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**Wholesale Branch Consolidation**

**Requirements Document**

**Version 1.1**

**Updated 2022.05.04**

**Revision History**

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**1. Introduction**

**1.1. Purpose**

To make it easier to do business with Gabriella White, specifically for those customers that purchase both Gabby and Summer Classics branded product, it has been requested that we consolidate the wholesale branches and customer accounts into one rather than being separated by brand. This will allow for simplification of the ordering process, account management at the customer level, payment processing for accounts receivables, and Syspro maintenance of ledger accounts and sales persons.

**1.2. Scope**

Create a new branch in Syspro to contain the Wholesale Sales activity currently flowing through branches 200, 220, and 230 for accounts that have not been migrated to branches 250 or 260. Consolidate related customer accounts to one account per customer and restrict accounts to specific product categories as needed. While there is some cross over with Contract Sales (branch 210) accounts, Contract Sales is not in scope for the consolidation due to the following reasons: separate sales and support staff, channel specific trade shows, taxable nature transactions, and complexity of sales process with buyers and purchasers requiring unique functions within Syspro.

**1.3. Contributors**

Greg Goetcheus , President

Keri Caune, Executive Vice President of Business Development

Maureen Minard, Chief Information Officer

Janet Roberson, Chief Financial Officer

Ben Erickson, VP of Information Technology

**1.4. Definitions, Acronyms, and Abbreviations**

Syspro – Enterprise Resource Planning software utilized for accounting, order, manufacturing, and inventory management

Branch – Sales and payables segmentation within Syspro.

eCat – Sales platform utilized for creation of sales orders that are imported to Syspro.

Product Class – Product segmentation utilized within Syspro, includes functionality such as defining general ledger codes for revenue and costs of sales

PIM – Product Information Management software being utilized to manage product data

Customer – Purchaser of Gabriella White products, associated with one or more Accounts Receivable customers in Syspro

**2. Overview**

**2.1. Current State**

Activity in Syspro is split by brand across three wholesale branches: 200 (Summer Classics), 220 (Gabby), and 230 (SC Private Label). Each branch has their own associated customers, general ledger accounts, and separate eCat sites (Private Label does not have an eCat site). Most reporting is done at the branch level including financial reports as well as most department level sales reporting. Additionally, inventory is physically separated by brand with Gabby in Montevallo and Summer Classics in Pelham, and customer service staff is partially segmented by brand. Currently select products are sold through both 200 and 220 branches and are grouped in the WJO (Wendy Jane Outdoor) product class.

**2.2. Future State Request**

Branches 200 (Summer Classics Wholesale), 220 (Gabby Wholesale), and 230 (SC Private Label) will be consolidated into one branch (205 – Gabriella White Wholesale). Select branch 230 accounts will be migrated instead to branch 260 (eCommerce) instead of branch 205. Associated customer accounts will be consolidated into one account from the existing account per branch structure. The Summer Classics (branch 200) account number will be the account number retained in the consolidation.

Products will still predominantly be associated with one brand (product class) with cross-branded products being moved to a new GWC product class. The PIM platform will manage the branding with items associated to multiple brands being updated to the GWC product class in Syspro.

Restrictions will be necessary at the customer level to control available products down to a product category level. In Syspro this is done with custom scripting, by utilizing a cross reference table that is populated nightly from SugarCRM data. This reference table would indicate the customer number, restriction type (Brand or Category), and allowed values for that type. If a customer is allowed to purchase all items, then there would be no restriction listed. This needs to be added to SugarCRM as a multiselect field at the account level. In eCat this can be done with different user groups for each restriction type. Reporting will be needed to audit user assignment versus restrictions. Additionally, within Syspro this needs to be easily visible within Customer Query and in Sales Order Entry in the Customer Information box.

