

# **Retek<sup>®</sup> Customer Order Management<sup>™</sup> 11.0.3**

## **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.

## Overview

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

## RCOM defects fixed

DEFECT	SUMMARY
DEFECT000372804	The address label is incorrect if the ZIP code is changed.
DEFECT000373289	When clicking on an order history event, nothing displays.
DEFECT000374548	The multisku dialog should be able to be reused. If a customer order includes five items from a multisku, the item number must be keyed into the orderline tab five times.
DEFECT000376465	Found by local WS: RMM search. The user can put any character (even alphabets/alpha-numeric) in the item number field and still get some results.
DEFECT000376478	RCOM-ATP-002: There is a discrepancy in pack item reservations.
DEFECT000377054	There is a duplicate shipping of components.
DEFECT000377422	67005: The user is able to associate an item from an inactive media to a a cross-sell list.
DEFECT000377423	88004: There is no message when we attempt to release a systematic pend order.
DEFECT000377450	88004: On the worklist secondary tab, without highlighting pend reason, buttons are enabled.
DEFECT000377541	The user is unable to set up a foreign bill-to except for Canada.
DEFECT000377719	The order line's 'Next' button does not always work.
DEFECT000377877	FIR0086: All criteria becomes available when creating an order header level pend rule.
DEFECT000377880	The gift receipt ID field is not being populated if ship-to is set up using Add Bk in Cust Main.
DEFECT000377881	The ECDD is not calculated properly for a sellable pack.
DEFECT000377974	The ECDDs are not be displayed in the order line tab for reserved items until warehouse reserved.
DEFECT000377977	The item threshold promo is applied before the general promo.
DEFECT000377978	There are duplicate records in the RDW promotion tables.
DEFECT000377994	The submit order button is active even after selecting the original order.
DEFECT000378008	00210: A fatal error occurs when concurrent changes are made on the same alternate list header.

DEFECT	SUMMARY
DEFECT000378010	The mail order total includes the cancelled line amount.
DEFECT000378102	The ship restriction of type PO boxes gives error when trying to save.
DEFECT000378126	88005: The RCOM carrier URL can be created without RETEK_TRACK.
DEFECT000378132	RCOM: An incorrect carrier is persisted for the order.
DEFECT000378137	RMM: Promotions with alternative selling item show different percentage discounts.
DEFECT000378200	0203: A pack reserved from multiple locations is kept in warehouse reserved status.
DEFECT000392893	The carrier is always disabled after an item search.
DEFECT000392895	The ship-to list fails to refresh after F6.
DEFECT000392914	The clear button does not clear from the activity request tab.
DEFECT000392993	X-box is enabled on the PLCCpreauth.
DEFECT000392996	customerServiceRepresentative.ksh extracts CSR_IDNT with decimal (they are right padded with 6 zeros).
DEFECT000393013	00207: There is no negative TTAX in RTLOG on creating an order accommodation.