

# Retek® Customer Order Management™ 11.0.6

## 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)	<a href="https://rocs.retek.com">rocs.retek.com</a> 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

This document contains information on the changes that have been made to 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.

Defect #	Summary
DEFECT000393813	Canceling a mail order line for NLA causes a fatal error when you submit an order.
DEFECT000394890	Allow for regular and sale employee discounts.
DEFECT000395006	RDW customer order return data is double-counted if the return lines are changed and sent to RDW again after the return line was created in RDW CO_RTRN_ITEM_HMD_LD_DM and CORTRN_ITEM_LMD_LD_DM tables.
DEFECT000395141	In RCOM, item outbound days are not used for backorder items release date calculation.
DEFECT000395326	Order history is incorrect for Mail Order date hold.
DEFECT000395348	The day_dt field is extracted incorrectly.
DEFECT000395368	Personal reminders task number field sorts incorrectly.
DEFECT000395370	Item search using description throws a severe error.
DEFECT000395371	The popup for the city and state appears for the second time
DEFECT000395394	The order line's 'next' and 'prev' in order main behaves in a peculiar way.
DEFECT000395398	In RCOM, the orderline is lost even after selecting 'NO' for abandon changes.
DEFECT000395431	Clicking the Address Book button on Gift Return crashes RCOM.
DEFECT000395468	The indicating check box for a pack item in RMM is not selected.
DEFECT000395479	When you are in worksheet status in the edit promotion window, the the status shows as active.
DEFECT000395480	The item discount button on the edit promotion window is not enabled.
DEFECT000395482	There are cancelled order lines with accommodations that have payments attached to them.
DEFECT000395483	Supplier, item supplier, and banner events are not extracted by codeDetail.ksh.

Defect #	Summary
DEFECT000395531	In RMM, in the promotions area, the Upsell Item Discounts revert to media price.
DEFECT000395533	There is a fatal error when you create a Supplier Event.
DEFECT000395534	An event not put on any banner is visible on Supplier event window.
DEFECT000395568	There is a fatal error when adding additional order lines to pended mail order. The quantity defaults to zero.
DEFECT000395570	The select items button on the edit promotion window is not enabled.
DEFECT000395584	The RCOM 11 RETL schema of the program returnLine.ksh is different from the schema file that is available for the corresponding RDW program cortrnllddm.
DEFECT000395611	On the Add Promotion window, the Zero Quantity error message is displayed only the first time.
DEFECT000395660	In RCOM, there is a fatal error on keying Order History Comments.
DEFECT000395692	In RCOM, the user is able to order items from inactive media using the upsell/subsell/crosssell list.
DEFECT000395754	00210: There is a fatal error when concurrent changes are done on same alternate list header.
DEFECT000395756	RMM allows the current Available Quantity to be negative.
DEFECT000395764	Threshold promotions should only allow the user to select one purchase item since mix and match is not possible.
DEFECT000395767	Add order line to pended order, view Original Summary window - error.
DEFECT000395768	MasterCCAuth Batch should use ESD for Backorder items and not the Release Date.
DEFECT000395769	In RCOM, RBOL reauthorizes even if item does not have inventory.
DEFECT000395787	In RMM, the item/location is not visible for packs.
DEFECT000395823	In RCOM, Repl out - COGS adjustment is not getting posted for pack items.
DEFECT000395826	In RCOM, the system crashes when returning a replacement sale.
DEFECT000395920	Monogram/personalization windows should not display on NLA items.
DEFECT000395953	The Validate Customer Address window does not appear for Alternate Addresses.
DEFECT000395968	In RCOM, 88007: The number of boxes is defaulted when creating a call tag and is not editable.
DEFECT000396019	Remove Inventory Not Available Indicator from the Copy Media window because it has no function and is obsolete.

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Defect #	Summary
DEFECT000396021	BO notification not sent to 'Ship To' email ID.
DEFECT000396025	Non-denominated gift card defaults to item master retail price with entered in RCOM.
DEFECT000396040	When ordering gift card item (SVC), no details are published on CODtlDesc.
DEFECT000396186	In RCOM, CC Auth - MasterCCAuthBatch is not passing an Address and Zipcode.