

Retek[®] Integrated Store Operations[™] 10.4.1

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)	rocs.retek.com 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 a summary of the changes that have been made to Integrated Store Operations (ISO) since the previous release.

Receiving

- Prompt to apply ASN to DSD, if there is an associated ASN.
- Allow a warehouse transfer to be broken into multiple shipments, as long as they are on different containers.
- Set Invoice Match indicator when receipt has associated invoice.
- Correctly set document type in some instances of warehouse receiving.
- Correct receiving fractional amounts.
- Improved error message handling for printing from wireless device.

RIB/RMS

- Fixed possible dropped RIB messages (with related RIB fix).
- Improved RIB error hospital messages.
- Apply merchandise hierarchy changes from RMS.
- Improved handling of delivery date modifications.

Stock counts

- Improved stock count performance.
- Items in deleted or inactive status with stock on hand (SOH) now appear in stock count.
- Eliminate possible X11 exception in Unix environments.
- Allow item with a count quantity to have decimals.
- Improved wireless count, committed after every item.
- Improved re-count and display of authorization screen.
- Improved handling of null pointer exceptions.
- When count file is exported, update quantities with correct quantity.
- Improved handling when VarianceValue is not null and percent/SUOM is null.

Return to vendor (RTV)

- All RTV detail lines are sent to RMS in one transaction, eliminating the possibility of losing one or more lines or sending duplicate data to the vendor.
- Correct the unavailable status quantity.

Purchase orders

- Correct the truncated ASNIn message quantities.

Items

- Improved handling of merchandise hierarchy changes from RMS.
- Fixed foreign key violation in SIM database.
- Improved ItemRequest wireless performance.
- Fixed item lookup screen for supplier detail display.

Transfer

- Improved quantity confirmation message.
- Property handle reserve quantity during dispatched.
- Fixed transfer request email subject line.

Batch

- Improved CleanupPickList batch performance.
- Fixed how PosModParser batch handles items that have been discontinued.
- Improved UpdatePriceChanges processing of hundreds of thousands of records.

Other changes

- Corrected unavailable SOH amounts when doing Inventory Adjustments.
- Allow search-by-supplier to return more than two results.
- Improved handling of price change error message.
- Changed admin “Days to hold cancelled store order” to “Days to hold Store Orders.”
- Correct default ticketing settings correct null pointer error for POSModParser batch.
- Resolved ItemRequestCeatePublish un-rounded quantities in the message.
- Delete orphaned transfer detail records on the RK_ALLOCATIONS table.
- Wireless HandHeld retain supplier list when sorted by primary supplier.