Sterling Call Center and Sterling Store

Hot Fix Release Notes

Release 9.0, HF18

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Note

Before using this information and the product it supports, read the information in "Notices" on page 23.

Contents

In This Hot Fix

This hot fix contains IBM® Sterling Call Center and IBM Sterling Store software fixes.

Installation Information

The prerequisites for this hot fix differ, depending on whether you are a new customer or an existing customer.

Prerequisites

Before you begin installing this hot fix, complete these prerequisites:

- If you are a new customer:
  - Install Sterling Call Center and Sterling Store Release 9.0 before you install this hot fix. For information about installing Release 9.0, see the installation information on http://sciblrdocbld-dt/Documentation/MCSF90/SMCSFSInstallationHome.htm.
  - Follow the "Hot Fix Installation Procedure" below.
- If you are an existing customer, follow the "Hot Fix Installation Procedure" below.

Hot Fix Installation Procedure

This hot fix and the associated Release Notes New Feature document are available on the Sterling Commerce Customer Center. If you are not already logged into this site, follow these steps to obtain the software download and Release Notes New Feature document:

1. After you log in, click the **Support Center** tab at the top of the main page.
2. In the left pane, hover over **Selling & Fulfillment Suite** > **Multi-Channel Fulfillment (9x and Above)** > and select **Product Updates & Downloads**.
3. In the Product Updates & Downloads, select **Sterling Store/Call Center**. A list of Release 9.0 hot fixes is displayed.
4. Click on the links for the latest software download and the associated Release Notes New Feature document.

The installation instructions file, `HotFixInstallation.txt`, is included in the hot fix package.

Defects Addressed In This Hot Fix

The following defects have been addressed in this hot fix to Sterling Call Center and Sterling Store, Release 9.0. As hot fix are released, they will be listed cumulatively here.

Hot Fix 18

Release 9.0-HF18

Defect ID	226036
Case ID	Internal

Description When a user performs the following sequence of actions, a gift message is not displayed in the “Mark Shipping Line As Gift” pop-up window:

1. Creates an order for an item that is associated with a cross sell item.
2. Adds the cross sell item.
3. Navigates to the “Order Fulfillment Summary” screen, selects the parent item and cross sell item, and clicks “Gift Options”. The “Mark Shipping Line As Gift” pop-up window is displayed.

   Marks the items as gift and allows for gift wrapping.
4. Enters an appropriate message and clicks “Apply”.
5. Again selects the parent item and cross sell item, and clicks “Gift Options”.

Defect ID 254413
Case ID 00355720
Description In the Order Entry flow the behavior of the close button and editor close button is not consistent, when the page is not dirty.

Defect ID 256184
Case ID 00364894
Description The hyperlink in the Order Total section to display the break up of adjustments on the Pricing Summary screen is not displayed, if the total sum of all the adjustments is zero.

Defect ID 256209
Case ID 00363721
Description When a user performs the following sequence of actions with gift wrap option disabled in the Customer Order Management Configurator, gift message is not displayed in the “Mark Shipping Line As Gift” pop-up window:

1. Creates an order with multiple order lines .
2. Proceeds to the "Order Fulfillment Summary" screen.
3. Selects 2 or more order lines and clicks on "Gift Options" button.
4. Marks these items as gift and enters an appropriate gift message and clicks “Apply”.
5. Select these items and clicks on "Gift Options" button again.

Defect ID 256251
Case ID 00363458
Description While validating a credit card number, if an error message is displayed for an invalid input, then for any subsequent invalid inputs the error message is not displayed.

Hot Fix 17

Release 9.0-HF17

Defect ID 254934, 254702
Case ID 00357666
Description In the Change Payment Method related task (Alt + Shift + ;), user is able to add a duplicate credit card for a confirmed order.

Defect ID 255179
Case ID 00342165

Description In the Change Gift Options page, when the order is changed and 'Esc' button is pressed without saving the changes, the warning message is not displayed.

