Selling and Fulfillment Foundation: Application Platform User Guide

Release 8.5

October 2009

Third-Party Software

Portions of the Sterling Commerce Software may include products, or may be distributed on the same storage media with products, ("Third Party Software") offered by third parties ("Third Party Licensors"). Sterling Commerce Software may include Third Party Software covered by the following copyrights: Copyright © 2006-2008 Andres Almiray. Copyright © 1999-2005 The Apache Software Foundation. Copyright (c) 2008 Azer Koçulu http://azer.kodfabrik.com. Copyright © Einar Lielmanis, einars@gmail.com. Copyright (c) 2006 John Reilly (www.inconspicuous.org) and Copyright (c) 2002 Douglas Crockford (www.crockford.com). Copyright (c) 2009 John Resig, http://jquery.com/. Copyright © 2006-2008 Json-lib. Copyright © 2001 LOOX Software, Inc. Copyright © 2003-2008 Luck Consulting Pty. Ltd. Copyright 2002-2004 © MetaStuff, Ltd. Copyright © 2009 Michael Mathews micmath@gmail.com. Copyright © 1999-2005 Northwoods Software Corporation. Copyright (C) Microsoft Corp. 1981-1998. Purple Technology, Inc. Copyright (c) 2004-2008 QOS.ch. Copyright © 2005 Sabre Airline Solutions. Copyright © 2004 SoftComplex, Inc. Copyright © 2000-2007 Sun Microsystems, Inc. Copyright © 2001 VisualSoft Technologies Limited. Copyright © 2001 Zero G Software, Inc. All rights reserved by all listed parties.

The Sterling Commerce Software is distributed on the same storage media as certain Third Party Software covered by the following copyrights: Copyright © 1999-2006 The Apache Software Foundation. Copyright (c) 2001-2003 Ant-Contrib project. Copyright © 1998-2007 Bela Ban. Copyright © 2005 Eclipse Foundation. Copyright © 2002-2006 Julian Hyde and others. Copyright © 1997 ICE Engineering, Inc./Timothy Gerard Endres. Copyright 2000, 2006 IBM Corporation and others. Copyright © 1987-2006 ILOG, Inc. Copyright © 2000-2006 Infragistics. Copyright © 2002-2005 JBoss, Inc. Copyright LuMriX.net GmbH, Switzerland. Copyright © 1998-2009 Mozilla.org. Copyright © 2003-2009 Mozdev Group, Inc. Copyright © 1999-2002 JBoss.org. Copyright Raghu K, 2003. Copyright © 2004 David Schweinsberg. Copyright © 2005-2006 Darren L. Spurgeon. Copyright © S.E. Morris (FISH) 2003-04. Copyright © 2006 VisualSoft Technologies. Copyright © 2002-2009 Zipwise Software. All rights reserved by all listed parties.

Certain components of the Sterling Commerce Software are distributed on the same storage media as Third Party Software which are not listed above. Additional information for such Third Party Software components of the Sterling Commerce Software is located at: installdir/mesa/studio/plugins/SCI_Studio_License.txt.

Third Party Software which is included, or are distributed on the same storage media with, the Sterling Commerce Software where use, duplication, or disclosure by the United States government or a government contractor or subcontractor, are provided with RESTRICTED RIGHTS under Title 48 CFR 2.101, 12.212, 52.227-19, 227.7201 through 227.7202-4, DFAR 252.227-7013(c) (1) (ii) and (2), DFAR 252.227-7015(b)(6/95), DFAR 227.7202-3(a), FAR 52.227-14(g)(2)(6/87), and FAR 52.227-19(c)(2) and (6/87) as applicable.

Additional information regarding certain Third Party Software is located at installdir/SCI_License.txt.

Some Third Party Licensors also provide license information and/or source code for their software via their respective links set forth below:

http://danadler.com/jacob/

http://www.dom4j.org

This product includes software developed by the Apache Software Foundation (http://www.apache.org). This product includes software developed by the Ant-Contrib project (http://sourceforge.net/projects/ant-contrib). This product includes software developed by the JDOM Project (http://www.jdom.org/). This product includes code licensed from RSA Data Security (via Sun Microsystems, Inc.). Sun, Sun Microsystems, the Sun Logo, Java, JDK, the Java Coffee Cup logo, JavaBeans , JDBC, JMX and all JMX based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. All other trademarks and logos are trademarks of their respective owners.

THE APACHE SOFTWARE FOUNDATION SOFTWARE

The Sterling Commerce Software is distributed with or on the same storage media as the following software products (or components thereof) and java source code files: Xalan version 2.5.2, Cookie.java, Header.java, HeaderElement.java, HttpException.java, HttpState.java, NameValuePair.java, CronTimeTrigger.java, DefaultTimeScheduler.java, PeriodicTimeTrigger.java, Target.java,

TimeScheduledEntry.java, TimeScheduler.java, TimeTrigger.java, Trigger.java, BinaryHeap.java, PriorityQueue.java, SynchronizedPriorityQueue.java, GetOpt.java, GetOptsException.java, IllegalArgumentException.java, MissingOptArgException.java (collectively, "Apache 1.1 Software"). Apache 1.1 Software is free software which is distributed under the terms of the following license:

License Version 1.1

Copyright 1999-2003 The Apache Software Foundation. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

2. Redistribution in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

3. The end-user documentation included with the redistribution, if any, must include the following acknowledgement: "This product includes software developed by the Apache Software Foundation (http://www.apache.org)." Alternatively, this acknowledgement may appear in the software itself, if and whenever such third-party acknowledgements normally appear.

4. The names "Commons", "Jakarta", "The Jakarta Project", "HttpClient", "log4j", "Xerces "Xalan", "Avalon", "Apache Avalon", "Avalon Cornerstone", "Avalon Framework", "Apache" and "Apache Software Foundation" must not be used to endorse or promote products derived from this software without specific prior written permission. For written permission, please contact apache@apache.org.

5. Products derived from this software may not be called "Apache", nor may "Apache" appear in their name, without the prior written permission of the Apache Software Foundation.

THIS SOFTWARE IS PROVIDED "AS IS" AND ANY EXPRESS OR IMIPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTIBILITY, AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL APACHE SOFTWARE FOUNDATION OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

This software consists of voluntary contributions made by many individuals on behalf of the Apache Software Foundation. The GetOpt.java, GetOptsException.java, IllagalArgumentException.java and MissingOptArgException.java software was originally based on software copyright (c) 2001, Sun Microsystems., http://www.sun.com. For more information on the Apache Software Foundation, please see <http://www.apache.org/>.

The preceding license only applies to the Apache 1.1 Software and does not apply to the Sterling Commerce Software or to any other Third-Party Software.

The Sterling Commerce Software is also distributed with or on the same storage media as the following software products (or components thereof):   Ant, Antinstaller, Apache File Upload Package, Apache Commons Beans, Apache Commons BetWixt, Apache Commons Collection, Apache Commons Digester, Apache Commons IO, Apache Commons Lang., Apache Commons Logging, Apache Commons Net, Apache Jakarta Commons Pool, Apache Jakarta ORO, Lucene, Xerces version 2.7, Apache Log4J, Apache SOAP, Apache Struts and Apache Xalan 2.7.0, (collectively, "Apache 2.0 Software").   Apache 2.0 Software is free software which is distributed under the terms of the Apache License Version 2.0. A copy of License Version 2.0 is found in the following directory files for the individual pieces of the Apache 2.0 Software: installdir/jar/commons_upload/1_0/ CommonsFileUpload_License.txt, installdir/jar/jetspeed/1_4/RegExp_License.txt,
 installdir/ant/Ant_License.txt
<install>/jar/antInstaller/0_8/antinstaller_License.txt,
<install>/jar/commons_beanutils/1_7_0/commons-beanutils.jar (/META-INF/LICENSE.txt),
<install>/jar/commons_betwixt/0_8/commons-betwixt-0.8.jar (/META-INF/LICENSE.txt),

<install>/jar/commons_collections/3_2/LICENSE.txt,
<install>/jar/commons_digester/1_8/commons-digester-1.8.jar (/META-INF/LICENSE.txt),
<install>/jar/commons_io/1_4/LICENSE.txt,
<install>/jar/commons_lang/2_1/Commons_Lang_License.txt,
<install>/jar/commons_logging/1_0_4/commons-logging-1.0.4.jar (/META-INF/LICENSE.txt),
<install>/jar/commons_net/1_4_1/commons-net-1.4.1.jar (/META-INF/LICENSE.txt),
<install>/jar/smcfs/8.5/lucene-core-2.4.0.jar (/META-INF/LICENSE.txt),
<install>/jar/struts/2_0_11/struts2-core-2.0.11.jar (./LICENSE.txt),
<install>/jar/mesa/gisdav/WEB-INF/lib/Slide_License.txt,
<install>/mesa/studio/plugins/xerces_2.7_license.txt,
<install>/jar/commons_pool/1_2/Commons_License.txt,
<install>/jar/jakarta_oro/2_0_8/JakartaOro_License.txt,
<install>/jar/log4j/1_2_15/LOG4J_License.txt,
<install>/jar/xalan/2_7/Xalan_License.txt,
<install>/jar/soap/2_3_1/Apache_SOAP_License.txt

Unless otherwise stated in a specific directory, the Apache 2.0 Software was not modified. Neither the Sterling Commerce Software, modifications, if any, to Apache 2.0 Software, nor other Third Party Code is a Derivative Work or a Contribution as defined in License Version 2.0. License Version 2.0 applies only to the Apache 2.0 Software which is the subject of the specific directory file and does not apply to the Sterling Commerce Software or to any other Third Party Software. License Version 2.0 includes the following provision:

"Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License."

NOTICE file corresponding to the section 4 d of the Apache License, Version 2.0, in this case for the Apache Ant distribution. Apache Ant Copyright 1999-2008 The Apache Software Foundation. This product includes software developed by The Apache Software Foundation (http://www.apache.org/). This product includes also software developed by :

   - the W3C consortium (http://www.w3c.org) ,

   - the SAX project (http://www.saxproject.org)

The <sync> task is based on code Copyright (c) 2002, Landmark Graphics Corp that has been kindly donated to the Apache Software Foundation.

Portions of this software were originally based on the following:

   - software copyright (c) 1999, IBM Corporation., http://www.ibm.com.

   - software copyright (c) 1999, Sun Microsystems., http://www.sun.com.

   - voluntary contributions made by Paul Eng on behalf of the Apache Software Foundation that were originally developed at iClick, Inc., software copyright (c) 1999.

NOTICE file corresponding to the section 4 d of the Apache License, Version 2.0, in this case for the Apache Lucene distribution. Apache Lucene Copyright 2006 The Apache Software Foundation. This product includes software developed by The Apache Software Foundation (http://www.apache.org/). The snowball stemmers in contrib/snowball/src/java/net/sf/snowball were developed by Martin Porter and Richard Boulton. The full snowball package is available from http://snowball.tartarus.org/

Ant-Contrib Software

The Sterling Commerce Software is distributed with or on the same storage media as the Anti-Contrib software (Copyright (c) 2001-2003 Ant-Contrib project. All rights reserved.) (the "Ant-Contrib Software"). The Ant-Contrib Software is free software which is distributed under the terms of the following license:

The Apache Software License, Version 1.1

DOM4J Software

THIS SOFTWARE IS PROVIDED BY METASTUFF, LTD. AND CONTRIBUTORS ``AS IS'' AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL METASTUFF, LTD. OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Copyright 2001-2004 (C) MetaStuff, Ltd. All Rights Reserved.

The preceding license only applies to the Dom4j Software and does not apply to the Sterling Commerce Software, or any other Third-Party Software.

THE ECLIPSE SOFTWARE FOUNDATION

The Sterling Commerce Software is also distributed with or on the same storage media as the following software:

com.ibm.icu.nl1_3.4.4.v200606220026.jar, org.eclipse.ant.core.nl1_3.1.100.v200606220026.jar, org.eclipse.ant.ui.nl1_3.2.0.v200606220026.jar, org.eclipse.compare.nl1_3.2.0.v200606220026.jar, org.eclipse.core.boot.nl1_3.1.100.v200606220026.jar, org.eclipse.core.commands.nl1_3.2.0.v200606220026.jar, org.eclipse.core.contenttype.nl1_3.2.0.v200606220026.jar, org.eclipse.core.expressions.nl1_3.2.0.v200606220026.jar, org.eclipse.core.filebuffers.nl1_3.2.0.v200606220026.jar, org.eclipse.core.filesystem.nl1_1.0.0.v200606220026.jar, org.eclipse.core.jobs.nl1_3.2.0.v200606220026.jar, org.eclipse.core.resources.nl1_3.2.0.v200606220026.jar, org.eclipse.core.runtime.compatibility.auth.nl1_3.2.0.v200606220026.jar, org.eclipse.core.runtime.compatibility.nl1_3.1.100.v200606220026.jar, org.eclipse.core.runtime.nl1_3.2.0.v200606220026.jar, org.eclipse.core.variables.nl1_3.1.100.v200606220026.jar, org.eclipse.debug.core.nl1_3.2.0.v200606220026.jar, org.eclipse.debug.ui.nl1_3.2.0.v200606220026.jar, org.eclipse.equinox.common.nl1_3.2.0.v200606220026.jar, org.eclipse.equinox.preferences.nl1_3.2.0.v200606220026.jar, org.eclipse.equinox.registry.nl1_3.2.0.v200606220026.jar, org.eclipse.help.appserver.nl1_3.1.100.v200606220026.jar, org.eclipse.help.base.nl1_3.2.0.v200606220026.jar, org.eclipse.help.nl1_3.2.0.v200606220026.jar, org.eclipse.help.ui.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.apt.core.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.apt.ui.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.core.manipulation.nl1_1.0.0.v200606220026.jar, org.eclipse.jdt.core.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.debug.ui.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.doc.isv.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.doc.user.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.junit4.runtime.nl1_1.0.0.v200606220026.jar, org.eclipse.jdt.launching.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.nl1_3.2.0.v200606220026.jar, org.eclipse.jdt.ui.nl1_3.2.0.v200606220026.jar, org.eclipse.jface.databinding.nl1_1.0.0.v200606220026.jar, org.eclipse.jface.nl1_3.2.0.v200606220026.jar, org.eclipse.jface.text.nl1_3.2.0.v200606220026.jar, org.eclipse.ltk.core.refactoring.nl1_3.2.0.v200606220026.jar, org.eclipse.ltk.ui.refactoring.nl1_3.2.0.v200606220026.jar, org.eclipse.osgi.nl1_3.2.0.v200606220026.jar, org.eclipse.osgi.services.nl1_3.1.100.v200606220026.jar, org.eclipse.osgi.util.nl1_3.1.100.v200606220026.jar, org.eclipse.pde.core.nl1_3.2.0.v200606220026.jar, org.eclipse.pde.doc.user.nl1_3.2.0.v200606220026.jar, org.eclipse.pde.junit.runtime.nl1_3.2.0.v200606220026.jar, org.eclipse.pde.nl1_3.2.0.v200606220026.jar, org.eclipse.pde.runtime.nl1_3.2.0.v200606220026.jar, org.eclipse.pde.ui.nl1_3.2.0.v200606220026.jar, org.eclipse.platform.doc.isv.nl1_3.2.0.v200606220026.jar, org.eclipse.platform.doc.user.nl1_3.2.0.v200606220026.jar,

org.eclipse.rcp.nl1_3.2.0.v200606220026.jar, org.eclipse.search.nl1_3.2.0.v200606220026.jar,
org.eclipse.swt.nl1_3.2.0.v200606220026.jar, org.eclipse.team.core.nl1_3.2.0.v200606220026.jar,
org.eclipse.team.cvs.core.nl1_3.2.0.v200606220026.jar,
org.eclipse.team.cvs.ssh.nl1_3.2.0.v200606220026.jar,
org.eclipse.team.cvs.ssh2.nl1_3.2.0.v200606220026.jar,
org.eclipse.team.cvs.ui.nl1_3.2.0.v200606220026.jar, org.eclipse.team.ui.nl1_3.2.0.v200606220026.jar,
org.eclipse.text.nl1_3.2.0.v200606220026.jar, org.eclipse.ui.browser.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.cheatsheets.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.console.nl1_3.1.100.v200606220026.jar,
org.eclipse.ui.editors.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.externaltools.nl1_3.1.100.v200606220026.jar,
org.eclipse.ui.forms.nl1_3.2.0.v200606220026.jar, org.eclipse.ui.ide.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.intro.nl1_3.2.0.v200606220026.jar, org.eclipse.ui.navigator.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.navigator.resources.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.presentations.r21.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.views.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.views.properties.tabbed.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.workbench.nl1_3.2.0.v200606220026.jar,
org.eclipse.ui.workbench.texteditor.nl1_3.2.0.v200606220026.jar,
org.eclipse.update.configurator.nl1_3.2.0.v200606220026.jar,
org.eclipse.update.core.nl1_3.2.0.v200606220026.jar,
org.eclipse.update.scheduler.nl1_3.2.0.v200606220026.jar,
org.eclipse.update.ui.nl1_3.2.0.v200606220026.jar,
com.ibm.icu_3.4.4.1.jar,
org.eclipse.core.commands_3.2.0.I20060605-1400.jar,
org.eclipse.core.contenttype_3.2.0.v20060603.jar,
org.eclipse.core.expressions_3.2.0.v20060605-1400.jar,
org.eclipse.core.filesystem.linux.x86_1.0.0.v20060603.jar,
org.eclipse.core.filesystem_1.0.0.v20060603.jar, org.eclipse.core.jobs_3.2.0.v20060603.jar,
org.eclipse.core.runtime.compatibility.auth_3.2.0.v20060601.jar,
org.eclipse.core.runtime_3.2.0.v20060603.jar, org.eclipse.equinox.common_3.2.0.v20060603.jar,
org.eclipse.equinox.preferences_3.2.0.v20060601.jar, org.eclipse.equinox.registry_3.2.0.v20060601.jar,
org.eclipse.help_3.2.0.v20060602.jar, org.eclipse.jface.text_3.2.0.v20060605-1400.jar,
org.eclipse.jface_3.2.0.I20060605-1400.jar, org.eclipse.osgi_3.2.0.v20060601.jar,
org.eclipse.swt.gtk.linux.x86_3.2.0.v3232m.jar, org.eclipse.swt_3.2.0.v3232o.jar,
org.eclipse.text_3.2.0.v20060605-1400.jar,
org.eclipse.ui.workbench.texteditor_3.2.0.v20060605-1400.jar,
org.eclipse.ui.workbench_3.2.0.I20060605-1400.jar, org.eclipse.ui_3.2.0.I20060605-1400.jar,
runtime_registry_compatibility.jar, eclipse.exe, eclipse.ini, and startup.jar
(collectively, "Eclipse Software").
All Eclipse Software is distributed under the terms and conditions of the Eclipse Foundation Software
User Agreement (EFSUA) and/or terms and conditions of the Eclipse Public License Version 1.0 (EPL) or
other license agreements, notices or terms and conditions referenced for the individual pieces of the
Eclipse Software, including without limitation "Abouts", "Feature Licenses", and "Feature Update
Licenses" as defined in the EFSUA .

