

Retek[®] Customer Order Management[™] 11.0

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)	rocs.retek.com 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

To meet the dynamic and high demands of multi-channel and multi-brand retailing, Retek's Customer Order Management (RCOM) application recently completed a major technology upgrade. This technology upgrade from an Oracle Forms to a Java based platform provides the flexibility and extensibility to manage orders and service requests within the complex multi-channel and multi-brand retail enterprise.

The RCOM v11 release provides retailers the ability to create, accept, maintain, fulfill and service customer orders from multiple retailing channels; including in-store kiosks (with warehouse fulfillment), websites and catalogs.

Functioning as the order management 'engine', RCOM provides the intelligence to validate, source and route all stages of the order throughout its lifecycle from multiple retail channels. The real-time APIs allow multiple order capture devices to leverage the strength of RCOM's vast order management capabilities.

The strategic aspects of RCOM v11 include advancing Retek's technology leadership and support for customer centric retailing with:

- Rich and detailed customer demand and sales transaction data for comprehensive insight to customer behavior across retail channels and brands
- Backward compatibility to selected v10 applications
- A defined set of real-time public APIs that promote integration and flexibility of the customer order management into diverse, multi-channel/multi-brand, high volume retailing environments
- Real-time APIs to expose customer information such as event history and preferences to promote a superior and consistent customer service across multiple retail channels

Known issues

Defect ID	Details
DEFECT000361420	Available lines for personalization do not update correctly.
DEFECT000361427	Cashout records are not being written to ReSA.
DEFECT000361464	POST - for PZ/monogramming: RMM should ensure that if a color is added, a font must also be added. But if a font is added a color does not have to be added.
DEFECT000361482	If the server is restarted, all GUI clients must be restarted. This action must occur even if the client is doing no traffic while the server is down.
DEFECT000361502	Able to create a media with Active Date greater than Release Date.
DEFECT000361557	Change in Media Hdr Attrb not reflecting in Depiction Code Attrb.
DEFECT000361565	When selecting 'Offer not made' for a pre-approved PLCC customer, the customer is never offered the PLCC again.

Defect ID	Details
DEFECT000361572	Address label incorrect if zip code is changed. When creating a new address in the customer address book, if the user does not enter an address label, the system should create a label by concatenating the last name and zip code for the new address. However, this is incorrect if the zip code is changed before saving; the system uses the first zip code entered rather than the saved zip.
DEFECT000363415	RMM currently allows user to create banner, supplier and item supplier events with order by date greater than the ECDD. This should be prevented.
DEFECT000365689	The following fields in CODtlDesc are incorrect; they should be populated with the appropriate values rather than null: selling_item_number, selling_item_description.
DEFECT000366348	Adding an order line that is direct shippable with no quantity available at the direct ship supplier, but available at the warehouse, is showing backordered before the order line is applied.
DEFECT000366966	When attempting to cash out a card that has a zero balance, the Cash Out button should not be enabled. The user should not be able to cash out the card.
DEFECT000366968	The net price to the customer should be displayed in the item dialog when promotions are displayed to the user in order entry.
DEFECT000366980	Need to do an automatic refresh when changing ship method on order line view.
DEFECT000366982	On the Summary Screen, payments section; partial settlements should not split out credit card payments.
DEFECT000366983	On customer preferences tab, when scrolling through the list, the header fields on the columns do not remain at the top but instead scroll along.
DEFECT000366984	Default for PLCC credit application should be 'Offer Not Made', not 'Never'.
DEFECT000366987	The number of boxes is unable to be changed by the user when creating a call tag.
DEFECT000366989	Mail order batch marked as physical tender payments. The assumption was that the batch was using all payments when reconciling. In other words, it was including the credit card payments when trying to reconcile the physical tender batches (because credit cards can be included). It should only be using the physical tender payments when reconciling. If a batch is marked as physical tender and the amount expected is \$500, the system should only loop through the physical tender payments on the orders in the batch to determine if they add up to \$500.
DEFECT000366995	Order History event should be written when Call Tag is created (not after the order is applied).
DEFECT000366996	When applying return lines and call tags and clear the order without submitting, get no state management messages. Should receive a message asking if the user is "Sure" .
DEFECT000366998	The payments are out of order on the summary screen. They should be sorted in chronological order; currently they are not.