Defect ID 255235
Case ID 00355236
Description In the Change Payment Method related task (Alt + Shift + H), for an order created for a customer, if the address on the credit card is changed and confirmed for a custom credit card payment type, the new address is not saved.

Hot Fix 16

Release 9.0-HF16

Defect ID 254923
Case ID 00357676
Description In the Change Payment Method related task (Alt + Shift + ;) when a user adds a new payment method, saves against a customer and confirms the order, the system logs an error on Confirm.

Hot Fix 15

Release 9.0-HF15

Defect ID 253821
Case ID 00352542
Description The default Bill To Address considered for credit card verification is not displayed in the following screens:

- Modify Existing Payment Method in the Manage Customer Payment Methods screen.
- Add New Payment Method in the Change Payment Method screen.

Defect ID 254174
Case ID 00351044
Description If an order created for another enterprise is opened in COM, for a user logged in as an Admin for DEFAULT enterprise, in the Change Payment Method related task (launched by pressing the Alt + Shift + H), the credit card type is not displayed.

Hot Fix 14

Release 9.0-HF14

Defect ID 252932
Case ID 00347907
Description When a user toggles between the "View History Orders" and "View Recent Orders" hyperlinks, the Recent Order list displays a duplicate record if there is only one entry.

Defect ID 253059
Case ID 00327775
Description For a return order which contains a bundle item, the system displays an incorrect return amount.

Defect ID 253804
Case ID 00349493
Description If a user enters quantity as 0 for an orderline, the system must display an error message.

Hot Fix 13

Release 9.0-HF13

Defect ID 253065
Case ID Internal
Description The extended fields in the YFS_PERSON_INFO table are not honoured, while adding or modifying addresses associated with credit card.

Hot Fix 12

Release 9.0-HF12

Defect ID 252061
Case ID 00342034
Description When a user creates a blind return for a return order, the Default Billing Address in not stamped on the return order.

Hot Fix 11

Release 9.0-HF11

Defect ID 219691
Case ID Internal
Description When a user performs the following sequence of actions, the Override Address Verification button is not displayed:

1. Extends

   ```
   com.yantra.pca.ycd.rcp.tasks.
   addressCapture.wizards.
   YCDAddressCaptureWizard
   ```

   to create an extension behavior class.
2. Navigates to the “Customer Identification” screen from the “Add item” screen.
3. In the “Bill To Address” screen, clicks the “Modify” hyperlink.
4. Enters an invalid pin and clicks “Apply”.

Defect ID 251826
Case ID 00341722
Description The default Bill To Address for a consumer customer does not get populated in the Manage Customer Payment Methods Related Task even if it exists in the system.

Defect ID 251894
Case ID Internal

Description In the following screens, the extended attributes of the YFS_PERSON_INFO table are not considered for the subsequent changeOrder API calls:

- Create Customer
- Change Fulfilment Options
- Change Order Address

Solution: If the extended attributes exist, it is made available for the subsequent API calls.
Note: If the YFS_PERSON_INFO table is extended, all the API templates (input and output) that contain reference to PersonInfo element must be extended to include the extended attributes to achieve the expected behavior.

Hot Fix 10

Release 9.0-HF10

Defect ID 250079
Case ID 00330543
Description When a user attempts to modify the Payment status in the Change Payment Method screen, the system displays an "Payment attributes cannot be modified." error message.

Hot Fix 9

Release 9.0-HF9

Defect ID 245027
Case ID 00287221
Description The application must be enhanced to enable the tax options for the consumer customers.

Solution: The Tax Options can be changed for consumer customers according to the configuration made in the "Channel Applications Manager".

The requisite information has been provided in the “Tasks for a Customer Service Representative” and “Tasks for a Store Representative” topics of the Sterling Call Center and Sterling Store: User Guide, and “Configure Order Entry Rules” topic of the *Sterling Selling and Fulfillment Suite Applications Configuration Guide*.

