

# Retek<sup>®</sup> Customer Order Management<sup>™</sup> 11.0.2

## 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This unpublished work is protected by confidentiality agreement, and by trade secret, copyright, and other laws.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@retex.com
--------	-------------------

Internet (ROCS)	<a href="https://rocs.retek.com">rocs.retek.com</a> 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 list contains summary of all the defects that have been fixed in RCOM/RMM since the previous release.

### RCOM defects fixed

Defect	Summary
DEFECT000373280	RCOM: Pend Rule Creation->Task is not changed when pend reason is changed.
DEFECT000374496	Getting a Remote Exception error when submitting an order that has personalization.
DEFECT000374651	Shipments from RDM are ending up in the RCOM RIB hospital.
DEFECT000374876	Work orders are ending up in the RDM RIB hospital from RCOM.
DEFECT000375119	Errors in RCOM hospital are generic.
DEFECT000375253	No ExA Business exception catches an invalid email address in Customer Create (9) - internet wizard.
DEFECT000375405	Personalization details are going down in the wrong field to RDM.
DEFECT000376479	"Zero sale" orders trigger (incorrectly) an e-mail Order Confirmation.
DEFECT000376789	Order Summary screen in RCOM is blank when entering order lines without a customer and then trying to go directly to the summary tab.
DEFECT000376847	When there is a pre-approved PLCC setup for a customer, the message is presented with options, Never, Not Now and Accept. If you choose Never, an error appears.
DEFECT000377057	P.O. Box is not recognized as PO Box, and no ship restriction is generated.
DEFECT000377072	10.5 List - RCOM City does not match Vertex City.
DEFECT000377210	RCOM should only display events for the corresponding ship method for that line. Currently, it is showing all ship methods.
DEFECT000377211	Event Hold drop down in RCOM should not contain supplier or item level information.
DEFECT000377218	When you have multiple promotion, they are not all displayed.
DEFECT000377220	Order history shows a 3 at the beginning of the description of a schedule pick-up created.
DEFECT000377231	Item #38 - Searching for a pack item - displays the component with the pack number.
DEFECT000377374	Somewhere on the UI on the Item location secondary tab in RMM, there needs to be the Item number and description.

Defect	Summary
DEFECT000377376	On the Mail Order Batch Summary/Release tab, the Variance totals should not be shown for Credit Card totals (see defect 377375).
DEFECT000377380	RCOM:88004 Order worklist text field names - incomplete display.
DEFECT000377381	88004-'Resolve' button appears instead of 'Release' button in Order Worklist.
DEFECT000377382	Concept drop down box is not clearly visible in reports contact.
DEFECT000377383	90979-Ord Main>smmry tab, Dropdown for original/curr ord not completely visible.
DEFECT000377384	Customer Main tab, Inactivate Customer button is over Credit Application Button.
DEFECT000377388	RCOM: Inactivate customer button remains enabled after clearing the screen.
DEFECT000377394	Address book button deletes customer info during customer entry.
DEFECT000377395	88004-reminders can be created when the due date is lesser than the create date.
DEFECT000377396	88004-reminders created even if no information is provided.
DEFECT000377407	Paynt tab, Gift/Merch button enabled without order. Gives System Err when clicked.
DEFECT000377408	System exception occurs when we click cancel button in "Add/Edit Item Supp Qty".
DEFECT000377420	RCOM Corba Error in RCOM RIB hospital as a result of null height, weight and length being sent on the shipment from RDM.
DEFECT000377427	CC Decline message flashes for about half a second.
DEFECT000377430	Shipment History Detail Tab does not reset.
DEFECT000377431	RCOM: customer history shows order information of other concepts, and crashes when tried to retrieve.
DEFECT000377435	Inactive customer ok button in reason drop down s/b disabled until select reason.
DEFECT000377437	Titles on customer preferences do not show if scroll down.
DEFECT000377439	The Telephone Extension Field accepts text.
DEFECT000377442	88004: Pend Rule Creation-Cannot select Banner after Error.
DEFECT000377449	Evening phone check box is not checked when both day and Evening number are same.
DEFECT000377451	00204:No user permission present for the folder "Event History Types" in Admin.
DEFECT000377456	RMM: search an item and on editing it displays the previously searched item details.

