

DM3-020 FIN Customer Data Reconciliation

Maximise Toolkit

Prepared by: <Author>|<Date>

@Copyright 2021 Version 1 – All Rights Reserved

**Table of Contents**

[1. Introduction 1](#_Toc66183403)

[1.1 Purpose 1](#_Toc66183404)

[2. Unit Testing 2](#_Toc66183405)

[3. Unit Testing Extraction and Transformation of Customer Data 3](#_Toc66183406)

[3.1 Stage Gate Data Verification Process 3](#_Toc66183407)

[3.1.1 Stage Gate 1 3](#_Toc66183408)

[3.1.2 Stage Gate 2 3](#_Toc66183409)

[3.1.3 Stage Gate 3 3](#_Toc66183410)

[4. Customer Entities data reconciliation 5](#_Toc66183411)

[4.1 Record Count Check 5](#_Toc66183412)

[4.2 User Interface Sampling 6](#_Toc66183413)

[4.3 Detailed Data Reconciliation 7](#_Toc66183414)

[5. Reference Documents 11](#_Toc66183415)

[6. Open and Closed Issues 12](#_Toc66183416)

**Version Control**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Changed By** | **Reason for Change** |
| First Draft | 0.1 | Author | Initial draft |
|  |  |  |  |

**Circulation List**

|  |  |
| --- | --- |
| **Name** | **Organisation/Title** |
|  |  |
|  |  |

**Reference Documents**

|  |  |  |
| --- | --- | --- |
| **Title** | **Description** | **Owner** |
|  |  |  |
|  |  |  |

# Introduction

This document describes how the audit and reconciliation of the Customer entities data will be performed. It outlines how the data will be presented to the Business, who will then check the date for correctness against the legacy source E-Business Suite system.

The Customer entities data extract provided from the source system will be transformed and the FBDI files generated based on source data using the ‘Maximise: Data Migration Process’. When the FBDI files are loaded into ERP Cloud, the loaded Customer entities data will be extracted using custom OTBI reports.

These reports will be used to compared against the Customer entities information in the source E-Business Suite system. Any differences or discrepancies found will be investigated and resolved in the target ERP Cloud system.

## 1.1 Purpose

The Maximise - CV.065 SCM Customer Data Reconciliation document is used as follows:

1. Describe the process for business audit and reconciliation of the AR Customers, Customer Sites, Customer Contacts etc., created in Oracle Cloud.
2. Describe how the AR entities data to be reconciled will be extracted from Oracle Cloud into Excel and presented error details to the Migration team on completion of Business Reconciliation.
3. To capture any defects found between the source and migrated Customer entities’ data to ensure that the issues are resolved, and data corrected in advance of the ERP Cloud system Go-live.

# Unit Testing

The approach taken to unit testing the Extract, Transform and Load (ETL) routines is as follows:

1. The Unit Testing process seeks to identify coding/mapping defects and verify the data loaded.
2. The test case(s) will test every path through the code and mapping and will also include error conditions to be certain that the individual components are working correctly.
3. The tests are carried out within a development environment and makes no pretence of being a fully comprehensive check.

Any defects identified are resolved as soon as they are detected.

The attached ‘Maximise - TE.020 FIN Customers Draft’ file covers, Test cases, Test Types, Test Actions, Test Data, Expected Results and Actual Results.



# Unit Testing Extraction and Transformation of Customer Data

1. Maximise Extract Procedures (\_STG) extract raw customer data to populate relevant extract staging tables e.g. XXMX\_??????\_STG). No data transformation or enrichment is performed during this stage.
2. OIC Transformation flows / PLSQL Transformation Procedures (\_XFM) read the raw data from the STG table and copy it to the relevant Transformed Data table (e.g. XXMX\_??????\_XFM). The data is not transformed during the move. This happens as a series of updates on the XFM table after it has been populated with the raw data from the STG table.
3. Once the data has been transformed/enriched, an OIC/PLSQL file generation flow will extract the data from the XFM table and generate one or more data files to be transmitted to Oracle Fusion Cloud.
4. These data files are encapsulated within one or more zip files along with an appropriate properties file (the properties file enables Fusion Cloud to identify the appropriate import job to execute to load and import the data). The properties file also includes all parameters required by the import job.
5. The properties file loads data into Universal Content Management (UCM) directories specific to the business object. It also takes contents of the zip/csv file and loads the respective interface tables.
6. Finally, the import job (ERP cloud scheduled) process is triggered that imports data from the interface tables into the ERP Cloud base tables for the data object. On completion the import job produces log files that are used to analyse the execution of the import e.g., successful imports, failures etc.

## Stage Gate Data Verification Process

There are three ‘Stage Gates’ for migration which are to be signed off by the workstream lead prior to progressing to the next phase of development/ load.

