

**Oracle Retail[®] Distribution
Management
10.3.9
Release Notes**

Corporate Headquarters:

Oracle
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:

Oracle
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 Oracle Retail 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 Oracle Customer Support, 950 Nicollet Mall, Minneapolis, MN 55403, and the copyright notice may not be removed without the consent of Oracle.

Information in this documentation is subject to change without notice.

Oracle Retail provides product documentation in a read-only-format to ensure content integrity. Oracle Customer Support cannot support documentation that has been changed without Oracle 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 Oracle reserves the right to make such modifications at its absolute discretion.

Oracle Retail[®] Distribution Management is a trademark of Oracle.

Oracle and the Oracle logo are registered trademarks of Oracle.

This unpublished work is protected by confidentiality agreement, and by trade secret, copyright, and other laws.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 Oracle. 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. Oracle 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)	rocs.retek.com Oracle Retail'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	Oracle Customer Support 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 patch contains general product fixes. Please review the DEFECT documents associated with this patch promptly to establish the impact on your business operations. A cross-reference spreadsheet is provided to assist with this research. See the 'RDM fixes' section below for more details.

Retek Customer Support investigates submitted issues assuming that all release patches have been applied. While it is ultimately at the client's discretion as to when to apply patches, delays or lags in their application can complicate the support process. To assist in the patch review, Retek Customer Support provides a system-level assessment by assigning a Priority.

RDM fixes

A DEFECT fix is a modification to the base Retek code (for example, a bug fix, performance enhancement, or functional enhancement).

Each DEFECT fix included in this patch has a corresponding DEFECT document in the \ird folder titled <DEFECT#.doc> (for example, "DEFECT 123456.doc"). DEFECT documents should be fully reviewed before this patch is implemented. To assist you in the patch application process, there is also a DEFECT module cross-reference spreadsheet in the same folder (SIR MODULE XREF 1039.xls) which lists and allows sorting by DEFECT, Program Name, Revision #, Functional Area, Priority, and Defect Description. Also in the \ird folder is the 10.3.9 dev_issues.doc, which is a document that summarizes all of the defects that have been fixed in conjunction with this patch.