

Sterling Call Center and Sterling Store



Hot Fix Release Notes

Release 8.5, HF48

Sterling Call Center and Sterling Store



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Note

Before using this information and the product it supports, read the information in "Notices" on page 51.

Copyright

This edition applies to the 8.5 Version of IBM Sterling Call Center and Sterling Store and to all subsequent releases and modifications until otherwise indicated in new editions.

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In This Hot Fix

This hot fix contains IBM® Sterling Call Center and 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 feature, complete these prerequisites:

- If you are a new customer
 - Install Sterling Call Center and Sterling Store Release 8.5 before you install this hot fix. For information about installing Release 8.5, see the installation information on <http://sciblrdocbld-dt/Documentation/MCSF85/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 (8x and Below) >** and select **Product Updates & Downloads**.
3. In the PCA pane, click on **Store/COM/SOP PCA**. A list of Release 8.5 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 and previous hot fixes to Sterling Call Center and Sterling Store, Release 8.5.

Hot Fix 48

Defect ID	238602, 249329
Case ID	00212554

Release 8.5-HF48

- Description** The application must be enhanced to support the following requirements:
- Ability to search and add product items related to a service from the Add Item screen.
 - Display the price for a service.
 - View the related product items for a service from the Add Item screen.
 - Ability to add dependent provided service lines in the Add Item screen.
 - Adding Provided Service (PS) Options to a PS line.

Solution: The application has been enhanced.

In the *Sterling Call Center and Sterling Store: User Guide*, when you refer to the section “Adding Order Lines” ensure to read the following instructions after step 5:

- For the new provided service lines, click the Add Modify Service Option hyperlink. The Manage Service Options screen is displayed. You can add or modify the service option for the service lines.
- For a new service line, click Add Related Product Item. The Item Search Criteria screen is displayed. You can search the related items and add them to an order.

To view more details of the selected provided service items, click the More Details button on the Item Details screen. You can view the details of the item such as item identifier, item description, and UOM of the item.

In the *Sterling Call Center and Sterling Store: User Guide*, when you refer to the section “Managing Delivery Service Option” ensure to read the following information:

Sometimes a customer may request you to modify the provided service options for an item, in such case you can modify the provided service options as requested.

To modify the provided service option for an item, click the Manage Service Options hyperlink of the appropriate appointment in the Change Appointment screen or Delivery Fulfillment Summary screen. The Manage Service Options pop-up window is displayed. You can select the check box of the corresponding service and modify it. Click Confirm.

To modify the unit price of an item, click the Override Price hyperlink. For more information about overriding an item price, see section 2.3.2.1, “Overriding Item Price”.

Note: You cannot modify a Service Option quantity.

In the *Sterling Call Center and Sterling Store: User Guide*, when you refer to the section “Viewing the Order Line Summary” ensure to read the following information:

For a service line, if you want to view the selected service option, click the Service Option tab.

In the *Sterling Call Center and Sterling Store: User Guide*, the section “Viewing Order Summary” must be updated with the following information:

To view the price of a provided service, from the Order Pricing Summary screen, click on the amount hyperlink of the Provided Service. The Service Charge Details pop-up window is displayed where you can view the price of provided services and the selected service options.

In the Order Pricing Summary screen, click the Delivery Charges hyperlink. The Service Charge Details pop-up window is displayed where you can view the price of delivery services and the selected service options.

Defect ID 250794
Case ID 00301113
Description In the Add Item screen the Alternate Store pop-up window does not display the available inventory, if an order is placed using the alternate Unit of Measure (UOM).

Solution: The application has been enhanced to use the primary UOM of an item to invoke the findInventory API and populate the available inventory on both the Add Item screen.

The Add Item screen has been enhanced with the following changes:

- The attribute binding of the tblClmnQuantity has been changed to `getSalesOrderDetailsForSummaryPage:/Order/OrderLines/OrderLine/OrderLineTranQuantity/@OrderedQty`.
- The target binding of the tblClmnQuantity has been changed to `OrderLine/OrderLineTranQuantity/@OrderedQty`.
- The attribute binding of the tblClmnUOM has been changed to `OrderLineTranQuantity/@TransactionalUOM`.
- The target binding of the tblClmnUOM has been changed to `OrderLine/OrderLineTranQuantity/@TransactionalUOM`.
- Instead of passing the OrderedQty at the OrderLine level, the `OrderLine/OrderLineTranQuantity/@OrderedQty` will be passed in the input of the createOrder API or changeOrder API .
- Instead of passing UnitOfMeasure at the OrderLine/Item/ level, the `OrderLine/OrderLineTranQuantity/@TransactionalUOM` will be passed in the input of the createOrder API or changeOrder API.
- The getFulfillmentOptionsForLines API will be called with the primary UOM of the item.

Hot Fix 47

Release 8.5-HF47

Defect ID 253572
Case ID 00349330
Description When a user performs the following sequence of actions, the input information to the YFSOrderRepricingUE has an incorrect unit price.

Configuration: Item1 with UOM=EACH, Alternate UOM is CASE (conversion factor is 4).

1. In the 'Add Item' page, add an item with unit as '1' and UOM as 'CASE'.
2. Click 'Update Order'.
3. Modify the unit from '1' to '2'.
4. Click 'Update Order'.

Hot Fix 46

Release 8.5-HF46

Defect ID 253068
Case ID 00346577

Description	In the Customer Details screen, the Notes panel present at the bottom of the screen is not hidden.
Defect ID	253151
Case ID	00342181
Description	When a user attempts to open multiple FTC alerts, the system throws a ClassCastException.

Hot Fix 45

Release 8.5-HF45

Defect ID	250202
Case ID	00312106
Description	While extending the top panel of the application, the header toolbar is not extended properly.
Solution:	The application has been enhanced. The Form ID of the header toolbar has been changed from com.yantra.pca.ycd.rcp.tasks.common.screens.YCDHeader to com.yantra.pca.ycd.rcp.tasks.common.screens.YCDHeaderToolbar. A user must include the new Form ID in the extension files.

Defect ID	250984
Case ID	00337164
Description	In the Move to Queue screen, the Queue ID Contains and Queue Name Contains text boxes displays incorrect results, when a user provides a valid string and clicks on Find Queue button.
Solution:	The "LIKE" condition for both Queue ID Contains and Queue Name Contains text boxes has been introduced.

Hot Fix 44

Release 8.5-HF44

Defect ID	248840
Case ID	00318697
Description	The data displayed in the columns added to a table through the extension tool is not localized.
Defect ID	249875
Case ID	00331270
Description	The delivery method displayed in the Inventory Shortage Warning pop-up window of the Change Fulfillment Options screen is not localized.

Hot Fix 43

Release 8.5-HF43

Defect ID	248181
Case ID	00313179

Description When a user logs in to the application, the alerts from other queues are also displayed, even though it is configured to show alerts only from the user subscribed queues.

Defect ID 248435

Case ID 00319700

Description When a user performs the following sequence of actions, in the Notes pop-up window, the values in the 'filter by contact' drop-down list are not localized:

1. Logs in to the Store Order Management application.
2. Performs a Consumer search.
3. Opens a record.
4. Clicks the "Add Notes" hyperlink.

Hot Fix 42

Release 8.5-HF42

Defect ID 248110

Case ID 00318696

Description In the "Consumer Details" screen under the Draft Orders tab, the 'Channel' column is not localized.

Defect ID 248435

Case ID 00319700

Description In the "Undo Backroom Pick" screen the description of an item under the 'Item Id' column is not localized.

Solution: The application has been enhanced. The system calls the getShipmentDetails API and getSalesOrderDetails API instead of only the getShipmentDetails API to fetch the localized description of an Item.

Hot Fix 41

Release 8.5-HF41

Defect ID 245533

Case ID Internal

Description When a user logs in to the application as a French user, in the "Shipment Inquiry" screen, for an exchange order the status is not displayed in French.

Defect ID 245537

Case ID Internal

Description When a user navigates to the Fulfillment Node" details screen from the "Return Line Summary" screen, the status displayed in the pop-up window is not locale specific.

Defect ID 246777

Case ID 00312085

Description When a user performs the following sequence of actions, the system does not display the next screen:

1. Logs in to the Store Order Management application.
2. Navigates to the "Customer Pick Up" screen.
3. Searches for records.
4. Double-clicks on any of the record. The "Customer Verification" screen is displayed.
5. Selects the "Previous" option, the "Shipment Search" screen is displayed.

When a user double-clicks the same record that was earlier selected, the "Customer Verification" screen is not displayed.

Defect ID 246787
Case ID 00314108
Description When a user performs the following sequence of actions, the "Return Draft Order Summary" screen does not close:

1. Creates a return order from a sales order that is in "Shipped" status.
2. Selects "Gift Recipient" as the one who returns the items.
3. Selects the Return reason.
4. Clicks "Save and Close".

Hot Fix 40

Release 8.5-HF40

Defect ID 244662
Case ID 00297489
Description The application must not allow to price match an item for earlier date.

Hot Fix 39

Release 8.5-HF39

Defect ID 245673
Case ID 00303561
Description When a user attempts to take an appointment for a slot and if the user's locale translates the time to 12:00 AM on the server, the system throws a capacity reservation failed error message.