Hot Fix 8

Thursday, April 21, 2011

Release 9.0-HF8

Defect ID 206415
Case ID Internal

Description The application should be enhanced so that:

- The "Start Date" text box should be non-editable and calendar icon should be displayed in order to make the date selection.
- The date prior to product availability date should be disabled in the calendar.
- Any date after X number of days from the current date should also be disabled. (Here X number of day is an existing Sterling Store Order Management or Sterling Customer Order Management configuration which controls how many days into the future should the user be allowed to inquire for delivery or service slots.)

Solution:

The application has been enhanced:

- The "Start Date" text box is changed to "Select Start Date" and calendar icon is displayed.
- The date prior to product availability date will be disabled in the calendar.
- Any date after X number of days from the current date will be disabled.

Defect ID 216955

Case ID Internal

Description A user should be able to open the "Return Order Summary" screen in the Out-of -the-Box editor.

Solution:

A user can open the "Return Order Summary" screen in an editor by using the YCDExtensionUtils.launchTaskInEditor(String taskId, Element input); utility method. For example, a user can use the following utility method from the extension behavior class:

```
YCDExtensionUtils.launchTaskInEditor
("YCD_TASK_VIEW_RETURN_ORDER_SUMMARY",
 input).
```

For more information, refer to Section 3.8.9, "Opening the Return Order Summary Screen in an Editor ", of the *Sterling Call Center and Sterling Store: Implementation Guide*.

Defect ID 219700

Case ID Internal

Description Sterling Call Center and Sterling Store should enable a user to switch the locale.

Solution:

A user can pass the required locale code as -Dlocalecode=<LOCALE_CODE> on the client side (ini file).

Defect ID 227717

Case ID Internal

Description Sterling Call Center and Sterling Store should provide the Alternate Stores wizard as a shared task.

Solution:

Alternate Stores Shared Task

The Advanced Sales Order Search wizard has been provided as a shared task that is used to open the Advanced Sales Order Search wizard as a pop-up window or dialog box in any user interface (UI).

For more information about this shared task, see Section 3.4.18 "Advanced Sales Order Search Shared Task" of the *Sterling Call Center and Sterling Store Implementation Guide*.

Opening the Advanced Sales Order Search Screen in an Editor

A user can open the Advanced Sales Order Search Screen in an editor by using the YCDExtensionUtils.launchTaskInEditor(String taskId, Element input); utility method. For example, you can use the following utility method from the extension behavior class:

```
YCDExtensionUtils.launchTaskInEditor("YCD_TASK_ORDER_SEARCH",
 input).
```

For more information about opening the Advanced Sales Order Search Screen in an Editor, see Section 3.8.11 "Opening the Advanced Sales Order Search Screen in an Editor" of the *Sterling Call Center and Sterling Store: Implementation Guide*.

Defect ID 227723
Case ID Internal
Description A user must be able to view the "Address Entry" screen when it returns a single result.

Solution:

A new attribute ProceedWithSingleAVSResult has been exposed in the verifyAddress API and YCDVerifyAddressWithAVSUE user exit. If there is a single result returned by AVS and ProceedWithSingleAVSResult = N, the system does not stamp the address. The application will display the address returned by AVS and the address entered by the Customer Sales Representative. The system enables the Customer Sales Representative to manually inspect and select either of these two addresses.

Defect ID 227727, 227725
Case ID Internal
Description In the Sterling Call Center and Sterling Store application, vertical scrollbar and tooltip indicating the appropriate customer message must be provided in the Customer Messages panel.

Defect ID 229579
Case ID Internal
Description The "Return Summary" screen must display the user ID of the Customer Sales Representative who created the return.

Defect ID 229581
Case ID Internal
Description The "Alert Detail" screen must display the user ID of the Customer Sales Representative who raised the alert.

Defect ID 229582
Case ID Internal
Description The application must populate the 'INVOICE_CREATION_REASON' field in the YFS_ORDER_INVOICE table while creating invoices in the customer appeasement flow.

Defect ID 229587
Case ID Internal
Description The getOrderFulfillmentDetails API must be enhanced to provide the capability to pass the IgnoreMinNotificationTime attribute to the getPossibleSchedules API.

