Retek® Integrated Store Operations™ 11.0

Release Notes

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@retek.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.

Release notes

Overview

This document contains summary information on the functional enhancements that have been made to the Integrated Store Operations (ISO) since the previous release.

Technical enhancements

- ISO 11.0 is integrated with Retek Integration Bus (RIB) 11.0.2 and Retek Merchandising System (RMS) 11.0.2.

- Retek Point of Sale (RPOS) 11.0 and Store Inventory Management (SIM) 11.0 share the same data model and services.

- During ISO 11.0 development, all package names were made consistent across the RPOS and SIM products (for example, com.retek.iso.cr, com.retek.iso.cs, and so on).

- Along with the RIB (which is a near-real-time, asynchronous messaging system), ISO utilizes a synchronous system called RSL (Retek Services Layer) to connect to the merchandising system (such as RMS) and to the pricing system (such as RPM).

Functional enhancements

Store-orders (externally initiated)

Store orders are used to create, change and approve orders to a supplier or transfers requests to a warehouse. When there is a shortage of items, or demand for particular items increase, store users must have the ability to create store orders. The user selects either a warehouse or a supplier and adds the items and quantities. The store orders then utilize RSL to action the order in RMS. Store orders functionality includes the following:

- Create orders for the supplier or the warehouse.

- Save the creation of the order without approving it.

- Amend items and orders in SIM that are created either manually or through replenishment in RMS.

- Delete pending orders.

- Approve store orders.

- Query off-invoice deals when editing an existing Store Order to a Supplier.

- Query an item's sales and store orders when editing an existing Store Order.

- 📖 **Technical note**: RMS's term 'warehouse to store transfer' is the same as SIM's 'warehouse delivery'.

Merged previous store orders and item requests into item request

Beginning with version 11.0 of the SIM application, the user is able to use the item request functionality to request items regardless of the replenishment type normally used by the merchandising system to replenish the item. All items are sourced from either a warehouse or through supplier purchase orders, depending on the sourcing parameters for the item specified in the merchandising system.

Returns not after date

The following functionality is included in this release:

- Return requests are returns that are generated via the central merchandising system and then sent to SIM to be fulfilled.

- The Not After Date that is assigned on Return Requests in the merchandising system for Returns to Vendor (RTV) and Returns to Warehouse (RTW) is displayed in SIM.

- The Not After Date is not used for returns created within SIM and is non-editable.

- When dispatching return requests, the Not After Date must be greater than or equal to today's date. Those Return Requests where the Not After Date is in the past cannot be dispatched.

  Note: The only action that can be taken on these return requests would be to have them deleted from the Return List screen.

- A return request email alert batch module has been added to warn users 'x' number of days in advance that the RTV/RTW is about to reach the Not After Date and needs to be dispatched.

- Return requests – add items
  Some retailers do not want stores to be able to add items to centrally created RTV/RTW (return requests). The 'Add Item' button has been configured to be displayed or not displayed.

  Note: Return requests come into SIM in requested status and are initiated only on the PC. However, if the user decides to save the return request, it moves into a Pending Status and can also be edited/dispatched on the hand held.

Related items

- Store users are able to quickly and easily determine what related items exist in the store.

- SIM allows store users to lookup related items from the item lookup detail screen.

- The user is able to view all the related items, four diffs and stock on hand from the related item details screen.

- Users can double click any item from the related item details screen and be taken to the item lookup detail screen for that item.

Item location primary supplier

Because the primary supplier for an item at a specific store is available, a modification was made to the Item-Loc-Injector in order to capture this information and store it on the AS_ITM_RTL_STR table.

Price changes received from pricing system (for example, RPM)

In conjunction with the RMS 11.0 release, RMS users create the initial retail prices for items. However, the price zone structure previously held in RMS is now held in RPM. After the initial prices have been set, further control of prices is now handled through RPM.

Users who manage prices in RPM are able to use a flexible structure to control the retail prices via permanent, promotion or clearance changes.

In RMS a new indicator, Store Control Pricing, has been added at the item/location level. This indicator determines whether SIM users can request changes to an item's retail price at a specific location.

If SIM users have control of the retail price for an item at a location, they are able to send price change requests for permanent price changes, clearances or simple promotions to RPM. RPM checks for any conflicts and provide an immediate response to SIM regarding the status of the request. If the request was accepted, RPM also sends a price change event back to SIM.

All communication between SIM and RPM is handled by RSL, providing a real-time connection between the applications. The normal operation of pricing assumes that RSL and RPM are both available. No manual override is provided within SIM.

Receiver unit adjustments

Receiver adjustment refers to the business practice of modifying a receipt (in RMS-terms, a "received shipment") subsequent to the completion of the receiving process. Receiver unit adjustments modify the receipt quantity, while receiver cost adjustments modify the unit cost of an item. Such adjustments may result in changes to inventory position and valuation and can impact the stock ledger.

Within the Retek suite, receiver adjustments traditionally resided in RMS. Now receiver adjustments can be executed (or requested) from within SIM, ReIM and/or RWMS.

To ensure the SOH between RMS and SIM remains in sync, a RIB message, indicating whether any unit adjustments have been made in ReIM/RMS, is imported into SIM and a SIM Inventory Adjustment record is created.

Known issue

Unit adjustment receiving functionality

The ISO system is not properly processing 'unit adjustment receiving' functionality. A fix is available and will be sent out with the next patch.

If the retailer has ReIM, RMS and SIM, this issue is classified as 'P2'. Otherwise, the issue is classified as 'P3'. See the section 'Receiver unit adjustments' above for more information about this functionality.