Defect ID 245746
Case ID 00305146
Description A user is not able to view the delivery instructions after delivering an item.

Solution:
The application has been enhanced. A new "View Instructions" hyperlink has been added to the pnlRightSideHeaderDetails composite. By default the hyperlink is not displayed on the screen. To display the hyperlink a user must not allow modification of instructions for items that are in the delivered status. The following table provides the requisite information:

Screen	Layout Changed	Wizards Impacted	Form ID
Change Service Appointment	A new "View Instructions" hyperlink has been added to the pnlRightSide HeaderDetails composite.	All Order Entry Wizards	com.yantra.pca.ycd.rcp.tasks.common.deliveryFulfillmentSummary.screens.YCDDeliveryFulfillmentSummaryWorkOrderPanel

Defect ID 245973
Case ID 00307997
Description In the Store Order Management a user is not able to confirm the return order without exchange order, if the user attempts to confirm the return order without an exchange order with item in hand, the system throws an "Invalid line to Receive" or "Template not Found" error message.

Hot Fix 38

Release 8.5-HF38

Defect ID 239165
Case ID 00266958
Description The Store Order Management application displays the Exception Type in a tab instead of displaying the Exception Type description.

Defect ID 244686
Case ID 00297616
Description When a user performs the following sequence of actions, the Notes pop-up window does not get expanded:

1. Navigates to the 'Create: Add Items' screen and adds an item to the order.
2. Opens the 'Order Line Notes' pop-up window to add a note.
3. Clicks "Expand All Notes" hyperlink to expand the Notes pop-up window.

Defect ID 244903
Case ID 00298578
Description The Jasper Report prints does not honor logged in user locale while formatting the dates and numbers.

Defect ID 244920
Case ID 00292816

Description When a user performs the following sequence of actions, the getSurroundingNodeList API does not populate the store:

1. Logs in to the Sterling Call Center and Sterling Store Configurator.
2. Navigates to the “Store pick up Rule” screen and checks the following options:
 - Display Availability quantity on Store
 - Display Nearby Stores Availability Panel In Store Mode
3. Logs in to the Sterling Call Center and Sterling Store applications.
4. Searches for an item.
5. In the availability panel, enters a ZipCode for PostalCode option.
6. Clicks the “View Store’ hyperlink.

Defect ID 244929
Case ID 00297814
Description The status displayed on the “Return Summary” screen is not localized.

Defect ID 244960
Case ID 00297811
Description For an exchange order in a return-exchange scenario the ‘Item Description’ field is not localized, in the following screens:

- Appointment Summary
- Manage Service Groupings
- Choose Appointment

Defect ID 244985
Case ID 00300587
Description If an item has an alternate ordering UOM, an inconsistent or incorrect unit price or UOM is displayed in the Store Order Management and Sterling Call Center and Sterling Store applications during the order capture process.

Hot Fix 37

Release 8.5-HF37

Defect ID 223837
Case ID 00129121

Description The application must provide additional appeasement options.

Solution:

The following new appeasement offer types have been introduced:

- VARIABLE_PERCENT_FUTURE_AMOUNT_ORDER - Passes the user entered values to the YCDSendFutureOrderCustomerAppeasementUE user exit. This enables the user to enter the percentage amount in the text box.
- VARIABLE_FUTURE_AMOUNT_ORDER - Passes the values to the YCDSendFutureOrderCustomerAppeasementUE user exit. This enables the user to enter dollar currency in the text box.
- VARIABLE_PERCENT_AMOUNT_ORDER- Creates an invoice for the requested amount. This enables the user to enter the percentage value.

Note: In the output of the YCDGetAppeasementOffersUE user exit the user must set the values of following variables at the AppeasementOffer element:

- IsVariablePercentOffer - Y or N
- IsVariableFutureOrderOffer - Y or N
- IsVariableFuturePercentOrderOffer - Y or N
- TotalToConsider - For all the variable percent type offers the application client calculates the actual dollar currency as per this value.

Defect ID 243481

Case ID 00249410

Description While closing an alert, the alert notes must be automatically logged.

Solution:

The application has been enhanced. A new check box, "chkSaveNoteOnOrder" has been added inside the pnlNotesHolder composite. If an alert is created for an order, as a default this check box is selected. When a user clicks the "Confirm" radio button, the notes will be added to an order. The following table provides the requisite information:

Screen	Layout Changed	Wizards Impacted	Form ID
Close Alert screen	A new check box, "chkSaveNoteOnOrder" has been added inside the pnlNotesHolder composite.	YCDCloseAlertWizard	com.yantra.pca.ycd.rcp.asks.closeAlert.wizardpages.YCDCloseAlertWizard

Defect ID 244883

Case ID 00298495

Description When a user performs the following actions, the "Shipment Details" screen is not properly loaded:

1. Navigates to the "Advanced Shipment Search" screen.
2. Searches for the shipment that is eligible for backroom pick and does not open the shipment.
3. Navigates to the "Quick Access" screen and clicks the "Backroom Pick" related task.
4. Enters the shipment number.
5. Navigates back to the "Advanced Shipment Search" screen and opens the same shipment that is eligible for backroom pick.

Hot Fix 36

Release 8.5-HF36

Defect ID	242671
Case ID	00286129
Description	In the "Related Items" pop-up window the Item column cannot be resized.
Defect ID	243111
Case ID	00288615
Description	When a user attempts to delete a draft return and exchange orders that are associated with a workorder, the system throws an "Update failed" error message.
Defect ID	244253
Case ID	Internal
Description	When a user performs the following actions, the system is not able to select the DS option when there are multiple DS Lines in one appointment: <ol style="list-style-type: none">1. Creates an order with 2 product lines and associates each line with a DS line.2. Navigates to the "Appointment" screen.3. Clicks "Manage Service Options" hyperlink.4. Selects an option and clicks "Confirm".

Hot Fix 35

Release 8.5-HF35

Defect ID	241471
Case ID	00271936
Description	When a user performs the following actions, one of the order lines are not displayed in the "Fulfillment Summary" screen: <ol style="list-style-type: none">1. Creates a sales order with 3 order lines, such as A, B and C.2. Creates a shipment for the sales order.3. Navigates to the "Create Return" screen.4. Creates a return for all the order lines.5. Clicks "Next" and assigns reason code in the "Return Reason" screen.6. Implements the YCDGetReturnMethodUE user exit, so that it returns Node1 for Line1, Node2 for Line2, and Node1 for Line3.7. Navigates to the "Return Fulfillment Summary" screen and clicks the 'Select All' button.8. Clicks the 'Customer Can keep' button.9. Again clicks the 'Select All' button and clicks the 'Change to Shipping' button.
Defect ID	242950
Case ID	00287518

Description When a user performs the following actions, the system displays a blank screen:

1. Creates a return order and applies a line level hold on the return line.
2. Navigates to the "Return Order Summary" screen and opens the line summary for the return line.
3. Clicks on 'hold' icon in the "Line Summary" screen. The "Hold" screen is displayed.
4. Clicks the 'Esc' button or closes the "Hold" screen.

Defect ID 243063

Case ID Internal

Description When a user performs the following actions, the system displays a blank screen:

1. Ensures that a return order with at least one order line has unresolved hold.
2. Navigates to the "Return Order Summary" screen and opens the line summary for the return line.
3. Clicks the 'hold' icon in the "Line Summary" screen. The "Hold" screen is displayed.
4. Clicks any related task.

Solution:

The application has been enhanced. Only the "Return Order Summary" related task is displayed. On clicking this task, the "Return Order Summary" screen is displayed.

A new task "YCD_TASK_RETURN_HOLDS" has been added to open the View or Remove Holds screen for the Return Order or Order Line. This task is associated to "Return Order Holds" permission, permission id "SOPSOM0415" for SOM and "ycdRCP3415" for COM.

Defect ID 243114

Case ID 00287374

Description When a user performs the following actions, the currency symbol is not displayed in the "Line Summary" screen:

1. Opens the "Line Summary" screen for a sales order line.
2. Ensures that the sales order line has line level holds.
3. Clicks the 'hold' icon. The "Hold" screen is displayed.
4. Closes the "Hold" screen.
5. Again, navigates to the "Line Summary" screen.

Defect ID 243138

Case ID 00288128

Description In the "Fulfillment Summary" screen, a user cannot modify the preferred pick up date for the order lines that are beyond the scheduled status.

Hot Fix 34

Release 8.5-HF34

Defect ID 241798

Case ID 00281045

Description When a user performs the following actions, an item does not get added:

1. Creates a blind return.
2. Navigates to the "Return Reason" screen and selects the 'Exchange Order Required' option.
3. Clicks "Next".
4. Adds a new item for the exchange order and clicks "Next".
5. Clicks "Previous".
6. Extends the "Add Item" screen to add a new item using the YCDExtensionUtils.addToOrder utility.
7. Attempts to add an item using the YCDExtensionUtils.addToOrder utility.

Hot Fix 33

Release 8.5-HF33

Defect ID 240758
Case ID 00253606
Description When a user performs the following actions, the product quantity does not get reserved:

1. Ensures that there are 10 capacity available. Each product quantity is capable of taking 4 capacity.
2. Logs in to the Sterling Store application.
3. Creates a sales order.
4. Confirms the sales order with one product item for delivery, which will consume 4 capacity.
5. Adds a new product line and proceeds.
6. Consolidates the work order and proceeds to the "Appointment Summary" screen.

