

Customer Order Management PCA

Release Notes

Release 7.5

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Preface

This document introduces the new features of the Sterling Customer Order Management PCA, Release 7.5. It also discusses known issues in this 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 Customer Order Management PCA to fit with their business practices.

Structure

This document contains the following sections:

Chapter 1, "New Features"

This chapter introduces the new features in the Sterling Customer Order Management PCA, Release 7.5.

Chapter 2, "Known Issues"

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

Documentation

For more information about the Sterling Customer Order Management PCA[®] components, see the following manuals in the Sterling Customer Order Management PCA[®] documentation set:

- *Sterling Customer Order Management PCA[®] Release Notes*

- *Sterling Customer Order Management PCA® Installation Guide*
- *Sterling Customer Order Management PCA® Concepts*
- *Sterling Customer Order Management PCA® Implementation Guide*
- *Sterling Customer Order Management PCA® User Guide*
- *Sterling Customer Order Management PCA® Upgrade Guide*
- *Sterling Customer Order Management PCA® Javadocs*

For more information about the Sterling Supply Chain Applications® components, see the following manuals in the Sterling Supply Chain Applications® documentation set:

- *Sterling Supply Chain Applications® Release Notes*
- *Sterling Supply Chain Applications® Installation Guide*
- *Sterling Supply Chain Applications® Upgrade Guide*
- *Sterling Supply Chain Applications® Performance Management Guide*
- *Sterling Supply Chain Applications® High Availability Guide*
- *Sterling Supply Chain Applications® System Management Guide*
- *Sterling Supply Chain Applications® Localization Guide*
- *Sterling Supply Chain Applications® Customization Guide*
- *Sterling Supply Chain Applications® Integration Guide*
- *Sterling Supply Chain Applications® Product Concepts*
- *Sterling Warehouse Management System® Concepts Guide*
- *Sterling Supply Chain Applications 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*
- *Sterling Reverse Logistics® Configuration Guide*
- *Sterling Warehouse Management System® Configuration Guide*

- *Sterling Supply Chain Applications Platform[®] User Guide*
- *Sterling Distributed Order Management[®] User Guide*
- *Sterling Supply Collaboration[®] User Guide*
- *Sterling Global Inventory Visibility[®] User Guide*
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- *Sterling Warehouse Management System[®] User Guide*
- *Sterling Supply Chain Mobile Application[®] User Guide*
- *Sterling Supply Chain Analytics[®] Guide*
- *Sterling Supply Chain Applications[®] Javadocs*
- *Sterling Supply Chain Applications[®] Glossary*
- *Sterling Parcel Carrier Adapter[®] Guide*
- *Sterling Application Server[®] Installation Guide* (for optional component)

For a description of the various documents in the Sterling Customer Order Management PCA[®] documentation set, see the Sterling Customer Order Management PCA[®] documentation home page at:

`<YFS_HOME>/documentation/YCD_doc_home.html`

where `<YFS_HOME>` = `<YANTRA_HOME>/Runtime`

and `<YANTRA_HOME>` is the directory where this PCA and the Sterling Supply Chain Applications[®] are installed.

Conventions

The following conventions may be used in this manual:

Convention	Meaning
. . .	An 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.

Convention	Meaning
/ 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.
<YANTRA_HOME>	User-supplied location of the Sterling Supply Chain Applications installation directory.
<YFS_HOME>	Location of the generated <YANTRA_HOME>/Runtime directory.

New Features

This chapter describes the new concepts and functionality introduced in the Sterling Customer Order Management PCA, Release 7.5 for both the Call Center and Store Applications.

1.1 Order Related Tasks

The following new features or functionality are added to order related tasks:

- [Support for Provided Services](#)
- [Related Order Line Enhancements](#)
- [Order Line Level Hold Visibility and Resolution](#)

1.1.1 Support for Provided Services

In earlier releases, the Sterling Customer Order Management PCA supported orders with products and delivery services only. In Release 7.5, the Sterling Customer Order Management PCA also supports provided services.

1.1.2 Related Order Line Enhancements

In earlier releases, the Sterling Customer Order Management PCA, allowed the user to add and view related order lines on an order. In Release 7.5, there is improved handling of related order lines including:

- When the user selects a parent order line for cancellation or delivery method modification, all related order lines are automatically selected for modification or cancellation.

