IBM Sterling Warehouse Management System V9.4 offers new capabilities to help drive down fulfillment costs and improve warehouse efficiency

At a glance

IBM® Sterling Warehouse Management System V9.4:

- Helps reduce shipping costs with more effective selection of containers.
- Improves warehouse associate efficiency with task management capabilities.
- Provides flexibility for international shipping with adherence to export regulations.

Overview

IBM Sterling Warehouse Management System V9.4 offers:

- Changes to the container selection algorithm to account for nonrigid items, stackable items, and other irregular properties of items that would result in better selection of containers, reducing the need for repacking.
- Help in the selection of the right container to optimize shipping costs.
- New capabilities in replenishment and retrieval operations to improve productivity by grouping tasks based on additional parameters.
- New capabilities that adhere to regulatory requirements for exports.

Key prerequisites

Refer to the Technical information section.

Planned availability date

April 28, 2015: Electronic availability

May 5, 2015: Media availability

Description

IBM Sterling Warehouse Management System helps enable warehouse operations to optimize business processes across complex distribution networks while facilitating
internal and external collaboration throughout the supply chain. Version 9.4 offers the following enhancements:

- Containerization algorithm is improved to account for nonrigid items. This provides better carton selection that helps reduce over filling and under filling containers. In addition, ensuring that containers are not under filled leads to more optimal number of containers for a shipment and helps reduce shipping costs. Warehouses can use fewer resources for repacking, leading to better utilization of labor.
- Efficiency in process execution is achieved by minimizing the number of trips for the warehouse associates. Consolidation of tasks by target location can help associates complete multiple tasks in one trip. Replenishing multiple item pallets also reduces the number of individual replenishment tasks that the associates are required to do.
- As you ship globally, you have to adhere to export regulations, which vary by country. Approval for exports is a common requirement for most countries. This release provides a generic implementation of export approvals that can be captured in the Sterling Warehouse Management System. This provides an ability to define workflow in the warehouse for export shipments and ensures that the regulatory approvals are obtained and captured.

Sterling Warehouse Management System is available in the following languages: English, French, Spanish, Italian, German, Brazilian Portuguese, Simplified Chinese, Traditional Chinese, Korean, and Japanese.

Product positioning

IBM Sterling Warehouse Management System is part of the IBM Commerce offerings that provides an order fulfillment solution for shipping from warehouses. Most organizations that use Sterling Warehouse Management System also use IBM Sterling Order Management, indicating the close dependency of Sterling Warehouse Management System on Sterling Order Management.

Program number

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
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<tbody>
<tr>
<td>5725-D04</td>
<td>9.4</td>
<td>IBM Sterling Warehouse Management System</td>
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Offering Information

Product information is available via the Offering Information website

http://www.ibm.com/common/ssi

Also, visit the Passport Advantage® website

http://www.ibm.com/software/passportadvantage

Publications

Product information can be accessed at


The IBM Publications Center

http://www.ibm.com/shop/publications/order
The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. A large number of publications is available online in various file formats, and they can all be downloaded by all countries.

Services

**Global Technology Services**

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Technical information

**Specified operating environment**

**Hardware requirements**

For the most current hardware requirements, visit

http://www-969.ibm.com/software/reports/compatibility/clarity/index.jsp

**Software requirements**

For the most current software requirements, visit

http://www-969.ibm.com/software/reports/compatibility/clarity/index.jsp

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

**Companion products**

The following products or services could be purchased with this product:

- IBM Sterling Order Management
- IBM Sterling Configure Price Quote
- IBM Call Center for Commerce

**IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge. Read about the Electronic Support portfolio of tools

http://ibm.com/electronicsupport

Access the IBM Support Portal

http://ibm.com/support

Access the online Service Request tool

http://ibm.com/support/servicerequest

Planning information
Packaging

The products detailed in this announcement will be available in both ESD and packaged formats. Physical media is delivered on CDs or DVDs.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Security, auditability, and control

IBM Sterling Warehouse Management System uses the security and auditability features of the operating system.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

   http://www.ibm.com/software/support/pa.html

This product is only available via Passport Advantage. It is not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

   http://www.ibm.com/partnerworld/page/svp_authorised_portfolio

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

   http://www.ibm.com/partnerworld/wps/bplocator/

Product group: Selling and Fulfillment
Product Identifier Description: IBM Sterling Warehouse Management System (5725-D04)
Product category: Sterling Commerce

Passport Advantage

**IBM Sterling Warehouse Management System V9.4 (5725-D04)**

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<tr>
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IBM Sterling Warehouse Management System for Non-Prod Environment
Processor Value Unit (PVU) License + SW Subscription & Support 12 Months

IBM Sterling Warehouse Management System for Non-Prod Environment
Processor Value Unit (PVU) SW Subscription & Support Reinstatement 12 Months

IBM Sterling Warehouse Management System for Non-Prod Environment
Processor Value Unit (PVU) Annual SW Subscription & Support Renewal

IBM Sterling Warehouse Management System for Non-Prod Environment
Processor Value Unit (PVU) Competitive Trade Up License + SW S&S 12 Months

Charge metric

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<tr>
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<td>5724-D04</td>
<td>Processor Value Unit</td>
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</table>

Charge metric definitions

Processor Value Unit (PVU)

PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU table by processor value, brand, type, and model number at the website below) and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip (socket). A dual-core processor chip, for example, has two processor cores. The PVU table can be found at


Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the web page below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores* in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using virtualization capacity licensing, licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at


* An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

Notes:

- Some programs may require licenses for the program and what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- Some programs may be licensed on a managed basis only. In that case, the following applies. Instead of the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
• A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies. Rather than obtaining entitlements for the activated processor cores available to the program, licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

This product is only available via Passport Advantage.

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This software license includes Software Subscription and Support (also referred to as Software Maintenance).

Agreement for Acquisition of Software Maintenance

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

L-JFEL-9SYUA8.

The program’s License Information will be available for review on the IBM Software License Agreement website


Limited warranty applies

Yes
**Limited warranty**

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

http://www.ibm.com/support/handbook

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

**Program technical support**

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect.

Technical support of a program product version or release will be available for a minimum of three years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months’ notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

**Money-back guarantee**

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, and through the Passport Advantage website at

http://www.ibm.com/software/passportadvantage
Software Subscription and Support applies

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express®. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

http://www.ibm.com/support/handbook

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

http://www.ibm.com/software/passportadvantage

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

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Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or
services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company’s strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type smitty esa_main, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

http://www.ibm.com/support/electronic

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

**Benefits**

**Increased uptime:** The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either via the Internet (HTTPS or VPN) or modem to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system.

For additional information, refer to IBM Electronic Service Agent

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**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.
**Customized support:** Using the IBM ID entered during activation, you can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

http://www.ibm.com/support/electronic

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For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

http://www.ibm.com/support/electronic

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All European, Middle Eastern, and African countries except Islamic Republic of Iran, Libya, Sudan.

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