

Retek[®] Price Management[™] 11.0.0.1

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

RPM is a pricing and promotions execution system. RPM's functionality includes the definition, maintenance, and review of price changes, clearances and promotions. The system's capabilities range from simple item price changes at a single location to complex buy/get promotions across zones. Please note the following:

- Release notes cover information specific to this patch, only. For comprehensive documentation, please see RPM 11.0 documentation.
- RPM 11.0.0.1 is a patch only to be installed over RPM 11.0.

Fix

- Error messages in the RIB hospital contain valid exception information. In RPM 11.0, the RIB hospital contained null error messages. Please see the RIB 11.0.1.1 release notes for additional details.

Known Issues

- See the RPM 11.0 Release Notes for known issues