## Stage Gate 1

This step verifies that the data extracted from source matches the criteria set out in the CV40 document. In this case it will involve checking the extraction criteria is returning the expected record count by an independent check of data using an existing SQL report provided by the DM team. The location that this check should be performed in is the staging table.

## Stage Gate 2

This step verifies that data has been transformed in line with the CV40 specifications and that there have been no unexpected drops or increases in row counts. This step is the final step before load into the fusion application.

## Stage Gate 3

This step reconciles what was loaded by Version 1 data migration team, ensuring that all rows which were provided have loaded, and that any data loaded is complete and accurate as supplied by the load file from Stage Gate 2.

|  |  |  |  |
| --- | --- | --- | --- |
| **Data Object** | **EBS Report** | **ERP Cloud Report** | **Comments** |
| Party | <Provide report details> | <Provide report details> |  |
| Party Sites | <Provide report details> | <Provide report details> |  |
| Party Site Users | <Provide report details> | <Provide report details> |  |
| Customer Accounts | <Provide report details> | <Provide report details> |  |
| Customer Account Sites | <Provide report details> | <Provide report details> |  |
| Customer Account Site Uses | <Provide report details> | <Provide report details> |  |
| Customer Locations | <Provide report details> | <Provide report details> |  |
| Customer Classifications | <Provide report details> | <Provide report details> |  |
| Customer Contact Points | <Provide report details> | <Provide report details> |  |
| Customer Profiles | <Provide report details> | <Provide report details> |  |

# Customer Entities data reconciliation

Customer entities data reconciliation and accepting migrated data lies with the business owner. We recommended this is a time managed activity and business owner and any other client resources needed to help complete the actions must plan the required time in consultation with the Version 1 Project Manager and implementation team.

Based on our experience in implementing Oracle ERP Cloud projects we recommend as a minimum a three-stage reconciliation process for data validation. The guiding principles in the three-stage reconciliation process are common across most business data objects migrated from legacy to Oracle Cloud applications. However, the level of analysis carried out for each of the data objects will vary based on the type and characteristics of the data.

The recommended reconciliation process comprises of the three stages outlined below:

1. **Record Count Check**
2. **User Interface Sampling**
3. **Detailed Data Reconciliation**

## Record Count Check

Purpose: The purpose of this stage is to compare record count loaded into Oracle ERP Cloud with the EBS record in EBS. In cases where the record count in Oracle Cloud is lower or higher than EBS defects must be logged to enable actions plans to be agreed in readiness for Go-live.

Note: This stage is a quick ‘sense check’ on the number of records and requires limited/low effort.

Actions: The actions required to complete this stage are outlined below. The actions must be carried out for each of the data objects in the Customer entity e.g., for Parties, for Party Sites and so on.

1. Identify the data object that is to be reconciled e.g., Parties (count).
2. Get record count for the data object from the EBS Report.
3. Get record count for the data object from the ERP Cloud Report.
4. Compare the two numbers in 2) and 3) above.
5. In cases where count is not matching, note the difference. The difference will require further investigation in Stage 3 – ‘3. Detailed Data Reconciliation’.

Example:

|  |  |
| --- | --- |
| **Action** | **Output** |
| 1. Identify the data object that is to be reconciled | Parties |
| 1. Get record count for the data object from the EBS Report. | EBS Report Party Count = 9,845 |
| 1. Get record count for the data object from the ERP Cloud Report. | ERP Cloud Report Party Count = 9,812 |
| 1. Compare the two numbers in 2) and 3) above. | Difference = 9,845 – 9,812  = 33  EBS has more records than ERP Cloud |
| 1. In cases where count is not matching, note the difference. The difference will require further investigation in Stage | Log defect for investigation of **33 missing Party records** in ERP Cloud |

## User Interface Sampling

Purpose: The purpose of this stage is to check a small number of records using the user interfaces in ERP Cloud and in EBS. Looking at the records from the front end will give users the confidence that data migrated is of high quality and that the data has been migrated to the correct fields in the user interface. In case of discrepancies defects must be logged to enable actions plans to be agreed in readiness for Go-live.

Note: This is no specific recommendation on the number of records. Business owners should decide how many records shall be sample checked based on factors such as – resources and time to be allocated to this task, number of records migrated, number of top/business critical customers and so on.

Actions: The actions required to complete this stage are outlined below. The actions must be carried out for each of the data objects in the Customer entity. It is worth nothing that all data objects for a specific Customer entity can be checked in the same step i.e., when checking Party, Party Sites, Customer Accounts, Customer Account Sites etc – all can be checked.