- When related lines are added to an order, the fulfillment method of the related order line is defaulted to the fulfillment method of the parent order line.

1.1.3 Order Line Level Hold Visibility and Resolution

In earlier releases, the Sterling Customer Order Management PCA provided comprehensive visibility to holds applied to an order. In Release 7.5, the Sterling Customer Order Management PCA also provides visibility to holds applied on order lines. Users who have permissions can resolve holds.

1.2 Fulfillment Related Tasks

The following new features or functionality are added to fulfillment related tasks:

- [Fulfillment Method Enhancements](#)
- [Delivery Order Line Modifications After Release](#)
- [Appointment Calendar View Enhancements](#)

1.2.1 Fulfillment Method Enhancements

In earlier releases, the Sterling Customer Order Management PCA did not provide the ability to choose Ship and Delivery as different fulfillment methods. In Release 7.5, the users can choose Delivery as a separate fulfillment method.

1.2.2 Delivery Order Line Modifications After Release

The Sterling Customer Order Management PCA, Release 7.5, provides the ability to modify delivery lines on an order until the time they are delivered.

1.2.3 Appointment Calendar View Enhancements

In earlier releases, based on the slot selected, the days that are available for the selected slot displayed on the appointment calendar. The Sterling Customer Order Management PCA, Release 7.5, provides the ability to view appointment availability either by days or by slots. When the user

selects a slot, the days that are available for the selected slot display on the appointment calendar. When the user selects a day on the appointment calendar, the slots that are available for the selected day display. Additionally, based on the configuration, users can view the appointment calendar on a weekly or monthly basis.

2

Known Issues

The following sections in this chapter describe the known issues that you may encounter in the Sterling Customer Order Management PCA, Release 7.5:

- [Item Search](#)
- [Payment Inquiry](#)
- [Order Entry](#)
- [Order Holds](#)
- [Cancel Order](#)
- [Alternate Store Search](#)
- [Increase Line Quantity](#)
- [Fulfillment Summary](#)
- [Track an Item](#)
- [Change Service Appointment](#)
- [Change Fulfillment Options](#)
- [Add New Items](#)
- [Alert Management](#)
- [Localization](#)
- [Reference Implementation](#)
- [Database Components](#)
- [Javadocs](#)
- [General](#)

2.1 Item Search

You may encounter the following issue when performing this task:

- **86728** - If you configure the zip code range for regions, enter a zip code in the Service Item Details screen, and search for availability, the message "This location is serviceable" displays when the zip code that is entered does not fall within any defined ranges.

Solution/Workaround: None.

2.2 Payment Inquiry

You may encounter the following issue when performing this task:

- **86100** - When performing the payment-related tasks on orders that are in the "Held" status, a "Transaction PAYMENT_COLLECTION is prevented when order is on hold" error message displays.

Solution/Workaround: Resolve the hold that is applied to the order or order line.

2.3 Order Entry

You may encounter the following issues when performing this task:

- **83175** - If you create an order with gift lines and the fulfillment method is "Ship", when you add another gift line whose fulfillment method is "Delivery", based on the configuration, the fulfillment method of the gift lines that have "Ship" may change to "Delivery".

Solution/Workaround: None.

- **87434** - If you have configured alternate item identifiers, they are not displayed for related items in the Add Item screen of the order entry flow.

Solution/Workaround: Extend the `getItemListForOrdering_Popup`, `getItemListForOrderingWithAccessories`, and `getItemListForOrderingWithoutPrice` templates in the `com.yantra.pca.ycd.rcp.tasks.orderEntry.wizards.YCDOrderEntryWizard` form ID and include the `ItemAlias` element. For more information about template merging, see the *Sterling Supply Chain Applications Customization Guide*.

- **87557** - If you configure the Sterling Customer Order Management PCA application to match all the regions, based on zip codes, the system warns you that the location is not serviceable for provided service items in the following scenarios:
 - In the Provided Service Item Details screen, when you enter only the city and the state and click the Get Availability button, the system warns you that the location is not serviceable.
 - When you create an order without specifying the shipping address and navigate to the Add Item screen and add new provided service items, but enter only the city and the state and click the Refresh button, the system warns you that the location is not serviceable.

