

# **Sterling Selling and Fulfillment Suite**

## **Release Notes**

Release 8.0

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# Preface

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This document describes the new features introduced in the Sterling Multi-Channel Fulfillment Solution, Release 8.0. It also discusses the known issues in the release and how to resolve them, if applicable.

## Intended Audience

This document is intended for use by system administrators and managers who need to configure the Sterling Multi-Channel Fulfillment Solution to suit with their business requirements.

## Structure

This document contains the following sections:

### **Chapter 1, "New Features"**

This chapter introduces the new features in the Sterling Multi-Channel Fulfillment Solution, Release 8.0.

### **Chapter 2, "Known Issues"**

This chapter provides a list of the known issues in this release.

## Sterling Multi-Channel Fulfillment Solution Documentation

For more information about the Sterling Multi-Channel Fulfillment Solution<sup>®</sup> components, see the following manuals:

- *Sterling Multi-Channel Fulfillment Solution<sup>®</sup> Release Notes*

- *Sterling Selling and Fulfillment Suite® Release Notes*
- *Sterling Multi-Channel Fulfillment Solution® Installation Guide*
- *Sterling Multi-Channel Fulfillment Solution® Upgrade Guide*
- *Sterling Multi-Channel Fulfillment Solution® Configuration Deployment Tool Guide*
- *Sterling Multi-Channel Fulfillment Solution® Performance Management Guide*
- *Sterling Multi-Channel Fulfillment Solution® High Availability Guide*
- *Sterling Multi-Channel Fulfillment Solution® System Management Guide*
- *Sterling Multi-Channel Fulfillment Solution® Localization Guide*
- *Sterling Multi-Channel Fulfillment Solution® Customization Guide*
- *Sterling Multi-Channel Fulfillment Solution® Integration Guide*
- *Sterling Selling and Fulfillment Suite® Integration Guide*
- *Sterling Multi-Channel Fulfillment Solution® Product Concepts*
- *Sterling Warehouse Management System® Concepts Guide*
- *Sterling Multi-Channel Fulfillment Solution Platform® Configuration Guide*
- *Sterling Distributed Order Management® Configuration Guide*
- *Sterling Supply Collaboration® Configuration Guide*
- *Sterling Global Inventory Visibility® Configuration Guide*
- *Sterling Product Management® Configuration Guide*
- *Sterling Logistics Management® Configuration Guide*
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- *Sterling Supply Collaboration® User Guide*
- *Sterling Global Inventory Visibility® User Guide*

- *Sterling Logistics Management<sup>®</sup> User Guide*
- *Sterling Reverse Logistics<sup>®</sup> User Guide*
- *Sterling Warehouse Management System<sup>®</sup> User Guide*
- *Sterling Multi-Channel Fulfillment Solution Mobile Application<sup>®</sup> User Guide*
- *Sterling Multi-Channel Fulfillment Solution Analytics<sup>®</sup> Guide*
- *Sterling Multi-Channel Fulfillment Solution<sup>®</sup> Javadocs*
- *Sterling Multi-Channel Fulfillment Solution<sup>®</sup> Glossary*
- *Sterling Parcel Carrier Adapter<sup>®</sup> 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 Sterling Multi-Channel Fulfillment Solution installation directory. This is only applicable for Release 8.0 or above.
<INSTALL_DIR_OLD>	User-supplied location of the Sterling Multi-Channel Fulfillment Solution installation directory for previously installed releases. This is only applicable for Release 8.0 or above.
<YANTRA_HOME>	User-supplied location of the Sterling Supply Chain Applications installation directory. This is only applicable for Release 7.7, 7.9, and 7.11.

Convention	Meaning
<YANTRA_HOME_OLD>	User-supplied location of the Sterling Supply Chain Applications installation directory for previously installed releases. This is only applicable for Releases 7.7, 7.9, and 7.11.
<YFS_HOME>	<p>For releases 7.3, 7.5, and 7.5 SP1, this is the user-supplied location of the Sterling Supply Chain Applications installation directory.</p> <p>For releases 7.7, 7.9, and 7.11, this is the user-supplied location of the &lt;YANTRA_HOME&gt;/Runtime directory.</p> <p>For release 8.0, the &lt;YANTRA_HOME&gt;/Runtime directory is no longer used and this is the same location as &lt;INSTALL_DIR&gt;.</p>
<YFS_HOME_OLD>	This is the <YANTRA_HOME>/Runtime directory of previously installed releases. This is only applicable for Releases 7.7, 7.9, and 7.11.
<ANALYTICS_HOME>	<p>User-supplied location of the Sterling Multi-Channel Fulfillment Solution Analytics installation directory.</p> <p><b>Note:</b> This convention is used only in the <i>Sterling Multi-Channel Fulfillment Solution Analytics Guide</i>.</p>
<COGNOS_HOME>	<p>User-supplied location of the Cognos installation directory.</p> <p><b>Note:</b> This convention is used only in the <i>Sterling Multi-Channel Fulfillment Solution Analytics Guide</i>.</p>
<MQ_JAVA_INSTALL_PATH>	<p>User-supplied location of the IBM WebSphere MQ Java components installation directory.</p> <p><b>Note:</b> This convention is used only in the <i>Sterling Multi-Channel Fulfillment Solution System Management Guide</i>.</p>
<DB>	Refers to the Oracle, DB2, or MSSQL depending on the database server.
<DB_TYPE>	Depending on the database used, considers the value oracle, db2, or sqlserver.