A copy of the Eclipse Foundation Software User Agreement is found at
<install_dir>/SI/repository/rcp/rcpdependencies/windows/eclipse/notice.html,
<install_dir>/SI/repository/rcp/rcpdependencies/windows/eclipse/plugins/notice.html,
<install_dir>/SI/repository/rcp/rcpdependencies/gtk.linux_x86/eclipse/notice.html, and
<install_dir>/SI/repository/rcp/rcpdependencies/gtk.linux_x86/eclipse/plugins/notice.html.

A copy of the EPL is found at
<install_dir>/SI/repository/rcp/rcpdependencies/windows/eclipse/plugins/epl-v10.htm,
<install_dir>/SI/repository/rcp/rcpdependencies/windows/eclipse/epl-v10.htm,
<install_dir>/SI/repository/rcp/rcpdependencies/gtk.linux.x86/eclipse/plugins/epl-v10.html, and
<install_dir>/SI/repository/rcp/rcpdependencies/gtk.linux.x86/eclipse/epl-v10.html.

The reference to the license agreements, notices or terms and conditions governing each individual piece
of the Eclipse Software is found in the directory files for the individual pieces of the Eclipse Software as
described in the file identified as installdir/SCI_License.txt.

These licenses only apply to the Eclipse Software and do not apply to the Sterling Commerce Software, or any other Third Party Software.

The Language Pack (NL Pack) piece of the Eclipse Software, is distributed in object code form. Source code is available at http://archive.eclipse.org/eclipse/downloads/drops/L-3.2_Language_Packs-200607121700/index.php. In the event the source code is no longer available from the website referenced above, contact Sterling Commerce at 978-513-6000 and ask for the Release Manager. A copy of this license is located at <install_dir>/SI/repository/rcp/rcpdependencies/windows/eclipse/plugins/epl-v10.htm and

<install_dir>/SI/repository/rcp/rcpdependencies/gtk.linux.x86/eclipse/plugins/epl-v10.html.

The org.eclipse.core.runtime_3.2.0.v20060603.jar piece of the Eclipse Software was modified slightly in order to remove classes containing encryption items. The org.eclipse.core.runtime_3.2.0.v20060603.jar was modified to remove the Cipher, CipherInputStream and CipherOutputStream classes and rebuild the org.eclipse.core.runtime_3.2.0.v20060603.jar.

Ehcache Software

The Sterling Commerce Software is also distributed with or on the same storage media as the ehache v.1.5 software (Copyright © 2003-2008 Luck Consulting Pty. Ltd.) ("Ehache Software").   Ehcache Software is free software which is distributed under the terms of the Apache License Version 2.0. A copy of License Version 2.0 is found in <install>/jar/smcfs/8.5/ehcache-1.5.0.jar (./LICENSE.txt).

The Ehcache Software was not modified. Neither the Sterling Commerce Software, modifications, if any, to the Ehcache Software, nor other Third Party Code is a Derivative Work or a Contribution as defined in License Version 2.0. License Version 2.0 applies only to the Ehcache Software which is the subject of the specific directory file and does not apply to the Sterling Commerce Software or to any other Third Party Software. License Version 2.0 includes the following provision:

"Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License."

EZMorph Software

The Sterling Commerce Software is also distributed with or on the same storage media as the EZMorph v. 1.0.4 software (Copyright © 2006-2008 Andres Almiray) ("EZMorph Software").   EZMorph Software is free software which is distributed under the terms of the Apache License Version 2.0. A copy of License Version 2.0 is found in <install>/jar/ezmorph/1_0_4/ezmorph-1.0.4.jar (./LICENSE.txt).

The EZMorph Software was not modified. Neither the Sterling Commerce Software, modifications, if any, to the EZMorph Software, nor other Third Party Code is a Derivative Work or a Contribution as defined in License Version 2.0. License Version 2.0 applies only to the EZMorph Software which is the subject of the specific directory file and does not apply to the Sterling Commerce Software or to any other Third Party Software. License Version 2.0 includes the following provision:

"Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License."

Firebug Lite Software

The Sterling Commerce Software is distributed with or on the same storage media as the Firebug Lite Software which is free software distributed under the terms of the following license:

Copyright (c) 2008 Azer Koçulu http://azer.kodfabrik.com. All rights reserved.

Redistribution and use of this software in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

* Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

* Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

* Neither the name of Azer Koçulu. nor the names of any other contributors may be used to endorse or promote products derived from this software without specific prior written permission of Parakey Inc.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

ICE SOFTWARE

The Sterling Commerce Software is distributed on the same storage media as the ICE Software (Copyright © 1997 ICE Engineering, Inc./Timothy Gerard Endres.) ("ICE Software"). The ICE Software is independent from and not linked or compiled with the Sterling Commerce Software. The ICE Software is a free software product which can be distributed and/or modified under the terms of the GNU General Public License as published by the Free Software Foundation; either version 2 of the License or any later version.

A copy of the GNU General Public License is provided at installdir/jar/jniregistry/1_2/ICE_License.txt. This license only applies to the ICE Software and does not apply to the Sterling Commerce Software, or any other Third Party Software.

The ICE Software was modified slightly in order to fix a problem discovered by Sterling Commerce involving the RegistryKey class in the RegistryKey.java in the JNIRegistry.jar. The class was modified to comment out the finalize () method and rebuild of the JNIRegistry.jar file.

Source code for the bug fix completed by Sterling Commerce on January 8, 2003 is located at: installdir/jar/jniregistry/1_2/RegistryKey.java. Source code for all other components of the ICE Software is located at http://www.trustice.com/java/jnireg/index.shtml.

The ICE Software is distributed WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.

JBOSS SOFTWARE

The Sterling Commerce Software is distributed on the same storage media as the JBoss Software (Copyright © 1999-2002 JBoss.org) ("JBoss Software"). The JBoss Software is independent from and not linked or compiled with the Sterling Commerce Software. The JBoss Software is a free software product which can be distributed and/or modified under the terms of the GNU Lesser General Public License as published by the Free Software Foundation; either version 2.1 of the License or any later version.

A copy of the GNU Lesser General Public License is provided at: <install_dir>\jar\jboss\4_2_0\LICENSE.html

This license only applies to the JBoss Software and does not apply to the Sterling Commerce Software, or any other Third Party Software.

The JBoss Software is not distributed by Sterling Commerce in its entirety. Rather, the distribution is limited to the following jar files: el-api.jar, jasper-compiler-5.5.15.jar, jasper-el.jar, jasper.jar, jboss-common-client.jar, jboss-j2ee.jar, jboss-jmx.jar, jboss-jsr77-client.jar, jbossmq-client.jar,

jnpserver.jar, jsp-api.jar, servlet-api.jar, tomcat-juli.jar.

The JBoss Software was modified slightly in order to allow the ClientSocketFactory to return a socket connected to a particular host in order to control the host interfaces, regardless of whether the ClientSocket Factory specified was custom or note. Changes were made to org.jnp..server.Main. Details concerning this change can be found at http://sourceforge.net/tracker/?func=detail&aid=1008902&group_id=22866&atid=376687.

Source code for the modifications completed by Sterling Commerce on August 13, 2004 is located at: http://sourceforge.net/tracker/?func=detail&aid=1008902&group_id=22866&atid=376687. Source code for all other components of the JBoss Software is located at http://www.jboss.org.

JGO SOFTWARE

The Sterling Commerce Software is distributed with, or on the same storage media, as certain redistributable portions of the JGo Software provided by Northwoods Software Corporation under a commercial license agreement (the "JGo Software"). The JGo Software is provided subject to the disclaimers set forth above and the following notice:

U.S. Government Restricted Rights

The JGo Software and documentation are provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (C)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (C)(1) and (2) of the Commercial Computer Software - Restricted Rights at 48 CFR 52.227-19, as applicable. Contractor / manufacturer of the JGo Software is Northwoods Software Corporation, 142 Main St., Nashua, NH 03060.

JSLib Software

The Sterling Commerce Software is distributed with or on the same storage media as the JSLib software product (Copyright (c) 2003-2009 Mozdev Group, Inc.) ("JSLib Software"). The JSLib Software is distributed under the terms of the MOZILLA PUBLIC LICENSE Version 1.1. A copy of this license is located at <install>\repository\eardata\platform_uifwk_ide\war\designer\MPL-1.1.txt. The JSLib Software code is distributed in source form and is located at http://jslib.mozdev.org/installation.html. Neither the Sterling Commerce Software nor any other Third-Party Code is a Modification or Contribution subject to the Mozilla Public License. Pursuant to the terms of the Mozilla Public License, the following notice applies only to the JSLib Software (and not to the Sterling Commerce Software or any other Third-Party Software):

"The contents of the file located at http://www.mozdev.org/source/browse/jslib/ are subject to the Mozilla Public License Version 1.1 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.mozilla.org/MPL/MPL-1.1.html.

Software distributed under the License is distributed on an "AS IS" basis, WITHOUT WARRANTY OF ANY KIND, either express or implied. See the License for the specific language governing rights and limitations under the License.

The Original Code is Mozdev Group, Inc. code. The Initial Developer of the Original Code is Mozdev Group, Inc. Portions created by_Mozdev Group, Inc. are Copyright © 2003 Mozdev Group, Inc. All Rights Reserved. Original Author: Pete Collins <pete@mozdev.org>one Contributor(s):_____none listed_____.

Alternatively, the contents of this file may be used under the terms of the _____ license (the "[___] License"), in which case the provisions of [___] License are applicable instead of those above. If you wish to allow use of your version of this file only under the terms of the [___] License and not allow others to use your version of this file under the MPL, indicate your decision by deleting the provisions above and replace them with the notice and other provisions required by the [___] License. If you do not delete the provisions above, a recipient may use your version of this file under either the MPL or the [___] License."

The preceding license only applies to the JSLib Software and does not apply to the Sterling Commerce Software, or any other Third-Party Software.

Json Software

The Sterling Commerce Software is also distributed with or on the same storage media as the Json 2.2.2 software (Copyright © 2006-2008 Json-lib) ("Json Software").   Json Software is free software which is distributed under the terms of the Apache License Version 2.0. A copy of License Version 2.0 is found in <install>/jar/jsonlib/2_2_2/json-lib-2.2.2-jdk13.jar.

This product includes software developed by Douglas Crockford (http://www.crockford.com).

The Json Software was not modified. Neither the Sterling Commerce Software, modifications, if any, to the Json Software, nor other Third Party Code is a Derivative Work or a Contribution as defined in License Version 2.0. License Version 2.0 applies only to the Json Software which is the subject of the specific directory file and does not apply to the Sterling Commerce Software or to any other Third Party Software. License Version 2.0 includes the following provision:

"Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License."

Purple Technology

The Sterling Commerce Software is distributed with or on the same storage media as the Purple Technology Software (Copyright (c) 1995-1999 Purple Technology, Inc.) ("Purple Technology Software"), which is subject to the following license:

Copyright (c) 1995-1999 Purple Technology, Inc. All rights reserved.

PLAIN LANGUAGE LICENSE: Do whatever you like with this code, free of charge, just give credit where credit is due. If you improve it, please send your improvements to alex@purpletech.com. Check http://www.purpletech.com/code/ for the latest version and news.

LEGAL LANGUAGE LICENSE: Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

3. The names of the authors and the names "Purple Technology," "Purple Server" and "Purple Chat" must not be used to endorse or promote products derived from this software without prior written permission. For written permission, please contact server@purpletech.com.

THIS SOFTWARE IS PROVIDED BY THE AUTHORS AND PURPLE TECHNOLOGY "AS IS'' AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE AUTHORS OR PURPLE TECHNOLOGY BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

The preceding license only applies to the Purple Technology Software and does not apply to the Sterling Commerce Software, or any other Third Party Software.

Rico Software

The Sterling Commerce Software is also distributed with or on the same storage media as the Rico.js software (Copyright © 2005 Sabre Airline Solutions) ("Rico Software").   Rico Software is free software

which is distributed under the terms of the Apache License Version 2.0. A copy of License Version 2.0 is found in <install>/repository/eardata/platform/war/ajax/scripts/Rico_License.txt.

The Rico Software was not modified. Neither the Sterling Commerce Software, modifications, if any, to the Rico Software, nor other Third-Party Code is a Derivative Work or a Contribution as defined in License Version 2.0. License Version 2.0 applies only to the Rico Software which is the subject of the specific directory file and does not apply to the Sterling Commerce Software or to any other Third-Party Software. License Version 2.0 includes the following provision:

"Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License."

Rhino Software

The Sterling Commerce Software is distributed with or on the same storage media as the Rhino js.jar (Copyright (c) 1998-2009 Mozilla.org.) ("Rhino Software"). A majority of the source code for the Rhino Software is dual licensed under the terms of the MOZILLA PUBLIC LICENSE Version 1.1. or the GPL v. 2.0. Additionally, some files (at a minimum the contents of toolsrc/org/Mozilla/javascript/toolsdebugger/treetable) are available under another license as set forth in the directory file for the Rhino Software.

Sterling Commerce's use and distribution of the Rhino Software is under the Mozilla Public License. A copy of this license is located at <install>/3rdParty/rico license.doc. The Rhino Software code is distributed in source form and is located at http://mxr.mozilla.org/mozilla/source/js/rhino/src/. Neither the Sterling Commerce Software nor any other Third-Party Code is a Modification or Contribution subject to the Mozilla Public License. Pursuant to the terms of the Mozilla Public License, the following notice applies only to the Rhino Software (and not to the Sterling Commerce Software or any other Third-Party Software):

"The contents of the file located at <install>/jar/rhino/1_7R1/js.jar are subject to the Mozilla Public License Version 1.1 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.mozilla.org/MPL/.

Software distributed under the License is distributed on an "AS IS" basis, WITHOUT WARRANTY OF ANY KIND, either express or implied. See the License for the specific language governing rights and limitations under the License.

The Original Code is Rhino code, released May 6, 1999. The Initial Developer is Netscape Communications Corporation. Portions created by the Initial Developer are Copyright © 1997-1999. All Rights Reserved. Contributor(s):_____none listed.

The preceding license only applies to the Rico Software and does not apply to the Sterling Commerce Software, or any other Third-Party Software.

Sun Microsystems

The Sterling Commerce Software is distributed with or on the same storage media

as the following software products (or components thereof): Sun JMX, and Sun JavaMail (collectively, "Sun Software"). Sun Software is free software which is distributed under the terms of the licenses issued by Sun which are included in the directory files located at:

SUN COMM JAR - <install>/Applications/Foundation/lib

SUN ACTIVATION JAR - <install>/ Applications/Foundation/lib

SUN JavaMail - <install>/jar/javamail/1_4/LICENSE.txt

The Sterling Commerce Software is also distributed with or on the same storage media as the Web-app_2_3.dtd software (Copyright © 2007 Sun Microsystems, Inc.) ("Web-App Software"). Web-App Software is free software which is distributed under the terms of the Common Development

and Distribution License ("CDDL"). A copy of the CDDL is found in http://kenai.com/projects/javamail/sources/mercurial/show.

The source code for the Web-App Software may be found at: <install>/3rdParty/sun/javamail-1.3.2/docs/JavaMail-1.2.pdf

Such licenses only apply to the Sun product which is the subject of such directory and does not apply to the Sterling Commerce Software or to any other Third Party Software.

The Sterling Commerce Software is also distributed with or on the same storage media as the Sun Microsystems, Inc. Java (TM) look and feel Graphics Repository ("Sun Graphics Artwork"), subject to the following terms and conditions:

Copyright 2000 by Sun Microsystems, Inc. All Rights Reserved.

Sun grants you ("Licensee") a non-exclusive, royalty free, license to use, and redistribute this software graphics artwork, as individual graphics or as a collection, as part of software code or programs that you develop, provided that i) this copyright notice and license accompany the software graphics artwork; and ii) you do not utilize the software graphics artwork in a manner which is disparaging to Sun. Unless enforcement is prohibited by applicable law, you may not modify the graphics, and must use them true to color and unmodified in every way.

This software graphics artwork is provided "AS IS," without a warranty of any kind. ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE HEREBY EXCLUDED. SUN AND ITS LICENSORS SHALL NOT BE LIABLE FOR ANY DAMAGES SUFFERED BY LICENSEE AS A RESULT OF USING, MODIFYING OR DISTRIBUTING THE SOFTWARE GRAPHICS ARTWORK.

IN NO EVENT WILL SUN OR ITS LICENSORS BE LIABLE FOR ANY LOST REVENUE, PROFIT OR DATA, OR FOR DIRECT, INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF THE USE OF OR INABILITY TO USE SOFTWARE GRAPHICS ARTWORK, EVEN IF SUN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

If any of the above provisions are held to be in violation of applicable law, void, or unenforceable in any jurisdiction, then such provisions are waived to the extent necessary for this Disclaimer to be otherwise enforceable in such jurisdiction.

The preceding license only applies to the Sun Graphics Artwork and does not apply to the Sterling Commerce Software, or any other Third Party Software.

