

Retek[®] Invoice Matching[™] 10.2.7

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

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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@retex.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

Please review the enclosed defect documents promptly to establish the impact on your business operations. Retek Customer Support investigates submitted issues with the assumption 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 its application can complicate the support process. When members of Retek Customer Support investigate a potential software bug, they assume that you have applied all patches for a given module before the issue was discovered. To assist in the patch review, Retek Customer Support provides a system-level assessment by assigning a Priority. In addition, a cross-reference spreadsheet is provided to assist with this research. This patch CD contains the Retek Invoice Matching (ReIM) 10.2.7 patch release. Before you apply the ReIM 10.2.7 patch:

- Make sure that ReIM 10.2, ReIM 10.2.1, ReIM 10.2.2, ReIM 10.2.3, ReIM 10.2.4, ReIM 10.2.5 and ReIM 10.2.6 are installed.
- Make sure that the latest RMS patch is installed. RMS 10.1 users should be current with the RMS 10.1.10 patch and RMS 9.0.x users should be current with the RMS 9.0.18 patch.

The ReIM 10.2.7 patch contains files that were modified since the ReIM 10.2.6 patch release. For detailed information on what is included regarding software fixes in this patch release, refer to the ReIM 10.2.7 patch documentation.

Applying source code

Before applying the patch source files over your code:

- Note whether customizations have been made to the module. If so, the customizations must be reapplied to the new version of the module (or the fix may need to be applied to the custom version of the code).
- Copy the original files to a different directory before you copy over them in case you need to refer to them at a later date.

Running scripts

Back up data before running any scripts. The provided scripts **do not** preserve data. See the defect documentation for details.



Note: If you are applying the ReIM 10.2 or ReIM 10.2.1 installation against RMS 10.2.1 patch, ignore the errors.

Deploying the reim.war file

If you have made no customizations to the initial release and wish to accept all modifications that are included in the ReIM 10.2.7 patch, you can save time and effort by extracting the reim.war file. The reim.war file contains all of the source code you need to run ReIM. You will still need to manually run scripts.

Most application servers extract the .war file automatically. Please see your server's documentation for guidance as to how to extract the .war file. You may have to modify your server's configuration files. After you extract reim.war, you must modify the ldap.properties and reim.properties files. You must then restart the server for your changes to take effect.

Defect documentation

A defect fix is a modification to the base Retek code (for example, a bug fix, a performance enhancement, or a functional enhancement). Each defect fix that is included in this patch has a corresponding defect document titled <defect#>.doc, such as “123456.doc”. Defect documents should be fully reviewed before this patch is implemented.

To assist with the patch application process, there is also a defect module cross-reference spreadsheet (DEFECT MODULE XREF INVOICE MATCH 10.2.7.xls) which lists and allows sorting by columns.

Noteworthy defect fixes

As mentioned earlier, ReIM 10.2.7 includes general product fixes. Refer to the DEFECT MODULE XREF INVOICE MATCH 10.2.7.xls. This spreadsheet contains a complete list of fixes included in the patch. Descriptions of several noteworthy fixes are listed below.

Defect 360224 – If a user creates a new credit note, the Document Date field becomes disabled and defaults to the current V-date. Because the document is external, coming from a vendor, the document date can be different and should be editable.

Defect 375340 – If an order is received as an ASN shipment with ship_origin as 4, the status code of the shipment is set to U (ASN unmatched). This action is causing problems on the ReIM side because ReIM does not read receipts in U status.

Defect 393199 – In the document maintenance header screen, the non-merch popup window displays an error.

Defect 376198 – The BatchPurge is not deleting records from IM_RECEIPT_ITEM_POSTING_STAGE and IM_RCPT_ITEM_POSTING_INV_STAGE for invoice records that are older than the value, Document History days, that is set in the system options.

Defect 377157 – The Split Receipt button is disabled for an invoice with both cost and quantity discrepancies until the cost discrepancy is resolved.

Defect 377307 – When creating an invoice, the location description field does not get populated while the location id is entered manually. Upon clicking OK to save the invoice, the following error message appears: ‘Cannot perform insert’.

Defect 377109 – When a receipt is split to match to an invoice, the remainder of the receipt which is not matched, is not visible in ReIM.

Defect 377180 – When resolving a credit memo cost in disputed status and running rollup in an environment where the date format is DDMMYY, the program fails with a ‘not a valid month’ error.

Known issues

Listed below are known issues with the ReIM 10.2.7 application that Retek will address in the next patch.

Defect 393364 – Posting batch program errors out with the message: "Could not retrieve matched with invoices to post".

Defect 393363 – Summary Match Find screen does not retrieve the invoices that are in ready for match status.

Defect 393366 – The invoice maintenance header screen navigates to a Summary Match Find screen, rather than to the Summary Match List screen.

Defect 393365 – In the Summary Match List screen, when the two auto groups are combined, the manual group that are formed do not show up in the Group-Manual section.

Defect 393332 – An incorrect error message is appearing when the user tries to enter a duplicate item for Credit Note details.