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|-----------------------------|---|-------------------|-------|
| Application Name & Acronym: | SalesAssist Veeva CRM   | App Inventory ID: | 14241 |
| Document ID:                | COM-18-00102-ADD-001  | Document Version: | 3.0   |
| Document Title:             | System Architectural Design Document and Configuration Item Inventory (CII) / Software Detailed Design Description document |                   |       |

### System Architectural Design and Configuration Item Inventory (CII) / Software Detailed Design Description document

By approving this document, you attest that you have completed training on BTSQC09.05 and agree with the for this system.

| Document Prepared by: |                         |                         |
|-----------------------|-------------------------|-------------------------|
| Name and Function     | Signature               | Date (DD-MON-YYYY)      |
| Kateryna Novodvorska  | Captured electronically | Captured electronically |

| Document Approvals:       |                         |                         |
|---------------------------|-------------------------|-------------------------|
| Name and Function         | Signature               | Date (DD-MON-YYYY)      |
| Kannan Gopalan, Architect | Captured electronically | Captured electronically |
| Madeline Halliday, SQA    | Captured Electronically | Captured Electronically |

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| Revision History:  |                             |               |   |
|--------------------|-----------------------------|---------------|---|
| Document Version # | Revision Date (DD-MON-YYYY) | Author        | Change Summary (Reference section[s] changed)   |
| V1.0               | 18-Oct-2024                 | Heena Madnani | <ul style="list-style-type: none"> <li>All the necessary information from [COM-18-00102-ADD-001] Architecture design document <del>for</del> SalesAssist Veeva CRM v13 and [COM-18-00102-CII-001] Configuration Item Inventory <del>for</del> SalesAssist Veeva CRM v14 has been moved to current BTS template of System Architectural Design and Configuration Item Inventory (CII).</li> <li>Also, combined System Architectural Design (ADD) and Configuration Item Inventory (CII) with Software Detailed Design document (SDDD) for SalesAssist Veeva CRM system.</li> </ul> |

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|------|-------------|---------------|--|
| V2.0 | 22-Jan-2025 | Heena Madnani | <ul style="list-style-type: none"> <li>Per BTSQC09.05 V13, SQA approval is needed for System Architectural Design and Configuration Item Inventory document, thus added SQA to document approver list.</li> <li>Updated Section 1.2 and 1.3 with ADCBI information from ADCBI SDD DOCUMENT(COM-19-00282-SDD-001]/ 53623 Software Design Document )</li> <li>Added Section 4.6 to include ADCBI Architecture information from ADCBI SDD DOCUMENT(COM-19-00282-SDD-001]/ 53623 Software Design Document )</li> <li>Created a new Section 5.0 to include ADCBI Considerations from ADCBI SDD DOCUMENT(COM-19-00282-SDD-001]/ 53623 Software Design Document )</li> <li>Added Section 11.2 to include ADCBI CII information from [COM-19-00282-CII- 001] / 53625 Configuration Item Inventory for ADCBI Integration</li> <li>Updated Section 14.0 to include appendices from ADCBI SDD DOCUMENT(COM-19-00282-SDD-001]/ 53623 Software Design Document )</li> <li>Since a new section is created (section 5.0), subsequent section starting from 5.0 (Modules/Components) to 14.0 ( Attachments) are re-numbered to 6.0 (Modules/Components) to 15.0 (Attachments)</li> </ul> |
| V3.0 | 15-Apr-2025 |               | <ul style="list-style-type: none"> <li>Created a new subsection 4.2.1 to introduce a new integration between SalesAssist Veeva CRM and Veeva Medical Vault system.</li> </ul>  |

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## 1.0 OVERVIEW

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## 1.2 Purpose

The purpose of this design document is to provide the architecture design for the SalesAssist system (driven by the Veeva CRM product). The intended audience of this document is the Technical Representative. SalesAssist is a web application built on the Salesforce.com Platform, as well as an iOS mobile application for the Field Sales team at Abbott Diabetes Care. It will be launched to support business functions around sales, to distribute samples to Health Care Professional (HCP), and to track sales data. The iOS will also help to organize the sales team by leveraging the iPad. Along with HCP, Gov and POC channels Reps will also be able to make calls. Reps will be able to raise Compliance Orders.

This document also provides the software architecture of ADCBI components used for sending orders to XL Group and receive back Shipment Tracking details, packing slip information from XL group in SalesAssist Application. Also, it provides the software architecture of shipment files provided by the VF group to ADCBI. This document serves as the basis for the development of Informatica ETL and Oracle database objects. This document is intended for the below audience:

- ADC IT Build Team
- ADC IT Run Team

This document also includes the technical design and description of the following components:

- **Informatica workflows, sessions, and mappings:**

Informatica 10.2 is the Extract, Transform and Load (ETL) tool used to create objects which will facilitate the data extraction from SalesAssist Application to XL Group (Virtualforge).

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- **Database (Oracle) scripts:**

Database (Oracle) scripts will be used to create/alter Stage tables.

- **Unix Script and Autosys:**

Unix script will be used to invoke the Informatica workflows. Autosys will be used for job scheduling. See Appendix B for details.

### 1.3 Acronyms and Definitions

| Term, Acronym                | Definition   |
|------------------------------|--|
| SalesAssist                  | Veeva CRM configurable product is an iOS mobile application for Diabetes Sales Specialists Field Sales team. |
| Call Management              | Recording Calls, Call Manager, Practices, HCP Management   |
| Sample Inventory Management  | Inventory on Hand, Quantity Sampled, Serial #s, Lot #s   |
| HCP Dashboard                | Rx Sales trend data, both Retail and DME   |
| FFE Inquiry Tool (FIT)       | HCP Deactivations, HCP Transfers, FFE Inquiry Tool (FIT) tabs  |
| FFE                          | Field force Effectiveness  |
| Activity Tracker             | Field reporting days in and out of field   |
| Driver Compliance Management | Commentary Drives tab  |
| Compliance Orders            | Placing orders for customers   |
| Field Travel Coaching Report | Field coaching report  |
| Medical Inquiry              | HCP inquiries that require Medical Affairs   |
| iOS                          | Apple mobile operating system  |
| ADC                          | Abbott Diabetes Care   |

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| Term, Acronym              | Definition   |
|----------------------------|--|
| ADCBI                      | ADC Business Intelligence (Abbott ETL Platform)  |
| HCP                        | Health Care professional   |
| SFDC                       | Salesforce.com   |
| DSS                        | Diabetes Sales Specialist  |
| DM                         | District Manager   |
| RD                         | Regional Director  |
| CGM                        | Continuous Glucose Monitoring  |
| CLM                        | Closed Loop Marketing  |
| e-Detailing                | Recording activities with promotional material   |
| VVVP                       | Veeva Vendor Validation Package  |
| POC                        | Point of Care  |
| Gov                        | Government   |
| GAM                        | Government Account Manager   |
| ISS                        | Inside Sales Specialist  |
| HSS                        | Hospital Sales Specialist  |
| ETL                        | Extraction Transformation and Loading  |
| FTP                        | File Transfer Protocol   |
| Informatica                | ETL tool to extract data from source system, perform transformation and load into target system. Product of Informatica Corporation. |
| XLG                        | XL Group   |
| Veeva Medical Vault system | Veeva Vault Medical System is used by the Medical affairs team to fulfill the documents/requests for the off-label inquiries.        |

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## 1.4 References

| Document Number       | Document Title   |
|-----------------------|--|
| [SA Veeva]            | [SA Veeva] Sales Assist Veeva-CRM  |
| COM-18-00102          | [SA Veeva] - System Blueprint Library - Living Documents                         |
| COM-18-00102-VVVP-001 | [COM-18-00102-VVVP-001] Veeva Vendor Validation Package - Sales Assist Veeva CRM |
| COM-18-00102-DPP-001  | [COM-18-00102-DPP-001] Data Privacy Plan - Sales Assist Veeva CRM                |
| COM-18-00102-FRS-001  | Functional Requirement Specification - Sales Assist Veeva CRM                    |
| COM-19-00264-DMP-001  | [COM-19-00264-DMP-001] Data Migration Plan - Sales Assist Veeva CRM              |

## 1.5 Roles and Responsibilities

| Function            | Responsibility   |
|---------------------|--|
| Technical Architect | <ul style="list-style-type: none"> <li>Review and approval of the document</li> </ul>  |
| IT & Technical Team | <ul style="list-style-type: none"> <li>Document business process models, system architecture aspects including cybersecurity, data flows, configuration items if applicable, failover/disaster recovery mechanisms, and performance considerations, and update as needed as part of each release / upgrade.</li> </ul> |

