

# Programme ECHO

<b>Document Title:</b>	Glossary of Terms
<b>Document Ref Number:</b>	
<b>Version:</b>	4.0
<b>Status:</b>	Updating
<b>Owner:</b>	
<b>Date:</b>	29 October 2021
<b>Author:</b>	ECHO PMO

<b>Term</b>	<b>Description</b>
<b>Acceptance Criteria</b>	The criteria a deliverable must satisfy to be accepted by a user or authorised entity.
<b>Account (Sales)</b>	Companies or organisations that have a business relation with GGS as prospects or customers.
<b>Activity</b>	A task that must be performed, and which can be associated to opportunities, campaigns, or other CRM business transactions.
<b>Agent</b>	An entity that sells products on behalf of GGS or that acts as a business enabler. The agent never owns the product. For this service the agent receives a commission of the sale.
<b>AMDC</b>	Asia Pacific Master Distribution Centre
<b>Americas</b>	North America (USA, Canada), Mexico and Columbia
<b>Application Sizing</b>	The process that estimates the infrastructure requirements to support a proposed application change or new application to ensure that it meets its required service levels.
<b>ASCP</b>	Advanced Supply Chain Planning
<b>Baseline</b>	<p>1. A specification or product that has been formally reviewed and agreed upon. It thereafter serves as the basis for further development and can be changed only through formal change control procedures.</p> <p>2. A document or a set of documents formally designated and fixed at a specific time during the product life cycle. Baselines plus approved changes from those baselines constitute the current configuration identification.</p>
<b>BAU (Business As Usual)</b>	The process of providing IT support to the business through optimized and automated sustainable solution.
<b>Blackout</b>	During the process of the new platform being switched on and being connected to its constituent parts, access to the systems being replaced will be switched off. This is a Blackout period. As GGS will still be transacting business during this period, there will be a requirement for manual work processes which, once the platform goes live, will need to be backloaded onto the new system.
<b>BOM</b>	Bill of Materials
<b>BP80</b>	A set of Business Process documentations to reflect the “to be” or future state business processes when the new ERP system is implemented.
<b>BR100</b>	Application Configurations (set-up) Document
<b>Call Centre</b>	Centralised location used for receiving a large volume of customer requests by telephone.
<b>CEMLI</b>	Customization, Extension, Modification, Localization and Interfaces – customizations for components
<b>Change Control Board</b>	A group of people who can give expert advice to Change Management on the implementation of changes. This board is likely to be made up of representatives from all areas within IT and representatives from business units.
<b>Change Log</b>	A log of requests for change raised during the project, showing information on each change, its evaluation, what decisions have been made and its current status (e.g., Raised, Reviewed, Approved, Implemented, Closed).

Term	Description
<b>CM (Corrective Maintenance)</b>	A maintenance task performed to identify, isolate, and rectify a fault so that the failed equipment, machine, or system can be restored to an operational condition within the tolerances or limits established for in-service operations.
<b>CoE</b>	Centre of Excellence
<b>COA (Chart of Accounts)</b>	The account structure used to record transactions and maintain account balances.
<b>Committee</b>	A cross function/department group that approves process activities when necessary (typically, these activities need insights from more than one functional area).
<b>Conference Room Pilot</b>	Reviews and validates the to-be Global Processes using JDE <i>out of the box</i> (vanilla) functionality.
<b>Configuration Data</b>	Test data with which to configure the system.
<b>Contract (Sales)</b>	Individuals who have a business relationship with GGS. Contracts can be assigned to accounts, with a predefined role within the account.
<b>Conversion</b>	Program to migrate live data from legacy to new system.
<b>CPQ (Configure, Price and Quote)</b>	Links the CRM to convert sales opportunities into orders.
<b>CRM</b>	Customer Relationship Management software (Oracle Sales Cloud).
<b>Cross-Validation Rules</b>	Define valid combinations of segment values a user can enter in an account; restrict users from entering invalid combinations.
<b>Customer</b>	Entity that purchases goods/services from GGS. The only difference between external and internal (intercompany) customers is the credit risk (because the creation/management process is the same).
<b>Customer Contract</b>	Long-term agreements with customers that allow them to buy products at special conditions, and/or outline agreements that define services offered for a particular period.
<b>Cutover</b>	Migrating data from legacy to new system.
<b>Demantra</b>	Software application integrated into the ERP for Demand Planning, which is a multi-step operational supply chain management (SCM) process used to create reliable forecasts.
<b>Demo</b>	Demonstration of GGS products to prospects / customers, which are usually free and short in duration.
<b>Denshi</b>	Glory Denshi Kogyo (Suzhou) Ltd. is an overseas manufacturing subsidiary that will be managed as an external entity.
<b>Dispatch</b>	Allocating service work orders to the Field Service team.
<b>Distributors</b>	Entities that buy products from GGS warehouses and resell them to retailers or direct to customers.
<b>DR (Dress Rehearsal)</b>	Carried out over a weekend to simulate go-live, with the loading of all master and transactional data.
<b>DRP (Distribution Requirements Planning)</b>	The process of replenishing the company's locations (warehouses, vans) within a country.
<b>Due Diligence</b>	Investigation of a prospect or customer prior to making business with it.