The product quantity does not get reserved and even the 4 extra capacity allocated is not reserved. Also, the system does not throw an error or warning message, that it is mandatory to take an appointment.

Solution:

The application has been enhanced, the GetOrderFulfillmentDetails API will compare the RequestedQuantity with AllocatedQuantity for every WorkOrderAppointment. If the AllocatedQuantity < RequestedQuantity, then the system will set ErrorMessage="APPOINTMENT_TO_BE_RETAKEN" for that work order.

The user will be redirected to the "Appointment" screen and the message "This appointment needs to be rescheduled." will be displayed. And the user will not get permission to complete the order modification or creation without taking the appointment.

Defect ID 240933
Case ID 00276589
Description When a user creates a large number of stores, then while creating an order, the "More Stores " pop-up window expands on selection of node(s).

Hot Fix 32

Release 8.5-HF32

Defect ID 239428

Case ID 00264232

Description When a user performs the following sequence of actions and clicks the 'Apply' button in the "More Stores" pop-up window, the ship node for an order line cannot be retrieved in the extension behavior class:

1. Creates an order with multiple order lines.
2. Navigates to the "Change Fulfillment Options" screen.
3. Selects the multiple order lines and opens the "More Stores" pop-up window.

Solution:

In the "More Stores" pop-up window a new "OutputElem" model has been added. The model contains the ship node value for each order line.

Defect ID 239576

Case ID 00268281

Description When a user performs the following sequence of actions, the system throws an invalid order error message:

1. Clicks the "Create Return" hyperlink.
2. Creates a return for a sales order.
3. Selects the 'Exchange Order Required' check box and 'Include on exchange Order' check box and navigates to the "Payment Summary" screen. The exchange order is created.
4. Navigates back to the "Return Reason" screen and clears the 'Exchange Order Required' check box and navigates toward the "Payment Summary" screen.
5. Clicks "Next" button in the "Fulfillment Summary" screen.

Defect ID 239579

Case ID 00262690

Description When a user performs the following sequence of actions, the "Cancellation of Exchange Order not required" radio button is not hidden in the "Exchange Cancellation" screen:

1. Creates a return order along with an exchange order.
2. Clicks the 'Cancel Return' related task and proceeds with return cancellation. The "Exchange Cancellation" screen is displayed.
3. Hides the "Cancellation of Exchange Order not required" radio button using the extensibility tool.

Hot Fix 31

Release 8.5-HF31

Defect ID 236141

Case ID 00244490

Description When a user performs the following sequence of actions, the system throws an "Invalid Line" error message:

1. Selects a sales order that has 4 order lines.
2. Performs "Create Return" and selects 2 order lines.
3. Enters the Return Reason and clicks "Next".
4. Navigates to the "Fulfillment Summary" screen. The return order is in the 'Draft' status.
5. Navigates to the Return Reason page and clicks the "Remove Line" hyperlink.
6. Clicks "Next".

Defect ID 237184

Case ID 00186319

Description The Sterling Store application must also provide the ability to search for the availability of an Item by address on the "Item Details" screens.

Solution:

The following rules are provided:

- 'Display Nearby Store Availability Panel In Store Mode' radio button - If the user selects this option the same Availability panel that is displayed in the Call Center mode is displayed in the Store mode.
- 'Do not Display Nearby Store Availability Panel In Store Mode' radio button - If the user selects this option a separate Availability panel is displayed in both Store mode and Call Center mode.
- 'Display Available Quantity On Alternate Stores Popup' Check Box - If this checkbox is selected, the Sterling Store application displays quantity instead of the available dates in the Alternate Store pop-up window.

Defect ID 237878

Case ID 00248527

Description In the "Order summary" screen, a user is not able to hide the Item ID column in the completed Order Lines table.

Defect ID 238862

Case ID 00222620

Description For a Stand Alone Provided Service item, when a user clicks the 'Item ID' hyperlink in the "Add Item" screen, the "Service Item Details" screen is displayed. But, the 'Create Order' or 'Add to Order' buttons are not displayed in the "Service Item Details" screen.

Defect ID 239052

Case ID 00257556

Description When a user performs the following sequence of actions, the charge names displayed are not localized:

1. Creates an order for an item with some line charges.
2. Logs in to the Sterling Store application as a localized user.
3. Opens the order and the order line summary.

Hot Fix 30

Release 8.5-HF30

Defect ID 234606
Case ID 00239149

Description The “Customer Can Keep” button is displayed in the “Fulfillment Summary” screen even if the value of the ‘IsReceiptExpected’ attribute is returned as “Y”.

Solution:

The getReturnMethod API returns “N” as the default value for the IsReceiptExpected attribute.

Defect ID 236562
Case ID 00212658

Description When a user performs the following sequence of actions, a draft order does not get deleted:

1. Navigates to the “Create Return” screen.
2. Searches for an item and creates a return without an order.
3. Creates an exchange order.
4. Clicks “Next”.
5. Navigates to the “Add Item” screen.
6. Adds an item and closes the “Add Item” screen, the Save or Discard or Cancel or Delete pop-up window is displayed.
7. Clicks the “Delete Draft Order” option.

Solution:

The application will not call the changeOrder API for a draft exchange order in the return entry creation flow.

Defect ID 234706
Case ID 00219425

Description The application must support SUSE Linux Enterprise Desktop 11.

Defect ID 235963
Case ID 00243270

Description While performing the Return and Exchange flow, the ‘Service Grouping Task’ button does not appear in the “Appointment” and “Delivery Fulfillment Summary” screens.

Solution:

The ‘Service Grouping Task’ button has been exposed in the appointment screen and delivery fulfillment summary screen in the return and exchange flow.

The service grouping table has been modified to indicate whether the line is exchange or return in the return and exchange flow.

Hot Fix 29

Release 8.5-HF29

Defect ID 235147
Case ID 00242606

Description A user is unable to select the radioBtnSelectEntireOrder or radioBtnSelectPartialOrder radio buttons on the “Select Reasons for Customer Appeasement” screen, as the target binding is not set.

Solution:

The source and target binding for the radioBtnSelectEntireOrder and radioBtnSelectPartialOrder radio buttons has been added.

Defect ID 235970

Case ID 00243283

Description The application must be enhanced to show service options for delivery lines of the exchange orders lines.

Solution:

The “Manage Service Options” pop-up window will also display the service options for exchange order service lines.

Defect ID 236974

Case ID 00251960

Description When a user creates an order with one product item and one provided service item each having different ShipTo address and navigates to the “Appointment” screen to view the appointments for the service line work order, the calendar does not load properly.

Defect ID 237115

Case ID 00255480

Description When a user creates an order and calls the changeOrder API to set the FirstName and Lastname to a value of size greater than 40, the changeOrder API fails.

Solution:

Change the length of the CUSTOMER_FIRST_NAME and CUSTOMER_LAST_NAME columns to 64.

Defect ID 237400

Case ID 00253339

Description When a user performs the following steps, the screen is blanked out:

1. Logs in to the Sterling Store application.
2. Creates a Return.
3. Selects "Include on ExchangeOrder Flag".
4. Selects the Return Reason and clicks “Next”. The “Add Item” screen of exchange order is displayed.
5. Implements the OrderRepricingUE user exit, and an error message is displayed.
6. Changes the quantity of the item in the exchange Order and clicks the ‘Update Order’ radio button.

The screen is blanked out and on clicking the “Next” button the user is taken to the “Consumer” screen.

Hot Fix 28

Release 8.5-HF28

Defect ID 233191

Case ID 00230561

Description	When a user performs the following steps, the “Reship Shipment Line” hyperlink is not displayed: <ol style="list-style-type: none"> 1. Logs in to the Sterling Store application. 2. Searches for any shipped order. 3. Opens the “Shipment Summary” for that order.
Defect ID	234018
Case ID	00237579
Description	In the Sterling Store application, navigate to “Customer Pick: Select Items for Customer Pick: screen. In the “Please select the items to pick” table, the “copy column text” functionality is disabled.
Defect ID	235758
Case ID	00244856
Description	When a user performs the following steps, the system throws a null pointer exception: <ol style="list-style-type: none"> 1. Creates a Blind Return. 2. Selects the lines. 3. Provides Return reason. 4. Selects “Return Method From Fulfillment Summary’ screen. 5. In the ‘Payment Summary’ screen, enters a note in the “Notes” field. 6. Clicks “Previous’, The message “Whether to Save The Date” with ‘Yes’, ‘No’, or ‘Cancel’ option is displayed. 7. Clicks “Yes”. The “Fulfillment Summary” screen is not displayed.
Defect ID	235972
Case ID	00249162
Description	When a user performs the following steps, the Shipment Number, Customer Name, and the Store Notified On attributes display blank values: <ol style="list-style-type: none"> 1. Logs in to the Sterling Store application. 2. Selects the ‘Backrom Pick in In-Store’ task. 3. Enters the Shipment Number. The ‘Shipment Details” screen displays Shipment Number and Customer Name. 4. Enters the item ID and tabs out.