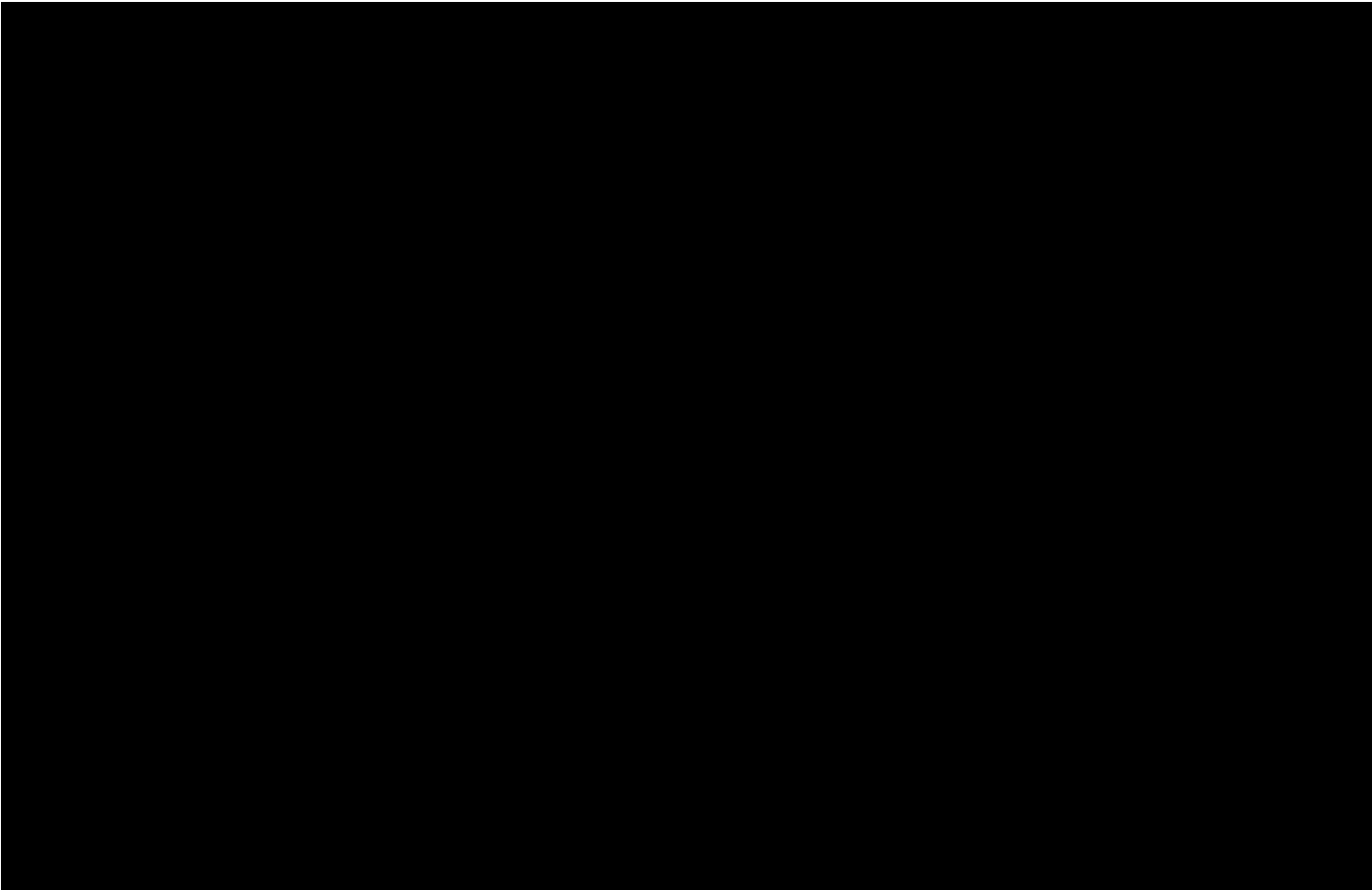
## 2.0 SYSTEM CONTEXT

The CRM application is deployed as a Software as a Service, in a multitenant industry cloud model. As Veeva is built upon the Salesforce.com platform, all Veeva customers use the same core Veeva application instance, although each customer may have their own metadata driven configuration and customer-specific customization. These customer modifications are independent of the Veeva software code. All customers log in to their own Organization (Org). An Org is a shared set of data accessible by users based on assigned role/profile and data is not shared/accessible across Orgs. All transactional data for an Org is stored in Salesforce.com data center, as Veeva Systems does not store any data. The applications leverage a multi-tenant architecture such that hardware and core application code is shared, while customer data (and metadata) are logically segregated by Org ID. Aktana using its Contextual Intelligence Engine (CIE) will provide Next Best Actions including CRM Suggestions and Insights to ADC Diabetes Sales Specialists (DSS & DSA) within their workflow to support them in making better informed decisions. Aktana's suggestions and insights provide information to Sales reps from within their Veeva CRM. This information helps Sales reps engage with their accounts via multiple channels based on data. The data

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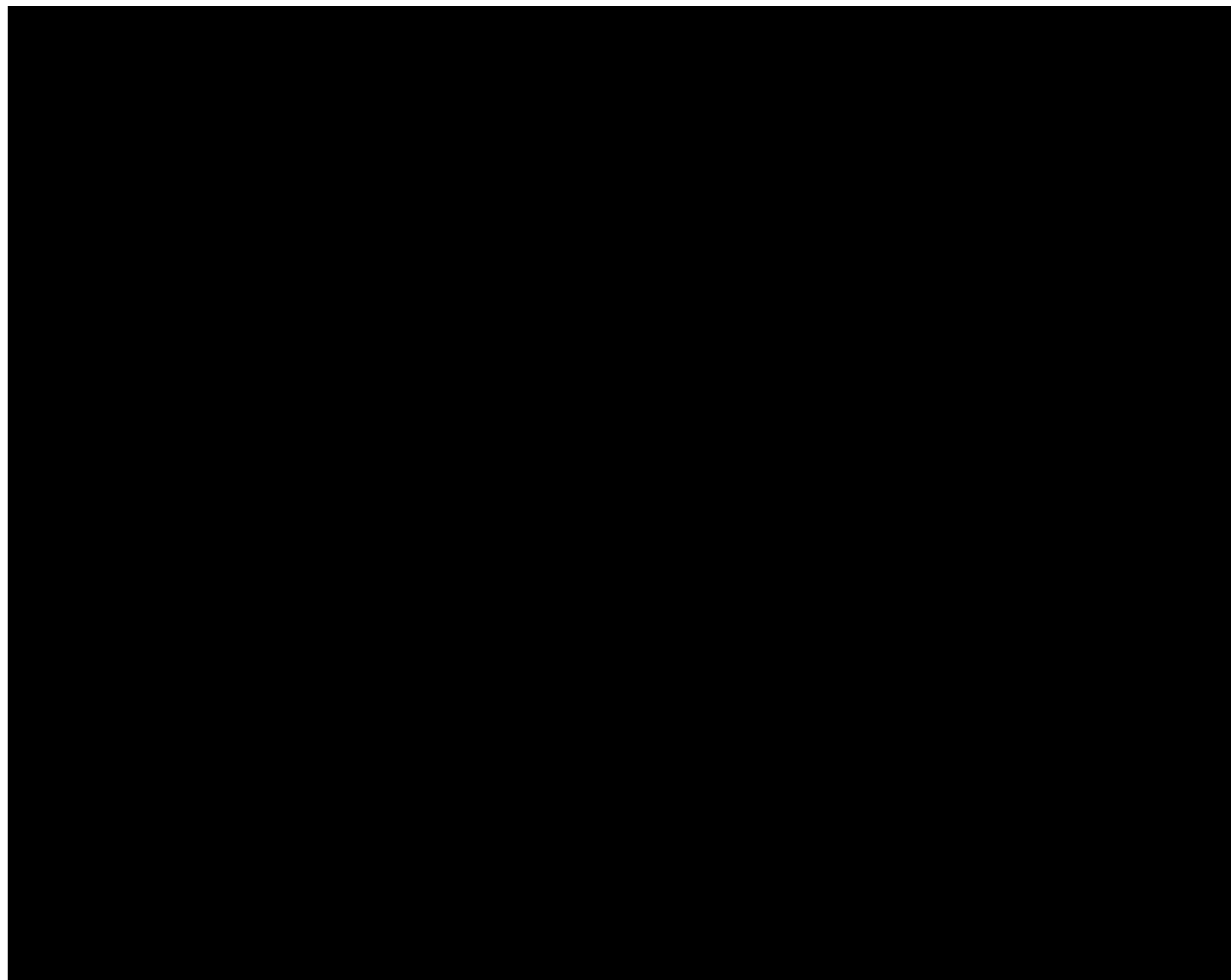
comes from several accessible repositories such as CRM interaction history, sales data, and market research.

The following figure provides a high-level data flow and system architecture diagram:



|                             |   |                   |       |
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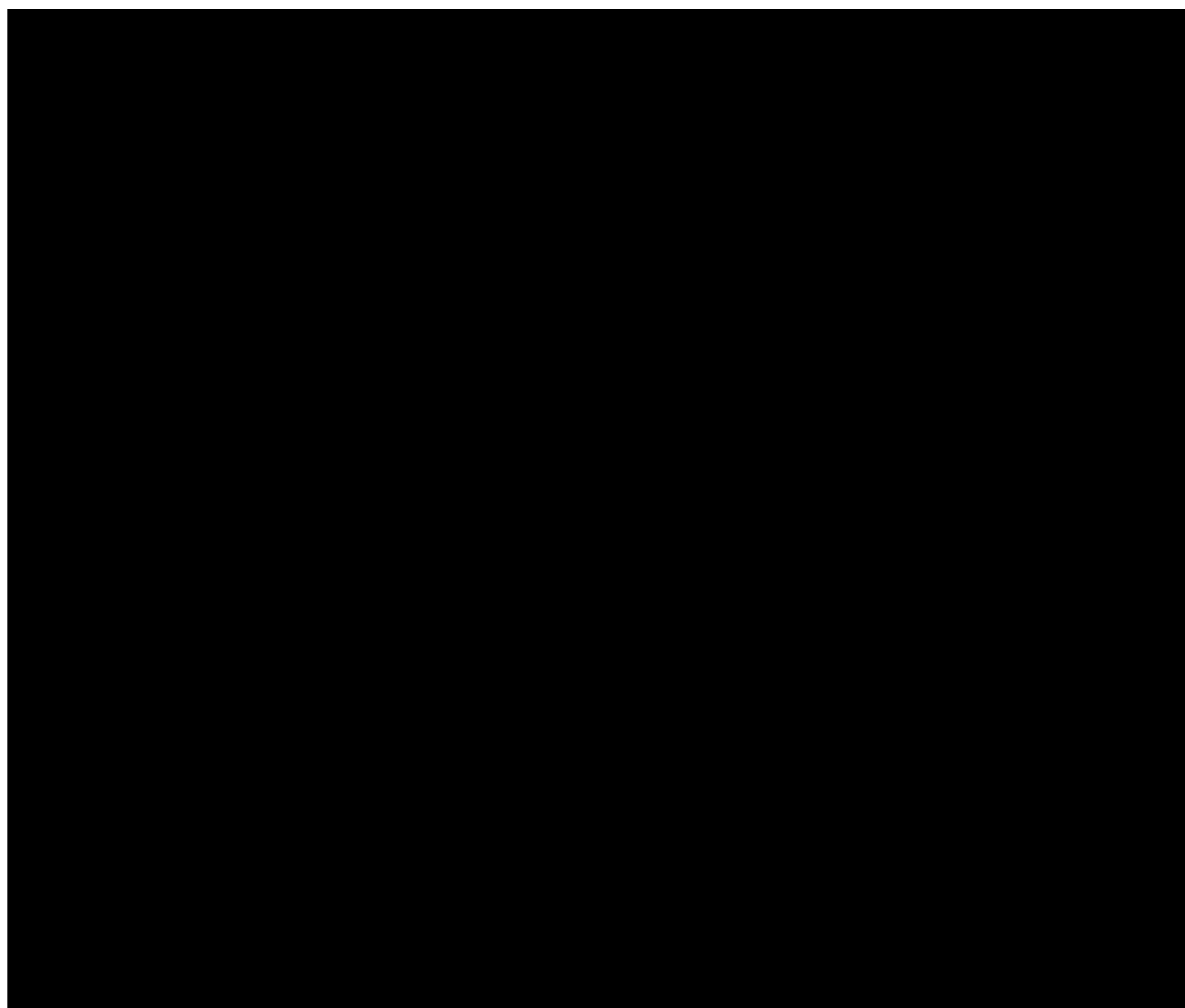
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### 3.0 PROCESS MODEL