# New Features

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This release of the Sterling Selling and Fulfillment Suite introduces the following functionalities:

- [Synchronization](#)
- [Order Management](#)
- [Availability](#)

## 1.1 Synchronization

In the Sterling Selling and Fulfillment Suite, the following features have been enabled with respect to synchronization between the Sterling Multi-Channel Selling Solution and the Sterling Multi-Channel Fulfillment Solution:

- [User Synchronization](#)
- [Item Synchronization](#)

### 1.1.1 User Synchronization

In this release of the Sterling Selling and Fulfillment Suite, users belonging to a registered partner in the Sterling Multi-Channel Selling Solution can be mapped to consumers in the Sterling Multi-Channel Fulfillment Solution. This synchronization can be done in real time or through a batch process.

### 1.1.2 Item Synchronization

In this release of the Sterling Selling and Fulfillment Suite, items can be synchronized between the Sterling Multi-Channel Selling Solution and the

Sterling Multi-Channel Fulfillment Solution. Items created in either of the systems can be replicated in the other system automatically or manually in real time or through a batch process.

## 1.2 Order Management

In this release of the Sterling Selling and Fulfillment Suite, the order management functionality has been integrated between the Sterling Multi-Channel Selling Solution and the Sterling Multi-Channel Fulfillment Solution. The following information can be shared between the systems:

- Orders
- Order details
- Order cancellation
- Shipping calculations
- Payment processing details

For more information, see the *Sterling Selling and Fulfillment Suite Integration Guide*.

## 1.3 Availability

In this release of the Sterling Selling and Fulfillment Suite, the availability information has been integrated between the Sterling Multi-Channel Selling Solution and the Sterling Multi-Channel Fulfillment Solution. Information relating to the following areas can be shared between applications:

- Store availability
- Real-time availability
- Estimated delivery dates

For more information, see the *Sterling Selling and Fulfillment Suite Integration Guide*.

## Known Issues

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The following section describes the known issues that you may encounter in the Sterling Selling and Fulfillment Suite:

- [Product Synchronization](#)
- [Customer Synchronization](#)
- [Order Management](#)

### 2.1 Product Synchronization

You may encounter the following issues when using the product synchronization functionality in the integrated environment:

- **96379** - There is a specific scenario in which product synchronizations that are initiated using the cron job in the Sterling Multi-Channel Selling Solution while on the systems using the synchronous invocation mode, cause an error. The error is caused by both the systems having the same product in the respective databases. However, the records in the Sterling Multi-Channel Selling Solution database may indicate that the product may still have to be synchronized to the Sterling Multi-Channel Fulfillment Solution because the SYNC\_DATE column has not been updated. In such a situation, any attempts to run the product synchronization cron results in a "Create" event being sent to the Sterling Multi-Channel Fulfillment Solution, but the event is not processed because the product already exists in the database. As a result, subsequent attempts to initiate the product synchronization cron job are unsuccessful.

**Solution/Workaround 1** - Initiate product synchronization from the Sterling Multi-Channel Fulfillment Solution. This not only updates the

products in the Sterling Multi-Channel Selling Solution, it also updates the SYNC\_DATE column in the CMGT\_PRODUCT\_SYNC\_EXT table. After this, any subsequent attempts to initiate product synchronization from the Sterling Multi-Channel Selling Solution by using the cron job results in the correct value being set in the MOD\_TYPE column.

**Solution/Workaround 2** - This solution involves updating the CMGT\_PRODUCT\_SYNC\_EXT table using a SQL query.

In the Sterling Multi-Channel Selling Solution, products that require synchronization have the IS\_SYNC\_REQUIRED flag set to Y. Using a query, all the items that require synchronization can be selected and have the SYNC\_DATE reset. See the following examples, depending on your database manufacturer:

**Oracle** - `UPDATE CMGT_PRODUCT_SYNC_EXT set SYNC_DATE = TO_DATE('2007-11-21 13:45:00','YYYY-MM-DD HH:MI:SS') where IS_SYNC_REQUIRED='Y'.`

**MSSQL** - `update CMGT_PRODUCT_SYNC_EXT set SYNC_DATE = CONVERT(DATETIME, '2007-11-20 11:00:00', 121) where IS_SYNC_REQUIRED = 'Y'`

## 2.2 Customer Synchronization

You may encounter the following issues when using the customer synchronization functionality in the integrated environment:

- **93444** - If an API call fails during customer synchronization, an error containing UIException instead of CustomerSyncException is received.

**Solution/Workaround** - None.

- **94570** - During customer synchronization between the Sterling Multi-Channel Selling Solution and the Sterling Multi-Channel Fulfillment Solution, credit card display number may not be synchronized. As a result, if a customer payment method is created on the Sterling Multi-Channel Selling Solution, credit card display number is blank when it is synchronized to the Sterling Multi-Channel Fulfillment Solution.

**Solution/Workaround** - The customer synchronization service can be modified to add a wrapper code which obtains the credit card

display number by decrypting the credit card number and passing it as part of the input XML for the synchronization service.

## 2.3 Order Management

You may encounter the following issues when using the order management functionality in the integrated environment:

- **96383** - Creation of bundles which contain other bundles is not supported in the Sterling Multi-Channel Fulfillment Solution when using the integrated environment.

**Solution/Workaround** - None.

- **96384** - When using the synchronous mode of invocation, if the creation of an order fails when being received by the Sterling Multi-Channel Fulfillment Solution, the Sterling Multi-Channel Selling Solution still assumes that the order has been successfully received by the Sterling Multi-Channel Fulfillment Solution. However, the integration flag on the successfully integrated orders is set to Y. When this situation occurs, the order is not visible in the UI of the Sterling Multi-Channel Selling Solution and cannot be found in the Sterling Multi-Channel Fulfillment Solution.

**Solution/Workaround** - This situation is resolved by first solving the underlying cause of the failed integration, and then manually resetting the integration flag on the failed orders to N. Any Orders with the integration flag set to N are picked up and sent for integration again.

