

Retek® Merchandising System™

11.0.5

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
E-mail	support@retek.com
Internet (ROCS)	rocs.retek.com
Phone	+1 612 587 5800
Mail	Retek Customer Support Retek on the Mall 950 Nicollet Mall Minneapolis, MN 55403

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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France	0800 90 91 66
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Hong Kong	800 96 4262
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Korea	00 308 13 1342
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United Kingdom	0800 917 2863
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United States	+1 800 61 RETEK or 800 617 3835
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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

Retek Customer Support investigates submitted issues assuming all release patches have been applied. While the retailer has discretion as to when to apply patches, delays or lags in their 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 11.0.5, confirm that RMS 11.0 and all following patches have been applied. The RMS 11.0.5 patch release contains batch, package, forms program modifications. See the RMS 11.0.5 patch documentation for detailed information on each fix.

As with all patches, the following points should be considered before applying RMS 11.0.5:

- 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 re-applied 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 11.0.5.xls)

RMS 11.0.5 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 11.0.5.xls). This spreadsheet lists and allows sorting by Defect, Program Name, Revision #, Functional Area, Priority, and Defect Description.

Specific defects to note

Defect 396217

The introduction of finisher locations in RMS 11 (both internal and external finishers) added a location type that requires special consideration for various inventory-related actions. Finisher locations are either virtual warehouse which are designated as finishers (internal finishers) or partners with a partner type of external finisher. Both of these location types exist to provide value added services to inventory when it is being moved from one location to another. The finisher may be a company-owned location (internal finisher) or an outside company (external finisher). The basic purpose is the same; namely, to do some type of work on an item while it is being moved from one location to another.

The issue occurs when a retail change is made for an item when a quantity of the item is at or in transit to a finisher location. Currently, when a regular or clearance price change occurs for a location, a TRAN_DATA record is written to account for the markup or markdown for the inventory that is currently either on-hand or in-transit to that location. However, any merchandise 'owned' by that location that is currently at or in transit to a finisher is missed by this process (that is, a markup or markdown tran data record is not created for that portion of the merchandise). This results in misstated retail inventory value, misstated margin calculations, and residual retail inventory value remaining at finisher locations.

To address the problem, RMS includes two new 'weighted average retail' concepts for merchandise at finisher locations. These will be updated by the system as merchandise moves in and out of finisher locations, and then used to properly account for price changes on merchandise at or in transit to a finisher.

- 'Transfer' weighted average retail (at the item/finisher/transfer level), along with an associated number of units.

This retail value represents the weighted average retail of all the units of a particular item for a particular transfer that are currently at or in transit to a particular finisher. Because there can be multiple shipments in and out of the finisher for a given transfer, this value may change during the life of the transfer. In addition, in order to calculate this value, the corresponding number of units of the item for the transfer currently at or in transit to the finisher must also be maintained.

- 'Finisher' weighted average retail (at the item/finisher level), along with an associated number of units.

This retail value represents the weighted average retail of all the units of a particular item that are currently at or in transit to a particular finisher irrespective of transfer affiliation. Because there will be ongoing shipments in and out of the finisher for an item, this value will change over time. In addition, in order to calculate this value, the corresponding number of units of the item currently at or in transit to the finisher must also be maintained.

In order to resolve the current problems with price changes involving finishers, these two weighted average retail concepts will be incorporated into the relevant areas of system functionality. These areas include shipping/receiving, stock order reconciliation, stock counts, inventory adjustments, and partner maintenance.

Functional enhancements

This section describes the functional enhancements that should be noted for this patch.

Oracle Financials integration

Most retailers who have RMS use a separate suite of financial systems. In order to run their business effectively, retailers must pass important information back and forth between RMS and their financial systems on an ongoing basis.

In previous releases, RMS contained limited functionality that enabled it to read and process information from external financial systems and generate output database tables with financial data. This functionality was not oriented toward any particular financial system. Rather, the functionality was meant to present each retailer with an opportunity to customize their systems, if desired, to create data exchange capabilities for financial data.

With this release of RMS and the release of the Oracle Financials 11.5.10, retailers who use both RMS and Oracle Financials systems have built-in functionality. These systems can be used together to provide functionality and data exchange for financial data without any software customization work on the part of the retailer.

Subclass security

This release includes enhanced functionality related to user security and to the structure of the item merchandise hierarchy in RMS 11.x. The enhancements include the following:

1. User security functionality has been expanded to include the class and subclass merchandise levels.
2. The system now includes class and subclass as allowed merchandise level options for seasons, ticket types, diff groups, and user defined attributes.

Integration enhancements

Oracle Financials integration

- A new system option was added for retailers to designate whether they are using the new Retek / Oracle Financials integration process covered by this project.
-  **Note:** The functionality changes listed below is in effect **only** if the retailer has chosen the new Retek/Oracle Financials system option.
- Suppliers are created in the Oracle Financials system and exported to RMS. They cannot be created using the RMS windows. However, once the supplier exists in RMS, most individual data fields for the supplier can continue to be updated through the RMS windows.
-  **Note:** Functionality for partners data is not affected by this project.
- Addresses:
 - Supplier address types of 'Order' and 'Remittance' are created in the Oracle Financials system and exported to RMS. They are no longer created through RMS windows. Once these addresses exist in RMS, the address fields (street, city, state, and so on) are updated in Oracle and sent to RMS. These contact information fields are maintained directly in RMS.
 - Any other required supplier address types are created through the RMS import process by copying the order or remittance addresses received from Oracle. Once these exist in RMS, they are updated only in RMS.
 - Any optional supplier address types are not affected by this project. They continue to be created and updated only in RMS.
 - Any non-supplier addresses (for example, partner addresses, store addresses, and so on) are not affected by this project. They continue to be created and updated only in RMS.
- Freight terms, payment terms, currency exchange rates, and G/L chart of accounts are created and updated in Oracle and exported to RMS. They are not created or updated using the RMS windows.
- New RMS windows were added to manage and view Oracle Org Units and Site IDs. The RMS windows were changed so that each store and warehouse is assigned to an Oracle Org Unit.

Performance enhancements

Defect 395548

This fix is a performance enhancement that involves both the extraction and load modules for item/supplier/location. Instead of a full snapshot, this enhancement allows processing of only changed data. This enhancement is applicable for retailers with large amounts of item/locations data.