The records will not be deleted from SalesAssist unless explicitly deleted by administrator upon review. Refer to the diagram below for the business process model:

#### Compliance Order Process model:

DocuSign will be used for approval by the HCPs. Attached is the process flow for Compliance Order



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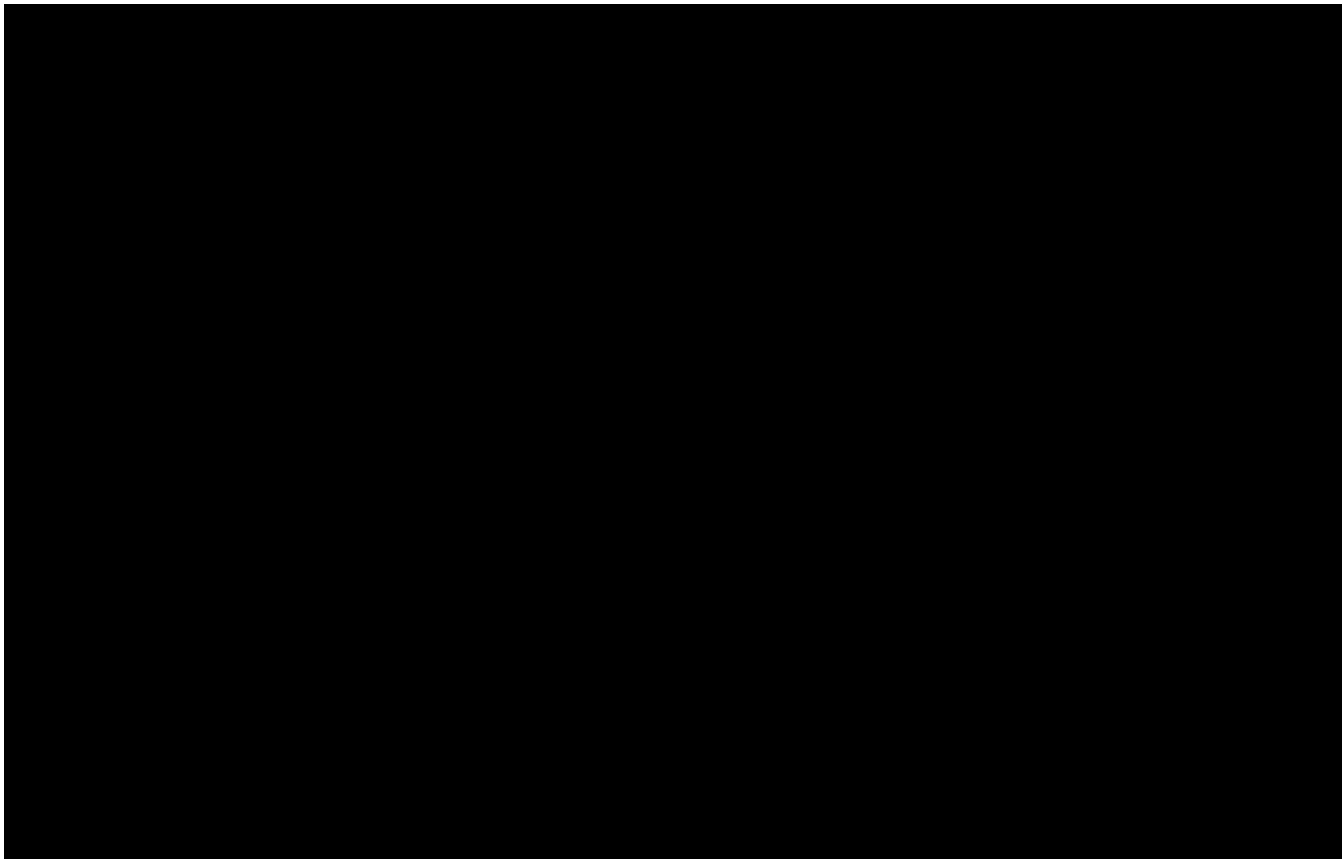
Compliance Order Process Model ~~1~~ ADCBI Interface

|                             |   |                   |       |
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## 4.0 SYSTEM ARCHITECTURE

### 4.1 System Architecture

Except for the mobile client and customer hardware (e.g., iPad, tablet, laptop), all other system components are in either a Veeva contracted data center or a Salesforce.com data center. Veeva User Interface servers run in contracted data centers. All other components run in one of Salesforce.com data centers. Figure below depicts the architecture components in more detail.



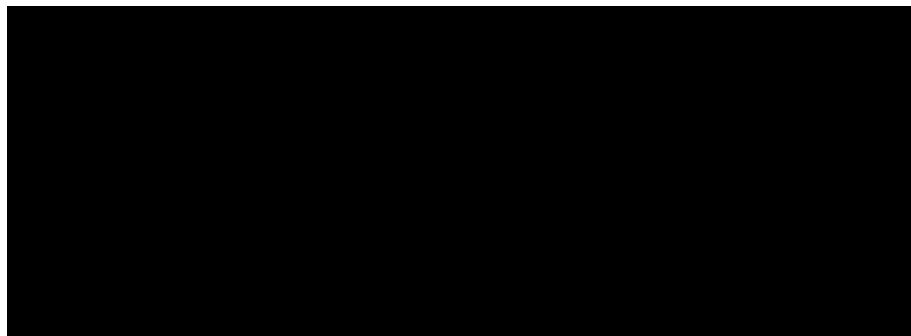
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## 4.2 Software Architecture

Veeva CRM is built upon underlying Salesforce.com architecture. See Section 4.4.2 below for the data model and schema.

### 4.2.1 SalesAssist Veeva CRM to Veeva Medical Vault Integration

The SalesAssist Veeva CRM is integrated with Veeva Medical Vault system. The Salesforce Connected App Configuration is used to enable the connection.

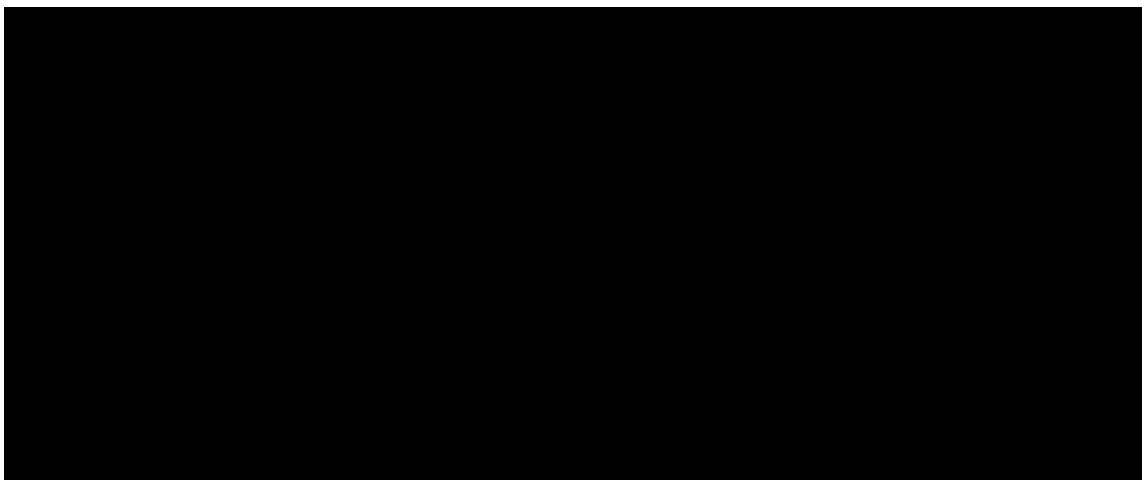


A Connected App will be used to establish the integration between SalesAssist Veeva CRM and Veeva Medical Vault system. After the CRM Intake details are submitted, fulfillment is processed.

| CRM Fields             | Veeva Medical Vault Fields |
|------------------------|----------------------------|
| Product                | Product Family             |
| Inquiry Text           | Question Text              |
| First Name             | First Name                 |
| Last Name              | Last Name                  |
| Credentials            | HCP Credentials            |
| Primary Email          | Email                      |
| Primary Address Line 1 | Address Line 1             |
| Primary City           | City                       |
| Primary State          | State / Province           |
| Primary Zip            | Postal Code                |

Once the Inquiry is fulfilled, the case status will be sent to the CRM system.

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### 4.3 Application Architecture

Application architecture is based on the underlying standard Salesforce.com architecture. See section 4.1 for the application architecture diagram.

### 4.4 Data Architecture

#### 4.4.1 Data Mapping

The below table is a mapping of existing data and how it will map to objects within the new Veeva CRM Application for HCP Channel.

| Order | Name                       | Data Source               | Target Object         | Data Classification |
|-------|----------------------------|---------------------------|-----------------------|---------------------|
| 1.    | HCO                        | Veeva Open Data           | Account               | Master              |
| 2.    | Pharmacy                   | NCPDP List                | Account               | Master              |
| 3.    | HCP                        | Veeva Open Data/<br>SHA   | Account               | Master              |
| 4.    | HCP (CDE)                  | External Source<br>(AADE) | Account               | Master              |
| 5.    | Hierarchy<br>(Affiliation) | Veeva Open Data           | Child_Account_vod__c  | Master              |
| 6.    | Address                    | Veeva Open Data/<br>SHA   | Address_vod__c        | Master              |
| 7.    | Products                   | List from SCR             | Product_vod__c        | Master              |
| 8.    | Sample SKU<br>(Lot/Serial) | CustomerHub               | Sample_Lot_vod__c     | Transactional       |
| 9.    | Sample Receipt             | CustomerHub               | Sample_Receipt_vod__c | Transactional       |
| 10.   | Sample Limit               | Business rule from<br>SCR | Sample_Limit_vod__c   | Transactional       |
| 11.   | Territory                  | List from SCR             | Territory             | Master              |

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|-----|--|-----------------------------------|---------------------------------|---------------|
| 12. | Account Alignment                        | List from SCR                     | Account_Territory_Loader_vod__c | Master        |
| 13. | User Roster                              | List from SCR                     | User                            | Master        |
| 14. | Roster Alignment                         | List from SCR                     | UserTerritory                   | Master        |
| 15. | Historical Call Activity (6 month)       | CustomerHub                       | Call2_vod__c                    | Transactional |
| 16. | Historical Samples (6 month)             | CustomerHub                       | Call2_Sample_vod__c             | Transactional |
| 17. | NRx Sales Data and NBRx Sales Data       | SHA (Source Healthcare Analytics) | MyInsights                      | Transactional |
| 18. | FSLP Weekly Sales Data                   | ADC BI                            | MyInsights                      | Transactional |
| 19. | Payer Sales Data                         | SHA (Source Healthcare Analytics) | MyInsights                      | Transactional |
| 20. | Master Data Picklists (Specialty values) | Veeva / SCR / SHA                 | Account                         | Master        |

The below table is a mapping of existing data and how it will map to Objects within the new Veeva CRM Application for POC and Gov Channel.

