OmniChannel Home

Welcome to your new space!

Confluence spaces are great for sharing content and news with your team. This is your home page. Right now it shows recent space activity, but you can customize this page in any way you like.

Recent space activity

Vincenzo Miccoli

Solution Design - Phase 2A DCE2 new Checkout with Stock MiSe with Bulk API updated yesterday at 2:13 PM view change

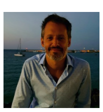
sudhir Soni

Solution Design - Phase 2A DCE2 new Checkout with Stock MiSe with Bulk API updated yesterday at 1:45 PM view change

Phase 2a - Bulkification APIs - Technical Assessment - Impact on Hybris updated yesterday at 1:11 PM view change

Eugenia Deambrosi

Solution Design Tracker - CEGID updated Apr 06, 2023 view change



Gerardo Colace

Solution Design Tracker - Phase 2 updated Apr 06, 2023 view change

Space contributors

- Vincenzo Miccoli (1 day ago)
- sudhir Soni (1 day ago)
- Eugenia Deambrosi (2 days ago)
- Gerardo Colace (2 days ago)
- Luca Inzerillo (2 days ago)
- ...

01. Introduction

01.1 Product Area Onboarding Kit

01.1.1 Useful information

Commerce Onboarding - DCE 2.0 Home - PMI DCE Confluence

How to create a business partner (guest) account in the IMDL portal? (sharepoint.com)

Please note that "Contracted" and "Third party" accounts are created the same way, only difference is chosen location - PMI buildings and certified off-site buildings are creating "Contracted" type, and other off-site locations are creating "Third party" accounts. It is done automatically and cannot be changed manually.

Contracted accounts will have PMI login account (username@pmintl.net) and PMI email (name.surname@contracted.pmi.com)

Third party accounts will have only PMI login account (username@pmintl.net)

Request access to JIRA and Confluence - OmniChannel - PMI DCE Confluence

Application Knowledge Factory

DRAFT

The objective of this page to bring Application knowledge in one page to help people onboarding on fast track.

Most of the terms used in DCE platform are very well explained in Glossary.

DCE2.0 way of working page 07.00 DCE2 Ways of Working

Smoke Free Future

Delivering a smoke-free future | PMI - Philip Morris International

Smoke Free Products Information

Category code	Category	Reference Links	BRANDS	Web applications
P1	Heated Tobacco products (HnB)	IQOS heated tobacco products | PMI - Philip Morris International	ORIGINALS(IQOS 2.x, IQOS 3), ILUMA, lil	Iqos.com
P4	E-vapour products	IQOS VEEV e-vapor products| PMI - Philip Morris International	VEEV one, VEEV 2.x, VEEBA disposable	veev-vape.com
P5	Oral smokeless products	Nicotine pouches | PMI - Philip Morris International	SHIRO	SHIROse-sv.shiro.com

Platforms

Platform	Apps	Serving Markets

DCS	Legacy app, used for selling IQOS even before DCE1	DCS Markets
DCE1	Legacy app, is a predecessor of DCE 2.0. platform	DCE1 Markets
DCE2.0	Latest app, Digital consumer Engagements.	DCE 2.0 Market(s) Matrix

DCE 2.0 Lanscape

04.05 - Component Architecture is the DCE2.0 reference architecture, gives high level information of integrated systems.

Channels

Channels	Experience	DCH Web apps	Actors	Reference Link
Web	Remote	Iqos.com web application	Consumer	Ce-App, RaaS, Website and CustomerCare textbook User Journey Library
Social	Remote	Bot, Live Chat, QR code etc	Consumer + PMI support	
Brand retail	Face 2 face	Clientelling + Cegid Clienttelling(For order placement) is integrated with Cegid to finalize the payment & receipt	Store Manager, Sr. IQOS Store Coach, IQOS Store Coach	F2F Onboarding materials (Brand Retail, Field Coach, Indirect Retail/RAAS) https://pmicloud.sharepoint.com/:f:/t/PMI-DCE2AssessmentTeam/EqjpzH8btYNKvG1K1E4GOhQBAK2EkhDAH93ype2RffbJaQ?e=0qSyeV vii. Clienteling and RaaS
Field Coaches	Face 2 Face	Clientelling	Field Coach, Sales expert	
Indirect Retail	Face 2 Face	Retailer as a Service (RaaS), B2B2C	Consumer, Store Coach	
Customer Service	Remote	Salesforce digital cloud SFDC	Agent	User Journey Library
Mobile	Remote	Web application	Consumer	

Application Features

Features	Description	Reference Links
Consumer Registration	It's process registering customer in system through different channels.	03 Consumer registration
Age Verifications	Consumer needs to be verified to purchase IQOS device. Age verification happens during registration or in checkout if already registerd.	Age Verification - Onboarding material Actual Execution - Costa Rica (user journeys)
Lead Generation		02 Lead Generation & Lead Management Programs

Device Linking /Unlinking	It's process of linking device to customer's profile (customer UID). Device micro service is used for device linking and unlinking	e) Device link / unlink 65.2.3 E2E Test - Device Linking via Store Coach 65.2.5 E2E Test - Device Linking via Field Coach 13. Self Service - Device Linking
Pay per Link	it's a payment method, where the payment link will be shared with consumer via email, sms to enter bank details and complete the transactions	66.1 - Store Coach - Endless Aisle with Pay Per Link
Appointment	Appointment with field coach/sore coach for various reason codes.	4) Appointments Management
Loyalty	Reward program for consumers	14 - Loyalty/ IQOS CLUB
Endless Asile	Coaches can place the Order with payment on behalf of customer but to product will be deliver to customer address (Fulfilment will be done by e-com Sales force applications)	User Journeys
Refer-a-friend	The feature enables consumers already registered on IQOS to refer the experience within their personal network by sharing a Member-Get-Member code.	https://confluence.pmidce.com/download/attachments/310886980/Feature-in-Five GM ShareCodeOption_1st draft %281%29.mp4?version=1&modificationDate=1613382561602&api=v2
Consumer deletion	To delete the consumer account from CDP	08 Consumer Account Deletion

Types of Journeys

Journey Types	Description	Reference Links
Sales Order	Consumer wants to quit smoking, gets to know IQOS and decides to buy it. Consumer place an order for IQOS products	1. Sales Order (Basic flow) Remote : 1.A) Order flow Face to Face: 3) Order to Cash
Return Order	Consumer returns the device	2. Return Order
Replacements	Consumer creates the replacement order and returns the device	3. Replacement Order
Lending	Consumer lends the IQOS device to try at home without commitment	4. Lending

Integrated DCE2 Systems

Systems	Description	Reference Links

Gigya	Is is used in customer registration. Consumer profile get created in Gigya.	DI - Integration flow for Gigya
AEM	AEM is used to develop Application front end e.g web app, CE app	12.07.01 Adobe Experience Manager
Hybris ecom	consumer places their order, it is sent to Hybris. Hybris then sends this order information to the LSP, SAP, and ADL at various stages as the order is progressed. the LSP sends updates back to Hybris, and on the frontend Order History page, AEM calls the information from Hybris to display the correct status to the consumer.	Hybris Configuration Manual Handbook All in One
Order Management(OM)	Module of Hybris for Order management process	
Product Information Management(PIM)	It has information about the Products catalog	
Promotions	Rules set in hybris promotion modules for item levels, order levels etcs	
Store Locator	Hybris is master data for store locators	1) Store Locator Data and UX
SAP P1	Invoicing,Inventory Management, financials and reconciliations.	
FSP		
FSL	It is back end for CEApp	
PSP		
LSP		
SAP P1		
SAP Retail		
SAP CAR		

Interfaces

Interfaces	Description	Reference Links
IO4	The IO4 interface is used to export order information from Hybris to LSP via MuleSoft. All orders are generated in Hybris and exported to LSP.	Order Export

IO7	The IO7 interface is used to export order status information from LSP to Hybris via MuleSoft. For every change in order status, an IO7 is generated and exported by LSP.	Integration Flow - Order Status - API Based Integration Flow - Order Status - File Based with AMQ
IO9	The IO9 interface is used to share stock snapshot from LSP to DCE2. LSP is responsible for generating the IO9 and exporting to Hybris via Mulesoft. The stock information then gets stored in Stock microservice and products' availability on website appear as per this information. Normally stock snapshots are shared every hour, but market is at liberty to configure the frequency of IO9. It can be as frequent as once every half an hour or once every day.	
Stock services	It is central point to manage stock quantities coming from different warehouses through different channels(Warehouse, POS, Field Coach • LSP (e.g. Arvato) for WEBSITE channel • CEGID for DIRECTRETAIL channel • Salesforce FSL for CEF channel	Stock Visibility Microservice - Configuration Manual Handbook Stock Service
Device Micro service	It for device linking/unlinking , eligibility check, device warrenty information ects	Device Asset Management Microservice (DMS)

Root to Live environments

Environments	Description	Reference Links
DEV	used for unit test and component testing	07.01.02 Development, Environments and Test Strategy
STG	New feature activations	
QA	Integration and end to end testing	
Pre Prod	Regression and performance testing	
PROD	Smoke test in production	

Other useful Informations

Others	Description	Reference Links

Release Management	Release information available here	DCE2 Calendars 07.13 Release Management
Environments	Web application urls w.r.t env are available here	Environment
Test Data	It has channel wise markets test users	Test users & passwords
Reference Data		DCE 2.0 Reference Data Documentation Repository
Various user journeys	Most of the user journey scenarios with videos are well documented here	User Journey Library

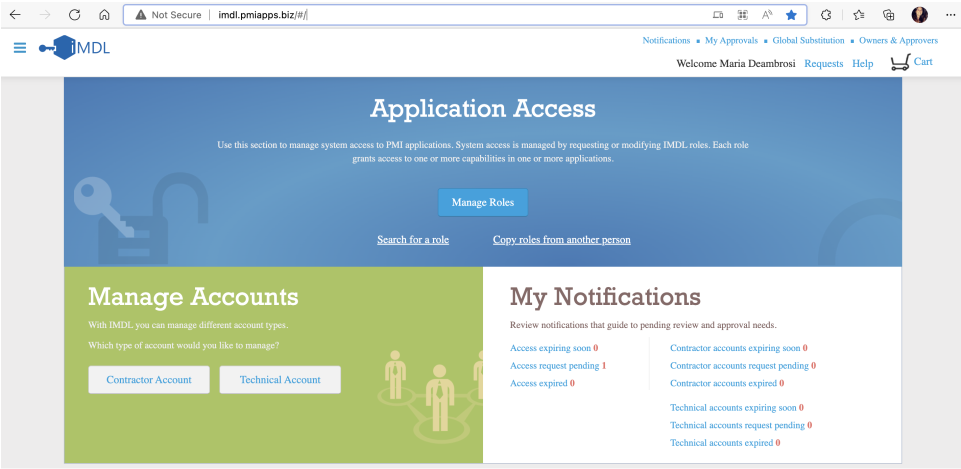
Request access to JIRA and Confluence

In order to access JIRA and Confluence space, user should have following accesses:

1. IMDL role “PMI GLOBAL UR PMIDCE COLLABORATOR IMDL” assigned.

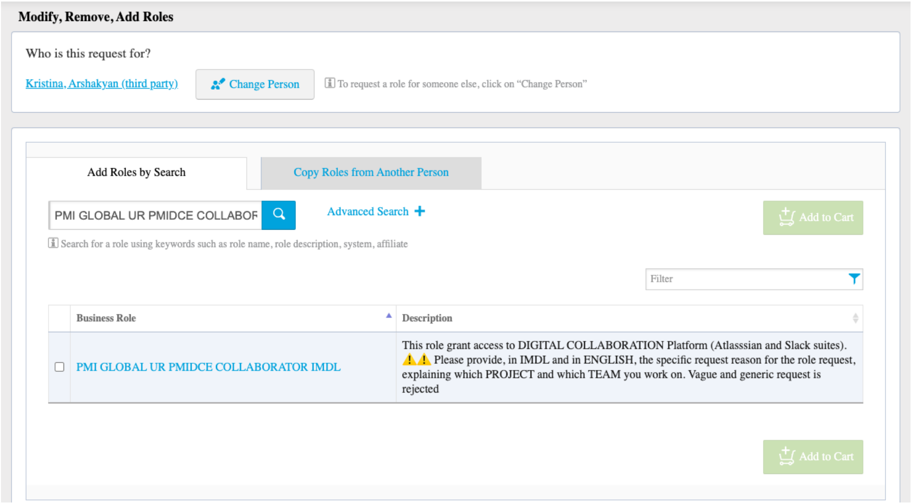
2. User is included in “dce20home-team”.

1. Go to IMDL portal and select "Search for a role" option.

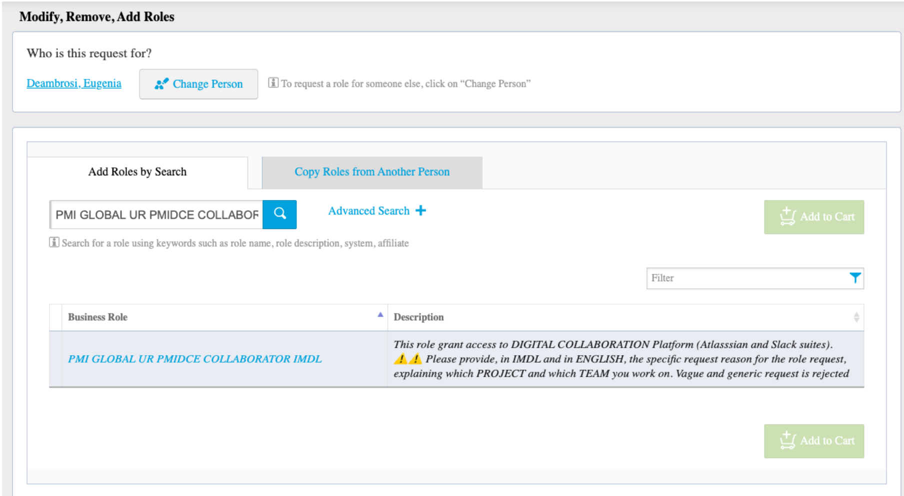


2. Insert the role name in the search field and click on the search icon.

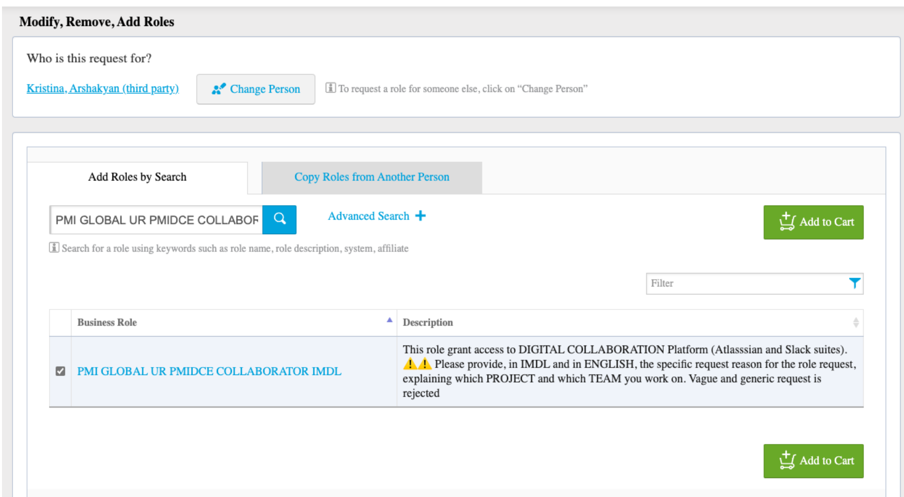
   Please note that if the role is for another person, you can use the "Change Person" option on the top to request the access for others.



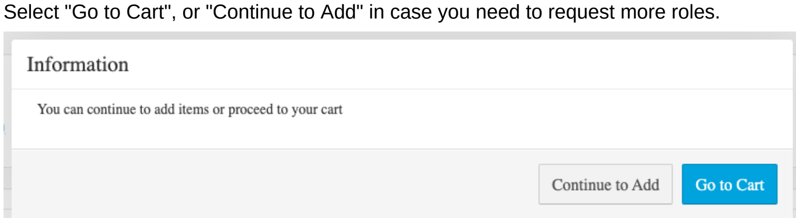
Please note that if the role is shown in italics as below, it means that the role is already assigned to the user.



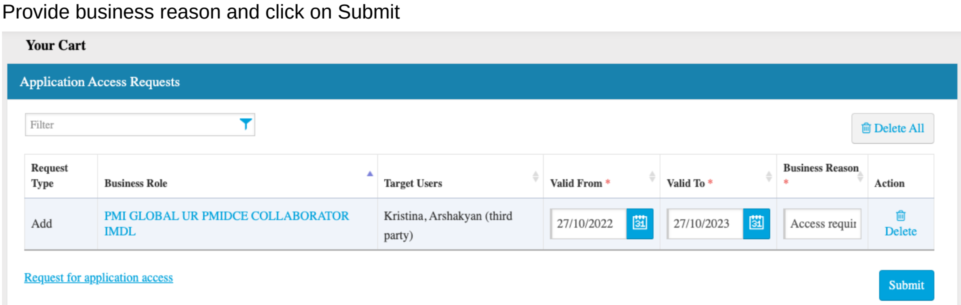
3. Select the role and click on "Add to Cart"



4. Select "Go to Cart", or "Continue to Add" in case you need to request more roles.

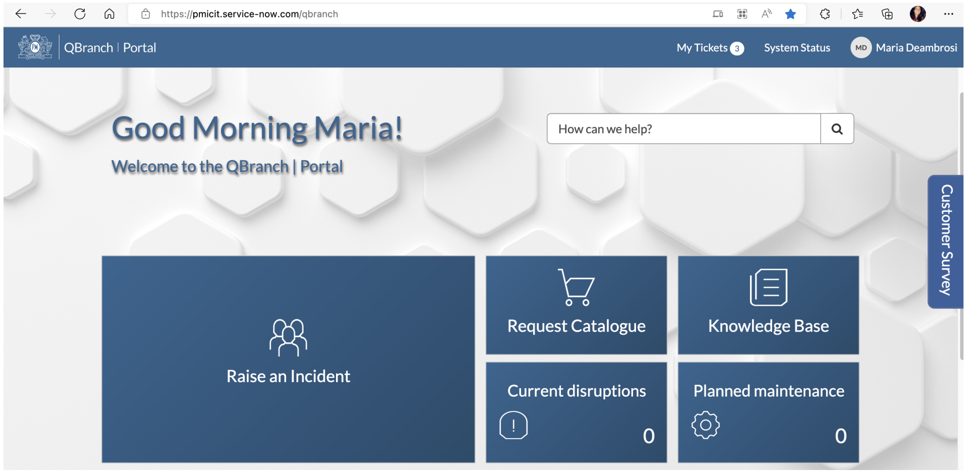


5. Provide business reason and click on Submit

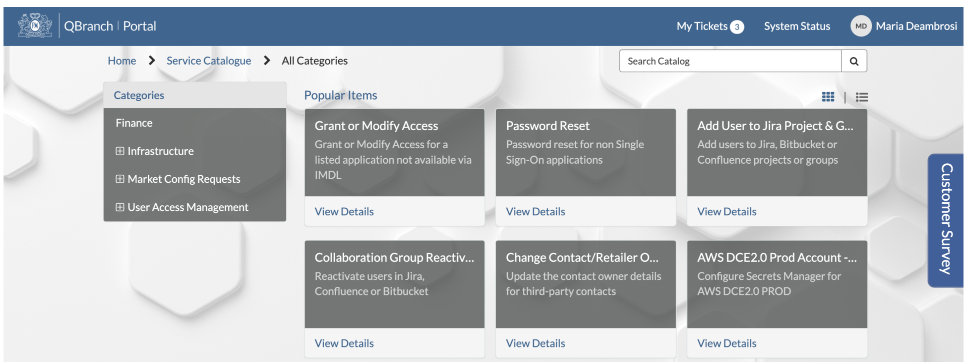


6. Request is now submitted, you will receive an email notification once the access is approved and granted.

1. Go to Qbranch portal and select "Request Catalogue" option.

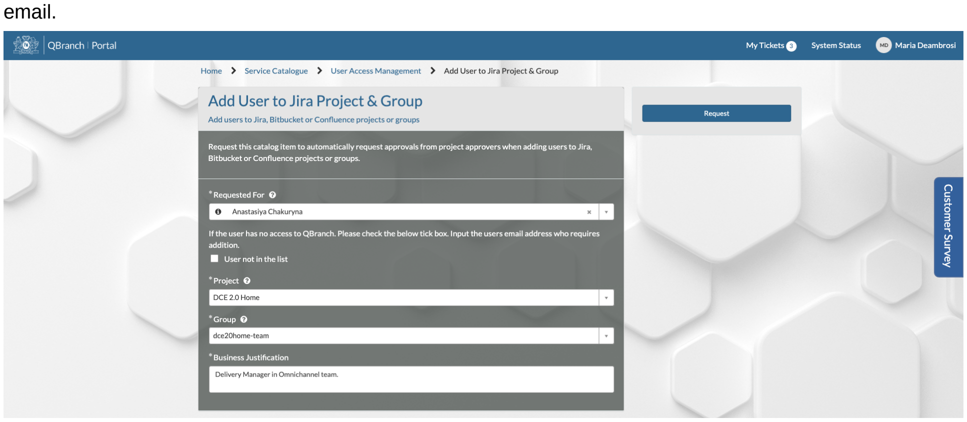


2. Select "Add User to Jira Project & Group"

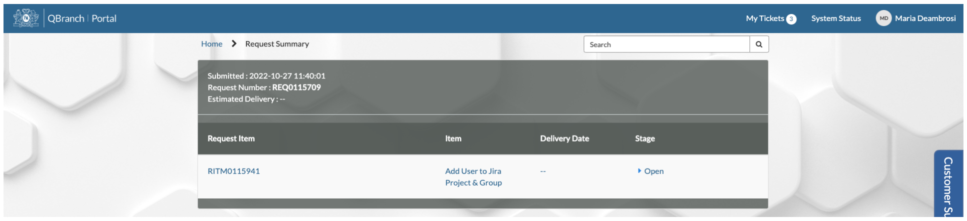


3. Complete the form with the group to which the user should be added and click on "Request".

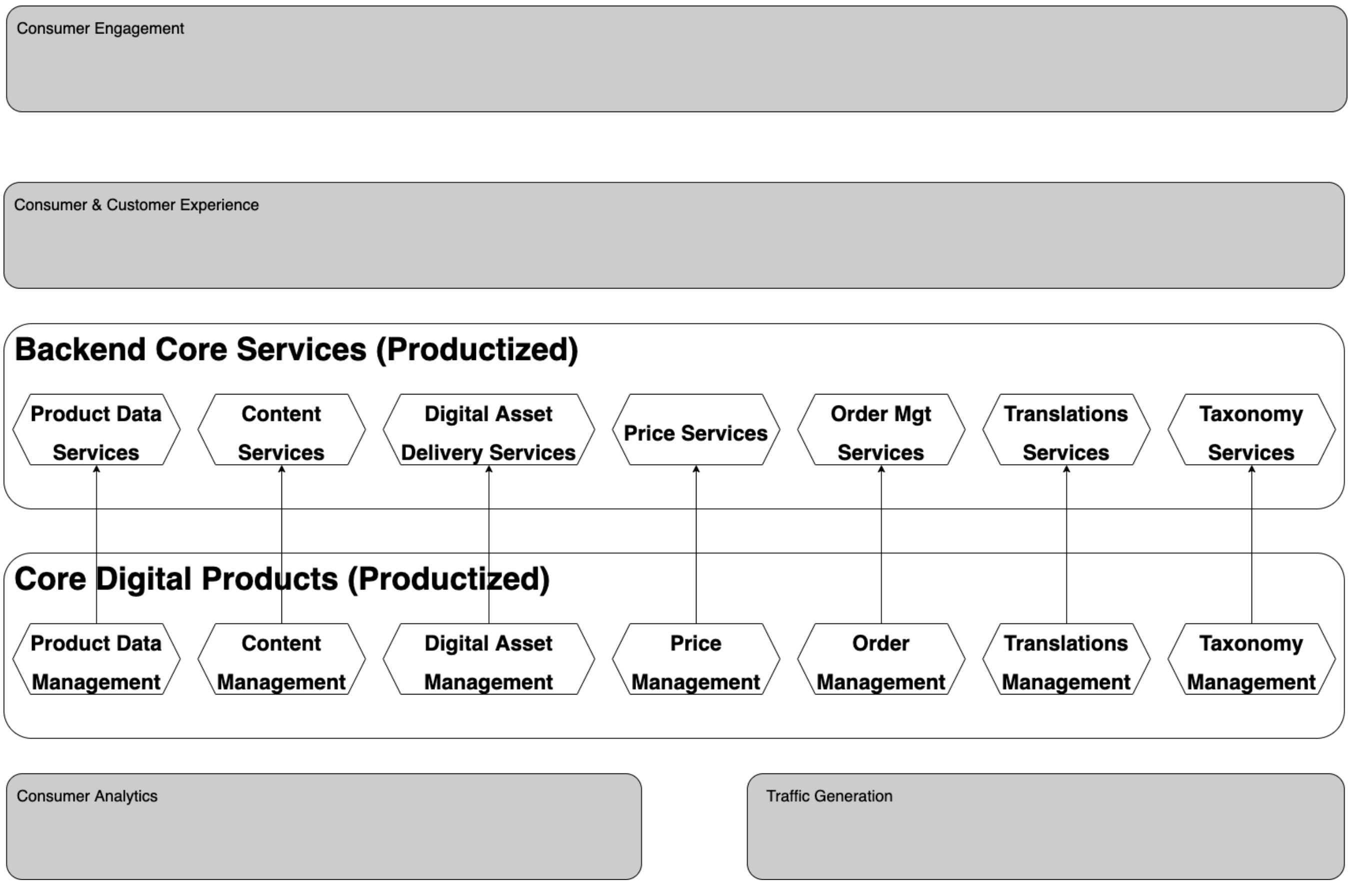
Please note that if the user is not in the drop down list, you have to select "User not in the list" option and provide his/her @contracted.pmi.com email.



4. Request is now submitted, you will receive an email notification once the access is approved and granted.



01.2 Product Domain View



01.3 Team behind the Product Area

01.3.1 Team Offsite

18-Jul Team Offsite

LOCATION: London

DATE: 19 Jul 2022 till 20 Jul 2022

ATTENDEES: Stefano Pavin Gerardo Colace Sathish Kumar Ramadoss Yemi Fagbenro Zuleyha Yildiz Kumbasar Filip Hoffmann

AGENDA

S: NO:	TOPICS	DURATION	DATE	TIME	MODERATOR
1	What is the role of DAM when it comes to delivering assets based on meta-data to cater (1) personalise experiences (2) manage different renditions				
2	Assortment Management, across B2B B2C				
3	Capabilities: Replacements, Cross/Up Selling?				

01.4 Team Calendar

New location: 01.5 Team Calendar - OmniChannel - PMI DCE Confluence

Team Calendars

02. Principles and Practices

02.0 Product Management

Product Contract

Product Contract is

A document which consolidates the input from the ecosystem team

A high level definition of a product in the context of the to be target architecture

A jump start for the product owner and the IT product teams to approach the detailed definition of the product

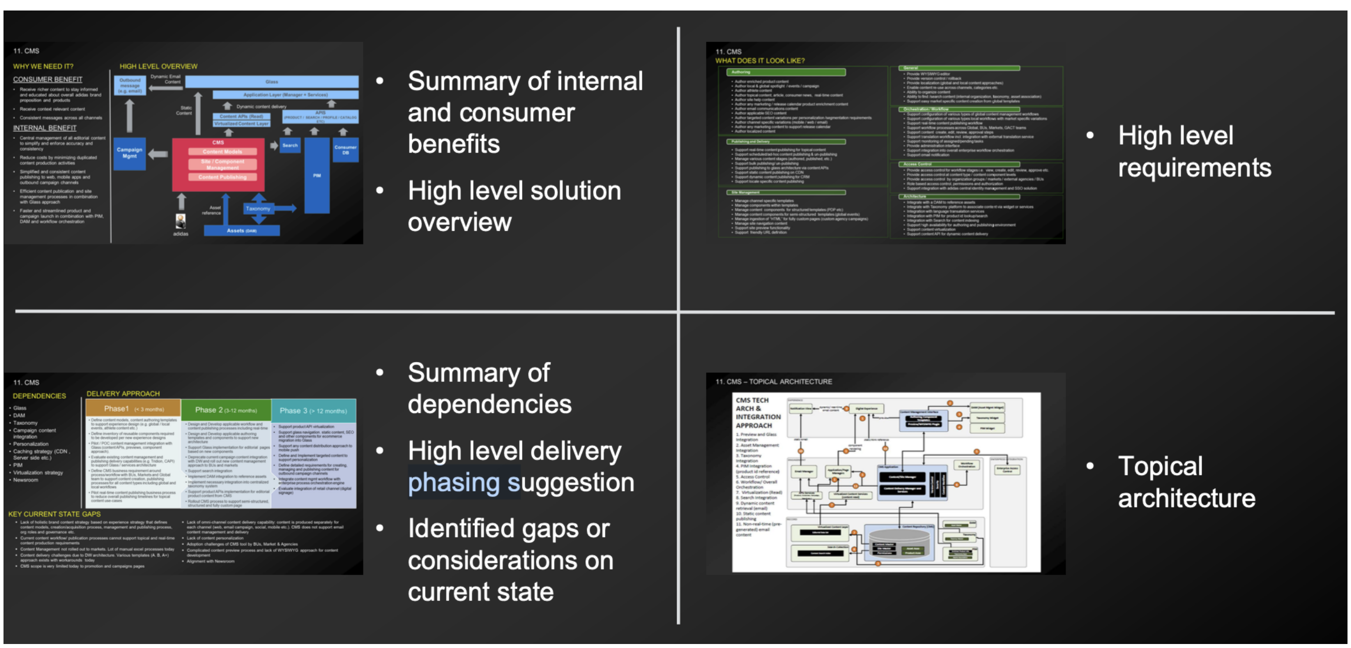
Product Contract is NOT

A FULL product backlog with ALL detailed requirements

A detailed solution design document

Dictating any specific software product

Product Contract includes



02.1 Agile (PMO)

02.2 Architecture

02.2.1 Architecture - Product Backlog

S: No	Epic	User Story (US)/Task (T)	Key Performance Indicators (KPIs)				
			Faster Go to Market (GTM)	Team Autonomy	Operating Cost Reduction	Tech Debt Reduction	Future-Focused
1	Architecture Guardrails	(US) As a product team, i would like to know the architecture guardrails which are tailored for Product based development.		✓			
2	Technology Roadmap	(US) As a product team, i would like to know the list of approved technologies, commercial software products. (US) As a domain lead, i would like to view the technologies, commercial software products for its respective domain (Current Vs Future state).			✓		✓
3	Digital City Map (Target Arch)	(US) As a leader, i would like to visualize the Target Arch (North Star). (T) Create Transitional Architecture view(s).					✓
4	Third-party Tools Inventory	(US) As a leader, I would like to know list of tools/products which offers what capabilities. (T) Cluster tools/products which offer same capabilities.			✓	✓	
5	API Handbook	(US) As a developer, I would like to discover the list of API(s) - API Portal. (US) As a developer, I would like to know the guidelines on API design.	✓	✓			
6	Product Platform Roadmap	(US) As a domain lead, i would like to view the platform technology evolution.					✓
7	Product Architecture Economy	(US) As a domain lead, I would like to know the architectural investments required for each domain.			✓	✓	✓

02.3 Software engineering

02.4 QA Engineering

BUG logging guidelines

DRAFT

The main objective of this document to set up guidelines for logging the bugs across all test phases. These guidelines will help us to logs the bugs in correct and complete way for

Clear understanding of bugs

Faster bug resolutions

Minimise the bug rejections

Creating JIRA dashboard and reporting

All bugs must be logged into JIRA only. Do not combine multiple issue in single bug. Try to provide below information as much possible that helps in bug reproduce, investigation, fixing and retesting.

JIRA Fields	Guidelines	Example	Benefits
Summary*	Try to summarise the issue in minimum words in an effective way. It should consist of What?Where? When principle **What**: What is not working **Where**: On which page/system etc **When**: While performing some action	Getting 404 error page on clicking Shop link on Home page	1. Increase readability 2. Easy bug search with keywords in JIRA 3. Reduce duplicate bugs 4. Saves time & effort
Epic Link	Provide target epic link	https://jira.pmidce.com/browse/OMNI-931	Gives idea if any bug is raised and it's status
Reporter*	Bug raised by	<Name of reporter>	Helps in Jira filtering
Assignee	Need to assign to functional lead from respective vertical area. List is available here Team Org. Chart - Split by vertical#Detailedorganizationbyverticals	<Name of assignees>	Helps in bug triage and fast resolutions
Website Affected	**Yes**' if the Bug/Incident impacts the Consumer Website	Yes/No	More visibility for consumer service
Market/s	Select one market from the list or GLOBAL if reproducible to all markets	GB/GLOBAL	Helps in investigation for developer
Components	Select the appropriate component from the list	Adobe AEM, Hybris	Helps in investigation and right point of contact for the resolution

Description			
High Level Description	Very much similar to bug summary	Not able to set password after clicking on set password mail as getting 404 Error mail	Helps in understanding and fixing
Steps to Reproduce the issue	Provide steps to reproduce the bug. Please do not use the shortcut. Be specific on the steps to follow. Mentioned each step so that developers can easily reproduce the same bug without any confusion.	1. Login to the web channel - https://www.pp.iqos.com/ae/en/home.html?gr=false 2. Navigate From home page customer navigates to Heated tobacco >IQOS devices >Shop all devices 3. Selects IQOS 3 DUO System Stellar Blue device for pre order 4. Navigate to accessories and adds IQOS 3 DUO Door Cover accessory to cart 5. Navigate to consumables tab and selects HEETS SELECTION SILVER PACK and add it to cart 6. View the cart and checkout 7. Selects a delivery method and Shipping method 8. Make the payment and place the order 9. Once the order is placed, order confirmation email will be triggered to user account 10. Check the order confirmation email has pre order label, date and message	Helpsto reproduce the bug by developer for further investigation or tester for retesting or any other person want to refer
Current Behaviour:	What is current result	Pre Order Confirmation email is different from the design mock up , Pre Order Badge is misleading and placed next to wrong item	Helpsto identify what is exact issue
Expected Behaviour:	What should be the expected result	For pre ordered product badge and date should be displayed and it has to be on the top of the pre order product	Helpsto get what is expected behaviour
Additional Info (based on the scenario):	If any additional information you want to provide that may Helps in investigation and resolution	Registration works fine when user enters the date of birth first and then first name	Additional information is good to have if any
Configuration checks done (for Bug triage) - for IT use:			

Test Data used	Please provide test data **Note**: ***Do not specify any PROD data here.***	URL : https://pmi-dev-dce2-dce2pp.lightning.force.com/ UserID : CCRAgentII.France@iqos.com Password : CustomerCare3!	Helps in reproduce the bug by developer or tester for bug retesting
Scrum team*	Select the relevant scrum team	OmniChannel	
Split Scrum team*	Sprint no	Rel 65	
Story Point	it's effort to fix and retest the bug	1/2	Helps in estimations
Test Type*	Test phases	SYS/REG/E2E	Investigation and resolutions
Depends on	Provide the JIRA issue if it is dependent on that	<JIRA ISSUE>	Investigation and resolutions
Fix version/s	Bug in which bug is fixed, will be provided by developer		
Priority	Refer the guidelines fromTest Strategy#bugManagement	Medium	Helps in prioritising the task for developers
Severity	Refer the guidelines from Test Strategy#bugManagement	Major	Helps in prioritising the task for developers
Labels	Follow the JIRA labelling naming convention from 01. Test approach		Helps in JIRA filter and bug dashboard
Environments*	Select the environment from the list.		Helps in bug investigation and fixing
Attachments	Attach a screenshot OR video of the BIG		It makes it easier to understand the BUG to the developer and other testers for retesting
Affects versions	Bug on which it's found, will be provided by developer		
Linked Issues	Reason for linking	is related to	bug tracking
Issue	Select the JIRA issue if you want to link with BUG for above reason	<JIRA ISSUE>	
Requirement	Provide the user stories if it is part of story testing	DCE20HOME-262035	Helps to identify if requirement/user story is complete or any bug is raised against it and what is the status of bug

End to End Automation

E2EAutomation_v0.1.pptx

Automation Solution Design

Why need of E2E Automation?

For Order Fulfilment - The LSP systems are not set up in lower environments DEV, STG and QA environment, hence currently the order fulfilment is achieved by using mock hybris APIs. With this, below MuleSoft integration flows are not being tested.

Integration Flow - Order Status - File Based with AMQ

Integration Flow - Order Status - API Based

To reduce dependency on LSP systems for Order fulfilment in NON PROD test levels.

To reduce elapse time in overall testing for further releases

Test Automation Overview

The objective of the e2e automation is to provide automation solution for Order Creation, Order Fulfilment and Order Status validation without manual intervention. The e2e validations are divided into three parts:

#	Parts	Workflow	In scope Automation
1	Order Placement	Order can be placed through front end Adobe Experience Manager(AEM) or by using Hybris REST APIs. Order placed through APIs is faster than placing through front end.	Order placement will be done by ready test scripts from APITest automation framework(TAF). More details on TAF are available in Commerce Hybris API Test Automation Status
2	Order Fulfilment	Once the Order is placed in Hybris and exported, Order fulfilment will be done by using Mocked LSP-SFTP for the markets having capability SFTP and by using MuleSoft end points for the markets having capability LSP REST API.	In plan by mocking LSPs activities for LSP-SFTP & by hitting MuleSoft end points to update order status for LSP REST API Get Condentify/Serial by hitting device micro service to update in xml/json for device linking/unlinking process
3	Order Status Validations	At the end, orders will be validated by using Adobe Front End or Hybris back-office API Order status end points	In plan by adding additional validation scripts in API Test automation framework(TAF) • Email trigger validation • Order status validation • Validation of delving linking/unlinking based on scenario • Invoice available in S3 bucket validation • Credit note/ Return label available in S3 bucket validation

Test Environment

Based on test environment strategy 07.01.02 Development, Environments and Test Strategy, e2e test automation is currently planned for below environments

Environment	Currently Used For	In-Scope for Automation
DEV	Unit & Component testing	-
QA	System Integration, End to End testing	Yes
STG	New Feature activation	-
Pre Prod	Regression & End to End testing	Yes
PROD	Market Validations	No

Automation Benefits

Will have less dependencies on LSP for Orders fulfilment.

