



# **Netflix Invoicing System Requirements**

## **Netflix SRS-001**

**Version: 1.0**  
**July 31, 2020**

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## 1.0 Introduction

Acclaro is a localization and translation services company that helps the world's leading brands succeed across cultures. Our agency specializes in expertly adapting brands, products, and services to new language markets. Acclaro seeks developmental assistance adapting internal invoicing systems and processes to address specific client requirements.

### 1.1 Purpose

Netflix, an important Acclaro client, recently announced changes to their invoicing and reporting requirements. Current Acclaro systems and processes do not efficiently support these changes. This document outlines Acclaro's basic requirements for new Netflix invoicing and reporting requirements.

### 1.2 Intended Audience and Use

This document is intended for internal Acclaro team members and vendors for the following purposes:

1. Review and refine the system requirements defined in this document
2. Design, test and implement a solution, based on these requirements, that meets the new Netflix invoicing requirements

### 1.3 Definitions and Acronyms

| Term                              | Description   |
|-----------------------------------|---|
| Master Tracker format             | Excel report format that tracks tasks according to new Netflix requirements   |
| Leverage Report                   | Netflix provided report (Excel) detailing all Lucid task assignments  |
| Plunet                            | Commercial based translation management software (Acclaro primary ERP)  |
| Plunet order                      | Houses all financial, vendor and customer contact information for a specific translation project.   |
| ETL                               | Extract, Transform, Load- term used to define the process of changing data from one format to another   |
| PM                                | Acclaro Project Manager   |
| GPD                               | Global Program Director   |
| Lucid                             | Netflix proprietary tool. TMS (CAT tool & translation/PM workflow management). Acclaro receives tasks assignments from Lucid  |
| Netflix invoicing report template | Google sheet template with required fields for monthly invoicing (Netflix controls)   |
| Invoicing report                  | Export from Plunet of approved Orders through Acclaro Reporting tool. Acclaro Scripts are run on this report post-export to pull Lucid tasks details from Leverage report to create Acclaro dataset to complete Netflix Invoicing Report template |
| Potrero                           | Acclaro proprietary MySQL database  |

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| Term              | Description  |
|-------------------|--|
| Teamwork          | Netflix commercial based project management system that is used for tasks that do not conform to Lucid workflow. Acclaro receives tasks assignments from Teamwork (like Lucid).  |
| Django            | Open source Python web framework   |
| PM Tracker Format | Condensed version of the Master Tracker, that feeds the Master Tracker spreadsheet for invoicing purposes. This separate spreadsheet was created to allow project managers to key in information without giving them direct access to the Master Tracker spreadsheet |

## 1.4 Scope

Acclaro desires to automate and streamline as much of the Netflix invoicing process as possible. This includes the following high-level functions:

