

Retek® Customer Order Management™ 11.0.4

Release Notes

Corporate Headquarters:

Retek Inc.
Retek on the Mall
950 Nicollet Mall
Minneapolis, MN 55403
USA
888.61.RETEK (toll free US)
Switchboard:
+1 612 587 5000
Fax:
+1 612 587 5100

European Headquarters:

Retek
110 Wigmore Street
London
W1U 3RW
United Kingdom
Switchboard:
+44 (0)20 7563 4600
Sales Enquiries:
+44 (0)20 7563 46 46
Fax:
+44 (0)20 7563 46 10

The software described in this documentation is furnished under a license agreement, is the confidential information of Retek Inc., and may be used only in accordance with the terms of the agreement.

No part of this documentation may be reproduced or transmitted in any form or by any means without the express written permission of Retek Inc., Retek on the Mall, 950 Nicollet Mall, Minneapolis, MN 55403, and the copyright notice may not be removed without the consent of Retek Inc.

Information in this documentation is subject to change without notice.

Retek provides product documentation in a read-only-format to ensure content integrity. Retek Customer Support cannot support documentation that has been changed without Retek authorization.

The functionality described herein applies to this version, as reflected on the title page of this document, and to no other versions of software, including without limitation subsequent releases of the same software component. The functionality described herein will change from time to time with the release of new versions of software and Retek reserves the right to make such modifications at its absolute discretion.

Retek® Customer Order Management™ is a trademark of Retek Inc.

Retek and the Retek logo are registered trademarks of Retek Inc.

This unpublished work is protected by confidentiality agreement, and by trade secret, copyright, and other laws. In the event of publication, the following notice shall apply:

©2005 Retek Inc. All rights reserved.

All other product names mentioned are trademarks or registered trademarks of their respective owners and should be treated as such.

Printed in the United States of America.

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
----------------	---------------------

E-mail	support@retex.com
--------	-------------------

Internet (ROCS)	rocs.retek.com Retek's secure client Web site to update and view issues
-----------------	---

Phone	+1 612 587 5800
-------	-----------------

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
------	---

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.

Overview

This document contains information about the changes and enhancements that have been made to RCOM and RMM since the previous release. These Release Notes include information on the following areas:

- A new wizard for testing
- Technical enhancements
- RCOM defects fixed

New wizard for testing



Note: This wizard is for development and testing only and is not supported.

A new testing wizard has been included in this release. This wizard replaces the following scripts:

- shipConfWizard.sh
- pickExceptionWizard.sh
- ECDDRecalculationWizard.sh
- customerReturnWizard.sh

Technical enhancements

Vertex upgrade

RCOM was tested with the newest version of Vertex Quantum 3.1 and eQuantum 3.1. All tax regression tests passed.

RIB upgrade

RCOM is no longer compatible with the untyped payloads used by RIB 11.0.x. RCOM now uses the typed payloads supported by RIB 11.1. An upgrade to RIB 11.1 is required. Note that the latest RCOM Operations Guide does *not* include information related to the RIB 11.1 upgrade. See RIB documentation for information about RIB changes.

RCOM defects fixed

This list contains a summary of all the defects that have been fixed in RCOM/RMM since the previous release.

Defect	Summary
DEFECT000373057	Discrepancies in the customer address functionality.
DEFECT000377377	Net amount not visible in the pop up for promotion.
DEFECT000377423	No message when an attempt is made to release systematic pend order.
DEFECT000377457	The user name and task # is not displayed in personal reminder.
DEFECT000377543	Shipping and handling rate tables can be set in the past.
DEFECT000377688	Original summary screen in order maintenance shows order prior to batch release for mail order.
DEFECT000377848	Gift wrap flag not in CoDetlDesc message for pack.
DEFECT000377875	Mail order with an invalid date hold displays an invalid ECDD.
DEFECT000377882	On gift wrapping a pack item, the work order is not getting generated.
DEFECT000378003	When adding a new customer using the address book, duplicate customer create history records are created.
DEFECT000378015	Payment with expired reward certificate creates a payment line.
DEFECT000378046	A certain number of customer merges results in the active customer's address being inactivated. This issue occurs when the merged customer's address coincide.
DEFECT000378093	Expired payment authorization: customer on backorder when inventory available.
DEFECT000378136	Customer added via customer search even if matched customer selected.
DEFECT000392800	Second restriction cannot be added to an item using ship rest codes.
DEFECT000392856	The process together function is missing for one order line with multiple units.
DEFECT000392997	The credit application button is not enabled for new customer created from customer maintenance.
DEFECT000393180	A system error occurs when creating an up-sell list triggered by a pack item.
DEFECT000393183	Editing a direct ship quantity block crashes system.
DEFECT000393247	Unable to submit new customer from the customer search dialog.
DEFECT000393252	Unable to cancel order with partially reserved / partially shipped order line, backorder order line, and partial item order line.
DEFECT000393311	Unable to add selling item to a media.
DEFECT000393323	Address change reason pop-up dialog display when creating customer.