Most of the test cases from Regression and End to End test suits will be executed through automation

Will reduce the overall execution time

Will replace the manual test execution and manual interventions

Automation Scope

In-Scope

The approach is to start automating with simple test scenarios with different permutation combinations as mentioned below for one market first

Various scenarios considerations	Details	Comments
Channels	Web, CSC(SFSC)	• Filed Coach(FC), Store Coach(SC), Indirect Retail(RaaS) - order fulfilment is on the spot • Order placement for various scenarios will be done through hybris Mock APIs • Currently all scenarios are not automated in hybris API automation but basic simple scenarios are automated to start with • The support from hybris API automation team is expected in e2e automation
Order Types	Order Type	
Order reason	Order Reason	
Delivery Methods	Delivery Method	
Payment Types	0. Useful Payments information	

All possible scenarios for SFTP Orders

Scenario / step	System	Order type	Order reason	Order status
Successful SO with capture at shipping				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP / I07	ZTA	R01	RECEIVED
Order processed	LSP / I07	ZTA	R01	PROCESSED
Shipment	LSP / I07	ZTA	R01	SHIPPED
Delivered	LSP / I07	ZTA	R01	COMPLETED
Successful SO with CoD				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP / I07	ZTA	R01	RECEIVED

Order processed	LSP / I07	ZTA	R01	PROCESSED
Shipment	LSP / I07	ZTA	R01	SHIPPED
Delivered	LSP / I07	ZTA	R01	COMPLETED
Missing payment with CoD				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP / I07	ZTA	R01	RECEIVED
Order processed	LSP / I07	ZTA	R01	PROCESSED
Shipment	LSP / I07	ZTA	R01	SHIPPED
Missed delivery	LSP / I07	ZTA	R01	UNDELIVERED
Automatic Return creation**	Hybris/ I04	ZRA	R16	CREATED
Order cancellation by customer				
Order created	hybris	ZTA	R01	CREATED
Order cancelled	hybris	ZTA	R01	CANCELLED
Order cancellation by LSP				
Order created	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP / I07	ZTA	R01	RECEIVED
Order cancelled	LSP / I07	ZTA	R01	CANCELLED

Scenario / step	**System**	**Order type**	**Order reason**	**Order status**
Undelivered				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP/ I07	ZTA	R01	RECEIVED
Order processed	LSP/ I07	ZTA	R01	PROCESSED
Shipment	LSP/ I07	ZTA	R01	SHIPPED
Missed delivery	LSP/ I07	ZTA	R01	UNDELIVERED
Automatic Return creation*	Hybris/ I04	ZRA	R16	CREATED
Return order created (no return label)	LSP/ I07	ZRA	R16	RECEIVED
Parcel returned in WH	LSP/ I07	ZRA	R16	RETURNED
Refund completed	Hybris/ I04	ZRA	R16	COMPLETED

Scenario / step	**System**	**Order type**	**Order reason**	**Order status**
Successful Return order *				
Return creation	Hybris/ I04	ZRA	R08	CREATED

Return label generation	LSP/ I07	ZRA	R08	RECEIVED
Parcel recognized	LSP/ I07	ZRA	R08	RETURNED
Refund completed	Hybris/ I04	ZRA	R08	COMPLETED
Broken Item Return order				
Return creation	Hybris/ I04	ZRA	R08	CREATED
Return label generation	LSP/ I07	ZRA	R08	RECEIVED
Broken item in parcel	LSP/ I07	ZRA	R08	FAILED
Unsuccessful refund				
Return creation	Hybris/ I04	ZRA	R08	CREATED
Return label generation	LSP/ I07	ZRA	R08	RECEIVED
Parcel recognized	LSP/ I07	ZRA	R08	RETURNED
Refund failed	Hybris/ I04	ZRA	R08	RETURNED
1st lending order				
Order creation	Hybris/ I04	ZLD	R29	CREATED
Order received	LSP/ I07	ZLD	R29	RECEIVED
Order processed	LSP/ I07	ZLD	R29	PROCESSED
Shipment	LSP/ I07	ZLD	R29	SHIPPED
Delivered	LSP/ I07	ZLD	R29	COMPLETED
Missed lending delivery				
Order creation	Hybris/ I04	ZLD	R29	CREATED
Order received	LSP/ I07	ZLD	R29	RECEIVED
Order processed	LSP/ I07	ZLD	R29	PROCESSED
Shipment	LSP/ I07	ZLD	R29	SHIPPED
Missed delivery	LSP/ I07	ZLD	R29	UNDELIVERED
Automatic Return creation*	Hybris/ I04	ZRA	R30	CREATED
Confirmed lending				
Order creation	Hybris/ I04	ZL2	R27	CREATED
Money capture	FSP	ZL2	R27	COMPLETED
Unpaid Lending				
Order creation	Hybris/ I04	ZL3	R27	CREATED
Lending Return order				

Return creation	Hybris/ I04	ZRA	R28	CREATED
Return label generation	LSP/ I07	ZRA	R28	RECEIVED
Parcel recognized	LSP/ I07	ZRA	R28	RETURNED
Cancel authorization	Hybris/ I04	ZRA	R28	COMPLETED
Scenario / step	**System**	**Order type**	**Order reason**	**Order status**
Replacement order				
Order creation	Hybris/ I04	ZKL	R04	CREATED
Order received	LSP/ I07	ZKL	R04	RECEIVED
Order processed	LSP/ I07	ZKL	R04	PROCESSED
Shipment	LSP/ I07	ZKL	R04	SHIPPED
Delivered	LSP/ I07	ZKL	R04	COMPLETED
Service Return **				
Return creation	Hybris/ I04	ZRA	R04	CREATED
Return label generation	LSP/ I07	ZRA	R04	RECEIVED
Parcel recognized	LSP/ I07	ZRA	R04	RETURNED
Status update	LSP/ I07	ZRA	R04	COMPLETED
Undelivered replacement order				
Order creation	Hybris/ I04	ZKL	R04	CREATED
Order received	LSP/ I07	ZKL	R04	RECEIVED
Order processed	LSP/ I07	ZKL	R04	PROCESSED
Shipment	LSP/ I07	ZKL	R04	SHIPPED
Missed delivery	LSP/ I07	ZKL	R04	UNDELIVERED
Automatic Return creation	Hybris/ I04	ZRA	R26	CREATED
Parcel returned in WH	LSP/ I07	ZRA	R26	RETURNED
Refund not needed	Hybris/ I04	ZRA	R26	COMPLETED
Replacement Upgrade (credit card)				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP/ I07	ZTA	R01	RECEIVED
Order processed	LSP/ I07	ZTA	R01	PROCESSED
Shipment	LSP/ I07	ZTA	R01	SHIPPED
Delivered	LSP/ I07	ZTA	R01	COMPLETED

Scenario / step	System	Order type	Order reason	Order status
Accessories Replacement order				
Order creation	Hybris/ I04	ZKL	R05	CREATED
Order received	LSP/ I07	ZKL	R05	RECEIVED
Order processed	LSP/ I07	ZKL	R05	PROCESSED
Shipment	LSP/ I07	ZKL	R05	SHIPPED
Delivered	LSP/ I07	ZKL	R05	COMPLETED

Scenario / step	System	Order type	Order reason	Order status
Corrective Delivery				
Order created	Hybris/ I04	ZTA	R13	CREATED
Order received	LSP/ I07	ZTA	R13	RECEIVED
Order processed	LSP/ I07	ZTA	R13	PROCESSED
Shipment	LSP/ I07	ZTA	R13	SHIPPED
Delivered	LSP/ I07	ZTA	R13	COMPLETED
Corrective delivery undelivered				
Order created	Hybris/ I04	ZTA	R13	CREATED
Order received	LSP/ I07	ZTA	R13	RECEIVED
Order Processed	LSP/ I07	ZTA	R13	PROCESSED
Order Shipped	LSP/ I07	ZTA	R13	SHIPPED
Order undelivered	LSP/ I07	ZTA	R13	UNDELIVERED

All possible scenarios for RESP APSs Orders

Scenario / step	System	Order type	Order reason	Order status
Successful SO with capture at shipping				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP/ I07	ZTA	R01	RECEIVED
Order processed	LSP/ I07	ZTA	R01	PROCESSED
Shipment	LSP/ I07	ZTA	R01	SHIPPED
Delivered	LSP/ I07	ZTA	R01	COMPLETED
Successful SO with CoD				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP/ I07	ZTA	R01	RECEIVED

Order processed	LSP/ I07	ZTA	R01	PROCESSED
Shipment	LSP/ I07	ZTA	R01	SHIPPED
Delivered	LSP/ I07	ZTA	R01	COMPLETED
Missing payment with CoD				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP/ I07	ZTA	R01	RECEIVED
Order processed	LSP/ I07	ZTA	R01	PROCESSED
Shipment	LSP/ I07	ZTA	R01	SHIPPED
Missed delivery	LSP/ I07	ZTA	R01	UNDELIVERED
Automatic Return creation**	Hybris/ I04	ZRA	R16	CREATED
Order cancellation by customer				
Order created	Hybris	ZTA	R01	CREATED
Order cancelled	Hybris	ZTA	R01	CANCELLED
Order cancellation by LSP				
Order created	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP/ I07	ZTA	R01	RECEIVED
Order cancelled	LSP/ I07	ZTA	R01	CANCELLED

Scenario / step	**System**	**Order type**	**Order reason**	**Order status**
Undelivered				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP/ I07	ZTA	R01	RECEIVED
Order processed	LSP/ I07	ZTA	R01	PROCESSED
Shipment	LSP/ I07	ZTA	R01	SHIPPED
Missed delivery	LSP/ I07	ZTA	R01	UNDELIVERED
Automatic Return creation*	Hybris/ I04	ZRA	R16	CREATED
Return order created (no return label)	LSP/ I07	ZRA	R16	RECEIVED
Parcel returned in WH	LSP/ I07	ZRA	R16	RETURNED
Refund completed	Hybris/ I04	ZRA	R16	COMPLETED

Scenario / step	**System**	**Order type**	**Order reason**	**Order status**
Successful Return order *				
Return creation	Hybris/ I04	ZRA	R08	CREATED

Return label generation	LSP/ I07	ZRA	R08	RECEIVED
Parcel recognized	LSP/ I07	ZRA	R08	RETURNED
Refund completed	Hybris/ I04	ZRA	R08	COMPLETED
Broken Item Return order				
Return creation	Hybris/ I04	ZRA	R08	CREATED
Return label generation	LSP/ I07	ZRA	R08	RECEIVED
Broken item in parcel	LSP/ I07	ZRA	R08	FAILED
Unsuccessful refund				
Return creation	Hybris/ I04	ZRA	R08	CREATED
Return label generation	LSP/ I07	ZRA	R08	RECEIVED
Parcel recognized	LSP/ I07	ZRA	R08	RETURNED
Refund failed	Hybris/ I04	ZRA	R08	RETURNED

Scenario / step	**System**	**Order type**	**Order reason**	**Order status**
1st transaction				
Order creation	Hybris/ I04	ZLD	R29	CREATED
Order received	LSP/ I07	ZLD	R29	RECEIVED
Order processed	LSP/ I07	ZLD	R29	PROCESSED
Shipment	LSP/ I07	ZLD	R29	SHIPPED
Delivered	LSP/ I07	ZLD	R29	COMPLETED
Missed lending delivery				
Order creation	Hybris/ I04	ZLD	R29	CREATED
Order received	LSP/ I07	ZLD	R29	RECEIVED
Order processed	LSP/ I07	ZLD	R29	PROCESSED
Shipment	LSP/ I07	ZLD	R29	SHIPPED
Missed delivery	LSP/ I07	ZLD	R29	UNDELIVERED
Automatic Return creation*	Hybris/ I04	ZRA	R30	CREATED
Confirmed lending				
Order creation	Hybris/ I04	ZL2	R27	CREATED
Money capture	FSP	ZL2	R27	COMPLETED
Unpaid Lending (without Lending Fee)				

Order Creation	Hybris/ I04	ZL3	R27	CREATED
Lending return order				
Return creation	Hybris/ I04	ZRA	R28	CREATED
Return label generation	LSP/ I07	ZRA	R28	RECEIVED
Parcel recognized	LSP/ I07	ZRA	R28	RETURNED
Cancel authorization	Hybris/ I04	ZRA	R28	COMPLETED

Scenario / step	System	Order type	Order reason	Order status
Replacement order				
Order creation	Hybris/ I04	ZKL	R04	CREATED
Order received	LSP/ I07	ZKL	R04	RECEIVED
Order processed	LSP/ I07	ZKL	R04	PROCESSED
Shipment	LSP/ I07	ZKL	R04	SHIPPED
Delivered	LSP/ I07	ZKL	R04	COMPLETED
Service Return **				
Return creation	Hybris/ I04	ZRA	R04	CREATED
Return label generation	LSP/ I07	ZRA	R04	RECEIVED
Parcel recognized	LSP/ I07	ZRA	R04	RETURNED
Status update	FSP	ZRA	R04	COMPLETED
Undelivered replacement order				
Order creation	Hybris/ I04	ZKL	R04	CREATED
Order received	LSP/ I07	ZKL	R04	RECEIVED
Order processed	LSP/ I07	ZKL	R04	PROCESSED
Shipment	LSP/ I07	ZKL	R04	SHIPPED
Missed delivery	LSP/ I07	ZKL	R04	UNDELIVERED
Automatic Return creation	Hybris/ I04	ZRA	R26	CREATED
Parcel returned in WH	LSP/ I07	ZRA	R26	RETURNED
Refund not needed	Hybris/ I04	ZRA	R26	COMPLETED
Replacement Upgrade (credit card)				
Order creation	Hybris/ I04	ZTA	R01	CREATED
Order received	LSP/ I07	ZTA	R01	RECEIVED

Order processed	LSP/ I07	ZTA	R01	PROCESSED
Shipment	LSP/ I07	ZTA	R01	SHIPPED
Delivered	LSP/ I07	ZTA	R01	COMPLETED

Scenario / step	System	Order type	Order reason	Order status
Replacement order				
Order creation	Hybris/ I04	ZKL	R05	CREATED
Order received	LSP/ I07	ZKL	R05	RECEIVED
Order processed	LSP/ I07	ZKL	R05	PROCESSED
Shipment	LSP/ I07	ZKL	R05	SHIPPED
Delivered	LSP/ I07	ZKL	R05	COMPLETED

Scenario / step	System	Order type	Order reason	Order status
Corrective Delivery				
Order created	Hybris/ I04	ZTA	R13	CREATED
Order received	LSP/ I07	ZTA	R13	RECEIVED
Order processed	LSP/ I07	ZTA	R13	PROCESSED
Shipment	LSP/ I07	ZTA	R13	SHIPPED
Delivered	LSP/ I07	ZTA	R13	COMPLETED
Corrective delivery undelivered				
Order created	Hybris/ I04	ZTA	R13	CREATED
Order received	LSP/ I07	ZTA	R13	RECEIVED
Order Processed	LSP/ I07	ZTA	R13	PROCESSED
Order Shipped	LSP/ I07	ZTA	R13	SHIPPED
Order undelivered	LSP/ I07	ZTA	R13	UNDELIVERED

Out of Scope

Order Export to FSP/S4Retail is not considered in automation scope

Invoice generation and it's validations is not considered in automation scope

Sales Force Marketing cloud (Email confirmation to consumer) is not considered in automation scope

Estimation for I07 status update automation only(TO BE REVIEWED after solution finalised)

Resources: 4 (M1, R1, R2, R3)*** M MuSolft Support, R1 AWS POC expert, R2 & R3 test automation & Scenario Export

Scenarios: 21(SFTP) + 21(REST API)[Channel **WEB**] **|** 21(SFTP) + 21(REST API) [Channel **CCR**]

Man Days: MD 48

SPRINT: 3 Weeks

Automation Activity	**SPRINT**		
1 Market SFTP & 1 Market REST API	**WEEK 1**	**WEEK 2**	**WEEK 3**
MuleSoft Support	M1 - 3 MD		
Environment set up + POC for SFTP & RESP API	R1 - 5 MD	R1 - 5 MD	R1 - 5 MD Scenario Automation Support
Sales order	R2 & R3 Scenario Design 10 MD	R2 & R3 Scenario Fulfilment Automate 20 MD	
Lending order			
Replacement Order			
Corrective Deliver & Any other scenarios			

Automation Resources

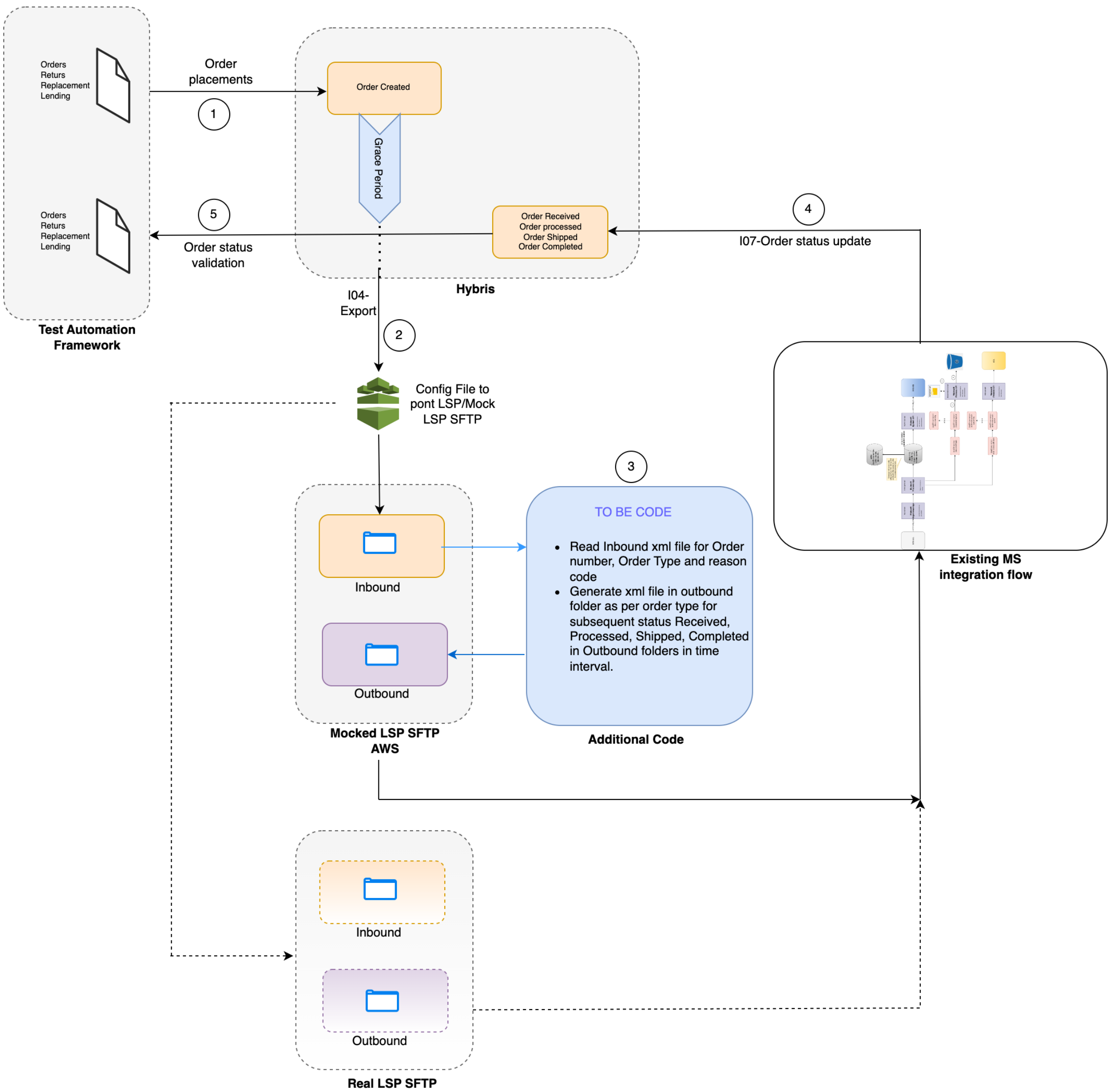
Teams	**Contribution for**
Hybris API Test automation team	Order placement test scripts creation through hybris API
Mule Soft LSP Integration team	MuleSoft Integration with Mocked LSP-SFTP and LSP REST APIs
TO BE team	TO BE code
e2e Test automation team	Responsible to e2e test script run

Order completion with mocked LSP

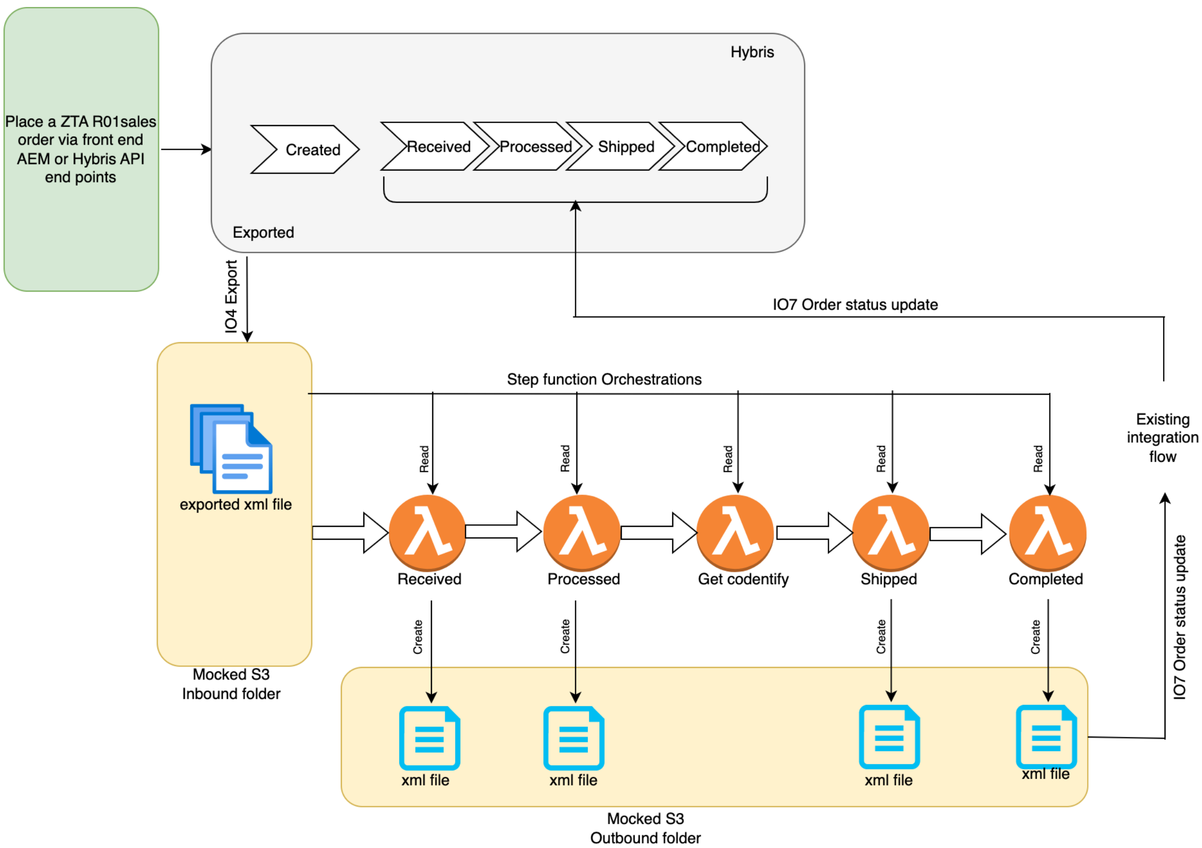
Market Capability	**LSP - SFTP**		**LSP- REST APIs**	
Interface	**Order Export (IO4)**	**Order Status Update (IO7)**	**Order Export (IO4)**	**Order Status Update (IO7)**
Inbound folder structure in AWS bucket	Y	Y	-	-
Config set up in MuleSoft to connect with Mock LSP-SFTP	Y	Y	-	-

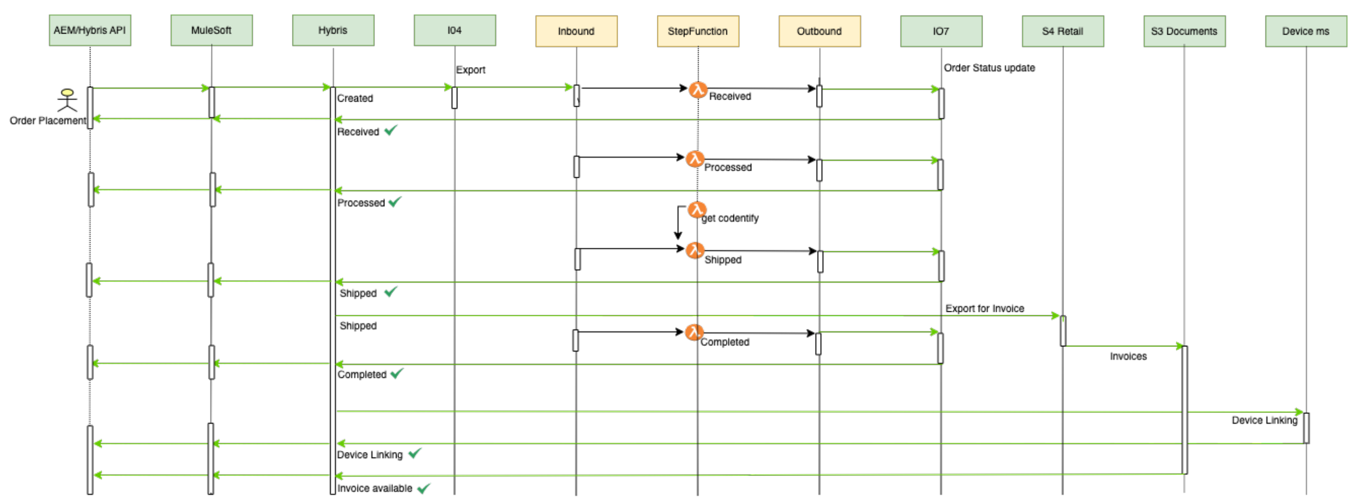
Service exposed by MuleSoft in order to update status from LSP to Hybris.	-	-	Y	Y

E2E automation for Mocked LSP-SFTP



ZTA R01 flow: *Successful SO with capture at shipping* *TO BE CODE*





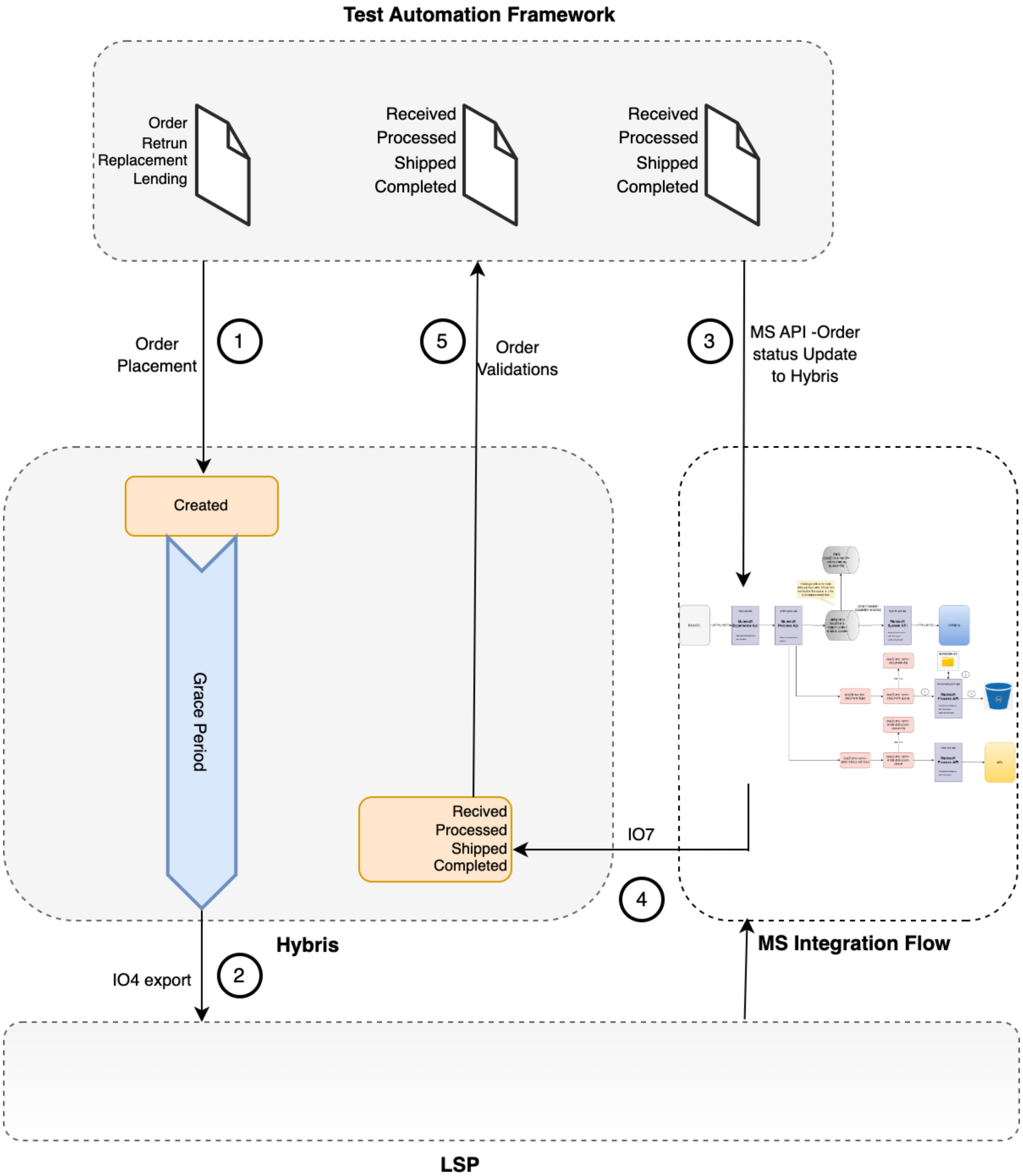
Prerequisites:

1. Change the config.yaml file to read Mock LSP-SFTP AWS location for IO4 & IO7 interfaces
2. Create the status template in TO BE code

#	Process	Steps	Results

1	TAF Hybris api(dce20-pmi-qa-framework-hybris-api)- Order placements	• Create test script for various Order placement • Run the script to place an Order.	• Order is created in Hybris and status of Order is 'Created'. • Order # is captured and saved in XXX.csv file.
2	Hybris Export - IO4 in Existing MS integration flow	• Order export after the market grace period	• xml file is created e.g. order_sk77778888.xml in Mocked LSP-SFTP Inbound folder
3	TO BE code	• Read the inbound xml files for Order # and Order Type & Reason code. • Replace the Order # and status in the desired template(based on order type) and create xml file outbound folder one after the another in time intervals. • xml file format is OrderReply<Date>-<Time>-<Counter-<Date>-<Time>-<Miliseconds>.xml • Get Condentify/Serial by hitting device micro service to update in xml/json for device linking/unlinking process	• OrderReply20210416-162741-00167959-20210416-162742-204.xml file is created in Mocked LSP-SFTP Outbound folder. • As per the scenario various xml files are created possible values are CREATED RECEIVED PROCESSED SHIPPED COMPLETED CANCELLED FAILED UNDELIVERED, RETURNED • Order Update - FSP Decouple and Integrated - DCE 2.0 Home - PMI DCE Confluence Outbound file structure is mentioned
4	Order Status update - IO7 in Existing MS integration flow	• MuleSoft system api will process the generated xml files(FCFS basis) e.g Sales Order: RECEIVED PROCESSEDSHIPPED COMPLETED files are processed one after another	• Order status is updated in Hybris one after the another e.g. Sales Order: RECEIVED PROCESSEDSHIPPED COMPLETED status in hybris
5	TAF Hybris api(dce20-pmi-qa-framework-hybris-api) - Order Validations	• Read the Order # from csv file and Run the scripts for Order validations by using Hybris status apis	• Result test script passed/failed
6	Test automation monitoring	• After e2e execution, trigger an email to team for test results	• Acknowledge to team through emails, notification etc.

E2E automation for Mocked LSP-REST API



Prerequisites:

#	Process	Steps	Results

1	TAF Hybris api(dce20-pmi-qa-framework-hybris-api)- Order placements	• Create test script for various Order placement • Run the script to place an Order.	• Order is created in Hybris and status of Order is 'Created'. • Order # is captured and saved in csv file.
2	Hybris Export - IO4- Service exposed by the LSP in order to receive the orders/returns details from Hybris	• Order export after the market grace period	• Order is exported to LSP after the grace period via MS.
3	TAF Hybris api(dce20-pmi-qa-framework-hybris-api)- Order placements	• Prepare the test script in TAF to hit MS end points for status update one after the another as per the scenario • Run the script to update the order status • Existing MS integration flow is executed • e.g. Sales Order: RECEIVED PROCESSEDSHIPPED COMPLETED	• Order status is updated in Hybris through MS integration flow
4	TAF Hybris api(dce20-pmi-qa-framework-hybris-api) - Order Validations	• Read the Order # from csv file and Run the scripts for Order validations by using Hybris status apis	• Result test script passed/failed
5	Test automation monitoring	• After e2e execution, trigger an email to team for test results	• Acknowledgement to team through emails, notification etc

Impacted Systems

Systems/Component	**Impacted**
Adobe Experience Manager(AEM)	Not Impacted
API test Automation Framework	Yes, Orders will be through test Automation API framework, Order # copy in csv & order validation at the end
Hybris	Not impacted
MuleSoft	Config addition to connect Mock LSP SFTP(Manual Process)
LSP	Not impacted but Order will not be exported to Real LSP during Mock LSP SFTP connection
Mocked LSP-SFTP AWS folders	Yes, Mocked LSP-SFTP folder Structure already in placed dce20-pmi-ms-dev-lsp-repo (created by Integration team) dce20-dev-lsp-sftp (created by QA team)

Time to place and Fulfil the order

System/Services	Comments
Order Creation	30 Sec
Order Export	Market Grace Period setting (30/60 Mins)
IO4-Order Reply xml creation	30 Sec
IO7-Order Fulfilment/Update	15 Mins Scheduler (Tolerance)
Additional Time in Hybris	2-3 Mins
Order Validation	30 Sec
Total Time	**18-20 Mins + (Grace period)**

Product [X] test approach

Objective

<The key objective of this document is to decide what to test, when to test and how to test and gather all the information at one place. It ensures all the product requirements given in the acceptance criteria have been tested as per the approach specified in the document>

Product Background

<Product background and Introduction in few lines>

Scope

In Scope
<Will include all the lists of items mentioned in stories acceptance criteria. All the items mentioned in this section will be tested as a part of Product X testing>
<>
<>
<>
<>

Out Scope
<Will include out-scope items which will not be tested as a part of Product X testing>
<>
<>

Assumptions

<Include all the assumptions, requirements which are not clear or assumed during Product X testing>

Assumptions made in testing
<>
<>

Test phases

<Will cover all testing levels for Product X testing. Will have the information which testing items will come under which testing levels>

Functional

Component Test	System Integration test	E2E test	Regression test

<Will cover performance requirement>

Non Functional

Performance test	Security test

Test Timelines and Environment

<Date needs to be mentioned as per the Product test schedule>

Timeline

Dates	Component test	Sys Integration test	End to End test	Regression test	UVT	Perf test	Security test
Test Environment							
Planned Start Date							
Planner End date							
Actual Start Date							
Actual End Date							

Testing Tools & Resources

Testing tools

<List of Manual and Test automation tools used in manual testing>

Test Type	Functional	Automation
Manual		
Automation		

Resources

<List of QE resource and their responsibilities working on Product X testing>

#	Owners	Responsibilities	Company	Email
1				
2				
3				
4				

Test Scenarios

<Will include scenarios list confluence link>

Test Data

<Will include test data confluence link>

Test Reports

Sprint <x>

Sprint <x>

Sprint <x>

Test Completion <x>

Defects

<Will include list of logged defects Confluence link>

Risk Issues & Dependencies

<Will include list of RID Confluence link>

Test Design BDD approach

BDD Introduction

BDD Behaviour Driven Development is a methodology for developing software through example-based communication between Business users, Product Owner, Software Engineers and Quality Engineers. This document contains BDD Best practices to get the most benefits.

Purpose

More than anything else, the primary purpose of BDD methodology is to encourage communication amongst the stakeholders of the project so that context of each feature os correctly understood be all members of the team(i.e. share understanding), before development works starts. This helps in identifying key scenarios for each story and also eradicate ambiguous from the requirements.

In BD, scenarios are structured around the Context-Action-Outcome. The scenarios are way of explaining(in plain English) how a given feature should behave in different situations or with different input parameters.

BDD = Business Behaviour_TDD(Test driven development)

It complements agile methodology by establishing a communication protocol between business and implementation. Language used in writing BDD is natural and simple language which enhances collaboration between technical and non technical teams.

Benefits

Strong Collaboration:	With BDD, all the involved teams have a strong understanding of the requirements and can have constructive discussions. It enables everyone involved in the project to easily engage in the product development life cycle. This is a significant reduction in hand off between Business, BA and QE hence improves efficiency and team collaborations.
Single source of truth	The aim of the feature files is to document the scenarios agreed and understood by all thereby eliminating scope of ambiguities. The features files are also the drivers of automated test. Feature files also serve as a definition of Done(DoD), meaning when all the scenarios have been implemented and tested successfully, the story can be marked as done.
Software development follows the businesses values	no useless and misunderstood features are build.

Natural Language	The english language used in BDD is understandable by all members of the team, which reduces misconceptions and misunderstanding and makes it easier for new members to join the working process
Defect prevention	Team using BDD are general more confident that they wont break the code and have better predictability when it comes to their work
Lower cost	By improving quality of the code, we are basically reducing cost of maintenance and minimising the projects' risk. Also since the acceptance criteria of story will be the test case, hence reduction in scripting efforts as well.
Significance Shift-Left	In testing by delivering all functional and non functional needs of the story

Introducing Gherkin Language

Gherkin is a business readable language which helps you to describe business behaviour without going into details of implementation. It is a domain specific language for defining tests in Cucumber format for specifications. It uses plain language to describe use cases and allows users to remove logic details from behaviour tests.