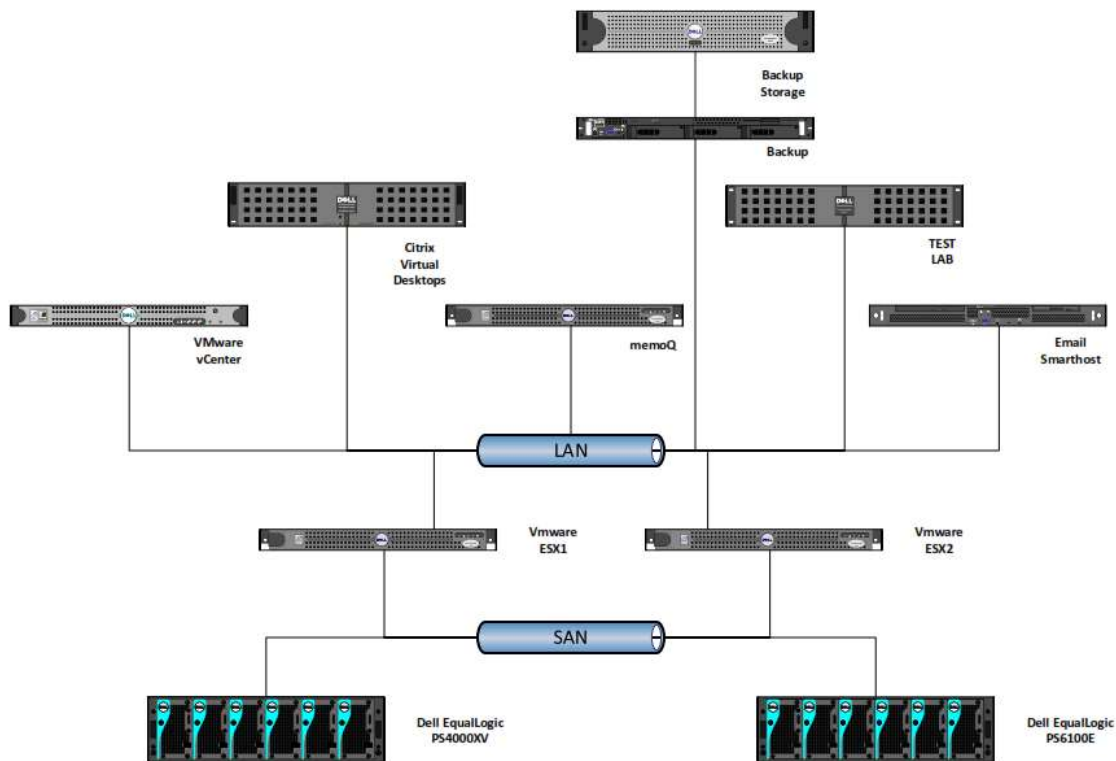
1. Receive and process Netflix Leverage reports into the Master Tracker format
2. Report generation that produces the required invoicing reports according to Netflix format
3. Transfer specified Master Tracker information to Plunet for invoicing purposes
4. Reconcile Master Tracker and Plunet invoicing information against the Netflix Leverage report.
  - Only specific columns of the Netflix Leverage report are used to reconcile with Plunet invoicing (columns A through E, G, H through O and S)

### 1.4.1 Current Infrastructure

Acclaro's backend system consists of a virtual, premised based, infrastructure hosted in a secure and redundant colocation facility (diagram 1.4.1). The current Netflix Leverage report process is detailed in the following section. The following systems support this process and are located within the Acclaro infrastructure:

- Email
- Django
- Potrero
- Plunet

Diagram 1.4.1



## 1.4.2 Current Process

The current Netflix invoicing process (diagram 1.4.2) consists of the following:

### Daily Process

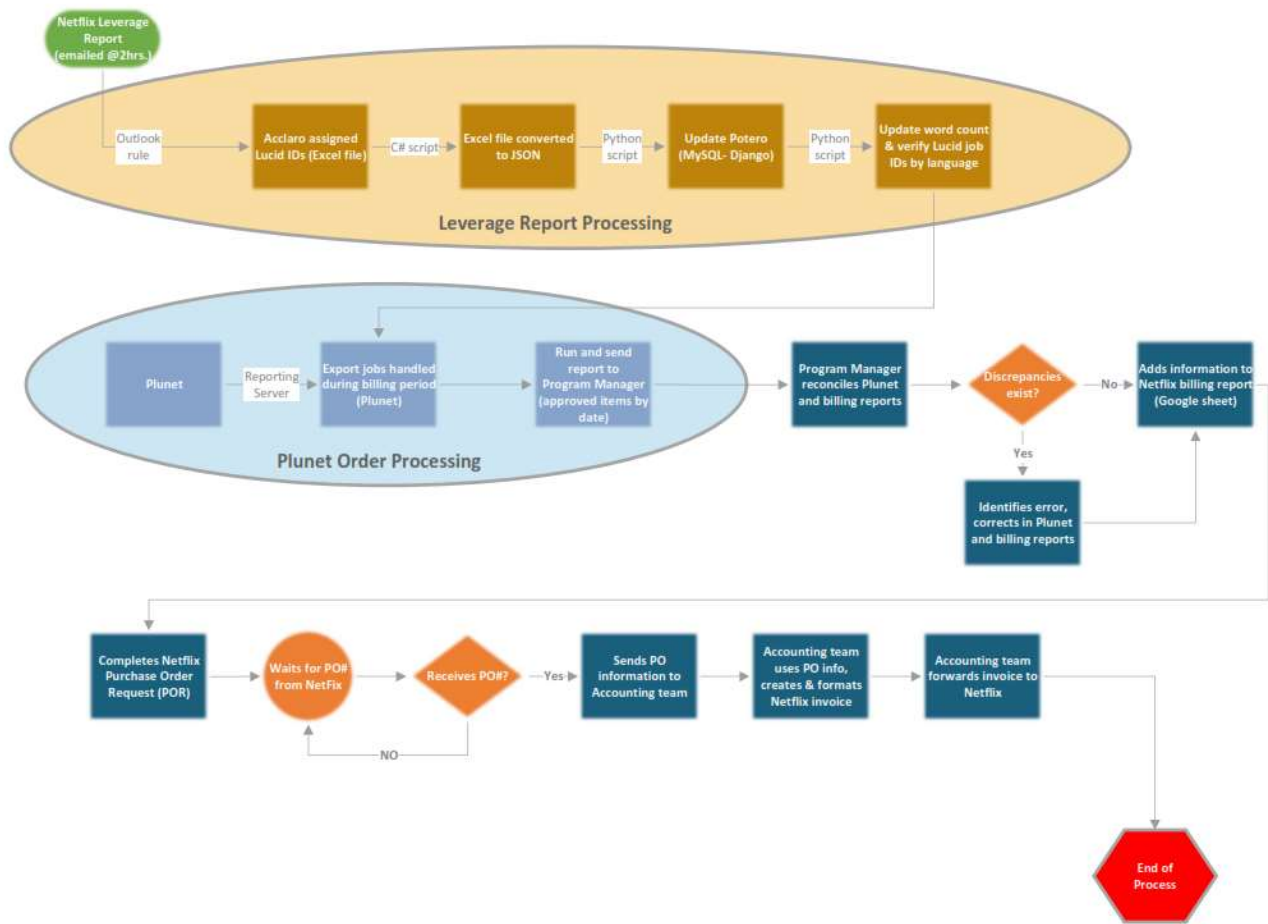
- Receive Leverage report from Netflix every two hours (24x7x365) with Lucid IDs
- The Leverage report is an Excel spreadsheet of Lucid IDs that have been assigned to Acclaro
- Leverage report information is added to Potrero via C# script to convert Excel to JSON, python script to update database
- API pull of Teamwork tasks assigned to Acclaro in last 24 hours
- Nightly deliverable is a combined XLSX format file containing:
  - Lucid IDs received in last 24 hours
  - Teamwork tasks received in last 24 hours
- Data is copied to Master Tracker. PMs manually enter additional project information in Master Tracker fields.

### Monthly Master Tracker Process

- Create Excel report from Reporting Server, broken down by Plunet Order and source/target language combination
- The free-format memo field in Plunet contains Lucid IDs and Teamwork IDs
- Excel macro updates language codes

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- Create JSON object of the columns for Project Name, Source Language, Target Language, Plunet Order no, memo (JobID) - use <https://codebeautify.org/tsv-to-json-converter>
  - Python script to extract/parse JobID field for Lucid and Teamwork IDs
  - In Potrero system (Django) python script to verify and extract word counts from database and create json file of word counts and job IDs
  - Convert json file to HTML table - use <http://convertjson.com/json-to-html-table.htm>
  - Import word counts into Invoicing Report using Excel formulae to preserve existing data - adds counts where there are none from Lucid report data. Do not overwrite existing counts in report which come from Plunet.
  - Add column (Netflix IDs) to report containing Lucid/Teamwork IDs that were validated for that row
  - Send report to GPD for further validation
    - GPD filter's report for blanks (missing IDs)
    - GDP manually updates missing IDs
    - There are 3 causes of missing IDs
      - The missing ID was never in the Leverage report
      - User keyed in incorrect entry
      - User did not key in an entry (left it blank)

Diagram 1.4.2



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## 2.0 Solution and Vendor Requirements

This section describes Acclaro's solution and vendor requirements.