Defect ID 232023
Case ID Internal
Description A user is not be able to refresh the "Order Line Summary" screen for a sales order to view the updated information regarding the price adjustment notes and the updated price after performing the override price action.

Solution:
The "Order Line Summary" screen has been enhanced such that the user can refresh the screen.

Note: None of the dynamically created panels will get created on refresh. Also, the following information does not get refreshed.

- Gift Indicator
- Price match Information
- Return information
- Reship information
- Stop delivery information
- Open Box information
- FTC information
- Bundle Parent information

Defect ID 233015
Case ID Internal
Description A user is not be able to open the "Return Line Summary" screen to view the return order line details.

Solution:
TIn the "Return Order Summary" screen, right-click the corresponding return order line and select the 'View Line Summary' option, the "Return Line Summary" screen will be displayed.

Defect ID 234837
Case ID Internal
Description For return order shipments, the shipment enquiry screen must be displayed.

Defect ID 234843
Case ID Internal

Description The Change Fulfillment options page displays a pop-up window to apply the changes when a user modifies any orderline using customization.

Solution:

A new action "com.yantra.pca.ycd.rcp.tasks.common.deliveryOptions.actions. YCDChangeDeliveryOptionsApplyAction" has been exposed. Users must call this action after they have modified the orderlines using customization. This action assumes that all the changes have been applied, and no intrusive messages to apply the changes are displayed.

Hot Fix 7

Release 9.0-HF7

Defect ID 221758

Case ID 42035

Description The Sterling Call Center application must be enhanced to provide search criteria based on the Item Type in the “Item Search” screen.

Solution:

The “Item Search” screen now exposes a new label and a combo to search based on the Classification Value. The “Label” field and “Combo” field will be visible if a "Specifications" classification hierarchy exists. A user can use the “Combo” field to search an item belonging to a specific Classification Value.

The “Label” field will display the name of the item attribute to which the classification hierarchy is associated. A user can override the text of a label by putting the attribute name as key and its value in the bundle file.

For example, if the attribute name is ProductLine, then add an entry ProductLine=<Value>.

Screen	Layout Changed	Wizards Impacted	Form ID
Advanced Item Search	New Label and Combo exposed	YCDItemSearch Wizard	com.yantra.pca.ycd.rcp.tasks. itemSearch.wizardpages. YCDItemSearchPage

Defect ID 226023

Case ID Internal

Description The 'ExceptionType' must be exposed in the Alert Details editor input.

Defect ID 226027

Case ID Internal

Description When the “Create Alert” screen is launched as a shared task, the “Associated Sales Order” field or “Associated Return Order” field does not pre-populate the order number.

Solution:

The OrderHeaderKey must be passed in the input XML while opening the “Create Alert” screen using the Extension Utils to pre-populate the order number in the “Associated Sales Order” field or “Associated Return Order” field on the “Create Alert” screen.

The input passed to open the screen should be in the following format:

```
<Inbox ExceptionType="" EnterpriseCode="" BillToID=""
OrderHeaderKey="" DocumentType=""
OrderNo="" SalesOrderNo="" ReturnOrderNo=""
QueueKey="" AssignedToUserId=
"" FollowupDate="">

</Inbox>
```

Defect ID 230797

Case ID Internal

Description When the YFSGetFundsAvaialableUE and YCDValidateCreditCardInfoUE user exits are directly invoked from the Sterling Call Center and Store application, the order information is not available in the input of the user exits.

Solution:

The application will pass the DocumentType, OrderHeaderKey, OrderNo, and EnterpriseCode to the user exit, if available. A user must extend the templates to include these attributes in various order-related flows to pass the information.

Defect ID 234870

Case ID Internal

Description When a user edits the payment information and clicks Apply, the following attributes are not passed to the YFSGetFundsAvailableUE and YCDValidateCreditCardInfoUE user exits:

- DocumentType
- EnterpriseCode
- OrderHeaderKey
- OrderNo

Defect ID 235381

Case ID Internal

Description When the Message panel is disabled and is enabled again after some time, the number of messages is not displayed along with the alert icon.