Solution/Workaround: Search for availability by zip code.

- **87569** - In the Add Item screen, if you change the fulfillment method of a line from "Delivery" to "Pickup" or "Ship" and there is an existing work order for that line, when you click the Next button, the error message "Cannot Change Delivery Method" displays.

Solution/Workaround: Use the Change Fulfillment Options screen to change the delivery method.

- **88301** - If your implementation of the om.yantra.yfs.japi.ue.YFSGetTagListForOrderingUE user exit does not return price attributes, the Add Item screen automatically sets the value of the IsPriceLocked attribute to "Y", thus locking the price of an order line.

Solution/Workaround: Return the price in your implementation of the om.yantra.yfs.japi.ue.YFSGetTagListForOrderingUE user exit.

- **88521** - In the Add Item screen, when you override the price of an item and enter zero (0), the line total does not display the updated total even when the overridden price is applied to the order.

Solution/Workaround: Click the Next button and navigate back to the Add Item screen to view the updated line total.

- **88561** - In the Change Fulfillment Options screen, after modifying the address of the provided service item, if you click the Next button and navigate back to the Change Fulfillment Options screen, the system warns you that the location is not serviceable.

Solution/Workaround: Confirm the appointment in the Change Delivery Appointment screen by clicking the Next button. Now, navigate back to the Change Fulfillment Options screen. The location becomes serviceable.

- **88607** - In the Payment Confirmation screen, you cannot add a payment method by pressing CTRL+Alt+P.

Solution/Workaround: Click the Add Payment Method button to add a payment method.

- **88649** - When you create an order with one line, for which the ordered quantity is exactly the same quantity that is available for the selected fulfillment option, the entire quantity is reserved appropriately in the Fulfillment Summary screen. However, if you navigate back to the Change Fulfillment Options screen and change the fulfillment option of the line that consumes the same supply, the changed fulfillment option is unavailable since the quantity is already reserved.

Solution/Workaround: Cancel the original line to free the reservation, add the same item as a new order line to the order, and select the appropriate fulfillment option for the new order line.

- **88692** - If you enter a valid identifier of an open box item for which the corresponding item is unpublished in the Add Item screen, the open box item is not added to the order. However, the Open Box icon displays.

Solution/Workaround: None.

- **88857** - If you have configured the availability check, when you create a draft order without an address, and then add a product item and a provided service item, and navigate back to the Add Item screen to add more lines, a blank screen displays.

Solution/Workaround: Create a new order and add lines.

2.4 Order Holds

You may encounter the following issue when performing this task:

- **88763** - If you have configured the displayable attributes for items, in the View Holds screen, the configured attributes for items are not displayed for orders that have line-level holds.

Solution/Workaround: Extend the getSalesOrderDetails template for the com.yantra.pca.ycd.rcp.tasks.orderHold.wizards.YCDOOrderHoldWizard form ID and include the displayable item attributes. For more information about template merging, see the *Sterling Supply Chain Applications Customization Guide*.

2.5 Cancel Order

You may encounter the following issue when performing this task:

- **88486** - If you create an order with order lines and configure them as follows:
 - Delivery is allowed for some of the items.
 - Delivery is allowed for the remaining items only if the order contains other delivery items.

When you cancel the first set of items, the system does not issue a warning that the remaining items cannot be delivered independently.

Solution/Workaround: Change the fulfillment options of the remaining order lines using the change fulfillment options task.

2.6 Alternate Store Search

You may encounter the following issues when performing this task:

- **88022** - In the Alternate Stores pop-up window, when you enter an invalid city along with a valid zip code and click the Search button, the result displays all stores in the Search Results panel irrespective of the city or zip code entered.

Solution/Workaround: None.

- **87953** - If an order has multiple order lines that contain the same item and the availability is such that you cannot fulfill all the lines from one store, when you select all the order lines to view the availability, the availability information pertaining to only the first order line displays.

Solution/Workaround: In the Change Fulfillment Options screen, select individual lines one at a time to view the availability information.

2.7 Increase Line Quantity

You may encounter the following issue when performing this task:

- **88014** - In the Increase Line Quantity screen, when you check multiple boxes rapidly, a box that has not been checked may also be automatically selected.

Solution/Workaround: Uncheck the box that is automatically checked.