WARRANTY DISCLAIMER

This documentation and the Sterling Commerce Software which it describes are licensed either "AS IS" or with a limited warranty, as set forth in the Sterling Commerce license agreement. Other than any limited warranties provided, NO OTHER WARRANTY IS EXPRESSED AND NONE SHALL BE IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE OR FOR A PARTICULAR PURPOSE. The applicable Sterling Commerce entity reserves the right to revise this publication from time to time and to make changes in the content hereof without the obligation to notify any person or entity of such revisions or changes.

The Third Party Software is provided "AS IS" WITHOUT ANY WARRANTY AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. FURTHER, IF YOU ARE LOCATED OR ACCESSING THIS SOFTWARE IN THE UNITED STATES, ANY EXPRESS OR IMPLIED WARRANTY REGARDING TITLE OR NON-INFRINGEMENT ARE DISCLAIMED.

Without limiting the foregoing, the ICE Software and JBoss Software are distributed WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.

Contents

5 Document Template Screens

6 Lookup Screens

Index

Preface

Intended Audience

This manual is intended to provide assistance about how to use the Application Console interface and the tools available in Selling and Fulfillment Foundation.

Structure

This manual contains the following sections:

Chapter 1, "Getting Started"

This chapter explains the basic functionality of the Application Console.

Chapter 2, "Alert Console Screens"

This chapter explains the field level descriptions of the alert console user screens.

Chapter 3, "Selling and Fulfillment Foundation Alert Screens"

This chapter explains the field level descriptions of the Rich Client Platform alert screens.

Chapter 4, "Exception Console Screens"

This chapter explains the field level descriptions of the exception console user screens.

Chapter 5, "Document Template Screens"

This chapter explains the field level descriptions of the template console user screens.

Chapter 6, "Lookup Screens"

This chapter explains the field level descriptions of the lookup console user screens.

Selling and Fulfillment Foundation Documentation

For more information about the Selling and Fulfillment Foundation components, see the following manuals:

- *Selling and Fulfillment Foundation: Release Notes*

- *Selling and Fulfillment Foundation: Installation Guide*

- *Selling and Fulfillment Foundation: Upgrade Guide*

- *Selling and Fulfillment Foundation: Configuration Deployment Tool Guide*

- *Selling and Fulfillment Foundation: Performance Management Guide*

- *Selling and Fulfillment Foundation: High Availability Guide*

- *Selling and Fulfillment Foundation: System Management Guide*

- *Selling and Fulfillment Foundation: Localization Guide*

- *Selling and Fulfillment Foundation: Customization Basics Guide*

- *Selling and Fulfillment Foundation: Customizing APIs Guide*

- *Selling and Fulfillment Foundation: Customizing Console JSP Interface for End User Guide*

- *Selling and Fulfillment Foundation: Customizing the RCP Interface Guide*

- *Selling and Fulfillment Foundation: Customizing User Interfaces for Mobile Devices Guide*

- *Selling and Fulfillment Foundation: Customizing Web UI Framework Guide*

- *Selling and Fulfillment Foundation: Customizing Swing Interface Guide*

- *Selling and Fulfillment Foundation: Extending the Condition Builder Guide*

- *Selling and Fulfillment Foundation: Extending the Database Guide*
- *Selling and Fulfillment Foundation: Extending Transactions Guide*
- *Selling and Fulfillment Foundation: Using Sterling RCP Extensibility Tool Guide*
- *Selling and Fulfillment Foundation: Integration Guide*
- *Selling and Fulfillment Foundation: Product Concepts Guide*
- *Sterling Warehouse Management^{TM} System: Concepts Guide*
- *Selling and Fulfillment Foundation: Application Platform Configuration Guide*
- *Sterling Distributed Order Management^{TM}: Configuration Guide*
- *Sterling Supply Collaboration: Configuration Guide*
- *Sterling Global Inventory Visibility^{TM}: Configuration Guide*
- *Catalog Management^{TM}: Configuration Guide*
- *Sterling Logistics Management: Configuration Guide*
- *Sterling Reverse Logistics^{TM}: Configuration Guide*
- *Sterling Warehouse Management System: Configuration Guide*
- *Selling and Fulfillment Foundation: Application Platform User Guide*
- *Sterling Distributed Order Management: User Guide*
- *Sterling Supply Collaboration: User Guide*
- *Sterling Global Inventory Visibility: User Guide*
- *Sterling Logistics Management: User Guide*
- *Sterling Reverse Logistics: User Guide*
- *Sterling Warehouse Management System: User Guide*
- *Selling and Fulfillment Foundation: Mobile Application User Guide*
- *Selling and Fulfillment Foundation: Business Intelligence Guide*
- *Selling and Fulfillment Foundation: Javadocs*
- *Sterling Selling and Fulfillment Suite^{TM}: Glossary*
- *Parcel Carrier: Adapter Guide*

- *Selling and Fulfillment Foundation: Multitenant Enterprise Guide*

- *Selling and Fulfillment Foundation: Password Policy Management Guide*

- *Selling and Fulfillment Foundation: Properties Guide*

- *Selling and Fulfillment Foundation: Catalog Management Concepts Guide*

- *Selling and Fulfillment Foundation: Pricing Concepts Guide*

- *Business Center: Item Administration Guide*

- *Business Center: Pricing Administration Guide*

- *Business Center: Customization Guide*

- *Business Center: Localization Guide*

Conventions

The following conventions may be used in this manual:

Convention	Meaning
`. . .`	Ellipsis represents information that has been omitted.
< >	Angle brackets indicate user-supplied input.
`mono-spaced text`	Mono-spaced text indicates a file name, directory path, attribute name, or an inline code example or command.
/ or \	Slashes and backslashes are file separators for Windows, UNIX, and Linux operating systems. The file separator for the Windows operating system is "\" and the file separator for UNIX and Linux systems is "/". The UNIX convention is used unless otherwise mentioned.
<INSTALL_DIR>	User-supplied location of the Selling and Fulfillment Foundation installation directory. This is only applicable for Release 8.0 or later.

Convention	Meaning
<INSTALL_DIR_OLD>	User-supplied location of the Selling and Fulfillment Foundation installation directory (for Release 8.0 or later). **Note:** This is applicable only for users upgrading from Release 8.0 or later.
<YANTRA_HOME>	User-supplied location of the Sterling Supply Chain Applications installation directory. This is only applicable for Releases 7.7, 7.9, and 7.11.
<YANTRA_HOME_OLD>	User-supplied location of the Sterling Supply Chain Applications installation directory (for Releases 7.7, 7.9, or 7.11). **Note:** This is applicable only for users upgrading from Releases 7.7, 7.9, or 7.11.
<YFS_HOME>	For Releases 7.3, 7.5, and 7.5 SP1, this is the user-supplied location of the Sterling Supply Chain Applications installation directory. For Releases 7.7, 7.9, and 7.11, this is the user-supplied location of the `<YANTRA_ HOME>/Runtime` directory. For Release 8.0 or above, the `<YANTRA_ HOME>/Runtime` directory is no longer used and this is the same location as <INSTALL_DIR>.
<YFS_HOME_OLD>	This is the `<YANTRA_HOME>/Runtime` directory for Releases 7.7, 7.9, or 7.11. **Note:** This is only applicable for users upgrading from Releases 7.7, 7.9, or 7.11.
<ANALYTICS_HOME>	User-supplied location of the Sterling Analytics installation directory. **Note:** This convention is used only in the *Selling and Fulfillment Foundation: Business Intelligence Guide*.
<COGNOS_HOME>	User-supplied location of the IBM Cognos 8 Business Intelligence installation directory. **Note:** This convention is used only in the *Selling and Fulfillment Foundation: Business Intelligence Guide*.

Convention	Meaning
<MQ_JAVA_INSTALL_PATH>	User-supplied location of the IBM WebSphere® MQ Java components installation directory. **Note:** This convention is used only in the *Selling and Fulfillment Foundation: System Manangement and Administration Guide*.
<DB>	Refers to Oracle®, IBM DB2®, or Microsoft SQL Server® depending on the database server.
<DB_TYPE>	Depending on the database used, considers the value oracle, db2, or sqlserver.

Note: The Selling and Fulfillment Foundation documentation set uses the following conventions in the context of the product name:

- Yantra is used for Release 7.7 and earlier.

- Sterling Supply Chain Applications is used for Releases 7.9 and 7.11.

- Sterling Multi-Channel Fulfillment Solution is used for Releases 8.0 and 8.2.

- Selling and Fulfillment Foundation is used for Release 8.5.

1

Getting Started

This chapter describes the following tasks and behaviors associated with the Application Console user interface:

- Starting Selling and Fulfillment Foundation
- Adding Selling and Fulfillment Foundation as a Trusted Web Site
- The Application Console Layout
- Login Permissions
- Customizations Available Throughout Selling and Fulfillment Foundation
- User Permissions and Data Security
- Troubleshooting Error Messages
- Using Special Characters

1.1 Starting Selling and Fulfillment Foundation

To access Selling and Fulfillment Foundation:

1. Point your browser to
   `http://<hostname>:<portname>/smcfs/console/start.jsp`

   where:

   - `hostname` is the computer name or IP address of the computer where Selling and Fulfillment Foundation is installed.

   - `portnumber` is the listening port of the computer where Selling and Fulfillment Foundation is installed.

   The browser now displays the Sign In window.

Figure 1–1   Sign In Window

To sign in to the Application Console, enter your Login ID and Password and click Sign In. The Home page displays.

Figure 1–2   Home Page
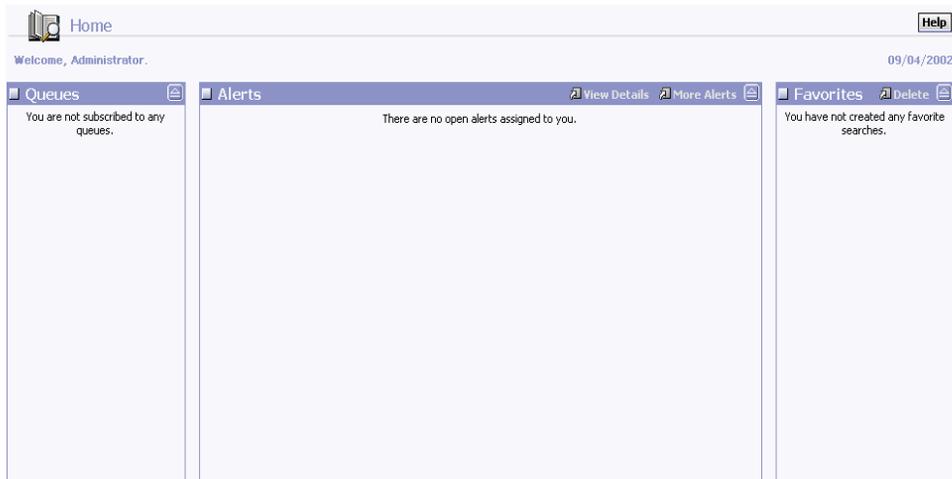
The Home page displays your assigned queues and the number of alerts assigned to that queue, as well as the number of alerts in that queue

that are assigned to you, any alerts assigned to you (see Chapter 2, "Alert Console Screens"), and any saved searches (see Section 1.3.1, "Search Window") you may have.

If you have enabled password expiration through an LDAP server, you see a welcome message informing you of the number of days until your password expires and a link to change the password in the home page. This link takes you to the URL specified in your server authentication. For more information about LDAP authentication, see the *Selling and Fulfillment Foundation: Installation Guide*.

1.2 Adding Selling and Fulfillment Foundation as a Trusted Web Site

You should set Selling and Fulfillment Foundation to be recognized as a trusted Web site. Not doing so could cause certain pop-up windows such as date and time selection to display a status bar, thereby hiding certain action buttons.

To add Selling and Fulfillment Foundation to the list of trusted Web sites:

1. In the Internet Explorer menu bar, select Tools > Internet Options. The Internet Options pop-up window is displayed.

2. In the Internet Options pop-up window, Select the Security tab.

3. Click the Trusted sites icon.

4. Click the Sites action button. The Trusted sites pop-up window is displayed.

5. In the 'Add this Web site to the zone' text box, enter the server address where the Application Console is installed. The port number does not need to be specified.

6. Uncheck the 'Require server verification (https:) for all sites in this zone' checkbox.

7. Click OK. This will take you back to the Internet Options pop-up window.

8. Click OK.

1.3 The Application Console Layout

The Application Consoles can be selected from the navigation bar.

Figure 1–3   Navigation Bar

Order-Related Consoles
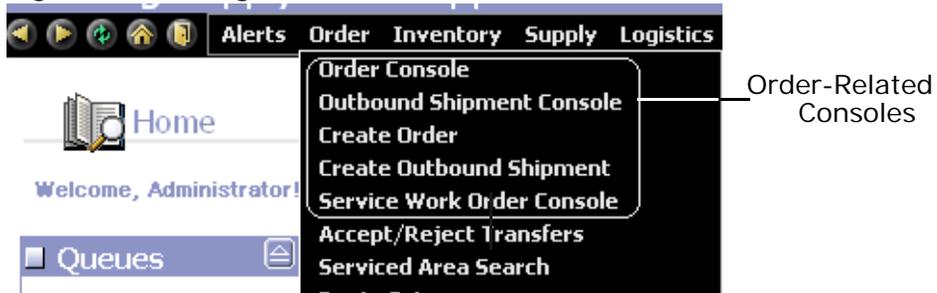
A typical console consists of a search window, list window, and details windows.

1.3.1 Search Window

Most consoles begin at a search window. A search window provides you with a means to locate a specific entity. You can perform a broad search or refine the search criteria to return a narrowed set of results. For example, you can perform a general search for all order lines that exist for your organization or you can perform a search for all order lines in their organization that contain a particular item.

Depending on the Console you are in you can select different entities and search views from the entity and search view drop-down lists. For example, in the Order Console, you can search for an order release (entity) that contains a particular item (search view).

Some search criteria fields let you select from a drop-down list of available criteria while others require you to enter criteria. For fields that you must enter criteria, you can enter the complete criteria, choose Is, Starts with, or Contains and enter the applicable information, or you can leave the field blank and a general search is performed.

Note: When performing a search for an order document, such as a sales order or return, if you enter the specific order document number, the specific order document is displayed as opposed to the list screen. However, if you perform such a search with the History option in the Order State field selected, a list window is displayed.

Important: If you choose Contains and leave the criteria field blank, the application assumes you are searching for entities that contain a space for that criteria. If you want to perform a general search for a criteria field do not select Is, Starts With, or Contains.

For example, if you want to perform a search for all alerts in which an Owner contains a space, you would select Contains from the Owner drop-down list and leave the entry field empty.

Also note that you can use Contains and '%' to perform a wild card search. For example, Customer Contains 'Retail%'.

Figure 1–4   Search Window

Entity

Search View

Delete Favorite Search

Save Search

Favorite Searches

Search Divider

Lookup Icon
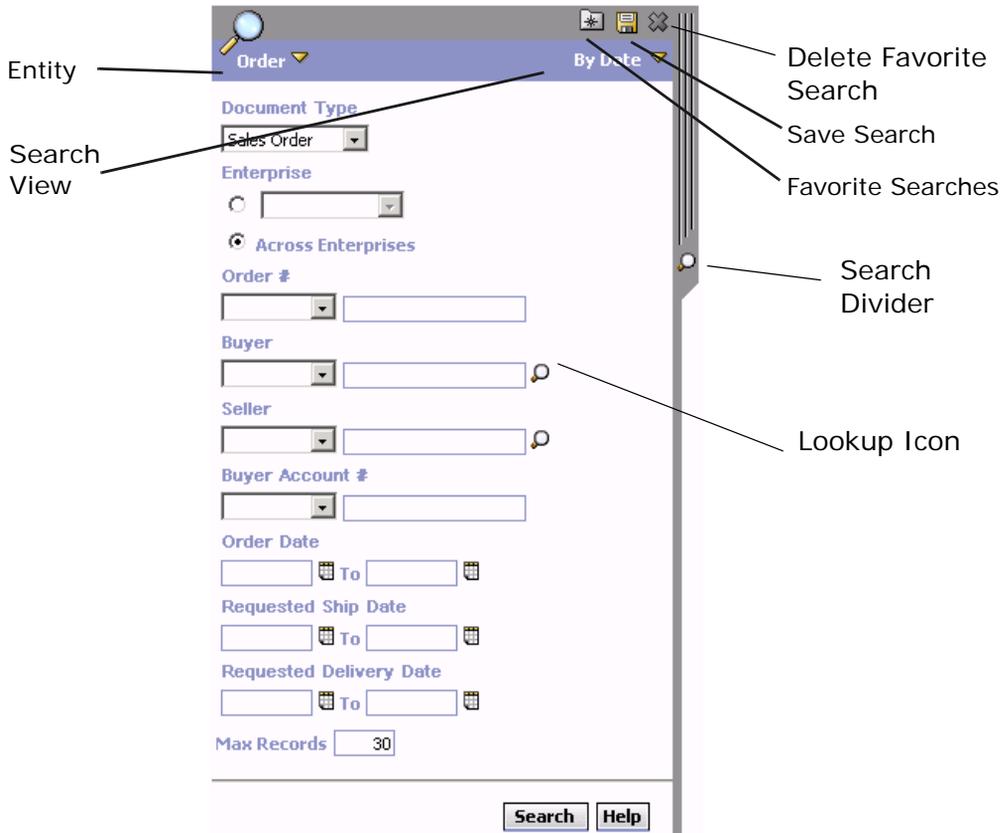
If there is a particular search that you perform frequently, you can give the search a name and save it as a Favorite Search. This Favorite Search can then be accessed from both the Home page and the applicable search window.

Once you have performed the search for the applicable entity and criteria, the search window collapses to the left side of your screen and a list window appears displaying the search results.

> **Note:** The appearance of fields on search screens depends on the number of entities you can access, as described below:
>
> - Access to one - the field displays that single specific entity. The display is protected and cannot be changed.
> - Access to 2-20 - the field displays a drop down from which you can select an entity.
> - Access to more than 20 - the field is protected and can only be changed by using the lookup button.