Defect ID 235385

Case ID Internal

Description In the “Exchange Order Add Item” screen the ‘Update Order' hot key does not work for the exchange orders.

Defect ID 235388
Case ID Internal
Description In the “Item Search List” screen, sorting based on the unit price does not work.

Defect ID 235955
Case ID Internal
Description When a user performs the following steps to restore a window, the "Notes" window is not displayed:

1. Logs in to the Store Order Management application.
2. Selects an alert to view the Alert details.
3. In the “Alert Details” screen, selects the "Move to Queue" task from the Related Task option.
4. In the ‘Move to Queue” screen, clicks "Find Queue" radio button.

   All the queues available are displayed along with the "Notes" section.
5. Clicks “Maximize” icon, the notes section disappears.
6. Restores the window.

Defect ID 236409
Case ID Internal
Description The discounts field in the price match work sheet does not populate the existing discounts. As a result of this, the existing discounts are not displayed in the “Price Match” screen.

Defect ID 237196
Case ID 00237033
Description When a user adds a custom text field on the “Quick Access” screen so that the ‘Custom Text' field is first editable field that will be displayed in “Quick Access” screen, but the focus is not set on the ‘Custom Text field.

Defect ID 237299
Case ID Internal
Description When creating price match for an order line, the system ignores the charge name of the discount.

Hot Fix 6

Release 9.0-HF6

Defect ID 235850
Case ID 00248764
Description Using the RCP Extensibility tool, when any drop-down field is mandated, the drop-down reduces in size and the values disappears, making it unable to use.

Defect ID 236504
Case ID 00252337

Description When a user invokes or revokes a permission for 'Enterprise User Entry', the system invokes or revokes permission for the 'Change Password Task'.

Solution:

A new resource "ycdRCP3412" (Change Password) has been added. The resource will be used to provide permission for a user to change the password.

Defect ID 236610

Case ID 00231292

Description When a user performs the following sequence of actions, the check-box does not get selected:

1. Creates an alert for an order.
2. Opens the "Alert Details' screen.
3. Clicks "Add Notes" hyperlink. The "Add Notes for the Alert" pop-up window is displayed.

In the "Add Notes for the Alert" pop-up window, the "Save Note on Associated Order" checkbox is unchecked by default. A user should be able to handle this checkbox through customization.

Hot Fix 5

Release 9.0-HF5

Defect ID 216417

Case ID Internal

Description A user is not able to view the extended controls in the "Alert Search Criteria" panel of the "Alert Search" screen because the height of the panel is not adjusted properly.

Defect ID 220653

Case ID Internal

Description When a user opens the "Item Details" screen, the "More Details" pop-up window does not display all the item and custom associations.

Solution:

The application has been enhanced to display the requisite information.

Screen	Layout Changed	Wizards Impacted	Form ID
More Details of Selected Item	When a new tab is added it will be displayed. The new tab will correspond to the item associations which are currently not displayed as one of the tabs in the pop-up window. If the number of tabs exceeds the size of the pop-up window, a scroll pointer will be displayed that can be used to navigate to more tabs.	YCDItemDetails Wizard	com.yantra.pca.ycd.rcp.tasks. itemDetails.screens. YCDItemAccessories

Defect ID 221752
Case ID Internal

Description When a user performs the following sequence of actions, the Charge Name is not displayed in the "Line Charges" pop-up window:

1. Creates a charge category without a specific Charge Name.
2. Under the Financial Rules panel, the "Validate Charge Name" flag is not checked.
3. Creates an order for an Item.
4. Enters line charges for the newly created charge category and also enters a random Charge Name, that is not configured in the system.
5. Logs in to the Sterling Call Center and Sterling Store application and opens the created order.
6. In the Add Items screen, clicks the "Line Charges" hyperlink.

