

RK100R.MBR

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Business Logic for Customer Maintenance

This document outlines the business rules that govern customer maintenance processes, based on an analysis of the RPG program RK100R. The primary focus is on the logic for managing customer records, including creation, updating, deletion, and searching.

The core logic for customer maintenance is contained within various subroutines in RK100R. The program processes customer records through a combination of direct file operations and subroutine calls, allowing for a comprehensive management of customer data.

Customer Record Management Rules

Customer Maintenance Process: RKUNLR, RKUNL1, RKUNL2, RKUNL3, RKSOLU, RKMEL1, RKTRL1, RKLAL2, RUKPL1, LKEYIU, LOPEIU, AFPSLR

1. Create Customer

- Logic:** A new customer can be created if the customer number does not already exist in the system.
- Files:** RKUNLR (Customer Master File)
- Field:** RKKUND (Customer Number)
- Condition:** The process will not create a record if RKKUND already exists.

2. Update Customer

- Logic:** Existing customer records can be updated based on user input.
- Files:** RKUNLR (Customer Master File)
- Field:** RKKUND (Customer Number)
- Condition:** The process will update the record if RKKUND is found in the file.

3. Delete Customer

- Logic:** A customer can be deleted if there are no outstanding balances or related records.
- Files:** RKUNLR, RKMEL1, RKTRL1, RKSOLU, RKLAL2
- Field:** RKSALD (Balance), RKMEMS (Memo Balance)
- Condition:** The process will not delete a record if RKSALD or RKMEMS is greater than zero.

4. Search Customer

- Logic:** Customers can be searched by various criteria including customer number, name, and postal code.
- Files:** RKUNLR, RKUNL1, RKUNL2, RKUNL3
- Field:** RKKUND, RKALFA, RKPONR
- Condition:** The search will return results based on the provided search criteria.

Validation and Error Handling Rules

1. Validate Customer Input

- Logic:** Input fields are validated to ensure they meet business rules before processing.
- Files:** RKUNLR

- Fields:** K1PONR, K1BETB, K1BETM, K1KATG, K1SLGR, K1RABK
 - Condition:** The process will flag errors if any of the validation checks fail, such as invalid postal codes or payment terms.
- ## 2. Handle Duplicate Customer Records
- Logic:** The system checks for existing customer records to prevent duplicates.
 - Files:** RKUNLR
 - Field:** RKKUND
 - Condition:** If a duplicate is found, an error message is displayed, and the record is not created.
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Special Conditions

1. Customer Status Checks (RK100R)

- Logic:** Before deleting a customer, the program checks if the customer has any pending orders or balances.
- Files:** RKTRL1, RKSOLU
- Field:** RKSALD, RKORDR
- Condition:** The process will not allow deletion if any related records exist.

2. Integration with External Systems (RK100R)

- Logic:** The program integrates with external systems for additional customer data processing, such as sending emails or generating keys.
 - Files:** AFPSLR
 - Field:** AFUDSS (Email Address)
 - Condition:** The process will only send emails if a valid email address is found in the customer record.
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Subprogram Calls Affecting Logic

Beyond direct file checks, several external subprograms are called that play a significant role in the workflow.

1. RK101R (Customer Maintenance Program)

- Trigger:** Called when creating or updating a customer record.
- Logic:** This program handles the core logic for customer maintenance, including validation and database updates.
- Impact:** This call acts as a **major logical gateway** for all customer-related operations.

2. RK750R (External Processing)

- Trigger:** Called for additional processing after customer creation or update.
- Logic:** This program handles external integrations, such as sending notifications or updating external systems.
- Impact:** This call ensures that all necessary external actions are taken after a customer record is modified.

3. AF726R (Email Sending Program)

- Trigger:** Called when sending an email notification to a customer.
- Logic:** This program formats and sends emails based on the customer information.

•**Impact:** This represents the handoff to the next major business function, ensuring customer communication is maintained.

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This documentation serves as a guide for understanding the business logic implemented in the RK100R program for customer maintenance, ensuring clarity on the rules and processes involved in managing customer records effectively.