Hot Fix 27

Release 8.5-HF27

Defect ID	234572
Case ID	00229100
Description	The Customer Name, Order Number, and Status fields in the “Print Pick Ticket” screen does not appear after printing.
Defect ID	234576
Case ID	00240467
Description	When creating returns for an imported order, if the return window configured for an item contains a big number (for example, 99999), the getReturnPolicy API does not compute the dates properly.

Defect ID 234856
Case ID 00239074
Description When a user performs the following steps, the localized values are not displayed:

1. Creates a user for the French locale.
2. Logs in to the Sterling Call Center and Sterling Store application as a user created in step 1.
3. Navigates to the "Create Customer " screen.
4. Selects the locale drop-down option.

Defect ID 234999
Case ID 00239054
Description In all the "User Management" screens, the Organization, Theme, Locale, and Menu Group drop-down options are not localized.

Defect ID 235000
Case ID 00239058
Description In the "Create Alert" screen the 'Queue' drop-down list is not localizable.

Defect ID 235498
Case ID 00246067
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 235766
Case ID 00246047
Description The Customer Name, Order Number, and Status fields in the "Print Pick Ticket" screen does not appear after printing.

Hot Fix 26

Release 8.5-HF26

Defect ID 234322
Case ID 00239060
Description When a user performs the following steps, the Unit of Measure (UOM) for an item is displayed in English:

1. Creates a user for the French locale.
2. Logs in to the Sterling Call Center and Sterling Store application as a user created in step 1.
3. Navigates to the "Create Return" screen.
4. Scans the item.

Defect ID 234434
Case ID 00239607
Description In the "Quick Access" screen the 'Item Search' option by item ID does not work, when the barcode scanning is not enabled for an enterprise.

Defect ID 234436
Case ID 00239589
Description When the Message panel is disabled and is enabled again after some time, the alert icon is not displayed along with the number of messages.

Defect ID 234450
Case ID 00239129
Description In the "Item Search List" screen, sorting based on the unit price does not work.

Defect ID 234672
Case ID 00239139
Description In the "Exchange Order Add Item" screen the 'Update Order' hot key does not work for the exchange orders.

Hot Fix 25

Release 8.5-HF25

Defect ID 222034
Case ID 00180381
Description A user is unable to remove a calendar column selectively for particular orderlines on the "Pickup Summary" screen.

Solution:

Functionality has been provided to override out of the box link columns using extensibility.

Defect ID 230616
Case ID 00222024
Description For return order shipments, the shipment enquiry screen must be displayed.

Defect ID 232457
Case ID 00222143
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.

Defect ID 232664
Case ID 00232893

Description The literal “Scratch Pad” is displayed in English instead of French in the Sterling Call Center and Sterling Store client for the French locale.

Defect ID 232666

Case ID 00233141

Description When a user performs the following steps, the Return Reason for an item is displayed in English:

1. Creates a user for the French locale.
2. Logs in to the Sterling Call Center and Sterling Store application.
3. Creates a blind return for an item.
4. Selects the return reason code from the drop-down list and navigates to the “Create Return: Summary” screen.

Defect ID 232711

Case ID 00232211

Description Users belonging to teams who have access to only one organization and do not have permissions to the organization that created them attempt to create an order using the Create Order Related tasks from the consumer details screen, an incorrect enterpriseCode is set on the order.

Defect ID 232714

Case ID 00234386

Description Users belonging to teams who have access to only one organization and do not have permissions to the organization that created them, the “Create Alert” screen does not pass the correct organizationCode as input to the getqueueList API and createAlert API.

Hot Fix 24

Release 8.5-HF24

Defect ID 221822

Case ID Internal

Description To improve the system performance during upgrade, the ‘DefaultValue’ attribute must be removed from the ITEM_IS_IN_HAND column of the YFS_ORDER_LINE table in the entity/pcaxmls/ycd_omp_tables.xml file.

Defect ID 229660

Case ID 00216830

Description A user is not be able to open the “Return Line Summary” screen to view the return order line details.

Solution:

In 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 231790

Case ID 00210664

Description	<p>When a user performs the following sequence of actions, the payment methods does not get added for adjusting from the “Enhanced Change Payment Method” screen:</p> <ol style="list-style-type: none"> 1. Creates an Enterprise E1. E1 does not inherit any rules from DEFAULT. DEFAULT is the inventory and catalog org for E1. 2. Creates a user for DEFAULT. 3. Creates payment types for E1 that are different from DEFAULT, for example, Credit Card and Store Value Card. 4. Logs in to the application as a user created in step 2. 5. Creates an order for Enterprise E1. 6. Enters the payment details. 7. Confirms the order. 8. Navigates to the “Order Summary” screen and selects “Change Payment Method” related task. 9. In the Change Payment Method” screen, selects “Add Payment Method” option. The “Add New Payment Method” pop-up window is displayed. 10. In the “Add New Payment Method” pop-up window, selects a payment type from the ‘Payment Type’ drop-down list and confirms it. A warning message "The charge Amount cannot be higher than the Funds" is displayed. 11. Clicks “OK”, the ‘Adjust Charges’ pop-up window is displayed. 12. Clicks “Confirm”, a warning message "Please resolve the charge amount errors' is displayed.
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Defect ID 231792
Case ID 00226524

Description In the Store Order Management, when a user searches for an item by the blind return flow using the item search criteria the ‘ItemIsInHand’ flag is set to ‘N’. But, when a user enters the item ID in ‘item ID’ text box and tabs out, the ‘ItemIsInhand’ flag is set to Y, which leads to inconsistency in the return order lines.

Solution:

The issue has been fixed.
For more information, see Section 3.9.1 “Create a Return Order” of the *Sterling Call Center and Sterling Store User Guide*.

Defect ID 232204
Case ID 00230118

Description When a user logs in to the application and attempts to create a return for an extra item for the first time, the application does not update the line type at the order line level.

Hot Fix 23

Release 8.5-HF23

Defect ID 229883
Case ID 00216975

Description The application must be enhanced such that a user can refresh the “Alert Details” screen and view the updated information.

Defect ID 230495
Case ID 00216460
Description When a user performs the following sequence of actions, the list price does not get copied to the exchange order:

1. Creates a sales order.
2. Confirms the order and performs order fulfillment.
3. Creates a return against the sales order created in step 1.
4. Navigates to the "Return Reason" screen and selects the "Include on exchange order" checkbox so that the sales order item is automatically added to the exchange order.

Defect ID 230626
Case ID 00218935
Description When a user performs the following sequence of actions in the "Change address" pop-up window, the "Customer Addresses" drop-down list does not display multiple customer addresses:

1. Creates a customer with multiple addresses.
2. Creates a return order for the customer created in step 1.
3. Proceeds to the "Create Return: Fulfillment Summary" screen.
4. Selects the line and clicks the "Change Address" button. The "Change Address" pop-up window is displayed.

Defect ID 230988
Case ID 00222622
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

Hot Fix 22

Release 8.5-HF22

Defect ID 229820
Case ID 00213316
Description In the 'Order History' and 'Draft Orders' panel of the "Consumer Details" screen the 'Get More Records' hyperlink does not work properly.

Defect ID 229855
Case ID 00217888

Description	When creating an alert from the "Create Alert" screen, in the 'FollowupDate' attribute an earlier date is passed for some client time zone.
Defect ID	229856
Case ID	00212727
Description	In the "Add Item" screen, the fulfillment information of the related item is incorrect when an item is added as a related item using the "Related Item" pop-up window and if the following attributes are left blank while configuring an item: <ul style="list-style-type: none"> • IsShippingAllowed • IsPickupAllowed • IsDeliveryAllowed
Defect ID	229857
Case ID	00213319
Description	When a user performs the following sequence of actions, the "Item Details" screen does not open if it is not a standalone service: <ol style="list-style-type: none"> 1. Creates a Provided Service (not a standalone service) item and associates it with a product item. 2. Searches for the Provided Service item from the "Quick Access" screen.
Defect ID	229862
Case ID	00214840
Description	When a user performs the following sequence of actions, the system displays "A customer with that ID could not be found for the selected Enterprise" error message: <ol style="list-style-type: none"> 1. Creates a user for Enterprise1 such that the user has access to more than 1 enterprise. 2. Logs in to the application using the user credential created in step 1. 3. Clicks "Create Order", the "Select Enterprise" pop-up window are displayed. <ul style="list-style-type: none"> Selects Enterprise2 from the drop-down list. 4. Adds a customer for Enterpris2 and navigates to the "Add Item" screen. 5. Clicks "Advanced Item Search" related task.
Defect ID	230269
Case ID	Internal
Description	When a user performs the following sequence of actions, all the display attributes are not visible for the items in the "Return/Exchange Details" screen: <ol style="list-style-type: none"> 1. Configures the DISPLAY attributes for the items. 2. Creates a sales order with two or more order lines. 3. Creates return and exchange order for the sales order created in step 2 with two or more order lines. 4. Opens the sales order. 5. Navigates to the "Order Details" screen and selects the "View Return and "Exchange Details" tab.
Defect ID	230818

Case ID 00221025
Description When a user performs the following sequence of actions, the system throws a null pointer exception:
1. Logs in to the Sterling Store Order Management PCA client.
2. Creates an order.
3. Selects a consumer.
4. Navigates to the “Add Item” screen, selects the “Advanced Item Search” related task.