<b>Term</b>	<b>Description</b>
<b>ECHO</b>	Acronym for Empowering Change in a Harmonized Organization, which is the program name for the ERP project.
<b>ELS (Early Life Support)</b>	Deployment of a team of Project and Business as Usual resources operating within defined governance, to give an enhanced level of support to new or updated IT and business processes, tools and organisational structure(s). ELS will commence on the system go-live date for 6 weeks or until the agreed exit criteria has been met.
<b>EMDC</b>	European Master Distribution Centre
<b>ERP (Enterprise Resource Planning)</b>	Business process management software that allows organisations to use a system of integrated applications to manage and automate many of the office processes related to a business's functions.
<b>EU (End User)</b>	GGs employees who ultimately use the ERP system.
<b>FSE (Field Service Engineer)</b>	Engineers employed by GGS to perform repairs, diagnostic, installation or other maintenance services at the customer premises.
<b>Gaps</b>	Requirement that cannot be mapped to standard functionality.
<b>GOP</b>	Global Order Promising
<b>Help Desk/Hotline</b>	Provides the customer or end user with information and support related to a company's products and services.
<b>Installed Base</b>	Collection of equipment, software, or other components for which a service is offered either by GGS, distributors, or other third-party.
<b>Item</b>	Can refer to goods and services. For goods, it refers to all types of finished products, spare parts and other stockable products. Goods (finished product and spare parts) are also described as "Part Number" by GGS.
<b>JDE (JD Edwards 9.2)</b>	The integrated applications suite of software on which the solution being implemented has been built. This is the core component of the new ERP system.
<b>KYC</b>	Know Your Customer
<b>LMS (Learning Management System)</b>	Software application for the administration, documentation, tracking, reporting and delivery of electronic educational technology (also called e-learning) education courses or training programs
<b>MD50</b>	Functional Design Documents (for CEMLI)
<b>MD70</b>	Technical Design Documents (for CEMLI)
<b>MRP (Materials Requirements Planning)</b>	Refers to the process of generation purchase or configuration / assembling suggestions, to fulfil demand. It considers open orders (sales, transfer, purchase), internal requests, stock levels and historical data.
<b>OEM (Original Equipment Manufacturer)</b>	GGs business unit that supplies equipment to other companies to resell or incorporate into another product using the reseller's brand name.
<b>OFSC</b>	Oracle Field Service Cloud
<b>Order Intake</b>	Measures all goods and services processed by GGS within a given accounting period; does not include customer purchases of goods and services still in process.
<b>OTC (Order to Cash)</b>	A workstream that sits across many functional areas of the business covering from receiving a customer order to payment of the final invoice for the products and services on that order.