Defect	Summary
DEFECT000393353	Seed data message with <code_type> = SARR fails in RCOM hospital.
DEFECT000393388	Application allows user to apply item into an order where the item has service level but has no default carrier.
DEFECT000393399	Unable to create order accommodation for tax exempt customer.
DEFECT000393405	System prompts for change reason on adding a new address to address book.
DEFECT000393406	Red bar error clears the screen when hitting ok.
DEFECT000393410	Order line create date not showing in original order summary.
DEFECT000393411	Order submit button visible in original order view.
DEFECT000393427	Customer order can not be modified after it has been cancelled.
DEFECT000393466	Submitting an order with a customer that has a suffix throws a remote exception.
DEFECT000393482	Null pointer – selecting order history tab after submitting an order.
DEFECT000393536	Order total/task no column not displayed in order worklist secondary tab.
DEFECT000393585	Upon applying the up-sell trigger item to an order and clicking the payment tab, the up-sell item list is not displayed to the user.
DEFECT000393590	Backorder notification batch errors. Order history event not created.
DEFECT000393619	Gift recipient left as customer on order during return.
DEFECT000393628	Order lines are rejected because the customerOrderLine still extracts CSR_IDNTs with decimal points.
DEFECT000393636	Unable to apply pack item, which triggers up-sell list, to order line.
DEFECT000393637	Sales-returns for pack components reject due to selling item lookup and never get loaded into SLS_ITEM_LM_DM. This issue is occurring because of the lookup.
DEFECT000393653	Severe error on selecting ‘never’ option of PLCC for pre-approved customer.
DEFECT000393677	Improper due date validation for personal reminders.
DEFECT000393691	Task field in pend reason admin screen should be subtask.
DEFECT000393693	Country list in zip code maintenance has no sort order.
DEFECT000393694	RCOM does not persist the payment type pend rule condition.
DEFECT000393712	On hand button from item search is broken.
DEFECT000393718	MasterCrediCardAuthorization batch fails for customer with prefix Mr.
DEFECT000393751	When a user submits an order with monogramming, RCOM throws an exception error.

Defect	Summary
DEFECT000393769	In demand flash, media ID is displayed instead of media code.
DEFECT000393770	RMM crashes if in a quantity block dialog box 'close' button is used.
DEFECT000393778	Clicking the OK button in pend order reasons screen causes a system error.
DEFECT000393779	Clicking the comments button in the order history screen gives system error.
DEFECT000393780	Selling item field in new order comments dialog is too small.
DEFECT000393782	Fatal error when running 'Item Search' in 'No Original Order Return'.
DEFECT000393796	Ship restriction reason for restricted address is not displayed properly.
DEFECT000393797	Denomination based gift certificate (GC) type stored value card (SVC) value can be edited
DEFECT000393805	Cannot edit quantity block for a direct ship item.
DEFECT000393808	Able to associate item from inactive media to a sub-sell list.
DEFECT000393809	Able to associate item from inactive media to an up-sell list.
DEFECT000393817	Email and phone persisted in the customer main when changes are not saved.
DEFECT000393821	Validate address window shows extra characters in suffix field.
DEFECT000393835	Change reason window pops up upon the the creation of new customer.
DEFECT000393843	System error on clicking 'submit' button in the gift certificate/reward certificate type activity request.
DEFECT000393925	No original order return crashes on order submit.
DEFECT000393952	System does not restrict adding \$/% off with a plan code threshold promotion.
DEFECT000393955	For the orders created and cancelled on the same day, the field f_cncldlvry_amt is not getting populated in the RDW table, CO_HDR_DM.
DEFECT000393957	Clicking the submit order button in summary screen creates a system error.
DEFECT000393976	MasterCreditCardAuthorization batch – partial failure.
DEFECT000393977	RTLOG is not picking up stored value card (SVC) number.
DEFECT000393981	System crashes on submitting a direct ship item with personalization and monogramming.
DEFECT000393982	Direct ship – personalization only enabled after item applied to order.
DEFECT000393989	Allowable monogram characters in RCOM does not match RMM setup.

