

Oracle Retail[®] Customer Order Management[™] 11.0.8

Release Notes

Corporate Headquarters:

Oracle
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:

Oracle
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

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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. Oracle 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@retek.com
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Internet (ROCS)	rocs.retek.com Oracle Retail'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	Oracle Customer Support 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 document contains information on the changes that have been made to Oracle Retail Customer Order Management (RCOM) since the previous release.

RCOM defects fixed

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

Project	Summary
DEFECT000394567	No search results for back order notification in the admin screen.
DEFECT000394762	Possible to enter source code of media in worksheet status in RCOM.
DEFECT000396711	Order entry should take all days (irrespective of the business days for credit card authorizations).
DEFECT000396775	RCOM: There is a missing error description if a non-existent location is given in the print file.
DEFECT000396778	RCOM: The print file with “New” filter ends in error.
DEFECT000396858	The field, canceled_total_pers_svc_charge, is not populated for components of pack in the RCOM COR_ORDER_LINE table.
DEFECT000396866	The carrier is not editable for the replacement line in warehouse reserved status.
DEFECT000396973	RCOM: The ECDD is not updated when the order is released from the worklist.
DEFECT000396992	The activity requests (AR) associated to print file tasks are viewable in the AR worklist.
DEFECT000396993	The order worklist uses subtask instead of subtask description.
DEFECT000377980	An additional promotion record appears when an exchange is made.
DEFECT000396339	Unable to create currency threshold promotion triggered by tender.
DEFECT000396859	Unable to determine how the following works in XI: <ol style="list-style-type: none"> 1. How are quantity buckets defined, set, and used? 2. How do the quantity buckets work with pack items, specifically for partially backordered pack components?
DEFECT000397025	The carrier is editable for the replacement line even if it is in fulfilling status.
DEFECT000397059	The RCOM Worklist Column Sort by Date is working incorrectly.
DEFECT000397060	Allowed to place the item on supplier hold after the supplier/item event order date is in the past.
DEFECT000397061	Able to apply supplier event for an item, though the item supplier event has expired.

Project	Summary
DEFECT000397088	RCOM event description shows supplier/item names.
DEFECT000397107	Partially reserved and backordered pack items reserved at the component level shows wrong quantities on the cor_order_line.
DEFECT000397120	A released mail order that has a cancelled order line receives the values of cancelled lines = 0 quantity, quoted extended price = 0, and demand_status_code = null in the COR_ORDER_LINE table.
DEFECT000397130	RMM-item supplier quantity block does not default the max value of item from RMS.
DEFECT000397134	Dates (or at least ECDD values) are not being properly saved and retrieved in RCOM.
DEFECT000397166	Pop-up prompt condition format does not match order entry or pop-up display.
DEFECT000397169	Supplier contact days are displayed incorrectly in RMM.
DEFECT000397183	RMM's direct ship supplier 'Edit Quantity Block' functionality crashes upon editing.
DEFECT000397191	RCOM: 'Grand Total' in payment history shows an incorrect value.
DEFECT000397206	DS-RCOM/RMM: Time on supplier block and event holds does not work according to expiration time and date.
DEFECT000397344	Unable to read orders with order_id of 022297395302.
DEFECT000396100	RCOM: The status of the pack order line is not changing from cancel request status to shipped status.
DEFECT000396929	Cannot perform pick exception of packs items at the component level.
DEFECT000397054	The ship restriction code can be deleted when it is attached to an item.
DEFECT000397312	A return transaction of pack items, with personalization/monogramming, errors out because of incorrect prorating.
DEFECT000397320	The releaseOrderToWms.sh program is not releasing orderlines with the Date Hold in past.
DEFECT000397343	The order total is miscalculated if a promotion is accepted after the payment is done.
DEFECT000397349	The ECDD is calculated incorrectly when the orderline is entered first and the customer is subsequently entered.
DEFECT000397455	Quantity is not populated properly for a cancelled order that includes pack items having personalization/monogramming.
DEFECT000397459	The order promotion amount is not applied on the cancellation of exchange order line.
DEFECT000397482	RMM: The alternative selling list crashes when the user navigates between the Alt Selling List and Promotion tabs.

Project	Summary
DEFECT000397483	If warehouse priorities are added without choosing country, the application crashes.
DEFECT000397484	There are no code descriptions (for example, C, NC, CB) for the conveyable type items in the drop down in RMM.
DEFECT000397488	The value of shipping restriction 'Post Office Box' is not displayed in the message box.
DEFECT000397511	RCOM: The clear button is enabled on item search.