1. Identify the Party to be sample checked e.g., Party ABC Limited.
2. Query the Party record in EBS user interface.
3. Query the Party record in ERP Cloud user interface.
4. Compare the Party record in the two user interfaces.
5. In case of any discrepancies/differences found log defects for investigation and resolution.
6. Repeat the above steps for all parties to be sample checked.

Example:

|  |  |
| --- | --- |
| **EBS** | **ERP Cloud** |
| Party: | **Party:** |
| Customer Account: | **Customer Account:** |
| Customer Location | **Customer Location** |
| Customer Site Account Use: | Customer Site Account Use: |

## Detailed Data Reconciliation

Purpose: The purpose of this stage is to check key attributes for all the migrated data objects using spreadsheet-based analysis. In case of discrepancies defects must be logged to enable actions plans to be agreed in readiness for Go-live.

Note: Several key fields per customer data object have been outlined below as a guide. However, business owners should decide what fields are to be reconciled based on business needs. Version 1 team can assist in extracting the required fields in the EBS and ERP Cloud.

Recommended fields to be reconciled:

**Party**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | PARTY\_ORIG\_SYSTEM\_REFERENCE |
| 2 | PARTY\_TYPE |
| 3 | ORGANIZATION\_NAME |

**Party Sites:**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | SITE\_ORIG\_SYSTEM\_REFERENCE |
| 2 | PARTY\_SITE\_NUMBER |
| 3 | LOCATION\_ORIG\_SYSTEM\_REFERENCE |

**Party Site Uses:**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | ORIG\_SYSTEM\_REFERENCE |
| 2 | SITE\_USE\_TYPE |
| 3 | PRIMARY\_PER\_TYPE |

**Customer Accounts:**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | CUST\_ORIG\_SYSTEM\_REFERENCE |
| 2 | PARTY\_ORIG\_SYSTEM\_REFERENCE |
| 3 | ACCOUNT\_NUMBER |
| 4 | CUSTOMER\_TYPE |
| 5 | CUSTOMER\_CLASS\_CODE |
| 6 | ACCOUNT\_NAME |

**Customer Account Sites:**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | CUST\_ORIG\_SYSTEM\_REFERENCE |
| 2 | CUST\_ORIG\_SYSTEM\_REFERENCE |
| 3 | PARTY\_SITE\_ORIG\_SYSTEM\_REF |

**Customer Account Site Uses:**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | CUST\_SITEUSE\_ORIG\_SYS\_REF |
| 2 | CUST\_SITE\_ORIG\_SYS\_REF |
| 3 | SITE\_USE\_CODE |
| 4 | PRIMARY\_FLAG |

**Customer Locations:**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | LOCATION\_ORIG\_SYSTEM\_REFERENCE |
| 2 | COUNTRY |
| 3 | ADDRESS1 |
| 4 | ADDRESS2 |
| 5 | ADDRESS3 |
| 6 | ADDRESS4 |
| 7 | CITY |
| 8 | STATE |
| 9 | PROVINCE |
| 10 | COUNTY |
| 11 | POSTAL\_CODE |

**Customer Classification:**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | CLASSIFIC\_ORIG\_SYSTEM\_REF |
| 2 | PARTY\_ORIG\_SYSTEM\_REFERENCE |
| 3 | CLASS\_CATEGORY |
| 4 | CLASS\_CODE |
| 5 | PRIMARY\_FLAG |

**Customer Contact Points:**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | CP\_ORIG\_SYSTEM\_REFERENCE |
| 2 | PARTY\_ORIG\_SYSTEM\_REFERENCE |
| 3 | SITE\_ORIG\_SYSTEM\_REFERENCE |
| 4 | PRIMARY\_FLAG |
| 5 | CONTACT\_POINT\_TYPE |
| 6 | CONTACT\_POINT\_PURPOSE |
| 7 | EMAIL\_ADDRESS |
| 8 | PHONE\_AREA\_CODE |
| 9 | PHONE\_COUNTRY\_CODE |
| 10 | PHONE\_EXTENSION |
| 11 | PHONE\_NUMBER |

**Customer Profiles**

|  |  |
| --- | --- |
| **#** | **Field** |
| 1 | PROFILE\_ORIG\_SYS\_REF |
| 2 | PARTY\_ORIG\_SYSTEM\_REFERENCE |
| 3 | CUST\_ORIG\_SYSTEM\_REFERENCE |
| 4 | CUST\_SITE\_ORIG\_SYS\_REF |
| 5 | CUSTOMER\_PROFILE\_CLASS\_NAME |
| 6 | INTEREST\_CHARGES |
| 7 | STATEMENTS |
| 8 | STANDARD\_TERM\_NAME |
| 9 | STATEMENT\_CYCLE\_NAME |
| 10 | CURRENCY\_CODE |

Actions: The actions required to complete this stage are outlined below. The actions must be carried out for each of the data objects in the Customer entity i.e. Parties, Customer Accounts, Customer Locations and so forth.