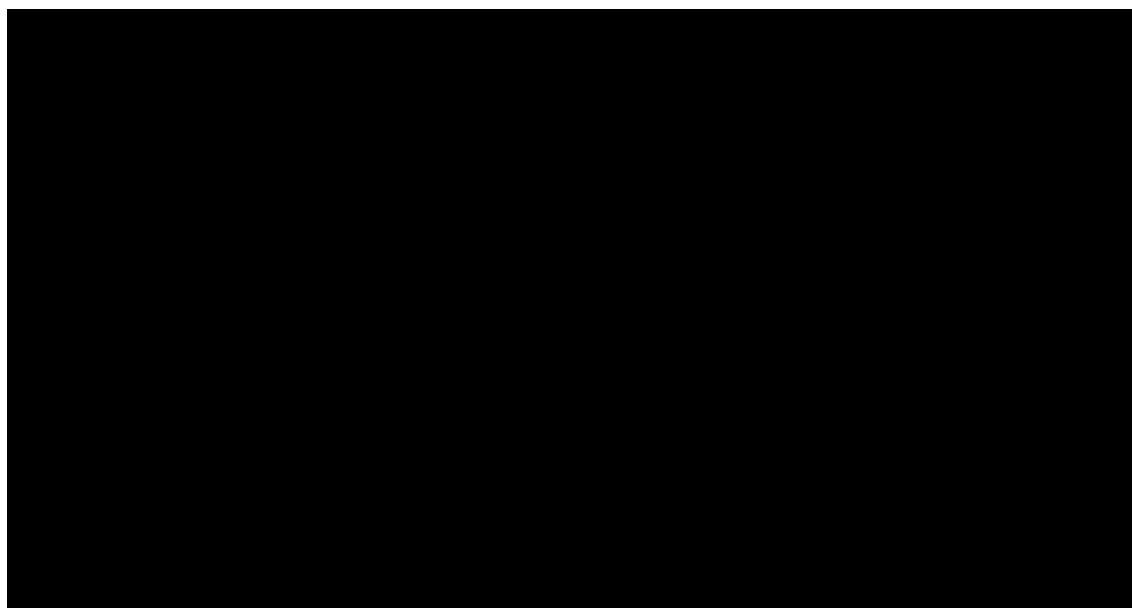
Salesforce Outlook Email Plug-In will be used to upload the emails from Outlook to SalesAssist.

| Order | Name                                     | Data Source             | Target Object  | Data Classification |
|-------|--|-------------------------|--|---------------------|
| 1.    | HCO                                      | Veeva Network/POC SFDC  | Account  | Master              |
| 2.    | HCP                                      | Veeva Network/ POC SFDC | Account  | Master              |
| 3.    | Non HCP                                  | Veeva Network/ POC SFDC | Account  | Master              |
| 4.    | Hierarchy (Affiliation)                  | Veeva Network           | Child_Account_vod__c   | Master              |
| 5.    | Address                                  | Veeva Network           | Address_vod__c   | Master              |
| 6.    | Products                                 | POC SFDC/myADClint      | Product_vod__c   | Master              |
| 7.    | Territory Alignment                      | CDI Team                | UserTerritory  | Master              |
| 8.    | Account Alignment                        | CDI Team                | Account_Territory_Loader_vod__c  | Master              |
| 9.    | Contract data                            | POC SFDC                | C_P_Contract__c,<br>C_P_Compliance_Comment__c,<br>C_P_Compliance_History__c,<br>C_P_Members__c | Master              |
| 10.   | Historical Activity data(Email and Call) | POC SFDC                | Call2_vod__c   | Transactional       |
| 11.   | Direct Sales                             | Model N/ADCBI           | Hospital_Sales_Data__c<br>/POC_Sales_Objects__c/<br>MyInsights                                 | Transactional       |

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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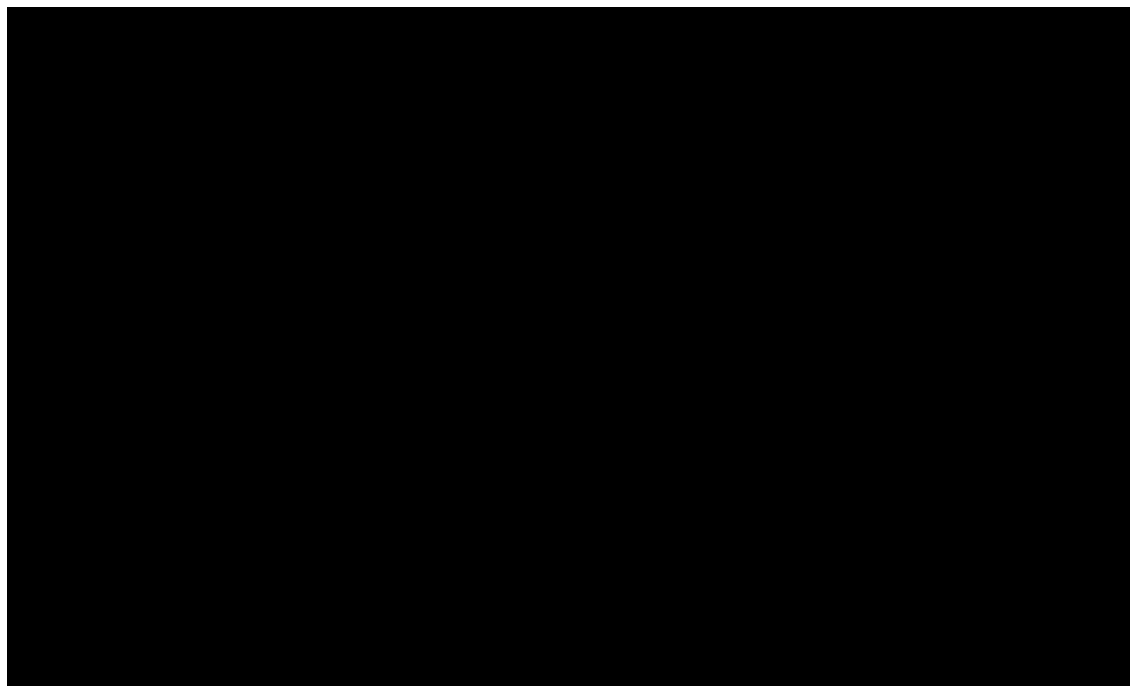
| Order | Name              | Data Source   | Target Object  | Data Classification |
|-------|-------------------|---------------|--|---------------------|
| 12.   | InDirect Sales    | Model N/ADCBI | Hospital_Sales_Data__c<br>/POC_Sales_Objects__c/<br>MyInsights | Transactional       |
| 13.   | Compliance Orders | myADCLink     | MyInsights   | Transactional       |

The table below is a mapping of Veeva CRM metadata fields to Veeva PromoMats metadata fields for the CLM integration.



The table below is a mapping of Veeva CRM metadata fields to Veeva PromoMats metadata fields for the Approved Email integration.

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
| Application Name & Acronym: | SalesAssist Veeva CRM   | App Inventory ID: | 14241 |
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#### 4.4.2 Schema and Data Model

Below are the sales Assist Schema Library and Transformation Template. Note that the data model (as a diagram) is not currently provided due to size but it is referenced in the attached .png files in Section 4.0; however, please see schema library for mapping and Transformation Template.

IDL\_Schema\_Library.xlsx

Configuration  
Workbook.xlsx

Transformation\_Template.xlsx

Transformation\_Tem  
plate.xlsx

#### 4.4.3 Data Integrity

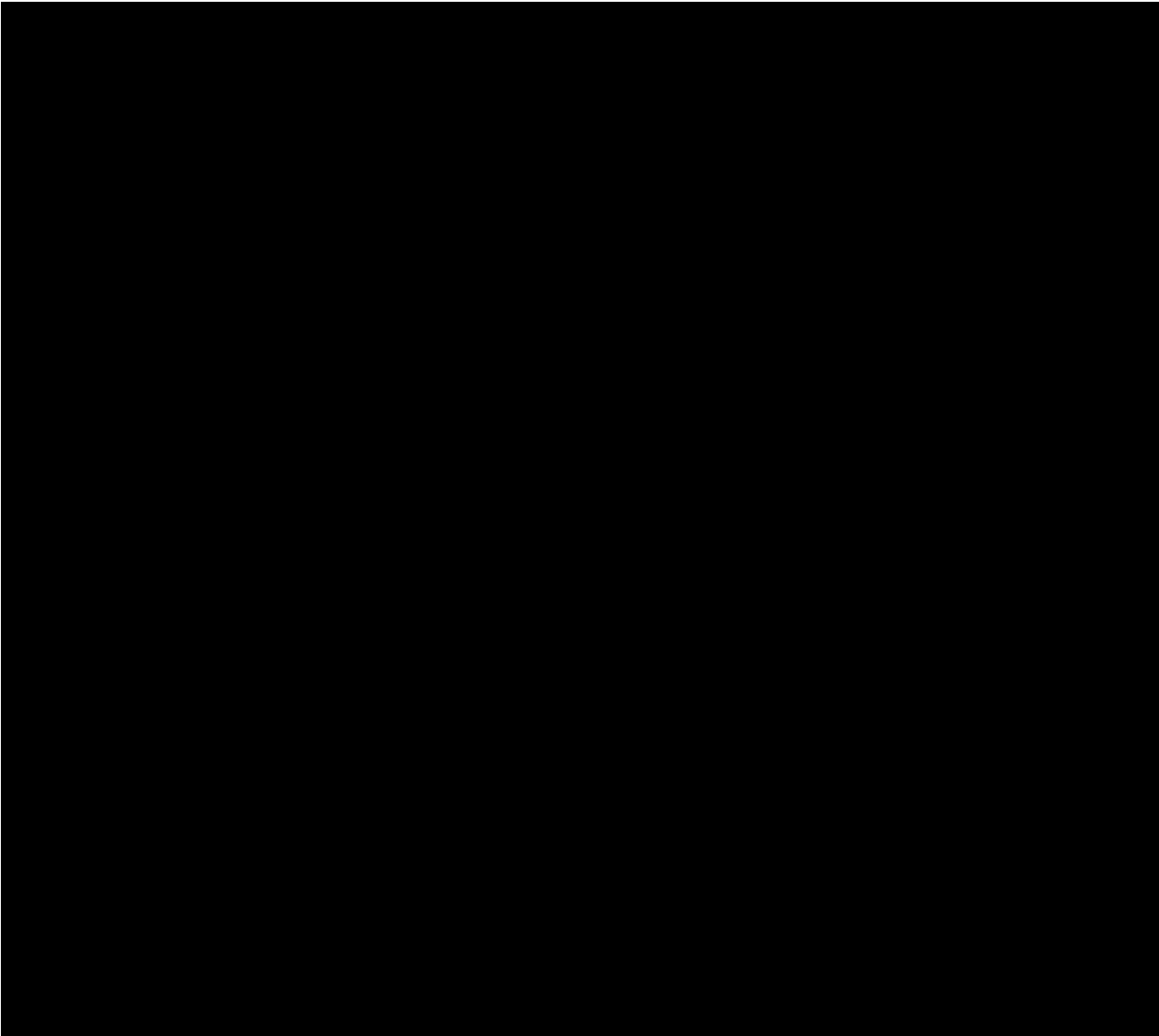
Refer to attached PDF for the eRIM assessment (*embedded below*) for data integrity and architecture.