1.3.2 List Window

A list window provides you with the results of the search you performed. It also provides general information about the individual results. Some list windows provide multiple views that you can switch between. For example you can view a normal order list or a more detailed order list.

Figure 1–5   List Window
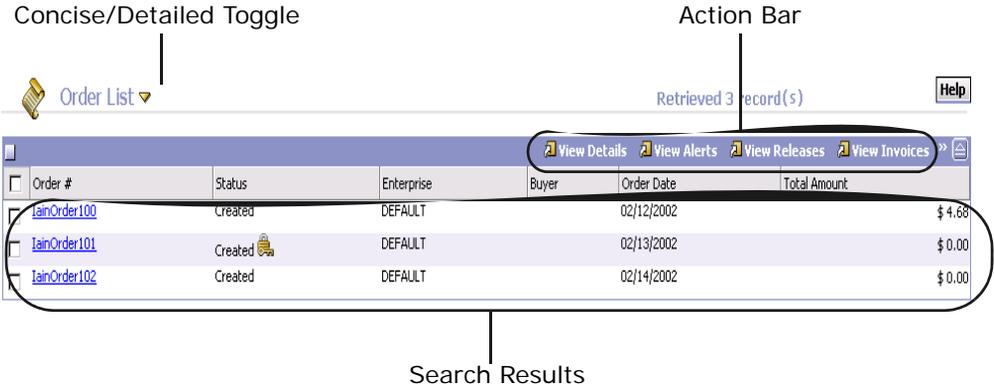
From the list window you can select the applicable entities you want to work with and perform actions on them. The actions you can perform are listed on the action bar.

If you select an entity and perform a view action on it, a details window is displayed. If you select multiple entities and perform a view action on

them, the first entity selected is displayed in the details window and the ability to switch between the multiple entities is provided.

1.3.3 Details Window

A details window provides you with detailed information regarding the entity that you have selected to view. A details window provides the ability to perform further actions on an entity as well as the ability to switch between different views of the entity.

Figure 1–6   Details Window

1.3.4 Action Bar

Action bars display the available actions that can be performed on a type of entity. If the user interface is being customized, the Action bar is described as an "inner panel title bar" in the Selling and Fulfillment Foundation .

Figure 1−7   Action Bar (Actions)

Actions are indicated by the 🔁 icon. For any action bar throughout the application, only four actions are displayed. If additional actions are available a More Actions icon (see Figure 1−7 above) is displayed on the action bar which can be chosen to reveal the remaining actions.

Figure 1−8   Action Bar (View Icons)

On a details window an action bar may also display view icons. You can use these icons to view any related detail windows for the entity you are viewing.

1.3.5 Lookup Icons

Many fields throughout the Application Consoles have a lookup icon that can be used to find additional records as they pertain to that field. For example, on the Inventory Items window, the Item ID field have lookup icons that you can use to locate the applicable item ID to populate the field.
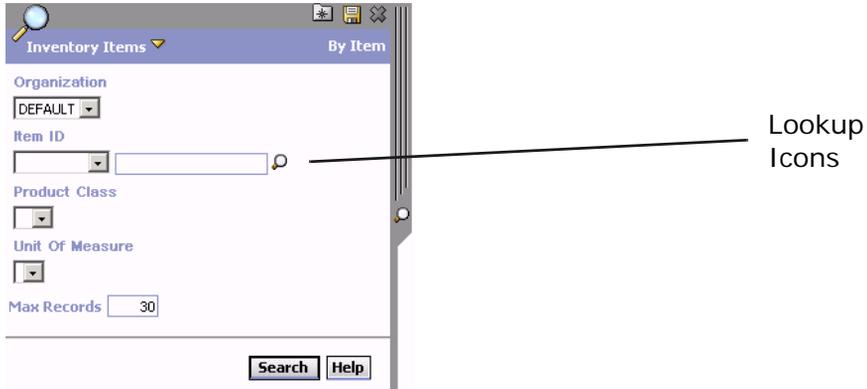
Lookup Icons

When you select a lookup icon, a search pop-up window pertaining to the field appears. You can use the search window to locate the applicable object. You can then choose the object to populate the field.

1.3.6 Tables

1.3.6.1 Sorting Tables

Many tables contain columns that can be sorted.

To sort tables:

1. Right-click the header row of a standard table. A context menu appears.
2. From the context menu, select Sort Column which will only be displayed for sortable columns.
3. Copy the data that you want and paste it into the spreadsheet application of your choice.

1.3.6.2 Exporting Data

Throughout the Application Console, you can export data from standard tables into an external spreadsheet. Standard tables consist of column headers and rows that contain data. Approximately 90-95 percent of the tables in the Application Consoles are standard tables.

Note that tables that contain extra functionality (for example, rows that expand or collapse, cells that are further split into rows and columns, and cells that are editable) cannot be exported.

To export data to a spreadsheet:

1. Right-click the header row of a standard table. A context menu appears.

2. From the context menu, select Export Table Data. All of the table's data is displayed, with the row and column format maintained.

3. From the web page, choose the Copy Source button.

4. Paste the data into a spreadsheet application.

5. From the web page, choose the Close button. The prior Console view displays.

1.3.7 Date and Time Icons

Date fields throughout the Application Consoles have a calendar icon that can be used to find a date as it pertains to that field. When you click on this icon a small calendar displays. You can navigate through this calendar to determine the appropriate date. For example, on the Adjust Inventory window, the Ship By field has a calendar icon that you can use to verify the appropriate ship by date to populate the field.

Figure 1–10   Calendar Icons

Calendar
Icon

.
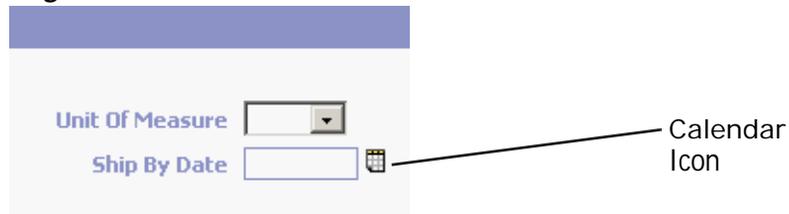
Similarly, time fields throughout the Application Consoles have a time icon that can be used to enter the time as it pertains to that field. When you click on the icon, a small popup window appears allowing you to select any time of day, or to click on the current time button to stamp it as the current system time.

Figure 1–11   Time Icons
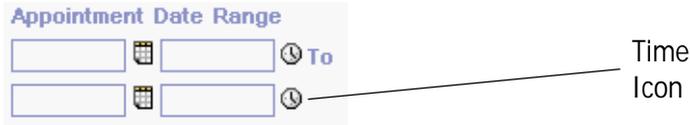
Time should be entered in a 24-hour format everywhere throughout the Application Consoles.

1.3.8 Using Online Help

Each window has a Help button. Choose this button to open online help that contains information relevant to the current window.

1.3.9 Performing a Modification

When a modification is performed in many of the Consoles, you are presented with a Modification Reason window.
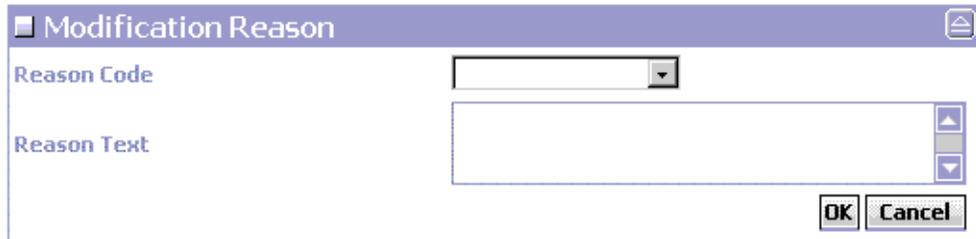
This window allows you to provide information as to why you are modifying a particular entity. This information can be viewed in the entity's audit details.

To use the Modification Reason window, select the applicable Reason Code from a list of configured codes and enter any additional comments about the modification in Reason Text. Once you have entered all of the applicable information, choose OK.

1.4 Login Permissions

This section explains the difference in the Selling and Fulfillment Foundation Console application when you are logged in for the following types of users:

- Hub Users (Users belonging to the "DEFAULT" organization)

- Enterprise Users

- Buyer and Seller Users

- Node Users

- Carrier User

It is important to note that the difference in behavior in the Selling and Fulfillment Foundation Console screens is *only* a difference in what data that user can view and modify. Screen level access is only controlled by user group permissions. Therefore, a user can navigate to all screens within the Selling and Fulfillment Foundation Console as dictated by the user groups that have been assigned to the user. The type of user does not affect this in any way. For example, if a node user has been assigned to the Administrator user group (which contains permissions for all screens), then that user will be able to view and modify orders in the sales order console.

Access to the Applications Manager is granted only to Hub and Enterprise users. However, access to the Applications Manager can be denied for a specific Hub or Enterprise user through user group definitions. Access to the Applications Manager is not allowed for any other type of user regardless of the user group definitions.

Hub Users

Hub users are those belonging to the "DEFAULT" organization. By default, Hub users have access to all data for all enterprises. Individual Hub users can be restricted to view data for specific enterprises by creating a team for that user.

Enterprise Users

By default, enterprise users have access to all data for:

- Itself

- Any enterprise that is a child organization in the organization hierarchy.

Individual enterprise users can be restricted to view data for a subset of the default list of enterprises by creating a team for that user.

Buyer and Seller Users

Users for Buyer or Seller organizations have access to data in which their organization plays the role of the buyer or seller on that data entity. For example, a particular seller user can only see orders in which that user's organization is the seller on the order document. Not all data elements have a seller or buyer associated to them. Therefore, certain screens that are not necessarily relevant for buyer or seller users, and permission should be revoked for such screens for buyer or seller users.

Node Users

Node users have access to data in which they are the node associated with that data element. For example, a node user can view all order releases in which they are the ship node OR receiving node on the order release. Not all data elements have a node associated to them. Additionally, when viewing inventory in the inventory console, a node user can only view and modify inventory for its own node. Therefore, certain screens may not be relevant for a node user to view. For example, in the order console, node users can see all orders in which their node's owner organization is the buyer, seller, or enterprise on the order. If you do not want a particular node user to have access to these orders, permission for these screens should be revoked for that user.

Carrier User

Carrier users have access to data in which they are the carrier associated with that data element. For example, a carrier organization user can view all orders in which they are the carrier shipping the order. Not all data elements have a carrier associated to them. Therefore, certain screens will not be relevant for a carrier user and permission should be revoked for such screens for a carrier user (for example, inventory console screens).

1.5 Customizations Available Throughout Selling and Fulfillment Foundation

You can perform several types of actions throughout Selling and Fulfillment Foundation.

You can use the Application Console for:

- Modifying Your User Profile
- Changing Your Locale
- Changing the Theme in the Application Console

1.5.1 Modifying Your User Profile

You can modify your user information, such as your password, locale, user interface theme, and contact address.

To modify your user profile:

1. From the navigation bar, choose 👤 . The User Profile and Contact Address window displays.

2. In Existing Password, enter the existing password being used. This field is required if you are changing the user password.

3. In New Password, enter the password you want to use, if applicable.

4. In Confirm New Password, re-enter the password, if applicable.

5. From Locale, select the locale you are working in, if applicable.

6. From Theme, select the graphical color scheme you want to use for the Application Console, if applicable.

7. From the Contact Address panel, choose 🖳. The Modify Address pop-up window appears.

8. Modify the applicable information and choose the Save button.

9. From the User Profile window, choose the Save button.

1.5.2 Changing Your Locale

You can change the locale for your current session in the Application Console.

> **Note:** When you sign in for your next session, the Application Console returns to the default locale. For information about changing your default locale, see Section 1.5.1, "Modifying Your User Profile".

> **Note:** Throughout the Application Consoles, dates are displayed in the time zone corresponding to the login user's locale. When the date is not in that time zone, the time zone is shown next to the date.

To change the locale for your current session:

1. From the navigation bar, choose 🌐. The Locale drop-down menu is displayed.

2. Select the locale you want to change to for your current session. The Application Console changes to the selected locale.

1.5.3 Changing the Theme in the Application Console

You can change the theme for your current session in the Application Console.

> **Note:** When you sign in for your next session, the Application Console returns to the default theme. For information about changing your default theme, see Section 1.5.1, "Modifying Your User Profile".

To change the theme for your current session:

1. From the navigation bar, choose ![icon]. The Theme drop-down menu is displayed.

2. Select the theme you want to change to for your current session. The Application Console changes to the selected theme.

1.6 User Permissions and Data Security

While working in the Application Console and using this guide, you may find that you cannot perform some of the actions detailed in this guide. What actions and consoles you have access to use is determined by permissions. Your permissions are set by your system administrator in the Applications Manager. If you do not have permission to access or perform the views and actions detailed in this guide, they will not appear in your session of the Application Console. If you need to access views or perform actions you do not have permissions for, contact your system administrator.

1.7 Troubleshooting Error Messages

If you have permissions to access the Applications Manager, you can look up descriptions, details, and tips on how to troubleshoot any of the system errors that are raised while using the Application Consoles. For more information, see the *Selling and Fulfillment Foundation: Application Platform Configuration Guide*.

> **Note:** The generic behavior for input screens includes the retention of keyed values in the event that an error occurs.

1.8 Using Special Characters

Throughout the Applications Manager there may be instances where you need to use special characters in data entry. For information regarding the use of special characters in Selling and Fulfillment Foundation, see the *Selling and Fulfillment Foundation: Customization Basics Guide*.

2

Alert Console Screens

This chapter describes how to manage Alerts using the Alert Console.

Alerts are sent to predetermined queues within the Alert Console and can be assigned to a specific user within that queue. Queues are used to direct specific types of alerts to a specific group of users. Users who belong to a queue use the Alert Console to view and close alerts.

Queues can also be used to prioritize alerts. In the Alert Console, alerts in high priority queues appear at the top of the alert list. You can escalate an alert by assigning it to a queue of higher priority.

In the Alert Console, alerts are listed by identification ID, type, and the date the alerts were raised.

Some alerts are closed automatically when resolved. When the following alerts are resolved, they are automatically closed and removed from your queue:

- INCOMPLETE_PAYMENT_INFO - If an order's payment information is incomplete, the alert is automatically closed when payment information is received.

- BACKORDER_AT_CREATE - If an order is backordered, the alert is automatically closed once the order is scheduled.

- FAILED_AUTH - If an order is not authorized, the alert is automatically closed once it is authorized.

- ON_FAILURE - If a credit card order fails, but is then cleared, the alert is automatically closed when it moves from failed charge to paid status.

Alert Consolidation

You can consolidate alerts based on the day or the hour of occurrence. For more information about alert consolidation details and their limitations, see the *Selling and Fulfillment Foundation: Product Concepts Guide*.

> **Note:** When the Selling and Fulfillment Foundation agent framework creates exceptions, they are consolidated by Date, ErrorCode, and so forth. The inbox references for such agent exceptions are these aggregation parameters. These alerts are different than the ones created by the raiseEvent API since one alert can correspond to more than one actual data record. In this case, a context reference such as order number is not applicable.

2.1 Alerts Search by Queue User

This screen allows you to search for alerts by queue user. Clicking the search button takes you to the Alert List for Search by Queue User and Reference screen.

> **Note:** It is recommended that you do not use spaces before or after any text you enter in the search fields, as this may result in inconsistent or inaccurate results.

Table 2–1   Alerts Search by Queue User

Fields	Description
Alert ID	Enter the identification number of the alert you are searching for, if applicable.
Alert Type	Enter the type of alerts you are searching for, if applicable.
Queue	Enter the queue that the alerts you are searching for are in, if applicable.
Assigned to User	Enter the user ID of the user the alerts you are searching for belong to, if applicable.
Last Raised On Date	Enter the date and time ranges to search.

Table 2–1   Alerts Search by Queue User

Raised Count	Enter the number of times the alert has been raised. This field is more appropriate for consolidated alerts.
Only Subscribed Queues	Select this if you only want to search for alerts in the queues you are subscribed to, if applicable.
Only Unassigned Alerts	Select this if you only want to search for alerts that have not be assigned yet, if applicable.
Alert drop-down	Select one of the following options: Open Alerts - to search for alerts that have not been closed yet. Closed Alerts - to search for alerts that are no longer open. All - to search for both unresolved and closed alerts, if applicable.
Max Records	Enter the maximum number of alerts you want returned from your search.

2.2 Alerts Search by Reference

This screen allows you to search for alerts by reference. Clicking the search button takes you to the Alert List for Search by Queue User and Reference screen.

> **Note:**   It is recommended that you do not use spaces before or after any text you enter in the search fields, as this may result in inconsistent or inaccurate results.

Table 2–2   Alerts Search by Reference

Fields	Description
Item ID	Enter the item ID contained in the alert you are searching for, if applicable. **Note**: This field can only be searched on if its values have been configured for a service in the Applications Manager.
Order No	Enter the order number contained in the alert you are searching for, if applicable.

Table 2–2   Alerts Search by Reference

Ship Node	Enter the ship node contained in the alert you are searching for, if applicable.
Reference Name	Enter the reference name contained in the alert you are searching for, if applicable.
Reference Value	Enter the reference value contained in the alert you are searching for, if applicable.
Last Raised On Date	Enter the date range of the alert you are searching for, if applicable.
Raised Count	Enter the number of times the alert has been raised. This field is more appropriate for consolidated alerts.
Only Subscribed Queues	Select this if you only want to search for alerts in the queues you are subscribed to, if applicable.
Only Unassigned	Select this if you only want to search for alerts that have not be assigned yet, if applicable.
Max Records	Enter the maximum number of alerts you want returned from your search.

> **Note:** The MessageKey value that determines the members of a particular exception group can be queried by inputting Reference Name as 'MESSAGEKEY'.

2.3 Alerts Search By Order

This screen allows you to search for alerts by order. Clicking the search button takes you to the Alert List for Search by Order screen.

> **Note:** It is recommended that you do not use spaces before or after any text you enter in the search fields, as this may result in inconsistent or inaccurate results.