Feature: Title of the Scenario

Scenario: Scenario Name

Given [Preconditions or Initial Context]

When [Event or Trigger]

Then [Expected output]

BDD Guidelines

Style & Formatting
Limit one feature per feature file
Limit no of scenarios per feature files
Limit the character length of each step (around 80-120 char)
Use single space between the words

Functional coverage
All acceptance criteria are covered
Create modular and easy to understand steps
All positive and negative cases are covered
All alternative scenarios are covered
Test data in any formate used are correct

Language & Readability
Plain english language should be used
Avoid abbreviations and shorthands
Avoid technical jargons
User either "thrid-person: narrative or "first-person" narrative but don't use both
No spelling and grammatical mistakes
Capitalise Gherkin keywords
Capitalise the first word in titles
Do not capitalise words in the step phrase unless they are proper nouns
Each step should be executables
Feature name should be understandable and self explanatory
User common steps where possible to maintain consistency across the feature file

Example BDD

```
Feature: WEB - API - Checkout Flow using various payment method and verify order status
    As an: Customer
    I want: user to login, add product , do checkout and verify order status

    Background: WEB - To login and add default product to cart using API
        Given I create new test email
        And I create a new account using API
        And I create a user delivery address using API
        And I perform hard age verification using API
        And I put default product into cart via API
        And I arrive into the login page
        When I log into IQOS account using "created" email, "recent" password with Cart data "cleared"
        And I get moved to "Home Page" page
        Then I verify that I am logged "in"
        When I go to the checkout page
        And I proceed to payment section
        And I get moved to "Payment Section" page

    @marketSpecific @market:DE @market:GB @market:CZ @market:ID
    Scenario: Checkout using Credit Card
        When I choose "Credit Card" as payment method and I proceed with payment
        And I click Place Order button within Checkout Review
        When I get moved to "Checkout Confirmation Section" page
        Then I verify that "Confirmation Email Address" value within Checkout Confirmation section is correct
        And I verify that Order Number value within Checkout Confirmation section is not empty and save it
        When I click on MyOrders to see order status
        And I get moved to "My Orders Page" page
        Then I verify that order status is: "Created"

    @marketSpecific @market:DE @market:GB
    Scenario: Checkout using PayPal
        When I choose "Paypal" as payment method and I proceed with payment
        And I get moved to "Checkout Confirmation Section" page
        And I close popup if appeared after Checkout Confirmation section
        Then I verify that "Confirmation Email Address" value within Checkout Confirmation section is correct
        And I verify that Order Number value within Checkout Confirmation section is not empty and save it
        When I click on MyOrders to see order status
        And I get moved to "My Orders Page" page
        Then I verify that order status is: "Created"
```

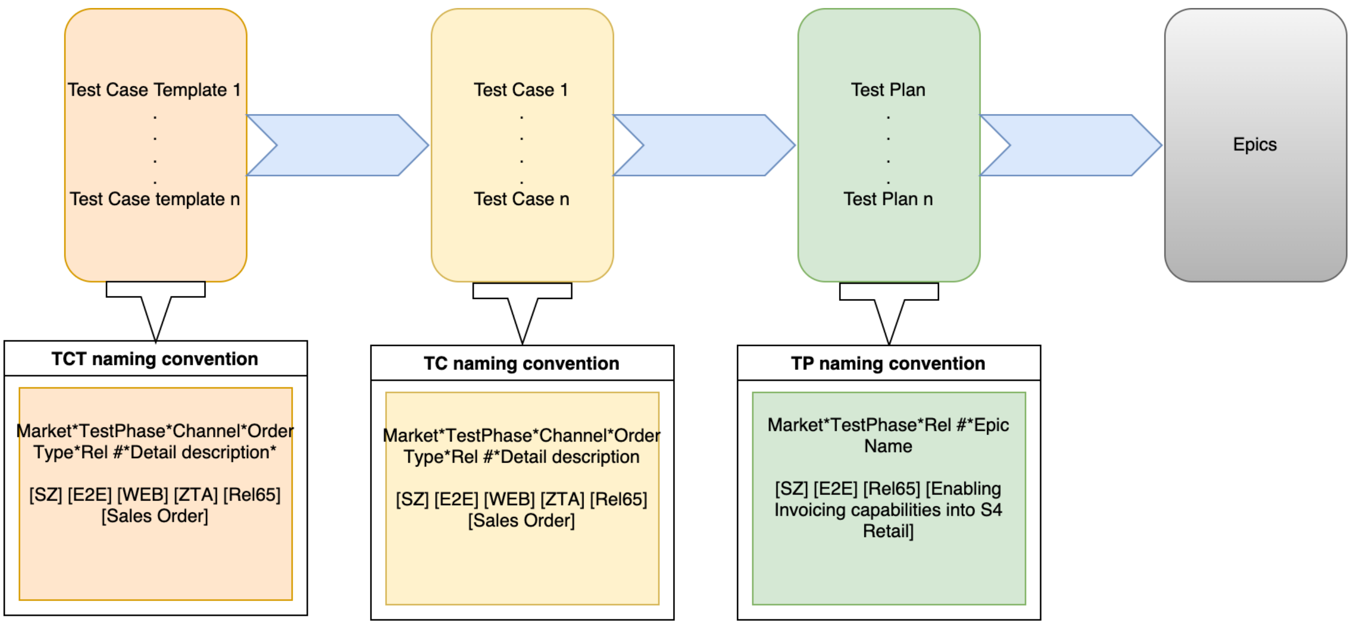
[RCGC-12776] Verify Account compact layout as FSPV user in Web - PMI DCE JIRA

Test naming conventions

Objective

DRAFT

The objective of this document to define naming conventions for Test test case template, Test case and Test plans. The goal is to have uniformity in writing description summary of test case templates, test cases and plans derived by different teams across the environments under the OmniChannel program.



Test phase

- ST
- SIT
- E2E
- REG

Channels

- WEB
- FC
- BR
- IR
- SSR etc

Order Type

- ZTA
- ZRA
- ZKL
- ZLD
- ZRS etc

Test Strategy

1.6.1.2 Static test

1.6.1.3 Component test

1.6.1.4 System Integration test

1.6.1.5 End to End test

1.6.1.6 Regression test

1.6.1.7 UVT test

1.6.2 Non Functional testing

1.7 Quality Gates

1.7.1 Entry Exit criteria

1.8 Test Execution

1.8.1 Shift left testing

1.8.2 Manual test execution

1.8.3 Automation test execution

Overview

The test strategy covers all aspects of Quality assurance in products testing across OmniChannel. It defines the major testing approach for the OmniChannel and goes on to discuss how testing will be monitored and controlled, and the method that will be used for improving the quality and effectiveness of testing.

Since we are moving towards Agile and scrum methodology, this strategy is a blend of analytical based and reactive strategies to fit with this agile approach.

Documentation produces during the project, does not own and not written by QE team includes

User Stories

Acceptance Criteria

Unit tests scripts

Unit Test report

Quality Engineering consideration begins at the point of initiation of the project. Quality Engineers should be involved throughout the whole Agile process.

Quality Objective

Primary Objective

The primary objective of the test strategy is to provide an assurance the product meets full requirement of the intended user and is seen as quality product. At the end of each product life cycle, the product has meet or exceed all the expectations as detailed in JIRA.

Secondary Objective

The secondary objective is the identify and expose the defect and risk, communicate all the defects to the product team and ensure that they are address appropriately and timely. This can involve fixing and retesting, establishing workarounds or informing support team of outstanding defects.

QE ways of working in Agile Model

Testing in Agile means quick testing that is within the scope of agile principles and offers quick feedback for faster development of the product. The role of QE is very essential in Agile methodology. There are multiple responsibilities of the QE in Agile environment as below

Attain sprint planning session

Quality Engineer (QE) should always attend planning sessions. Attending, ensures QE is in sync with the BA and Developers and other team members of product team from the start and allows QE to identify possible problem areas and risks early on. Just like developers estimate the effort it will take for them to write code, QE should estimate the effort required for testing the code during the planning session.

Attend daily stand-ups

A member of the QE team should always attend the daily stand-ups to stay up to date with how sprint is going which allow to plan QA workload. Doing so promotes a collaborative team environment. If a QE has a blocker, they can bring this up during the stand-up. QE’s presence in stand-ups also gives them a chance to update on known issues, allowing developers to keep up to speed on testing progress and better plan their own workload.

Don’t save all the testing for the end, test throughout the sprint

To deliver high-quality product in a short amount of time, needs to work efficiently. QE's test workload takes place throughout the sprint, which allows for issues to be found earlier instead of only at the sprint's conclusion. Finding all the defects at the end of the sprint, it's too late. Integrating testing and development allows the two teams to work together and resolve issues faster, leading to higher quality results.

Interactions with developers and hand-off demonstrations

QE should closely work with developers and schedule hand-off demonstration for every new feature /functionality. These will help QE for better understanding of how the newly developed feature is working and it is a perfect time for them to raise questions to development team. These will help to find minor issues & scenario which developer miss while unit testing and save lot of time.

Attend sprint retrospectives

Take this opportunity to discuss successes and failures that can improve future sprints by attaining sprint repro meetings. Get involved in this discussion for any testing related concerns. For example, maybe a lot of the work was delivered to QE late in the sprint, leading to a rushed testing effort. QE might raise this concern to avoid it happening again the next time.

Testing in Agile Structure

Acceptance criteria & Definition of Done

It is the responsibility of Business Analyst (BA) to ensure acceptance criteria are written in every user story during sprint planning. This must be done before a story deemed ready for sprint. User stories, along with the acceptance criteria are to be provided to the QE at the earliest opportunity. At the end of story, the acceptance criteria is nothing more than Definition of Done (DOD).

Ideal test story with acceptance looks like JIRA link

Product test approach

All products will have their specific test approach with respect to the scope and schedules. Each product test approach should have at least below information and must be reviewed with everyone in the product team.

Project overview

In scope and out scope of testing

Test phases

Test schedules

Resources, Tools and Environment

Quality gates

Project deliverables

Test assumptions, risk, issues and dependencies

Product test approach template is available in Confluence link

Ready for test

Story pointing for test

Story pointing should be done at the time of sprint planning to estimate how long it will take to test story. The points total should be estimating the complexity in getting the story done and done includes making sure it has been manually tested, automated, executed and documented with evidence.

Definition for ready for test

A Definition of Ready (DoR) for test states what is needed to start testing. Any project that works under different standard should agree this with the team and define this and the reasoning within their project plan:

Ready for test equals:

Releasable build is available

Unit test written and passed

Unit test report is ready

Source code is committed

Code review is completed

Code is deployed into Test environment for testing

Sub task creation

In the story, testing sub task should be created. Activities under the testing sub tasks are as below:

Test scenarios creation in JIRA

Test scenarios linking with story in JIRA

Manual one-round of test & execution

Test Automation and execution

Run test CI/CD pipeline

Test evidence generation in JIRA

Defect logging & reporting

Defect retesting

Test scripts design

Manual Test scenarios

QE should write test scenarios for each set of test acceptance criteria given in the story for positive & negative all possible test cases

Automated Test scenarios

QE should convert the manual test cases into automation test scripts using automation tools suit. These testing tools can control the execution of tests, access the test data, and compares the actual result against the expected result.

Test Data

Test data in software is the input given to the software program during test execution. Test data is used for both positive testing to verify that functions produce expected results for given inputs and for negative testing to test software ability to handle unusual, exceptional or unexpected inputs. Depending on your testing environment you may need to create Test Data or at least identify a suitable test data for test cases if already created.

Template & Guideline to create test data is in Confluence link

Traceability

Tools, Environment & Resourcing

Tools

The tools used for test case management, defect reporting and test automation are mentioned below

Process	Tools
Product documentation	Confluence
Test Management	JIRA
Defect Management	JIRA
Version control repository	Bitbucket
Test automation & execution	Java Script, PactumJS for API testing, Cucumber (BDD), Mocha, Chai, Post-Man , Browser Stack
Non Functional performance test	JMeter & Blazemeter (for load and stress tests)

CI/CD pipeline	Git-Hub (Bitbucket), Jenkins

Environment

A testing environment is a setup of software and hardware on which the test team will conduct the testing. The matrix given below should used for for different test phases

Test Phases	Dedicated Environments
Unit test	
Component test	
System integration test	
End to End test	
UVT	
Non functional test	

Resourcing and ownership

When conducting early planning for the QE aspects of a project, available resources should be identified and deployed on the project. Selection will be based on;

Skill match for the project

Availability of QEs

Test Phases	Owners
Unit test	Developer Engineers
Component test	Quality Engineers
System integration test	Quality Engineers
End to End test	Quality Engineers
UVT	Market
Non functional test	Quality Engineers

Test Schedules

Includes a schedule overview for the project, making sure the estimated time for the testing activities and milestone dates are present. The build schedule can also be included if available.

Detail of timeline and schedule of each phases of testing should be mentioned in respective product test approach

Test phases

Functional testing

Unit test

Unit testing is a method by which individual units of source code, set of program modules together with associated control data, usage procedure and operating procedure are tested to determine if they are fit for use. Unit test is smallest testable part of application. Unit testing should be done by developers. The results form the basis of Entry criteria of component test.

Static test

An API represents a contract between two or more applications. The contract describes how to interact with the interface, what services are available, and how to invoke them. This contract is important because it serves as the basis for communication. It’s static testing should be done by QE to ensure all information is written according to specification.

Component test

In component testing individual method available in API should be testing separately to make sure each methods is working as per the intend use. Positive and negative test scenarios should be created and achieve maximum coverage.

System Integration test

The purpose of Integration test is to test component test integration Integration testing occurs when the code has been deployed to testing environment. Formal integration testing take place in sprint and carried out by testing team.

End to End test

E2E is to ensure that end to end functionality meets the functional requirement. Test scripts will be made available prior to the beginning of testing and enhanced within sprint. This will be carried out by QE

Regression test

Regression testing is the key element throughout the all-test phases. Regression testing is making sure that the product works fine with new functionality, bug fixes, or any change in the existing feature. Regression should be automated. Choosing which test give the most value and cover off the highest risk areas. It should cover the major functionality and should always takes place before user acceptance testing.

UVT test

The purpose of user acceptance testing is to detect defects in work-flows that may have been missed by earlier phases of testing. The goal si ti gain confidence from the business users that the combination of the existing features and new features meets the business needs. It is responsibility of the business user.

Non Functional testing

The purpose of Non-functional testing to ensure the non-functional requirements are net, Non-functional testing may start early stage

Performance test

Load test

Stress test

Security test

Quality Gates

Entry Exit criteria

Stages	Entry Criteria	Exit criteria
Sprint start	• Acceptance criteria in Epic and Stories are clearing defined & Stories are in DOR state • API Contracts are ready to develop • All the sub tasks are created under stories and assigned to engineers • Test Strategy and test plan is ready • Test automation tools are finalised & base framework set up is ready to automate test scenarios	• All sub task meets the acceptance criteria • All sub tasks under the stories are Done • All Test scenarios and defects are linked to stories • Evidence are attached to JIRA • Epic/story test report is ready

Component & Integration test	• Unit testing is successfully completed • PR raised, code is reviewed and merged • Build is available to test • Test Scenarios/test scripts are ready • Test scenarios/test scripts are linked to JIRA stories • Test scenarios are reviewed by Business Analyst • Test data is ready to be used in • Defect management process is in places	• Test suit is executed successfully • Test suit is automated • CIC/CD pipeline is in placed • Defect raised if any • Test evidence are attached in JIRA • Critical & Major defects are closed • Minor open defects are assigned, and ETA is mentioned • QA Subtask is closed if all test cases are no major defects are in open state
End to End test	• Comp & Integration test suit is executed • There is no Critical or Major defect is opened • E2E test suit ready with test data • Test environment is ready for E2E	• Test suit is executed successfully • Defects are raised if any • Test evidence are attached in JIRA • Critical & Major defects are closed • Minor open defects are assigned, and ETA is mentioned • QA Subtask is closed if all test cases are no major defects are in open state • Epic rest report is ready
Regression test	• Regression test suit is ready • Test data is ready •]Environment for Regression testing is ready	• Test suit is executed • Defects are logged and linked to test suit & story • Relevant tests are added in regression suit • Regression test report is ready
Non Functional test	• Comp & Integration test suit is ready • Base framework is ready • There is no Critical or Major defect is open state • Test environment is ready for performance test	• Non-performance suit is executed • Defects are logged and linked to test suit & story • No seviority and priority defects are open state

Test Execution

Shift left testing

Shift Left Testing literally pushes testing to the “left,” i.e., to earlier stages in test phases.

Benefits:

Finding the defects early thereby reducing the cost of the project.

Testing continuously again and again to reduce defects in the end.

Improves the quality of product because more bugs detected at early stage.

To automate everything at early state in build phase and improve time to market.

To focus on customer requirements and improve the customer experience.

Guidelines:

QE should engage in the project right from project initiation

Closely work with Developer, Business Analyst, Product owner and gain clarity on Epics, stories and its acceptance criteria

During the Sprint requirements planning phase, QEs need to review and analyse the requirements for any ambiguity, better clarity, completeness, testability, acceptance criteria definition, etc.

Bring enough clarity and precision to requirements by bringing out the real examples that illustrate the features that are in use.

QEs should do t static testing well in advance and provide feedback on key project documents so that defects are prevented from getting grounded into the software and widening its effect later.

QE team should collaborate with the BA and product owner team in providing test scenarios for with all possible real-time scenarios and business flows for review.

QE must test as early as possible, be it on a standalone or local system, so that defect does not get into later stages.

Insprint test automation with CI/CD pipeline execution

Manual test execution

Developed feature should be tested manually first before automation. QE should able to run the test manually without any tool or some tools like Postman. Benefit for manual testing are below

Test engineers get familiar with application

Application will be tested from end user prospective

Early defect detection as automation takes time

More clarity on what and how to automate

Negative testing can be done more rigorously via manual testing.

Automation test execution

In automation test execution, QE should able to run the test script suits to access the test data and to compare the actual result against the expected result. it increases the efficiency, effectiveness, and coverage. Benefit of automation testing

Team saves time and cost

Higher test coverage with test data combinations

Reusability of test suits

Improved accuracy and eliminate human error

Devops CI/CD pipeline

Defect Management

Defects should be recorded in JIRA/Confluence as per the best practice process and assigned to developers. Defect management process will ensure the defects are prioritise in severity/priority order.

Defect level

Severity	Impact
Critical	Show stopper, needs to fixed straightaway. This breaks the system or stop the product working completely
Major	Difficult to resolve and time consuming. Functionality may not work or as per not acceptance criteria
Moderate	Defect with small business impact and can be fixed easily
Minor	Easy functionality with easy fix

Priority	Impact
Highest	Show stopper, testing can not continue until defect fixed
High	It impacts the functional testing but can continue with other functionalities
Medium	Functional testing can continue but can not be completed until the defect fixed
Low	Defect has minimal impact of testing

Defect Workflow

Defect will be raised in JIRA. JIRA Defined Defect workflow will be followed.

STATUS	Activities
OPEN	Newly raised defect, It will be in OPEN state until developer is identified
ASSIGNED	Dev is identified and assigned to fix
READY FOR DEVELOPMENT	Sprint is identified in which defect can be fixed
IN-PROGRESS	Dev is picked up the defect and Defect fix is in progress
IN-CODE REVIEW	Defect is fixed in local and code review is in progress
READY FOR TEST	Defect is available to test
IN-TESTING	Defect retesting is in progress
CLOSED	Defect has been fixed and closed successfully
NOT FIXED	Defect retested is failed

Test Reports

Sprint test report

After completion of sprint, test report should be created from Sprint report template.

Product test completion report

At the end of Product testing, test completion report should be completed from Product test completion template

Test Matrices & Measurements

Software Testing Metrics are the quantitative measures use to estimate the progress, quality, productivity and health of the software testing process. The goal of software testing metrics is to improve the efficiency and effectiveness in the software testing process and to help make better decisions for further testing process by providing reliable data about the testing process.

Some important Key performance indicators(KPI) includes

Requirements coverage with traceability matrix

Automated Test coverage

Test passed, test failed, executed blocked etc.

Defect Acceptance ratio

Defect rejection ratio

Defects count

Defect slippage

Time to fix

Defect found in production

Test Deliverable

Product test approach in confluence

Test scenarios with traceability in JIRA & Confluence

Requirement Traceability in TestFlow

Test Execution results in Confluence in Product dashboard

Product completion test report

Release notes

02.5 Site Reliability Engineering (SRE)

03. Products

New Location: **Product Documentation - OmniChannel - PMI DCE Confluence**

Context

In Product Management, the words Product, Feature, and Capability come up often, and it is essential to differentiate them and identify the role they play in the overall Product Development.

Product

In general product is something created to address a shared need or desire that is offered to consumers in the market to benefit them through economies of scale. It is a solution provider and can be acquired at an optimal cost by consumers.

"Product" can refer to both external and internal products. An external product is something that an end-user interacts with directly — for example, an e-commerce website. An internal product is something that cross-functional teams rely on to do their work, such as a customer relationship management (CRM) tool or content management system (CMS).

Feature(s)

A feature can be defined as a service whose purpose is to fulfil the needs of a stakeholder. It is just one of the many things a product can do. Each feature in Product Development comes with an acceptance criterion as well as a benefit hypothesis which eventually goes into the product roadmap. It is also sized and split as per its necessity of deliverance.

Design thinking is one of the best approaches towards identifying consumer-centric features. There are many design tools such as empathy maps, personas, and customer journeys geared towards providing a deeper understanding of the customers, who are the product users.

They give a deeper context and a better understanding of features, including their benefits.

Capabilities

A capability can be defined as something technical that's possible at the platform level of Product Development and enables customer-facing features to be created. It is typically something at a technical platform level that underlies the product and its features. For example, a mobile app (product) might have a feature to recognise a song when it listens.

The feature is the user experience and the capability is the technical algorithms and data model underneath – it's like an iceberg, the feature is the part you see above the waterline.

Capabilities have the same practices and characteristics as features in the following ways;

They are described by the use of the benefit hypothesis and a phrase.

They are sized to fit in the PI (Product Increment) and often take more than one ARTs (Agile Release Train) to implement.

How to Split Features and Capabilities

Capabilities usually must first be decomposed into features to be implemented in the Product Development. In turn, they are also split into stories that the teams in iteration can consume.

03.1 PIM (Product Information Management)

Product Vision

Enable PMI to globally manage a Single Source of Truth for all customer facing, product specific information. PIM (Product Information Management) as a platform is envisioned as a solution that will enable a scalable, channel agnostic, platform agnostic (DCE2, DCX, DC1 etc.) adaptive approach to facilitate management and distribution of all product related content.

We shall provide the **golden record of product information** to power all digital experiences & connect product creation with the consumer experience. We shall support our customers throughout their journey on B2C, apps and B2B partners by providing a one-stop-shop for listing, filtering and the searching product information.

Key Benefits

Who We Are..

Product Data Management team is responsible for the product data flow to our digital channel. Our role is to provide the tools for efficient product data and catalog management, and make the data accessible to any digital touch-point that display, sell, or links to our products.

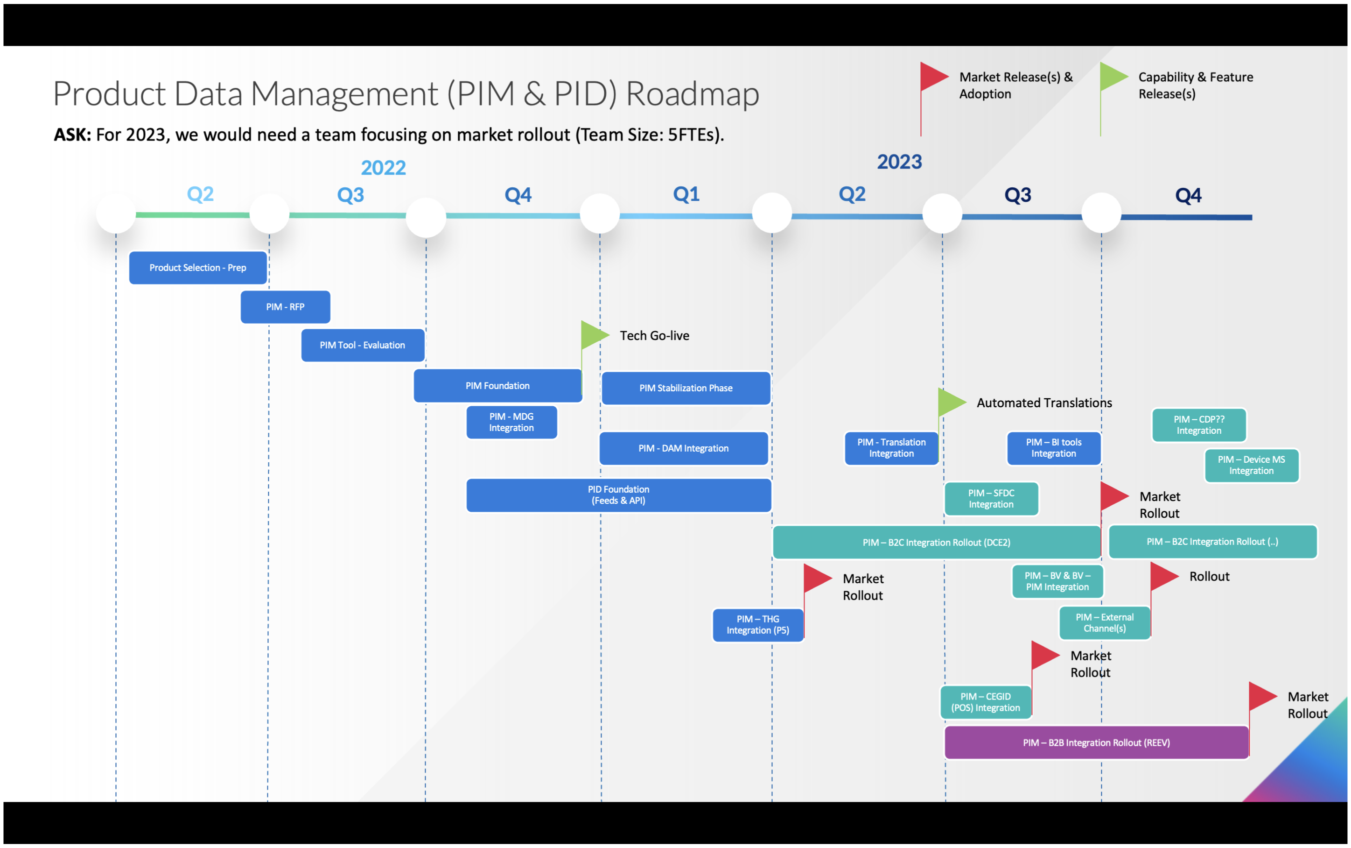
Currently, we are building a new PIM (Product Information Management) solution for the digital channel to replace the legacy system. The objective for PIM is to enable a richer, more consistent consumer journey across all digital touch-points, while reducing the operational overhead of the teams.

03.1.0 Agile Planning & Execution (PMO)

03.1.0.1 PIM & PID Implementation Roadmap

High-level roadmap illustrating the Technical go-live of PIM product.

03.1.0.2 PDM Roadmap



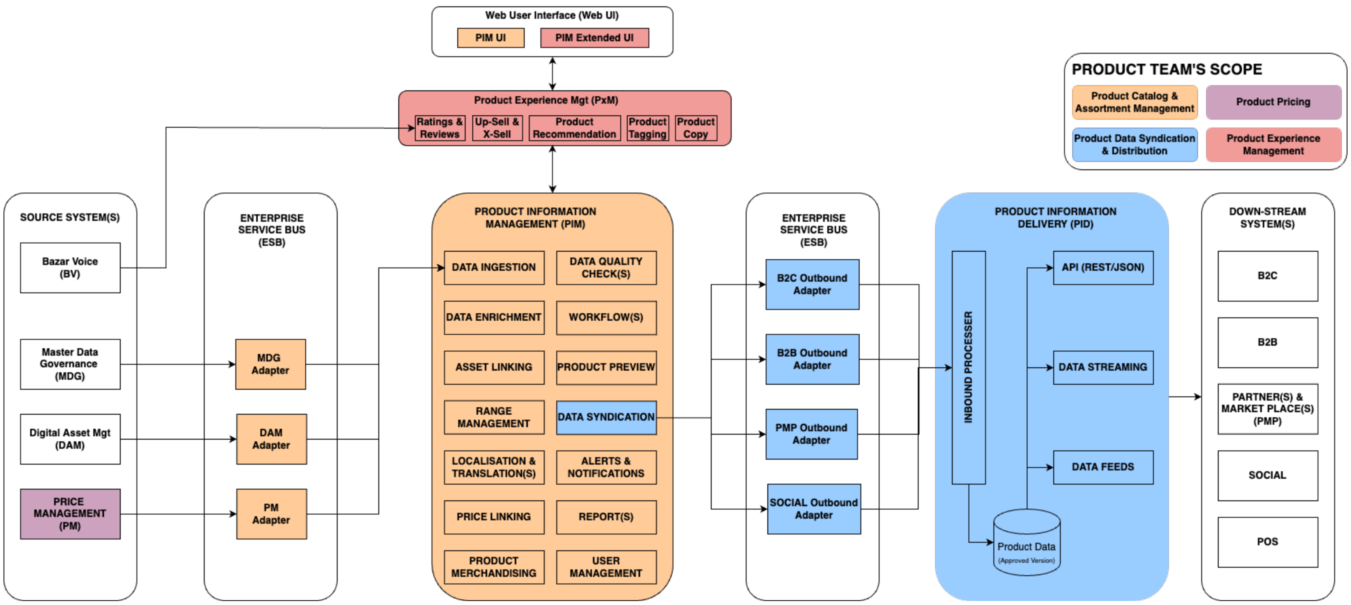
03.1.0.3 PID Backlog

	14	15
Releases		
PDM-1 Upskill Product team members on Syndigo Integration Interfaces.		
PDM-2 Finalize PID tech stack		
PDM-7 Identify the technologies, framework and programming language to be used for PID product — BACKLOG		
PDM-3 Environment setup		
PDM-8 Dev environment setup — BACKLOG		
PDM-9 QA environment setup — BACKLOG		
PDM-15 Create CI/CD pipeline for PID — BACKLOG		
PDM-4 Product Data Distribution via Feeds.		
PDM-12 Generate scheduled product data feed for P5 Platform — BACKLOG		
PDM-10 Define Product data Schema for PID storage. — BACKLOG		
PDM-11 Integrate PIM Outbound with PID Inbound to enable flow of product data updates. — BACKLOG		
PDM-5 Product Data Distribution via REST API.		
PDM-13 Create API design for Product data — BACKLOG		
PDM-14 Document API definition in API portal (Swagger Hub) — BACKLOG		
PDM-16 Product Data Distribution Self-Service Interface		
PDM-17 As a consumer of product data, i should be able to create a feed through configuration (Self-Service). — BACKLOG		

03.1.1 PIM - Product Based Organization(PBO)

Context

This page summarises the PBO overview of PIM product group with the product team's scope covering capabilities build and owned by them.



03.1.1.1 PIM Product Group - Team Proposition

We propose to decompose PIM product group into four major products namely;

1. **Product Catalog & Assortment Mgt** whose primary objective is to Centralize the product catalog management and assortment/merchandising planning across markets, channels & customer/consumer touchpoints.

2. **Product Experience Mgt** whose primary objective is to elevate product experience among consumers and customers resulting in higher conversion rate through product data.

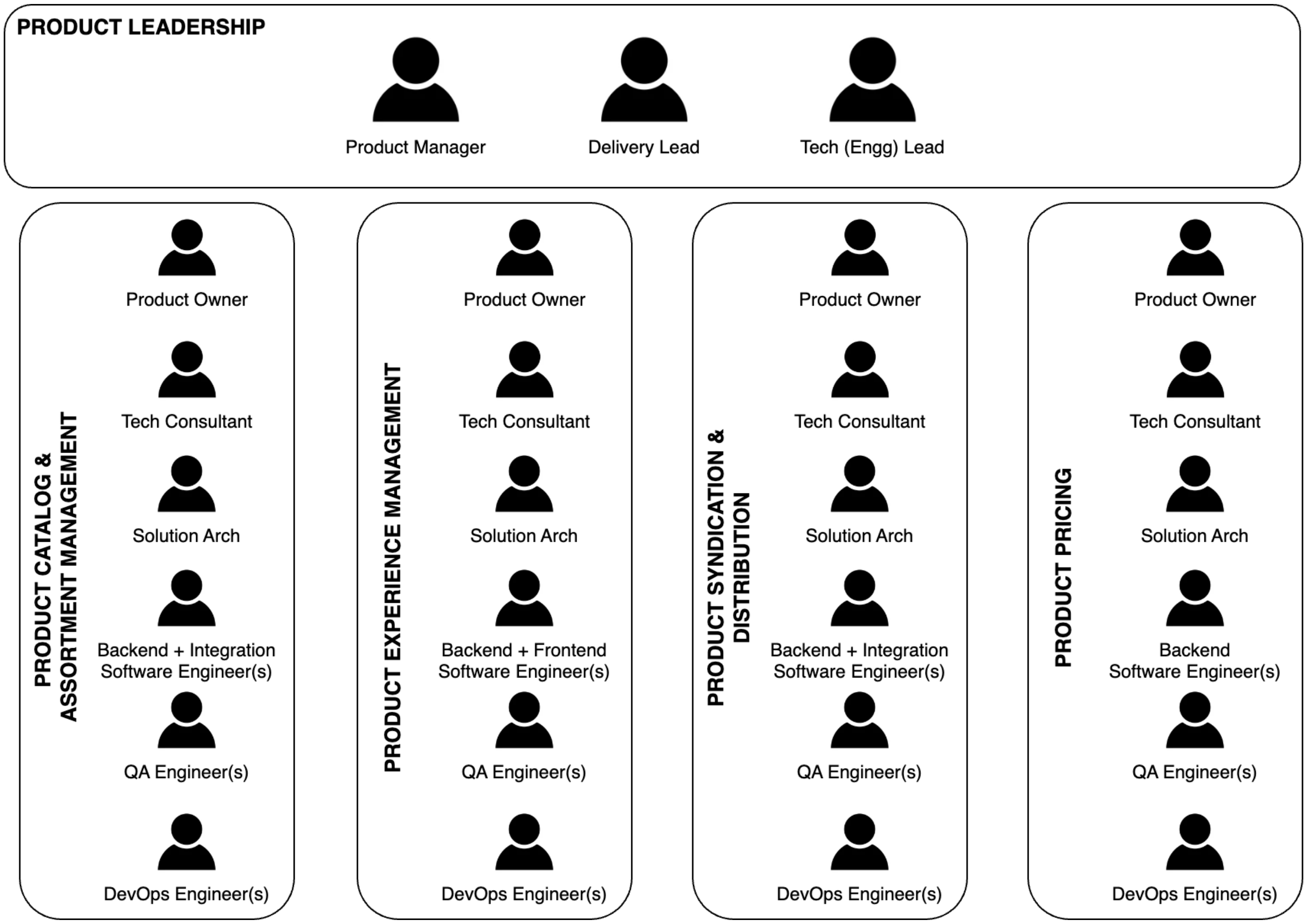
3. **Product Data Distribution & Syndication** whose primary objective is to Centralize the distribution & syndication of product data across markets, channels & customer/consumer touchpoints.

4. **Product Pricing** whose primary objective is to

   Interim State: Centralize the management of cold price objects (which does not undergo frequent changes).

   Target State: Management of price objects will be centralised into a price management platform (like SAP Retail) where PIM (PID Layer) will act as a pass-through for price data along with other product attributes.

Team Structure



Name of the Member	Role	Product	Internal /External	SI (System Integrator) Partner
Jeremie Bernard	Product Owner	CAS (Catalog & Assortment)	Internal	NA
Zuleyha Yildiz Kumbasar	Solution Architect	CAS (Catalog & Assortment)	Internal	NA
	Biz Consultant	CAS (Catalog & Assortment)	External	?
	Biz Consultant	CAS (Catalog & Assortment)	External	?
Ana Tostao	Scrum Master	CAS (Catalog & Assortment)	Internal	NA
	Tech Lead	CAS (Catalog & Assortment)	Internal	NA
Hitesh Joshi	Integration Engineer	CAS (Catalog & Assortment)	Internal	NA
	Backend Engineer	CAS (Catalog & Assortment)	External	?
	Backend Engineer	CAS (Catalog & Assortment)	External	?
	QA Engineer	CAS (Catalog & Assortment)	Internal	?
	QA Engineer	CAS (Catalog & Assortment) - Initial Enablement	Internal	NA
	Implementation Consultant	CAS (Catalog & Assortment) - Initial Enablement	External	Syndigo Professional Services

	Implementation Consultant	CAS (Catalog & Assortment) - Initial Enablement	External	Syndigo Professional Services
	Implementation lead	CAS (Catalog & Assortment) - Initial Enablement	External	Syndigo Professional Services
	Solution Architect	CAS (Catalog & Assortment) - Initial Enablement	External	Syndigo Professional Services
	Delivery Manager	CAS (Catalog & Assortment) - Initial Enablement	External	Syndigo Professional Services
Karim Mardambey (Interim)	Product Owner	DAS (Delivery & Syndication)	Internal	NA
Sathish Kumar Ramadoss (Interim)	Solution Architect	DAS (Delivery & Syndication)	Internal	NA
Jesse Rolim	Engineering Lead	DAS (Delivery & Syndication)	Internal	NA
Ana Tostao	Scrum Master	DAS (Delivery & Syndication)	Internal	NA
TBD	Integration Engineer	DAS (Delivery & Syndication)	Internal	NA
TBD	Integration Engineer	DAS (Delivery & Syndication)	Internal	NA
Adriano Costa	Backend Engineer	DAS (Delivery & Syndication)	Internal	NA
David Faisca	Backend Engineer	DAS (Delivery & Syndication)	Internal	NA
Fernando Santos	Backend Engineer	DAS (Delivery & Syndication)	Internal	NA
Andrada Astalus	QA Engineer	DAS (Delivery & Syndication)	Internal	NA
Joao Sabino	QA Engineer	DAS (Delivery & Syndication)	Internal	NA
Joao Oliveira	Devops Engineer	DAS (Delivery & Syndication)	Internal	NA
Karim Mardambey (Interim)	Product Owner	Pricing	Internal	NA
Sathish Kumar Ramadoss (Interim)	Solution Architect	Pricing	Internal	NA
Tiago Santos	Engineering Lead	Pricing	Internal	NA
Ana Tostao ??	Scrum Master	Pricing	Internal	NA
TBD	Integration Engineer	Pricing	Internal	NA
TBD	Backend Engineer	Pricing	Internal	NA
Amin Motamedi	Frontend Engineer	Pricing	Internal	NA
Pedro Borges	Frontend Engineer	Pricing	Internal	NA
TBD	QA Engineer	Pricing	Internal	NA

TBD	DevOps Engineer	Pricing	Internal	NA

Team Profile & Skillset(s)

Role	Responsibilities	Skillset
Product Owner	• Owns the backlog of the product. • Owns the prioritisation of the product backlog. • Defines the KPI(s) that defines the success which helps to determine future of the product.	
Tech Consultant	• Understand business requirements and translate them into tech requirements (User Stories). • Owns the process mining of As-Is & process definition of To-Be process. • Owns integration mapping specifications. • Owns the demo of delivered feature(s). • Owns design of technical components (Mid-level complexity).	• Knowledge on process mining, analysis and definition (Process Engineering). • Knowledge on tools namely Confluence, Jira, Draw.io • Good communication and articulation skills.
Solution Arch	• Owns the application/technical architecture of the product. • Actively takes part in the product design. • Liase with Product Owner and Tech consultant in understanding business problems and propose possible solution. • Contribute to ideation of new features.	
Backend Software Engineer	• Contributes to low-level design of software components. • Owns the implementation of identified software components with in the product. • Owns the quality of the developed software components against the defined quality KPI(s). • Run and fix vulnerabilities identified as part of Static Code Analysis tool.	• Hands-on experience with Kotlin, MySQL (Aurora), AWS Developer tools. • Experience in integrating components build using Mulesoft. • Experience in developing REST API. • Knowledge on API design, API flow and API Management tool(s).

Integration Engineer	• Contributes to low-level design of integration interfaces/components & relevant integration specifications. • Owns the implementation of identified integration interfaces/components with in the product. • Owns the quality of the developed software components against the defined quality KPI(s). • Run and fix vulnerabilities identified as part of Static Code Analysis tool.	• Hands-on experience with Mulesoft. • Hands-on experience with Pub-Sub design pattern. • Experience in developing REST API. • Knowledge on API design, API flow and API Management tool(s).
QA Engineer	• Owns the test spec, scripts and execution of unit tested software components. • Owns both functional and non-functional testing for the product. • Owns QA KPI(s) and dashboard of the product. • Certifies the release candidate of unit tested software components/feature(s).	• API Testing with tool Postman • API automation using libraries (Pactum-js /axios/REST API java libraries) • Web driver.io(WDIO), Node JS, JavaScript. • Experience in Agile practices, BDD, Cucumber Gherkin • Knowledge on Jmeter, Gatling • Knowledge on AWS developer tools, AWS stack.
DevOps Engineer	• Setting up tools and required infrastructure. Owns the Infrastructure setup of the product. • Owns DevOps KPI(s) and dashboard of the product. • Defining and setting development, test, release, update, and support processes for DevOps Operation. • Troubleshooting techniques and fixing the code bugs • Monitoring the processes during the entire lifecycle for its adherence and updating or creating new processes for improvement and minimising the wastage • Encouraging and building automated processes wherever possible • Identifying and deploying cybersecurity measures by continuously performing vulnerability assessment and risk management • Incidence management and root cause analysis • Strive for continuous improvement and build continuous integration, continuous development, and constant deployment pipeline (CI/CD Pipeline).	• Linux Fundamentals And Scripting along with Programming Languages • DevOps Tools • Continuous Integration And Continuous Delivery. • Hands-on experience with AWS infrastructure, Infra as code. • Experience with Security practices, OWASP top 10, AWS security tools (like Dome 9,..)

