

# Retek® Customer Order Management™ 11.0.5

## Release Notes



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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)	<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.

# RCOM defects fixed

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

Defect	Details
DEFECT000378141	salesAuditExport: Oracle error: value too large for column.
DEFECT000392771	Auto-resolve check box value is not persisted.
DEFECT000393106	There is no IDISC record in the RTLOG on order line accommodation.
DEFECT000393279	Order total is wrongly calculated if the promotion is accepted after payment.
DEFECT000393817	Email and phone is persisted in the customer main when changes are not saved.
DEFECT000393925	No Original Order Return fails when an order is submitted.
DEFECT000393951	None of the fields are editable for released media.
DEFECT000393953	The event hold edit dialog in RMM does not properly update the event.
DEFECT000394485	00205 exchange(svc) line, for a gift certificate paid order, hangs RCOM.
DEFECT000394598	Shipping promotion is not applied to the mail order.
DEFECT000394621	Promotion header is not updated when the promotion is updated to end the promotion.
DEFECT000394654	The PLCC pre-Approval message cannot be configured.
DEFECT000394713	ECDD should not be displayed in the order line tab for reserved items until the warehouse reserved.
DEFECT000394747	releaseOrderToWms.sh picks Backordered lines.
DEFECT000394761	date hold released by reBol.
DEFECT000394796	Personalization and monogram windows do not display with the item is added from the cross-sell list.
DEFECT000394797	The accounts receivable confirmation dialog continues to display for the care card request.
DEFECT000394820	The Add Promotion for Alt Selling Items, List Name allows only 20 characters.
DEFECT000394847	Comments field on negative file scrolls to the end of the comment instead of the beginning.
DEFECT000394881	If the city name is truncated, the correct city is not updated after the address validation is completed.
DEFECT000394885	When creating a care card activity request for an order, the error message displayed is incorrect.
DEFECT000394919	Credit card payments are in Approved state for closed orders.

Defect	Details
DEFECT000394939	Unable to change the Service Promotion End Date to a future date.
DEFECT000394943	Call Tags do not use the names on a selected ship-to.
DEFECT000394944	Abandon Changes dialog does not handle responses correctly.
DEFECT000394946	Cancel reason displays on clicking 'Close' in Exchange order line.
DEFECT000394983	The 'Close' button is not enabled on pack Pers/Mono window.
DEFECT000394985	Cancels do not clean up Active Pend Rules.
DEFECT000395057	Cannot ship confirm replacement for a DS Pack item.
DEFECT000395063	Inventory is not getting released on Replacement clear.
DEFECT000395082	A pack replacement line is in fulfilling status though return required (RR) is yes and fulfilled immediately (FI) is no.
DEFECT000395084	Only sup/item event exception is visible.
DEFECT000395086	Order line (OL) remains in "Warehouse Reserved" status even after carrier change.
DEFECT000395087	Ordering ship rest item hangs RCOM.
DEFECT000395089	Order Main -> Worklist tab says Pend Rule instead of Pend Reason.
DEFECT000395090	'Resolve' button appears instead of 'Release' button in order main-Worklist.
DEFECT000395095	Currently, the system does not take into account the grace period after a reward certificate (RC) has expired.
DEFECT000395111	Tax functionality has re-implemented the negative record for Vertex. The system should generate a positive record (tax invoice) as well as a negative record in the Vertex database.
DEFECT000395127	Delivery Method is disabled even if multiple delivery methods are available.
DEFECT000395151	The fields f_rtrn_svc_amt and f_rtrn_svc_qty of the CO_SVC_ITEM_LLD_DM table are not getting extracted by the serviceLine.ksh program.
DEFECT000395152	The fields f_cncl_svc_amt and f_cncl_svc_qty of the RDW table CO_SVC_ITEM_LLD_DM are not getting extracted by serviceLine.ksh program.
DEFECT000395245	An address change reason pops up when a new customer is created through the customer search dialog.
DEFECT000395248	The Display Upsell List Button in the Payment Tab is not enabled.
DEFECT000395253	The Upsell list auto minimizes when users click on the Display Upsell List button.

Defect	Details
DEFECT000395260	When a style is edited in RMM and the user presses apply, the system should prompt the user with a choice to apply to all SKUs for that style or not. If the user selects override, the values for all of the SKUs for that style should be replaced with what was entered for the style. If the user chooses to not override, the values entered should only apply to the style and the SKUs should remain unchanged.
DEFECT000395262	Negative reserved qtys after pack comp pick exceptions.
DEFECT000395324	An incorrect error message is displayed when you click on active promotion and attempt to edit.
DEFECT000395325	Activity request (AR) Worklist, Filter Type is Task Description, not Subtask.
DEFECT000395343	When using a different ship to address other than default ship to and creating an order with pack item and submitting it creates a system error.