Table 2–3   Alert Search by Order

Fields	Description
Document Type	Select the appropriate document type contained in the alert you are searching for, if applicable.
Enterprise	Choose the field and lookup option to find the specific Enterprise you want use. Or Choose "Across Enterprises" to use of all the Enterprises.
Alert Type	Enter the type of alerts you are searching for, if applicable.
Queue	Enter the queue that the alerts you are searching for are in, if applicable.
Assigned to User	Enter the user ID of the user the alerts you are searching for belong to, if applicable.
Last Raised on Date	Enter the date and time ranges to search.
Raised Count	Enter the number of times the alert has been raised. This field is more appropriate for consolidated alerts.
Alert Status	Select any or all of the following alert statuses: Open - to search for alerts that are in open status. Closed - to search for alerts that are no longer in open or WIP status. WIP - to search for alerts that are in Work In Progress (WIP) status.
Order Number	Enter the order number contained in the alerts you are searching for, if applicable.
Buyer	Enter the Buyer of the order contained in the alerts you want to search for, if applicable.
Seller	Enter the Seller of the order contained in the alerts you want to search for, if applicable.
Total Amount	Enter the Total Amount of the order contained in the alerts you want to search for, if applicable.
Carrier Service	Enter the Carrier Service of any order line for the order contained in the alerts you want to search for, if applicable.
Payment Status	Enter the Payment Status of the order contained in the alerts you want to search for, if applicable.

Table 2–3   Alert Search by Order

Requested Delivery Date	Enter the requested delivery date range for the order contained in the alerts you want to search for, if applicable.
Max Records	Enter the maximum number of alerts you want returned from your search.

Note: The MessageKey value that determines the members of a particular exception group can be queried by inputting Reference Name is 'MESSAGEKEY'.

2.4 Alerts List in Home Page

A list of alerts is displayed in the home page of the Application Console. The fields descriptions of that panel is described in the following table:

Table 2–4   Alerts List in Home Page

Actions	Description
View Details	This action takes you to the Alert Details screen to view the details of the selected alerts.
More Alerts	This action takes you to the Alert List for Search by Queue User and Reference screen to view additional alerts raised.
Fields	
Alert ID	The alert ID.
Type	The type of alert raised.
Description	A brief description of the alert.
Queue	The queue the alert is assigned to.
Priority	The alert's priority.
Count	The number of consolidated alerts belonging to the same alert ID.
Last Raised On Date	The date the alert was last raised.
Created For	The document type for which the alert was created.

2.5 Alert List for Search by Queue User and Reference

This Alert List window displays the results of an alert search by queue user. You can perform actions on a single alert or multiple alerts by selecting the check boxes of the alerts you want to perform an action on and choosing the applicable action from the action bar. You can also link directly to the document the alert is associated with by selecting the applicable Alert ID link from the Created For column.

Table 2–5   Alert List for Search by Queue User and Reference

Actions	Description
View Details	This action button takes you to the Alert Details screen which shows details for the selected alerts.
Assign to User	This action button takes you to the Assign To User screen which allows you to assign the alert to a different user.
Assign to Queue	This action button takes you to the Assign To Queue screen which allows you to assign the alert to a different queue.
Close	This action button closes the alert.
Mark as WIP	This action button marks the alert as a Work In Progress.
Remove from WIP	This action button marks the alert as open.
UnAssign	The action button unassigns the alert from the user to which it used to be assigned.
Fields	
Alert ID	The alert ID.
Alert Type	The type of alert raised.
Description	A brief description of the alert.
Queue	The queue the alert is assigned to.
Priority	The alert's priority.
Assigned To User	The user the alert is assigned to.
Alert Status	The current status of the alert.
Last Raised On Date	The date the alert was last raised.

Table 2–5   Alert List for Search by Queue User and Reference

Raised Count	The number of consolidated alerts belonging to the same alert ID.
Created For	The document type for which the alert was created.
Details	Specific details pertaining to the alert.

2.6 Alert List for Search by Order

The alert search results by are displayed in the alert list window. You can perform actions on a single alert or multiple alerts by selecting the check boxes of the alerts you want to perform an action on and choosing the applicable action from the action bar. You can also link directly to the document the alert is associated with by selecting the applicable Alert ID link from the Created For column.

Table 2–6   Alert List for Search by Order

Actions	Description
View Details	This action button takes you to the Alert Details screen which shows details for the selected alerts.
Assign to User	This action button takes you to the Assign To User screen which allows you to assign the selected alerts to a different user.
Assign to Queue	This action button takes you to the Assign To Queue screen which allows you to assign the selected alerts to a different queue.
Close	This action button closes the selected alerts.
Mark as WIP	This action button marks the selected alerts as a Work In Progress.
Remove from WIP	This action button marks selected the alerts as open.
UnAssign	The action button unassigns the selected alerts from the user to which it used to be assigned.
Fields	
Alert ID	The alert ID.
Alert Type	The type of alert raised.
Queue	The queue the alert is assigned to.

Table 2–6   Alert List for Search by Order

Assigned To User	The user the alert is assigned to.
Last Raised On	The date the alert was last raised.
Alert Status	The current status of the alert.
Created For	The document type for which the alert was created.
Enterprise Code	Enterprise code of the order contained in the alerts.
Buyer	Buyer of the order contained in the alerts.
Seller	Seller of the order contained in the alerts.
Total Amount	Total amount of the order contained in the alerts.
Carrier Service	The Carrier Service of any order line for the order contained in the alerts
Payment Status	Payment Status for the order contained in the alerts.
Requested Delivery Date	The requested delivery date range for the order contained in the alerts.
Details	Specific details pertaining to the alert.

2.7 Alert Details

This screen shows the details of an alert.

Table 2–7   Alert Detail Screen, Alert

Actions	Description
Assign to User	This action button takes you to the Assign To User screen which allows you to assign the alert to a different user.
Assign to Queue	This action button takes you to the Assign To Queue screen which allows you to assign the alert to a different queue.
Close	This action button closes the alert.
Mark as WIP	This action button marks the alert as a Work In Progress.
Remove from WIP	This action button marks the alert as open.
UnAssign	The action button unassigns the alert from the user to which it used to be assigned.

Table 2–7   Alert Detail Screen, Alert

Fields	Description
Alert ID	The unique identification number of the alert.
Alert Type	The type of alert. For example, CHARGE_FAILED or INVENTORY_CHANGED.
Description	A description of the action taken when the exception was raised.
Queue	The name of the queue where the alert is assigned.
Assigned to User	The user name of the alert's assigned user.
Alert Status	The status of the raised alert.
Ship Node	The node that fulfilled the order.
Order No.	The order number associated with the alert, if applicable.
Order Status	The status of the order associated with the alert.
Supplier	The Seller that fulfilled the order.
Item ID	The identification number of the item associated with the alert, if applicable.
Raised By Transaction	The transaction that raised the alert.
First Raised On	The date the alert was first raised.
Last Raised On	The date the alert was last raised.
Raised Count	The number of consolidated alerts belonging to the same alert ID.
Resolved On	The date the alert was closed.
Resolved By	If the alert is closed, the name of the user who closed it is displayed in this field.
Description	A brief description of the alert.
To Queue	If the alert was assigned to a new queue, this field displays the new queue.

Table 2–8   Alert Detail Screen, Comments

Actions	Description
Add Comment	This action button takes you to the Add Comment screen which allows you to add comments to the alert.
Fields	
Comment Text	Any additional comments made about the alert.
Logged On	The date the comment was logged.
Logged By	The user who logged the comment.

Table 2–9   Alert Detail Screen, References

Fields	Description
Reference Name	This field is customizable.
Reference Value	This field is customizable.

Table 2–10   Alert Detail Screen, Audits

Fields	Description
Time	The date and time a modification was made to the alert.
Transaction Type	The transaction performed on the alert.
From User	If the alert was assigned to a new user, this field displays the original user.
To User	If the alert was assigned to a new user, this field displays the new user.
From Queue	If the alert was assigned to a new queue, this field displays the original queue.
To Queue	If the alert was assigned to a new queue, this field displays the new queue.

2.8 Assign To Queue

To assign an alert to a different queue, select the appropriate queue from the drown-down list and click Save.
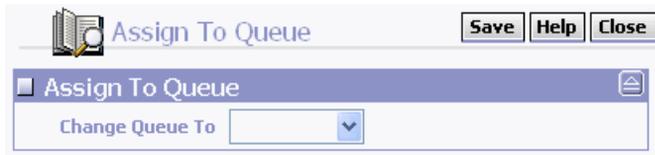
2.9 Assign To User

To assign an alert to a different user, type the user name in the text field or look him up using the User Lookup and click Save.

> **Note:**   No validation is made to verify a user can access the specified queue.

2.10 Add Comment

To add a comment to an alert, enter the comment in the text field, and click Save.

3

Selling and Fulfillment Foundation Alert Screens

This chapter explains how to manage alerts using the Rich Client Platform-based Alert screens.

Alerts are sent to predetermined queues that can be assigned to a specific user within that queue. Queues are used to direct specific types of alerts to a specific group of users. Users who belong to a queue can view and close alerts.

You can also use queues to prioritize alerts. You can assign an alert to a queue of higher priority.

Alert Consolidation

You can consolidate alerts based on the day or hour of the alert's occurrence. For more information about the alert consolidation details and their limitations, see the *Selling and Fulfillment Foundation: Product Concepts Guide*.

> **Note:** When the Selling and Fulfillment Foundation agent framework creates exceptions, they are consolidated by Date, ErrorCode, and so forth. The inbox references for such agent exceptions are these aggregation parameters. These alerts are different than the ones created by the raiseEvent API since one alert can correspond to more than one actual data record. In this case, a context reference such as order number is not applicable.

3.1 Alerts Search Screen

You can enter the search criteria for existing alerts in this screen.

Table 3–1   Alert Search Screen

Field	Description
Alert Type	Select the appropriate alert type from the drop-down list.
Alert Status	Choose an appropriate alert status.
Queue	Select the queue from the drop-down list that contains the alert for which you are searching.
Order No	Select the order number contained in the alert you are searching for from the drop-down list.
Assigned to User	Select the name of the user from the drop-down list to whom the alert is assigned.
Order Total	Enter the total cost of the order to include in the search.
Raised On From <start date> To <end date>	Choose the date range between which the alert was raised.
Follow-up Date From <start date> To <end date>	Choose the date range between which the follow-up for the alert was done.
Carrier/Service	Select the carrier service of any order line for the order contained in the alerts you want to search for from the drop-down list.
Raised Count	Select the number of times an alert is raised from the drop-down list. This field is more appropriate for consolidated alerts.
Node	Select the node assigned to an alert.
Priority	Select the priority you want to assign for the alert from the drop-down list.
Shipment No	Enter the number that uniquely identifies the shipment.
Supplier ID	Enter the number that uniquely identifies the supplier that ships the order.
Hide Search Criteria	Click this button to hide the search criteria screen and display only the Alert Search Details screen.

Table 3–1   Alert Search Screen

Field	Description
Search	Click this button to view the alert type details.
Reset	Click this button to clear the alert type details.

3.1.1 Alert Search Details

You can view the alert details that display as a result of your alert search.

If multiple alerts matching your search criteria are found, a list of alerts displays. Click the appropriate alert. The Generic Alert Details Screen displays where you can view the alert details.

Table 3–2   Alert Search Details

Field	Description
Alert ID	The identifier of the alert.
Alert Type	The type of alert.
Queue	The queue to which the alert is assigned.
Raised On	The date on which the alert was raised.
Last occurrence	The date on which the alert was last raised.
Order No	The order number for which the alert was raised.
Shipment No	The shipment number for which the alert was raised.
Supplier ID	The identifier of the supplier.
Priority	The priority of the alert.
Status	Indicates the status of the alert.

3.2 Generic Alert Details Screen

You can view the details of an alert in this screen.

Table 3–3   Generic Alert Details Screen

Actions	Description
Assign to User	This action takes you to the Assign to User screen, which enables you to assign the alert to a different user.

Table 3–3   Generic Alert Details Screen

Assign to Queue	This action takes you to the Assign to Queue screen, which enables you to assign the alert to a different queue.
Close	This action closes the alert.
Mark as WIP	This action marks the alert as Work In Progress.
Remove from WIP	This action marks the alert as open.
Unassign	This action unassigns an alert from the user.
Change Priority	This action takes you to Change Priority screen, which enables you to change the priority of an alert.
Fields	
Alert ID	The unique identification number of the alert.
Alert Type	The type of alert. For example, CHARGE_FAILED or INVENTORY_CHANGED.
Description	A description of the action taken when the exception was raised.
Queue	The name of the queue where the alert is assigned.
Assigned to User	The name of the user to whom the alert is assigned.
Alert Status	The status of the raised alert.
Details	
Receiving Location	Indicates the ship node of the order line for which the alert is raised.
Order No.	The order number associated with the alert, if applicable.
Supplier	The Seller that fulfilled the order.
Item ID	The identification number of the item associated with the alert.
Enterprise Key	Indicates the name of the enterprise for which the alert is raised.
Shipment No	The shipment number of the shipment for which the alert is raised.
First Raised On	The date on which the alert was first raised.
Last Raised On	The date on which the alert was last raised.

Table 3–3   Generic Alert Details Screen

Raised Count	The number of consolidated alerts belonging to the same alert ID.
Resolved On	The date on which the alert was closed.
Resolved By	The name of the user who resolved the alert.
Priority	Indicates the priority of the alert.

Table 3–4   Generic Alert Details Screen, Comments

Actions	Description
Add Comment	This action button takes you to the Add Comments screen, which enables you to add comments to an alert. For more information about adding comments to an alert, see Section 3.2.1, "Add Comments".
Fields	
Comment Text	Additional comments about the alert.
Logged On	The date on which the comment was logged.
Logged By	The user who logged the comment.

Table 3–5   Generic Alert Details Screen, References

Fields	Description
Reference Name	The reference name contained in the alert. This field is customizable.
Reference Value	The reference value contained in the alert. This field is customizable.

Table 3–6   Generic Alert Details Screen, Audits

Fields	Description
From User	If the alert is reassigned to a new user, this field displays the original user.
To User	If the alert is reassigned to a new user, this field displays the new user.

Table 3–6   Generic Alert Details Screen, Audits

From Queue	If the alert is reassigned to a new queue, this field displays the original queue.
To Queue	If the alert is reassigned to a new queue, this field displays the new queue.
From Status	The current state of the alert.
To Status	The state to which the alert is changed.

3.2.1 Add Comments

You can add comments to an alert in this screen.

Table 3–7   Add Comments

Field	Description
Add Comments Info	
Comments	Enter the comment text you want to add to an alert.

3.2.2 Assign to User

When an alert task needs to be addressed by a particular user, you can assign those alerts to that specific user. For example, certain alert tasks can only be completed by a supervisor, therefore, you can assign the alerts that require the completion of such tasks directly to a specific supervisor.

Table 3–8   Assign To User

Field	Description
Currently Assigned To User	The user to whom the alert is currently assigned.
Assign To User	Enter the identifier of the user to whom you want to assign the alert.
Find User	
User ID Contains	Enter a known portion of the identifier for the desired user to search for that user and assign the alert to that person.

Table 3–8   Assign To User

Field	Description
User Name Contains	Enter a known portion of the name of the desired user to search for that user and assign the alert to that person.
Action	
Find User	This action displays a list of users based on the search criteria.
Fields	
User ID	Displays a list of user identifiers based on the search criteria.
User Name	Displays a list of user names based on the search criteria.

3.2.3 Assign to Queue

In this screen, you can move a particular alert to a different queue.

Table 3–9   Assign to Queue

Field	Description
Currently Assigned To Queue	The queue to which the alert is currently assigned.
Assign To Queue	Enter the identifier of the queue to which you want to assign the alert.
Find Queue	
Queue ID Contains	Enter a known portion of the identifier for the desired queue to search for that queue and assign the alert to it.
Queue Name Contains	Enter a known portion of the name of the desired queue to search for that queue and assign the alert to it.
Action	
Find Queue	This action displays a list of queues based on the search criteria.
Fields	

Table 3–9   Assign to Queue

Field	Description
Queue ID	Displays a list of queue identifiers based on the search criteria.
Queue Name	Displays a list of queue names based on the search criteria.

3.2.4 Close Alerts

You can close alerts that are resolved or no longer valid. For more information about closing alerts, see the Generic Alert Details Screen.

3.2.5 Mark as WIP

You can mark the status of an alert as Work in Progress (WIP). For more information about marking an alert as WIP, see the Generic Alert Details Screen.

3.2.6 Remove from WIP

You can mark the status of an alert as open. For more information about marking an alert as open, see the Generic Alert Details Screen.

3.2.7 Unassign

If alerts are already assigned to a user, you can unassign them. For more information about unassigning alerts, see the Generic Alert Details Screen.

3.2.8 Change Priority

You can change the priority of an alert in this screen.

Table 3–10   Change Priority

Field	Description
New Priority	Enter the new priority number for the alert.

4

Exception Console Screens

The Exception Console is used to manage Service Definition Framework exceptions and exception groups.

You can use the Exception Console to handle Service Definition Framework exceptions.

The Exception Console provides you the ability to:

- View all errors logged by the Service Definition Framework
- Modify the original XML that caused the error
- Resubmit a modified XML for reprocessing, for APIs defined as reprocessible

> **Important:** An Integration Adapter, configured for the specified Runtime ID, must be running in order to reprocess errors in Pending Reprocess state.

You can also use the Exception Console to handle Service Definition Framework exceptions groups. An exception group consists of multiple APIs that are grouped together to ensure that when one fails, subsequent transactions grouped across APIs also fail. For example, If the createOrder API fails for an order, any `changeOrder` API calls for that order automatically fail without the API being called. Once the createOrder error is fixed, the `changeOrder` data is also submitted to be reprocessed. By default, all errors in a group are reprocessed in arrival sequence when submitted for reprocessing.

