Retail passion. Innovative solutions.

Retek® Merchandising System™ 11.0.3

Release Notes

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Printed in the United States of America.

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.
- WebEx recording of recreation (when applicable).

Overview

Retek Customer Support investigates submitted issues assuming 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.

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 (see 'DEFECT Documentation' below). Please review the enclosed DEFECT documents promptly to determine the impact to your business operations.

Before installing RMS 11.0.3, confirm that RMS 11.0 and all following patches (RMS 11.0.1, RMS 11.0.2) have been applied. The RMS 11.0.3 patch release contains batch, package, forms program modifications. Refer to the RMS 11.0.3 patch documentation for detailed information on each fix.

As with all patches, the following points should be considered before applying RMS 11.0.3:

- Copy the original files to an archive directory before you overwrite them in case they are later needed for reference.
- Note whether customizations have been made to the module. If so, the customizations will need to be reapplied to the new version of the module (or the fix may need to be applied to the custom version of the code).

DEFECT documentation (DEFECT MODULE XREF 11.0.3.xls)

As mentioned earlier, RMS 11.0.3 includes general product fixes. Read the provided documents for details. A DEFECT fix is a modification to base Retek code (a bug fix, a performance enhancement, or a functional enhancement). Each DEFECT fix that is included in this patch has a corresponding DEFECT document in the \doc\defect_doc folder titled <DEFECT#> <module>.doc, such as "1557 nxprcno.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 in the same folder (DEFECT MODULE XREF 11.0.3.xls) which lists and allows sorting by DEFECT, Program Name, Revision #, Functional Area, Priority, and Defect Description.

Specific defects to note

DEFECT 368110

A security problem exists in the replenishment attribute form. Although the user has limited security access to the organizational hierarchy, the user continues has access to the locations that are not visible.

DEFECT 370600

The tranpo form does not allow for the deletion of transportation records in edit mode.

DEFECT 377050

The new (2005) format for the US HTS flat file requires modifications to the HTS upload functionality. The new US HTS flat file has additional VA to VD, W to W9, WA to WD, and F110 segments. The new VA to VC segment has the same structure as the existing V5 to V9 segment and should be processed in the same way. The new VD segment contains additional 16 2-character SPI codes which is an extension of the V3 segment's 14 2-character SPI codes field. There is no requirement to process W and F segments.

DEFECT 376655

ReSA transaction and audit forms are incorrectly computing Retail for Catch Weight Type 3 (Order Type = Fixed Weight / Sale Type = Variable Weight Each) and Type 4 (Order Type = Variable Weight / Sale Type = Variable Weight Each) items. Also, in some of the screens, there is no UOM Qty field where it should be displayed.

DEFECT 373750

The unit retail functionality on the itemchildrendiff.fmb form is useless. Currently, changes in the unit retail are based upon the zone_id (which is the same as the location value in RMS). For RPM, this logic is meaningless because its prices are based on the zone_id (which contains many locations).

DEFECT 374387

The price zone option should be removed from that which has a group type for applying locations.

DEFECT 372213

There is no validation for deleting external finishers. When an external finisher is deleted from the Partner form, the form deletes the record from the PARTNER table without any validation (warehouses or stores are deleted with validation logic).

DEFECT 364374

When a class or subclass is deleted from the Merchandise Hierarchy form, users are still allowed to edit its details even though it is pending deletion in the nightly batch run. The form also does not restrict adding/editing classes or subclasses to departments and classes pending deletion. Similarly, the class and subclass forms do not restrict the modification and deletion of classes and subclasses that are already pending deletion.

DEFECT 364605

This is a logical defect. The column, supplier, on the SUPS table is defined as Number (10) and the column, addr_key, on the ADDR table is defined as Number (6). The user can enter 9,999,999,999 possible suppliers in the SUPS table and 999,999 possible addresses in the ADDR table. However, during the process of creating a supplier, the user has to enter a minimum of 3-vendor address types for each vendor. Thus, the user can enter a maximum 333,333 vendors.