   The random Charge Name is not displayed in the "Line Charges" pop-up window.

Solution:

Configure the charge name in the system so that the application will display the description of the charge.

- To get the ChargeCategory description, the system calls the getChargeCategoryList API when the "Line Charges" pop-up window is opened.
- If the charge name is not configured in the system or does not have a description, then the system displays the ChargeName stamped on the OrderLine in the "Line Charges" pop-up window.
- If the charge name is blank, the ChargeCategory description is displayed.
- If ChargeCategory description is blank, the ChargeCategory is displayed.
- If the charge name is configured in the system and has a description, then the system displays description of the charge.

Defect ID 232081
Case ID 00229079
Description If the values of the 'Address Display Name' field or 'E-Mail' field are long, then the Address panel expands horizontally in the following screen;

- Manage Customer Addresses
- Business Customer Details > Addresses
- Consumer Customer Details > Addresses

Defect ID 234442
Case ID 00239611
Description In the "Customer Search" screen the pagination does not work.

Defect ID 224499
Case ID Internal

Description	When a user performs the following sequence of actions, the line charges with IsManual="N" is not visible on the “Charge and Discount” pop-up window: 1. Creates an order. 2. Enters some line charges such that IsManual="N" for the line charges. 3. Logs in to the Sterling Call Center and Sterling Store application and opens the order. 4. Navigates to the “Add Item” screen. 5. Clicks “Line Charges Amount” hyperlink.

Defect ID	224501
Case ID	Internal
Description	The “More Details” pop-up window from the “Item Details” screen does not display the item prices correctly.

Defect ID	224755
Case ID	Internal
Description	When a user tries to create an alert for the associated Return Order using the “Create Alert” screen, the Return Order number does not get stamped in the OrderNo attribute, when the Return Order number is passed as an input in the createException API.

Defect ID	224757
Case ID	Internal
Description	The new and custom commands do not get merged at the server side in the commands_9.0.ycml file. **Solution:** A user must perform the following sequence of actions for merging the new and custom commands at the server side in the commands_9.0.ycml file: 1. Copy the extended commands file to the <RCP_EXTN_FOLDER>/commands/<plugin-id> directory. 2. While building the client, the application copies the extended commands file, merges this file with the out-of-the-box commands file, and creates the commands_9.0.ycml file. 3. The application updates the resources.jar file available in the $INSTALL_DIR\jar\platform\5_0 directory with the commands_9.0.ycml file that was created in step 2. 4. The new resources.jar will be included in the re-build EAR.

Hot Fix 4

Release 9.0-HF4

Defect ID	216419
Case ID	Internal

Description	When a user performs the sequence of operations, the system displays "Mandatory Parameters Missing" error message: 1. Configures a store-based alert. 2. Logs in to the Sterling Store Order Management PCA client. 3. Navigates to the "Alert Search" screen performs an alert search after clearing the search criteria.

Defect ID	216421
Case ID	Internal
Description	When a user clicks the "Previous" button in the "Report Wrong Items:Fulfillment Summary" screen, the user is taken to the "Report Wrong Items:Identity Items" screen, but the screen title still displays "Report Wrong Items:Fulfillment Summary" instead of "Report Wrong Items:Identity Items".

Defect ID	219552
Case ID	Internal
Description	When a large number of slots are displayed on the "Appointment" page, and if a user selects a slot in the slot selection window, the selected slot scrolls down and is not visible.

Defect ID	223498
Case ID	Internal
Description	In the "Alert Details" screen the "Last Raised on Date" field is displayed as a high date.

Hot Fix 3

Release 9.0-HF3

Defect ID	215685
Case ID	Internal

Description The reference implementation of the YCDGetAppeasementOffersUE user exit in Sterling Call Center and Sterling Store must be enhanced to make the appeasement offer lists configurable. These lists are displayed in the "Appeasement Offer" screen.

Solution:

A new "ycd_appeasement_variable.properties" property file has been added. The reference implementation of the YCDGetAppeasementOffersUE user exit has been enhanced to read the values for different offer types to be shown from the "ycd_appeasement_variable.properties" property file.