The Exception Console provides you the ability to:

- View all error groups logged by the Service Definition Framework

- Resequence the order of the APIs

- Edit individual exception's XMLs then resubmit the entire group of exceptions for reprocessing

> **Important:** An Integration Adapter, configured for the specified Runtime ID, must be running in order to reprocess errors in Pending Reprocess state.

For more information about configuring a service with exception groups, see the *Selling and Fulfillment Foundation: Application Platform Configuration Guide*. For more information about coding your own user exit to implement exception groups, see the *Selling and Fulfillment Foundation: Extending Transactions Guide* .

4.1 Exceptions Search By All Attributes

This screen allows you to search for Service Definition Framework Exceptions. Clicking the search button takes you to the Exception List screen.

> **Note:** We recommend that you do not use spaces before or after any text you enter in the search fields, as this may result in inconsistent or inaccurate results.

Table 4–1 Exceptions Search

Fields	Description
Service Name	Enter the interface service (defined in the Applications Manager) from which the error you are searching for was generated, if applicable. For more information about Service Definition Framework configuration, see the *Selling and Fulfillment Foundation: Application Platform Configuration Guide*.
Sub Service Name	Enter the Runtime ID from which the error you are searching for was generated, if applicable.

Table 4–1   Exceptions Search

Queue ID	Select the queue (defined in the Applications Manager) to which the error was assigned, if applicable. For more information about Service Definition Framework configuration, see the *Selling and Fulfillment Foundation: Application Platform Configuration Guide*.
Exception State	Select from the following exception states, if applicable: • Initial - The error is ready to be reprocessed or ignored • Saved - The XML has been modified and saved and is ready to be reprocessed • Modified - The error has been modified • Pending Reprocess - The error is awaiting reprocessing • Fixed - The error is now fixed (API succeeded) • Ignored - Reprocessing is not desired for the API call **Note:** Only errors in Initial state can be reprocessed, ignored, or saved.
Error Code	Enter the error code for this exception
Date	Enter the date range in which the error was logged, if applicable.
Max Records	Enter the maximum amount of results you want returned from your search.

4.2 Exception List

The Exception List window displays the results of an exception search. You can perform actions on a single exception or multiple exceptions by selecting the check boxes of the exceptions you want to perform an action on and choosing the applicable action from the action bar.

Table 4–2   Exception List

Actions	Description
Ignore	This action button removes the selected exception from the exception list. Once an exception is ignored, the error cannot be reprocessed.
Reprocess	This action button submits the selected exceptions for reprocessing by an Integration Adapter. **Note**: Only exceptions in Initial or Saved states can be reprocessed. Reprocessing could result in another error if the API fails again.
View Details	This action button takes you to the Exception Details screen which shows details for the selected exceptions.
Fields	
Error ID	The integration exception ID.
Service Name	The the service from which the exception was generated.
Sub Service Name	The sub-service that caused the exception upon execution.
Created On	The date the exception was created.
Queue ID	The queue the exception was assigned to.
Exception State	The state of the exception. Can be Initial, Modified, Fixed, or Ignored.
Error Code	The error code for this exception.
Error Message	The error message for this exception.

4.3 Exception Details

This screen displays the details of an exception.

Table 4–3   Exception Details Screen, Error

Actions	Description
Ignore	This action button ignores the exception whose details you're viewing. Once an exception is ignored, the error cannot be reprocessed.

Table 4–3   Exception Details Screen, Error

Reprocess	This action button submits the exception for reprocessing by an Integration Adapter. **Note**: Only exceptions in Initial or Saved states can be reprocessed. Reprocessing could result in another error if the API fails again.
Fields	
Integration Error ID	The unique ID of the integration exception.
Service Name	The the service from which the exception was generated.
Sub Service Name	The sub-service that caused the exception upon execution.
Queue ID	The queue the exception was assigned to.

Table 4–4   Exception Details Screen, Input XML

The API's input XML is displayed in the text area.
To save modified exceptions so that they may be submitted and reprocessed at a later time, make the necessary changes to the input XML and click Save.

Table 4–5   Exception Details Screen, Error XML

The API's error XML is displayed in the text area.

Table 4–6   Exception Details Screen, Error History

Fields	**Description**
Error ID	The unique ID of the exception.
Input XML	Link to the API's input XML.
Error XML	Link to the error XML generated by the API.
Created On	The date the exception was created.
Queue ID	The queue the exception was assigned to.
Exception State	The state of the exception. Can be Initial, Modified, Fixed, or Ignored.

Table 4–6   Exception Details Screen, Error History

Error Code	The error code for this exception.
Error Message	The error message for this exception.

4.4 Exception Groups Search by All Attributes

This screen allows you to search for Service Definition Framework Execution Groups. The states in the exception state drop-down have the following meanings:

- Initial - The error is ready to be reprocessed or ignored
- Saved - The XML has been modified and saved and is ready to be reprocessed
- Modified - The error has been modified
- Pending Reprocess - The error is awaiting reprocessing
- Fixed - The error is now fixed (API succeeded)
- Ignored - Reprocessing is not desired for the API call

Clicking the search button takes you to the Exception Group List screen.

> **Note:** We recommend that you do not use spaces before or after any text you enter in the search fields, as this may result in inconsistent or inaccurate results.

4.5 Exception Group List

The Exception Group List window displays the results of an exception group search. You can perform actions on a single exception group or multiple exception groups by selecting the check boxes of the exception groups you want to perform an action on and choosing the applicable action from the action bar.

Table 4–7   Exception Group List

Actions	Description
View Details	This action button takes you to the Exception Group Details screen which shows details for the selected exceptions.
Fields	
Error Group ID	The integration exception group ID.
Exception Group Name	The name of the exception group.
Created On	The date the exception was created on.
Queue ID	The queue the exception is assigned to.

4.6 Exception Group Details

This screen shows the details for an exception group.

Table 4–8   Exception Group Details Screen, Error Group

Actions	Description
ReprocessAll	This action button allows you to reprocess all the errors within that displayed exception group.
	Modify and save the input XML of individual errors in the group, if necessary by choosing the Error ID link. Click ReprocessAll, and all errors in the exception group are reprocessed in the sequence shown from top to bottom.
	Note: Errors within an exception group cannot be reprocessed individually.
Fields	
Exception Group ID	The unique ID of the exception group.
Exception Group Name	The name of the exception group.

Table 4–9   Exception Group Screen, Error

Actions	Description
Ignore	This action button allows you to ignore all exceptions within an exception group.
	Note: Individual errors in an exception group can be ignored. An entire exception group cannot be ignored. You must ignore each error to ignore an entire group.
Fields	
Sequence No.	The sequence the exception occurred in.
	To resequence a Service Definition Framework Exception Group, modify the values in the Sequence No. text boxes to reflect the new order, and click Save.
	• Increase the sequence number to move an error down the list (completed later in the sequence).
	• Decrease the sequence number to move an error up the list (completed earlier in the sequence).
	Note: The sequence values are always displayed as multiples of 10, regardless of what numbers were entered. For example, if there are three exceptions and you resequence them using the values 1, 2, and 3. When you save, the resequenced exceptions appear as 10, 20, and 30.
Error ID	The unique ID of the exception.
Service Name	The service associated with the exception.
Sub Service Name	The sub-service that caused the exception upon execution.
Created On	The date the exception was created on.
Queue ID	The queue the exception is assigned to.
Exception State	The state of the exception. Can be Initial, Modified, Fixed, or Ignored.

Table 4–9   Exception Group Screen, Error

Error Code	The error code associated with the exception.
Error Message	The error message associated with the exception.

5

Document Template Screens

The Create Template Console is used to create template orders for use in the Template Console.

You can use the Template Console to maintain template orders and create actual sales orders and purchase orders from them. Template orders are used in scenarios where a Buyer makes a similar sales order or purchase order on a regular basis. The template order can be used to create an order with the generic information you have entered already populating the applicable fields.

5.1 Template Order Entry

This screen allows you to create a template based on which orders may be created.

Table 5–1   Template Order Screen, Header Details

Fields	Description
Document Type	Select the document type associated with the template.
Enterprise	Select the Enterprise associated with the template order.
Buyer	Enter the Buyer associated with the template order.
Seller	Enter the Seller associated withe the template order.
Order #	Enter the order number for the initial template order.
Order Name	Enter the order name as per your business practices.
Currency	Select the currency to be used for orders created from the template order.

Table 5–2   Template Order Screen, Instructions

Fields	Description
Instruction Type	Select any instruction types, such as Gift, Pick, or Pack, you want to attach to the template order.
Text	Enter the details of the special instruction you want to attach to the template order.

5.2 Template Order Search

This screen allows you to search for previously defined template orders. Clicking the search button will take you to the Template Order List screen.

> **Note:**   We recommend that you do not use spaces before or after any text you enter in the search fields, as this may result in inconsistent or inaccurate results.

Table 5–3   Template Order Search by All Attributes

Fields	Description
Document Type	Select the appropriate document type to search for, if applicable.
Enterprise	Choose the field and lookup option to find the specific Enterprise you want use. Or choose Across Enterprises to use of all the Enterprises.
Order Number	Enter the order number of the template order you are searching for, if applicable.
Buyer	Enter the default Buyer associated with the template order(s) you want to search for, if applicable.
Seller	Enter the default Seller associated with the template order(s) you want to search for, if applicable.
Buyer Account Number	Enter the default Buyer's account number associated with the template order(s) you are searching for, if applicable.
Max Records	Enter the maximum number of template orders you want returned from your search.

5.3 Template Order List

The Template List window displays the results of a template order search. You can perform actions on a single template order or multiple template orders by selecting the check box(es) of the template order(s) you want to perform an action on and choosing the applicable action from the action bar.

Table 5–4   Template Order List

Actions	Description
View Details	This action button takes you to the Template Order Details screen which shows details for the selected templates.
Remove	This action button removes the selected templates.
Fields	
Order #	The template order number.
Enterprise	The Enterprise associated with the template order.
Buyer	The Buyer associated with the template order
Seller	The Seller associated with the template order.
Order Name	The template order name.

5.4 Template Order Details

This screen shows the details for a template order.

Table 5–5   Template Order Detail Screen, Template Order

View Icons	Description
	Payment Information - This icon takes you to the Order Payment Information screen where you can view the payment information for the template order.
	More Attributes - This icon takes you to the More Template Order Attributes screen where you can specify additional attributes for Identification, Shipping and Financials.
	More Addresses - This icon takes you to the More Order Addresses screen where you can add or modify forwarding address.

Table 5–5   Template Order Detail Screen, Template Order

📖	**Order Audits** - This icon takes you to the Template Order Audits screen where you can view the list of audits done for that order.
Actions	
Create Order	This action creates a sales order, using this template order. For more information about sales orders, see the *Sterling Distributed Order Management: User Guide*.
	Note: A Bill To address and order lines must be entered before a draft order can be confirmed.
Create Inbound Order	This action creates an inbound order, using this template order. For more information about inbound orders, see the *Sterling Supply Collaboration: User Guide*.
	Note: A Bill To address and purchase order lines must be entered before a draft purchase order can be confirmed.
Fields	
Enterprise	The Enterprise associated with the template order.
Buyer	The Buyer associated with the template order.
Seller	The Seller associated with the template order.
Order #	The order number that is to be generated by the template order.
Document Type	The document of the template order.
Order Date	The date the template order was created.
Carrier/Service	The Carrier service used by the template order. This field can be modified.
Order Type	This field is customizable as per your business practices.
Default Template	Indicates if this template order is the default for the Buyer/Seller combination.

Table 5–6   Template Order Detail Screen, Instruction

Fields	Description
Instruction Type	Any instruction types, such as Gift, Pick, or Pack, attached to the template order. This field can be modified.
Text	The details of the special instruction attached to the template order. This field can be modified.

Table 5–7   Template Order Detail Screen, Ship To

View Icons	Description
	Address Details - Choose this icon to view or modify the ShipTo addresses. For more information about the screen that is displayed, see the Organization Address Details screen.
The name and address of the person or organization where the order is shipped.	

Table 5–8   Template Order Detail Screen, Bill To

View Icons	Description
	Address Details - Choose this icon to view or modify the BillTo addresses.For more information about the screen that is displayed, see the Organization Address Details screen.
The name and address of the person or organization being debited.	

5.5 Order Payment Information

You can view the payment information related to a template order, including the methods of payment, charge sequence, and collection amounts.

For template order header field descriptions, refer to the Template Order Detail Screen, Template Order table for details.

Table 5–9   Order Payment Information Screen, Payment Information

Actions	Description
Add Payment Type	This action takes you to the Add Order Payment Information screen.
Fields	
Payment Rule	The payment rule used for invoicing, settlement, and collection. For more information about payment rules, see the *Sterling Distributed Order Management: Configuration Guide*.

The payment information can have the following fields if a payment type has been defined.

If the payment type displayed is in the credit card payment type group the following fields are defined:

Table 5–10   Order Payment Screen, Credit Card

View Icons	Description
Actions	
	Address Details - Choose this icon to view the Bill To Address. For more information about the screen that is displayed, see the Organization Address Details screen.
Delete	This action deletes the payment information belonging to a certain payment type. An alert window pops up confirming the deletion of the payment type. Click OK and the payment type is deleted.
Fields	
Payment Type	The payment type. For example, Credit Card.

Table 5−10   Order Payment Screen, Credit Card

Charge Sequence	When multiple payment types are specified, Charge Sequence specifies the default payment type.
	For example, if a Buyer uses a gift certificate and a credit card, by specifying the Charge Sequence of gift certificates as 1 and credits cards as 2, you can collect against any gift certificates before the credit card is collected against.
	Note: The charge sequence configured for this payment type overrides any value entered in this field. However, if two configured charge sequences have the same sequence number, the value entered in this field is used as a tie breaker.
Credit Card #	The credit card number.
	Note: If encryption is turned on, credit card numbers are displayed with asterisks (*) for the first 12 digits, unless you have permissions to view decrypted primary payment attributes.
Unlimited Charges	Select Unlimited Charges if the payment type has no charge limit.
Expiration Date	The expiration date on the credit card.
Max Charge Limit	The maximum amount this payment type can be charged.
Credit Card Type	The type of credit card, such as VISA or MasterCard.
Name On Card	The name exactly as it appears on the card.

If the payment type displayed is in the customer account payment type group the following fields are defined:

Table 5−11   Order Payment Screen, Customer Account

Actions	Description
Delete	This action deletes the payment information belonging to a certain payment type. An alert window pops up confirming the deletion of the payment type. Click OK and the payment type is deleted.
Fields	
Payment Type	The payment type. For example, Credit Card or Check.

Table 5–11   Order Payment Screen, Customer Account

Charge Sequence	When multiple payment types are specified, Charge Sequence specifies the default payment type.
	For example, if a Buyer uses a gift certificate and a credit card, by specifying the Charge Sequence of gift certificates as 1 and credits cards as 2, you can collect against any gift certificates before the credit card is collected against.
	Note: The charge sequence configured for this payment type overrides any value entered in this field. However, if two configured charge sequences have the same sequence number, the value entered in this field is used as a tie breaker.
Customer Account #	The Buyer's account number.
	If encryption is turned on, this field only displays the last four digits of the credit card number if you do not have the necessary permissions.
Unlimited Charges	Select Unlimited Charges if the payment type has no charge limit.
Customer PO #	The purchase order number placed for the order.
Max Charge Limit	The maximum amount this payment type can be charged.
Payment Reference #1	This field can be customized as needed.
	If encryption is turned on, this field only displays the last four digits of the credit card number if you do not have the necessary permissions.
Payment Reference #2	This field can be customized as needed.

If the payment type displayed is in the stored value card payment type group the following fields are defined:

Table 5–12   Order Payment Screen, Stored Value Card

Actions	Description
Delete	This action deletes the payment information belonging to a certain payment type. An alert window pops up confirming the deletion of the payment type. Click OK and the payment type is deleted.

Table 5–12   Order Payment Screen, Stored Value Card

Fields	Description
Payment Type	The payment type, for example, gift card.
Stored Value Card #	The stored value card number. **Note:** If encryption is turned on, SVC numbers displayed with asterisks (*) for all but the last four digits, unless you have permissions to view decrypted primary payment attributes.
Charge Sequence	When multiple payment types are specified, Charge Sequence specifies the default payment type. For example, if a Buyer uses a gift certificate and a credit card, by specifying the Charge Sequence of gift certificates as 1 and credits cards as 2, you can collect against any gift certificates before the credit card is collected against. **Note:** The charge sequence configured for this payment type overrides any value entered in this field. However, if two configured charge sequences have the same sequence number, the value entered in this field is used as a tie breaker.
Payment Reference #1	This field can be customized as needed. **Note:** If encryption is turned on, this Payment Reference is displayed with asterisks (*) for all but the last 4 characters, unless you have permissions to view decrypted primary payment attributes.
Unlimited Charges	Select Unlimited Charges if the payment type has no charge limit. This field will not be displayed if the ChargeUpToAvailable flag has been enabled in the Applications Manager.
Payment Reference #2	This field can be customized as needed.
Max Charge Limit	The maximum amount this payment type can be charged.
Payment Reference #3	This field can be customized as needed.
Funds Available	Amount of funds available on this card. This field will display 'Not Applicable' if the query to get available funds has been disabled.

If the payment type displayed is in the other payment type group the following fields are defined:

Table 5–13   Order Payment Screen, Other

Actions	Description
Delete	This action deletes the payment information belonging to a certain payment type. An alert window pops up confirming the deletion of the payment type. Click OK and the payment type is deleted.
Fields	
Payment Type	The payment type. For example, Check.
Charge Sequence	When multiple payment types are specified, Charge Sequence specifies the default payment type.
	For example, if a Buyer uses a gift certificate and a credit card, by specifying the Charge Sequence of gift certificates as 1 and credits cards as 2, you can collect against any gift certificates before the credit card is collected against.
	Note: The charge sequence configured for this payment type overrides any value entered in this field. However, if two configured charge sequences have the same sequence number, the value entered in this field is used as a tie breaker.
Payment Reference #1	This field can be customized as needed.
	Note: If encryption is turned on, this Payment Reference is displayed with asterisks (*) for all but the last 4 characters, unless you have permissions to view decrypted primary payment attributes.
Payment Reference #2	This field can be customized as needed.
Max Charge Limit	The maximum amount this payment type can be charged.
Payment Reference #3	This field can be customized as needed.

