Lean Specification

Conversion - O2\_GENAI\_CNV403

Customer Conversion

Document Control Information

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# Summary

## Objective

This document has been created to record the requirements for converting customers from legacy system (VISION) and POS Systems to RecVue.

All required data that has mapped to RecVue fields has to be picked up from cleansed extract that XXX will provide in a requested format and fed into the RecVue with the help of RecVue Standard File-Based Data Import (FBDI) template.

This design document is intended to provide all the key information, assumptions, rules, and logic that are required to convert the active customers from the source system i.e., VISION and POS to the target system Oracle Fusion Cloud ERP using Oracle standard FBDI template.

The purpose of this functional specification is to outline requirements to map and extract legacy customer data and to provide an overview on how the active AR customer details will be captured in Oracle Fusion Cloud ERP.

This document outlays the conversion of customers for the NA, EMEA and APAC regions.

## Assumptions

* On customer data extracted from VISION environment and POS system, clean up activity, archive of inactive customers, adding more attributes for customer definition are to be performed by XXX team.
* Customer Conversion template file containing cleansed customer data for active customers is received from XXX team in pre-agreed format, this template will be used for customer conversion in Oracle Cloud ERP.
* Customer Conversion template file will contain all the customers data which will be required to convert receivables transactions (AR Invoices & AR Receipts) in Oracle.
* Financial Institutions (Financing arms such as banks) will be created as customer in Oracle. These will be classified as Finance company in Oracle.
* Details of Payer/Buyer – Payee/Financial institutions is to be provided by XXX Team in conversion file. This will be used to create a relation between Buyer and Financial Institution in Oracle.
* Customer structure will be one party, one account & multiple sites with multiple contacts in Oracle.
* Intercompany customers will be included in the customer conversion data file with the customer type as Intercompany.
* Intercompany customer details are to be received by XXX team; All the Legal Entities are to be created as intercompany customers in Oracle and each Intercompany customer is to be assigned to all Business Units reference data sets.
* Business will provide customer source details in the Conversion template.
* Customer relationship need not be setup for EMEA by default.

## Proposed Process





## Dependencies and Prerequisites

1. Dependency on receiving of cleansed customer data in an FBDI format from XXX Team
2. All the mandatory fields in customer import template should be filled with data
3. Required configuration / setup would be available for conversion
   1. All Operating Units related to North America, EMEA & APAC are defined in Oracle
   2. All the necessary configurations which are required as a prerequisite for customer conversion should be completed in Oracle ERP

# Functional Design

## Data Mapping Layout



## Cross Reference/Data Transformation

N/A

## Business Rule

|  |  |  |
| --- | --- | --- |
| Sr. No. | | Description |
| 1 | Obtain the customer and relationships extracted data in a customer conversion template (provided in section 2.4) from XXX in .csv file format. | |
| 2 | Load the data into a staging table/s. These records are marked as ‘N’ (New) in staging table. If the file format is invalid, then it will be rejected and appropriate error message will be sent to Technical Team. XXX team to correct the file and share again for processing. | |
| 3 | Perform user-defined validations in the staging table as mentioned in step no.4 and 5. These records are marked as ‘V’ (Validated) in staging table if there are no errors | |
| 4 | In staging table/s, if the errors are related to some setup/configuration miss mentioned below, then mark these records as ‘E’ (Error) with error message in staging table. Technical team to analyze the error and perform the necessary setups and revalidate the data. Execute step3 again.   |  |  |  | | --- | --- | --- | | **Configuration Validation** | **Fields from Source File** |  | | Master Data exists in Oracle Fusion Cloud ERP | Business Unit, Customer Class, Country, Payment Terms, Party Number (if provided), Related customer Account Number(If provided should exist in the same file or in Oracle as account number) |  | | |
| 5 | In staging table/s, if the errors are related to data issues such as bad data or null data for required column in the conversion template, then mark these records as ‘D’ (Data Issue) with error message in staging table. Report these errors to XXX team. XXX team to correct the data errors and share the data again in conversion template for load. Execute from step1 to Step3 again.   |  |  |  |  | | --- | --- | --- | --- | | **Data Validation** | **Fields from Source File** |  |  | | Mandatory Fields are provided in source file | Organization Name, Customer Type, Business Unit, Vision Account Number, Customer Class, Address Line 1, City, Postal Code and Country, Payment Terms, Eligible for Invoice Print |  |  | | |
| 6 | As customer numbers can be duplicate in Vision, append country code to customer account number from VISION and use it to derive orig system reference values required in FBDI  E.g.  If, Country Code is FR and Account Number from Vision (Vision Code) is 1234  Then Account number - FR1234 | |
| 7 | If customer is having more than one contact then multiple rows need to be added for same customer account in HZ\_IMP\_CONTACTPTS\_T file.  If customer is having more than one relationships then multiple rows need to be added for same customer account in HZ\_IMP\_ACCOUNTRELS file. | |
| 8 | Based on the customer class data provided by XXX, relationships will be established between various customer accounts programmatically as mentioned below only for NA region customers:  All Retail and Dealer class customers will be related to Financial Institutions  All Licensees and Auction House class customers will be related to OEM | |
| 9 | If any existing supplier need to be created as Customer then XXX Team will populate the appropriate Party number using the extract provided by Deloitte containing supplier name, number along with Registry ID(Party Number) | |
| 10 | Create two contact persons if print email address is different than statement email address. Phone details if available, attach them to print email address contact person by default | |
| 11 | Generate CSV files for the validated customer records using mapping (provided in section 2.4) to load into Oracle Cloud ERP. These records are marked as ‘P’ (Processed) in staging table | |
| 12 | Load the CSV file to Oracle cloud | |
| 13 | Check the Oracle Customer import report for Errors. Mark the success records with flag as ‘S’(Success) in stage table. Mark the import error records with flag as ‘I’(Import Error) in stage table. | |
| 14 | Technical team to perform the setups and execute from step6 again for records with flag I | |
| 15 | Provide reconciliation and log report with converted customer count and error records details. | |