Hot Fix 21

Release 8.5-HF21

Defect ID 224917
Case ID 00191325
Description The application should be able to populate notes based on the note type provided in the order line.

- Add New Payment Method Shared Task
- Order Summary Shared Task
- Return Search Shared Task
- Cancel Order Shared Task
- Create Alert Shared Task
- Alert List Shared Task

Solution:

The application will search for the key <NOTE_TYPE>+_NOTES_DEFAULT in the client side bundle.properties file and populate the value in the notes panel. For more information about the notes populated based on the note type, see Section 6.9 “Populating Notes based on the Note Type” of the *Sterling Call Center and Sterling Store Implementation Guide*.

Defect ID 228310
Case ID 00208998
Description The changeShipment_input model shows an incorrect value for the shortage quantity.

Solution:

The source model of the “Shortage Resolution” screen has been changed from changeShipment_input to “ShortageResolution_input”.

Defect ID 229196
Case ID 00207735
Description In the “Style Items” pop-up window, the attribute value buttons will not be displayed completely, if there are many attribute values with length of 40 characters.

Defect ID 229466
Case ID Internal
Description In the “Style Items” pop-up window, when a user selects a valid child item by selecting the values for all the attributes, the pop-up window expands horizontally.

Defect ID 229518
Case ID Internal
Description In the "Style Items" pop-up window, the selected attribute values must be wrapped.

Defect ID 229661
Case ID 00205770
Description When a user performs the following sequence of actions, all the display attributes is not visible for the items in the "Add Item" screen:

1. Configures the DISPLAY attributes for the items.
2. Creates an order with two or more order lines.
3. Navigates to the "Add Item" screen, clicks "Next" and then clicks "Previous".

Defect ID 229795
Case ID 00212138
Description The "Customer List" screen does not honor the phone number formatter implemented by the customer.

Defect ID 230268
Case ID Internal
Description All the documents provided in this hot fix must be updated with the new logo. For the entire set of documents that have new logo go to;
<http://www.sterlingcommerce.com/Documentation/MCSF85/PDFs.htm>.

Hot Fix 20

Release 8.5-HF20

Defect ID 218659
Case ID Internal
Description When a user performs the following sequence of actions, the delivery service option notes does not display correctly:

1. Creates a Draft Order with an item having delivery service option.
2. Navigates to the "Appointment" screen.
3. Opens the "Manage Service Options" pop-up window and enters the delivery service option notes.
4. Navigates back to the "Add Items" screen and opens the "Order Line Notes" pop-up window.
5. Selects the "Return" check box.

Defect ID 226586
Case ID 00200225
Description When a user opens an order and clicks the "Track an Item" related task, the "Shipment Inquiry" screen is displayed. Using an extensibility tool when the user hides the item column provided in the "Shipment Inquiry" screen, it does not get hidden.

Defect ID 227380
Case ID 00191629

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 227708

Case ID 00196776

Description In the "Pickup Fulfillment Summary" screen, a user is not able to set the default 'Preferred Date' if the inventory is overridden.

Solution:

On overriding the inventory availability, the application sets the 'Preferred Date' as the earliest available date.

Defect ID 228275

Case ID 00197398

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

Defect ID 228276

Case ID 00200181

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

Hot Fix 19

Release 8.5-HF19

Defect ID 226798

Case ID 00202201

Description When extended fields are added in the 'Store' panel that is present in the "More Stores" pop-up window, it does not display all the added fields.

Defect ID 226807

Case ID 00202197

Description When a user performs the following sequence of actions, the new label or radio button is not displayed in the "Change Fulfillment Options" screen:

1. Logs in to the application.
2. Navigates to the "Change Fulfillment Options" screen and selects the "Pickup" radio button, the radio buttons to select a store gets enabled.

Using an extensibility tool adds a new label or radio button between the two existing radio buttons.

Solution:

In the "Change Fulfillment Options" screen, the height of the "pnlOptions" panel is increased.

Defect ID 226805

Case ID 00202187

Description When a user searches for an item in the “Advanced Item Search” screen, the com.yantra.yfs.japi.ue.YFSGetPromotionsForItemListUE user exit also gets called to fetch the promotion while retrieving the item list.

Solution:
The PromotionList element from the output template XML of the getCompleteItemList API has been removed. Due to this, the com.yantra.yfs.japi.ue.YFSGetPromotionsForItemListUE user will not be called when the getCompleteItemList API is called from the “Advanced Item Search” screen.

Note: If a user wants to implement the YFSGetPromotionsForItemListUE user exit on the “Advanced Item Search” screen, the user add the PromotionList element in the output template XML of the getCompleteItemList API.

Defect ID 226431
Case ID 00198192
Description When a user performs the following sequence of actions, the “Requested Pick Date” label and the corresponding date field does not get hidden:

1. Logs in to the application.
2. Navigates to In-Store Tasks > Advanced Shipment Search. The “Advanced Shipment Search” screen is displayed.
3. Searches for the shipments and opens the shipment that has the 'Requested Pick Date' value populated. Attempts to hide the 'Requested Pick Date' label and the corresponding date field.

Defect ID 226009
Case ID 00198797
Description The YCDExtensionUtils.addToOrder method does not allow items to be added to exchange orders.

Hot Fix 18

Release 8.5-HF18

Defect ID 224422
Case ID 00191621
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 224690
Case ID 00189079

Description Sterling Call Center and Sterling Store should provide the Advanced Sales Order Search wizard as a shared task.

Solution:

Advanced Sales Order Search 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 6.4.15 “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 6.8.10 “Opening the Advanced Sales Order Search Screen in an Editor” of the *Sterling Call Center and Sterling Store: Implementation Guide*.

Defect ID 224693

Case ID 00185115

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

Solution:

Alternate Stores Shared Task

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

For more information about this shared task, see Section 6.4.16 “Alternate Stores Shared Task” of the *Sterling Call Center and Sterling Store Implementation Guide*.

Defect ID 225287

Case ID 00197073

Description If the `yfs.install.displaydoublequantity` is set as ‘N’ in the `customer_overrides.properties`, then in the “Cancel Order” screen the behavior of the “QtyToCancel” field is not the same as the other quantity fields, such as “OrderedQty” field.

Defect ID 225561

Case ID 00197984

Description When a user performs the following sequence of actions, duplicate charges for the same promotion is displayed:

1. Logs in to the Sterling Store Order Management PCA client.
2. Adds an order line to an order that has promotion.
3. Confirms the order.
4. Navigates to the "Order Summary" screen.
5. Clicks "Total Amount" hyperlink, the "Order Pricing Summary" pop-up window is displayed.

In the "Order Pricing Summary" pop-up window, clicks "Adjustments" hyperlink.

Defect ID 224686, 227201

Case ID 00123057

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 221292

Case ID Internal

Description In the calendar screen, if an appointment is not taken by a user, and if the user toggles between day view and slot view, the system throws a null pointer exception.

Hot Fix 17

Release 8.5-HF17

Defect ID 220451

Case ID 00174735

Description When a user performs the following sequence of actions, the appropriate gift message is not displayed in the "Gift Message" 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 clicks "Gift Options". The "Gift Message" pop-up window is displayed.
Marks the items as gift and allows for gift wrapping.
4. Enters the message and clicks "Apply".
5. Again selects the parent item and clicks "Gift Options".

Defect ID 221779

Case ID 00180701

Description While autoupdate is in progress, the Rich Client Platform should be able to prevent a user from using the client whenever an update needs to be installed. A user must be able to use the client only after the update is installed.

Defect ID 221833

Case ID 00181401

Description When a user locale is different from the client machine locale the application incorrectly stamps FTC_FIRST_PROMISE_DATE on the order line.

Defect ID 223001
Case ID 00163247
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 223214
Case ID 00188448
Description When a user performs the following sequence of actions, the scroll bar disappears and the “Create Consumer” screen displays only one address for selection:

1. In the “Customer Identification” screen, clicks “Create Consumer”.
2. In the “Create Consumer” screen enters an address such that the Address Verification System returns multiple addresses.
3. Clicks “Confirm”.

When a user resizes the “Create Consumer” screen the scroll bar disappears and only the first address is displayed for selection.

Defect ID 223603
Case ID 00163255
Description The 'ExceptionType' must be exposed in the Alert Details editor input while opening the “Alert Details” screen.

Defect ID 224251
Case ID 00190954
Description In the “Manage Customer Addresses” screen the “Phone Number” field does not honor the customer implemented formatter class.

Hot Fix 16

Release 8.5-HF16

Defect ID 214306
Case ID 00143318
Description When a user selects order lines in the “Return Order Creation” screen, the order line does not get selected if the user clicks once.

Defect ID 221248
Case ID 00160923

Description During customization, a user is not able to link a control to the calendar because of which date selected in the calendar is not set to the control and vice versa.

Solution:

A new method showCalendar(java.lang.String fieldName, YRCCalendarInputObj inputObj) has been added in the YRCBaseBehavior class to allow extension of Calendar functionality. With the new method, a user will be able to associate a control(text/label) to a calendar and the date selected in the calendar will be set to the control and vice versa.

Note: For more information refer to the Selling and Fulfillment Foundation: JavaDocs.