Defect	Summary
DEFECT000394022	If you create an item in RMS with two possible direct ship suppliers and edit it in RMM, you can select both the suppliers to be the primary supplier.
DEFECT000394026	Null pointer when returning packs, return not required.
DEFECT000394097	If you set up a threshold promo and receive an error message, cannot save promotion.
DEFECT000394101	Order worklist filter causes system exception error.
DEFECT000394117	Direct ship item with no stock on hand which is NLA, shows an ECDD on ECDD estimator.
DEFECT000394143	The employee discount sales are not populated in the SLS_PRMTN_ITEM_LLM_DM table.
DEFECT000394156	RMM/RCOM: add/remove items from alterative selling list do not flow from RMM to RCOM.
DEFECT000394163	When you attempt to create an activity request for an order, a system exception arises.
DEFECT000394196	The RCOM to RDW RETL activityRequest.ksh does not pull activity request for gift certificate/refund check because the field selling_item_id is not populated.
DEFECT000394198	Discrepancies on changing the day and evening phone numbers of a customer.
DEFECT000394199	The RCOM sys_system parameter sunday contact days is causing a fatal error.
DEFECT000394209	Audit information is not updated when adding payment to underpaid pended order.
DEFECT000394210	A pend rule cannot be created for both header/line amount.
DEFECT000394211	Fulfilling direct ship order line has release date in future.
DEFECT000394213	Resolving on worklist did not update the last_updated_by and last_update_date fields in the COR_AUDIT_ORDER_PENDING_REASON table.
DEFECT000394214	Audit details are not updated when adding item quantity and payment to a pended order.
DEFECT000394245	If you say 'not now' to a PLCC off, and then you attempt PLCC, RCOM crashes.
DEFECT000394249	The field last_update_date in the RCOM STST table COR_ORDER_LINE is not getting populated for the pack lines. When the order is shipped using ship confirmation.
DEFECT000394293	wsi_selling_item_id is incorrectly populated in the SA_TRAN_ITEM table.

Defect	Summary
DEFECT000394298	Modify / cancel exchange line quantity – illegal state machine error.
DEFECT000394301	Need ability to enter physical and non-physical tenders on the same batch.
DEFECT000394303	RTLOG file is not updated with the gift voucher number.
DEFECT000394304	Application crashes when adding standard script triggered by personalization.
DEFECT000394305	Create new customer from customer search must select city twice if search includes zip.
DEFECT000394354	Abandoned changes message box does not clear the data when clicked to clear.
DEFECT000394382	Cannot cancel partially shipped pack items.
DEFECT000394403	Pack order closed even with partial shipment.
DEFECT000394404	Direct ship items with event/date hold can generate backorder notification.
DEFECT000394437	When selecting an activity request task sub type, rather than populating a list, the application throws a system exception from the OrderWorkTaskImpl.
DEFECT000394483	Release backorder lines batch (ReBol) does not fulfill expired CC order lines.
DEFECT000394484	Direct ship event hold: cannot set ECDD outside the event start and end date.
DEFECT000394486	Direct ship: manually pended direct ship order released by system.
DEFECT000394487	RTLOG sub tran type 'EXCHO' is not getting populated for exchange sale.
DEFECT000394524	Order line for pack item showing fulfilling for partially fulfilling.
DEFECT000394535	RCOM crashes on giving order header accommodation for an exchange order.
DEFECT000394538	Cannot close exchange line dialog without a selling item ID.
DEFECT000394542	Fatal error on NLA cancel for backorder item when item quantity exceeds other order lines quantity.
DEFECT000394551	Sub-sell list does not pop when trigger item is NLA.
DEFECT000394569	The expiration date for an expired reward certificate (RC) is not displayed in RCOM.
DEFECT000394593	A system error occurs when calculating the shipping charges while item returning.
DEFECT000394597	Mail order in fulfilling status though the order was pended.
DEFECT000394598	Shipping promotion not applied to mail order.

Defect	Summary
DEFECT000394599	Inventory not released for cancelled order line.
DEFECT000394621	Promotion header not updated when promotion updated to end promotion.