### 2.1 Solution Requirements

Solution requirements are defined as follows:

- The solution must be designed in a flexible and expandable manner, with the ability to add new categories of information and increase reporting granularity
- Automate the collection and processing of the Leverage report information into the Master Tracker format
- Automate the collection and processing of the Teamwork information into Master Tracker format Process must run every two (2) hours (24x7x365)
- Process must continually update records with each new Leverage report (every 2 hours) but should not duplicate data
- Automate the ETL process from the Leverage report format to the Master Tracker format, see the copy of the Master Tracker template sent as a separate attachment (**NETFLIX Product Localization Cost Template 2020-0525\_INTERNAL.xlsx**)
- Create front-end for manual information key-in of project data into Master Tracker format. Need driven by:
  - Timing gap in data availability from Leverage report (PMs sometimes have to launch project before report data is available which means they manually enter tracking data)
  - Project data not part of Leverage or Teamwork report required for tracking
- Capability to transfer Master Tracker information into Plunet Orders for finance processes
- Ability to produce both automated and on-demand reporting
- Automated validation process (report) that ensures information is accurate and reconciled between Leverage report information, the Master Tracker and Plunet invoicing information

### 2.2 Current Considerations

- Acclaro will continue to utilize Plunet as its primary client and vendor ERP system. The solution must integrate with and accommodate any rigidities or limitations of Plunet.
- The solution must interface with and accommodate any rigidities or limitations of Netflix's Lucid and Teamworks platforms
- Acclaro prefers to replace the Potrero database as part of this solution
- All proposed systems and tools must be industry standard
- Acclaro must retain full ownership of all code and processes
- The solution must be fully supportable by internal Acclaro personnel, except for hosted infrastructure or platform
- Where possible, Acclaro desires to use existing toolsets that are familiar to internal teams

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## 2.3 Future Considerations

The solution and vendor requirements outlined in this document define Acclaro's immediate needs to meet new Netflix invoicing and reporting requirements. The business requirements and workflow needs are similar across Acclaro's client base, both for ETL of project key data from other client systems and workflow optimization, including resourcing, task assignment, task execution, task delivery and status management.

As such, as follow up to this project, Acclaro will also require improvements to the current project management process and associated systems.

A sample of the current Netflix process is defined below as an example. The vendor should be familiar with this process in anticipation of future work to integrate the invoicing process with the project management process for Netflix and general Acclaro business needs.