Defect ID 222999

Case ID Internal

Description The localization issues in the application have been fixed.

Defect ID 222517

Case ID 00184690

Description When a user performs the following sequence of actions, the order lines get duplicated:

1. Configures the "Add Item" screen to be displayed as the first screen in an order entry scenario.
2. Adds an item in the "Add Item" screen and clicks "Update Order".

Note: This is not applicable for the "Large Order Entry" screen.

Defect ID 222522

Case ID 00180798

Description When a user performs the following sequence of actions, the next screen is not displayed:

1. Configures the following in the Sterling Call Center and Sterling Store configurator.
 - Payment is external to Call Centre mode.
 - Payment is external to Store mode.
2. Creates a sales order and ships the shipment.
3. Creates a return order.
4. In the Create Return: Fulfillment Summary" screen, selects the order line and clicks "Change To Pickup".
5. Creates a work order and takes an appointment.
6. In the "Appointment Summary" screen, clicks "Next".

Defect ID 223041

Case ID 00187565

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 223130
Case ID 00182989
Description Entry for com.yantra.yfs.rcp.libs is missing in the config.ini file that is shipped with the product.

Defect ID 223764
Case ID 00188453
Description The "More Details" pop-up window from the "Item Details" screen does not display the item prices correctly.

Hot Fix 15

Release 8.5-HF15

Defect ID 219496
Case ID Internal
Description The "Payment" screen is not displayed in the Change Delivery Appointment flow when the price of the Delivery Options is overridden in the Change Delivery Appointment flow.

Defect ID 221241
Case ID 00172960
Description In the "Item Search" screen the Delivery Service Option items are displayed.

Defect ID 221256
Case ID 00177177
Description In the "Alert Details" screen the "Last Raised on Date" field is displayed as a high date.

Defect ID 221679
Case ID 00173169
Description When an Auto Update is enabled for Sterling Call Center and Store application, if the updates are downloaded before the application is up, the Auto Update notification pop-up window is not displayed.

Hot Fix 14

Release 8.5-HF14

Defect ID 220202
Case ID 00173554

Description Sensitive information, such as credit card information, can be logged on the client side when client side tracing is enabled.

Solution:

A user can use custom message filters to filter out or mask sensitive information before they are written to logs. These custom message filters are implemented using the new YRCTraceMessageFilter interface under the package com.yantra.yfc.rcp.

Users must use a new utility, addTraceMessageFilter, to register the custom message filter implementation during plug-in initialization. For example, YRCPlatformUI.addTraceMessageFilter(new YRCTraceMessageFilterImpl()).

Where, YRCTraceMessageFilterImpl is the implementation of the YRCTraceMessageFilter interface.

Note: Custom message filters is applicable only to the debug file and not to the timer file.

Defect ID 220296

Case ID 00171769

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	YCDItemSearchWizard	com.yantra.pca.ycd.rcp.tasks.itemSearch.wizardpages.YCDItemSearchPage

Defect ID 220600

Case ID 00176691

Description When creating an alert from the "Create Alert" screen, if the "Follow-up Date" field is left blank, then the "Follow-up Date" field is passed as a high date in the input of the createException API.

Solution:

When the "Follow-up Date" field is left blank when creating an alert, the system will not pass the "Follow-up Date" attribute in the input of the createException API.

As a result, the Rich Client Platform will stamp FollowUpDate equals to Current Timestamp plus Followup Hours.

Defect ID 220833
Case ID 00173633
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, which 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:

The application will now display the description of the charge if the charge name is configured in the system.

- 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, the Charge Name is also displayed 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 also displayed.

Defect ID 221198
Case ID 00178597
Description When a user performs the following sequence of actions, the coupon is not removed:

1. Creates an order.
2. Navigates to the "Confirm Payment" screen.
3. Clicks "Add Coupon" button. The "Add Coupon" pop-up window is displayed.
4. Adds a new coupon. A scroll bar appears in the "Add Coupon" pop-up window.
5. Clicks "Remove" hyperlink to remove the coupon.

The "Add Coupon" pop-up window automatically scrolls down and the coupon is not removed.

Hot Fix 13

Release 8.5-HF13

Defect ID 218901
Case ID 00169773

- Description** When a user performs the following sequence of actions, the application uses the user's enterprise as the default enterprise:
1. Navigates to Platform > Security > Teams and configures a team for an enterprise say Enterprise1.
 2. Sets the Enterprise Access as "Restrict access to specific list of Enterprises" and adds a new enterprise other than Enterprise1.
 3. Creates a new user and assigns the team created in step 1 to the user.
 4. Logs in to the Sterling Call Center and Sterling Store application using the user credential created in step 3.

The application uses Enterprise1 as the default enterprise for many flows, for example, Create Consumer, Advanced Customer Search, Create Business Customer, and Create Order.

Solution:

The application will now honor the Team setup and use the enterprise code for which the user has access as its default enterprise.

Defect ID 219061
Case ID 00170726

Description The "Create Return:Line Selection" screen has the same source and target model. Therefore, the source model is not getting repopulated through extensibility and also the EnterpriseCode and Currency for the Blind Return Orders is not available.

Solution:

The source model name has been changed to SourceOrderDetails. The SourceOrderDetails model can be repopulated through extensibility and also can be used to retrieve the currency.

The EnterpriseCode can be retrieved using the following code:

```
YRCEditorInput editorInput = (YRCEditorInput)((EditorPart)
YRCDesktopUI.getCurrentPart()).getEditorInput();
Element editorInputElement
= editorInput.getXml();
String enterpriseCode = YRCXmlUtils.getAttribute
(editorInputElement, "EnterpriseCode").
```

Hot Fix 12

Release 8.5-HF12

Defect ID 214236
Case ID 00127469

Description The Sterling Call Center and Store application must enable a user to add or modify service options for a delivery service order line.

Solution:

The application has been enhanced, "Manage Service Options" hyperlink has been provided in the "Appointment" screen and "Delivery Fulfillment Summary" screen, to enable a user to add or modify service options for a delivery service order line.

For more information about Service Option, refer to the sections 2.4.7 "Managing Delivery Service Option" and 3.4.6 "Managing Delivery Service Option" of the *Sterling Call Center and Sterling Store: User Guide*.

Defect ID 218111
Case ID 00163256
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 218695
Case ID 00168072
Description The “Related Item” pop-up screen does not display the correct unit price for Cross Sell items.

Defect ID 218601
Case ID Internal
Description The new and custom commands do not get merged at the server side in the commands_8.5.yml 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_8.5.yml 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_8.5.yml file.
3. The application updates the resources.jar file available in the \$INSTALL_DIR\jar\platform\5_0 directory with the commands_8.5.yml file that was created in step 2.
4. The new resources.jar will be included in the re-build EAR.

Hot Fix 11

Release 8.5-HF11

Defect ID 216751
Case ID 00153844
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 217190
Case ID 00161603
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 217597
Case ID 00163243
Description In Sterling Call Center and Sterling Store application, while creating an alert, the Follow-up date is incremented by a day when a user passes the follow-up date as 10-04-2010. In such a situation, the application creates an alert with the follow-up date as 11-04-2010.

Solution:
The application has been enhanced. Instead of adding a day, T23:59:59 will be added to the follow-up date to ensure that the follow-up date is valid till End of Day (EOD).

Defect ID 209469
Case ID 00123163
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 209511
Case ID 00131644
Description Sterling Call Center and Sterling Store application should display a localized attribute description and the attribute values.

Solution:
The application has been enhanced. The ShortDescription value is displayed instead of the ItemAttributeDescription value for an attribute. The ShortDescription value is extracted from the ShortDescription field of the ItemAttribute > Attribute element. If the Attribute element is missing in the ItemAttribute element, the application displays the ItemAttributeDescription field value. Also, the ShortAttribute value is displayed instead of the Attribute value. The ShortDescription value is extracted from the ShortDescription field of the ItemAttribute > AssignedValueList > AssignedValue element. If the AssignedValue element is missing in the ItemAttribute element or the AssignedValue element does not have a ShortDescription value, the application displays field value.

Hot Fix 10

Release 8.5-HF10

Defect ID 215397
Case ID 00132236

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 6.4.14 “Override Item Price Shared Tasks” in the Sterling Call Center and Sterling Store Implementation Guide.

Defect ID 216409
Case ID Internal
Description When “Return Order Summary” screen is launched as a shared task in the OOB editor, no error message is displayed if DocumentType is not passed in the input, even though it is mandatory input parameter.

Solution:
 If DocumentType is not passed in the input, Sterling Call Center and Sterling Store application will pass the Default Return Order Document Type value in the Input.

Hot Fix 9

Release 8.5-HF9

Defect ID 214235
Case ID 00143853
Description A user should be able to open the “Return Order Summary” screen in the OOB 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 6.8.9, “Opening the Return Order Summary Screen in an Editor”, of the Sterling Call Center and Sterling Store: Implementation Guide.

Defect ID 214817
Case ID 00145163

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 214627
Case ID 00146561
Description The YFSOrderRepricingUE user exit gets triggered when the getCompleteOrderDetails API is called for a draft order, because of which the YFSOrderRepricingUE user exit is called multiple times in the order entry flow. This is not required.