Defect	Summary
DEFECT000377457	88004: User name and Task # not displayed in Personal Reminder.
DEFECT000377461	88004: Tasks that are set to print file are showing up on worklist grid.
DEFECT000377462	Payment History Detail does not reset.
DEFECT000377463	67005: Past date not defaulted to current date while setting up promotions.
DEFECT000377464	67005: Subsell list button enabled for an order line with Reserved status.
DEFECT000377472	Order and Item Accom button enabled without order. Gives System Err when clicked.
DEFECT000377491	During order entry change in address does not trigger "Abandon changes?" prompt.
DEFECT000377508	Orderline not incrementing correctly in some scenarios.
DEFECT000377542	For Canadian bill-to must select city each time change screens.
DEFECT000377543	Shipping and Handling Rate tables can be set in the past.
DEFECT000377545	RCOM:resaRtlogTransformer.sh batch is failing due to date format.
DEFECT000377550	ECDD incorrect prior to order submit, then changes to today after submit.
DEFECT000377551	internetMediaExport fatal error/bad return code.
DEFECT000377570	RMM fields scrunched up.
DEFECT000377607	When doing a return confirm from RDM to RCOM, the message is ending up in the RCOM RIB hospital due to a null postage error.
DEFECT000377635	Cancel order line decreases payment amount even when order bal exists.
DEFECT000377636	Replace button not enabled on shipped pack order line.
DEFECT000377664	RCOM - Warehouse-initiated Returns.
DEFECT000377713	work_order_count is zero for an order with VAS.
DEFECT000377714	Abandon Changes dialog does not handle response correctly.
DEFECT000377724	Fatal err submitting mail order batch (rush ship to PR, MV, with comments).
DEFECT000377726	Reason code field too small on Create Return Order Line.
DEFECT000377744	RMM: DS Item Supplier Quantity Block table should be (Revised avail qty - qty shipped - qty reserved).
DEFECT000377752	Possible to enter source code of media in worksheet status in RCOM.
DEFECT000377753	Criteria for pend rules at accommodation level cannot be set
DEFECT000377754	Order does not pend for high risk zip if 9 digit zip.

Defect	Summary
DEFECT000377760	MS button stays enabled permanently.
DEFECT000377784	Cannot persist VAS for all comp of Pack.
DEFECT000377785	App Crashes when all pack comp have pers/mono on it.
DEFECT000377788	Publish Correspondence is failing in batch.
DEFECT000377803	RDW:customerOrderShipTo does not extract Ship to address other than Primary ship.
DEFECT000377804	Cancel order button - incomplete display.
DEFECT000377805	RMM-Remove Primary D/S supp indicator from supplier level.
DEFECT000377848	Gift Wrap flag not in CoDetlDesc msg for Pack.
DEFECT000377869	Zip Code range maintenance unsavable.
DEFECT000377873	00202: PLCC pop up -"Offer not made" button not present.
DEFECT000377874	For a cancelled order, order level accommodation is accepted by RCOM.
DEFECT000377882	On gift wrapping a pack item, work order is not getting generated.
DEFECT000377883	On changing the source code, shipping charges are not recalculated.
DEFECT000377885	RCOM: On returning item TITEM transactions are erroring out in ReSA.
DEFECT000377891	RMM: Editing attribute at style level overrides gift attribute at SKU level.
DEFECT000377919	Apply button on Return Component screen disables.
DEFECT000377940	Backorders calculated off stale PO dates.
DEFECT000377942	SA_TRAN_ITEM ref_no 8 is not getting populated correctly.
DEFECT000377943	RCOM: Incorrect employee sale posted in RTLOG.
DEFECT000377963	InvalidReferenceException: No com.retek.component.item.AddressCode with ID = 211.
DEFECT000377995	Misprint number not replaced by original item number while exchanging.
DEFECT000377996	Reason Code field in Edit Partial Order Line not clear.
DEFECT000377998	Ship restriction is not applied for carrier pick-up.
DEFECT000377999	Order line item on different concept from source code error.
DEFECT000378000	Summary screen incorrect when replacements on order.
DEFECT000378001	Replacement comments not added to history as story specifies.
DEFECT000378009	RCOM: FIR0051 Error message displayed when a mail order is manually pended.
DEFECT000378011	RMM: Creating new Banner event crashes RMM when no data is provided.



Defect	Summary
DEFECT000378012	Radio button on general promotion set up is wrongly labeled.
DEFECT000378019	RCOM charging component monogramming incorrectly.
DEFECT000378045	Mail order stays pended after ship restriction item is canceled.
DEFECT000378053	"Current Batch" textfield fails to populate.
DEFECT000378089	RMM: crash on shipping restriction with no carrier