The following properties are available:

- FLAT_AMOUNT_ORDER=20
- PERCENT_ORDER=12
- PERCENT_FUTURE_ORDER=15,20,25
- YCD_PREFERRED=PERCENT_FUTURE_ORDER
- VARIABLE_AMOUNT_ORDER=Y

Notes:

- If there are multiple values for an offer type, they must be separated by a comma, for example, PERCENT_FUTURE_ORDER=15,20,25
- The value of the YCD_PREFERRED property will determine which offer type will be displayed as a default offer in the "Appeasement Offer" screen.

  If VARIABLE_AMOUNT_ORDER=Y, the appeasement type will be displayed in the "Appeasement Offer" screen.
- If a user does not want any offer type, the user can set the value of the corresponding appeasement offer type properties as blank, but should ensure that no property is removed or commented out.

Defect ID 216958

Case ID Internal

Description The Card Verification Value (CVV) number should be made optional for exchange orders.

Solution:

In the "Create Return: Payment Confirmation" screen, if the "CREDIT_CARD" is the payment type and "EXCHANGE" is the order type, and the payment method is already stamped on the order and if a user clicks the "Confirm" button without entering the CVV number a dialog box will display the following error message:

```
"CVV Number is missing on one or more existing Payments.
Do you want to continue without CVV Number?"
```

The dialog box will have a "Yes" and a "No" button. If a user clicks the "Yes" button, the system does not pass the CVV number to authorize the credit card and if the user clicks the "No" button, the pointer moves to the CVV number text box.

Defect ID 219508

Case ID Internal

Description Sterling Call Center and Sterling Store should provide the Override Item Price wizard as a shared task.

Solution:

Override Item Price Shared Task

The Override Item Price wizard has been provided as a shared task which can be used to open the Override Item Price screen as a pop-up window in any user interface that references Sterling Call Center and Sterling Store.

For more information about this shared task, refer to Section 3.4.16 "Override Item Price Shared Tasks" in the *Sterling Call Center and Sterling Store Implementation Guide.*

Defect ID 219528

Case ID Internal

Description For PERCENT_FUTURE_ORDER type of Appeasement Offers, a user is not able to display both 'Percent' and 'Offer Amount' type in the "Appeasement" screen.

For Example,

Current Display - 5.00% discount on a future order

Expected Display - 5.00% discount on a future order $<OfferAmount>

Solution:

The YCD_CUSTOMER_APPEASEMENT_PERCENT_FUTURE_ORDER_OFFER bundle entry has been modified to take two dynamic parameters such as percent and offer amount.

Defect ID 219703

Case ID Internal

Description When a user performs the following sequence of actions, the system creates a credit memo with incorrect discount amount:

1. Uses the implementation of YCDGetAppeaseOfferUE provided in the reference implementation.
2. Searches for an Order that is eligible for appeasement, and the Order Total is $100.
3. Clicks on "Customer Appeasement" from the Related Task panel.
4. Selects the "Select Specific Lines for Appeasement" option.
5. Selects a line with LineTotal as $50 and clicks Next.
6. Select the "PERCENT_ORDER" type Appeasement, 10% on the Order Total that is $5.
7. Clicks Next.
8. Clicks on the "View All Invoices" task and opens the Credit Memo created in Step 6.

   Credit memo is created for the $10 instead of $5.

Defect ID 220655

Case ID Internal

Description Sterling Call Center and Sterling Store should provide the Price Match wizard as a shared task.

Solution:

Price Match Shared Task

The Price Match Wizard has been provided as a shared task that is used to open the Price Match Wizard as a pop-up window or a dialog box in any user interface (UI).

This task can be launched using the following:

```
YRCPlatformUI.launchSharedTask(null,
"YCDPriceMatchItemSharedTask",
 <input>).
```

For more information about this shared task, refer to the section 3.4.15 “Price Match Shared Task” in the *Sterling Call Center and Sterling Store Implementation Guide*.

