

**Oracle Retail<sup>®</sup> Invoice  
Matching<sup>™</sup>  
10.2.8**

**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. 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@retek.com

**Internet (ROCS)**    [rocs.retek.com](https://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)
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United States	+1 800 61 RETEK or 800 617 3835

**Mail**                      Oracle Customer Support  
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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

Please review the enclosed defect documents promptly to establish the impact on your business operations. Oracle Retail 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 their application can complicate the support process. When members of Oracle Retail 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, Oracle Retail 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 10.2.8 patch release. Before you apply the Oracle Retail Invoice Matching (ReIM) 10.2.8 patch:

- Check that the ReIM 10.2 and the patches from ReIM 10.2.1 to 10.2.7 are installed.
- Check that the latest Oracle Retail Merchandising System (RMS) patch is installed. RMS 10.1 users should be current with the RMS 10.1.12 patch, and RMS 9.0.x users should be current with the RMS 9.0.20 patch.

The ReIM 10.2.8 patch contains files that were modified since the ReIM 10.2.7 patch release. For detailed information on what is included regarding software fixes in this patch release, see the ReIM 10.2.8 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, then 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 script. The provided scripts do **not** preserve data. See the defect documentation for details.

## 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 10.2.8 patch, you can extract the reim.war file. The reim.war file contains all of the source code you need to run ReIM. You still need to manually run scripts.

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

## Defect documentation

A defect fix is a modification to the base Oracle Retail 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 10.2.8.xls) which lists and allows sorting by columns.

## Defect fixes

As mentioned earlier, ReIM 10.2.8 includes general product fixes. See the DEFECT MODULE XREF INVOICE MATCH 10.2.8.xls. This spreadsheet contains a complete list of fixes included in the patch. Descriptions of several noteworthy fixes are listed below.

**Defect 377746** – The user session times out even before the preset value set in web.xml.

**Defect 393366** – In the Detail Matching screen, if the user views the invoice details and returns, the invoice and receipt items that were selected into the Detail Item Grouping frame move back to the top discrepancy items frame.

**Defect 395112** – The supplier and the item LOVs function inconsistently if only the partial description is entered.

**Defect 395352** – The Automatch posts the invoice, which should be in unresolved or multi-unresolved status, because the invoice matches with more than one receipt within tolerance.

**Defect 395493** – The Receipt Write-Off batch program writes incorrect amount in IM\_FINANCIALS\_STAGE table for the transaction codes receipt write off ('RWO') and unmatched receipt ('UNR').

**Defect 395540** – In the Summary Match List screen when the invoices and receipts for the same order are auto grouped, the cost variance is calculated incorrectly.

**Defect 396315** – In the Detail Match List screen, the cost discrepancy cannot be resolved for an item if the purchase order (PO) cost for that item is zero.

## Enhancement fix

Listed below is an enhancement fix within this patch.

**Defect 397232** – Changes were made to the Automatch process to prevent errors that can occur when new receipts or invoices are received.

The Automatch process has to be updated to reconsider a grouping for any new invoices or receipts that have occurred, taking into account any invoices with unresolved discrepancies in that grouping. If an invoice has any resolved quantity discrepancies, that invoice and the receipt that has been matched with the invoice is not reconsidered as part of the Automatch process. Only receipts and invoices for the PO, vendor, and location that have not been fully matched and not had discrepancies resolved, are considered by the Automatch process. If an invoice/receipt has **any** resolved quantity discrepancies, the invoice and receipt are removed from the grouping by the Automatch process.

Because a user has made the business decision to start the process of resolving discrepancies rather than waiting for additional receipts or invoices to be included, the system assumes that a business decision has been made that the invoice and receipt should be matched to each other, and the Automatch process should not delete these resolutions.

When the Automatch process reconsiders invoices and receipts that have existing, unresolved quantity discrepancies, if there is a new matching that results in an exact match (within tolerance) either at a summary level, or one to one level, the match is made. If the matched invoices previously had unresolved quantity discrepancies, those discrepancies are deleted. If the Automatch results in a new scenario that does not result in an exact match for the invoice, the invoice remains in its current status, and the existing discrepancies remain. The process may update the quantity in the existing discrepancy if appropriate. However, the routing and resolve by dates are not impacted if an update to the discrepancy is created.

Cost discrepancies are handled somewhat differently than quantity discrepancies. For cost discrepancies, if the discrepancy exists or has been resolved with a resolution action the Automatch process reconsiders the invoice with the resolved discrepancy. If a full cost and quantity match is found, the invoice is updated to matched status, and any discrepancies are deleted. If a resolution action type of Receiver Cost Adjustment has been taken, ReIM checks to see whether the RCA has taken place in RMS. If it has taken place in RMS, ReIM attempts matching, and if a summary or one to one match is found, it matches the receipts and invoices and leaves the discrepancy resolutions in place. If the RCA has not take place in RMS, ReIM stilll attempts matching, and if a summary or one to one match for both cost and quantity is found, the receipts and invoices are matched and the resolution actions are deleted. If a receiver cost adjustment is made in RMS after the invoice is matched, it results in 'bad' RMS data.