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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[COM-18-00102-ADD-001]  
SalesAssist

4.5     **Interface Architecture**

When HCP submits the sample request from the website, the request comes to SalesAssist to create a record in the NCO Staging object. To process the data, applying the business rules to automate the Compliance order creation in SalesAssist. This includes updating the Account object for the compliance order status and the primary email address.



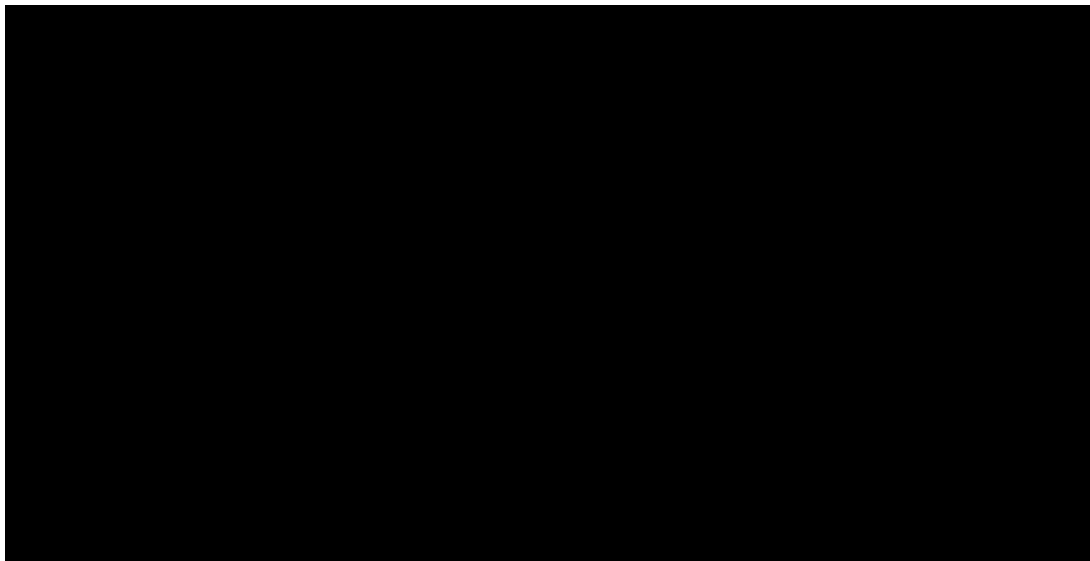
|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
| Application Name & Acronym: | SalesAssist Veeva CRM   | App Inventory ID: | 14241 |
| Document ID:                | COM-18-00102-ADD-001  | Document Version: | 3.0   |
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#### 4.6 ADCBI Architecture

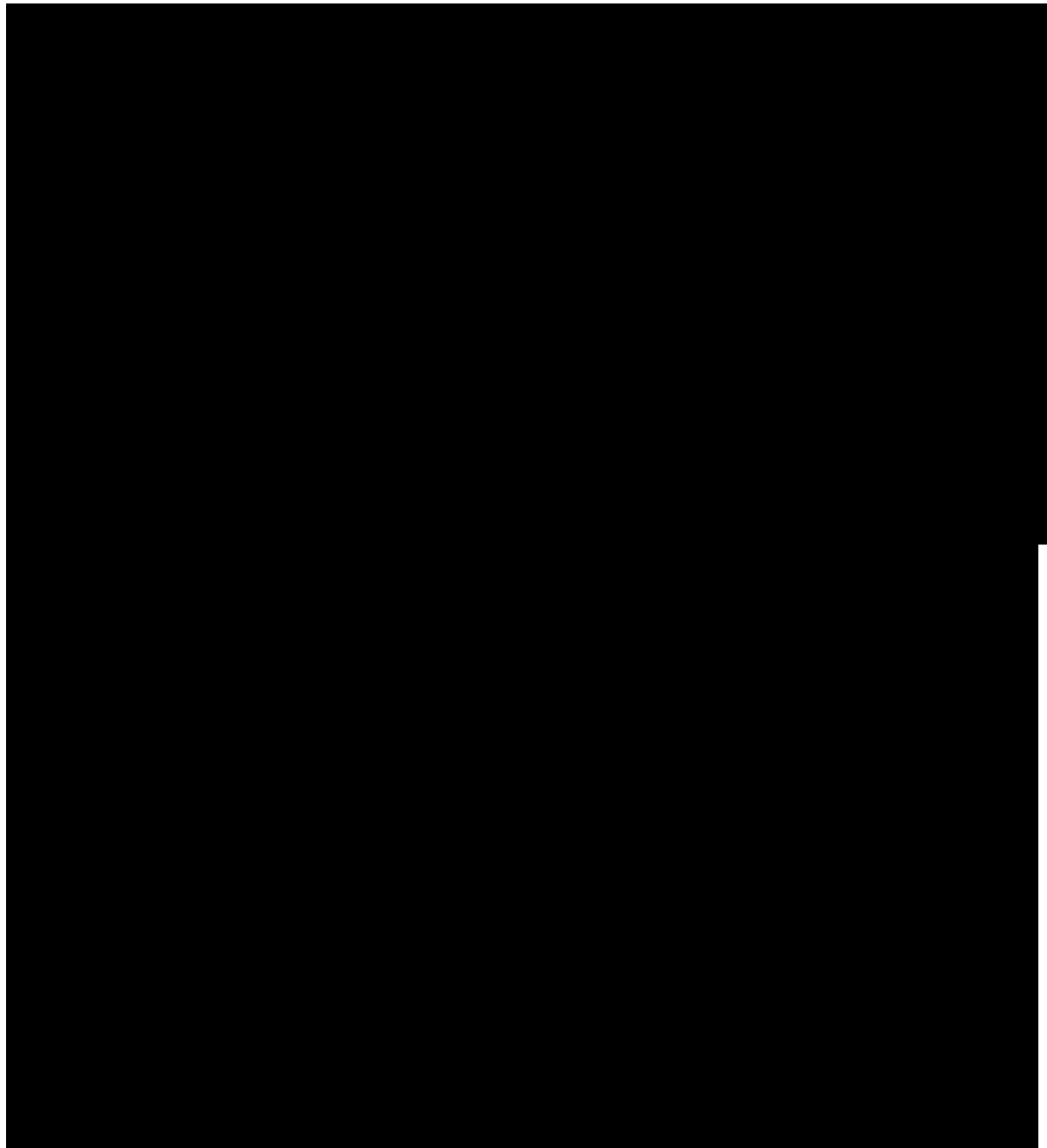
SalesAssist (Product- Veeva-CRM) application uses ADCBI internal interface (ADCBI uses the Informatica ETL Tool to extract the data from SalesAssist) for shipment processing of compliance orders. New orders will be sent to XL group (Virtualforge) via ADCBI and ADCBI will add Shipment Header, Line Item and Packing Slip info in SalesAssist for the Orders. The process is implemented through extract, load and transform operation of the files received from XL Group.

The ADCBI order jobs are scheduled to run daily (four batches) to extract the new orders from MyADCLink/SalesAssist sales force application and transfer to XL Group external vendor. The order files will be placed in the ftp server and XL Group will pick the files from the ftp server for processing using external interfaces. The XLG will process the orders and returns the shipment files to ADCBI with status. ADCBI jobs will update the shipment status in MyADCLink/SalesAssist application using SFDC API so that the sales reps can track their orders.

ADCBI scheduled jobs store in ADCBI Oracle staging tables to process order and shipments in MyADCLink/SalesAssist application. ADCBI extracts new orders from MyADCLink and SalesAssist applications in separate schedules. XL Group will process shipment for both MyADCLink and SalesAssist orders and provide shipment in single file.



|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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**5.0 ADCBI DESIGN CONSIDERATIONS**

**5.1 Assumptions**

The following are the assumptions on Complaints orders sourced from SalesAssist:

|                             |   |                   |       |
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- All the validations in the MyADCLink mappings to XL group flat file will remain as is. The same validations will be applied for SalesAssist mappings to XL group flat files.
- SalesAssist should not change objects used in mapping including attributes, data type and length and granted with write permissions for ADCBI interface.
- All ETL operations between MyADCLink to XL Group flat files constitute same for SalesAssist ETL operations including logical operations.
- Packaging slip name contain ~~XL~~ReferenceId\_COParentOrder format. XLReferenceId will be used for retrieving compliance order reference to attach the packing slip pdf to the compliance order in SalesAssist.
- Package Slip is processed only for SalesAssist Orders.
- XL Shipment files include shipment info for both orders from MyADCLink and SalesAssist.
- ADCBI sends Order extracts from MyADCLink and SalesAssist separately in different schedules.
- All the File format used in SalesAssist & MyADCLink ETL implementation will remain same.

## 5.2 Dependencies

The following are the dependencies on SalesAssist application:

- SalesAssist Application is available for sending Orders to XL Group and for transferring the shipment/lot details from XL Group.
- Informatica SFDC Connector is used to import the source object definition and extract the data from source system.

