

Retek® Integrated Store Operations™

10.4

Release Notes

Corporate Headquarters:

Retek Inc.
Retek on the Mall
950 Nicollet Mall
Minneapolis, MN 55403
USA
888.61.RETEK (toll free US)
Switchboard:
+1 612 587 5000
Fax:
+1 612 587 5100

European Headquarters:

Retek
110 Wigmore Street
London
W1U 3RW
United Kingdom
Switchboard:
+44 (0)20 7563 4600
Sales Enquiries:
+44 (0)20 7563 46 46
Fax:
+44 (0)20 7563 46 10

The software described in this documentation is furnished under a license agreement, is the confidential information of Retek Inc., and may be used only in accordance with the terms of the agreement.

No part of this documentation may be reproduced or transmitted in any form or by any means without the express written permission of Retek Inc., Retek on the Mall, 950 Nicollet Mall, Minneapolis, MN 55403, and the copyright notice may not be removed without the consent of Retek Inc. Information in this documentation is subject to change without notice.

Retek provides product documentation in a read-only-format to ensure content integrity. Retek Customer Support cannot support documentation that has been changed without Retek authorization.

Retek® Integrated Store Operations™ is a trademark of Retek Inc.

Retek and the Retek logo are registered trademarks of Retek Inc.

This unpublished work is protected by confidentiality agreement, and by trade secret, copyright, and other laws. In the event of publication, the following notice shall apply:

©2004 Retek Inc. All rights reserved.

All other product names mentioned are trademarks or registered trademarks of their respective owners and should be treated as such.

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
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)
-----------	--

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
---------------	---------------------------------

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

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 10.4 is integrated with Retek Integration Bus (RIB) 11.0 and Retek Merchandising System (10.2.2).
- Retek Point of Sale (RPOS) 10.4 and Store Inventory Management (SIM) 10.4 share the same data model.

Functional enhancements

Reporting

SIM has added the ability to produce reports that a retailer's end users can customize to reflect the unique requirements of their business. The types of reports are primarily transaction-based (operational), with the ability to specify the exact data fields to be displayed and the formatting of the report. The reporting template is specified at the corporate level, but is available to store users if they are granted the necessary security privileges.

The objective of this reporting enhancement is to design an approach that allows SIM to deliver default reporting functionality but remain free of needing to incorporate retailer-specific reports into each version of SIM.

Ticketing

The user ID is now captured on all item ticket/ shelf edge label records that are generated. The user ID is displayed on the Item Ticket List and Detail Screens. The User ID provides information to retailers that allows them to see who created the item ticket/ shelf edge label.

The Current Price within Item Tickets is renamed and modified to become the Label Price. The Label Price holds the new price for the item if the ticket/label was created from a Price Change. If the ticket/label was created any other way, it represents the current price in the system. Note that once the ticket is printed, the price is saved.

Now that SIM is using a reporting tool, format has been added to Item Tickets. A New Label and Ticket Formats screen has been created to allow user to specify formats for item tickets and shelf edge labels to be used within ticketing. The user is able to select the label type of either shelf edge label or item ticket and select a corresponding format to print out. The labels/items tickets that are printed are in the format that was selected.

Two new configurations have been created to send tickets/labels to ticketing when description changes for items are received. All configurations that send item tickets/labels to ticketing use the new default formats that are specified for the type.

Sequencing includes a 'No Label'/blank option when a user selects shelf edge label formats. This gives the user the ability to set the label format back to blank.

Unit and amount stock counts using a third-party vendor

SIM retailers may perform their unit and amount stock counts using a third-party vendor (such as RGIS). In this case, the unit and amount stock counts are scheduled in SIM. The actual counting process is performed using the RGIS system. Once the physical stock counting process has been completed, the RGIS system exports the results of the count to SIM.

SIM compares the RGIS count information with the SOH value currently held in SIM. A new unit and amount authorization screen now allows a SIM user to view all items in the stock count that are discrepant when compared to the SOH figure. Pre-defined variance limits (units and % difference) are used to determine which items fall outside the 'acceptable' level and should be considered discrepant. The SIM user is able to modify the Authorization Quantity for any discrepant items.

Once the discrepant items have been reviewed and approved, SIM exports the stock count information to RMS. RMS updates its SOH positions to reflect the data held in SIM and makes all appropriate financial adjustments relevant to the unit and amount stock count.

Handheld direct delivery lookup

Handheld direct delivery functionality now allows the user to perform a lookup of deliveries by purchase order (PO) as well as item.