<b>Term</b>	<b>Description</b>
	Sales, planning, supply chain, finance, logistics and service are all affected by the output of data and transactions from this workstream.
<b>Part Number</b>	A term used to describe goods (finished product and spare parts).
<b>Pilot</b>	An item or small project with the aim to introduce GGS products to prospects / customers. A can pilot can be free or charged. The items used in pilots are always new. At the end of the pilot, the customer has the option to buy the item.
<b>PM (Preventive Maintenance)</b>	Maintaining equipment in satisfactory operating condition by providing for systematic inspection, detection and correction of incipient failures either before they occur or before they develop into major defects.
<b>PPV (Purchase Price Variance)</b>	Actual number of units purchased difference between the standard cost (budgeted amount per unit) and the invoiced cost (amount per unit actually paid).
<b>RD50</b>	Business Requirements document (for CEMLI).
<b>Request for Change</b>	Change requests raised, including problem reports, defect logs and change requests, but excluding enhancement requests.
<b>Risk</b>	The possibility that an event will occur and adversely affect the achievement of objectives. Objectives can have different aspects (such as customer, financial, health and safety, environmental) and can apply at different levels (such as strategic, organization-wide, project, product and process).
<b>RMA (Return Material Authorisation)</b>	A part of the process of returning a product in order to receive a refund, replacement, or repair during the product's warranty period.
<b>Sales Budget</b>	Reflects the expected number and amount of sales during a certain period. Same meaning as sales target and sales quota.
<b>Sales Level I</b>	Person who sells GGS products to customers (same as Account Manager, Sales Representative and Sales Manager).
<b>Sales Level II</b>	First line manager of a group of Sales Level I (same as Regional Sales Vice-President, Sales Manager and Sales Director).
<b>Sales Level III</b>	Second line manager of a group of Sales Level II (same as Executive Vice-President of Sales, Sales Director, Country Director, Managing Director and President).
<b>Service Call</b>	A request from customers or distributors lodged via phone, email or other channel for GGS to provide services for GGS or third-party equipment.
<b>Service Order</b>	A service request created by GGS in the ERP to carry out service requested by customers or distributors. It comprises one or several activities, jobs and resources.
<b>SK/OK</b>	A sales order (SK) and related purchase order (OK) between GGS entities
<b>ST/OT</b>	Order type used for internal customers working in JDE.
<b>Standard Work Times</b>	Standard Work Times Master Data enables representation of a particular service activity associated with a particular service call resolution code and the average standard time to be resolved. This can be used during allocation of Service Orders in Resource & Capacity Planning or in Dispatching to improve the accuracy of schedule resources timelines.
<b>Stakeholder</b>	A group or individual affected by or in some way accountable for the outcome of an undertaking. Stakeholders may include project members, suppliers, customers, end users, and others.
<b>Sub-contractor</b>	A person or a business hired by GGS to perform a specific task on GGS's behalf and is normally paid for services provided.

<b>Term</b>	<b>Description</b>
<b>SIT (System Integration Test)</b>	Testing the new systems with all peripheral applications it will interface to.
<b>Tech Support Level 1</b>	Regional field-based service personnel
<b>Tech Support Level 2</b>	Regional technical support specialists
<b>Tech Support Level 3 &amp; 4</b>	Central services technical support (L3) & design engineering (L4) staff
<b>UAT (User Acceptance Testing)</b>	Final round of testing before moving to new system
<b>UTR</b>	Unit Testing Results (for CEMLI)
<b>Vendor</b>	An entity that provides services and goods to GGS. Vendors are organised in a Vendor Tier based hierarchy. For example, Tier 1 vendors are GGS direct vendors (e.g. manufacturing), Tier 2 vendors are key vendors to tier 1 vendors (e.g. support manufacturing).
<b>VFI (Vendor Forecast Inventory)</b>	The adjusted requirements forecast (not converted into purchases) output that is to be shared with the vendor to provide visibility on what is expected to be purchased in the near future.
<b>Visit</b>	The physical attendance by GGS Field Service Engineers at the customer premises to perform repair, diagnostic or other maintenance services.
<b>WEEE (Waste Electrical &amp; Electronic Equipment)</b>	A European Community directive that aims to prevent or reduce negative environmental effects resulting from the generation and management of WEEE and from resource use, contributing to sustainable production and consumption. The WEEE directive set collection, recycling and recovery targets for all types of electrical goods. Only E.U. based regions and Switzerland are obligated to pay for the treatment of waste derived from the sale of their products (Apollo II).
<b>Work Order</b>	Orders that are used either for repairs (repair centre) or for configuration / assembling purposes. These orders capture labour, items consumption and costs.