**To identify missing records:**

1. Identify the customer data object to be reconciled e.g., Parties, Customer Locations
2. Convert EBS Report and ERP Cloud reports into MS-Excel spreadsheets (if not in spreadsheet format)
3. Agree on reference column that will be used as key reference column.
4. In the EBS report spreadsheet, add a new column that concatenates (joins) the key reference column with the column to be checked. E.g., for parties concatenate ‘PARTY\_ORIG\_SYSTEM\_REFERENCE’ column can be used
5. In the ERP Cloud spreadsheet, also add a similar new column that concatenates (joins) the key reference column with the column to be checked. Use the same columns as in the above step.
6. In the EBS report spreadsheet using simple formulae such as ‘If’, ‘VLOOKUP’ or ‘INDEX’,’MATCH’ etc match the concatenated columns to identify values in the EBS report but missing in the ERP Cloud report.
7. In case of any discrepancies/differences found log defects for investigation and resolution.
8. Repeat the above steps for all customers to be sample checked.

**To reconcile records migrated in ERP Cloud:**

1. Identify the customer data object to be reconciled e.g., Parties, Customer Accounts
2. Convert EBS Report and ERP Cloud reports into MS-Excel spreadsheets (if not in spreadsheet format already)
3. Agree on reference column that will be used as primary key. E.g. for parties PARTY\_ORIG\_SYSTEM\_REFERENCE can be used
4. For each field to be reconciled in ERP Cloud - in the EBS report spreadsheet, add a new column that concatenates (joins) the key reference column with the column to be checked. E.g., for Parties concatenate ‘PARTY\_ORIG\_SYSTEM\_REFERENCE’ and ‘ORGANIZATION\_NAME’ columns,’ ‘PARTY\_ORIG\_SYSTEM\_REFERENCE and ‘PARTY\_TYPE’ columns
5. Similarly add columns that concatenate respective fields in the ERP Cloud report spreadsheet. E.g. concatenate ‘PARTY\_ORIG\_SYSTEM\_REFERENCE’ and ‘ORGANIZATION\_NAME’ columns if concatenated in EBS spreadsheet.
6. In the ERP Cloud report spreadsheet, for each of the fields to be reconciled insert columns after the concatenated columns.
7. In this spreadsheet with ERP Cloud data using simple formulae such as ‘If’, ‘VLOOKUP’ or ‘INDEX’,’MATCH’ etc compare the concatenated columns in the EBS spreadsheet.
8. In case of any discrepancies/differences found log defects for investigation and resolution.
9. Repeat the above steps for all customers to be sample checked.

Example:

In the excel file below, Customers object data has been reconciled. There are two spreadsheets in the file.

**EBS Party Report:** This is the source data from EBS. The file also contains manually added columns with concatenated data as explained in the above actions.

**ERP Party Report:** This is the migrated data in ERP Cloud. The file also contains manually added columns with concatenated data as explained in the above actions. ORGANIZATION\_NAME and PARTY\_TYPE fields have been reconciled using concatenation.

EBS to ERP Cloud – Party data Reconciliation (Example)



# Reference Documents

Listing of reference documents related to Customer entity data migration.

|  |  |  |
| --- | --- | --- |
| **#** | **Document Name** | **Description** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |

# Open and Closed Issues

Listing of open and closed issues.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ID** | **Issue** | **Status** | **Resolution** | **Responsibility** | **Target Resolution Date** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |

**Glossary**

|  |  |
| --- | --- |
| Term | Description / Meaning |
| AP | Account Payable |
| ATP | Autonomous Transaction Process |
| BIP | Business Intelligence Publisher |
| BPA | Blanket Purchase Agreement |
| BU | Business Unit(s) |
| Cloud ERP | Oracle Enterprise Resource Planning Cloud |
| CPA | Contract Purchase Agreement |
| CSV | Comma Separated Value |
| DBCS | Database Cloud Service |
| DQ | Data Quality |
| EBS | E-Business Suite |
| EDQ | Enterprise Data Quality |
| FA | Fixed Assets |
| FBDI | File Based Data Import |
| Fusion ERP | Oracle Enterprise Resource Planning Fusion Applications |
| HCM | Human Capital Management |
| HR | Human Resource |
| IC | Inter-Company |
| OC | Oracle Consulting (Team from Version 1) |
| PB2 | Playback 2 |
| PO | Purchase Order |
| R12 | Oracle e Business Suite R12 |
| SCM | Supply Chain Management |
| SQL | Structured Query Language |
| UCM | Universal Content Management |





[**www.version1.com**](http://www.version1.com)

*`*