2.8 Fulfillment Summary

You may encounter the following issue when performing this task:

- **87887** - In the Fulfillment Summary screen, when you right-click a table and select the "Filter" option, only the Item ID field is displayed in the Filter Criteria pop-up window.

Solution/Workaround: None.

2.9 Track an Item

You may encounter the following issue when performing this task:

- **86875** - When you click the View Shipment hyperlink to track a shipment that contains other order lines, the item description of other order lines is not displayed.

Solution/Workaround: None.

2.10 Change Service Appointment

You may encounter the following issues when performing this task:

- **84779** - When the current date and the appointment date are in different daylight saving periods, the wrong slots are displayed for the appointments.

Solution/Workaround: None.

- **88128** - When you create an order with multiple order lines and specify a different delivery address for each line that can be delivered using the same resource pool, the Delivery Appointment screen displays different work orders with the same suggested time even

when a capacity for only one work order exists. If you click the Next button without making any modifications, an "Appointment cannot be taken or changed" error message displays.

Solution/Workaround: None.

2.11 Change Fulfillment Options

You may encounter the following issue when performing this task:

- **88787** - In the Change Fulfillment Options screen, if you do not make changes to orders that have "Pickup" delivery method, and click the Next button, the next screen does not display.

Solution/Workaround: Click the Close button.

2.12 Add New Items

You may encounter the following issues when performing this task in the Store Order Management module:

- **82750** - When you add an item that has many related items, the panel that displays the related items at the bottom of the same screen does not have a horizontal scroll bar.

Solution/Workaround: Configure the order entry rules in the Sterling Customer Order Management Configurator to display the related items in a pop-up window.

- **84641** - When you create an order with many related lines, the order lines are not sorted in the Order Summary screen if the relationship types are not defined for the enterprise.

Solution/Workaround: The enterprise for which orders are created must have its own relationship types defined and not inherit them from any other organization.

- **88660** - After adding the parent item and its child items to an order, if you click the Next button and navigate back to the Add Item screen and delete the parent item, the child items are not deleted.

Solution/Workaround: Select the child items individually and delete them.

2.13 Alert Management

You may encounter the following issue when performing this task:

- **72627** - The visual notification of alerts always displays on the top right corner of the monitor even when the application is not maximized.

Solution/Workaround: Maximize the Sterling Customer Order Management PCA application screens.

2.14 Localization

You may encounter the following issue when performing this task:

- **84643** - If you have localized item descriptions using the Sterling Customer Order Management Configurator, the localized descriptions are not displayed across the Sterling Customer Order Management PCA screens.

Solution/Workaround: None.

2.15 Reference Implementation

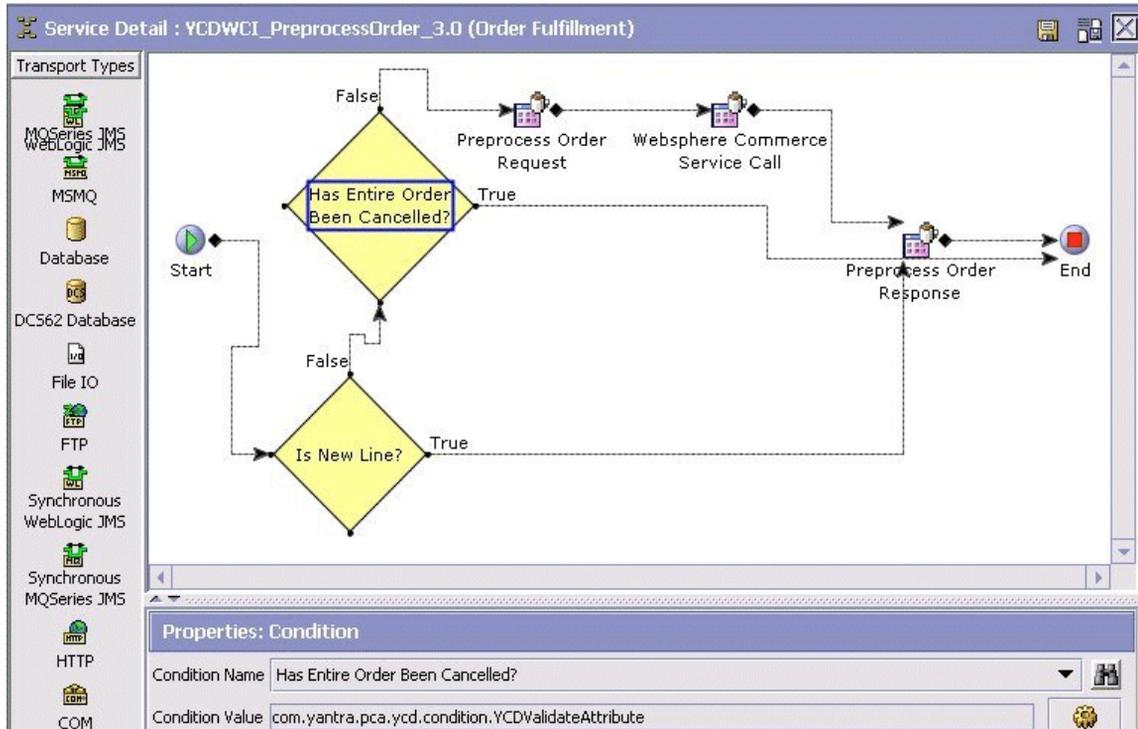
You may encounter the following issues when you run the Reference Implementation of the Sterling Customer Order Management PCA:

- **80939** - When using the Websphere Commerce order repricing user exit, if a user cancels all lines on an order, the order repricing user exit is called, which calls the Websphere Commerce Order Preprocessing web service without order lines. The Websphere Commerce service throws an exception with a CMN0420E reason code.

Solution/Workaround: In the YFSOrderRepricingUE user exit template, add the MinOrderStatus attribute to the Order element. In the YCDWCI_PreprocessOrder_3.0 service, add the "Has Entire Order Been Cancelled?" condition after the false output from the "Is New Line?" condition. The true output needs to connect directly to the End of the service. The false output needs to connect to the Preprocess Order Request Custom API. This bypasses the Websphere Commerce service call and the order line payment information is cleared.

Figure 2–1 illustrates this solution.

Figure 2–1 WebSphere Commerce Integration for Order Fulfillment PreProcessing



- **88727** - In the `<YFS_HOME>/resources/ycd_ref_variable.properties` file, if you modify the store identifiers that are defined and run the Store Order Management Reference Implementation, a "Failed to Load entity: YFS_Sourcing_Rule_Detail" error message displays.

Solution/Workaround: Modify the `<YFS_HOME>/database/FactorySetup/ycd/ri/defaultri/configdata/som/YCD_SOM_YFS_SOURCING_RULE_DTL.xml` file located in the Runtime folder and set the value of the FromNodeKey attribute to the store identifier you want to use.

2.16 Database Components

You may encounter the following issue when you install the database components of the Sterling Customer Order Management PCA:

- **79157** - The script files in the Applications\COM_Add-in\database\sqlserver\scripts\textsearch folder are blank.

Solution/Workaround: If you are using a SQLServer database, create the scripts manually as follows:

In the ycd_create.sql file, add custom indices on the following columns of the YFS_ITEM table:

- DESCRIPTION
- ITEM_ID

In the ycd_drop.sql file, drop the custom indices that are created in the ycd_create.sql file.

2.17 Javadocs

The following issue is present in the Sterling Customer Order Management PCA javadocs:

- **60495** - The Sterling Customer Order Management PCA adds the following attributes to the PersonInfoShipTo element:
 - IsAddressVerified
 - Latitude
 - Longitude
 - TaxGeoCode

An API that is not template-driven returns the attributes mentioned above. But, these attributes do not appear in the javadocs of these APIs.

Solution/Workaround: None.

2.18 General

You may encounter the following issues in the Sterling Customer Order Management PCA user interfaces or when you attempt to log out of the Sterling Customer Order Management PCA:

- **83361** - When both Add Multiple Lines and Order Entry editors are open, the Sterling Customer Order Management PCA client automatically exits and does not display the Login page.

Solution/Workaround: Close the Add Line or Order Entry editor and log out of the Sterling Customer Order Management PCA client.

- **88087, 88348** - The radio buttons in some of the screens disappear when you press the Tab key or Alt key.

Solution/Workaround: Point your cursor over the area where the radio buttons are positioned. The radio buttons reappear.