## 5.3 General Constraints

### 5.3.1 ETL Process Flow (SalesAssist)

This section describes the process of loading data from Sales Assist to XL Group and vice versa

#### 5.3.1.1 SalesAssist to XL Group Order Extraction

Workflows Wkf\_SalesAssist\_ORDERHEADER\_2\_XL\_FF\_R1 and Wkf\_SalesAssist\_ORDERLINEITEM\_2\_XL\_FF\_R1 used to generate Order extract files and send to XL Group

#### 5.3.1.2 XL Group Shipment Files to SalesAssist/MyADCLink

Workflows Wkf\_FF\_2\_STG\_ADCLINK\_SHIPMENTHDR and Wkf\_FF\_2\_STG\_ADCLINK\_SHIPMENTLINEITEM used to load shipment header and shipment line item details in SalesAssist/MyADCLink.

Workflow Wkf\_FF\_2\_STG\_ADCLINK\_SHIPMENTHDR contain below sessions.

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
| Application Name & Acronym: | SalesAssist Veeva CRM   | App Inventory ID: | 14241 |
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- s\_FF\_2\_STG\_ADCLINK\_SHIPMENTHDR inserts data into ShipmentHeader\_\_c and updates status in ProductShipmentRequest\_\_c in MyADCLink
- s\_FF\_2\_STG\_SALES\_ASSIST\_SHIPMENTHDR inserts data into ShipmentHeader\_\_c and updates status in ProductShipmentRequest\_\_c in SalesAssist
- s\_XLG\_ADCLINK\_ShipmentHeader\_Err\_Count and s\_XLG\_ADCLINK\_ShipmentHeader\_Err\_Tracking used to log error details of validation procedures in adc\_myadclink\_shipment\_errorrecords.txt file.

Wkf\_FF\_2\_STG\_ADCLINK\_SHIPMENTLINEITEM contains below sessions

- s\_FF\_2\_STG\_ADCLINK\_SHIPMENTLINEITEM inserts data into Shipment\_Line\_Item\_\_c and updates status in ProductShipmentRequestDetail\_\_c in MyADCLink
- s\_FF\_2\_STG\_SALES\_ASSIST\_SHIPMENTLINEITEM inserts data into Shipment\_Line\_Item\_\_c and updates status in ProductShipmentRequestDetail\_\_c in SalesAssist
- s\_XLG\_ADCLINK\_ShipmentLineItem\_Err\_Count and s\_XLG\_ADCLINK\_ShipmentLineItem\_Err\_Tracking used to log error details of validation procedures in adc\_myadclink\_shipmentLineitem\_errorrecords.txt file

### 5.3.1.3 Package Slip Load

Workflow wkf\_FF\_2\_SalesAssist\_PACKAGESLIP insert Package Slip details against the Order in SalesAssist

### 5.3.1.4 XL Group Lot Master to SalesAssist/MyADCLink

Workflow Wkf\_FF\_2\_STG\_ADCLINK\_LOTMASTER insert Lot and SKU details

### 5.3.1.5 XL Group Error Header to SalesAssist/MyADCLink

Workflow wkf\_XLG\_2\_MYADCLINK\_FF\_XLG\_ERR\_HDR insert error details into ShipmentHeader\_\_c and update ProductShipmentRequest\_\_c object in SalesAssist.

### 5.3.1.6 XL Group to Sample Lot/Receipt to SalesAssist

Workflow wkf\_FF\_2\_STG\_SALESASSIST\_SAMPLES contains below sessions:

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
| Application Name & Acronym: | SalesAssist Veeva CRM   | App Inventory ID: | 14241 |
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- m\_FF\_2\_STG\_SALESASSIST\_SAMPLE\_LOT\_VOD\_C inserts data into sample\_lot\_vod\_c from xlg\_myadclink\_shipment\_LineItem
- m\_FF\_2\_STG\_SALESASSIST\_SAMPLE\_RECEIPT\_VOD\_C inserts data into sample\_receipt\_vod\_c from xlg\_myadclink\_shipment\_LineItem and xlg\_myadclink\_Shipment\_Header.

### 5.3.2 Data Sources and Access Mechanisms

| Data Source Name | Data Source Type | Access Method  |
|------------------|------------------|----------------|
| SalesAssist      | SalesAssist CRM  | SFDC Connector |
| ADCBI            | RDBMS            | Relational DB  |

### 5.3.3 Parameter Files

Following Parameter files are utilized for the successful runs of Workflows.

- ADCBI\_MYADCLINK.param
- ADCBI\_MYADCLINK\_ORDER.param

### 5.3.4 Job Scheduling

All the ETL jobs are scheduled via Autosys daily. See Appendix B for details.

## 5.4 Goals and Guidelines

### 5.4.1 ADCBI Environment

**Data Warehouse:** Oracle 11g

**ETL:** Informatica 10.2

### 5.4.2 Informatica Environment

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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| Env  | Repository  | Description   |
|------|-------------|---|
| DEV  | PC_REP_DEV  | Folder/Repository used for development and Design of code |
| QA   | PC_REP_QA   | Folder/Repository used for Validation testing             |
| PROD | PC_REP_PROD | Folder/Repository used for Production execution           |

### 5.4.3 Unix Environment

| Unix Path  | Description  |
|--|--|
| /nas_mount/adc_bi/Informatica/Autosys/scripts/MyAdcLink      | Folder used for creating and storing the scripts that are triggered by Autosys |
| /nas_mount/adc_bi/Informatica/SrcFiles/ParamFiles            | Folder used for Parameter File   |
| \$PMWorkflowLogDir/Adc/BI/Workflow Logs/                     | Folder used for Workflow Logs  |
| /nas_mount/adc_bi/Informatica/SrcFiles/MyAdcLink/Integration | Folder for Source Files  |
| /nas_mount/adc_bi/Informatica/TgtFiles/MyAdcLink/            | Folder for Target Files  |

### 5.4.4 Oracle Environment

| Environment | Database  | Description                          |
|-------------|-----------|--------------------------------------|
| DEV         | ADCBIDEV  | Database for Development Environment |
| QA          | ADCBITST  | Database for QA Testing Environment  |
| PROD        | ADCBIPROD | Database for Production Environment  |

### 5.4.5 Development Methods

Source to Target mapping specification is maintained in **Source to Target Mapping Specifications** which provides column level mapping between source and target objects. This Section provides object or ETL level specification of mapping between source and target.

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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| Document ID:                | COM-18-00102-ADD-001  | Document Version: | 3.0   |
| Document Title:             | System Architectural Design Document and Configuration Item Inventory (CII) / Software Detailed Design Description document |                   |       |

S2T SALES ASSIST  
MAPPING.xlsx

## 6.0 MODULES/COMPONENTS

N/A

## 7.0 FUNCTIONS

### 7.1 Input

N/A

### 7.2 Output

N/A

### 7.3 Messages/Diagnostics/Alarms

N/A

### 7.4 Help

N/A

### 7.5 Error Handling

N/A

### 7.6 Maintenance

N/A

## 8.0 SECURITY

### 8.1 Data Center Security

Veeva has partnered with internationally recognized suppliers of Infrastructure as a Service (IaaS), including Nippon Telephone and Telegraph (NTT), Equinix, and AWS to provide infrastructure in a managed hosting model. Veeva utilized IaaS vendors where the vendor supplies and manages all server hardware including storage arrays.

Veeva's applications (e.g., CRM, Vault, Network MDM) are deployed in a secure managed hosting environment that leverages a predesigned security and network architecture. Access to this area is limited to select, authorized employees. Racks may be physically shared by multiple customers, but the network and cabling architecture is designed such that a given customer will only be connected to their own secured network and secure framework.

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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Veeva data centers are Tier 3+ facilities, which are certified (depending on region) against established standards such as SSAE 16 and/or ISO27001. SOC reports and/or ISO certification can be requested for the data center(s) of interest. Veeva's Technical Operations group, responsible for the availability, security, and maintenance of the infrastructure, oversees the vendor's activities and performs assessments of the vendors. Consult the *Veeva Technical Operations Overview* ([QV-05377](#)) for additional details on data center security and Business Continuity/Disaster Recovery.

## 8.2 System / Application Security

Access to Veeva internal business systems as well as customer environments is strictly controlled. Veeva employees and contractors are granted systems access based on the principle of least privilege. Access is added during onboarding and removed per employee exit procedures. An access review is also triggered whenever personnel change job functions, and at least once per quarter for privileged accounts. Access is terminated on the last day of employment or prior for departing personnel.

## 8.3 Security Requirements

The Veeva CRM application leverages the Salesforce.com platform and does not provide supplemental functionality. Personalization and customization in Salesforce.com relies on the security permissions of the individual user. These security settings are described in sections 5.4.1 and 5.4.2 below. In combination, however, they give users and groups the freedom (or restriction) to create their own views of any object or data in the system, define and publish their own reports or dashboards and customize the UI to their needs.

## 8.4 Profiles, Roles, and Rules

There are few limitations from the point of Salesforc.com as to how customized the application will appear to each user. Instead, it will come down to the customer determining what makes the most sense from a business and administrative point of view.

*Profiles* - A profile defines what object types are available for creating, viewing, editing, and deleting by a user. All users must be assigned exactly one profile.

*Field-Level Security* - Additionally, with Salesforce.com field-level security, an external user may be restricted from seeing specific fields within a Sample object.

*Roles* - A role defines a hierarchy of which instances of data are visible to a user. Roles are arranged in a hierarchy, and a user may be assigned to a role when the user login is created. Roles inherit all access granted by their subordinates. If roles are not used, access reverts to profiles, and users can view all data within the system by object and field level security that is enabled by their profile.

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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*Sharing Rules* - Sharing rules are a capability that relaxes the security model created by the matrix of Profiles and Roles. Basically, they are exceptions to the rules, and may grant create / reads / edit / delete access to objects that otherwise would not be possible with the defined Profile and Role matrix. Sharing rules are usually only required when both Profiles and Roles are enabled, and it is not unusual for an organization to only use profile-based security.