5.6 Add Order Payment Information

You can add additional payment types to a template order.

If the payment type selected is in the credit card payment type group, the following fields are displayed:

Table 5–14   Add Order Payment Information Screen, Credit Card Payment Type

Fields	Description
Charge Sequence	When multiple payment types are specified, Charge Sequence specifies the default payment type.
	For example, if a Buyer uses a gift certificate and a credit card, by specifying the Charge Sequence of gift certificates as 1 and credits cards as 2, you can collect against any gift certificates before the credit card is collected against.
Credit Card #	Enter the credit card number.
Unlimited Charges	Select the Unlimited Charges if the payment type has no charge limit.
Expiration Date	Enter the expiration date on the credit card.
Max Charge Limit	Enter the maximum amount that can be collected against this payment type.
Credit Card Type	Enter the type of credit card, such as VISA or MasterCard.
Name On Card	Enter the name exactly as it appears on the card.

If the payment type belongs to customer account payment type group, the following fields are displayed:

Table 5–15   Add Order Payment Information Screen, Customer Account Payment Type

Fields	Description
Charge Sequence	When multiple payment types are specified, Charge Sequence specifies the default payment type.
	For example, if a Buyer uses a gift certificate and a credit card, by specifying the Charge Sequence of gift certificates as 1 and credits cards as 2, you can collect against any gift certificates before the credit card is collected against.
Customer Account #	The Buyer's account number.

Table 5–15   Add Order Payment Information Screen, Customer Account Payment Type

Unlimited Charges	Select Unlimited Charges if the payment type has no charge limit.
Customer PO #	The purchase order number placed for the order.
Max Charge Limit	Enter the maximum amount that can be charged against this payment type.
Payment Reference #1	This field can be customized as needed.
Payment Reference #2	This field can be customized as needed.

If the payment type is check or others then both payments fall under the Others payment type group. The field descriptions of both payment types are same.

Table 5–16   Add Order Payment Information Screen, Check or Other Payment Type

Fields	Description
Charge Sequence	When multiple payment types are specified, Charge Sequence specifies the default payment type.
	For example, if a Buyer uses a gift certificate and a credit card, by specifying the Charge Sequence of gift certificates as 1 and credits cards as 2, you can collect against any gift certificates before the credit card is collected against.
Payment Reference #1	This field can be customized as needed.
Unlimited Charges	Select Unlimited Charges if the payment type has no charge limit.
Payment Reference #2	This field can be customized as needed.
Max Charge Limit	Enter the maximum amount that can be collected against this payment type.
Payment Reference #3	This field can be customized as needed.

If the payment type selected is in the Stored Value Card (SVC) payment type group, then the following fields are available:

Table 5–17   Add Order Payment Information Screen, Stored Value Card Payment Type

Fields	Description
Charge Sequence	When multiple payment types are specified, Charge Sequence specifies the default payment type.
	For example, if a Buyer uses a gift certificate and a credit card, by specifying the Charge Sequence of gift certificates as 1 and credits cards as 2, you can collect against any gift certificates before the credit card is collected against.
Unlimited Charges	Select Unlimited Charges if the payment type has no charge limit.
	This field will not be displayed if the ChargeUpToAvailable flag has been enabled in the Applications Manager.
Payment Reference #1	This field can be customized as needed.
Max Charge Limit	Enter the maximum amount that can be collected against this payment type.
Payment Reference #2	This field can be customized as needed.
Payment Reference #3	This field Can be customized as needed.

Click Save after entering the necessary information for adding a payment types. The Order Payment Information screen is populated with the added payment types.

5.7 Copying Attributes from Parent Line to Chained Line

Attributes in the template are propagated from parent line to chained line. These attributes are always kept in synch between the parent and chained line. These attributes should not be passed as override while creating a chained line. If the new line has the schedule element, then the schedule are not copied. Otherwise they are always copied from parent to child regardless of the template.

Item attributes (ItemId, ProductClass, UnitOfMeasure) can be overridden in the chained line only when the inventory is not maintained by the buyer organization and by the seller organization. The logic to copy OrderLineInvAttRequest, KitLine will still be based on the template. Schedules will be copied if they are not passed.

This template is almost the same as the drop ship chain order template. The only difference is KitCode, ItemId, ProductClass, UnitOfMeasure, ItemGroupCode and element OrderLineInvAttRequest are not mandatory and can be removed from the template if required.

5.8 Copying Attributes from Chained Line to Parent Line

There may be instances when certain attributes need to be copied from the chained line to the parent line. This will be done based on the template ChainedOrderUpwardPropagationTemplate of the chained order document type.

If multiple children exist, all of them will try to propagate the attribute changes to the parent. This will result in the last change on any child overriding any change done by any other children. Remove all the attributes from the template to prevent the propagation. Only extended attributes can be propagated upwards.

5.9 More Template Order Attributes

You can view additional order identification, shipping, and financial information related to the template order.

For template order header field descriptions, refer to the Template Order Detail Screen, Template Order table for details.

Table 5–18   More Template Order Attributes Screen, Identification

Fields	Description
Enterprise	The Enterprise associated with the order.
Order Name	The name used to identify the order.
Division	This field can be customized as needed.

Table 5–18   More Template Order Attributes Screen, Identification

Requested Cancel Date	The date the customer has requested the order to be canceled by if the order is not fulfilled.
Priority Code	The priority that the Buyer has given to the order.
Requested Ship Date	The date by which the customer has requested the order to be shipped.
Scheduling Rule	The scheduling rule that is used when the order is scheduled. For more information about scheduling rules, see the *Sterling Distributed Order Management: Configuration Guide*.
Currency	The monetary currency used for the order.
Customer PO Number	Enter the customer's purchase to search for orders containing an item that has a specific customer purchase order number, if applicable.

Table 5–19   More Template Order Attributes Screen, Shipping

Fields	Description
Freight Terms	The terms used for calculating transportation costs.
Charge Actual Freight	If the check box is selected, the Buyer is charged exactly what it costs to ship the order.
	If the check box is not selected, additional charges can be added in addition to the actual cost to ship the order.
Shipping Paid By	The organization that pays for the shipping costs.
Carrier Account #	The Carrier organization's account number with your organization.
Ship Complete	If the check box is selected, the order must be shipped as one complete shipment.
	If the check box is not selected, the order can be shipped in multiple shipments.
Ship Node	The ship node the order is shipped from.

Table 5–20   More Template Order Attributes Screen, Financials

Fields	Description
Terms Code	The terms code.
Price Program	The price program used for order pricing.
Taxpayer ID	The Buyer's tax payer identification number. This number identifies the organization as a tax paying entity.
Tax Exempt	If the check box is selected, the Buyer is exempt from paying taxes.
Tax Exemption Certificate	The ID of the exemption certificate.
Tax Jurisdiction	The tax jurisdiction that the exemption certificate was issued in.

Table 5–21   More Template Order, Other Attributes

Fields	Description
Entered By	This field displays the user ID of the user who entered the order.
Source	The method of order entry. For example, web site, kiosk.
Customer ID	The customer's ID.
Notification Type	Indicates the method through which users are notified of special instructions. For example, e-mail.
Notification Reference	A description of the notification.
Vendor ID	The vendor's ID.

5.10 More Order Addresses

You can view any additional addresses as needed that pertain to a template order as per your business practices. For more information about defining additional address types, see the *Sterling Distributed Order Management: Configuration Guide*.

For template order header field descriptions, refer to the Template Order Detail Screen, Template Order table for details.

Table 5–22   More Order Addresses Screen, Forward To

View Icon	Description
	Address Details - Choose this icon to view or modify the ForwardTo addresses. For more information about the screen that is displayed, see the Organization Address Details screen.
The name and address of the person or organization where the order is to be forwarded.	

5.11 Template Order Audits

You can view audits logged against a template order. An audit is logged against a template order when any type of modification is made to the it.

For template order header field descriptions, refer to the Template Order Detail Screen, Template Order table for details.

Table 5–23   Template Order Audits Screen, Audits

Action	Description
View Details	This action takes you to the Template Order Audit Details screen for the selected audits.
Fields	

Table 5–23   Template Order Audits Screen, Audits

Audit #	The audit identification number. Click on the Expand All button, the audit details for each audit are expanded. If you click on the Collapse All button, the audit details for each audit are collapsed.	
	Detail #	The audit details identification number. Click this link to go to the Template Order Audit Details screen.
	Order Line Related Info	Any information related to order lines impacted by the modification, including: • Item ID - the item associated with the audit. • Item Description - a brief description of the item. • Line Number - the line number associated with the audit. Click this link to view the Order Line Details Screen.
	Modification Level	The level of modification for the corresponding audit detail such as header or line.
	Modification Type	The type of modification, such as change payment status or change carrier, for the corresponding audit detail.
Date	The date and time the modification was carried out.	
Modified By	The user that performed the modification.	
Reason	The reason the modification occurred and any additional information explaining the modification entered by the user.	
Modification Levels	A comma separated list of all levels of modification for the audit.	
Modification Types	A list of the types of modifications for the audit. There is a maximum of three items shown with an ellipsis on the third line if there are more items.	

5.12 Template Order Audit Details

You can view a template order audit's details.

Table 5–24   Order Audit Details Screen, Order Audit

Fields	Description
Order #	The order number the modification was performed on.
Enterprise Code	The Enterprise that owns the order.
Audit Date	The date the audit was created.
Modification Level	The level the order was modified at. For example, order or order LINE.
Line #	The line number associated with the audit.
Item ID	The item ID for which the audit was made.
Unit of Measure	The unit of measure for the audited item.
Product Class	The itemID's product class.
Description	The description of the item that is being audited.
Modification Type	The type of modification performed on the order.
Reason Code	The reason code detailing why the modification was performed.
Reason Text	Additional details about why the modification was performed.
Reference #1	Reference information about the order audit.
Reference #2	Reference information about the order audit.
Reference #3	Reference information about the order audit.
Reference #4	Reference information about the order audit.

Table 5–25   Order Audit Details Screen, Order Audit Details

Fields	Description
Audit Type	The type of audit performed.
Identifier	The audit identifier.
Name	The attribute that was modified.

Table 5–25   Order Audit Details Screen, Order Audit Details

Old Value	The value of the modified attribute prior to modification.
New Value	The value of the modified attribute after modification.

5.13 Organization Address Details

Table 5–26   Address Details

Fields	Description
First Name	The first name.
Middle Name	The middle name.
Last Name	The surname.
Company	The company.
Day Time Phone	The day time phone number.
Evening Phone	The evening phone number.
Mobile Phone	The mobile phone number.
Fax	The fax number.
E-Mail	The e-mail address.
Address Line 1	The first address line.
Address Line 2	The second address line, if applicable.
Address Line 3	The third address line, if applicable.
Address Line 4	The fourth address line, if applicable.
Address Line 5	The fifth address line, if applicable.
Address Line 6	The sixth address line, if applicable.
City	The city.
State	The state.
Postal Code	The postal code.
Country	The country.

6

Lookup Screens

Many fields throughout the Application Consoles have a lookup icon that can be used to find additional records as they pertain to that field. For example, on the Inventory Items window, the Item ID field have lookup icons that you can use to locate the applicable item ID to populate the field.

6.1 Address Lookup

When you click on the lookup icon next to an address panel on any screen, the Address search window displays. Enter the desired search criteria in the search fields as with any other search. Note that the search criteria entered for address lookups is not case sensitive.

Table 6–1   Address Lookup

Fields	Description
First Name	The first name of the contact at this address.
Last Name	The last name of the contact at this address.
E-Mail	The e-mail address for the contact at this address.
Address Line 1	The first line of the street address.
Address Line 2	The second line of the street address.
City	The city or town in which the street is located.
State	The state or providence in which the city or town is located.
Postal Code	The postal code for the city or town.

Table 6–1   Address Lookup

Fields	Description
Country	The country in which the state or province is located.
Max Records	The maximum number of records the search will find.

Note: It is recommended that you do not use spaces before or after any text you enter in the search fields, as this may result in inconsistent or inaccurate results.

6.2 Address List

The Address List window displays the results of an address lookup search. You can populate the corresponding Address panel by the selecting the checkmark of the applicable address.

The Address List window displays the results of an address lookup search. You can populate the corresponding Address panel by the selecting the checkmark of the applicable address.

Table 6–2   Address List

Fields	Description
First Name	The first name of the contact at this address.
Last Name	The last name of the contact at this address.
E-Mail	The e-mail address for the contact at this address.
Address Line 1	The first line of the street address.
Address Line 2	The second line of the street address.
City	The city or town in which the street is located.
State	The state or providence in which the city or town is located.

6.3 Item Lookup

When you click on the lookup icon next to an Item ID field on any screen, the Items search window displays. Enter the desired search criteria in the search fields as you do with any other search.

You can change the view on this dialog to Catalog so that you can search the Catalog by all attributes. See Catalog Item Lookup.

Table 6–3   Item Lookup

Fields	Description
Organization	The organization the item belongs to.
Item ID	The item ID.
Default PC	The item's product class.
UOM	The item's unit of measure.
Short Description	A brief description of the item.
Master Catalog ID	The item's ID in the catalog it belongs to.
GTIN	The global trade identification number.
Max Records	The maximum number of records the search will find.

6.4 Item List

The Item List window displays the results of an item lookup search. You can populate the Item ID field by the selecting the checkmark of the applicable item. Refer to the Item List table for assistance.

Table 6–4   Item List

Fields	Description
Item ID	The item ID.
Default PC	The item's product class.
UOM	The item's unit of measure.
Short Description	A brief description of the item.
Master Catalog ID	The item's ID in the catalog it belongs to.
Catalog Organization	The organization that owns the catalog containing the item.

6.5 Order Lookup

When you click on the lookup icon next to the Order # field, the Order search window displays. Entered the desired search criteria in the search fields as with any other search.

Table 6–5   Order Lookup

Fields	Description
Document Type	Select the type of order.
Enterprise	Enter the enterprise the work order belongs to or select Across Enterprises to search for all orders.
Order #	The order number.
Buyer	The buyer associated with the order.
Seller	The seller associated with the order.
Exchange Order with Type	Select the type to exchange with the order.
Buyer Account #	The buyer account number.
Order Line Status	Change the order line status.
Payment Status	Select the payment status.
Held Orders With Hold Type	Select held orders with a specific hold type.
Order State	Select the state of the order.
Max Records	The maximum number of records the search will find.

6.6 Order List

The Order List window displays the results of an order lookup search. You can populate the corresponding organization field by selecting the checkmark of the applicable order.

Table 6–6   Order List

Fields	Description
Order #	The order number.
Status	The statues of the order.
Enterprise	The enterprise associated with the order.

Table 6–6   Order List

Fields	Description
Buyer	The buyer of the order.
Order Date	the date the order was created.
Total Amount	The total amount of the order.

6.7 Order List Lookup

The Order List search screen appears when you add an order line from a return detail, return release or return shipment screens.

Table 6–7   Order List

Fields	Description
Order #	The order number. Click this hyperlink to view the order details.
Status	The status of the order.
Enterprise	The enterprise associated with the order.
Buyer	The buyer associated with the order.
Order Date	The date the order is placed.
Total Amount	The amount of the order.

This screen has different actions based on the parent screen. For example, if you are adding an order line from the return detail screen, the actions for this list lookup screen are Select For Return and Restore and Select. You should select the order number you wish to add to the return order and click either of these options.

6.8 Inbound Order Lookup

When you click on the lookup icon next to the PO # field, the Inbound Order search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–8   Inbound Order Lookup

Fields	Description
Document Type	Select the type of inbound order.
Enterprise	Enter the enterprise the inbound order belongs to or select Across Enterprises to search for all inbound orders.
PO #	The inbound order number.
Buyer	The buyer associated with the inbound order.
Seller	The seller associated with the inbound order.
Buyer Account #	The buyer account number.
Order Line Status	The status of the order line.
Held Orders With Hold Type	Select held orders with a specific hold type.
Order State	Select the state of the inbound order.
Max Records	The maximum number of records the search will find.

6.9 Inbound Order List

The Inbound Order List window displays the results of an inbound order lookup search. You can populate the corresponding organization field by selecting the checkmark of the applicable inbound order.

Table 6–9   Inbound Order List

Fields	Description
PO #	The purchase order number.
Status	The status of the inbound order.
Enterprise	The enterprise associated with the inbound order.
Buyer	The buyer of the inbound order.
Seller	The seller of the inbound order.
Order Date	The date the inbound order was created.
Total Amount	The total amount of the inbound order.

6.10 Return Lookup

When you click on the lookup icon next to the Return field, the Return search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–10   Return Lookup

Fields	Description
Document Type	The type of document.
Enterprise	Enter the enterprise the return belongs to or select Across Enterprises to search for all returns.
Return #	The return number.
Order #	The order number of the return.
Return Date	The date range the return will arrive.
Buyer	The buyer of the return.
Seller	The seller of the return.
Return Line Status	The line status of the return.
Held Returns With Hold Type	Select held returns with a specific hold type.
Return Order Status	Select the state of the return.
Max Records	The maximum number of records the search will find.

6.11 Return List

The Return List window displays the results of a return lookup search. You can populate the corresponding organization field by selecting the checkmark of the applicable return.

Table 6–11   Return List

Fields	Description
Return #	The return number.
Status	The status of the return.
Enterprise	The enterprise associated with the return.
Buyer	The buyer of the return.

Table 6–11   Return List

Fields	Description
Return Date	The seller of the return.
Total Amount	The total amount of the return.

6.12 Order Line Lookup

When you click on the lookup icon next to the Line # field, the Order Line search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–12   Order Line Lookup

Fields	Description
Document Type	The type of document.
Enterprise	Enter the enterprise the work order belongs to or select Across Enterprises to search for all work orders.
Order #	The order number.
Buyer	The buyer associated with the order line.
Seller	The seller associated with the order line.
Item ID	The item ID associated with the order line.
Product Class	The item's product class.
UOM	The item's unit of measure.
Item Description	A description of the item.
Customer Item ID	The customer's item ID.
Customer PO#	The customer's purchase order number.
Max Records	The maximum number of records the search will find.