03.1.1.2 PIM - Onboarding

03.1.1.3 PIM - Stakeholders

This page captures the key contacts from the stakeholder map who directly or indirectly contributes to PIM evolution.

Stakeholders	Contact
MDG	Philippe Baiche (Enterprise Master Data Product Lead) Romain Colombey (Enterprise Master Data Product Manager)
WebOps	Paola Lambri (Manager - Global Web Operations)
Omnichannel	Zuleyha Yildiz Kumbasar (Solution Architect) Sathish Kumar Ramadoss (Domain Architect)
Domain Architecture	Kyu Kweon (Architect)
Data	Justyna Elwart (Data Architect Commerce & Web)
Supply Chain	Arnab Bhattacharyya (Solution Architect O2C)
SAP Commerce (Hybris)	Filipe Campos (Solution Architect)
B2B	Romina Perrone (Solution Manager B2B Commerce) Guilherme Rolim (Manager IT Consumer, B2B Engine)
Markets	Raphaela Bruemmer Samirah Santos del Barrio Stefan Mietzner

03.1.2 Architecture and Design

03.1.2.0 Requirements & Current Pain-points

Current Pain-points

Stakeholder Group	Stakeholder (s)	Pain point(s)	Key Performance Indicators (KPIs)
B2C	Justyna Elwart		
B2B	Romina Perrone @Halparin, Michael	1. Duplicate Products & Product categories - Markets load both PMI and Non PMI products into DTE, which is the major cause of duplicate in DTE. 2. No single global product catalogue - Currently, there are both RRP & Combustible products in DTE, and there's no single global product catalogue for this. While we can have RRP products coming from MDG/PIM into DTE, and treat MDG/PIM as master, which is yet to be decided, there's no master for Combustible products [SMDL could be a candidate].	1. Zero duplicate products with in the system. 2. Single Source of Truth (SSoT) for product data covering all categories.

WebOps	Paola Lambri	1. Huge time investments required in setting up the products for Sell-out. 2. Only relying on manual quality measures. Hence, resulting in data quality issues. 3. No automated way of ingesting data from product source system(s) 4. Offering agility in quick turnaround to markets for product launches is difficult. 5. Lack of monitoring on the current PIM.	1. Reduction in time investment required in product setup for sell-out by 30-50%. 2. Reduction in production issues due to data quality by 30%. 3. Enable markets to setup, update product data for their product launches in PIM. 4. Proactive monitoring resulting in reduction in downtime or missing data.
MDG			

Currently there is no PIM solution supporting our B2B landscape. All the product information creation and management is manually taken care of.

Mainly DTE salesforce is being used for Product master data

The sellers as well can create non-PMI products and use PMI infrastructure in selling process which causes duplication and misalignment as well as lack of ability for reporting.

There is not a standard code for selling. Some resellers use EAN , some POM code, etc.

Everyone can create products as they wish.

There is no global catalog but local catalog.

How sellers will enrich for example the price?

B2B side is quite complex when it comes to pricing / taxation.

Number of SKUs, PMI products is 200-ish while syndication products are 5000+.

Eventually there is a need for the centralised management of Product information.

Product Archetypes:

1. Products we produce..
2. Products PMI don't produce but PMI sell using our DSD forces..
3. Products PMI don’t produce but our distributors sell using our eComm platform..
4. Competitive products that we track information to understand competitive advantage..

Notes on the products we don't produce:

Products PMI don't produce but PMI sell using our DSD forces

Products we don't produce but PMI distributes (MDM is ignoring but this is probably a mistake). They are currently stored in the different iSMSs of the world.
In markets like Colombia, Brazil, via the internal PMI DSD network, PMI purchases other FMCG goods (like Potato chips/crisps, liquor, confectionary, phone cards, batteries, razor blades) and sells via sales team or through Ordering website.

On DSD markets operating in Pre-Sales mode they are in SAP modules relate to finance (Order to cash) once the billing is done in SAP.

Hard to get actual examples here.

Products PMI don’t produce but our distributors sell using our eComm platform

Products we don't produce and we don't distribute but we allow a distributor to sell into our platform. In markets like Greece, 3rd party sellers are selling PMI products and the examples listed above for Colombia and Brazil… the difference here is that these are third party sellers (usually under a legal agreement with PMI), where they usually purchase PMI products from us and then resell (could be a consignment model as well).

They are currently stored in our B2B eComm solution (inside DTE platform). Plenty examples here from all over the world.

Competitive products that we track information about

In markets like Czech Republic and Ukraine we collect availability and pricing information on competitive tobacco and SFP products.

They are currently stored as “Call Cards” in MOST iSMSs of the world. They are no actually a product masterdata. In REEV they will be created as part of Product masterdata. Some examples can be generated here from two markets (PT and Ukraine).
Pain Points:

1- WebOps Team is manually notified for the creation of global products or any other changes by MDG, local market teams, etc. This could be automated. Data ingestion into PIM should trigger article creation in catalog.

2- There is no product specific defined business rules for attributes. For example some attributes are mandatory for IQOS but not mandatory for VEEV. But WebOps team doesn't know that as it is not configurable. Or some attributes for the same product might be mandatory for only some channels. This kind of lack of flexibility causes errors in manual enrichment process.

3- WebOps team manually copy pastes the enriched attributes from an excel file to the PIM UI. Could operations change in a way that the local teams in markets do the manual enrichment instead of WebOps team doing that copy paste? In the new PIM with a proper Access Management different roles could access the system and do changes for the activities they are authorised.

4. No alert mechanism when no data is input and different cases of wrong dataset.

5. There is no future price scheduling mechanism today. (This feature is to be implemented for the As-Is.)

6. There is no sync between PreProd and Prod environments. So manual efforts are duplicated on both environments.

Process Description:

Global Product Creation:

1. Philippe sends an email to WebOps for a newly created Base/Global Article
2. WebOps creates the new Base / Global Article on Pre-Prd (PP) and Prd PIM manually on Global Catalog. No market contribution up to here.
3. If at some point in time, a market decides to sell the new product then they would like to activate the product. The market prepares the excel file with enriched attributes (Global + Local attributes) to be uploaded to PP & Prd PIM by WebOps manually (copy-paste)
4. Then WebOps marks the market for the specific global product in the Global Catalog to be activated and pushes the Extend button. This triggers copying of global attributes of the specific product to be created in the Local Catalog of the market in PP Staging (in fact if this market was already existing then the local catalog was already there with some products. Only a new product added to the list).
5. Then WebOps takes the excel file of enriched attributes provided by the market, and copy pastes every single field to PIM to the related fields on the Local Catalog on PP Staging. (SEO, product description, variants, channel availability, loyalty, prices, tax rate etc)
6. WebOps pushes the Local Catalog from Staging to Online in PP (still).
7. Market run the tests on PP channels and confirms.
8. Then WebOps and the market repeats the same steps 4,5,6,7 for Prod as well.

Variant Changes: Add New Variant / Deactivate Variant

1. Market raises a ticket for a new variant
2. WebOps changes the PP on Local Catalog on PP Staging (same process as Global Product Creation process step#5,6,7)
3. Market tests on PP online and
4. then same step# 2 and 3 on prod again.

Reference Data Changes: such as Price, SEO, Marketing Content, Channels Availability

1. Market raises the ticket for the change and then exactly same steps as above follow.

Questions:

1. Not all attributes of reference data is clear to WebOps when filling out, what is mandatory what is not. This causes the misconfiguration and accordingly CX problems, Out of Stock, blocked checkout etc.
2. Can we define some attributes to be centralised by MDG/CLIPP?
3. Where do the markets take the data active deactivated variants? Because MDG does not know that. Markets know to activate deactivate the variants.
4. Today MDG only triggers the Global Product creation. But to-be they could trigger the changes?

B2C Problems	**Will it get resolved with CLIPP**
- Many sources of Product Information data (PIM, iTrack, SMDL) and different coverage - which may lead to misaligned data between them	- No solution expected currently from CLIPP because no mapping for historical products
- Risk of misaligned data between the systems - i.e Hybris (PIM) and DMS (iTrack)	- TBC with Patryk
- Risk of misaligned data inside one system (i.e Product data loaded from iTrack to DMS and then material/device variant isn't found in SMDL for the same product) – lack of data	- Could potentially be corrected with the controlled backfilling of the missing data in the source system (s) – CLIPP?
- No change management process to plan and distribute changes in Product master data (new products, variants, etc.), some part is handled in MDG but not reflected to DCE2.0 and markets ahead of implementation	- CLIPP could introduce the change management framework to limit the need for manual interventions from the market

B2B Problems	**Will it get resolved with CLIPP**
No single global product catalogue - Currently, there are both RRP & Combustible products in DTE, and there's no single global product catalogue for this. While we can have RRP products coming from MDG/PIM into DTE, and treat MDG/PIM as master, which is yet to be decided, there's no master for Combustible products [SMDL could be a candidate].	- CLIPP will contain both RRP and Combustible product so can act as a single source of truth for the whole range of products

B2B vs B2C architecture differences	N/A
Duplicate Products & Product categories - Markets load both PMI and Non PMI products into DTE, which is the major cause of duplicate ain DTE.	- CLIPP will contain 3rd party products so can standardise the input between markets

03.1.2.1 PIM - Business Architecture

03.1.2.1.1 PIM - Business Process

As-Is Process:

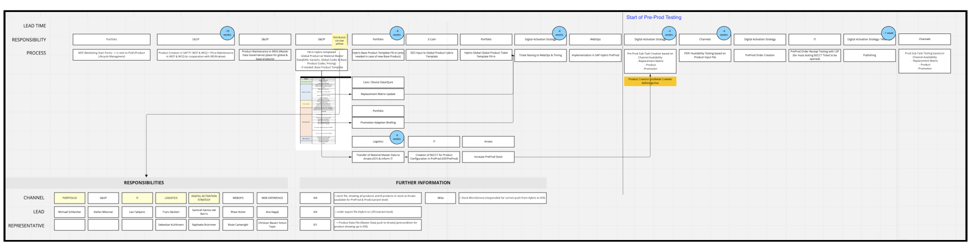
1. In the current process WebOps team is notified to make changes in two broad scenarios:

    a. Global Article Creation: MDG Team manually notifies WebOps team (via email) for the Global Articles to be created in the Global Catalog.

    b. Market teams request from WebOps Team any changes to be done on the **Local Catalog** regarding Variants (activation or deactivation) or any reference data changes required.

2. When a new product or product line is to be launched, WebOps team creates manually new product(s) in Global Catalog as they are informed by MDG. Global Catalog does not have an 'Online' version so this catalog does not impact any consumer facing channel. For the activation of new products, these products should be extended to Local Catalogs and distributed to the channels. This phase is triggered by markets not MDG. MDG provides an extraction of active Global, Base and Local Articles including Variants (active ones) and EAN Codes to WebOps Team so they can create and enrich the core attributes of Global Catalog and extend it to Local Catalogs when need be. Here is an example of MDG data extraction provided to WebOps: GB Full Catalog Extract.xlsx

3. When a market requires the activation of products in their market, or any changes on the attributes of an existing product in the market, they send a request to the WebOps Team. See the As-Is Process Flow from market point of view for DE Market:



4. Markets prepare an excel file for manually enriched attributes of product(s) and provide that to WebOps Team. See and example of excel file with enriched attributes : Local enrichments - Copied Values Only.xlsx

5. In case of activation of a global product in the market, in Pre-Prod environment, WebOps Team would first mark the market for the desired product (s) in the Global Catalog and extend the Global Catalog to Local Catalog which would copy the Global attributes of the product(s) into the Staged Local Catalog. WebOps Team would manually enrich all the attributes provided by the market in the Staged Local Catalog.

6. In case of the changes to be done in the existing products of Local Catalog, WebOps team would again manually reflect the changes on the attributes (e.g., Variant deactivation, reference data changes, etc.) on Staged Local Catalog on Pre-Prod.

7. The approver (WebOps) will review and approve the changes in Local Catalog if everything is ok.

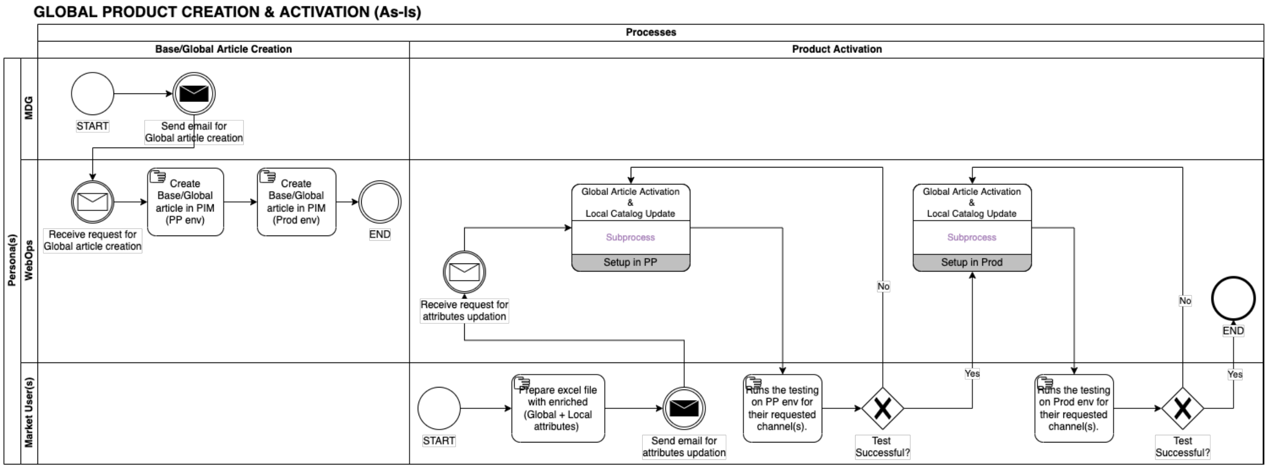
8. The publisher (WebOps) will push the Staged Local Catalog to Online Local Catalog.

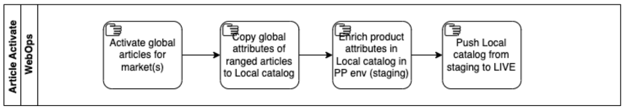
9. Tests are run on Pre-Prod by market users and IT for predefined scenarios (e.g., order placement, replacement, etc.).

10. If all tests pass the same steps above from #5 to #9 will be repeated on Prod.

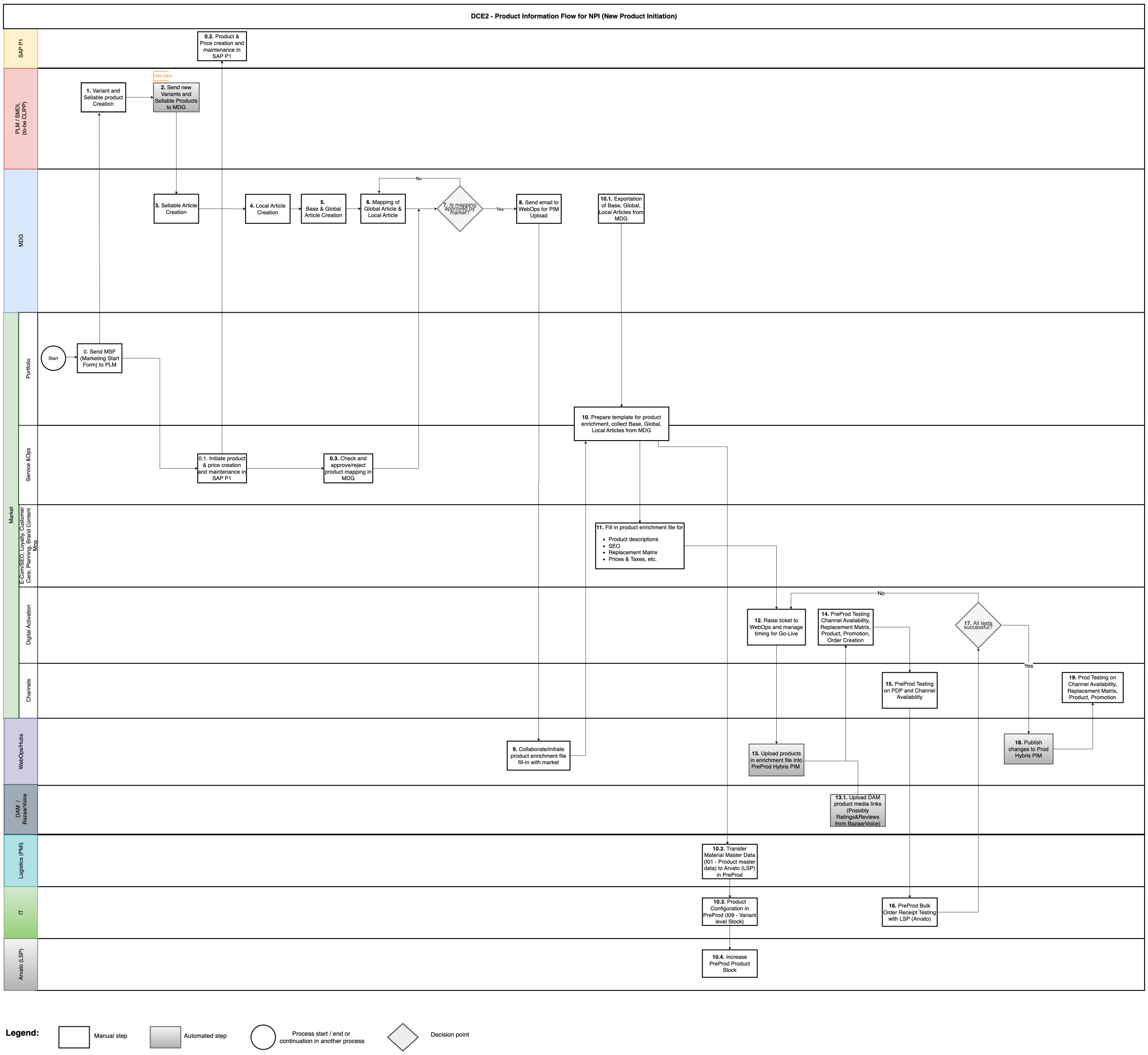
11. For reference purpose see the draft version of Data Dictionary here: [Working - Product Attributes Data Dictionary details.xlsx]

As-Is Process Flow:





New Draft As-Is Process: (WIP)



To-Be Process:

1. When a new product or product line is to be launched, or in case of any changes to be reflected from MDG to PIM, MDG would push a message which would trigger PIM to reflect the changes and create Base and Global Articles in PIM. The changes will be automatically first created in Pre-Prod and then extended to Prod.

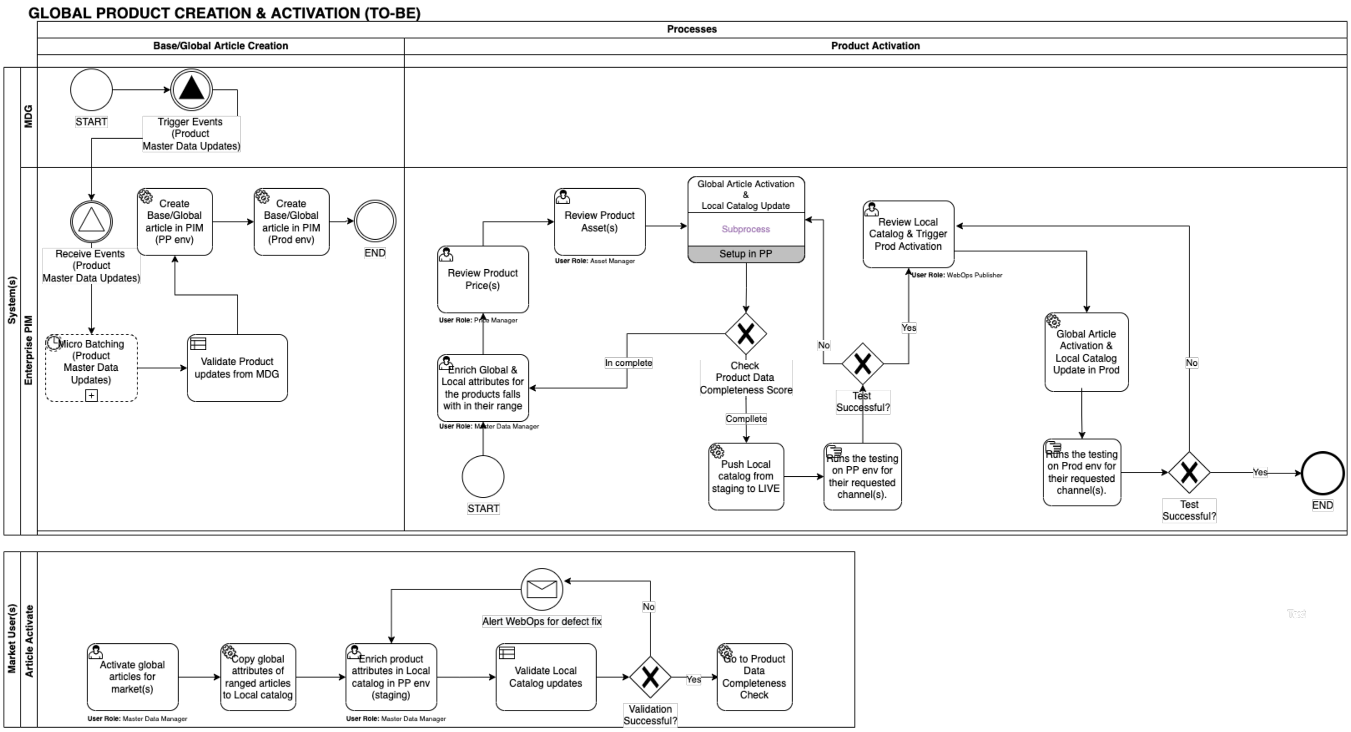
2. In case a market wants to launch product(s) or changes to be done on the existing products on the Local Catalog, they sign in new PIM UI and extend new product(s) to their Local Catalog (TBC w/ Sathish Kumar Ramadoss) or reflect the desired changes on Local Catalog. The changes are validated based on business rules implemented on PIM. In case of failure of Validation, WebOps Team would be involved in fixation of the case.

3. Product Data Completeness Score will run and if sufficient completeness is achieved then the Staged Local Catalog will be pushed to Online Local Catalog in Pre-Prod automatically. If not, then market's Master Data Manager User will continue the manual enrichment (Step #2 above) and the process would go through the same route.

4. The market runs the tests in Pre-Prod environment and if tests pass then the WebOps Publisher User is responsible to push the changes to Prod and the process would go through the validations automatically in Prod.

5. Market runs tests on Prod and if all good the process completes successfully.

To-Be Process Flow:



03.1.2.1.2 PIM - Capabilities and features

Context

We cover the list of capabilities and features build and offered by our platform. As a quick refresher, pls go through the definition of Features and Capabilities. In addition to listing the capabilities and features, we will draft a map that helps us in navigating our investments on the product evolution.

Capabilities & Features

PIM hosts a set of features namely;

Data Enrichment

Asset Linking

Range Management

Localisation & Translations

Price Linking

Product Merchandising

Product Preview

Product Groups/Bundles

Product Compare

which are powered by the capabilities namely;

Data Ingestion

Data Quality Checks

Workflow

Data Syndication

Alerts & Notifications

Reports

User Management

Capability & Feature Map

A MAP that helps you to navigate your investments..

TERMINOLOGIES USED IN THE MAP

INITIAL

Features that are at conceptual stage, poorly controlled and reactive in nature.

IMMATURE

Features that are recently realized in few markets.

MATURE

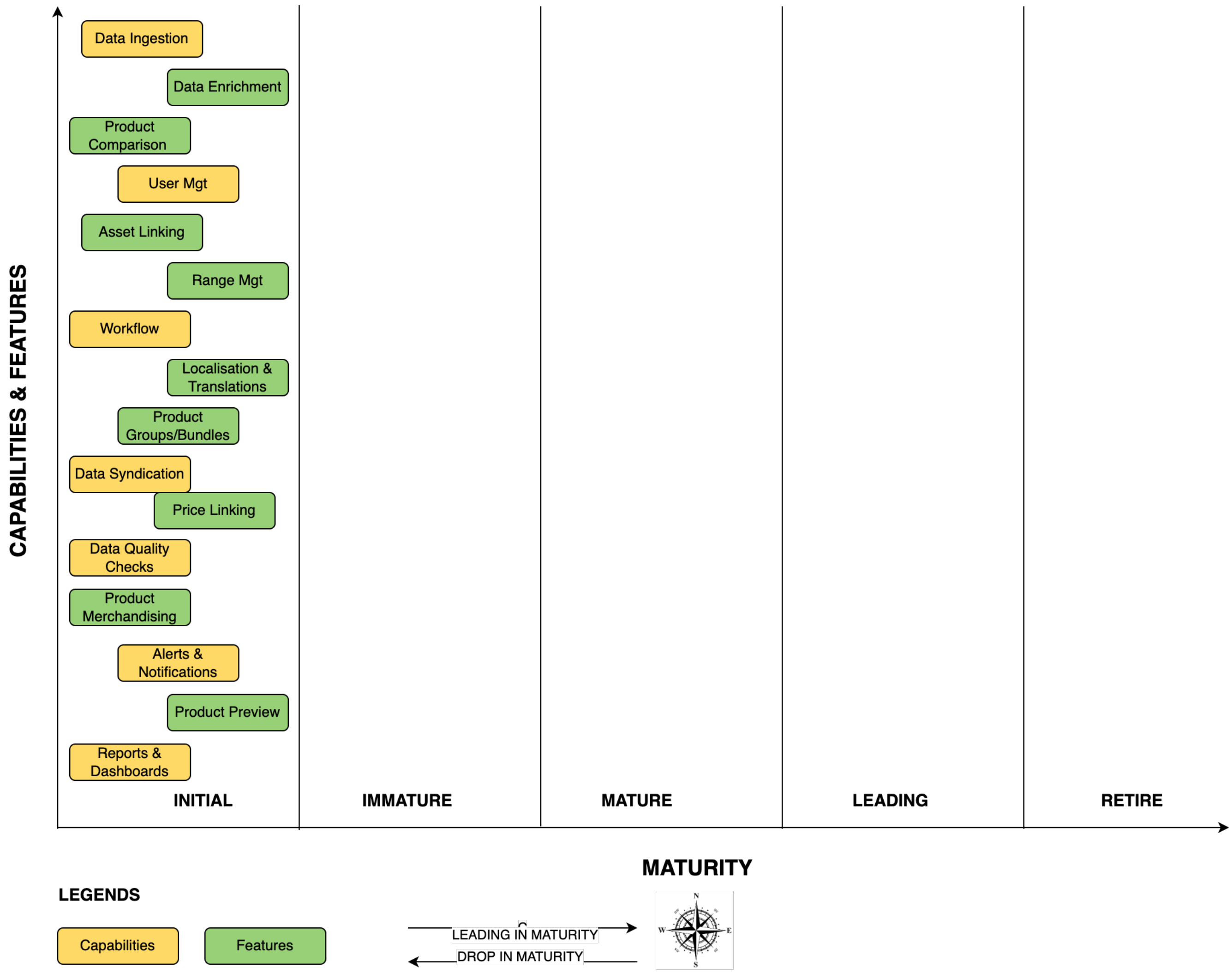
Features that are stable and proved further as part of demands like market expanision.

LEADING

Features that are stable for many years.

RETIRE

Features that are supposed to be or already decomissioned.

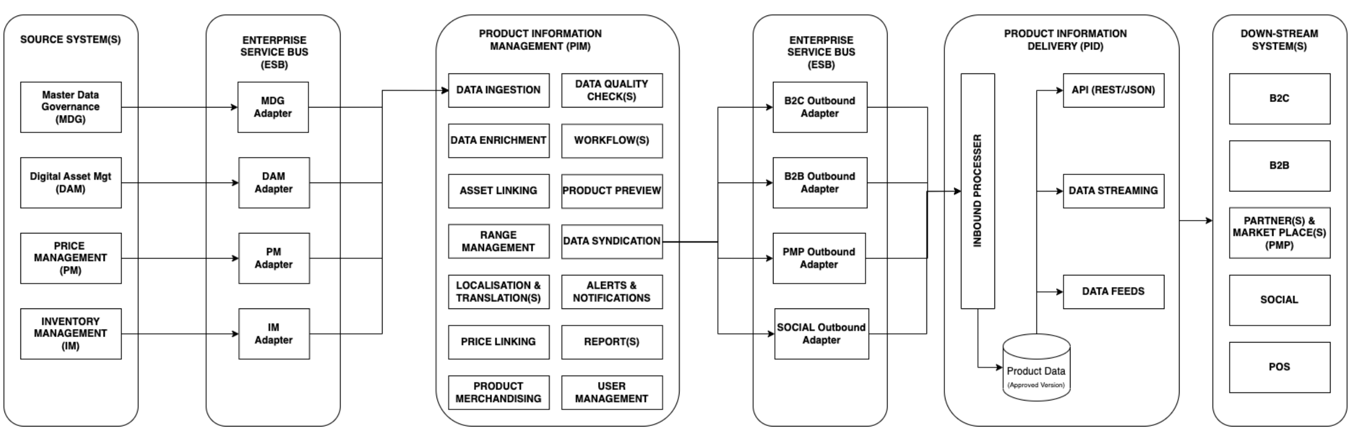

CAPABILITIES & FEATURES
Data Ingestion
Data Enrichment
Product Comparison
User Mgt
Asset Linking
Range Mgt
Workflow
Localisation & Translations
Product Groups/Bundles
Data Syndication
Price Linking
Data Quality Checks
Product Merchandising
Alerts & Notifications
Product Preview
Reports & Dashboards
INITIAL
IMMATURE
MATURE
LEADING
RETIRE
MATURITY
LEGENDS
Capabilities
Features
LEADING IN MATURITY
DROP IN MATURITY

03.1.2.1.3 PDM - Landscape

Context

This page summarises the logical view of our Product Data Management (PDM) landscape covering PIM (Product Information Management) & PID (Product Information Delivery) where PIM focuses on management, enrichment and guarantees the product data quality and PID focuses on ensuring efficient delivery of product data.

Product Landscape - Logical View



Source System(s)

This logical block hosts the list of source system(s) which offers primary attributes of product namely;

Master Data Governance (MDG)

Product Master Data which are created in PLM systems are managed in its original form (Channel agnostic) acting as a Single Source of Truth (SSoT).

Digital Asset Management (DAM)

In the context of product data, assets (images & videos) plays a vital role in enabling product experience where DAM acts a SSoT for product assets along with its metadata ensuring authentic and channel agnostic.

Price Management (PM)

In the context of product data, pricing data is also one of the primary data which qualifies the product to be ready for selling. All types of prices namely; cost price, selling price, recommended retail price are sourced from this system. There are enterprises which intends to use PIM for price management as well which might work in the beginning but later leads to a complex, non-performant system. Hence, it is recommended to have a dedicated system for price management and promotions.

Inventory Management (IM)

Inventory/stock plays a vital role in product merchandising where certain enterprises leverage PIM for product merchandising in making the right decision on selling right products at right time.

Enterprise Service Bus

Enterprise Service Bus (ESB) - A middleware which hosts the accountability integrating (non-intrusively) Source System(s) with PIM and PID to down-stream systems. Since, most of the product data which gets ingested into PIM are non-time critical in nature; hence it is advisable to go with push-based integration (provided the source systems are capable).

Product Information Management (PIM)

To support the needs of our internal customers in making their job easier to support the ambition of omni channel experience, PIM hosts a set of features namely;

Data Enrichment

Asset Linking

Range Management

Localisation & Translations

Price Linking

Product Merchandising

Product Preview

which are powered by the capabilities namely;

Data Ingestion

Data Quality Checks

Workflow

Data Syndication

Alerts & Notifications

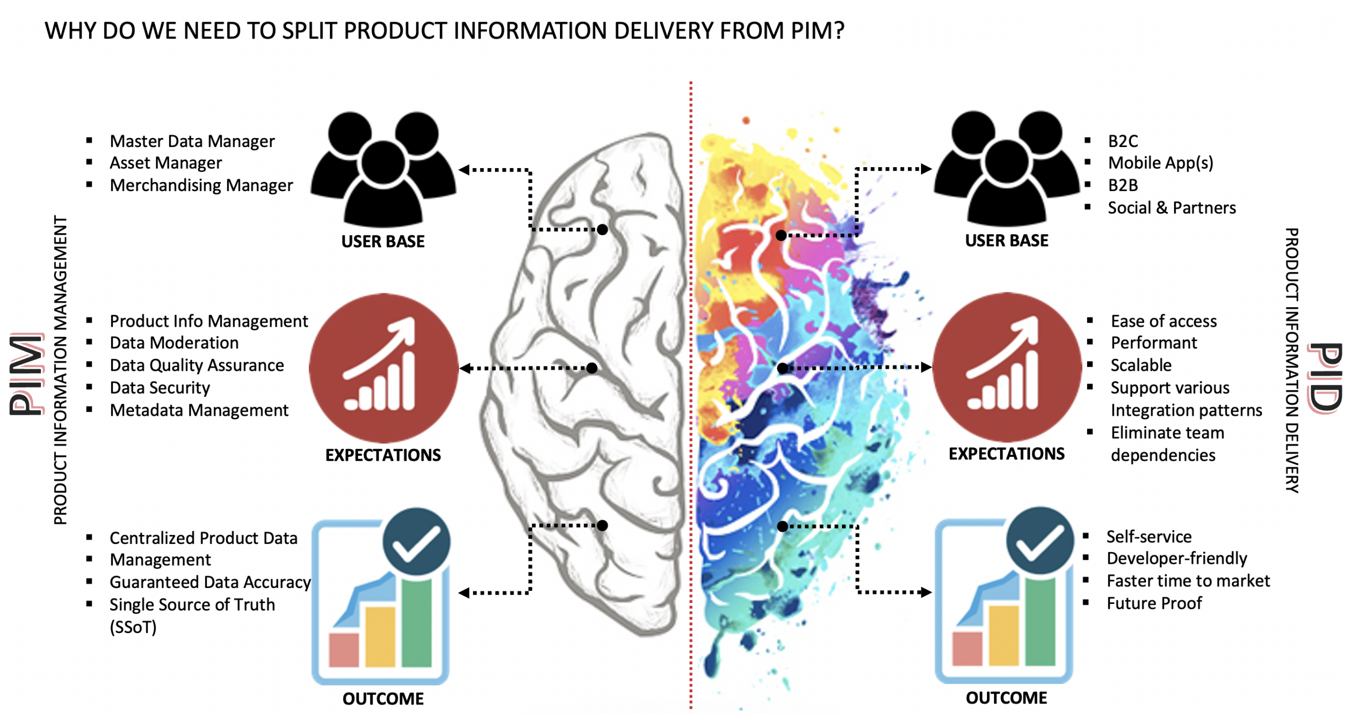
Reports

User Management

Product Information Delivery (PID)

Why can't Product Information Delivery co-exists with in PIM?

A very valid question where many enterprises does it as long as the expectations of the PIM users and downstream systems are same or similar. If they are not similar and having different expectations then it is highly recommended to split.



To meet the expectations of our downstream system(s); we plan to decouple the product information delivery from PIM by hosting a data store which holds only the approved version of product data from where down-stream system(s) consumes product data. In order to be versatile, we intend to offer 3 styles of integration approaches;

Real-time data consumption (API based)

Near real-time data consumption (Data Streaming)

Batch based data consumption (File based)

Down-Stream System(s)

List of systems which are in need of product data in offering product and commercial experiences.

03.1.2.2 Technical Architecture

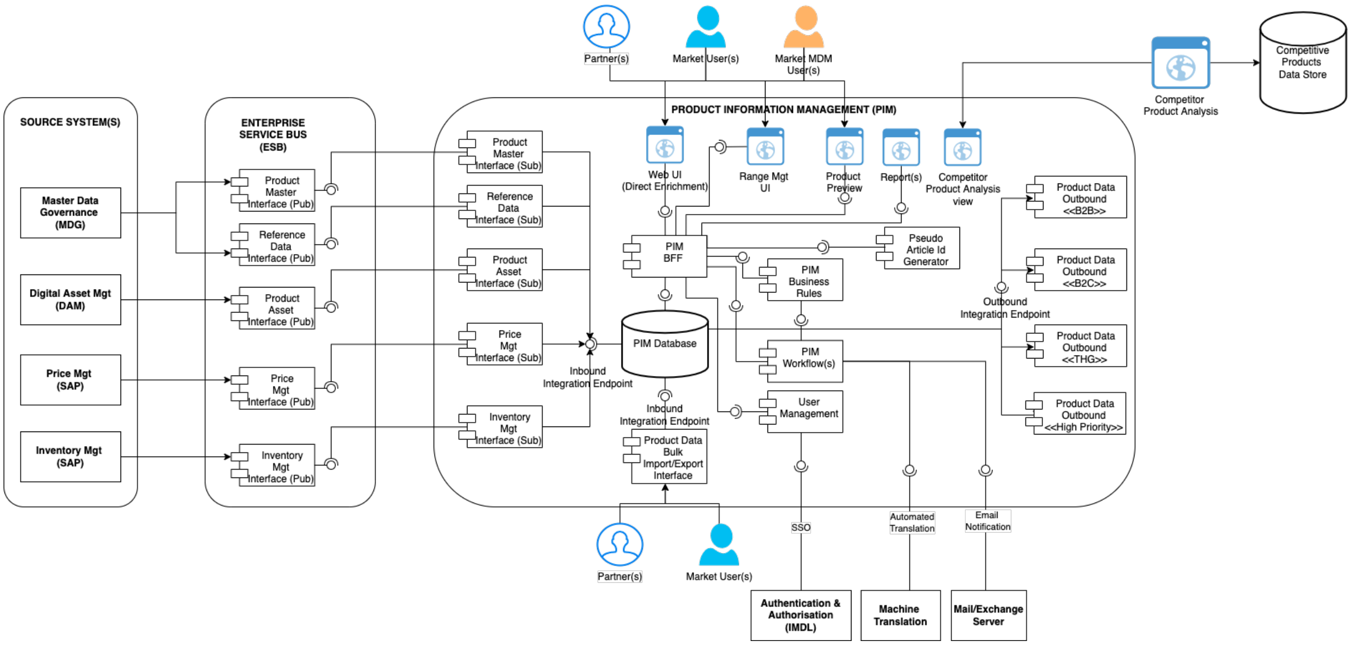
03.1.2.2.1 PIM - Application Architecture

Context

As our north-star is to evolve new PIM platform as an enterprise PIM platform which is category-agnostic & channel-agnostic. We ensure our proposed enterprise PIM solution would be capable to support following product Archetypes;

CHANNEL	PRODUCT ARCHETYPE(S)	DESCRIPTION
B2C	Products we produce.. & Sell through our own online (eCom) channel	Self-Explanatory
B2B	Products we produce.. & Sell through our Wholesale partners	Self-Explanatory
	Products PMI don't produce but PMI sell using our DSD forces..	Products we don't produce but PMI distributes (MDM is ignoring but this is probably a mistake). They are currently stored in the different iSMSs of the world. In markets like Colombia, Brazil, via the internal PMI DSD network, PMI purchases other FMCG goods (like Potato chips/crisps, liquor, confectionary, phone cards, batteries, razor blades) and sells via sales team or through Ordering website. On DSD markets operating in Pre-Sales mode they are in SAP modules relate to finance (Order to cash) once the billing is done in SAP.
	Products PMI don't produce but our distributors sell using our eComm platform..	Products we don't produce and we don't distribute but we allow a distributor to sell into our platform. In markets like Greece, 3rd party sellers are selling PMI products and the examples listed above for Colombia and Brazil… the difference here is that these are third party sellers (usually under a legal agreement with PMI), where they usually purchase PMI products from us and then resell (could be a consignment model as well). They are currently stored in our B2B eComm solution (inside DTE platform). Plenty examples here from all over the world.
	Competitive products that we track information to understand competitive advantage..	In markets like Czech Republic and Ukraine we collect availability and pricing information on competitive tobacco and SFP products. They are currently stored as "Call Cards" in MOST iSMSs of the world. They are no actually a product masterdata. In REEV they will be created as part of Product masterdata. Some examples can be generated here from two markets (PT and Ukraine).