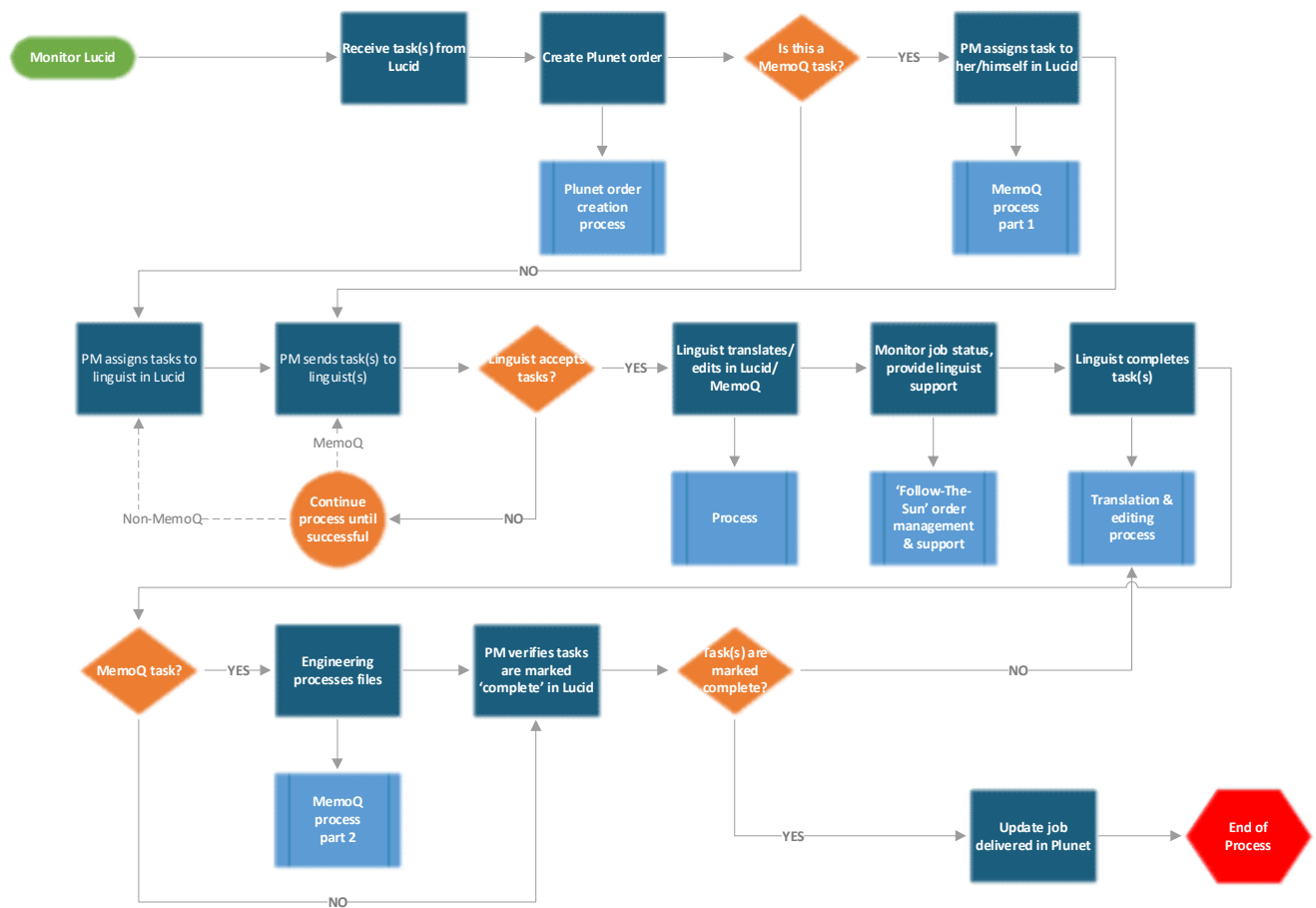
### 2.3.1 How Tasks are assigned to Acclaro (Teamwork, Lucid)

- Netflix creates a job in Lucid or Teamwork and assigns to Projects@acclaro.com in the tool
- Acclaro PM team receives the notification
- Lucid: Acclaro logs into Lucid, creates a tag with the Plunet order number and assigns the tasks to the TRA & EDI resources directly in Lucid
- Teamwork: Acclaro logs into Teamwork. We add the text "received" and a Plunet order number to the task title. This is how confirmation of receipt is indicated to Netflix.