- **Login:**
  - o System shall allow users to login to Veeva App and Online via Single Sign on. Admins can still use standard Salesforce Login feature to login to the Veeva CRM Sales Assist App and Online.

| Profile/Permission Set Name            | Description  |
|--|--|
| ADC - Sales                            | Baseline profile to support Diabetes Sales users. Provides standard access to Account, Address, Call, Call Sampling, Change Request, and Reporting functionality.        |
| ADC - Sales Manager                    | Baseline profile with additional functionality for using Coaching Reports for Diabetes Sales Managers.   |
| ADC - Standard User                    | Baseline profile for Abbott Home Office Users. Provides additional access and permissions to objects such as Data Change Requests, Support Requests, and Survey modules. |
| System Administrator                   | standard Salesforce.com System Administrator. Provides all access to objects and Veeva data model.   |
| ADC_Advanced_Coaching_Reports_Designer | Administrative permission set to support Coaching Report design and maintenance  |
| ADC_CLM_Integration_User               | Administrative permission set to allow assigned users integration level access to Veeva's CLM object model.  |
| ADC_CLM_User                           | Baseline permission set to support end user permissions for Veeva CLM functionality. Future Abbott capability  |
| ADC_MyInsights_Admin                   | Administrative permission set that provides access to Veeva Analytics data model   |
| ADC_Sample_Administration_User         | Administrative permission set for sample compliance users  |
| ADC_Sample_Integration_User            | System level permission set that provide full modify all permissions to Veeva's Sample data model  |
| ADC - Gov                              | Baseline profile to support Gov channel users. Provides standard access to Account, Address, Call, Change Request, and Reporting functionality.                          |
| ADC - Gov Manager                      | Baseline profile to support Gov channel managers. Provides standard access to Account, Address, Call, Change Request, and Reporting functionality.                       |
| ADC - POC                              | Baseline profile to support POC channel users. Provides standard access to Account, Address, Call, Change Request, and Reporting functionality.                          |
| ADC - POC Manager                      | Baseline profile to support POC channel managers. Provides standard access to Account, Address, Call, Change Request, and Reporting functionality.                       |
| ADC - DSPL                             | Baseline profile to support DSPL. Provides standard access to Account, Address, Call, Change Request, and Reporting functionality.                                       |

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
| Application Name & Acronym: | SalesAssist Veeva CRM   | App Inventory ID: | 14241 |
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|                   |  |
|-------------------|--|
| ADC DSPL Managers | Baseline profile to support DSPL managers. Provides standard access to Account, Address, Call, Change Request, and Reporting functionality.                            |
| ADC - ISS         | Baseline profile to support customer service calls. Provides standard access to all Accounts, Address, Contracts and Reporting functionality.                          |
| ADC DSA Sales     | Baseline profile to support DSAs. Provides standard access to Account, Address, Call, Change Request, and Reporting functionality.                                     |
| ADC - Sampling    | Baseline profile to support Compliance reconciliation. Provides access to only Inventory, no account level access  |
| ADC - Kaiser      | Baseline profile to support Kaiser channel users. Provides standard access to Account, Address, Call, Change Request, and Reporting functionality.                     |
| ADC - MSL         | Baseline profile to support Abbott Medical Science Liaison (MSL). Provides standard access to KOL Account, Address, Call, Change Request, and Reporting functionality. |

## 8.5 Access, Identification, Authentication and Authorization

SalesAssist Veeva CRM is a SaaS solution built on top of Salesforce.com. Salesforce is responsible for managing their database, security, Access, and Infrastructure services. It is a Single Sign On (SSO), users are using the Abbott email address as Federation ID to login to the application. If user is having Active Abbott email address, and their user record is active in SalesAssist, they should be able to access the SalesAssist system.

## 8.6 Audit and Accountability

In SalesAssist, we have enabled the "Field Audit Trail" for the important key data attributes which is relevant for our business process, and this will be available in our SalesAssist system including the users audit history like Last Login date and time and username.

## 8.7 Event Logging and Incident Response

N/A

## 8.8 Security assessment

N/A

## 8.9 Physical Security

N/A

## 8.10 Malware Protection

N/A

## 8.11 System Hardening

N/A

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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## **8.12 Notification for Cybersecurity Breach**

N/A

## **8.13 System and Communication Protocol and Data Controls**

N/A

## **8.14 Configuration and Architecture**

Refer to Section 4.0 for Architecture details.

Refer to Schema Library spreadsheet in Section 4.4.2 for CII details.

# **9.0 OPERATING MODES**

## **9.1 Manual**

N/A

## **9.2 Automatic**

N/A

# **10.0 CUSTOM CODE AND CONFIGURATION FILE NAMES**

## **10.1 Custom Code**

SA%20Custom%20Code%20details.xlsx

## **10.2 Configuration File Names**

Refer to Schema Library spreadsheet in Section 4.4.2 for Configuration file details

# **11.0 CONFIGURATION ITEM INVENTORY (CII)**

## **11.1 SalesAssist**

Refer to Schema Library spreadsheet in Section 4.4.2 for CII details.

## **11.2 ADCBI**

### **11.2.1 Software Application Configuration Items**

The following items could impact application functionality:

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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| Item  | Description   | Version   | System Identifier   |
|---|---|---|---|
| Oracle ADCSFA Database 11g<br>Database name: ADCSFA | Oracle ADCSFA Database 11g<br>Database name: ADCSFA | Oracle ADCSFA Database 11g<br>Database name: ADCSFA | Oracle ADCSFA Database 11g<br>Database name: ADCSFA   |
| Informatica   | Informatica power Center                            | 10.2  | Repository name: PC_REP_PROD<br>Sever Name: CUC001233P<br>Oracle Connection: ADCBI_STG<br>SalesAssist Connection: ADC_25_SFDC_INFA_SALES_ASS IST  |
| SalesAssist   | SalesAssist Veeva CRM                               | V1  | The following items impact:<br>ProductShipmentRequest__c<br>ProductShipmentRequestDetail__c<br>ShipmentHeader__c<br>Shipment_Line_Item__c<br>SKULOT__c<br>Product_vod__c<br>Product2<br>Lot__c<br>ContentVersion<br>ContentDocumentLink<br>User<br>Call2_vod__c<br>Call2_Sample_vod__c<br>Account<br>Product_vod__c<br>Call2_Sample_Cancel_vod__c<br>Sample_Lot_vod_c<br>Sample_Receipt_vod_c |

### 11.2.2 Network Architecture Configuration Items

The following items could impact application functionality:

| Item           | Description    | Version        | System identifier |
|----------------|----------------|----------------|-------------------|
| Not Applicable | Not Applicable | Not Applicable | Not Applicable    |

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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### 11.2.3 Security/Authentication Configuration Items

The following items could impact application functionality.

| Item           | Description    | Version        | System identifier |
|----------------|----------------|----------------|-------------------|
| Not Applicable | Not Applicable | Not Applicable | Not Applicable    |

### 11.2.4 Storage Setting Items

The following items could impact application functionality

| Item            | Description         | Version | System identifier                                 |
|-----------------|---------------------|---------|---|
| Oracle Database | Data Storage 9.6 TB | 11g     | Database name:<br>ADCSFA<br>Server Name: UQ00140P |

### 11.2.5 Database Setting Items

The following items could impact application functionality.

| Item            | Description         | Version | System identifier                                 |
|-----------------|---------------------|---------|---|
| Oracle Database | Data Storage 9.6 TB | 11g     | Database name:<br>ADCSFA<br>Server Name: UQ00140P |

#### Database Server Details:

Oracle Database 11g Enterprise Edition Release 11.1.0.7.0 -64bit

Linux : Linux 2.6.18-419.el5

Processor : x86\_64

RAM : 55 GB

Database size : 9.6 TB

Processor : 4

## 12.0 PERFORMANCE/PERFORMANCE CONSIDERATIONS

Veeva's performance monitoring calculations are measured per quarter, and are categorized using the following metrics, based on Gartner's Application Performance Management (APM) model:

- End User Experience
- Business Transactions

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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Various business transactions are tested using a synthetic test and are representative of server and network capacity. Note that this does not consider human time to read and scroll through a webpage.

This transaction tests the time taken to log into Salesforce.com, go to My Accounts, select a Medical Rep, Open an Account (Representative), click on Log a Call, and sign out. The average time is aggregated for each month across the geographic locations.

## 13.0 RESILIENCY

### 13.1 Availability

Availability measures the percentage of time the service is available to end users. Availability is more than the percentage of time Abbott org is operational, the status of our instance on Salesforce Trust, or how quickly a page loads. No matter which product we use, how large our company is, or what industry we are in, focusing on availability means that we can consistently support our own customers and their needs with minimal unplanned interruptions. Consistent availability makes for a more positive user experience while increasing our impact.

This Trust site provides details of the Salesforce Platform availability: <https://trust.salesforce.com/>

### 13.2 Backups

Veeva CRM stores all the data on the Salesforce.com platform. Backup and recovery would be based on Salesforce.com's cloud architecture and access to that architecture. Salesforce.com's cloud architecture sits on Amazon web servers at multiple different data centers world-wide.

Data stored on Amazon infrastructure is redundantly stored in multiple physical locations within a geographic region as part of normal operation of those service. Salesforce.com manages the backup process with a 90-day retention.

Salesforce.com allows the Salesforce.com designated Administrator to download and backup data via a data export: The document referenced, Export Backup Data from Salesforce, [here](#) will be adhered to for backing up data and securing data. The data will be stored securely and in accordance with Abbott policy guidelines.

### 13.3 Restore Testing

Veeva CRM is standard out of the box product. Standard Veeva CRM failover policy applies (from section 12 above describing disaster recovery) in case of any failovers.

The table below depicts the possible failover scenario for each geographic region:

| Production (Primary) | Failover (DR)        |
|----------------------|----------------------|
| US-EAST-2 (Ohio)     | US-EAST-1 (Virginia) |

|                             |   |                   |       |
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|                                 |                        |
|---------------------------------|------------------------|
| US-WEST-2 (Oregon)              | US-EAST-2 (Ohio)       |
| US-WEST-1 (Northern California) | US-EAST-2 (Ohio)       |
| EU-CENTRAL-1 (Frankfurt)        | EU-WEST-1 (Dublin)     |
| AP-NORTHEAST-1 (Tokyo)          | AP-NORTHEAST-2 (Seoul) |

Each data center can act as a Primary or Failover location. A Primary location has one or more active production PODs that support live customer environments. This location is chosen based on geographic separation and acts as the Failover site for the Primary location. AWS published SOC reports outlining their infrastructure controls.

Using readily available, commoditized servers supplied by our IaaS vendors, Veeva PODs are architected to run as a standalone Veeva CRM application environment. Each POD is allocated to support a set of customers. Horizontal scalability and performance benefits are achieved by adding server capacity to a POD or adding new PODs as necessary.

Individual PODs consist of the following components:

Java Java is an object-oriented language that will run on many different platforms. It is widely used for applications development. The CRM product code is largely written in Java.

Apache Tomcat Tomcat is an open source Java Application Server. It allows for deployment of Java code to create Web based applications. Tomcat serves the CRM application to end user browser clients.