> **Note:** The search will only return order lines of the specified order that are in released status (or another status that was configured to be allowed to be included into a shipment).

6.13 Order Line List

The Order Line List window displays the results of an order line lookup search. You can populate the corresponding organization field by selecting the checkmark of the applicable order line.

Table 6–13   Order Line List

Fields	Description
Order #	The order number.
Line #	The line number.
Item ID	The item ID.
PC	The product class of the item.
UOM	The unit of measure of the item.
Item Description	A description of the item.
Receive	The receiving node of the item.
Ship Node	The shipping node of the item.
Ship Date	The shipping date of the item.
Line Qty	The line quantity of the item.
Amount	The total amount of the item.
Status	The status of the item.

6.14 User Lookup

When you click on the lookup icon next to the Assign To User field, the following popup dialog displays. From this lookup dialog you can search for users. Enter the desired search criteria in the search fields as with any other search.

Table 6−14 User Lookup

Fields	Description
User ID	The user ID.
User Name	The user name.
Only Logged In Users	Search for users who are logged in.
Max Records	The maximum number of records the search will find.

6.15 Catalog Item Lookup

When you click on the lookup icon next to an Item ID field on any screen, you can switch from Item ID to Catalog Item so that you can search Catalog by all attributes. Enter the desired search criteria in the search fields as you do with any other search.

Table 6−15 Catalog Item Lookup

Fields	Description
Organization	The name of the organization.
Category ID	The category ID.
Description	A description of the item.
Max Records	The maximum number of records the search will find.

6.16 Catalog Item List

The Catalog List window displays the results of a Catalog Item lookup search. Refer to the Catalog Item List table for assistance.

Table 6−16 Catalog Item List

Fields	Description
Organization Code	The organization code.
Category ID	The name of the organization.
Description	The city the organization is located in.

6.17 Buyer, Seller, or Enterprise Organization Lookup

When you click on the lookup icon next to a Buyer or Seller field on any screen, the Organization search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–17   Buyer, Seller, or Enterprise Lookup

Fields	Description
Organization	The type of organization.
Vendor ID	The vendor ID
Organization Name	The name of the organization.
Roles	The role of the organization.
Max Records	The maximum number of records the search will find.

6.18 Buyer, Seller, or Enterprise Organization List

The Organization List window displays the results of an organization lookup search. You can populate the corresponding organization field by the selecting the checkmark of the applicable organization. Refer to the Buyer, Seller, or Enterprise Organization List table for assistance.

Table 6–18   Buyer, Seller, or Enterprise Organization List

Fields	Description
Organization Code	The organization code.
Organization Name	The name of the organization.
City	The city the organization is located in.

6.19 Node Lookup

When you click on the lookup icon next to a Node field on any screen, the Node search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–19   Node Lookup

Fields	Description
Participates in Enterprise	The participates in the enterprise.
Node	The name of the node.
GLN	The global location number.
Parent Organization	The parent organization of the node.
Identified By Parent As	How the node is identified by the parent organization.
Description	A description of the node.
City	The city or town in which the node is located.
State	The state or providence in which the city or town is located.
Postal Code	The postal code for the city or town.
Max Records	The maximum number of records the search will find.

6.20 Node List

The Node List window displays the results of a node lookup search. You can populate the corresponding node field by the selecting the checkmark of the applicable node. Refer to the Node List table for assistance.

Table 6–20   Node List

Fields	Description
Node	The name of the node.
Description	A brief description of the node.
Owned By	The organization that owns the node.
Interface Type	The system the node uses to interface with Selling and Fulfillment Foundation. For example YFX Portal or another third-party system.
Active	Indicates if the node is active.

6.21 Location Lookup

When you click on the lookup icon next to a Location field on any screen, the Location search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–21   Location Lookup

Fields	Description
Node	Select the node you are searching for.
Location	The location of the node.
Zone	The zone the location is located in.
Max Records	The maximum number of records the search will find.

6.22 Location List

The Location List window displays the results of a location lookup search. You can populate the corresponding location field by the selecting the checkmark of the applicable location. Refer to the Location List table for assistance.

Table 6–22   Location List

Fields	Description
Location	The name of the location.
Zone	The zone associated with the location.
Location Type	The type of the location.
Location Size Code	The location size code.
Aisle #	The aisle number.
Bay #	The bay number.
Level #	The level number.

6.23 Zone Lookup

When you click on the lookup icon next to a Zone field on any screen, the Zone search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–23   Zone Lookup

Fields	Description
Node	The name of the node.
Zone	The type of zone you are searching for.
Max Records	The maximum number of records the search will find.

6.24 Zone List

The Zone List window displays the results of a zone lookup search. You can populate the corresponding location field by the selecting the checkmark of the applicable zone. Refer to the Zone List table for assistance.

Table 6–24   Zone List

Fields	Description
Zone	The name of the zone.
Description	A brief description of the zone.
Building_Number	Building number associated with the zone.
Forward Pick Zone	The area within a zone where picking tasks take place.

6.25 Receipt Lookup

When you click on the lookup icon next to a Receipt # field on any screen, the Receipt search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–25   Receipt Lookup

Fields	Description
Document Type	The document type.
Enterprise	Enter the enterprise the receipt belongs to or select Across Enterprises to search for all receipt.
Receiving Node	The receiving node.
Receiving Dock	The receiving dock.
Receipt #	The receipt number.

Table 6–25   Receipt Lookup

Fields	Description
Buyer	The buyer of the receipt.
Seller	The seller of the receipt.
Order #	The order number.
Shipment #	The shipment number.
Receipt Date	The date of the receipt.
Receipt Status	The status of the receipt.
Max Records	The maximum number of records the search will find.

6.26 Receipt List

The Receipt List window displays the results of a Receipt# lookup search. You can populate the corresponding receipt# field by the selecting the checkmark of the applicable receipt. Refer to the Receipt List table for assistance.

Table 6–26   Receipt List

Fields	Description
Receipt #	Receipt number associated with the receipt.
Shipment #	Shipment number associated with the receipt.
Order #	Order Number associated with receipt.
Enterprise	Enterprise associated with the receipt.
Buyer	Buyer associated with the receipt.
Seller	Seller associated with the receipt
Receipt Start Date	The start date of the receipt.
Receiving Node	The node where inventory was received.
Receipt Status	Status of the receipt.

6.27 Productivity Type Lookup

When you click on the lookup icon next to a Productivity Type field on any screen, the Productivity Type search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–27   Productivity Type Lookup

Fields	Description
Node	Select the node you are searching for.
Productivity Type	The productivity type.
Description	A description of the productivity type.
Capture Trip Level Metrics	Select to capture trip level metrics
Max Records	The maximum number of records the search will find.

6.28 Productivity List

The Productivity Type List window displays the results of a Productivity Type lookup search. You can populate the corresponding productivity type field by the selecting the checkmark of the applicable productivity type. Refer to the Productivity Type List table for assistance.

Table 6–28   Productivity Type List

Fields	Description
Node	The node associated with the productivity type.
Productivity Type	Productivity type associated with the productivity.
Description	Description of productivity type.
Trip Level Matrics	Indicates the status of the trip level capture.

6.29 Countries Lookup

When you click on the lookup icon next to a Country Of Origin field on any screen, the Container search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–29

Field	Description
Country Of Origin	Enter the name or part of the name of the country you would like to search for.
Max Records	The maximum number of records the search will find.

6.30 Country List

The Country List window displays the results of a Country Of Origin lookup search. You can populate the corresponding Country Of Origin field by the selecting the checkmark of the applicable country. Refer to the Country List table for assistance.

Table 6–30   Country List

Fields	Description
Country	The name of the country.
Country Code	The country code.
Organization Code	The organization code associated with the country.

6.31 Shipment Lookup

When you click on the lookup icon next to a Shipment # field on any screen, the Shipment search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–31   Shipment Lookup

Fields	Description
Shipment #	The shipment number.
Status	The status of the shipment.
Buyer	The buyer of the shipment.

Table 6–31   Shipment Lookup

Fields	Description
Service	The type of service of the shipment.
Expected Ship Date	The expected date the shipment will be sent out.
Origin	Where the shipment originates from.
Destination	The destination of the shipment.
Total Weight	The total weight of the shipment.
Total Volume	The total volume of the shipment.
Tag/Serial Requested	Whether a tag or serial is requested.

6.32 Shipment List

The Shipment List window displays the results of a shipment # lookup search. You can populate the corresponding shipment # field by the selecting the checkmark of the applicable shipment. Refer to the Shipment List table for assistance.

Table 6–32   Shipment List

Fields	Description
Shipment #	The shipment number.
Ship Node	The node the shipment ships from.
Receiving Node	The node the shipment ships to.
Order Number	Order number associated with the shipment.
Ship Date	The date the shipment is to ship on.
Buyer Organization Code	The Buyer ID
Seller Organization Code	The Seller ID
Status	The shipment status.

6.33 Adjustment Reason Code Lookup

When you click on the lookup icon next to a Reason Code field on any screen, the Adjustment Reason Code search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–33

Fields	Description
Node	The node associated with the adjustment reason.
Enterprise	The enterprise requesting the adjustment.
Adjustment Reason Code	The code for the reason of the adjustment.
Description	Description of the Adjustment Reason.
Host Adjustment Reason Code	The code for the reason of the host adjustment.
Max Records	The maximum number of records the search will find.

6.34 Adjustment Reason Code List

The Adjustment Reason Code List window displays the results of a reason code lookup search. You can populate the corresponding reason code field by the selecting the checkmark of the applicable reason code. Refer to the Adjustment Reason Code List table for assistance.

Table 6–34   Adjustment Reason Code List

Fields	Description
Adjustment Reason Code	The reason code for inventory.
Description	The description for the adjustment reason code.
Accounting Bin Location ID	The accounting bin location for the inventory associated with the reason code.

6.35 Wave Lookup

When you click on the lookup icon next to Wave # field on any screen, the Wave search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6−35   Wave Lookup

Fields	Description
Node	Select the node you want to search for waves in.
Shipment#	Enter the shipment number of the shipment that belongs to the wave you are searching for, if applicable.
Wave #	Enter the wave number of the wave you are searching for, if applicable.
Wave Status	Select the status of the waves you are searching for.
Shipment Group	Enter the shipment group that the waves you are searching belong to.
Release No Earlier Than	Enter the Release No Earlier Than date range that you want to search for waves in. Only waves with a Release No Earlier Than date that falls within the range you specify considered.
Release No Later Than	Enter the Release No Later Than date range that you want to search for waves in. Only waves with a Release No Later Than date that falls within the range you specify considered.
Max Records	Enter the maximum number of waves you want returned from your search.

6.36 Wave List

The Wave List window displays the results of a wave number lookup search. You can populate the corresponding wave number by selecting the check box of the applicable wave number. Refer to the Wave List table for assistance.

Table 6−36   Wave List

Fields	Description
Wave #	The wave number.
Shipment Group	The shipment group that the wave belongs to.
Status	The status of the wave is in.
Sequence #	The sequence number associated with the wave.

Table 6–36   Wave List

Fields	Description
Release No Earlier Than	The wave is not released for picking before this date.
Release No Later Than	The wave is not release for picking after this date.

6.37 Count Request Lookup

When you click on the lookup icon next to the Count Request # field on any screen, the Count Request search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–37   Count request Lookup

Fields	Description
Enterprise	The Enterprise requesting the count.
Node	The node the count is requested from.
Request type	The type of request.
Count Request #	The count request number.
Request Name	The name of the request.
Item ID	The item ID.
PC	The item's product class.
UOM	The item's unit of measure.
Status	The status of the count request.
Max Records	The maximum number of records the search will find.

6.38 Count Request List

The Count Request List window displays the results of a count request number lookup search. You can populate the corresponding count request number field by the selecting the checkmark of the applicable count request number. Refer to the Count Request List table for assistance.

Table 6–38   Count Request List

Fields	Description
Count Request #	The count request number associated with the count request. Click this link to view count request details.
Count Program Name	The count program name associated with the automatic cycle count request.
Location	The location identifier.
Enterprise	The enterprise associated with the count request.
Item ID	The Item ID associated with the count request.
Description	The item's description.
Priority	The count request priority.
Start No Earlier Than	The date and time after which the count task will be suggested.
Requesting User ID	The user for whom the count request is placed.
Status	The count request status.

6.39 Category Details

You can perform a search and view category details from any search that contains an Item ID lookup icon.

Table 6–39   Category Details Screen, Category Detail

Fields	Description
Category ID	The category ID.
Description	A brief description of the category.
Category Path	The path to the selected category.

Table 6–40   Category Details Screen, Sub Categories

Fields	Description
Category ID	Any category that is under the selected category. Choose the link to switch to this category.

Table 6–40   Category Details Screen, Sub Categories

Fields	Description
Description	A brief description of the sub-category.
Category Path	The path to the sub-category.

Table 6–41   Category Details Screen, Category Items

Fields	Description
Item ID	The items in this category.
PC	The item's product class.
UOM	The item's unit of measurement.
Description	A brief description of the item.

6.40 Category List

The Category List window displays the results of a category lookup search. You can populate the Category field by the selecting the checkmark of the applicable category. Refer to the Category List table for assistance.

Table 6–42   Category List

Fields	Description
Category ID	The category ID.
Description	A brief description of the category.
Category Path	The category's path in the catalog.
Catalog Organization	The organization that owns the catalog containing the category.

6.41 Region Lookup

When you click on the lookup icon next to the Region field on any screen, the Region search window displays. Enter the desired search criteria in the search fields as with any other search.

6.42 Region List

The Region List window displays the results of a region lookup search. You can populate the region field by the selecting the checkmark of the applicable region. Refer to the Region List table for assistance.

Table 6–43   Region List

Fields	Description
Region	The name of the region.
Region Level	The level of the region. Typical values are Country, State, City.
Parent Region	The name of the parent region that the region belongs.
Country	The name of the country that the region belongs.

6.43 Region Details

You can perform a search and view region details from any search containing a Region lookup icon.

Table 6–44   Region Details Screen, Region Detail

Fields	Description
Region	The name of the region.
Region Level	The level of the region. Typical values are Country, State, City.
Country	The name of the country that the region belongs.
Parent Region	The name of the parent region that the region belongs.
Parent Region Level	The level of the parent region. Typical values are Country, State, City.
Region Schema	The region schema that the region belongs.

Table 6–45   Region Details Screen, Sub Regions

Fields	Description
Region	The name of the region.
Region Level	The level of the region. Typical values are Country, State, City.
Parent Region	The level of the parent region. Typical values are Country, State, City.
Country	The name of the country that the region belongs.

6.44 Item Classification Lookup

When you click on the lookup icon next to an Item Classification field on any screen, the Item Classification search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–46

Fields	Description
Organization	The type of organization.
Classification ID	The ID for the classification.
Description	Description of the Item Classification.
Max Records	The maximum number of records the search will find.

6.45 Item Classification List

The Item Classification List window displays the results of a item classification lookup search. You can populate the item classification field by the selecting the checkmark of the applicable item classification. Refer to the Classification List table for assistance.

Table 6–47   Classification List

Fields	Description
Classification Id	The classification Id.
Description	A brief description of the classification.

Table 6–47   Classification List

Fields	Description
Classification Path	The path to the selected classification.
Catalog Organization	The organization that owns the catalog containing the classification.

6.46 Item Classification Details

You can perform a search and view item classification details from any search containing a item classification lookup icon.

Table 6–48   Classification Details Screen, Classification Detail

Fields	Description
Classification Id	The classification ID.
Description	A brief description of the classification.
Classification Path	The path to the selected classification.

Table 6–49   Classification Details Screen, Sub Classifications

Fields	Description
Classification Id	Any classification that is under the selected classification. Choose the link to switch to this classification.
Description	A brief description of the sub-classification.
Classification Path	The path to the sub-classification.

Table 6–50   Classification Details Screen, Classification Items

Fields	Description
Item Id	The items in this classification.
Default PC	The item's product class.
UOM	The item's unit of measurement.
Description	A brief description of the item.

6.47 Work Order Lookup

When you click on the lookup icon next to Work Order # field on any screen, the Work Order search window displays. Enter the desired search criteria in the search fields as with any other search.

Table 6–51   Work Order Lookup

Fields	Description
Node	Enter the node the work order belongs to or select Across Nodes to search for all work orders.
Enterprise	Enter the enterprise the work order belongs to or select Across Enterprises to search for all work orders.
Work Order#	The work order number associated with the work order.
Order#	The order number associated with the work order.
Work Order Status	Change the status of a work order.
Appointment Date Range	Set the appointment range by date and time.
Pre-call Status	The pre-call status of the work order.
Open Work Orders Only	Select to search for Open Work Orders only.
Held Work Orders With Hold Type	Select to search for Work Orders with a Hold Type.
Resource Pool ID	The resource pool ID.
Service Complexity Level	Select either simple or complex for the Service Complexity Level.
Max Records	The maximum number of records the search will find.

6.48 Work Order List

The Work Order List window displays the results of a work order # lookup search. You can populate the work order # field by the selecting the checkmark of the applicable work order #. Refer to the Work Order List table for assistance.

Table 6−52   Work Order List

Fields	Description
Work Order #	The work order number associated with the work order. Click this link to view the work order details.
Enterprise	The Enterprise associated with the work order.
Service Item Group	The service item group associated with the work order.
Item ID	The Item ID of the item associated with the work order.
Unit Of Measure	The UOM code of the item associated with the work order.
Priority	The work order priority.
Segment Type	Segment type of the item. A segment type indicates an inventory category. Typical values are MTC - Made To Customer or MTO - Made to Order.
Segment #	Segment number of the item. A segment holds either the specific buyer or specific order number that requires dedication.
Status	The work order status. This icon appears only if the work order is put on hold.

Index

T

U