Application Architecture



Product Feature & Capabilities

The intention of building enterprise PIM, is primarily to offer higher reuse of features and capabilities across categories and channel. Below table summarises the potential mix of capabilities & features that are reused across channel(s).

CAPABILITIES/FEATURES	CAPABILITIES/FEATURES LIST	B2C	B2B
Features	Data Enrichment	X	X
Features	Asset Linking	X	X
Features	Range Management	X	X
Features	Localisation & Translations	X	X
Features	Price Linking	X	X
Features	Product Merchandising	X	
Features	Product Preview	X	
Features	Product Groups/Bundles		X
Features	Product Compare	X	
Capabilities	Data Ingestion	X	X
Capabilities	Data Quality Checks	X	X
Capabilities	Workflow	X	X

Capabilities	Data Syndication		X
Capabilities	Alerts & Notifications	X	X
Capabilities	Reports	X	
Capabilities	User Management	X	X

Approach & Recommendation

CHANNEL	PRODUCT ARCHETYPE (S)	APPROACH	RECOMMENDATION
B2C	Products we produce.. & Sell through our own online (eCom) channel	**Option: 1** - Directly managed with in new enterprise PIM leveraging Global article concept and adhering to the data structure of B2C channel	**Option: 1**
B2B	Products we produce.. & Sell through our Wholesale partners	**Option: 1** - Directly managed with in new enterprise PIM leveraging Global article concept and adhering to the data structure of B2C channel	**Option: 1**
	Products PMI don't produce but PMI sell using our DSD forces..	**Option: 1** - We manage the Non-PMI manufactured products separately outside of PIM via a standalone application. From usability perspective, we provision the option to view non-PMI manufactured products with in PIM (without storing it in PIM). **Option: 2** - We continue to manage Non-PMI manufactured products with in PIM under a different sub-category type. It will have tailored validation, business rules, workflow than the PMI manufactured products.	**Option: 2**
	Products PMI don't produce but our distributors sell using our eComm platform (e-Ordering)..	**Option: 1** - We manage the Non-PMI manufactured products separately outside of PIM via a standalone application. From usability perspective, we provision the option to view non-PMI manufactured products with in PIM (without storing it in PIM). **Option: 2** - We continue to manage Non-PMI manufactured products with in PIM under a different sub-category type. It will have tailored validation, business rules, workflow than the PMI manufactured products. Especially Non-PMI produced products requires additional data enrichments.	**Option: 2**
	Competitive products that we track information to understand competitive advantage..	**Option: 1** - Maintain these competitive product details in a stand-alone application outside of PIM. For ease of use, have a link with in PIM to access this stand-alone application. Thereby, we achieve appropriate Separation of Concern and offer usability aspect for B2B user(s).	**Option: 1**

03.1.2.2.2 PIM - NFR

This page summarises the non-functional requirements of the PIM technical component of Product Data Management (PDM) product.

ID	PMI - NFR Architecture ID	Category	Sub-category	Detailed Requirement	Assigned Owner	Traceability
1	**Security**					
1.0		Security	Authentication	**PIM User Interface:** • There will be no un-authenticated access to the PIM User interface. • PIM should leverage existing authentication mechanisms (LDAP/Active Directory) within PMI. **PIM Backend:** • Interaction between each interface in ESB and PIM should use SAML/token /Certificate based authentication.		
1.1		Security	Authorization	• Granular authorization (by user role) required for all actions and workflows in PIM. • Define & document the User Roles and Privileges Matrix		
1.2		Security	Security of files in server	• Access to production server is only by PMI application support team(WebOps) as per existing access policies		
1.3		Security	Security of database server	• PIM application will authenticate with the database using unique credential for each environment.		
1.4		Security	Security during data transmission	• Enforce transmission of data over SSL channel over public networks		
1.5		Security	Data Privacy	• Data at rest is encrypted as per existing PMI standards • Inbound and outbound data is not accessible by unauthorised users • No PCI or PII data is stored in the platform		

1.6		Security	Encryption Policies	• Utilize PMI SSL certificate policy • All traffic from external networks to internal networks over SSL channel		
2	**Availability & Scalability**					
2.0	ARC-03	Availability	System up time	• Guarantee 99.999% uptime		
2.1	ARC-03	Availability	Defined Maintenance Window	• Should support live deployment without downtime • Should be resilient to removal of server nodes without downtime		
2.2	ARC-02	Availability	Scalability	• Support load balancing and failover at all tiers • Support linear scaling • Support caching architecture (Edge Caching)		
3	**Auditing**					
3.0		Auditing	Who visited the application?	• Should create log files at application tier to log visitor time and date, IP address and client-Id / user agent		
3.1		Auditing	Who read or updated the database?	• Should utilize standard database logging to log security events (login) • Should utilize database transaction logs to log changes made to tables		
3.2		Auditing	What operations were performed?	• Should log changes made via PIM interface • Access logs are archived and easily accessible for audit purposes		

3.3		Auditing	Application Logging	• Should log into appropriate log files:
				  • Errors
				  • Debug information
				• Should support log shipping to Splunk or ELK stack
				• Should support different log levels		

4	**Usability**					

4.0		Usability		PIM User Interface (UI) • Progress indicators are displayed for all user actions • Delays beyond 3s should display a meaningful message to user (e.g. "The operation is taking longer than usual. Please wait..") • Should be possible to reach any system function from the main screen in 5 clicks or less • User actionable UI elements (buttons, dropdowns etc.) should be consistent in appearance and function • Informational messages should be available for each system function • Email notifications should have actionable links		
5	**Performance**					
5.0	ARC-01	Performance	Response time - Online transactions	• Industry best practice is response time <100ms. • Response times exceeding 200ms should be avoided at all costs to maximize client performance. Some rationale may be found here https://www.apteligent.com/2014/03/200ms-the-magical-number-for-faster-response-times/		
5.1	ARC-01	Performance	Response time - Batch operations	**Ranging / Bulk Updates / Searches** Volume: 1000 of articles per market per quarter (average) 5000 of articles per market per quarter (maximum) 300 articles in single upload Requested Response Time - 20 mins Special considerations: Live articles, Near Go Live articles		
5.2	ARC-01	Performance	Throughput	• Total number of articles at roll-out - 100,000 • Total number of ranged articles at roll-out - 8,000 • Total articles growth factor - 10% per quarter • Total ranged articles growth factor - 20% per quarter		
6	**Compatibility**					

6.0		Compatibility	Client support	**WebUI**
				• Should be compatible with PMI supported browsers
				  ◦ ~~IE 11~~
				  ◦ Edge		

7	**Documentation**					
7.0		Documentation	API Documentation	• The API documentation will be stored in the API portal • The API documentation will also be available within the API application in swagger format		
7 .1		Documentation	Application Documentation	• Application documentation will be stored in the PMI Omni Confluence space		
8	**Archival and Restoration**					
8.0		Archival and Restoration	Should articles no longer in use by any markets be archived?	• TBD		
8.1		Archival and Restoration	What is the criteria for identifying data which is to be archived?	• TBD		
9	**Legal and Compliance**					
9.0		Legal and Compliance				
1 0.0	**Localisation**					
1 0.1		Localisation	Support for multi languages	• Support for all markets • Support product attribute values in multiple languages • Support non-western / unicode character sets		
11	**Backup & Recovery**					

1 1.0		Backup & Recovery	On what frequency should the database be backed up?	• PIM database should be backed up:
				  ◦ Daily - incremental backup
				  ◦ Weekly - full backup		

11.1		Backup & Recovery	On what frequency should the file system be backed up?	• Daily file system backups at minimum. All file system assets (configurations, deployment files, scripts etc.) are held in source control and can be redeployed in the event of disaster		
12	**Monitoring**					
12.0	ARC-06	Monitoring	Which processes should be monitored?	• Standard PMI monitoring for servers • Standard PMI monitoring for Network • Standard PMI monitoring for cron jobs and scheduled tasks		
12.1	ARC-06	Monitoring	Infrastructure specific monitoring	• Process availability • CPU usage • Heap size • GC frequency and pause time • Number of active threads • Number of active JDBC/ODBC connections		
12.2	ARC-06	Monitoring	Application specific monitoring	• Each Inbound Integration Endpoint, Outbound Integration Endpoint, and Event Processor • Alerting and notifications setup		
13	**Capacity**					
13.0		Capacity	Number of concurrent users	**PIM User Interface** • 30-40		
13.1		Capacity	Database storage requirements	Current database size is ##GB. Expected growth: • 2022 - ##GB • 2023 - ##GB • 2024 - ##GB • 2025 - ##GB • 2026 - ##GB		
14	**Maintainability**					

1 4.0	ARC-05	Maintaina bility	Coding Standards	• The application should be developed following the PMI Software Engineering team processes and practices • The application should be designed following the PMI API design guidelines • SaaS providers should pass the periodic PMI Security evaluations		

03.1.2.2.3 PIM - Decision Logs

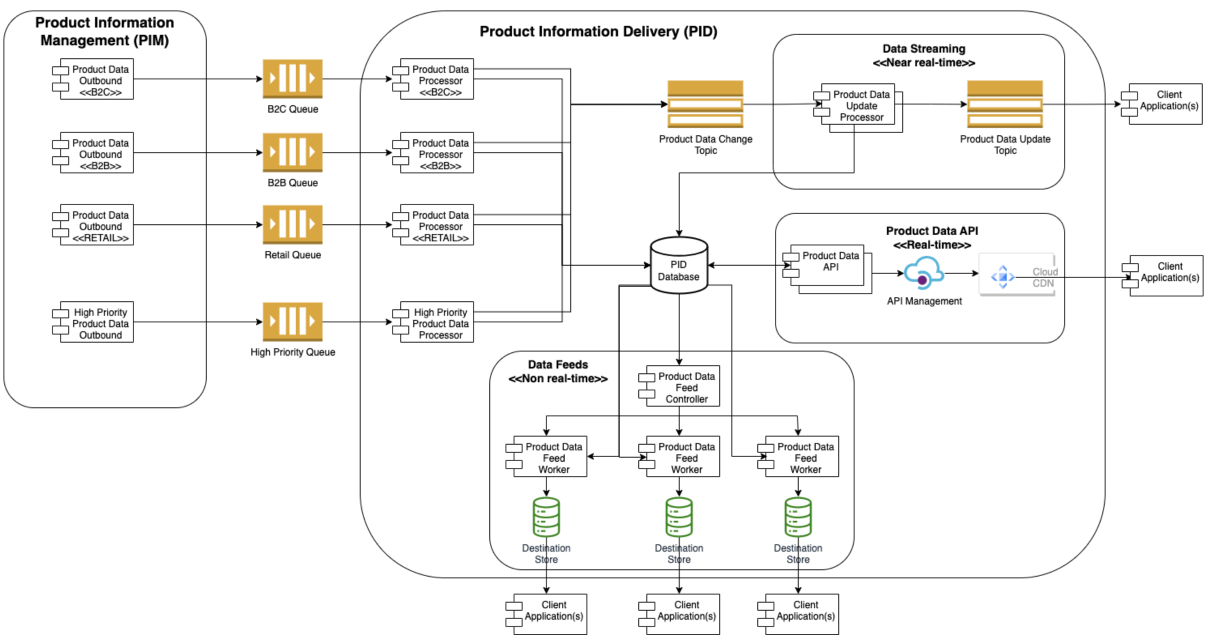
03.1.2.2.3.1 PID - Technology Stack Selection

DRAFT

Context

This page captures the technology stack choice for Product Information Delivery (PID). As we intend to custom build the PID product, we inspire to make our choice supporting the non-functional requirements of our product which is in accordance with PMI tech radar.

Solution Overview



Product's Non-functional Qualities

PID should be capable of handling high read requests compared to write requests.

PID should be easily extendable.

PID offers 3 different styles of integration in enabling client application to access product data. Hence, one integration style should not affect/compromise the performance/availability of other style of integration.

PID should be developed with the principle of Low code as much as possible.

PID should be self-serviced for the clients in consumption of product data.

Tech Stack choices

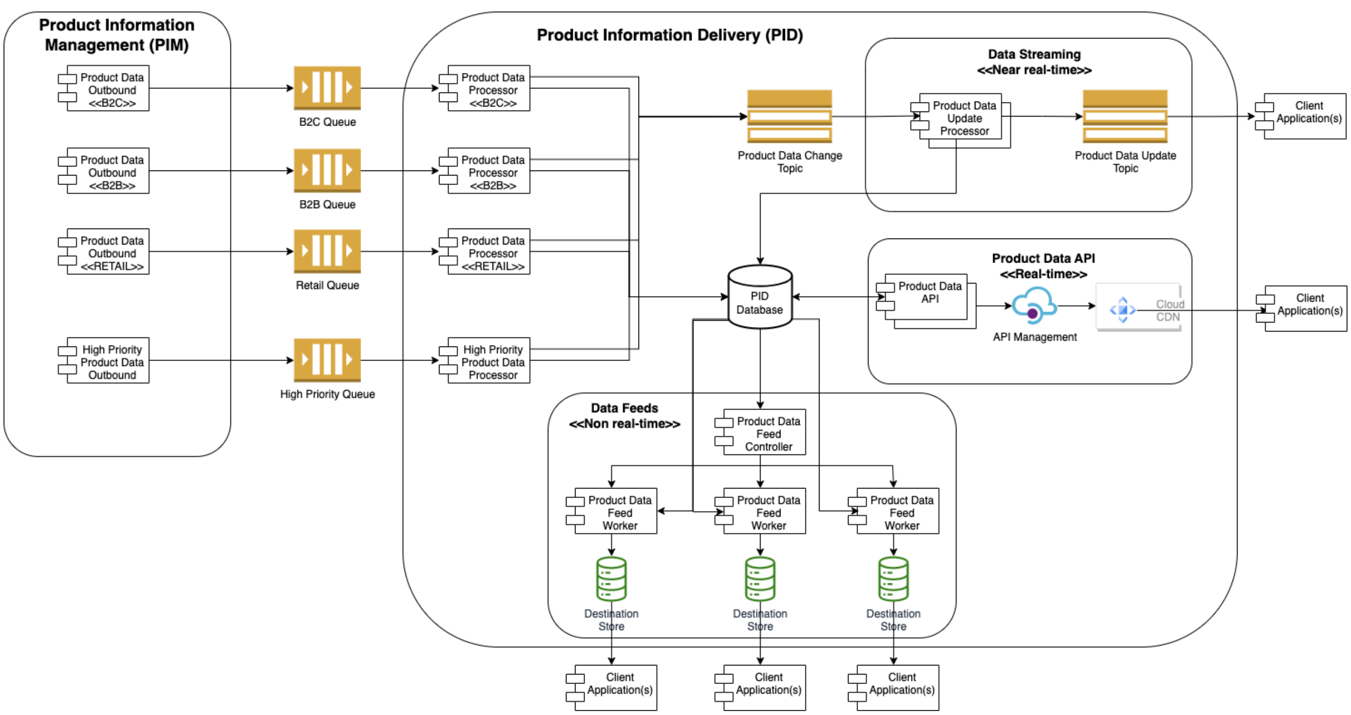
Technical Components	Technology Choices	Rationale	Recommendation
PID Database	SQL Aurora (RDS)		
Queuing Infrastructure			
Product Data Feed Controller			
Product Data Feed Worker			
Product Data Processor			
Product Data API			
Product Data Streaming			

03.1.2.2.4 PID - Application Architecture

Context

Product Information Delivery (PID) is the delivery engine whose responsibility is to offer three different styles for clients to consume product data based on their usecase(s). This page summarises on the different components that work together in functioning of the delivery engine. As it is the last mile layer offering Product data distribution to various clients (variety of usecases), we have decided to custom build in order to be lean, interoperable and flexible.

Product Information Delivery - Logical View



Technical Components

Product Data Outbound

An interface responsible for batching the approved product data updates from PIM & push them in to respective queue with the queue infrastructure.

Queue Infrastructure

It is responsible for managing the multiple queues and the sequence of updates flowing from PIM at article/SKU level. Incase of missed delivery, it offers the retry mechanism and later alerting (if required). It also offers the intermediate persistence storage for the product updates. Thereby, it offers a replay of updates (if required).

Product Data Processor

A key component in the PID, responsible for reading batched product data updates from Queue Infrastructure, deciding whether to process or ignore (if the updates are not applicable), transforming the product data updates into a canonical form (vendor-agnostic format) and store them into PID database. On successful write into PID database, we notify the data streaming consumer(s) by placing a message into Product Data Change topic.

PID Database

A relational data store, which hosts the approved version of product data. It acts a single source of truth for data streaming, API and data feeds modes of communication.

Product Data Change Topic

A topic responsible for persisting the product update notification message(s) posted by Product Data Processor(s).

Data Streaming (Near real-time)

The most preferred option for product Information distribution for near real-time usecase(s). In fact, we prefer to move client(s) that currently subscribe to product data via feeds which are capable of switching to data streaming mode of integration.

Product Data Update Processor

A key component in the Data Streaming mode of integration, responsible for reading product update notification message(s) from Product Data Change topic, deciding whether to process or ignore (if the updates are not applicable); if decided to process then, fetch the latest snapshot updates of the indicated article(s)/SKU(s) from PID database and formulate the Product data updates into vendor-agnostic format. On successful formulation, we notify the data streaming consumer(s) by placing a message into Product Data Update topic.

Product Data Update Topic

A topic responsible for persisting the product data update(s) posted by Product Data Update Processor.

Product Data API (Real-time)

The most preferred option for product Information distribution for real-time usecase(s). In fact, we prefer to move client(s) that currently subscribe to product data via feeds whose usecase(s) qualifies for real-time data access & are capable of switching to API mode of integration.

API based integration supports vendor-agnostic contract where client applications does n't have to learn or understand the functioning of PIM or PID. In case of replacing the product at the later stage will be handled with 100% transparency. It offers various endpoint(s) inline to the sub-domain(s) of the product domain.

API Management

This component offers management of API(s) covering the responsibilities around security, routing, API rate-limiting/throttling, API Caching.

Content Delivery Network (CDN)

CDN offers the options around edge caching with security controls around DDoS attacks.

Data Feeds (Non-real time)

This option offers product information distribution for non-realtime usecase(s). It is the option offered to client application(s) whose solution and usecase(s) does n't fit near real-time and real-time usecase(s). In future, it offers a self-service product distribution model which are controlled thro' configuration(s). Thereby, client application(s) are capable on operate with minimal dependancy on product team(s).

Product Data Feed Controller

Data feed controller are responsible for extracting the upcoming scheduled delivery of Product data updates and delegate it to the data feed worker(s) for guaranteed delivery.

Product Data Feed Worker

Data feed worker components are responsible for executing the delegated task(s) from feed controller and report the status of the task.

Destination Store

Storage locations where the data feeds has to be delivered based on the configuration defined by each client application(s).

03.1.2.2.5 Integration Phase - 1 || MDG <-> PIM Product and Reference Data

This is high-level integration landscape, basis the discovery done till now. May evolve as we have more details.

PUB layer to be managed by MDG Team with dedicated queues for PIM objects.

Omnichannel Mule Integration layer hosted in DEEP to poll these object specific queues, at fix intervals for new events acting as subscribers.

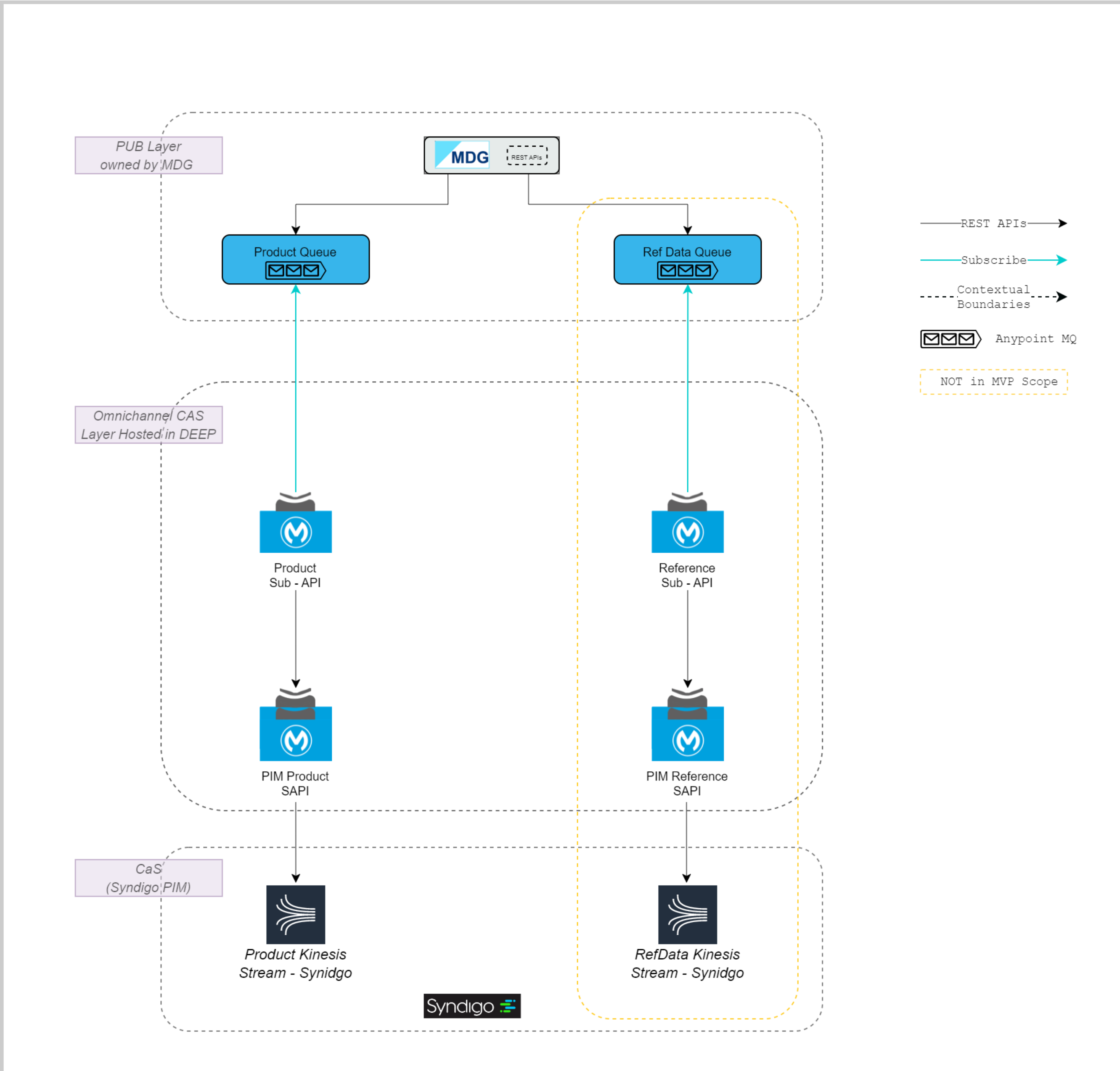
Once the msg is subscribed in Mule Sub API, acknowledgment to be sent only after the successful execution of the flow.

For successful execution of the flow, a call to SAPI (System API) to be made, which in turn will call API exposed by To-Be-PIM system(Syndigo), and has to return a success response i.e. 200.

Assumption is To-Be-PIM(Syndigo) system will expose REST APIs. We may have to change approach from Omni Layer onwards in case API capability is not there.

MDG team will be owner of Anypoint MQs, shall back it with (DLQs). Omni team to own Sub and SAPI.

Mulesoft API's in Omni layer to align with PMI C4Es API guidelines for API's to be hosted on DEEP.


PUB Layer
owned by MDG
MDG
REST APIs
Product Queue
Ref Data Queue
REST APIs
Subscribe
Contextual
Boundaries
Anypoint MQ
NOT in MVP Scope
Omnichannel CAS
Layer Hosted in DEEP
Product
Sub - API
Reference
Sub - API
PIM Product
SAPI
PIM Reference
SAPI
CaS
(Syndigo PIM)
Product Kinesis
Stream - Synidgo
RefData Kinesis
Stream - Synidgo
Syndigo

03.1.3 PIM - Implementation

03.1.4 PIM - Support and Ops

03.1.4.2 PIM - Release Engineering

03.1.4.3 PIM - Reliability Engineering

03.1.4.1 PIM - SLI and SLO

03.1.5 PIM - Rollout

03.1.5.1 Pilot Market-Analysis

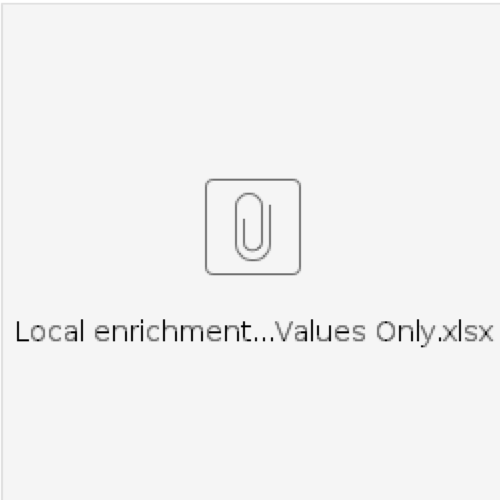
Pilot Type	Example	Points in Favour	Points against
New Product /Live Market/New Platform	P5/<SE>/THG	Low Risk (comparatively smaller revenue market /product)	Low (business transformation) Impact.
		Minimal/no existing data management process. Hence, easier to influence business stakeholders to adopt new processes	Web Ops (data stewards) not operating in markets. Hence, harder to coordinate with multiple individuals and local teams
		Simpler architecture. Low overhead for a pilot	Products not on MDG today
		Order management on Hybris, so dependency on new PIM for catalog enablement (May need clarification)	
		A successful implementation may help in storytelling, when rolling out in larger markets/platforms	
New Product /New Market /New Platform	P5/<CH/UK/PK /DK>/THG	Low Risk (comparatively smaller revenue market /product)	Low (business transformation) Impact.
		Simpler architecture. Low overhead for a pilot	Web Ops (data stewards) not operating in markets. Hence, harder to coordinate with multiple individuals and local teams. Business stakeholder discovery may be required
		A successful implementation may help in storytelling, when rolling out in larger markets/platforms	No existing data management process. (Could be riskier, as no process /stakeholders are known)
		Order management on Hybris, so dependency on new PIM for catalog enablement (May need clarification)	Products not on MDG today
New Product /Live Market /Existing Platform	<VEEV /VEEBA> /<DCE/DCX/ DCE2>	High Impact	High Risk
		Established processes	Stakeholder identification may be cumbersome, as products are new, and data doesn't exist
		WebOps/HUBS already operating as data stewards	
Live Product/Live Market/Existing Platform	IQOS/<UK /GER>/DCE2	High Impact	High Risk
		Established processes and easily identifiable stakeholders.	Live products. So, impact analysis for switch over to new architecture is required
		WebOps/HUBS already operating as data stewards	

03.1.6 PIM - Archive

03.1.6.1 PIM - Artifacts

03.1.6.1.1 PIM Data Files

Local Enrichment file of Czech Republic Market:



03.1.6.2 - Meeting Presentations

03.1.7 Tool Evaluation

Potential Tool Vendors

Following are the list of potential tool vendors which we evaluate in search of an Enterprise PIM for PMI;

1. STIBO Systems
2. Plytix
3. Syndigo PIM (Recently acquired Riversand PIM)
4. Akeneo Enterprise PIM
5. PIM Core

Inputs for Tool Evaluation

Following are the artefacts that are shared with potential tool vendors for evaluation.

Artefact Name	Artefacts
RFP Document	PIM RFP Draft.docx
RFP Questionnaire	PIM - RFP ...narie.xlsx

PIM Demo User Journey(s)	PIM_Demo...eys.xlsx
PIM Vendor Evaluation Workbook	PIM Vend...ook.xlsx
Sample Dataset for User Journey(s)	Sample D...aset.zip

03.7.1 RFP Response

0.3.7.1.2 STIBO

Pre-evaluation

Document	Document Page	Findings	Questions
RFP PMP PIM Proposal Stibo Systems_Sept 2022_Stibo Systems	5	7. We provide the “Highest Level of Customer Control” over your SaaS PIM environment	Please elaborate

03.7.1.1 Akeneo

Context

This page summarises the findings from pre-evaluation of response received from Akeneo on our PIM RFP request.

Pre-Evaluation Findings

Document	Page#	Findings	Follow-up Question
Akeneo Res ponse Rfp Pmi.pdf	6	Bring 1st in class product information to PMI customers with detailed technicals product information, usage information and also emotional information to bring a smoke free alternative to PMI “traditional customers”	Could you elaborate more on the emotional information that you mentioned in this statement?
	29	Comprehensive API to turn your PIM into a product data hub, ready to feed your existing and upcoming sales channels.	What is the level of API granularity offered by Product Data Hub?
	37	Sales Channel Managers Sales Channel Manager, 1 per Channel, 25%-30% Responsible for the management of assigned sales channel(s) Marketing/Brand/Content Team Marketing Manager, 1, 15%-25% Responsible for leading marketing efforts for a business. Brand Managers, 1 per Brand, 15%-25% Responsible for supervising the promotion of a particular brand. Content/Content Marketing, min. 1, 10%-20% Responsible for creating and disseminating content (ex. social media) to stimulate	Could you elaborate more on the below mentioned responsibilities? 1. Responsible for the management of assigned sales channel(s) 2. Responsible for leading marketing efforts for a business. 3. Responsible for supervising the promotion of a particular brand.
	40	Global Design (elapsed time 4-6m)	What are the time consuming tasks in the design phase which results in min. of 4 months?

11. Pim Requirements Final Akeneo	Biz Req - 8	Akeneo's data model can easily be extended through flat files, API calls, or via the UI. Data model is easily modified by business users without IT involvement.	I'm glad to know the level of flexibility offered but how is the governance on the data model is managed?
	Biz Req - 10	Akeneo in its core, supports multilingualism. Our UI is available in 12 different languages (including English), and additional languages can be added when it reaches 80% on https://crowdin.com/project/akeneo. Our documentation is available in English on https://help.akeneo.com and https://api.akeneo.com. And last but not least, Akeneo comes with 200+ locales that can be enabled through configuration. Allowing translations of product content, attribute labels, categories, and more. Each attribute create in Akeneo can be configured to be localizable or scopable (different value per channel).	Supported languages are; Catalan, Chinese Simplified, Dutch, English Australia, English UK, French, German, Finnish, Italian, Japanese, Korean, Polish, Spanish.
	Biz Req - 20	Thanks to the flexible data model, it could be possible to manage several/different launch dates depending on markets, channels. This can be done using dedicated attributes per product or aggregated attributes on entities for instance.	How does it work in conjunction with the automated workflow(s)? Pls demonstrate the same during the RFP Orals.
	Biz Req - 22	Yes, based on multiple configuration capabilities : model/variants approach, entities usage, scopable attributes and right management application	Can you elaborate more on Entities usage or Scopable attributes?
	Biz Req - 29	The PIM supports data validation and tracks data quality (spelling and grammar check, completeness, consistency) on products. The rule-engine can be used to set up rules that will assist in the replacement of day-to-day recurring tasks (enrichment, categorization, calculation, concatenation and more).	Can the data validation be triggered during the coarse of ingesting product data from source?
	Biz Req - 40	SEO data can be automatically enriched via the Akeneo rules engine, and SEO projects can be managed and completed within the Akeneo platform.	Can you elaborate more on what do you refer as SEO projects?
	Biz Req - 48	Products in Akeneo are tracked in terms of completeness (% based on filled out required attributes) and are graded based on a standard set of criteria to determine data quality. On the dashboard, the completeness percentage can be tracked on a global level (completeness per channel and locale), through the product overview and product detail view individual completeness can be tracked. Products are also graded through a standard set of criteria that determines the data quality, this can be tracked through the dedicated DQI dashboard.	Can you demonstrate a dedicated DQI dashboard during the RFP orals?
	Tech Req - 3	Supported imports are manual through the UI (flat-file CSV or Excel). The imports accept two types of files: CSV and XLSX. Imports are limited to 512 MB per file.	Is it not possible to automate the flat-file or excel file imports?
	Tech Req - 20	Because it's a SaaS/PaaS solution, our own cloud teams do the monitoring on your behalf and contact you if there are any issues. We also provide a self-service status dashboard. We do not allow integration of your own performance monitoring tools.	Could you demonstrate the granularity of Self-Service Dashboard during the RFP orals?

03.1.8 Budget

PIM OB Cost Sheet - PIM Annual Costs_OB.xlsx

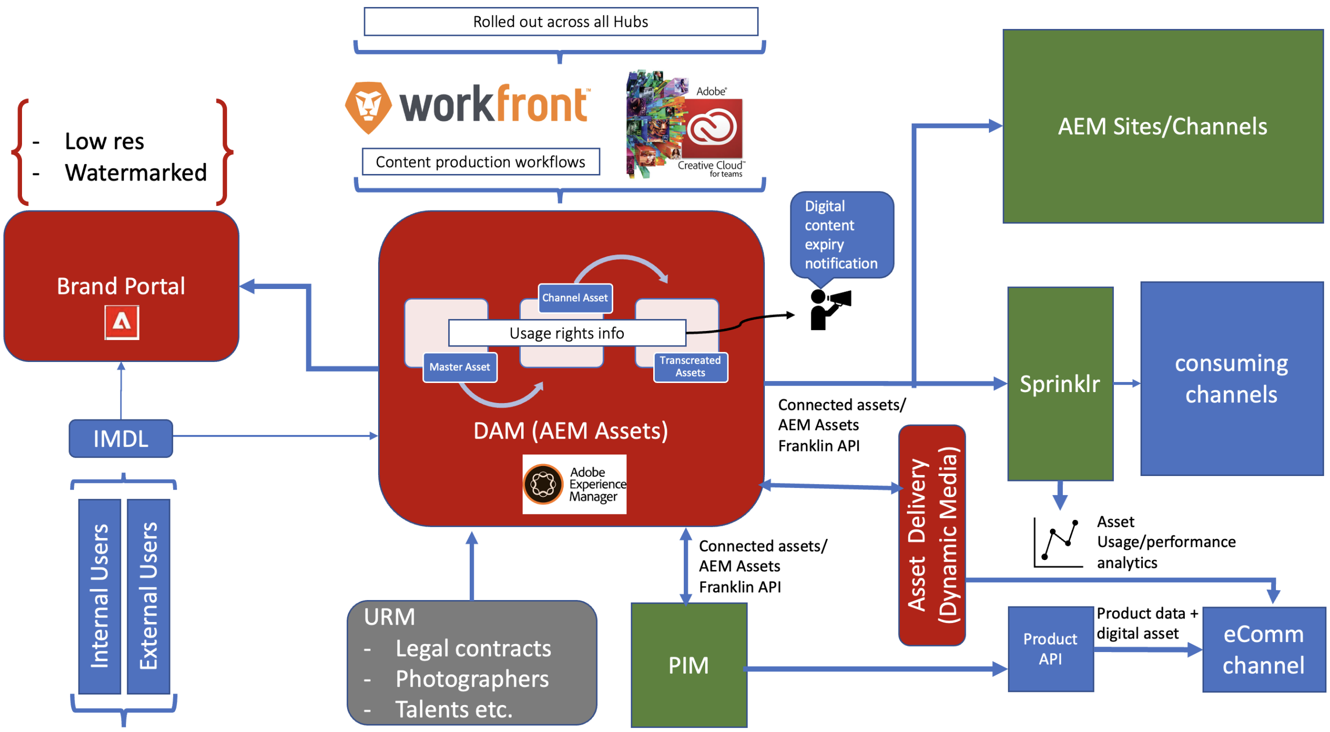
03.2 MWM Program (Marketing Work Management)

03.2.1 DAM (Digital Asset Management)

03.2.1.0 Product Vision Board

Mission: Create Once, Publish Everywhere (COPE).

The Product Vision Board			
Vision: What is your purpose for creating the product? What is the positive change should it bring about?	**TO BE THE ONE PLATFORM FOR DIGITAL ASSETS**		
Target Customers/ Product Teams Which markets or market segment does the product address? Who are the target customers or users?	**Needs** What problem does the product solve? Which benefit does it provide?	**Product** What product is? What makes it stand out? Is it feasible to develop the product?	**Business Goals/Objectives** How is the product going to benefit the company? What are the business goals?
All **Markets**	Minimize/**Eliminates** assets duplication.	**Single source of truth** for PMI digital assets (Channel, Market & Category-agnostic)	**Faster GTM** (Go To Market) - Reduces elapse time for product launches.
All **Channels**	**Eliminates** digital asset management silos.	**Business-friendly process** to create, adapt, enrich and distribute PMI digital assets	Enable **better** & **consistent story-telling** (leveraging digital assets) across consumer touchpoints.
All **digital touchpoints** which requires digital assets (Images & Videos).	Enable **consistent accessibility** for digital assets.	Enable digital assets **re-use** over re-production.	**Reduce TCO** (Total Cost of Ownership)
Digital Agencies (Third-party)	**Improve Operational Efficiency** from asset creation to archival across categories, market & channel.	**Self-Service mode** of accessing digital assets.	**Improve Sales** through better **product experience** (leveraging product assets).
Business & **Market** Users	**Enable autonomy** for **product team(s)** which require digital asset(s).	Enable **Digital assets transformation** (supporting On-the-fly & On-Demand)	**Reduce Operational overhead** and the **cost** associated with it.