NGINX NGINX is an open-source, high-performance HTTP (Web) server. CRM uses NGINX to load balance between two Tomcat application servers.

RDS This is Amazon's version of MySQL. It is created to scale and provides support for high availability. RDS is setup to support failover across regions.

Spring Framework The Spring Framework is an open-source application framework for the Java platform.

It is important to note that even though the primary data center is assumed to be completely offline during a catastrophic failure in the regional data center, portions of the Veeva CRM application will function normally, minimizing impact to end users.

Service disruption, by architectural component, would be as follows:

Mobile Clients (Vmobile, iRep) - No disruption. Application functions normally, but is unable to sync to the Force.com platform. CLM content that was downloaded to an iRep client during a previous synchronization is fully functional.

Online User Interface: Moderate disruption - Customer is not able to access the specific components of the online UI, but data is available from the Force.com environment, integration APIs, and standard reports are still fully operational.

|                             |   |                   |       |
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1/2 User Interface/Sync Server: Moderate disruption - The online UI components and Mobile UI synchronization unavailable until recovery operation is complete.

1/2 Veeva Analytics/CLM Content Server - Major disruption. VInsights Analytics unavailable until the recovery operation is complete.

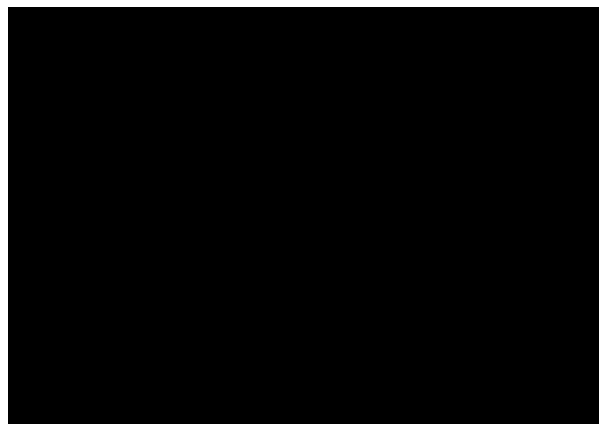
### 13.4 Disaster Recovery

Veeva CRM stores all the data in Salesforce.com. and disaster recovery procedures for Salesforce.com should be followed ~~as~~ described in Section 11.0.

An important aspect of Veeva's Disaster Recovery strategy is the implementation of a scalable POD (Point of Delivery) architecture. Using readily available, commoditized servers supplied by our IaaS vendors, Veeva PODs are architected to run as a stand-alone application environment. Horizontal scalability and performance benefits are achieved by adding POD capacity. Our applications and infrastructure are designed to operate in a warm fail-over architecture, with 60-minute replication to a secondary site. Each Primary POD has a defined Failover location and dedicated DR POD. The DR POD is a 100% redundant hardware configuration. (Note: for CRM the DR failover of transactional data is managed by Salesforce.com (SFDC) who provides a DR summary report.)

Each data center can act as a Primary or Failover location. A Primary location has one or more active production PODs that support live customer environments. This location is chosen based on geographic separation and may act as the Failover site for the Primary location.

The table below depicts the possible failover scenario for



## 14.0 APPENDICES

### 14.1 ETL mapping for ADCBI integration

Below table list out the ETL mappings and its associated source and target objects.

|                             |   |                   |       |
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| Source                                 | Mapping name                                | Workflow                                 | Target   |
|--|---|--|--|
| ProductShipmentRequest__c              | m_SalesAssist_ORDERHEADER_2_XL_FF1          | Wkf_SalesAssist_ORDERHEADER_2_XL_FF_R1   | adc_myadclink_OrderRequestHeader_*.txt         |
| ProductShipmentRequestDetail__c        | m_SalesAssist_ORDERLINEITEM_2_XL_FF         | Wkf_SalesAssist_ORDERLINEITEM_2_XL_FF_R1 | adc_myadclink_OrderRequestLineItem_*.txt       |
| xlg_myadclink_Shipment_Header_*.txt    | m_FF_2_STG_SALES_ASSIST_SHIPMENTHDR         | Wkf_FF_2_STG_ADCLINK_SHIPMENTHDR         | ShipmentHeader__c                              |
| xlg_myadclink_Shipment_Line_Item_*.txt | m_FF_2_STG_SALES_ASSIST_SHIPMENTLINEITEM    | Wkf_FF_2_STG_ADCLINK_SHIPMENTLINEITEM    | Shipment_Line_Item__c                          |
| XLReferenceId_CO PaymentOrder.PKG      | m_FF_2_SalesAssist_PACKAGESLIP              | wkf_FF_2_SalesAssist_PACKAGESLIP         | ContentDocumentLinkContentVersion              |
| xlg_myadclink_SKU-Lot_*.txt            | m_FF_2_STG_SALES_ASSIST_LOTMASTER           | Wkf_FF_2_STG_ADCLINK_LOTMASTER           | SKULOT__c<br>Lot__c                            |
| xlg_myadclink_Errors_Header.txt        | m_ADCSFA_2_SALES_ASSIST_SHIPMNT_HDR_C_I     | wkf_XLG_2_MYADCLINK_FF_XLG_ERR_HDR       | ShipmentHeader__c<br>ProductShipmentRequest__c |
| Xlg_myadclink_shipment_Lineitem        | m_FF_2_STG_SALESASSIST_SAMPLE_LOT_VOD_C     | wkf_FF_2_STG_SALESASSIST_SAMPLES         | Sample_Lot_vod_c                               |
| Xlg_myadclink_shipment_Lineitem        | m_FF_2_STG_SALESASSIST_SAMPLE_RECEIPT_VOD_C | wkf_FF_2_STG_SALESASSIST_SAMPLES         | Sample_Receipt_vod_c                           |

## 14.2 Autosys Jobs for ADCBI integration

Below table list out the Autosys Jobs, Scheduled timings and associated Workflows and Unix scripts

| Autosys Job   | Workflows  | Core Unix Scripts                |
|---|--|----------------------------------|
| Order Extract Flow  |  |                                  |
| ADC_PADCP0001_CMD_ORDEREXTRACT (mo,tu,we,th,fr,su 1 AM PST) | ADCBI_MYADCLINK:<br>Wkf_ADCLINK_ORDERHEADER_2_XL_FF_R1<br>ADCBI_MYADCLINK:<br>Wkf_ADCLINK_ORDERLINEITEM_2_XL_FF_R1 | start_MyAdcLink_Order_Extract.sh |
| ADC_PADCP0002_CMD_ORDEREXTRACT (mo,tu,we,th,fr,su 7 AM PST) | ADCBI_MYADCLINK:<br>Wkf_SalesAssist_ORDERHEADER_2_XL_FF_R1   | start_MyAdcLink_Order_Extract.sh |

|                             |   |                   |       |
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|  |  |                                     |
|--|--|-------------------------------------|
|  | ADCBI_MYADCLINK:<br>Wkf_SalesAssist_ORDERLINEIT<br>EM_2_XL_FF_R1   |                                     |
| ADC_PADCP0003_CMD_ORDEREXTRACT (mo,tu,we,th,fr,su 9 AM PST)  | ADCBI_MYADCLINK:<br>Wkf_ADCLINK_ORDERHEAD<br>ER_2_XL_FF_R3<br>ADCBI_MYADCLINK:<br>Wkf_ADCLINK_ORDERLINEIT<br>EM_2_XL_FF_R3         | start_MyAdcLink_Order_Extract.sh    |
| ADC_PADCP0004_CMD_ORDEREXTRACT (mo,tu,we,th,fr,su 11 AM PST) | ADCBI_MYADCLINK:<br>Wkf_SalesAssist_ORDERHEAD<br>ER_2_XL_FF_R1<br>ADCBI_MYADCLINK:<br>Wkf_SalesAssist_ORDERLINEIT<br>EM_2_XL_FF_R1 | start_MyAdcLink_Order_Extract.sh    |
|  |  |                                     |
| Shipment Flow  |  |                                     |
| ADC_PADCP0006_CMD_SHIPMENTEXTRACT (Monday- Friday 9 AM PST)  | ADCBI_MYADCLINK:<br>Wkf_FF_2_STG_ADCLINK_SHIPMENTHDR<br>ADCBI_MYADCLINK:<br>Wkf_FF_2_STG_ADCLINK_SHIPMENTLINEITEM                  | start_MyAdcLink_Shipment_Extract.sh |
| ADC_PADCP0007_CMD_SHIPMENTEXTRACT (Monday- Friday 1 PM PST)  | ADCBI_MYADCLINK:<br>Wkf_FF_2_STG_ADCLINK_SHIPMENTHDR<br>ADCBI_MYADCLINK:<br>Wkf_FF_2_STG_ADCLINK_SHIPMENTLINEITEM                  | start_MyAdcLink_Shipment_Extract.sh |
| ADC_PADCP0008_CMD_SHIPMENTEXTRACT (Monday- Friday 3 PM PST)  | ADCBI_MYADCLINK:<br>Wkf_FF_2_STG_ADCLINK_SHIPMENTHDR<br>ADCBI_MYADCLINK:<br>Wkf_FF_2_STG_ADCLINK_SHIPMENTLINEITEM                  | start_MyAdcLink_Shipment_Extract.sh |
| ADC_PADCP0001_CMD_PACKAGESLIP (Monday- Friday 2 PM PST)      | ADCBI_MYADCLINK:<br>wkf_FF_2_SalesAssist_PACKAGESLIP   | start_PackageSlip_Extract.sh        |

|          |  |  |
|----------|--|--|
| Lot File |  |  |
|----------|--|--|

|                             |   |                   |       |
|-----------------------------|---|-------------------|-------|
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|   |  |                                    |
|---|--|------------------------------------|
| ADC_PADCP0001_CMD_LOTEXTRACT<br>(Monday- Friday 8:30,12:30,14:30 PST) | ADCBI_MYADCLINK:<br>Wkf_FF_2_STG_ADCLINK_LOTMA<br>STER | start_MyAdcLink_LOT<br>_Extract.sh |
|---|--|------------------------------------|

|  |  |                                 |
|--|--|---------------------------------|
| Error header File  |  |                                 |
| ADC_PADCP0001_CMD_ERROREXTRACT<br>(mo,tu,we,th,fr,su 9:10,13:10,15:10 PST) | ADCBI_MYADCLINK:<br>wkf_XLG_2_MYADCLINK_FF_XLG<br>_ERR_HDR | start_MyAdcLink_<br>LineItem.sh |

15.0 ATTACHMENTS

N/A

-----END OF DOCUMENT-----