Solution:
 A new flag RepriceOrder has been introduced in the getCompleteOrderDetails API. This API will call the YFSOrderRepricingUE user exit only if this flag is passed as 'Y'. In the Sterling Customer Order Management PCA client, when a draft order is opened for the first time, this flag will be passed as Y.

Known Issue:
 The RepriceOrder flag is not set to Y from the "Large Order Entry" screen. If a user wants to call the YFSOrderRepricingUE user exit on load of this screen, the input of the getCompleteOrderDetails API can be modified to pass the RepriceOrder flag.

Defect ID 214719
Case ID 00149458
Description If the "Cancel" button in the "Override price For Item" dialog box is extended using an extensibility tool, and "Validation Required" is set to Yes, the "validatebuttonclick()" method is called twice on a single click of the "Cancel" button.

Hot Fix 8

Release 8.5-HF8

Defect ID 211280
Case ID 00130762

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 213499

Case ID 00144249

Description The reference implementation for the YCDGetAppeasementOffersUE user exit does not pass the order lines for the FLAT_AMOUNT_ORDER and VARIABLE_AMOUNT_ORDER offer types. Because of this, the context of the order lines for which appeasement being performed is getting lost during the invoice creation step.

Solution:

The YCDGetAppeasementOffersUE user exit implementation in the reference implementation will pass the order lines for all the offer types. These lines will be passed when the user selects the lines for which appeasement is to be performed.

Note: For the FLAT_AMOUNT_ORDER and VARIABLE_AMOUNT_ORDER appeasement offer types although the order line details will be passed in the input of the recordInvoiceCreation API, the CREDIT_MEMO will have charges at the OrderHeader level only, not at the OrderLine level.

Hot Fix 7

Release 8.5-HF7

Defect ID 210020

Case ID 00133199

Description When a user performs the following sequence of actions and clicks the "Save and Close" button, an error message is not displayed:

1. Logs in to the Sterling Customer Order Management PCA client.
2. Creates an Order.
3. Navigates to "Create Order: Summary" screen.
4. Extends the "Create Order: Summary" screen to add a text box with target binding with an attribute of datatype money.
5. Enters some non-numeric value in this extended text box and click on "Save and Close" button.

Defect ID 210923

Case ID 00133609

Description When a user performs the following sequence of actions, there is no hyperlink provided to navigate to the "Refund Order" screen from the "Payment Inquiry" screen:

1. Configures the CHECK payment type, as 'Charge Instead of Authorize'.
2. Makes it Valid for Return, Default for Return, and Refund to a New Payment Method of CHECK.
3. Implements the YFSCollectionOthersUE user exit to blindly authorize the entire amount.
4. Logs in to the Sterling Customer Order Management PCA client.
5. Creates an order for Item1 with quantity as 10.
Marks the Unit Price as \$10 and selects the payment type as "CHECK".
6. Runs the requestCollection API, executeCollection API, and requestCollection API. The total amount collected is \$100.
7. Change the Unit Price to \$8. Reruns the requestCollection API, executeCollection API, and requestCollection API. A new Refund Fulfillment Order for \$20 gets created.
8. Navigates to Sales Order Summary screen and clicks on "Why was I Charged?"

Solution:

The "Transfer Towards Order" hyperlink has been added in the "Payment Inquiry" screen. When a user clicks the "Transfer Towards Order" hyperlink, the "Refund Order:Payment Inquiry" screen is displayed.

Defect ID 211168

Case ID 00137230

Description When a user performs the following sequence of actions, the changeOrder API is invoked on clicking the "Close" button:

1. Disables permission for 'Add Line' and 'Add Note' at Line level and Order level.
2. Creates an order and moves it to Scheduled status.
3. Clicks "Add Lines To Order" related task.

The "Add Lines" page is displayed, and clicks "Close".

Solution:

The changeOrder API will not get called on clicking the "Close" button, if the user does not have permission to add lines to an order.

Defect ID 211273

Case ID 00129085
Description While creating an alert a user should be able to populate the 'Details' field with default template on selection of the 'Alert Type' option.

Solution:

For each Alert type, a user should include a new bundle entry in the bundle file. The key of the bundle entry must have the same name as the Alert Type followed by "_DEFAULT_DESC".
For example, if the Alert Type is "YCD_VERIFY_ADDRESS", then the key name should be "YCD_VERIFY_ADDRESS_DEFAULT_DESC".

Defect ID 211276
Case ID 00129070
Description For return orders, the Send Order E-Mail task must be exposed.

Solution:

The Send Order E-Mail task for return orders has been exposed for the "Create Return" task and the "Return Order Summary" screen.

Defect ID 212403
Case ID 00130641
Description The application must be enhanced to enable a user to access data from the "Add Item" screen line panel in the "Override Price for Item" pop-up screen.

Solution:

A new model 'overridePriceInput' is exposed on the 'YCDOrderEntryLinePanel' panel. A user can modify this model in the 'postsetmodel' method. The modified model will be accessible in the LinePriceInfo model in the "Override Price for Item" pop-up screen.

Note: This enhancement is not done for the "Advanced Add Items" screen.

Hot Fix 6

Release 8.5-HF6

Defect ID 210962
Case ID 00137298
Description The "Add Item" screen does not have any order line level identifier.

Solution:

The application has been enhanced, and a new model "TransactionalLineId", has been exposed in the "YCDOrderEntryLinePanel" panel.

Hot Fix 5

Release 8.5-HF5

Defect ID 208791
Case ID 00125408
Description After a screen is extended with the addition of a new composite, if a user who does not have the necessary permission to extend the application launches the application, this user is unable to view the extensions that have been performed to the screen. This is because the control name is not set on the newly added composites.

Defect ID 208902
Case ID 00129433
Description When the “Customer Entry” screen is loaded as the second page during the Order Entry process, by default the focus is not set on the first field of the “Customer Capture” screen.

Defect ID 208956
Case ID 00127484
Description When a user performs the following sequence of actions, the styles of the custom controls do not appear in the extension file:
1. Adds a control and applies a style, for example, text box with borders.
2. Saves the yuix file and restarts the application.
Note: Prior to the fix if any style was applied to the custom controls using the Add Style Page option of the Extensibility tool, the control should be deleted using the tool and re-created again.

Defect ID 209465
Case ID 00127458
Description Sterling Call Center and Sterling Store should provide the Item Details wizard as a shared task.

Solution:

Item Details Shared Task

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

This task can be launched using the following:

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

For more information about this shared task, refer to Section 6.4.11 “Item Details Shared Tasks” in the *Sterling Call Center and Sterling Store Implementation Guide*.

Opening the Item Details Screen in an Editor

A user can open the Item Details screen 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_TASK_ITEM_DETAILS", <input>);
```

For more information about this shared task, refer to Section 6.8.7 “Opening the Item Details Screen in an Editor” in the *Sterling Call Center and Sterling Store : Implementation Guide*.

Defect ID 209466
Case ID 00127460

Description Sterling Call Center and Sterling Store should provide the Add and Modify Charges wizard as a shared task.

Solution:

Add Modify Charges Shared Task

The Add and Modify Charges wizard has been provided as a shared task. This shared task can be used to open the Add or Modify Charges screen as a pop-up window in any user interface that references Sterling Call Center and Sterling Store.

This task can be launched using the following:

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

For more information about this shared task, refer to Section 6.4.12 “Add Modify Charges Shared Task” in the *Sterling Call Center and Sterling Store Implementation Guide*.

Defect ID 209468

Case ID 00127468

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

Solution:

Customer Details Shared Task

The Customer Details wizard has been provided as shared task. This shared task can be used to open the Customer Details screen as a pop-up window in any user interface that references Sterling Call Center and Sterling Store. It can be used both for consumers customers and business customers.

It can be launched as below:

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

For more information about this shared task, refer to Section 6.4.13 “Customer Details Shared Task” in the *Sterling Call Center and Sterling Store Implementation Guide*.

Opening the Customer Details Screen in an Editor

A user can open the Customer Details 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_CUSTOMER_DETAILS",  
<input>);
```

This method can be used both for consumers customers and business customers. For more information about this shared task, refer to Section 6.8.8 “Opening the Customer Details Screen in an Editor” in the *Sterling Call Center and Sterling Store : Implementation Guide*.

Hot Fix 4

Release 8.5-HF4

Defect ID 207945
Case ID 00121792
Description When a user invokes any of the Sterling Customer Order Management APIs, for example, the getOrderFulfillmentDetails API through the API tester by providing the admin credentials, the system displays the “YCP0428 (API Security Violation)” error message.

Solution:

A user must go to the “bin” directory inside the Sterling Multi Channel Fulfillment Suite 8.5 installation directory, for example, <INSTALL_DIR>/bin and run the following command:

For Windows environment:

If a user is using Sterling Customer Order Management or Sterling Store, or both:

```
.\sci_ant.cmd -f ycd_load_defaults.xml apipermissions -logfile <logfile>
```

If a user is using only Sterling Store:

```
\sci_ant.cmd -f ycd_som_load_defaults.xml apipermissions -logfile <logfile>
```

For Non-Windows environment:

If a user is using Sterling Customer Order Management or Sterling Store, or both,

```
./sci_ant.sh -f ycd_load_defaults.xml apipermissions -logfile <logfile>
```

If a user is using only Sterling Store,

```
./sci_ant.sh -f ycd_som_load_defaults.xml apipermissions -logfile <logfile>
```

Defect ID 208441
Case ID 00127554
Description When a user performs the following sequence of actions, the State widget is blanked out:

1. Navigates to the Change Fulfillment Option screen.
2. Selects the “Pickup” option in the “Change Fulfillment Option” screen, selects a country from the corresponding drop-down list, enters the name of the state in the “State” field and then tabs out.

