

Retek[®] Customer Order Management[™] 11.0.3.1

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

E-mail support@retек.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
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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
DEFECT000393601	RCOM XI is too slow, especially in the area of the order entry/order main tabs.