Opening the Price Match Wizard in an Editor

A user can open the Price Match Wizard in an Editor by using the YCDExtensionUtils.launchTaskInEditor (String taskId, input) utility method. For example, a user can use the following utility method from the extension behavior class:

```
YCDExtensionUtils.launchTaskInEditor
("YCD_PRICE_MATCH_AN_ITEM",
 input);
```

For more information about opening the Price Match Wizard in an Editor, refer to the Section 3.9 “Opening the Price Match Wizard in an Editor” in the *Sterling Call Center and Sterling Store Implementation Guide*.

Defect ID 226608
Case ID Internal
Description The list of appeasement offers that are provided as part of reference implementation cannot be configured.

Hot Fix 2

Release 9.0-HF2

Defect ID 224424
Case ID 00173062

Description Sterling Call Center and Sterling Store should provide the Item Details wizard as a shared task.

Solution:

Advanced Item Search Shared Task

The Advanced Item Search wizard has been provided as a shared task that is used to open the Advanced Item Search Wizard as a pop-up window or dialog box in any user interface (UI).

For more information about this shared task, refer to the Section 3.4.14 "Advanced Item Search Shared Task" of the *Sterling Call Center and Sterling Store Implementation Guide*.

Opening the Advanced Item Search Screen in an Editor

A user can open the Advanced Item Search wizard in an Editor by using the YCDExtensionUtils.launchTaskInEditor(String taskId, Element input) utility method. For example, a user can use the following utility method from the extension behavior class:

```
YCDExtensionUtils.launchTaskInEditor
("YCD_TASK_ITEM_SEARCH",
input).
```

For more information about opening the Advanced Item Search Wizard in an Editor, refer to the Section 3.8.10 "Opening the Advanced Item Search Screen in an Editor" of the *Sterling Call Center and Sterling Store: Implementation Guide*.

Hot Fix 1

Release 9.0-HF1

Defect ID 216849
Case ID Internal
Description In the Sterling Call Center and Sterling Store Documentation Home Page, the hyperlinks provided to Sterling Selling and Fulfillment Suite: Applications Reference Implementation Guide and *Sterling Selling and Fulfillment Suite: Applications Configuration Guide* are not working.

Defect ID 216869
Case ID Internal
Description When a user is creating a team and has access to only one organization; the Organization drop-down list is not displayed. Also, the field validation fails. This is because the user was mandated to select the organization.

Defect ID 216873
Case ID Internal
Description If customer accessibility (users having access to only specific customers) is enabled, and if a user opens the Contact Details screen of a Business Customer, when the getCustomerAccessibility API is called to retrieve the list of related tasks to be displayed, the system throws an exception.

Defect ID 216876
Case ID Internal
Description When sorting items using the item search index, the Relevancy option is not provided.

Defect ID 216894

Case ID	Internal
Description	In the Quick Access screen, if a user searches for an order using a valid Customer E-mail ID, the Advanced Order Search screen does not display the records.

Defect ID	216959
Case ID	Internal
Description	A user should be able to open the Return Order Summary screen in the out-of-the-box editor.

Solution:

A user can open the “Return Order Summary” screen in an editor by using the YCDExtensionUtils.launchTaskInEditor(String taskId, Element input); utility method. For example, a user can use the following utility method from the extension behavior class:

```
YCDExtensionUtils.launchTaskInEditor
("YCD_TASK_VIEW_RETURN_ORDER_SUMMARY",
 input).
```

For more information about opening the Return Order Summary screen in an editor, see Section 3.8.9 "Opening the Return Order Summary Screen in an Editor” of the *Sterling Call Center and Sterling Store: Implementation Guide*.

Defect ID	217072
Case ID	Internal
Description	In the Return Entry wizard, to select the order lines that must be returned, the user has to double-click the check box of the corresponding order lines. Also, the user has to double-click the "Qty to add” field for the corresponding order line to enter the quantity of items to be returned.

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