Hot Fix 3

Release 8.5-HF3

Defect ID 208065
Case ID Internal
Description The security vulnerability issue with respect to online help needs to be resolved.

Hot Fix 2

Release 8.5-HF2

Defect ID 201847
Case ID Internal

Description When a user performs the following sequence of actions, the application displays a “Please define a Resolution Form for the Exception Type” error message:

1. Configures an alert type in the alert type configuration by specifying a custom Java class, which is an instance of the SWT composite class(org.eclipse.swt.widgets.Composite) as the resolution form.
2. Creates an alert for the alert type configured in step 1.
3. Navigates to the “Alert Search” screen, searches for the alert created in step 2, and from the search results, opens the alert.

Solution:

A registerAlertResolutionForm(String, Class) method has been introduced in the com.yantra.pca.ycd.rcp.exposed.YCDExtensionUtils.java file.

This method must be called by extensibility to register all the alert resolution forms prior to using them. Following is an example of calling this method from an extension behavior Java file:

```
YCDExtensionUtils.registerAlertResolutionForm("com.yantra.extn.VerifyAddressResolutionForm", VerifyAddressResolutionForm.class);
```

The Custom Alert Resolution Form class must have a constructor that considers the Composite, int, and the Element parameters. An example is provided here:

```
public VerifyAddressResolutionForm(Composite parent, int style, Element elem) {
    super(parent, style);
    /*
     * Insert custom form logic here
     */
}
```

Defect ID 202507

Case ID Internal

Description When a user performs the following sequence of actions, the application incorrectly displays the item quantity as “-1 of 1” under Incomplete OrderLines:

1. Navigates to DOM > Document Specific > Sales Order > Outbound Logistics > Shipping Preferences, and adds a new preference for an item.
2. Adds the Over Ship Percentage in multiples of 100.
3. Creates an order for one unit of an item.
4. Creates a shipment with two quantities for the order created in step 3.
5. Opens the “Order Summary” screen.

Solution:

The binding data for the table of an incomplete order line has been changed from OrderDetails:Order/OrderLines/OrderLine[@ItemGroupCode!='DS' and (@ShippedQuantity!=@OrderedQty or @OrderedQty=0)] to OrderDetails:Order/OrderLines/OrderLine[@ItemGroupCode!='DS' and (@ShippedQuantity<@OrderedQty or @OrderedQty=0)].

Defect ID 204626
Case ID Internal
Description The “Appeasement” screen does not capture the selected Appeasement Offers in a model.

Solution:

The application has been modified such that the AppeasementOffers model will have Checked=Y for the selected Appeasement Offers.

Defect ID 204629
Case ID Internal
Description The application should be enhanced to enable a user to refresh the Return Payment screen.

Solution:

The application has been enhanced to enable a user to refresh the “Return Payment” screen as follows.

Screen	Layout Changed	Wizards Impacted	Form ID
Create Return: Payment Confirmation	None	YCDCreateStoreReturAnd ExchangePaymentDetailsPage	com.yantra.pca.ycd.rcp.tasks.returnEntry.wizards.YCDReturnEntryWizard

Defect ID 205224
Case ID Internal
Description When a user performs the following sequence of actions, the “NumberFormatException” error is displayed in the client debug log:
 1. Logs in to the Sterling Customer Order Management PCA client.
 2. Creates an order with line quantity of 10000.
 3. Opens the Order Summary screen.

Defect ID 206411
Case ID Internal
Description When a user performs the following sequence of actions, the application displays an incorrect offered amount for second and consecutive PERCENT_ORDER offers, because the PERCENT_ORDER offer total adds the total of all the previous PERCENT_ORDER offers:
 1. Creates an order.
 2. Clicks Customer Appeasement in the “Order Summary” screen.
 3. Selects Reason.
 4. Navigates to the “Select Offer” screen.

Defect ID 206417
Case ID Internal

Description When a user performs the following sequence of actions, and if the description of an item is long, the “Apply” and “Close” buttons are not displayed in the “Override Availability” pop-up window:

1. Logs in to the Sterling Store Order Management PCA client.
2. Creates an order with an item that has a long description.
3. Marks the Fulfillment method as PICKUP.
4. Navigates to the “Pick up Summary” screen.
5. Clicks “Override Availability”.

Solution:

The “Override Availability” pop-up window has been made scrollable. Therefore, when the item description is long, a horizontal scrollbar is displayed in the “Override Availability” pop-up window.

Defect ID 206418
Case ID Internal
Description The vertical scroll bar should not appear in the “Override Available” and “Override Unavailable” pop-up windows. Also, the scrolling speed is slow.

Defect ID 206419
Case ID Internal
Description The application has been enhanced such that the “Change Fulfillment Method” panel in the “Change Fulfillment Option” screen will be automatically enabled only when a user selects at least one order line from the top panel.

Defect ID 206842
Case ID Internal
Description When a user performs the following sequence of actions, the application enables the controls corresponding to the “Select Other Store” option such as Country, Zip Code, City, and so on even if the “Pickup from Current Store” option is selected:

1. Logs in to the Sterling Store Order Management PCA client.
2. Navigates to Channel Application Manager > Order Promising Rules > Modifications to Store Pickup Rules, and selects the “Allow Pickup” option.
3. Creates an order for an item, and proceeds to the “Change Fulfillment Options” screen.
4. Selects the order line for the order created in step 3, selects the fulfillment method as “Pickup”, and selects the “Pickup from Current Store” option.

Defect ID 207275
Case ID Internal
Description When a user looks for a created alert and opens the details of an alert by using the “Alert Search” screen, the system throws the “NoSuchMethodException” error and the Java class fails to load the details.

Hot Fix 1

Defect ID 165697

Release 8.5-HF1

Case ID	00003614
Description	In the Sterling Call Center and Sterling Store applications in the "Quick Access" screen, if you add new controls below the controls that are provided out-of-the-box, using the extensibility tool, the "Quick Access" screen will not allow users to scroll, and the new controls that have been added may not be displayed correctly.
Defect ID	200092
Case ID	Internal
Description	If you are using a Sterling Call Center, Release 8.0, client, and a Sterling Store, Release 8.0, client with a Sterling Call Center, Release 8.5, server and a Sterling Store, Release 8.5, server, when a user adds an item to an order, a "Mandatory Parameters missing" error message is displayed in the "Large Order Item Entry" screen.
Defect ID	200711
Case ID	Internal
Description	In the Sterling Call Center and Sterling Store applications in the "Edit Payment Method" pop-up window of a credit card payment method, if a user modifies the name on the credit card and clicks "Apply"; the changes are saved to the credit card payment method. When a user clicks the "Confirm" button and selects the "Edit Payment Method" option, the updated name is not displayed.
Defect ID	201191
Case ID	Internal
Description	In the Sterling Call Center and Sterling Store applications, when a user is performing certain tasks, for example, opening an order that contains a large number of order lines, an out-of-memory error message is displayed.
Defect ID	201384
Case ID	00003614
Description	In the Sterling Call Center application, if a user hides the Message Panel and performs certain tasks, a Standard Widget Toolkit exception occurs and an error message is displayed. If the application hangs, the user will have to restart the application. In the Sterling Store application, if a user hides the Message Panel and performs certain tasks, the application registers a Standard Widget Toolkit exception in the debug log file.
Defect ID	201592
Case ID	Internal
Description	In the "Item Search" screen of the Sterling Call Center and Sterling Store applications, if a user searches for bundle items that contain a large number of Item Attribute Group Types, the search results are not displayed.
Defect ID	201635
Case ID	Internal
Description	In the "Add Price Match" screen of the Sterling Call Center and Sterling Store applications, if a user enters either a complete Item ID or a part of an Item ID, and moves the cursor to another field, the Item ID that has been entered is not recognized by both the applications.

Defect ID 201642
Case ID Internal
Description If a price match record contains an item that does not belong to the product catalog, and a user searches for this price match record, the record is displayed with a blank Item ID field.

Defect ID 201645
Case ID Internal
Description The bundle pricing strategy defined through the Sterling Business Center application for bundle items is not applicable for item search and item details in the Sterling Call Center and Sterling Store applications. In the "Item Search" screen and the "Item Details" screen, the price of bundle items is displayed as that of the corresponding parent items irrespective of the pricing strategy defined.

Defect ID 202140
Case ID Internal
Description If a user searches for an item from the "Quick Access" screen of the Sterling Call Center and Sterling Store applications, the "Item Details" screen retrieves the item availability information although the Sterling Call Center and Sterling Store applications are configured to not display the item availability information in the "Item Details" screen.

Defect ID 202145
Case ID Internal
Description If displayable attributes are not configured for the component items of a bundle item, the Item IDs for these component items are left blank under the Component Details tab of the "More Details" pop-up window. This occurs only if the corresponding bundle item has been created from the Sterling Business Center application.

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