATIONAL_SUMS
CGC\$CREATE_PAYABLES	CGC\$DISTRIB_PERFORMANCE
CGC\$GUARANTEE_SET_BREAKAWAY	CGC\$INITCOPYDATA
CGC\$INITCOPYDATA_CUR	CGC\$MANPROMODEMO
CGC\$MOVE_AP_DATA	CGC\$MOVE_STOCK
CGC\$NON_BREAKAWAY_MAINTENANCE	CGC\$ORDER_RETURN
CGC\$POST_POINTS_UPLINE	CGC\$PROMOTE_NON_BREAKAWAYS
CGC\$PROMOTE_NON_BREAKAWAYS_CUR	CGC\$RECOGNITION_PROCESSING
CGC\$REC_COMMON	CGC\$RED_PROCESSING
CGC\$REFRESH_LEG_ORG_POINTS	CGC\$REPLICATE
CGC\$RESINK_CUR_DP	CGC\$RETIREMENT_COMPRESSION
CGC\$SET_ABSOLUTE_GENERATIONS	CGC\$SET_BREAKAWAY_SPONSOR
CGC\$TRANSFER	CGC\$UTIL
CGC\$UTILITY	COE\$DISTRIBUTOR_ADJUSTMENT

Package	
COE\$ORDER_VOLUME_SUMMARY	CGC\$SET_HIGHEST_LEVEL
CGC\$SET_PDAS_FROM_PRIOR_PER	COE\$DISTRIBUTOR
COE\$GL_INT_OA	COE\$INVENTORY_INT_OA
COE\$SUBSCRIPTION_INT	