Rolled out across all Hubs
workfront
Content production workflows
Adobe
Creative Cloud for teams
- Low res
- Watermarked
Brand Portal
Digital content expiry notification
AEM Sites/Channels
Channel Asset
Usage rights info
Master Asset
Transcreated Assets
DAM (AEM Assets)
Adobe Experience Manager
Sprinklr
consuming channels
Connected assets/ AEM Assets Franklin API
IMDL
Asset Delivery (Dynamic Media)
Asset Usage/performance analytics
Internal Users
External Users
Connected assets/ AEM Assets Franklin API
URM
- Legal contracts
- Photographers
- Talents etc.
PIM
Product API
Product data + digital asset
eComm channel

2023 Vision

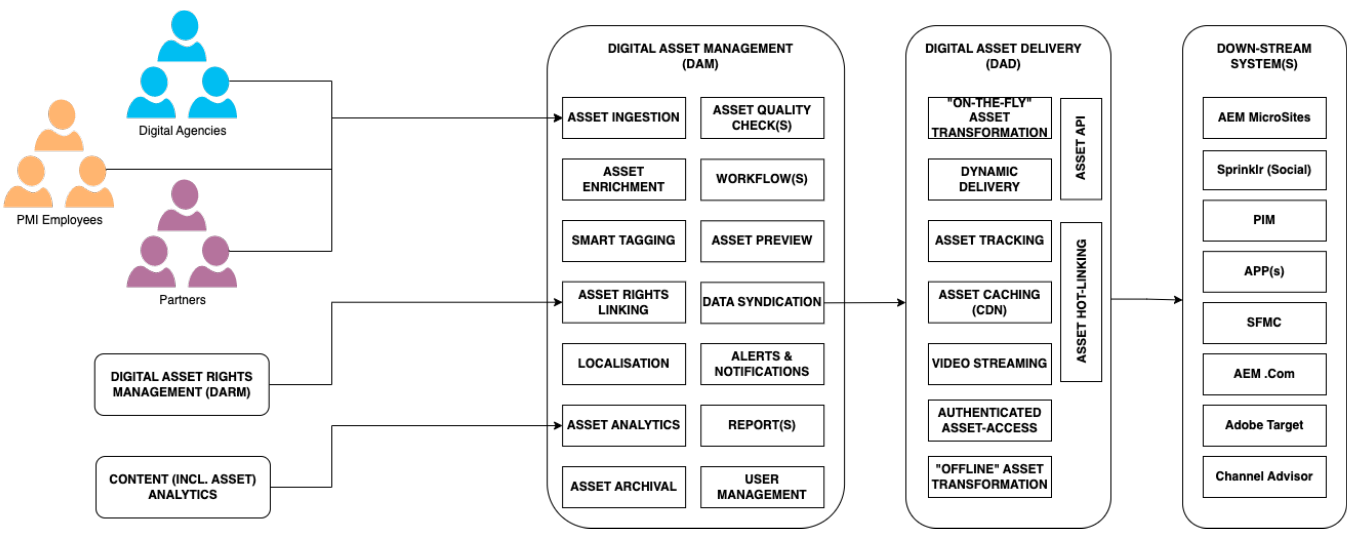
03.2.1.1 Product Documentation

0. DAM - Landscape

Context

This page summarises the logical view of our Asset Management landscape covering DAM (Digital Asset Management) & DAD (Digital Asset Delivery) where DAM focuses on management, enrichment and guarantees the mission towards Create Once, Publish Everywhere (COPE) and DAD focuses on ensuring smart & efficient delivery of digital assets.

Product Landscape - Logical View



Digital Asset Management (DAM)

To support the needs of our internal & external customers in making their job easier to support the asset management & experience, DAM hosts a set of features namely;

Asset Enrichment

Smart Tagging

Asset Rights Linking

Localisation

Asset Analytics

Asset Archival

Asset Preview

which are powered by the capabilities namely;

Asset Ingestion

Asset Quality Checks

Workflow

Data Syndication

Alerts & Notifications

Reports

User Management

Digital Asset Delivery(DAD)

To compliment the needs of the clients (Down-stream Systems) who needs digital assets for their use-cases, DAD host a set of capabilities namely;

On-the-fly asset transformation - To enable self-serving asset transformation for clients and as well developer-friendly access.

Dynamic Delivery

Asset tracking - Enabling the possibilities to share the asset access logs.

Asset Caching

Video Streaming

Authenticated Asset Access - In order to prevent asset leaks.

Offline asset transformation

Digital Asset Rights Management (DARM)

DARM focuses primarily on addressing the usage rights capabilities for our digital assets (Images and Videos). In the journey towards offering fool-proof access for our digital assets, we intend to store and moderate the usage rights info at DAM there by, our platform addresses holistically.

Content Analytics

In order to offer effective management of digital assets, we channelise the inference from content analytics in order to promote active digital assets versus passive digital assets where passive assets can be retired from our DAM platform. This capability enables supporting features like asset recommendation for content authors, optimise storage space, tangible inputs to brand agencies.

Down-stream System(s)

List of systems which are in need of digital assets in offering better story-telling and commercial experiences.

1. AEM Assets (DAM) - Capabilities

Overview

In an environment where “content is king,” superior experiences require the storage, management and updating of a constantly growing volume and variety of digital content, file types, sizes, and formats, across multiple markets. Inevitable redundancy and inconsistency can be a problem.

The table below list the capabilities for the target state Enterprise Digital Asset Management platform.

The solution teams are responsible for ensuring all capabilities are accounted for

The list of capabilities will evolve during workshops as new ones are discovered

This capability model will be used by the **Architecture** team to design the target state solution architecture

What is DAM and what does it deliver?

Digital Media (photos, audio files, video clips, animations, games and banner ads, PDF documents, and television programs). The management of Digital Media through its lifetime regardless of final output is the general domain of Digital Asset Management (DAM). In the web content management world, "content" tends to be something that has the potential to convey information, in the DAM world, content is a bit more abstract: it is something with value hence an asset. The distintion is subtle but important.

In DAM, a piece of content does not become an Asset until it has been classified, indexed, versioned, secured, stored, possibly reformatted or rendered in some way, and (typically) assigned a lifecycle state, a unique ID and an owner.

DAM Best Practices

DAM is not a **PROJECT**, it is a **PROGRAM**

WORKFLOW is critical to digital production and distribution (Start out conservative)

Make **METADATA** meaningful and real for the business and for your users

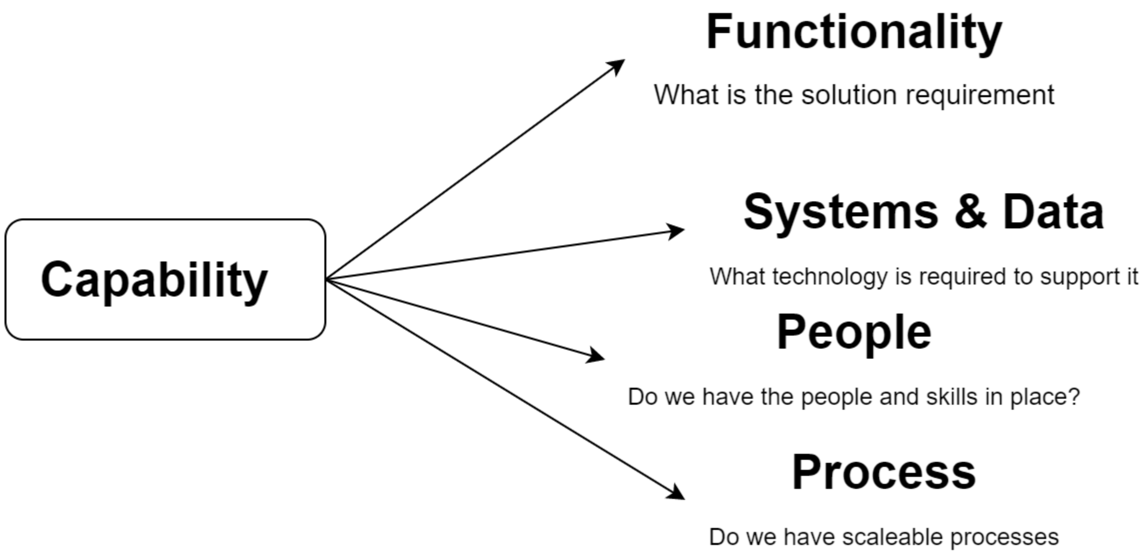
GOVERNANCE is good, without it, you are at risk

Why a Capability Model?

Accessible and **shared representation** of the identified target capabilities - this will evolve as needs are validated

Provides clear decision making and **traceability** across the solution implementation

Ensure **consistency** and coverage across the Product team



Principles

The solution team will be responsible for owning the capabilities

Elaboration of the capabilities to understand

Stakeholders needs & experience across channels, LOB, and markets

Business Change impacts

Engaging relevant users and business stakeholders to ensure all needs are feeding into the target state design of the capability

Prioritisation of capabilities based on defined objectives and KPIs

Prioritisation of functional requirements within each capability

The solution must adhere to the following:

Cloud First

Security

Integration and Data Federation

Access to Data

Access to PMI IP

Platform

Reuseability & Extensibility

Flexible, Appropriate User Interface

Supportability and Maintainability

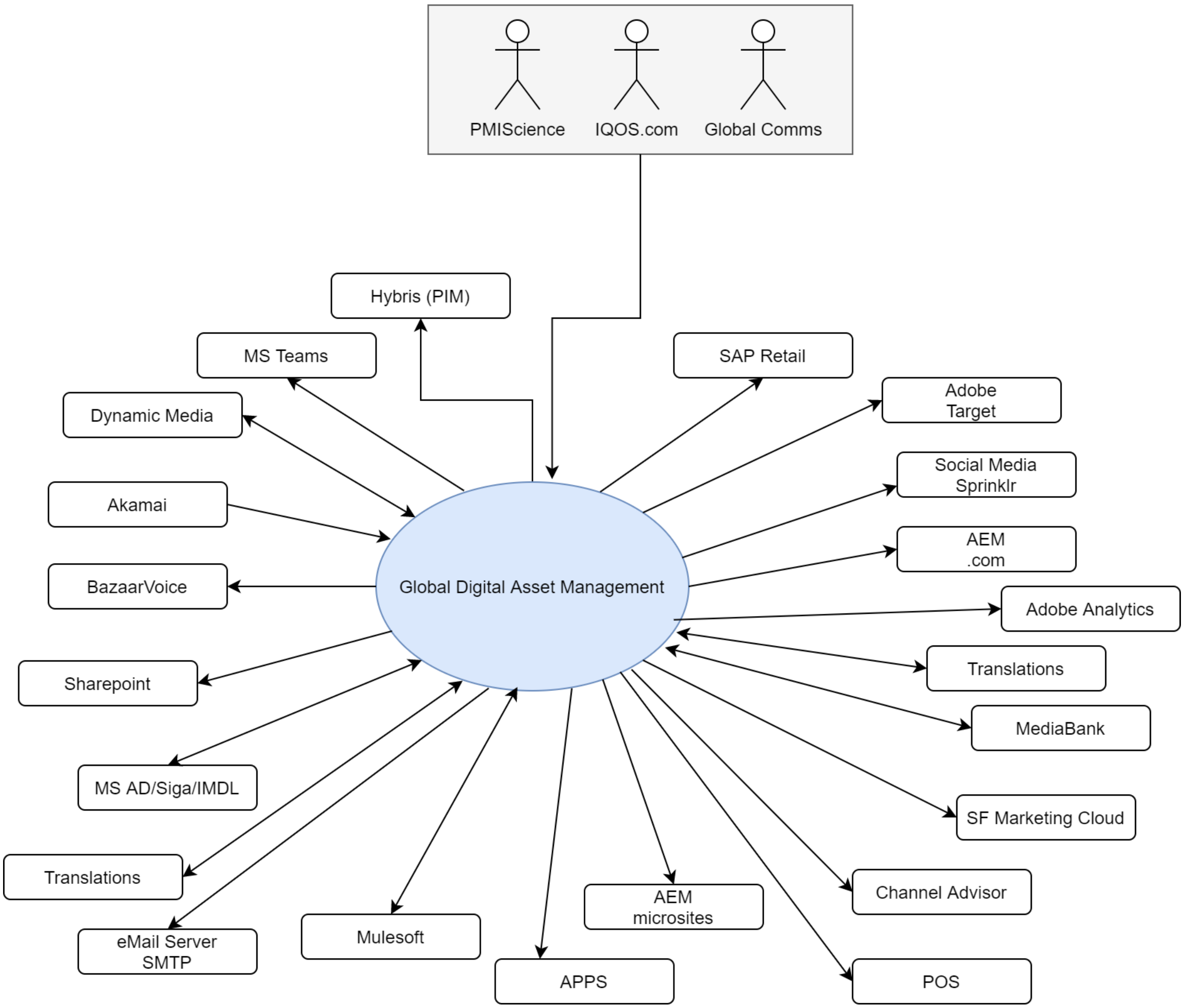
Cost of Ownership

System Context

The purpose of the system context diagram is to describe the users and systems that sit externally to the system we are designing. Its value is twofold namely:

Understanding what we are doing in the system in question and

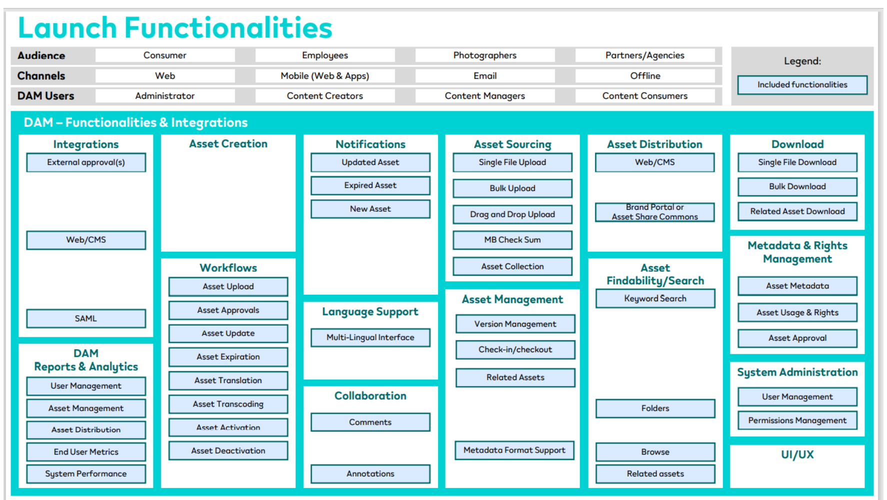
start to capture the key stakeholders and integration points with the new system

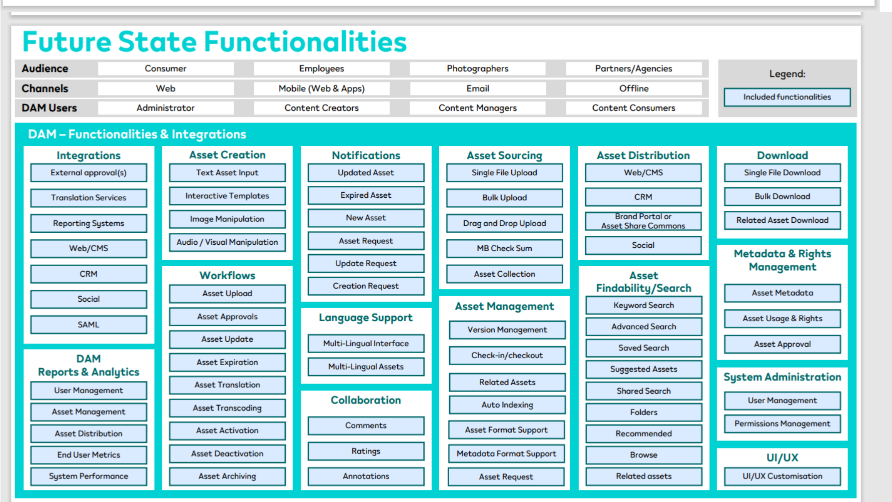


Dimensions of Digital & Media Asset Management

Creation & Management	Assembly & Delivery	Architecture & Administrative

• Ingestion	• Collaboration	• Application Development
• Asset Lifecycle Media	• Workflow	• System Administration
• Processing Taxonomy Management	• Localization & Intertionalization	• Security
• Basic Search	• Transformation & Transcoding	• Reporting & Analytics
• Faceted Search & Navigation	• Multichannel Delivery	• Distribution Configuration
• Asset Manager User Interface	• Personalization	• Customization
• Vocabulary & Schema Support		• Extensibility & Integration
• Compliance		• Scalability & Performance
• Rights Management		• Delivery Environment Storage & Archiving Administrator
• Download Management		• User Interface





The capabilities below are split into two segments namely:

Capabilities to be provided at launch

Future State Capabilities

#	Capability	DAM Core Areas
1	Asset Creation	▪ Text Asset Input ▪ Interactive Templates ▪ Image Manipulation ▪ Audio/Visual Manipulation
2	Asset Sourcing	▪ **Single File Upload** ▪ **Bulk Upload** ▪ **Drag & Drop Upload** ▪ **MB Check Sum** ▪ **Asset Collection**
3	Asset Distribution	▪ **Web/CMS** ▪ **Brand Portal or Asset Share Commons** ▪ CRM ▪ Social

4	Asset Findability/Search	**Keyword Search** **Browse** **Related Assets** **Folders** - Advanced Search - Saved Search - Suggested Assets - Shared Assets - Recommended
5	Asset Management	**Version Management** **Check-in/Checkout** **Related Assets** - Auto Indexing - Asset Format Support **Metadata Format Support** - Asset Request
6	Integrations	**External Approval(s)** - Translation Services - Reporting Systems **Web/CMS** - CRM - Social **SAML**

7	DAM Reports & Analytics	▪ **User Management** ▪ **Asset Management** ▪ **Asset Distribution** ▪ **End User Metrics** ▪ **System Performance**
8	Workflows	▪ **Asset Upload** ▪ **Asset Approvals** ▪ **Asset Update** ▪ **Asset Expiration** ▪ **Asset Translation** ▪ **Asset Transcoding** ▪ **Asset Activation** ▪ **Asset Deactivation** ▪ Asset Archiving
9	Language Support	▪ **Multi-Lingual interface** ▪ Multi-Lingual Assets
10	Collaboration	▪ **Comments** ▪ Ratings ▪ **Annotations**
11	Download	▪ **Single File Download** ▪ **Bulk Download** ▪ **Related Asset Download**

12	Metadata & Rights Management	▪ **Asset Metadata** ▪ **Asset Usage & Rights** ▪ **Asset Approval**
13	System Administration	▪ **User Management** ▪ **Permissions Management**
14	UI/UX	▪ UI/UX Customisation
15	Notifications	▪ **Updated Asset** ▪ **Expired Asset** ▪ **New Asset** ▪ Asset Request ▪ Update Request ▪ Creation Request

Functional Requirements Areas
Workflow
Upload
Metadata & Taxonomy
Rights Management
Content Management
Video Management
Asset Lifecycle Management
Search & View
Download & Share
Users, Visibility and Permissions
Integrations

Reporting
Product Information Management
Marketing Resource Management
Extended Tools (TBC)
NFR's
Rendition Management

Key Architecture Areas:

Platform Data - Product Data

Integrations - MuleSoft

Authentication - MS Azure AD

Infrastructure, Hosting & AMS- TBC

Digital Asset Management(DAM) - Adobe Assets & AMC

Media Asset Management(MAM) - TBC

Social Media Marketing - Sprinklr

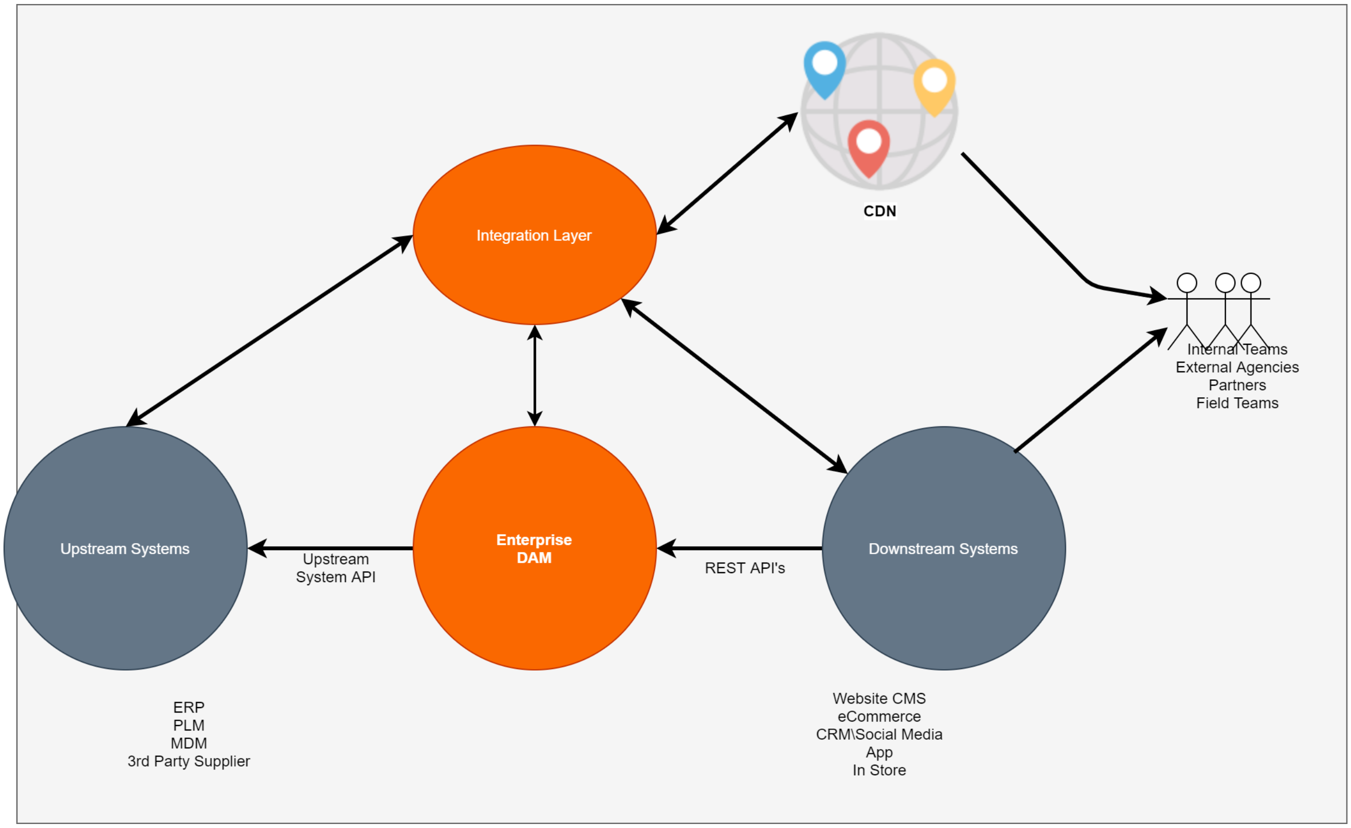
Analytics - AA

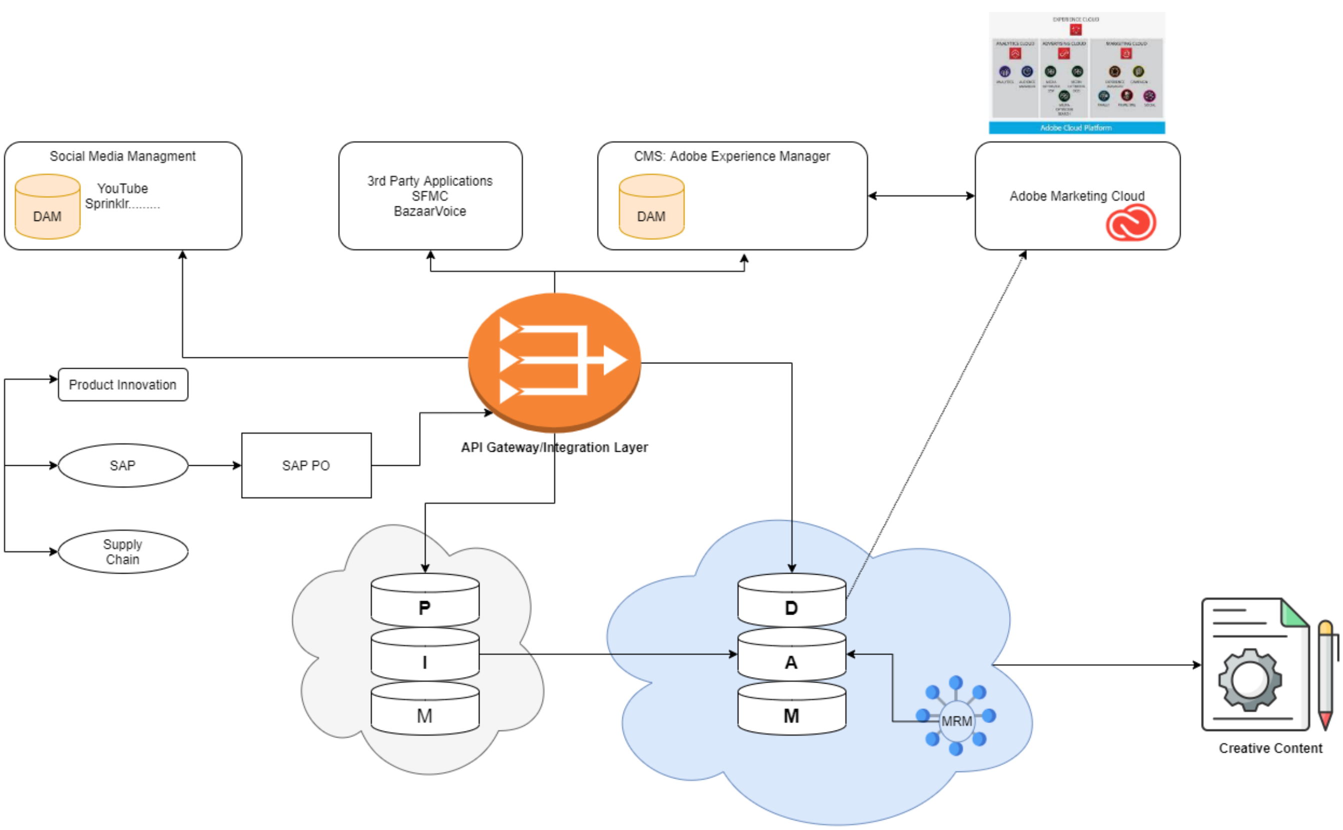
Translation - Translation.com

Mobile Delivery- TBC

Content Delivery Network - Akamai

ARCHITECTURE (HL VIEW)


CDN
Integration Layer
Internal Teams
External Agencies
Partners
Field Teams
Upstream Systems
Enterprise
DAM
Downstream Systems
Upstream
System API
REST API's
ERP
PLM
MDM
3rd Party Supplier
Website CMS
eCommerce
CRM\Social Media
App
In Store


Social Media Managment
YouTube
Sprinklr.........
DAM
3rd Party Applications
SFMC
BazaarVoice
CMS: Adobe Experience Manager
DAM
Adobe Marketing Cloud
Product Innovation
SAP
SAP PO
Supply
Chain
API Gateway/Integration Layer
P
I
M
D
A
M
MRM
Creative Content

Open Points / Clarifications

1. Clarification on existing DAMs ....Legacy Platform Decommision
2. Brand Portal Vs Asset Share Commons
3. What is the scope of Library Management envisaged in the scope?
4. Any Legal & IP considerations?
5. Level of customisation factored into the scope?
6. Archive approach?

Adobe Marketing Cloud (Suite of integrated digital marketing solutions) includes Adobe Target, Adobe Experience Manager, AA..... (Which of the following are we contracted for?)

Social Media Platform: What is our Social media platform? (Social plaform for the distribution of social media content) The DAM should only contain content to be deployed on SM sites

What role is Dynamic Media going to play?

Do we have a single Adobe Marketing Cloud Organization for PMI or several? Additional cost implications for Analytics

Single Adobe Marketing Organisation Id

Multiple Adobe Marketing Cloud Orgnisations

Migration Analysis :Preparation from legacy (existing) DAMs to new eDAM

Programmatic Search? Confirm if in scope

Video Management?

Mounted File System TBC

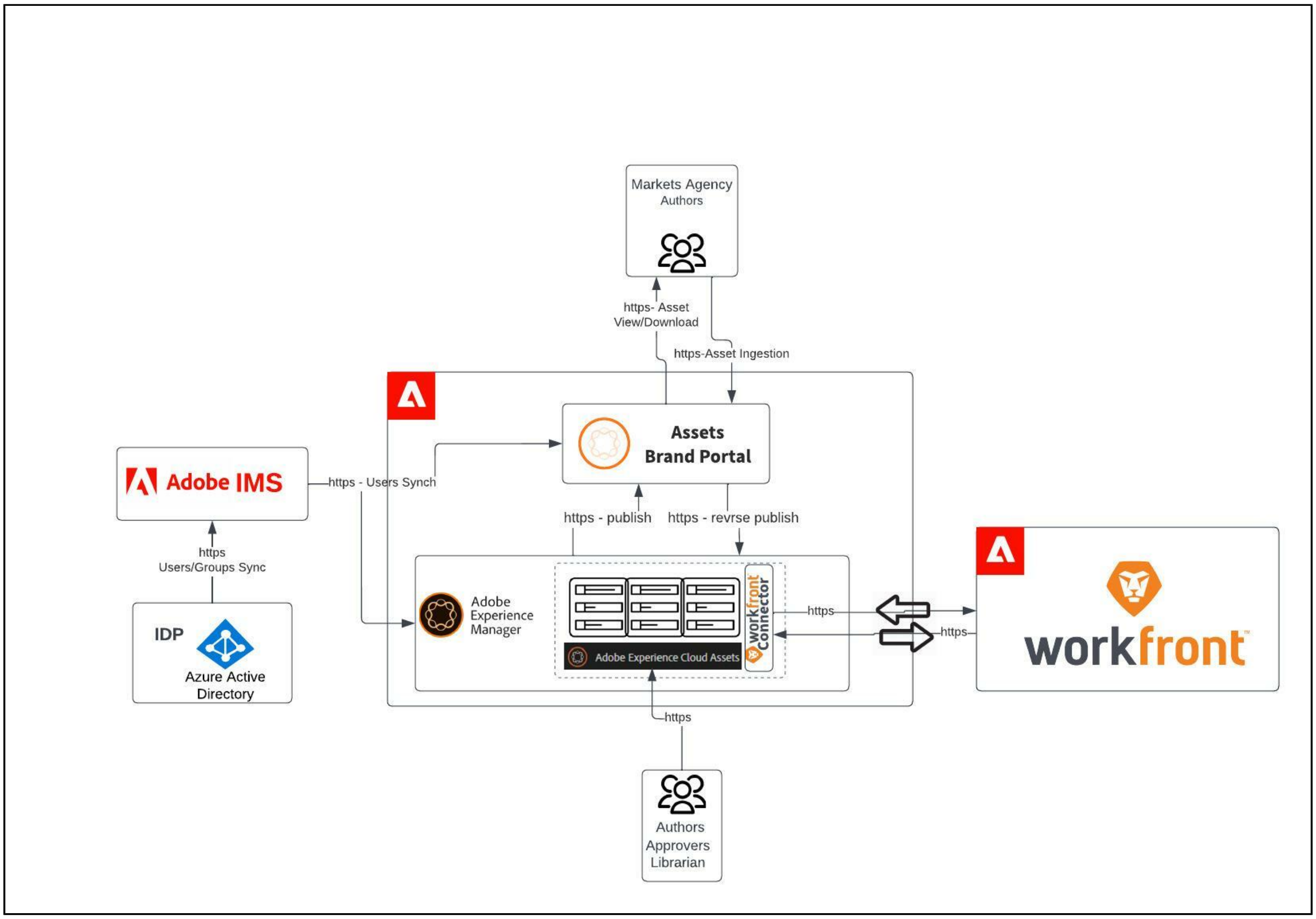
Adobe Sensei in scope? Sensei is a framework and set of intelligent marketing services built into the Adobe Cloud Platform, enabling our customers to create, intelligently combine, and deliver assets for personalised experiences in real time and at massive scale (Custom Smart Tagging, Image similarity Search, Media Planning...........

Existing DAMs- FIDO/Media Bank

Adobe Analytics vs Google Analytics usage - what is the plan?

2. AEM Assets (DAM) - Solution Architecture

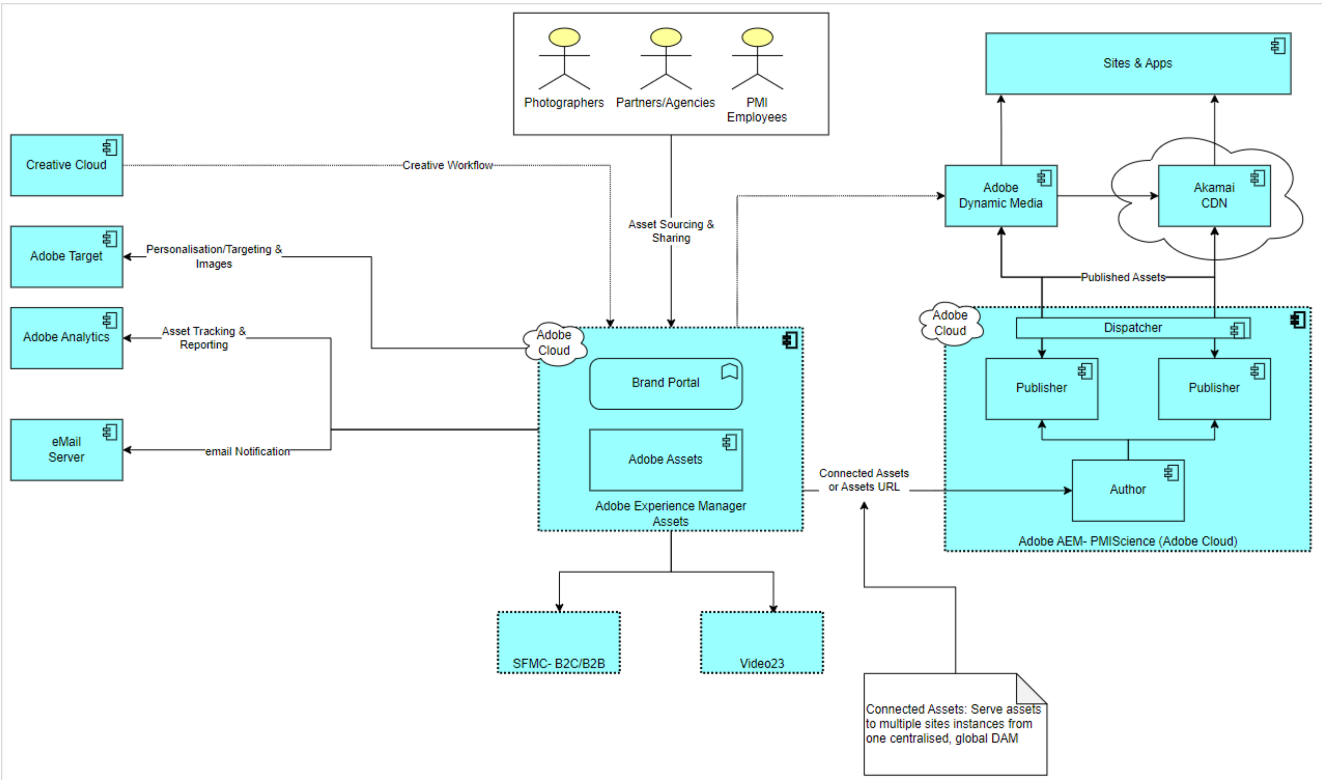
System Architecture of AEM Assets



AEM Assets with Brand Portal

Sl. no	Integration name	Integration Details
1	Brand Portal	**Easily and securely distribute assets to (and source from) agencies, channel partners and external teams**.
2	Workfront Asset Connector	Workfront Connector for Assets **enables to synch the assets and automatically synchronise metadata across Workfront projects, issues, tasks, and documents**
3	SSO with IMDL	Single sign-on (SSO) is an authentication method that enables users to securely authenticate with Adobe Assets & Brand Portal applications through the PMI IMDL

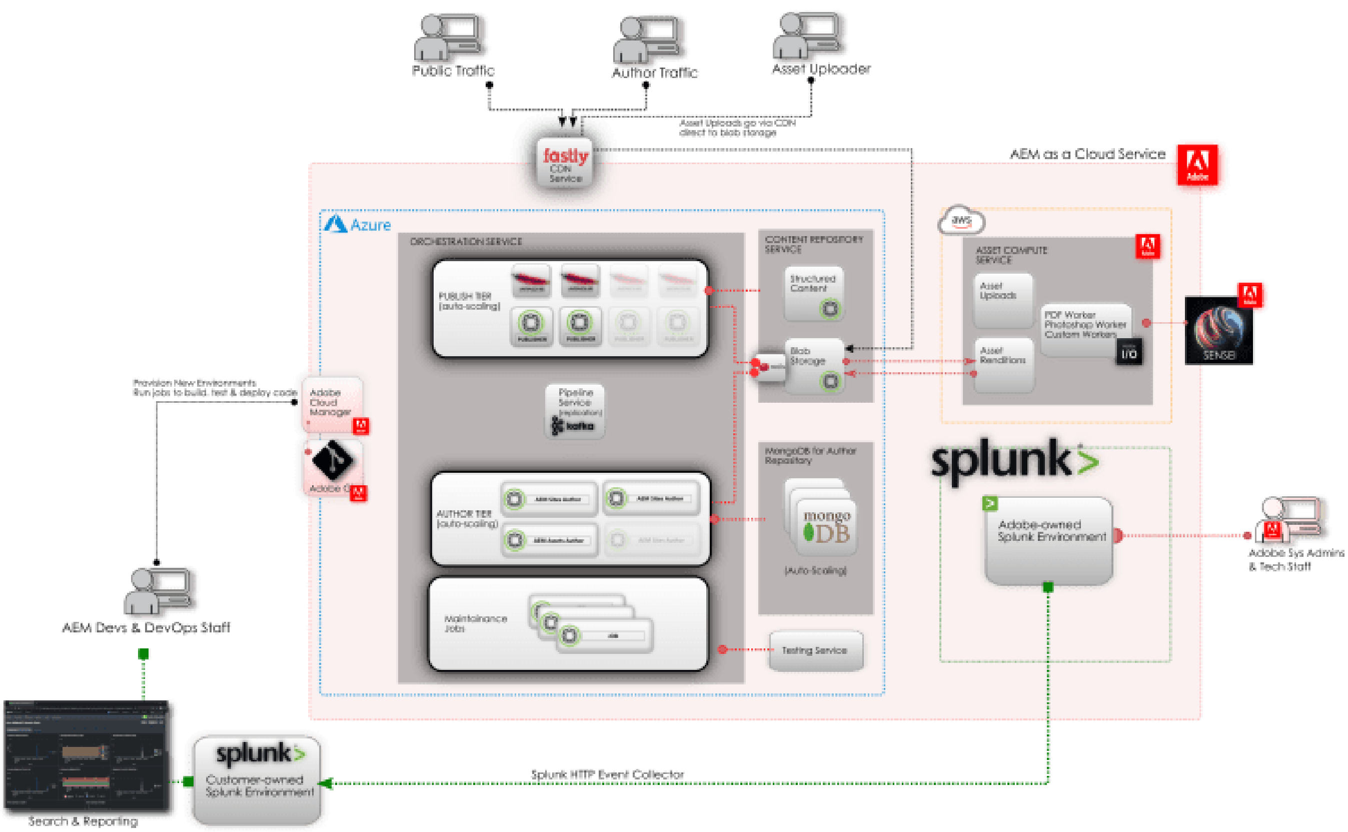
To-be high level architecture with DAM connected to other digital channels



AEMaaCS - logging - Splunk integration

The documentation explains the steps followed for integrating the Splunk logs from AEMaaCS to the PMI SDE Splunk.