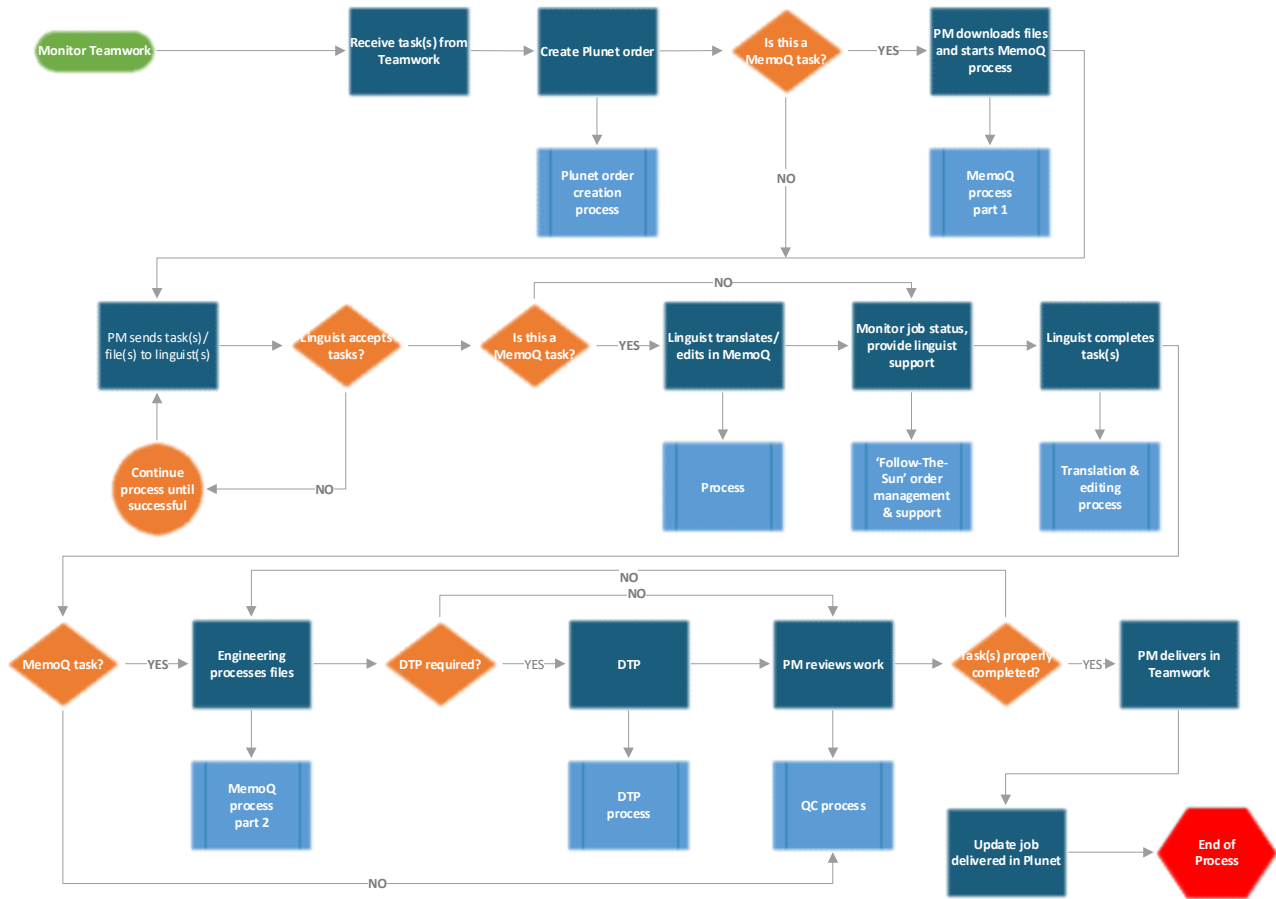
### 2.3.2 How work is assigned to linguists and delivered to Netflix

- Lucid & TW tasks execution:
  - PM sends an e-mail request to all linguists asking if they are available for the project
  - Linguists reply to the e-mail with "CONFIRMED" or "REJECTED" in the subject line (process repeats if linguist rejects a project)
  - PM Assigns task(s) to linguist in Lucid
  - Linguist translates/edits task(s)
  - Linguists marks task(s) 'complete'
  - PM verifies tasks are marked 'complete'
  - PM updates order as 'delivered' in Plunet

## Netflix Lucid Flow



## Netflix Teamwork Flow



## 2.4 Vendor Requirements

Acclaro requires vendor assistance with the following issues:

- Review current process and requirements
- Provide suggested changes, improvements
- Propose solution based on final requirements and considerations, including any additional hardware, software and/or platforms, as well as their impact to the current Acclaro infrastructure
- Provide a turnover outline that provides high level tasks for transitioning solution support to the internal Acclaro team
- Provide a general budget and timeline for the complete proposed solution, including turnover (both one-time and recurring costs)

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## 2.5 Project Engagement Process

Vendors will work directly with the Acclaro project consultant throughout the project engagement process. Critical project engagement milestones and timelines are defined in the following table.

Project Consultant: Joe Infante [joe.infante@compassleft.com](mailto:joe.infante@compassleft.com)

| Item  | Timeline        |
|---|-----------------|
| Send initial requirements document to vendors | 8/17/20         |
| Initial vendor Q&A with project contact       | 8/19/20         |
| Formal Q&A with Acclaro team                  | TBD (8/24-8/26) |
| Vendor response due                           | 8/31/20         |
| Project award announcement                    | 9/4/20          |