

Retek® Merchandising System™ 10.1.11 French 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
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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

Please review the enclosed defect documents promptly to establish the impact on your business operations. Retek Customer Support investigates submitted issues with the assumption that 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 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 the section, 'Defect documentation', below).

As listed below, this patch contains general product fixes, French version-specific defect fixes, French translation terminology corrections, and some functional enhancements. See the 'Defect documentation' and 'French release specific defect documentation' sections of this document for more details.

NLS_LANG parameter

In order to properly compile RMS 10.1.11 French, the NLS_LANG environment parameter must be set in UNIX. This parameter should be set throughout the entire installation process. To set this parameter, type the following at a UNIX command prompt:

```
export NLS_LANG=FRENCH_FRANCE.UTF8
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Defect documentation

A defect fix is a modification to the base Retek code (for example, a bug fix, a performance enhancement, or a functional enhancement). Each defect fix included in this patch has a corresponding defect document titled <defect#> <module>.doc (for example, "123456 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 (RMS 10.1.11 MODULE XREF.xls) which lists and allows sorting by Defect, Program Name, Revision #, Functional Area, Priority, and Defect Description. The spreadsheet includes a full list of all the previous patch defect modules. In addition, tabs show defects related to the current patch, and current defects broken out by module types.

This release includes both a French and English Base release version of the XREF document.

Summary of selected noteworthy defects

- Defect 376869
RECLSDLY runs slowly while reclassifying the pack items.
- Defect 378041
The system takes a considerable amount of time (performance) while applying on-line deals to orders.
- Defect 377434
This is an enhancement to the transfer functionality. New items are now allowed to be added to transfers of type 'EG' after they have been set to 'C'losed status.
- Defect 377471
When an allocation is manually closed online, the stock-on-hand values are not handled ideally for items that were shipped but not received. The inventory is placed back at the shipping location. This enhancement allows the system to handle those quantities differently.
- Defect 393235
Retek Advanced Inventory Planning (AIP) 11.3 includes an addition of an online Order Maintenance dialog in which users can modify purchase orders that have already been sent from AIP to RMS. Retailers not using Retek AIP need not take any action.

Purchase order delivery dates, locations and order quantities may be changed. To prevent these modifications from creating discrepancies between AIP and RMS, two new RMS extracts are needed. The first contains the numbers of AIP-generated purchase orders and transfers that have been closed in RMS since the last extract. This extract serves the following two purposes: it prevents users from modifying closed purchase orders in the AIP Online Order Maintenance dialog, and it instructs AIP Online as to when purchase orders and transfers can be purged from the system. The second extract contains received quantity snapshots for AIP-generated purchase orders and transfers. This information prevents users in the AIP Online Order Maintenance dialog from decrementing the order quantity below what has already been received. These extracts should be run on a nightly basis.

French release-specific defect documentation

Language-specific defects to this version of RMS are listed in the defect module cross-reference spreadsheet (RMS 10.1.11 French MODULE XREF.xls). Defect documents for each defect and module affected are also included. See the defect documents for details.

Summary of the French release-specific defects

None