1. Overview of the Splunk integration



2. Setup index in SDE Splunk

SDE team contact : Mahdad.HosseiniKamal@pmi.com

Send a request to the SDE team asking them to create a new index for the application. Share the environment details.

The SDE team will provide us with the following information after the index setup is complete:

Splunk HEC endpoint address: (i.e. https://splunk.myorganization.com)

Splunk index: (the name of the index SDE created)

Splunk port: 443

Splunk HEC token: to be provided by SDE

We will receive HEC token for each of our environment.

2.1. Details used for GC AEMaaS

HEC tokens for each environment for Adobe Digital Asset Management application - provided by supriya.mohite@contracted.sampoerna.com

Endpoint	https://http-inputs-searchit.splunkcloud.com:443/services/collector/raw
Index	pmi_app_saas_adobedigitalassetmgmt
Dev Token	132a61fa-ec13-4408-800a-67b1f6dd619a
STG Token	e483de51-98eb-4949-ab96-46304d26639f
Prod Token	132a61fa-ec13-4408-800a-67b1f6dd619a

3. Request Adobe support to setup log forwarder

Open a case with Adobe support and ask them to set up the HEC log forwarder using the information you received from the SDE team. The required forwarder will be set up by Adobe's CSME.

Check to see if Splunk's configured index contains the logs.

4. Using Splunk to view logs

Access model to the Splunk is yet not finalised

The AEM logs can be seen in SDE Splunk once the setup is finished. To access logs, go to the Splunk search console - https://searchit.splunkcloud.com/en-GB/app/search/search

5. References

1. https://experienceleague.adobe.com/docs/experience-manager-cloud-service/content/implementing/developing/logging.html#splunk-logs

2. https://docs.splunk.com/Documentation/Splunk/8.2.1/Data/UsetheHTTPEventCollector

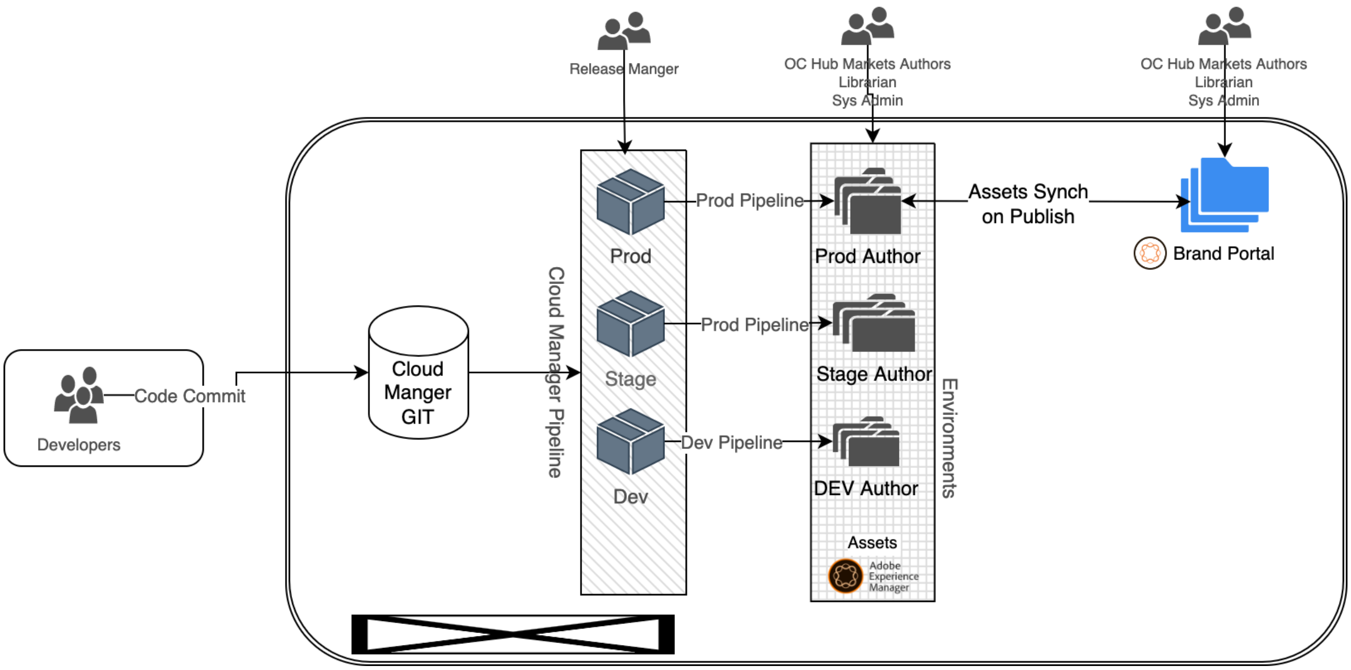
3. https://www.splunk.com/pdfs/solution-guides/splunk-quick-reference-guide.pdf

4. https://adminconsole.adobe.com/8FF7124F5C3756750A495DC5@AdobeOrg/support/support-cases/E-000732878

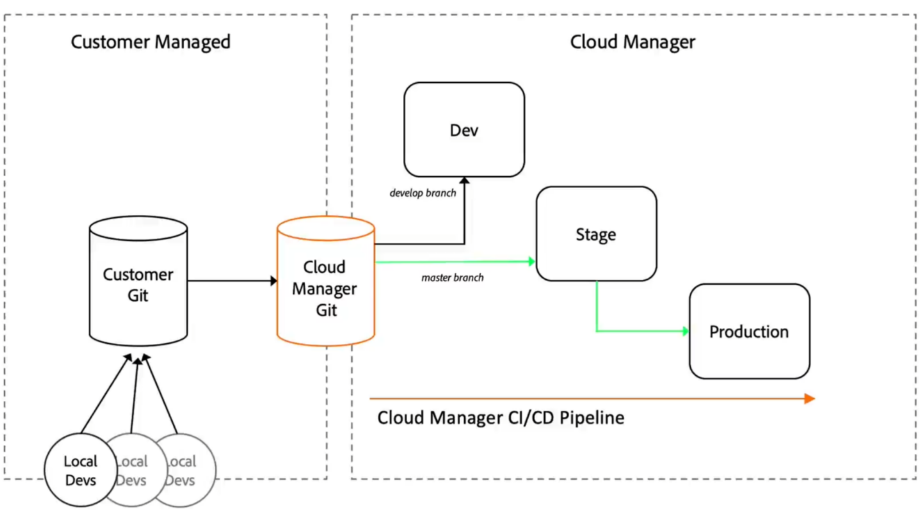
5. https://adminconsole.adobe.com/7AB0179160B71E120A495FF7@AdobeOrg/support/support-cases/E-000709405 [PMI GC request for reference]

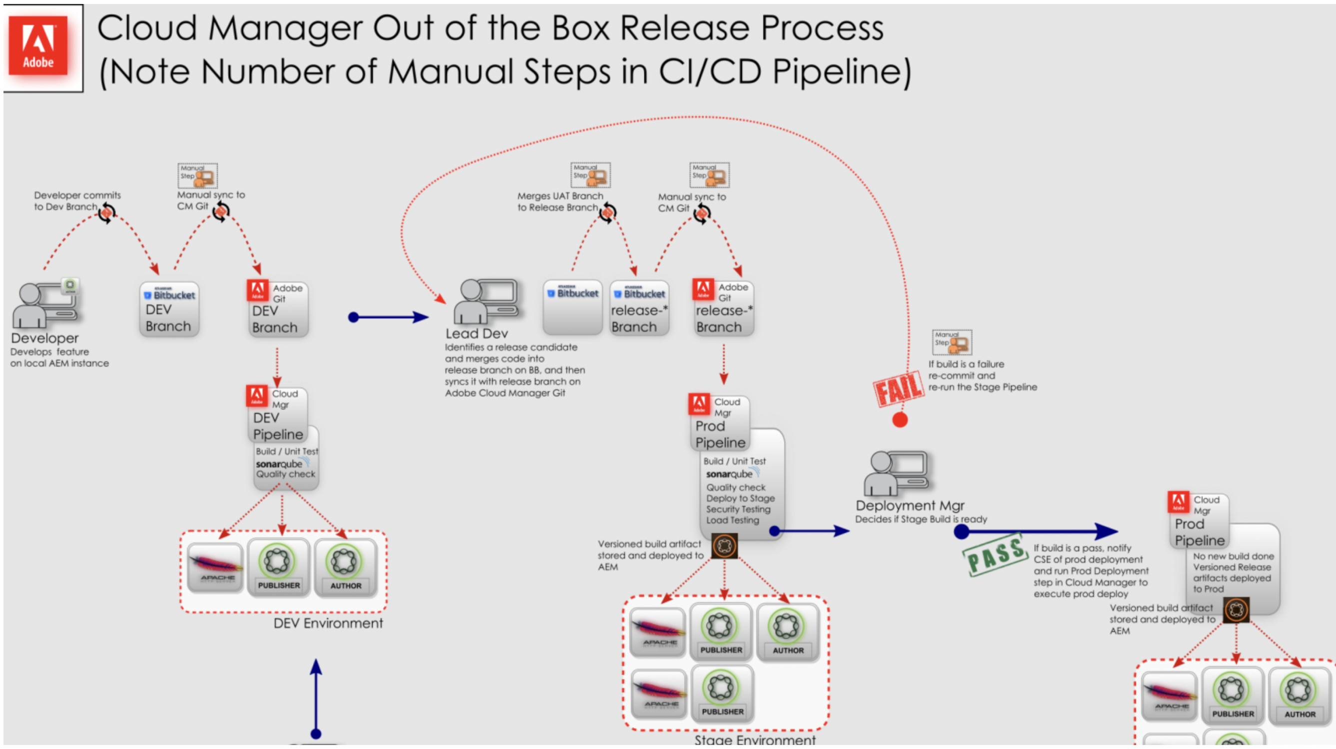
Assets Environments Setup

AEM Assets Environment Details



Code Deployment Flow





Cloud Manager Out of the Box Release Process
(Note Number of Manual Steps in CI/CD Pipeline)
Adobe
Developer commits to Dev Branch
Manual Step
Manual sync to CM Git
Developer
Develops feature on local AEM instance
Bitbucket
DEV Branch
Adobe Git
DEV Branch
Cloud Mgr
DEV Pipeline
Build / Unit Test
sonarqube
Quality check
APACHE
PUBLISHER
AUTHOR
DEV Environment
Lead Dev
Identifies a release candidate and merges code into release branch on BB, and then syncs it with release branch on Adobe Cloud Manager Git
Manual Step
Merges UAT Branch to Release Branch
Bitbucket
Bitbucket
release-* Branch
Manual Step
Manual sync to CM Git
Adobe Git
release-* Branch
Cloud Mgr
Prod Pipeline
Build / Unit Test
sonarqube
Quality check
Deploy to Stage
Security Testing
Load Testing
Versioned build artifact stored and deployed to AEM
APACHE
PUBLISHER
AUTHOR
APACHE
PUBLISHER
Stage Environment
FAIL
Manual Step
If build is a failure re-commit and re-run the Stage Pipeline
Deployment Mgr
Decides if Stage Build is ready
PASS
If build is a pass, notify CSE of prod deployment and run Prod Deployment step in Cloud Manager to execute prod deploy
Cloud Mgr
Prod Pipeline
No new build done Versioned Release artifacts deployed to Prod
Versioned build artifact stored and deployed to AEM
APACHE
PUBLISHER
AUTHOR

DAM Naming File Convention

Naming files in a consistent way ensures that business processes (especially content consumption) are supported, and information can be located, identified and retrieved as quickly and easily as possible.

Naming convention for **master assets** creation is described in the attached deck and it is owned by the CPO business team.

CPOP 2022 Cleaned 2.0.pdf

Naming convention for **channel assets** creation is described in the attached deck and it is owned by the transcreation business team.

59975 DAM - File...g Convention.pdf

UGP Code, Test Cases & Results:

1. **Code Reference**
2. **Test Cases Reference** **OMNI-905 DAM File Naming Convention.csv**
3. **Test Results: Please refer the below JIRA link**

OMNI-905 - DAM File Naming Convention ON HOLD

Test Scripts:

S. No	Requirement	Test Case Description	Pass /Fail	Screenshots
1	DAM Naming Convention	Verify the language specific characters are allowing while uploading the assets	Pass	DAM_NamingConvention.docx AlphaNumeric-Combination.docx
2		Verify the User is able to upload different type of assets in AEM	Pass	Different assets.docx
3		Verify the validations happening for Asset when are we trying to change the name of asset	Pass	Change name.docx
4		Verify the User is able to upload the asset which is having Blank spaces	Pass	Blank space btw the characters.docx
5		Verify the User is able to upload the asset using invalid special characters	Pass	Illegal characters.docx OMNI-925 - DAM Naming : Getting an error when we are using naming with " (" , ") " , " ^ "special characters while uploading the asset CLOSED
6		Verify the able to upload the asset which has more than 127 characters on it	Pass	127 charcaters with Valid and Invalid format.docx
7		Verify the asset is able to upload with "Brand_Product_Campaign_Free Text_Channel_Language-Market.File Extension" format	Pass	DAM_NamingConvention.docxSame Name.docxValid special characters.docx
8		Verify the User is able to upload the same asset name which is already existing in DAM	Pass	Same Name.docx

Defects List:

S. No	Defect No.	Defect Summary	Status	Comments
1	OMNI-926	DAM Assets : Unable to create the Folders using Region specific assigned role user	Closed	
2	OMNI-925	DAM Naming : Getting an error when we are using naming with " (" , ") " , " ^ "special characters while uploading the asset	Open	

Environments Log Access

Topics

1. Log Access Types

Logs can be accessed by IT team by 2 ways.

1. **Download Logs from Cloud Manager**
    a. As we can read in the documentation [1], AEM as a Cloud Service logs for cloud services can be accessed either by downloading through the Cloud Manager interface or by tailing logs at the command line using the Adobe I/O command-line interface.
2. **Real time Logs Access**
    a. For more information, see the Cloud Manager logging documentation at [2].

[1]: https://experienceleague.adobe.com/docs/experience-manager-cloud-service/content/implementing/developing/logging.html

[2]: https://experienceleague.adobe.com/docs/experience-manager-cloud-service/content/implementing/using-cloud-manager/manage-logs.html

Access to Logs:

This is intended for IT team to access the logs from the environment for platform specific error/issues.

Each Environment (Dev, Stage & Prod) have previous 7 days logs to access.

Future Plan is to export Logs to PMI owned ELK environment however that is not possible current solution(Splunk) that is used by Adobe.

2. Real time Logs Access:

Setting up workstation for Real time Logs Access

https://github.com/adobe/aio-cli-plugin-cloudmanager/blob/main/README.md

Pre-Requisites

Adobe I/O CLI

Node.js version compatibility

1. Install Node.js

Ensure Node.js is installed (Node.js 10.0+) as Adobe I/O CLI is an npm module. Below is how you can install Node.js using Homebrew:

1. Open your Terminal/Command Prompt
2. Execute the command: `brew install node`
3. Verify Node.js is installed, using the command: `node -v`
4. Verify npm is installed, using the command: `npm -v`

For Windows, download and install Node.js from the link directly.

2. Install Adobe I/O CLI

run below commands

$ npm install -g @adobe/aio-cli

below command give version of installed aio-cli
$ aio -v

Optional command
$ aio --help [COMMAND]

3. Install Cloud Manager plugin for Adobe I/O

run below commands to install cloud manager

$ aio plugins:install @adobe/aio-cli-plugin-cloudmanager

4. Setup the Adobe I/O CLI authentication

https://developer.adobe.com/console/projects/213342/4566206088344782964/overview

Download the Config - which contains both Public & Private Key pairs.

{{ Use above link project - which created by using below steps

In order for the Adobe I/O CLI to communicate with Cloud Manager, a Cloud Manager integration must be created in Adobe I/O Console, and credentials must be obtained to successfully authenticate.

Log in to console.adobe.io

Ensure to select your organisation that includes the Cloud Manager product to connect to, in the Adobe Org switcher on top right corner.

Click on 'Create new project' and give appropriate name, say "CloudMangerAEMAssetsCosnole"

Create on 'Add API' and choose 'Cloud Manager' from the list. Hit Next.

Click on Generate keypair.

This will download a config.zip file containing a certificate and a private key.

Hit Next and Create a new Cloud Manager API integration with appropriate product profile and hit 'Save configured API'. }}

5. Service Account Authentication

After you've download the config.zip, create a `config.json` file on your computer and navigate to the integration Overview page. From this page, copy the values into the file as described below.

```
//config.json
{
  "client_id": "value from your CLI integration (String)",
  "client_secret": "value from your CLI integration (String)",
  "technical_account_id": "value from your CLI integration (String)",
  "ims_org_id": "value from your CLI integration (String)",
  "meta_scopes": [
    "ent_cloudmgr_sdk"
  ]
}
Sample is attached - config JSON
```

6. Browser-Based Authentication

Browser-based authentication starts by running this command

```
aio auth:login
```

In addition to the authentication, the CLI needs to know the Adobe Organization Identifer (OrgId). There are two ways to do this:

a. By running `aio cloudmanager:org:select` and use the interactive menu. By default this will store the selected organization in the current working directory, but the selection can also be stored globally by passing `--global` (see full command documentation below)

b. By setting the identifier as the configuration `cloudmanager_orgid`, i.e. `aio config:set cloudmanager_orgid <myorgid>`

Alternatively, if you have selected an organization using `aio console:org:select`, that organization will be used.

7. Set the Config & Private Key

First, configure the credentials:

```
aio config:set ims.contexts.aio-cli-plugin-cloudmanager PATH_TO_CONFIG_JSON_FILE --file --json
```

Then, configure the private certificate:

```
aio config:set ims.contexts.aio-cli-plugin-cloudmanager.private_key PATH_TO_PRIVATE_KEY_FILE --file
```

8. Hurray! you are done Last Bit!!

```
aio cloudmanager:list-programs
```

aio config:set cloudmanager_programid PROGRAMID

aio config:set cloudmanager_environmentid ENVIRONMENTID -- Optional

9. Old Service Account Configuration Migration

Previous versions of this plugin used the configuration key `jwt-auth`. Upon execution, the plugin will automatically migrate these configurations. It will **not** delete the old configuration however and you may want to run

```
$ aio config:del jwt-auth
```

Output of Logs access:

Command to list the Programs

$ aio cloudmanager:list-programs

Program Id	Name	Enabled
31390	PMI Sandbox(Philip Morris International Management SA PWA(SPA))	true
30157	PMI Sandbox(Philip Morris International Management - PWA)	true
29708	PMI Sandbox (Philip Morris International)	true
24719	PMI Assets (Philip Morris International)	true
13161	PMI Sandbox	true
489	PMI (Philip Morris International)	true

Set Default Program Id

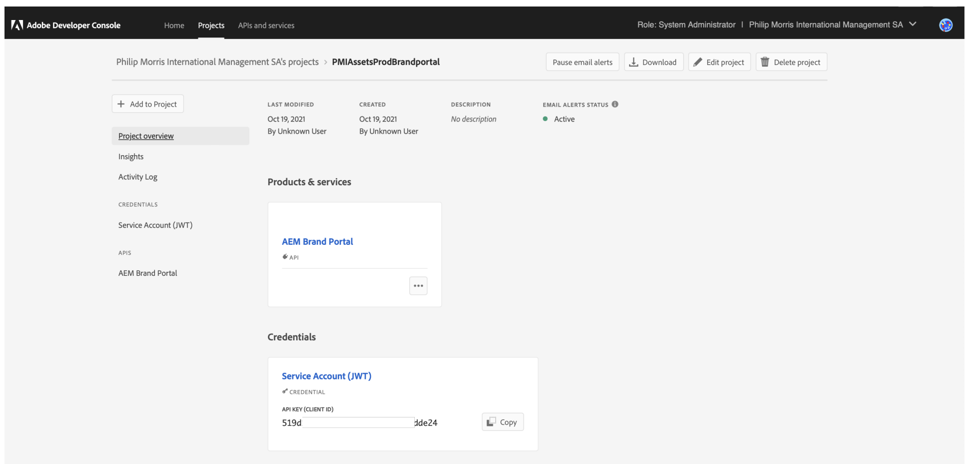
$ aio config:set cloudmanager_programid 24719

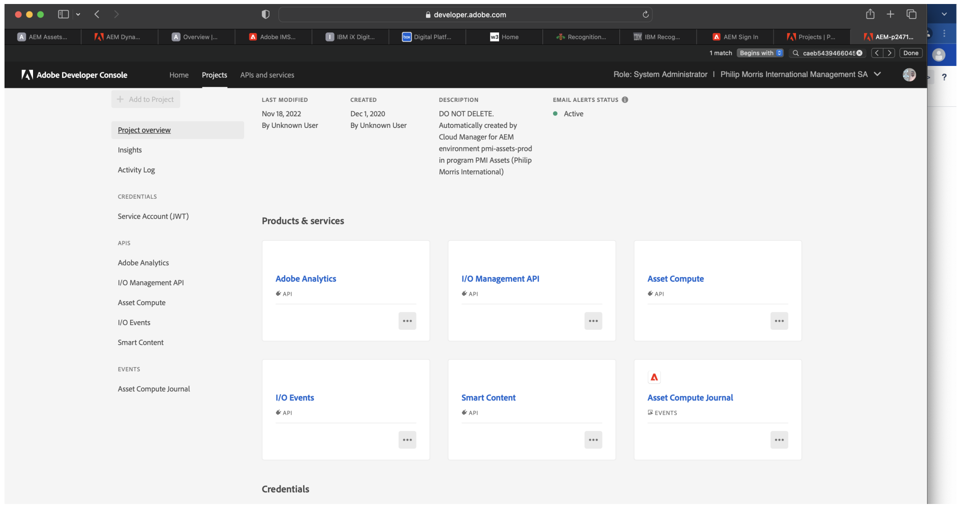
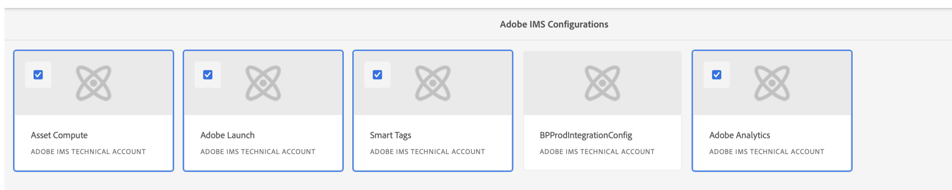
Run Stage Author error Log

$ aio cloudmanager:tail-log --programId 24719 80919 author aemerror

Integrations

This page details out the Integration of the solution

Sl. No	Integration Name	Integration Details	Adobe IO connect - project
1	Brand Portal	Integration: Brand Portal	https://developer.adobe.com/console/projects/213342/4566206088344690497/overview • PMIAssetsProdBrandportal 
2	AEM Enhance Connector +WF	Integration: Adobe Workfront for Experience Manager enhanced connector	
3	Azure - AD (Adobe IMS)	Integration: SSO	

4	Asset Compute		https://developer.adobe.com/console/projects/213342/4566206088344585167/credentials/126941/details AEM-p24719-e80919  AEM Assets - selected items are using this IO config 
5	Cloud manager Assets logs Access	Environments Log Access	https://developer.adobe.com/console/projects/213342/4566206088344782964/overview

Assets Integration with Adobe I/O[Watermarking POC]

Objective:

Watermarking is the process of laying over a image, test atop a document, image.

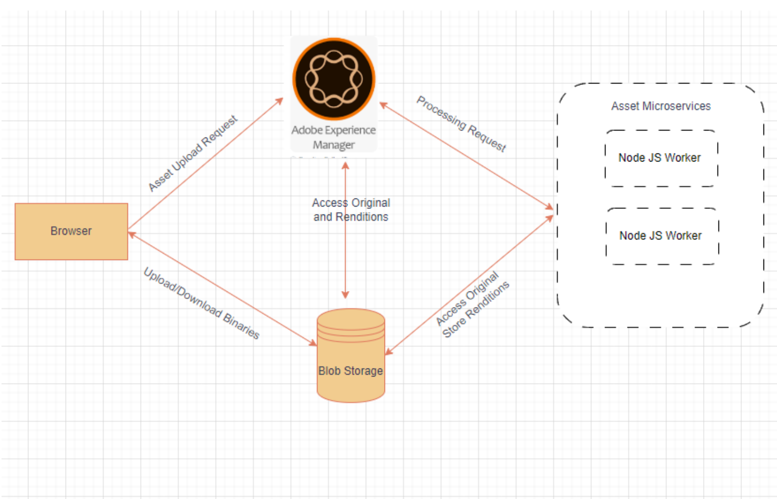
AEM is shipped with an Out of the Box Feature known as 'Processing Profile' to generated watermarked renditions. Our requirement was to generate tiled watermark renditions which was not working with Out of the box 'Processing Profile'.

The purpose of this POC is to verify the integration of AEM Assets with Adobe I/O and use the Asset Compute Service to generate Tiled version of 3 different watermarks. The different watermarks generated as a part of this POC would be:

Live Watermark[Tiled]

ExpiringSoon Watermark[Tiled]

Expired Watermark[Tiled]



Pre-requisite:

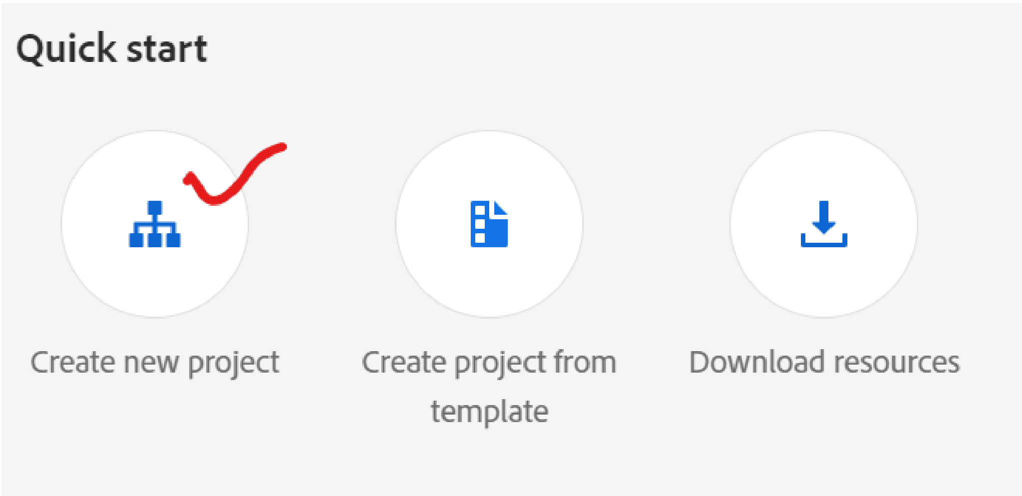
Node JS

System Administrator Access to Adobe Console.[https://developer.adobe.com/]

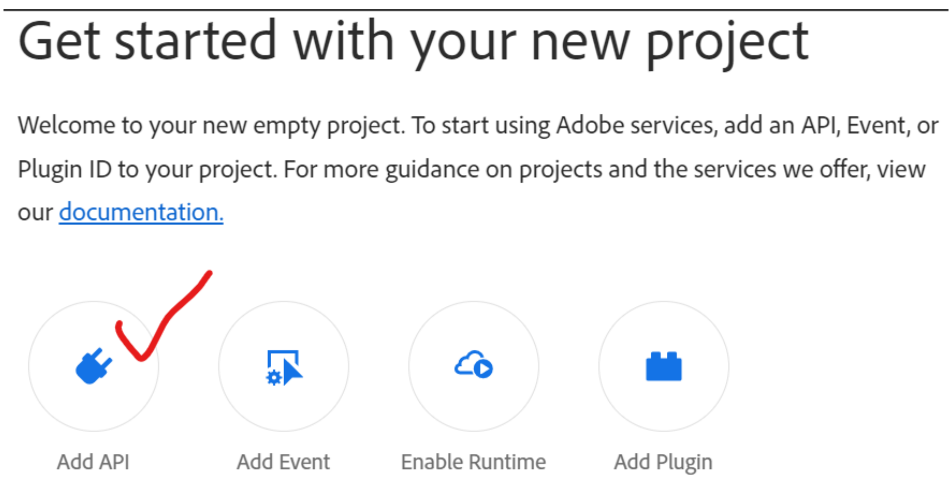
Setup:

Step 1: Get access to the Adobe Developer Console https://developer.adobe.com/console/

Step 2: Once access is available, "Create New Project"



Step 3: After project is created then click on "Add API"

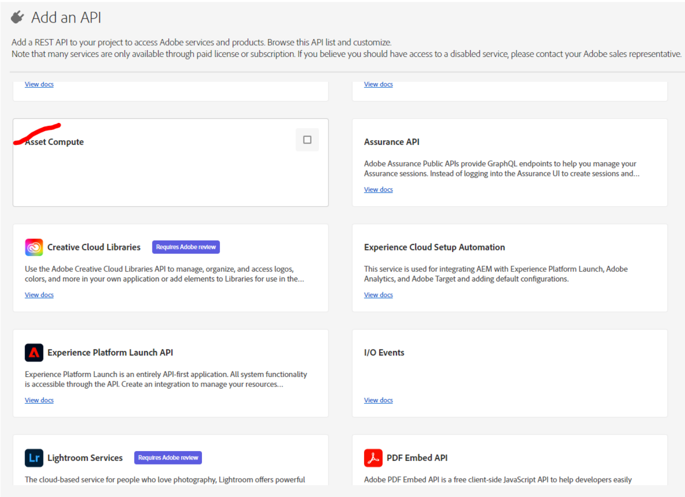


Step 4: From the available options select the below:

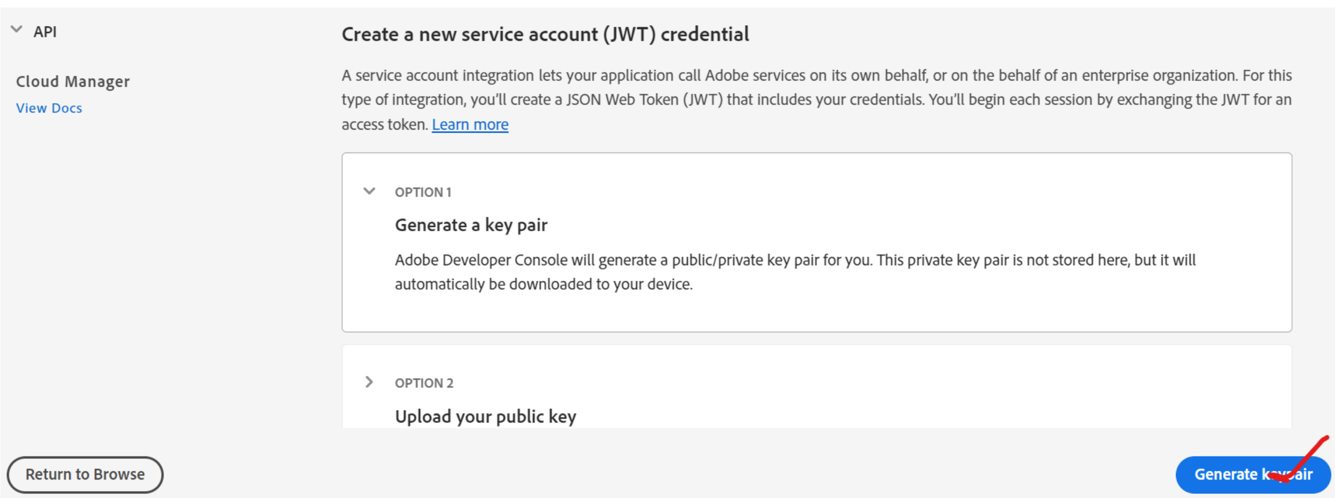
Asset Compute

I/O Management API

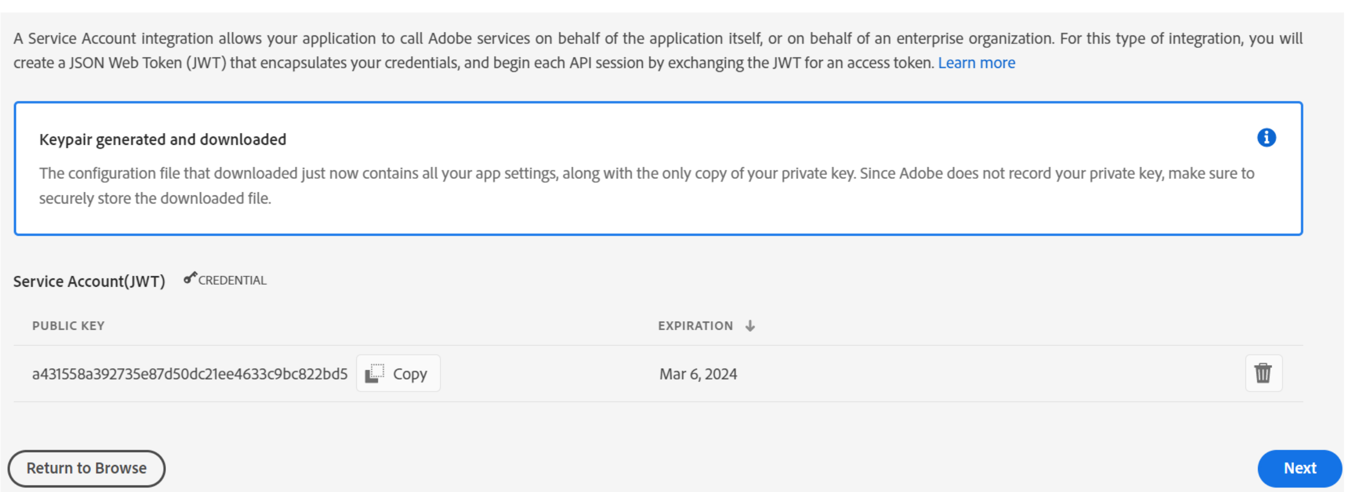
I/O Events



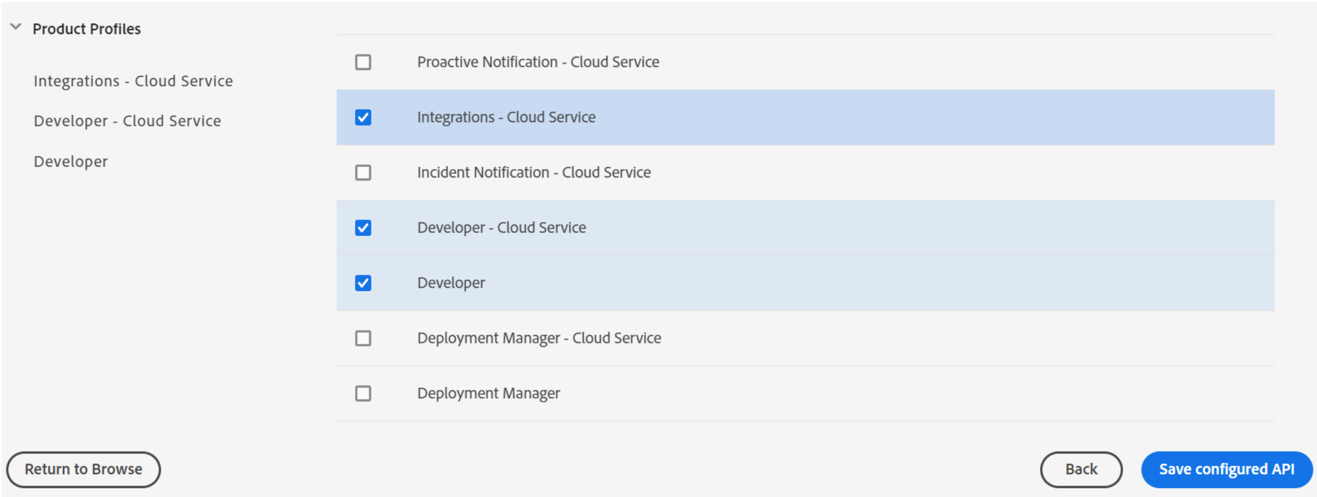
Step 5: On the next page, click on the "Generate keypair", a "config.zip" file will be downloaded.



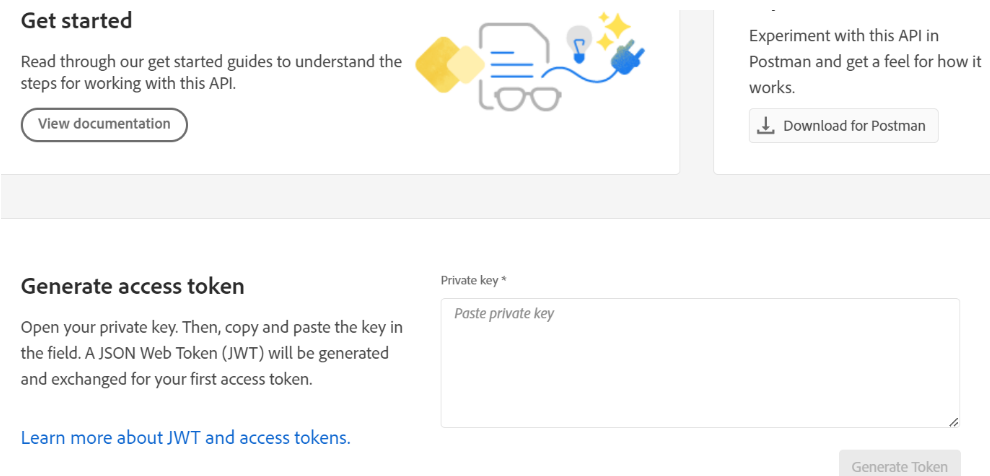
Step 6: On the next page, a public key will be displayed. Click on "Next"



Step 7: Select relevant Product Profile along with "Developer, Developer - Cloud Service, Integrations - Cloud Service" as required profiles. Click on the "Save Configured API"



Step 8: On the below page, generate access token (time based, can be generated multiple times) from the private key that was downloaded in Step 6. Use this access token in the Postman for authentication. On the same screen, when you scroll down the credentials will be shown.