Example A: Customer 12345 is only allowed to purchase Gabby products

Example B: Customer ABCXYZ is only allowed to purchase Lighting

|  |  |  |
| --- | --- | --- |
| Customer | Type | Value |
| 12345 | Brand | Gabby |
| ABCXYZ | Category | Lighting |

In addition to the Syspro consolidation, the two eCat sites for Gabby and Summer Classics will be consolidated to one new site. Support from eCat will be required in setting up and converting over the accounts.

Customer pricing will be based off tiers as it is today (Designer, Wholesale, Stocking, etc) and will not vary across brands or product categories. For example, if a customer is coded to Wholesale pricing, they will receive Wholesale pricing on all products that they purchase regardless of the brand or product category.

**3. Functional Requirements**

**3.1. General Requirements**

1. Identify duplicate accounts – reviewing factor data, eCat logins, Sugar Data, and feedback from reps and customer service. Update disparate customer data on duplicated accounts. Create table reference for account # and consolidate to account #. All consolidations to be reviewed by sales admin staff.
2. Add visibility in Syspro to previous account numbers and ensure this value is searchable.
3. Add new field in SugarCRM for Account Restrictions where they can select what is to be allowed for an account. Options are brand listings and product category listings (from PIM Category in hierarchy). Should be an option for “All” so the rep only has to select when they want to enforce restrictions.
4. Integrate new field from SugarCRM to cross reference table in SQL for reference from the Syspro client and reporting needs.
5. Create a new eCat site for Gabriella White Wholesale and push customer file based off account table reference. Have eCat copy all users over from SC and Gabby wholesale sites.
6. Modify sales reports to include new branch as a selection option and review report subscriptions that will need modifications for new branch.
7. Create new General Ledger accounts in Syspro using existing accounts for branches 200, 220, and 230 as a baseline.
8. Create new GWC Product Class in Syspro and associate with all existing branches for cross branded products
9. Create new 205 Branch in Syspro using branch 200 as a basis for the GL mapping, bank accounts, and factor account numbers.
10. Modify user permissions in Syspro for new branch access for all users that currently have 200, 220, or 230 access.
11. Associate GABBY, SCW, SCPL, WJO, and GWC product classes and existing sales person codes to new branch.
12. Update 200, 220, and 230 customers to new corresponding branch. All 200 and 220 accounts move to branch 205, most 230 accounts move to branch 260 – determined by national vs local.
13. Run Syspro’s account consolidation process for accounts identified as duplicates. Consolidating to the branch 200 account number.
14. Update Sales order and invoice tables for new corresponding branch by customer. Tables to update: SorMaster, SorMasterRep, ArInvoice, ArTrnSummary, ArTrnDetail, SorAdditions, SorCancelled, SorChanges, RmaMaster, MdnMaster, MdnMasterRep
15. Change Syspro user default branch to 205 if current default is 200, 220, or 230.
16. Review branch 230 activity and assure product class is representative of the product type. e.g. are there any SCW product class items that should have been SCPL.
17. Create reporting to keep product group restriction changes in line with eCat user group assignments.

**3.2. User Interfaces**

1. Customizations required to Syspro UI to enable brand and/or product category restrictions within a branch at a customer level. In the case of a required override, the sales team can enter an order via eCat for products outside of the allowed listing.
2. eCat utilization of user group level product filtering for customer logins with limited access.

**3.3. Software Interfaces**

1. eCat staging and import services require modifications for new branch
2. eCat upload service addition for new site
3. Factoring integration review for new branch
4. Mode integration adjustments for new branch
5. 2Ship integration adjustments for new branch
6. SugarCRM data feed adjustments for new branch
7. M-Files Integration adjustment for existing object properties that are impacted by changing historical data on orders and invoices.
8. **Questions and Issues**
9. What bank accounts should be used for the new branch? Most likely the same as branch 200, Laurie to confirm.
10. Meagan to investigate best process for merging accounts in SugarCRM
11. Greg to explain request for systematically establishing purchase limits at the branch/cust type level? Is this related to branch conversion or separate sales requirement?

**6. Signoff**

Greg Goetcheus – President Date