Defect ID	Details
DEFECT000366999	"Updated customers" are not extracted from RCOM since cst_customer_address.Last_update_date is not updated after you change customer data.
DEFECT000367000	Demand not being captured for NLA items.
DEFECT000367004	Cancelled Mail orders/orderlines have ordered quantity as 0.
DEFECT000367007	SalesAudit-Cancelled return with no tender sent to ReSA.
DEFECT000367010	If action taken on order where county is required, system should prompt.
DEFECT000367011	Purchase transactions are being sent to AM with reason code and without concept. Purchase transactions without concept codes are from Mail Order orders. Concept is not assigned to Customer record until after Mail Order batch is released. Therefore, if OM46 is executed with Mail Order batches not yet released, we will see this issue.
DEFECT000367013	Discount for Associate orders not showing on order line. When placing an associate order, the discounted price appears on the order line in the "price" column and no discount amount is shown in the "discount" column.
DEFECT000367136	SVC Cashout gets sent to Sales Audit when the cash out amount is \$0.00. Prevent the unnecessary Cash Out process if SVC.
DEFECT000367178	In RMM, on the Inventory Item/Item Loc secondary tab, item number and item description need to be displayed above the location field. Without this information, the user does not know which item they are associated attributes to.
DEFECT000367813	Setting up popup scripts for pack item not working.
DEFECT000371098	In RMM Admin primary / Organization secondary tab, make changes to a field. Do not save. Navigate to another secondary tab. A popup is displayed "Do you want to save your changes?" Select No. The changes are not persisted as expected; however they are still displayed on the secondary tab when you navigate back. Now every time user navigates to another tab, you are asked again: 'Do you want to save your changes?' Even if you select 'Yes', this message is still displayed. This should be reverted to value prior to change.
DEFECT000371113	Events may be deleted (rather than inactivated) with banner, supplier and item supplier events still referencing the parent event id.
DEFECT000371199	Need to have an order history event for pick exceptions (SOStatus message) containing the "US" status.
DEFECT000371324	RCOM / Admin / Daily Messages are unable to be entered, field entry is grayed out in dialog box .
DEFECT000371700	Add Selling Item dialog in RMM does not return specific item in search.
DEFECT000372492	Customer last update date/time is not being updated when a customer's country is changed.
DEFECT000372818	Add selling items search in RMM is not returning the correct results when searching on item number.

Defect ID	Details
DEFECT000372820	Item search dialogue box issues. The Apply button is not enabled for all of the items that display; it appears that the Apply button is enabled only for the second item from the top of the list.
DEFECT000372823	Unable to de-select Source Code(s) from Catalog Promotion in Worksheet Status.
DEFECT000372826	Warning not provided when pressing Clear button on an order after a Return line has been added.
DEFECT000372830	Changing Effective Date for existing Quantity block in RMM produces error, but date is updated in the UI.
DEFECT000374262	Should default items to inventory items when injected from RMS.
DEFECT000374269	Need a better error message in RCOM when creating an order where there is not a virtual store setup for the default fulfillment channel.
DEFECT000374303	RCOM is not receiving Mods for ItemUdas when going into an Item in RMS and changing the UDA that is attached to the item in RCOM. It is sending over the new UDA and the old UDA also exists. It should update rather than create.
DEFECT000374885	ECDD is incorrectly updated placing a BO item on an order. The Default Backorder Delivery Days banner parameter in my environment is 60, so when I enter a BO item (with an In Transit Qty in RMS) on an order line the ECDD is correctly 60 days out. However, when I click Apply to Order Line, the ECDD is updated to ignore the banner parameter, so it is as if the item is available today.
DEFECT000374994	Order Summary is displaying the wrong value for the returned quantity when the actual returned quantity is different than the expected.
DEFECT000375060	The inventory buckets are not updating properly on the INV_ITEM_SUPPLIER_RESERVATION table after shipping a direct ship item. The reserved quantity should be decremented and shipped quantity incremented.
DEFECT000375065	Return Confirmations with invalid RMA numbers are going to the RCOM RIB hospital; they should go to the COR_MISSING_INFO_RETURN table.
DEFECT000375073	When a new item comes into RCOM from RMS, if that item has a new hierarchy (dept/class/subclass) that does not yet exist in RCOM, it should get added to the DB.
DEFECT000375097	RCOM needs to subscribe to POCre. Currently, RCOM only subscribes to PODel, PODtlCre and PODtlMod. To enable the update ECDD functionality, RCOM needs to subscribe to POs from RMS at the header and detail level - currently it only subscribes to these messages at the detail level. RCOM needs the PO date and SKU to update backordered order lines. The RIB will also need to have the message type added to the rib.properties file.
DEFECT000375169	When an order has more than one order line on it, and you return an item in exchange for another item, it is not processing the exchange upon return confirmation and sending that to RWMS.
DEFECT000375257	Return Confs going to RMS (ret sale message) are failing in RMS because we are sending the physical instead of virtual wh.