## Data Criteria Specifications

### Data Selection and Filtering Criteria

It is required to extract all customers associated with Receivable transactions selected for conversion to Oracle Cloud ERP.

Customers from VISION based on last 2 years transactional activities will be provided by Business to load in Oracle Cloud ERP.

Suppliers from Oracle Cloud ERP which need to be created as customer.

Extracting/selection of customers, this activity will be performed by XXX Team.

### Pre Extract Clean up Criteria

N/A

### Post Extract Clean up Criteria

N/A

### Pre Conversion Clean-up Criteria

N/A

### Post Conversion Acceptance Criteria

N/A

### Non-Converted Data

N/A

## Acceptance Criteria

N/A

## 2.6 Test Scenarios

N/A

# 3 Technical Specification

## 3.1 Process Description

N/A

## 3.2Design Approach

N/A

## 3.3 Data Selection Criteria

N/A

## 3.4 File Layout / Report Output

N/A

## 3.5 Data Processing / Derivation / Validation / Transformation Rules

N/A

## 3.6 Validation & Reconciliation

### 3.6.1 Data Validation

N/A

### 3.6.2 Data Reconciliation

|  |  |
| --- | --- |
| S. No. | Actions to be performed |
| 1 | Compare the count of records loaded into Oracle against the count of records in the data file  Procedure for this conversion:  A seeded reconciliation report will be generated that will provide the following conversion statistics for every customer entity:   * Total records in the batch * Total records inserted * Total records imported * Total records error out |
| 2 | This report will be used to manually reconcile the data loaded into Oracle against the data in the source file. It will also show the error records along with the reasons of errors which can be used to correct the data.  After the correction of data, the conversion template file shall be re-loaded, and entire conversion process will be repeated to load the fixed customer records. |
| 3 | Review the details loaded in the system to ensure the accuracy of the data. |

### 3.6.3 Post-conversion Steps

|  |  |
| --- | --- |
| S. No. | Actions to be performed |
| 1 | Verify log reports to determine fallouts and errors. Any error records need to be corrected appropriately. |
| 2 | Determine subset of records to use for verification and functional test cases. |

## 3.7 Component List

N/A

# 4 Application Setup and Technical Requirements

## 4.1 Programs/Report and Parameters

N/A

## 4.2 ESS Program, Scheduling and Executables

* **ESS Job -** **Load Interface File for Import**

**N/A**

## 4.3 Security and Controls Requirements

|  |  |  |
| --- | --- | --- |
| **Security/Control ID** | **Description** | **Comments** |
|  |  |  |
|  |  |  |
|  |  |  |

## 4.4 Archiving & Purging

N/A

# 5 Open and Closed Issues

## 5.1 Open Issues

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date Reported | Status | Question | Resolution | Due Date | Responsible Party |
| 04-JUL-2023 | Closed | Customer source will be provided in conversion template by XXX team | XXX team will provide customer source in conversion template | 17-JUL-2023 | Deloitte |
| 04-JUL-2023 | Closed | Logic to handle duplicate customer number in VISION | Append country code to customer number from Vision | 17-JUL-2023 | Deloitte |
| 04-JUL-2023 | Closed | Customer account numbering. If there can be challenge if we auto generate account numbers after go live | Should not be issue as after go live it will be numeric | 17-JUL-2023 | Deloitte |
| 04-JUL-2023 | Open | Reconciliation report format |  | 17-JUL-2023 | Deloitte |
| 04-JUL-2023 | Closed | Generate Bill, email preferences is at account level or site level | Customer account level | 17-JUL-2023 | XXX |
| 04-JUL-2023 | Closed | Relationship structure between customer account classes | Establish Relationship between all the customer accounts of specific classes as mentioned in Conversion logic section | 17-JUL-2023 | XXX |

## 5.2 Closed Issues

N/A

# 6 Appendix

N/A