

Retek® Customer Order Management™ 11.0.7

Release Notes

Corporate Headquarters:

Retek Inc.
Retek on the Mall
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:

Retek
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

The software described in this documentation is furnished under a license agreement, is the confidential information of Retek Inc., and may be used only in accordance with the terms of the agreement.

No part of this documentation may be reproduced or transmitted in any form or by any means without the express written permission of Retek Inc., Retek on the Mall, 950 Nicollet Mall, Minneapolis, MN 55403, and the copyright notice may not be removed without the consent of Retek Inc.

Information in this documentation is subject to change without notice.

Retek provides product documentation in a read-only-format to ensure content integrity. Retek Customer Support cannot support documentation that has been changed without Retek authorization.

The functionality described herein applies to this version, as reflected on the title page of this document, and to no other versions of software, including without limitation subsequent releases of the same software component. The functionality described herein will change from time to time with the release of new versions of software and Retek reserves the right to make such modifications at its absolute discretion.

Retek[®] Customer Order Management[™] is a trademark of Retek Inc.

Retek and the Retek logo are registered trademarks of Retek Inc.

This unpublished work is protected by confidentiality agreement, and by trade secret, copyright, and other laws. In the event of publication, the following notice shall apply:

©2005 Retek Inc. All rights reserved.

All other product names mentioned are trademarks or registered trademarks of their respective owners and should be treated as such.

Printed in the United States of America.

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 Retek on the Mall 950 Nicollet Mall Minneapolis, MN 55403
------	---

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 RCOM since the previous release.

Functional enhancements

Item supplier personalization

Item Supplier personalization administration in RMM was altered to allow setup of personalization for a non-sellable item (a style). Upon saving the personalization, the option to override personalization for all child records of the style (skus/packs) becomes available.

This enhancement affected the following areas of RMM:

- Inventory Item Screen
- Inventory Item Screen - Item Supplier Personalization Secondary Tab

Font/Color administration

A new RMM administration screen was added to control fonts and colors available to the personalization system. Fonts and colors may be added, their descriptions may be altered, or they may be inactivated. Inactivated fonts and colors will alter the available choices in supplier setup, item supplier setup, and in COM when ordering personalization.

This enhancement affected the following areas of RMM:

- Administration Screen
- Administration Screen - Fonts and Colors Secondary tab
- Administration Screen - Supplier Secondary tab
- Inventory Item Screen - Item Supplier Personalization Secondary tab

This enhancement affected the following areas of COM:

- Order Entry & Maintenance Screens - Personalization Entry dialog
- Order Entry & Maintenance Screens - Monogramming Entry dialog

Item shipping restrictions

The ability to setup conveyable type shipping restrictions in RMM and validate against these restrictions when ordering items in COM was added in this release. Shipping restrictions are now editable by conveyable type by selecting the “Edit Shipping Restrictions” button on the Inventory Screen in RMM (without any inventory items selected). If an item is selected, the item shipping restriction dialog will appear instead, but does contain a separate view space for that item’s conveyable type shipping restrictions.

This enhancement affected the following areas of RMM:

- Inventory Item Screen - Shipping Restrictions Entry dialog

This enhancement affected the following areas of COM:

- Order Entry & Maintenance Screens - Order Line tab

Technical enhancements

RIB upgrade

This release of RCOM requires an upgrade to the RIB applications' PAKs. The following RIB PAKs must be upgraded to Release 11.1.1:

- RIB for Williams Sonoma RMS 10.1.9
- RIB for Williams Sonoma RCOM 11.0.0

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
DEFECT000392804	Task Admin - The Auto Resolve Flag cannot be edited.
DEFECT000393845	PLCC is checking initial credit limit before authorization.
DEFECT000393925	No Original Order Return crashes on order submit.
DEFECT000393981	RCOM: The system crashes when submitting a direct ship item with personalization and monogramming.
DEFECT000395588	RCOM: Direct ship item gets reserved even after the qty blk has expired.
DEFECT000395706	Pendrules retroactively applied during the RBOL run.
DEFECT000396043	Entering characters in the place of figures for the values of non - denominational gift cards and applying it causes a system error.
DEFECT000396099	Deletion of style from multi-selling causes a fatal error message.
DEFECT000396126	RCOM: Fatal error on using "Clear Report" in Demand flash rep.
DEFECT000396172	RCOM Admin - Adding Zip Code Ranges crashes if Country is not chosen.
DEFECT000396242	Able to do Replacement Return and Return By Components simultaneously for same pack.
DEFECT000396307	For multi-style pack, selling_sku_price is not prorated to the component level.
DEFECT000396309	RMM Promotion crashes on entering incomplete information and clicking Save twice.
DEFECT000396311	RMM accepts Editing Promotion / Alt Selling List End Date to a Past Date.
DEFECT000396314	RMM accepts Editing Promotion / Alt Selling List End Date to a Past Date.

Project	Summary
DEFECT000396359	Direct Ship Orders - updates to item qty on DSOs does not recalculate inv posit.
DEFECT000396384	For Canadian addresses RCOM is validating the zip code.
DEFECT000396409	RCOM: In Event, the customer delivery date is allowed earlier than order by date.
DEFECT000396412	The address cannot be edited in Order Entry when the order is opened from Gift Recipients History.
DEFECT000396424	RCOM: Address lines beginning with 'PO' is considered as the address with PO Box.
DEFECT000396430	RCOM: Admin Correspondence crashes when canceling and editing.
DEFECT000396447	The RCOM to RDW RETL rqstactvmdm.ksh extracts data with ACTV_RQST_IDNT with decimals (right padded with 6 zeros). Because of this, the data is not loaded.
DEFECT000396479	RCOM: Unable to cancel a pack with items having personalization.
DEFECT000396484	No original order replacement gives a system error.
DEFECT000396491	RCOM: Event hold for direct ship pack item crashes RCOM.
DEFECT000396580	Column headings on Print File window are incorrect.
DEFECT000396583	Personal Reminder Task should not be in Task Maintenance.
DEFECT000396584	Alternate "Bill To" does not get the Order/Ship confirmation.
DEFECT000396589	Task Maintenance: Admin Tab Routing Field Incorrect.
DEFECT000396674	RMM Promotion with Trigger as Empty Alt Selling List crashes on Canceling.
DEFECT000396710	Direct Ship ECDD calculation does not use warehouse/dc location.
DEFECT000396853	RTLOG file is not updated with the Gift Voucher number.