Step 9: Install Node latest version, once installed, open command prompt and run "node --version"

Step 10: Install the AIO Command-line interface and sign in to Adobe account from the CLI. An Adobe login page will open in your browser to login using your credentials.

npm install -g @adobe/aio-cli"

```
aio login
```

Setup Node JS Worker

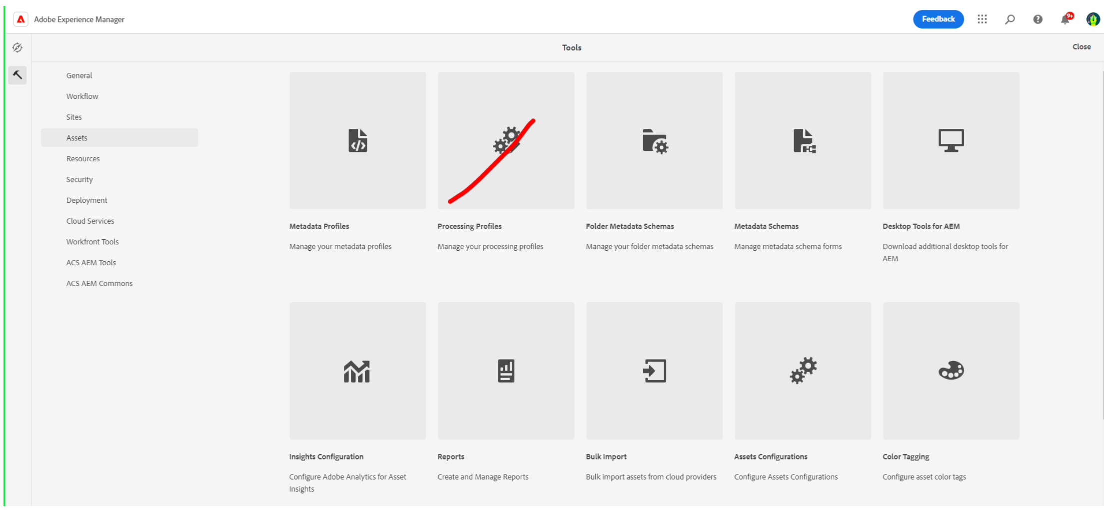
Step 1: Create a new application using AIO CLI
 aio app init test-custom-worker
Step 2: Select Adobe Organization, followed by the console project selection
Step 3: Select only Actions: Deploy Runtime action.
Step 4: On the type of action, choose only: Adobe Asset Compute worker.
Step 5: Provide the name of the worker and wait for the npm to finish installing all the dependencies.
Step 6: Edit the environment file.

```
AIO_runtime_auth=584f5198-b97d-4dfa-ad4b-37a10a874d7e:eB2XPUDa3IAloYdFH11l3l4GjjBD2BMsYV8pIFu1ldbUQ1VrX8kdpbxRq5gjlyF4
AIO_runtime_namespace=213342-imagewatermark-development
AIO_runtime_apihost=https://adobeioruntime.net
AIO_ims_contexts_Image__Watermark__J__1677217580548_client__id=5c2a019c5a654e1d99b7184af5426e89
AIO_ims_contexts_Image__Watermark__J__1677217580548_client__secret=p8e-_CiLv6OUJSMvc2z5u9jn3oHLBKn9J4lA
AIO_ims_contexts_Image__Watermark__J__1677217580548_technical__account__email=4f2afc26-41f9-4c61-bbdd-7203b54ada58@techacct.adobe.com
AIO_ims_contexts_Image__Watermark__J__1677217580548_technical__account__id=573E27F363F84F2F0A495F99@techacct.adobe.com
AIO_ims_contexts_Image__Watermark__J__1677217580548_meta__scopes=["asset_compute_meta"]
AIO_ims_contexts_Image__Watermark__J__1677217580548_ims__org__id=8FF7124F5C3756750A495DC5@AdobeOrg
SERVICE_API_KEY=5c2a019c5a654e1d99b7184af5426e89
ASSET_COMPUTE_INTEGRATION_FILE_PATH=../console.json
ASSET_COMPUTE_PRIVATE_KEY_FILE_PATH=C:\Users\003KO9744\Documents\Watermark_POC\config\private.key
```

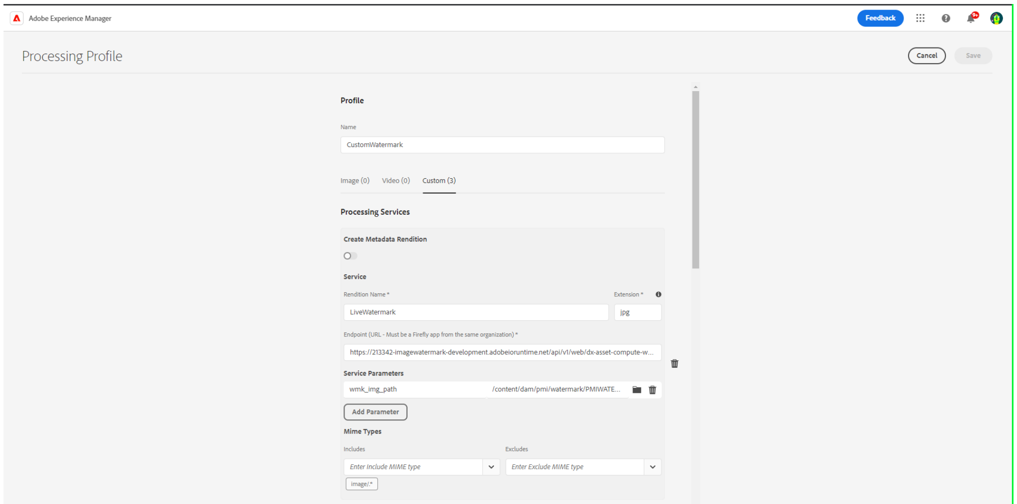
Step 7: Build the code and run the worker locally:
aio app run
Step 8: To deploy on the developer console:
aio app deploy
Step 9: Get the endpoint URL
aio app get-url

<u>Setup Processing Profile:</u>
Step1: Go to AEM Author Console.

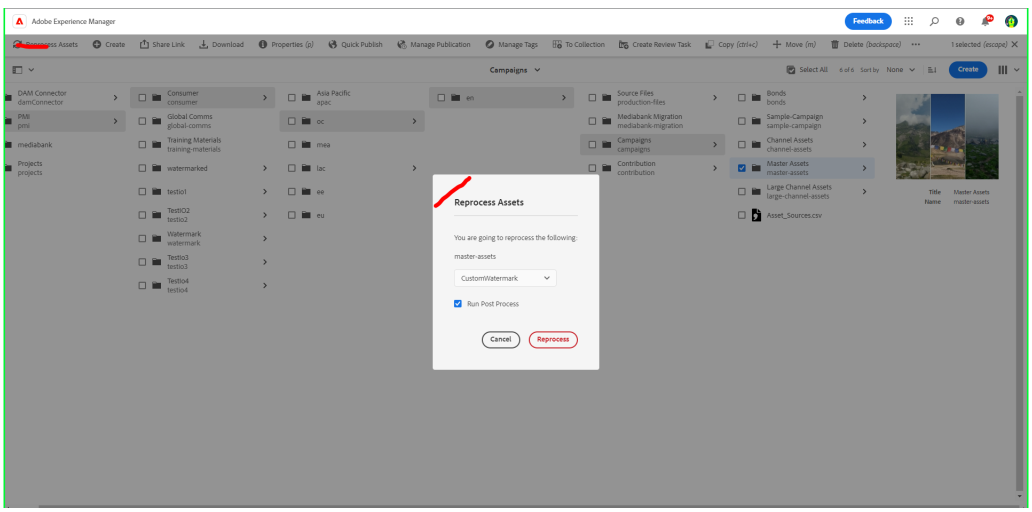
Step 2: Go to Processing Profile.



Step 3: Create new processing profile:



Step 4: Upload Assets and run Processing Profile.



Git Repo Link:
https://git.cloudmanager.adobe.com/pmide/aio-image-watermark/

Node JS Library Used:
https://www.npmjs.com/package/jimp
https://www.npmjs.com/package/psd[To be used for PSD files]

Current POC State:
Tiled Watermark getting generated for below filetypes:
@jimp/jpeg
@jimp/png
@jimp/bmp
@jimp/tiff
@jimp/gif

For PSD files we need to explore the https://www.npmjs.com/package/psd library.

Integration: Adobe Workfront for Experience Manager enhanced connector

The Adobe enhanced connector is an OSGi and AEM UI module that enables bidirectional communication between Adobe Experience Manager and Workfront.

The latest version of the connector itself is available from the Adobe Software Distribution Portal and takes the form of a package that can be installed via package manager where available (local development environments or on-premise installations) or embedded in a project for installation on a Cloud Service instance.

Installation

For a local development instance, the package may simply be installed via package manager.

The package is embedded in the AEM Assets project under *ui.apps/src/main/resources* as a package, with the version and path referenced in the **all** *pom.xml*. To upgrade the version, the package should be replaced with the new version and the references updated. The project may then be deployed as normal.

Configuration

API keys, regeneration, expiry, event subscriptions, comment synchronisation, folder synchronisation

Metadata Mapping

When exporting assets form Workfront to AEM you can map specific metadata fields between Workfront and AEM to populate details captured in Workfront.

The below Fields are currently mapped across

AEM Field Name	Workfront Field Name	Value type
pmi:asset-type	CAA - Asset Type	List
pmi:sub-brand	CAA - Brand	List
pmi:specific-campaign	CAA - Toolbox	List
pmi:toolboxOwner	CAA - Usage Rights Owner	Text
pmi:usage-permissions	CAA - Internal / External Communication	List
pmi:startDate	CPO - Exhibit Date	Date
pmi:endDate	CPO - Exhibit Date	Date

pmi:mediaRestriction	CAA - Media Restrictions	List
pmi:mediaRestrictionOther	CPO - Specific Media Restrictions	Text
pmi:territoryRestriction	CAA - Territory	List
pmi:territoryRestrictionCountries	CAA - Specific Territory Restrictions	List
pmi:distribution-medium	CAA - Channel	List
pmi:channel-agency	CAA - Channel Agency	List
pmi:distribution-medium-tags	CAA - Medium Specific tags	List
pmi:market-archetype	CAA - Market Archetypes	List

Asset export from Workfront

Assets within Workfront can be exported to AEM on an asset by asset basis.
User selects asset, clicks MWM DAM and then navigates to the relevant DAM folder where the asset is to be stored.
When saved any connected metadata is populated against the asset (see above) and the asset is presented with an orange Workfront logo within the AEM author instance.

For large numbers of assets (such as those being exported as part of the channel assets production process) another piece of functionality which offers amor efficient process is the linking of folders. Through the add new option in Workfront a specific AEM folder may be selected and a link created between that folder in AEM and the current project / selected object in Workfront.
Assets within the AEM folder may then be viewed in Workfront and assets that need to be exported to AEM can be dragged and dropped into the relevant folder which then exports the assets to AEM.

Linking Existing Assets from AEM

Assets which already exist in AEM can also be linked to requests in Workfront.
This is relevant to instances such as a markets raising a request for an asset to be transcreated, they raise the details of the work within Workfront and then may use the add button in Workfront to select the relevant existing Asset from AEM.
Note: When linking an asset that already exists in AEM (rather than exporting a new asset to AEM) the functionality available through the connector is limited. Metadata for instance may not be shared in this use case.

Workflow

A number of AEM workflow steps are provided as part of the connector. These are available when editing workflows in the AEM UI.

These are not used within the current PMI usage

Integration: Brand Portal

What is Adobe Experience Manager (AEM) Assets Brand Portal?

Adobe Experience Manager (AEM) Assets Brand Portal focuses on the marketer's need to effectively collaborate with the globally distributed Brand Portal users by providing asset distribution and asset contribution capabilities.

Asset distribution allows us to easily acquire, control, and securely distribute approved creative assets to external parties and internal business users across devices. Whereas, Asset contribution enables the Brand Portal users with the ability to upload assets to Brand Portal and publish to Experience Manager Assets, without needing access to the author environment. The contribution feature is called **Assets Sourcing in Brand Portal**. And together, it improves the overall Brand Portal experience of asset distribution and contribution from the Brand Portal users (external agencies/teams), accelerates the time-to-market for assets, and reduces the risk of non-compliance and unauthorized access.

User personas in Brand Portal

Brand Portal supports the following user roles:

Guest user

Viewer

Editor

Administrator

The following table lists the tasks that users in these roles can perform:

	Browse	Search	Download	Share folders	Share a collection	Share assets as a link	Access to Admin Tools
Guest user	*	*	*	x	x	x	x
Viewer				x	x	x	x
Editor							x
Administrator							

Guest user

Experience Manager Assets Brand Portal allows guest access to Brand Portal. A guest user does not need credentials to enter the portal and has access to the public folders and collections. As a guest user, we can browse through asset details and have full asset view of members of public folders and collections. We can search, download, and add public assets to Lightbox collection.

However, guest session restricts you from creating collections and saved searches, and share them further. Users in a guest session cannot access folder and collections settings, and cannot share assets as link. Here is a list of tasks that a guest user can perform:

Browse and access public assets

Search public assets

Download public assets

Add assets to Lightbox

Viewer

Brand Portal user defined in Admin Console who has access to Brand Portal with the role of Viewer. A user with this role can login to Brand Portal and access permitted folders, collections, and assets. The user can also browse, preview, download, and export assets (original or specific renditions), configure account settings, and search for assets. Here is a list of tasks that a Viewer can perform:

Browse assets

Search for assets

Download assets

Editor

A user with the role of Editor can perform all tasks that a Viewer can perform. In addition, and Editor can view the files and folders that an administrator shares. The user with the role of an Editor can also share content (files, folders, collections) with others.

Apart from the tasks that a Viewer can perform, an Editor can perform the following additional tasks:

Share folders

Share a collection

Share assets as a link

Administrator

An administrator includes a user marked as system administrator or Brand Portal product administrator in Admin Console. An administrator can add and remove system administrators and users, define presets, send email to users, and view portal usage and storage reports.

An administrator can perform all tasks that an Editor can perform. Following are the additional tasks that an administrator can perform:

Manage users, groups, and user roles

Customize wallpaper, page headers, and emails

Use custom search facets

Use the metadata schema form

Apply image presets or dynamic renditions

Work with reports

In Brand Portal, a user marked with the role of support administrator in Admin Console has the same privileges as of a system administrator

Brand Portal: Configuration

Create configuration

Configuring AEM Assets with Brand Portal requires configurations in both, the AEM Assets author instance as well as Adobe Developer Console.

1. In AEM Assets, create an IMS account and generate a public certificate (public key).
2. In Adobe Developer Console, create a project for your Brand Portal tenant (organization).
3. Under the project, configure an API using the public key to create a service account (JWT) connection.
4. Get the service account credentials and JWT payload information.
5. In AEM Assets, configure the IMS account using the service account credentials and JWT payload.
6. In AEM Assets, configure the Brand Portal cloud service using the IMS account and Brand Portal endpoint (organization URL).
7. Test your configuration by publishing an asset from AEM Assets to Brand Portal.

Perform the following steps in the listed sequence if you are configuring AEM Assets with Brand Portal for the first time:

1. Obtain a public certificate
2. Create a service account (JWT) connection
3. Configure the IMS account
4. Configure cloud service
5. Test configuration

Create IMS configuration

The IMS configuration authenticates your AEM Assets author instance with the Brand Portal tenant.

IMS configuration includes two steps:

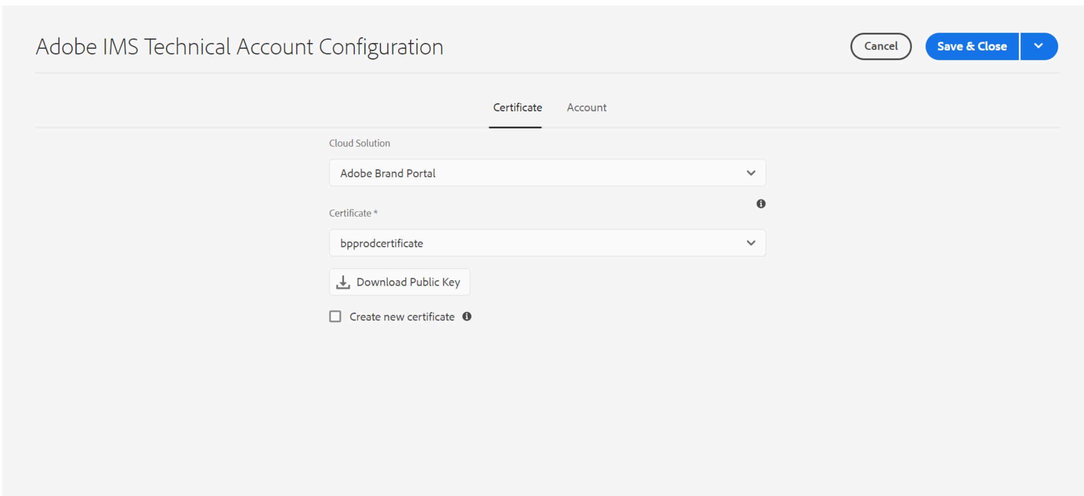
Obtain public certificate

Configure IMS account

Obtain public certificate

The public key (certificate) authenticates your profile on Adobe Developer Console.

1. Log in to your AEM Assets author instance.
2. From the **Tools** panel, navigate to **Security** > **Adobe IMS Configurations**.
3. In Adobe IMS Configurations page, click **Create**. It will redirect to the **Adobe IMS Technical Account Configuration** page. By default, the **Certificate** tab opens.
4. Select **Adobe Brand Portal** in the **Cloud Solution** dropdown list.
5. Select the **Create new certificate** check box and specify an **alias** for the public key. The alias serves as name of the public key.
6. Click **Create certificate**. Then, click **OK** to generate the public key.



7.Click the **Download Public Key** icon and save the public key (.crt) file on your machine.

The public key will be used later to configure API for your Brand Portal tenant and generate service account credentials in Adobe Developer Console.

8.Click **Next**.

In the **Account** tab, Adobe IMS account is created which requires the service account credentials that are generated in Adobe Developer Console. Keep this page open for now.

Open a new tab and create a service account (JWT) connection in Adobe Developer Console to get the credentials and JWT payload for configuring the IMS account.

Create service account (JWT) connection

In Adobe Developer Console, projects and APIs are configured at Brand Portal tenant (organization) level. Configuring an API creates a service account (JWT) connection. There are two methods to configure API, by generating a key pair (private and public keys) or by uploading a public key. To configure AEM Assets with Brand Portal, you must generate a public key (certificate) in AEM Assets and create credentials in Adobe Developer Console by uploading the public key. These credentials are required to configure the IMS account in AEM Assets. Once the IMS account is configured, you can configure the Brand Portal cloud service in AEM Assets.

Perform the following steps to generate the service account credentials and JWT payload:

1. Log in to Adobe Developer Console with system administrator privileges on the IMS organization (Brand Portal tenant). The default URL is https://www.adobe.com/go/devs_console_ui.

2. Click **Create new project**. A blank project with a system-generated name is created for your organization.

   Click **Edit project** to update the **Project Title** and **Description**, and click **Save**.

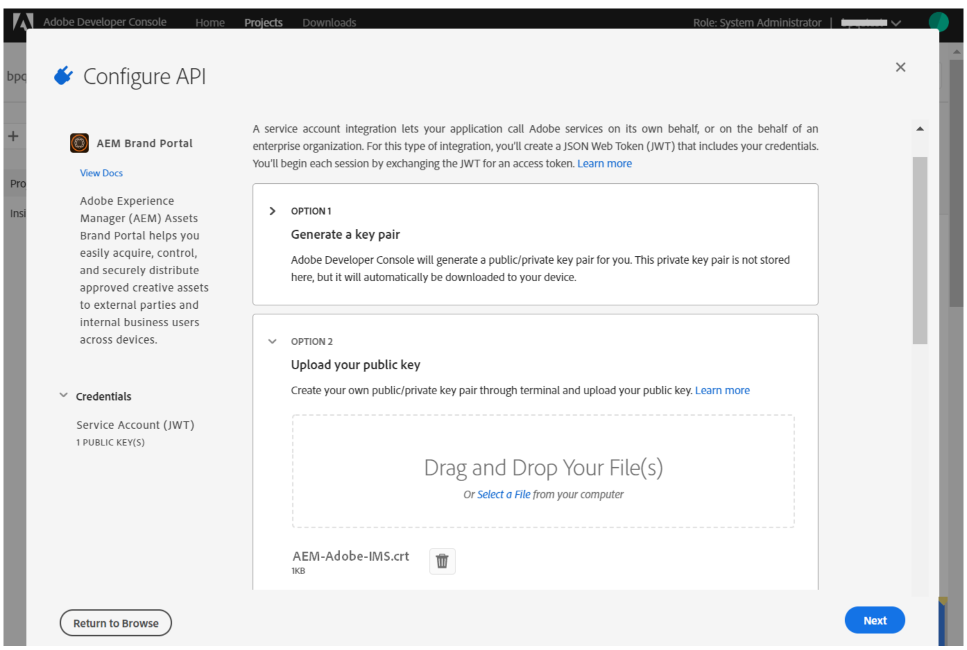
3. In the **Project overview** tab, click **Add API**.

4. In the **Add an API window**, select **AEM Brand Portal** and click **Next**.

   Ensure that you have access to the AEM Brand Portal service.

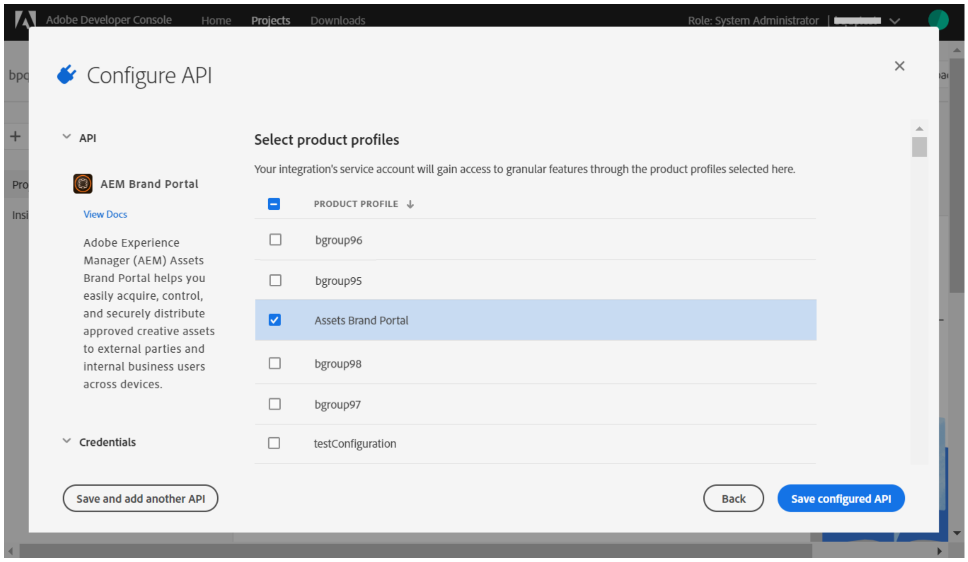
5. In the **Configure API** window, click **Upload your public key**. Then, click **Select a File** and upload the public key (.crt file) that you have downloaded in the obtain public certificate section.

   Click **Next**.



6. Verify the public key and click **Next**.

7. Select **Assets Brand Portal** as the default product profile and click **Save configured API**.

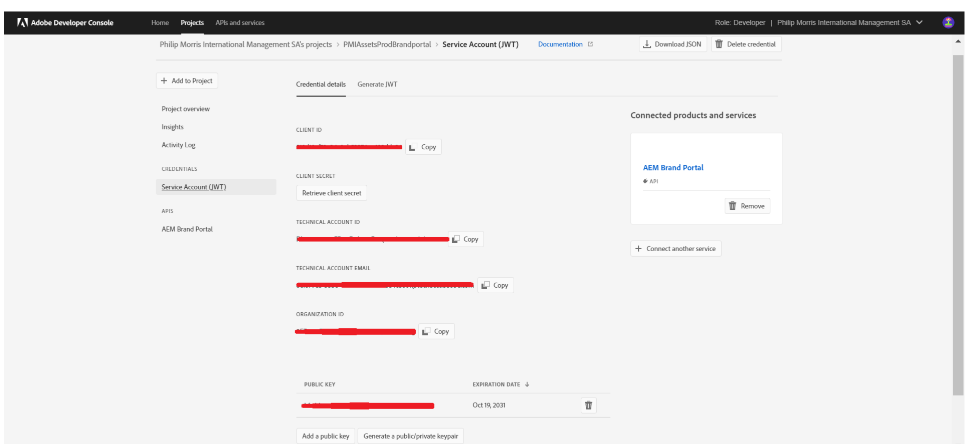


8. Once the API is configured, you are redirected to the API overview page. From the left navigation under **Credentials**, click on the **Service Account (JWT)** option.
NOTE

You can view the credentials and perform actions such as generate JWT tokens, copy credential details, retrieve client secret, and so on.

9. From the **Client Credentials** tab, copy the **client ID**.

Click **Retrieve Client Secret** and copy the **client secret**.



10. Navigate to the **Generate JWT** tab and copy the **JWT Payload** information.

You can now use the client ID (API key), client secret, and JWT payload to configure the IMS account i n AEM Assets.

Configure IMS account

Ensure that you have performed the following steps:

Obtain public certificate

Create service account (JWT) connection

Perform the following steps to configure the IMS account.

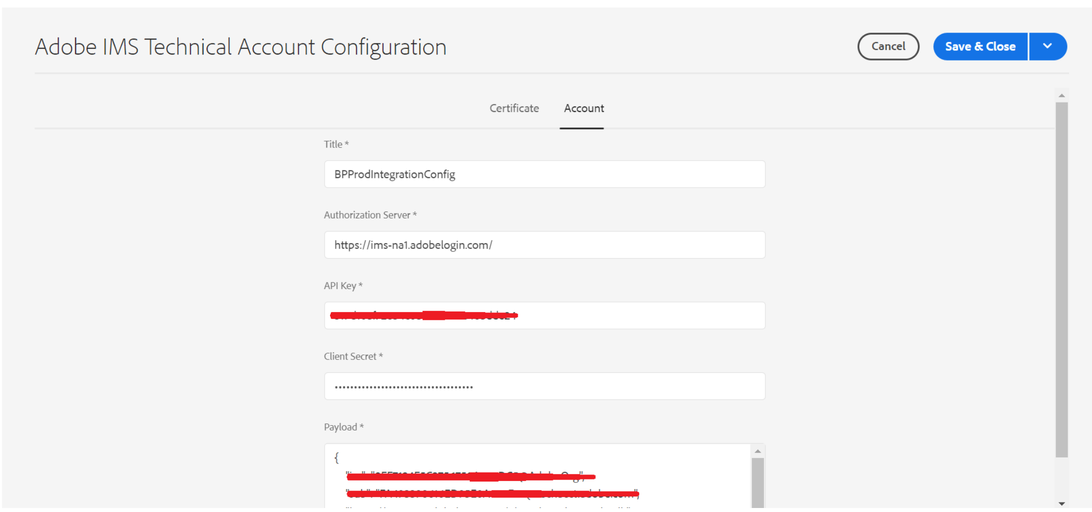
1. Open the IMS Configuration and navigate to the **Account** tab. You kept the page open while obtaining the public certificate.
2. Specify a **Title** for the IMS account.

   In the **Authorization Server** field, specify the URL: https://ims-na1.adobelogin.com/.

   Specify client ID in the **API key** field, **Client Secret**, and **Payload** (JWT payload) that you have copied while creating the service account (JWT) connection.

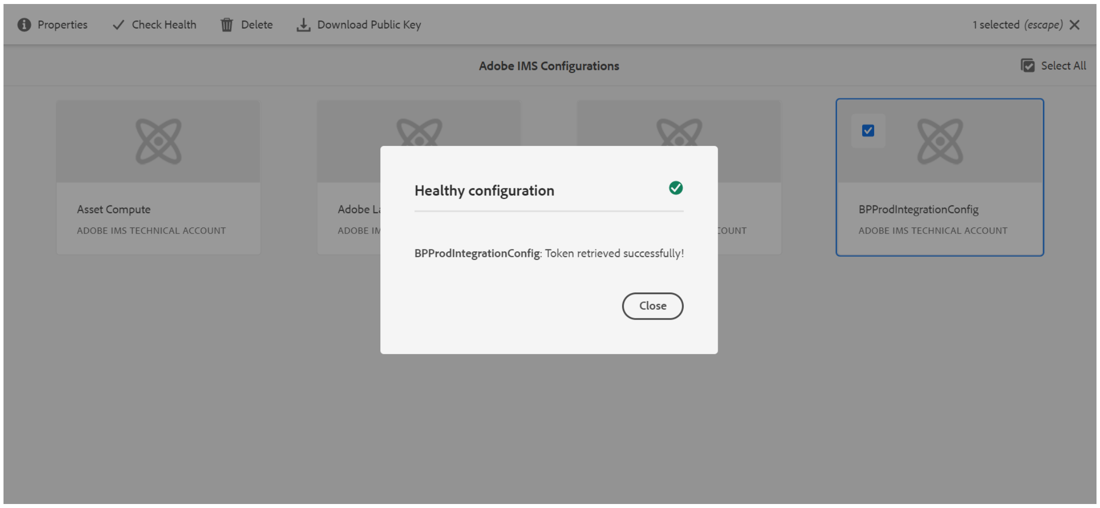
   Click **Create**.

   The IMS account is configured.



3. Select the IMS account configuration and click **Check Health**.

Click **Check** in the dialog box. On successful configuration, a message appears that the ***Token is retrieved successfully***.



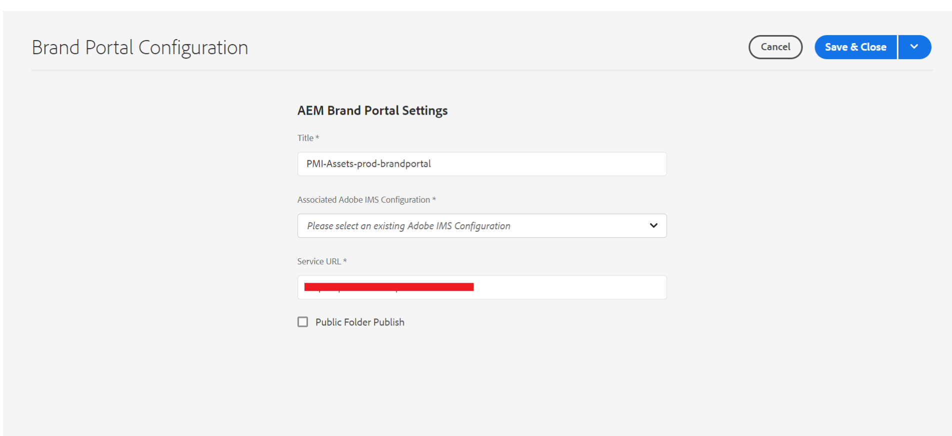
Configure cloud service

Perform the following steps to configure the Brand Portal cloud service:

1. Log in to your AEM Assets author instance.
2. From the **Tools** panel, navigate to **Cloud Services** > **AEM Brand Portal**.
3. In the Brand Portal Configurations page, click **Create**.
4. Specify a **Title** for the configuration.

   Select the IMS configuration that we have created while configuring the IMS account.

   In the **Service URL** field, specify Brand Portal tenant (organization) URL.

5. Click **Save & Close**. The cloud configuration is created.

   Your AEM Assets author instance is now configured with the Brand Portal tenant.

Integration: SSO

AEM onboarding to the Admin Console will allow AEM Managed Services customers to manage all Experience Cloud users in one console. Users and Groups can be assigned to product profiles associated with AEM instances, allowing them to log in to a specific instance.

Key Highlights

AEM IMS authentication support is only for AEM Authors, Admins or Developers, not for external end users of customer site like site visitors

The Admin Console will represent AEM Managed Services customers as IMS Organizations and their Instances as Product Contexts. Customer System and Product Admins will be able to manage access to instances

AEM Managed Services will sync customer topologies with the Admin Console. There will be one instance of AEM Managed Services Product Context per Instance in the Admin Console.

Product Profiles in Admin Console will determine which instances a user can access

Federated authentication using customers' own SAML 2 compliant Identity Providers is supported

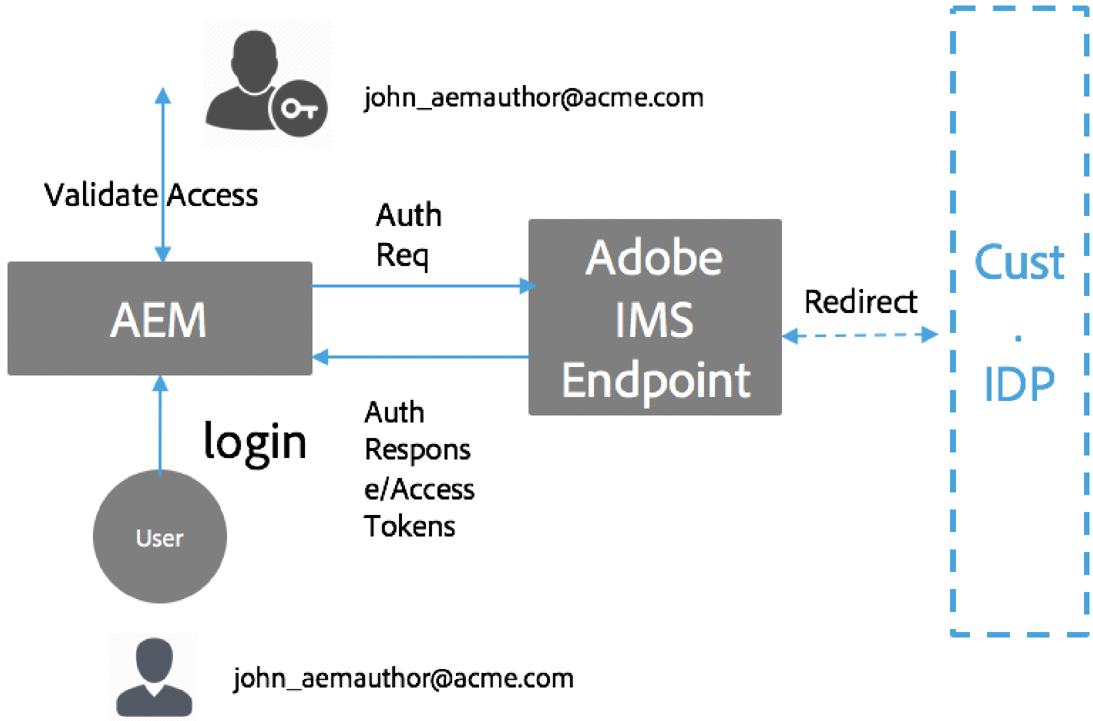
Only Enterprise or Federated IDs(for customer Single Sign-On) will be supported, not personal Adobe IDs.

User Management (in Adobe Admin Console) will continue to be owned by the customer admins.

Architecture

IMS Authentication works by using the OAuth protocol between AEM and the Adobe IMS endpoint. Once a user has been added to IMS and has an Adobe Identity, they can log in to AEM Managed Services instances using IMS credentials.

The user login flow is shown below, the user will be redirected to IMS and optionally to the customer IDP for SSO validation and then redirected back to AEM.



john_aemauthor@acme.com
Validate Access
Auth
Req
AEM
Adobe
IMS
Endpoint
Redirect
Cust
.
IDP
login
Auth
Respons
e/Access
Tokens
User
john_aemauthor@acme.com

AEM as a Cloud Service authentication

Authentication Options

AEM as a Cloud Service supports multiple of authentication options and varies by service type.

	AEM Author	AEM Publish
Adobe IMS		
SAML 2.0		
Token authentication		

As we are going to enable the Users access on AEM Author we got 2 options either **Adobe IMS** or **Tok en Authentication**

Adobe IMS users

Users requiring access to AEM Author service are managed as Adobe IMS users in Adobe's AdminConsole.

Adobe IMS user groups

Users accessing AEM Author service should be organized into logical groups using Adobe IMS user groups in Adobe's AdminConsole.

Adobe IMS user groups do not provide direct permissions or access to AEM (this is the job of Adobe IMS product profiles), however, they are a great way to define logical groupings of users that can in turn be translated to specific levels of access in AEM Author service, using AEM groups and permissions.

AEM users groups and permissions

Adobe Experience Manager builds on Adobe IMS users, user groups, and product profiles in order to provide users customizable access to AEM

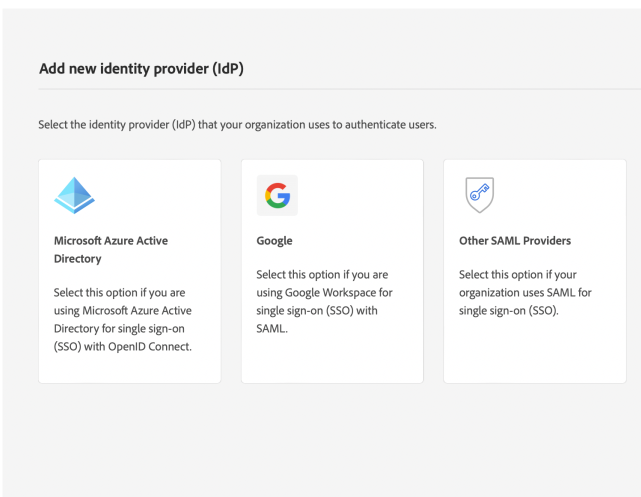
Authenticate users with Microsoft Azure

Set up SSO with Microsoft via Azure OIDC

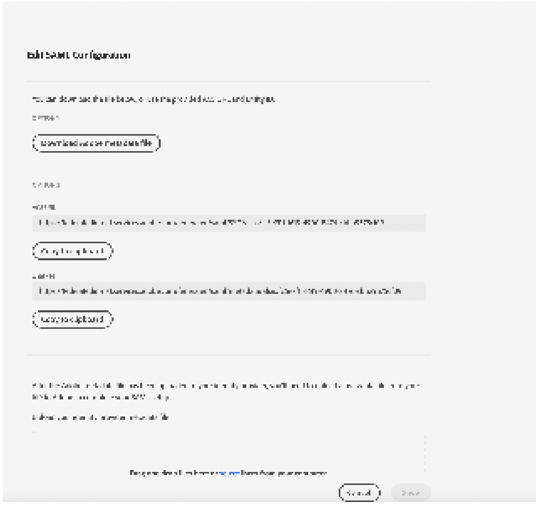
OMNI-900 - SSO Domain Validation CLOSED

Create a directory

Once the Azure portal is set up and ready, do the following:

1. Sign in to Adobe Admin Console and click **Settings**. On the Identity page, click **Create Directory**.
2. On the Create a Directory screen, do the following and click **Start**.
    a. Enter a name for the directory
    b. Select the **Federated ID** card
3. Select **Add new Identity provider (IDP)**.
    a. 

4. Create SAML

a. 

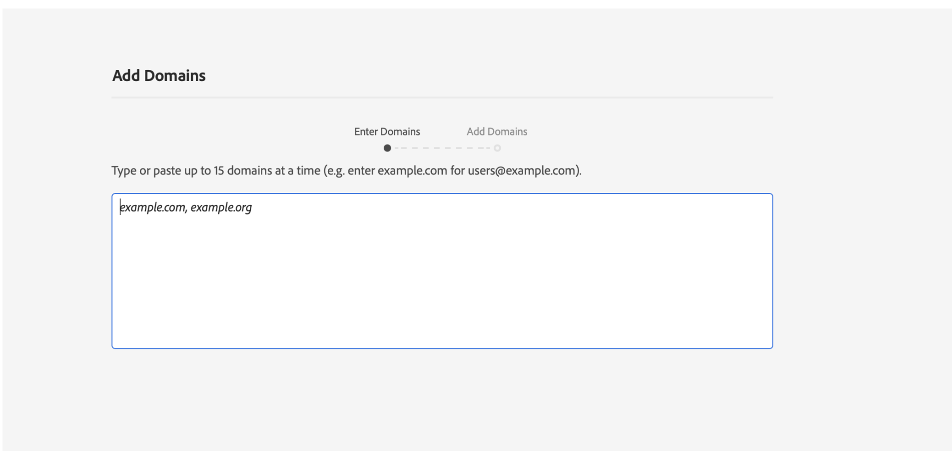
5. Download the Metadata File & upload to the Azure AS setup, and then download the Metadata from Azure Ad and upload here click **Confirm**.

    a. AD setup details: Application Registration and Configuration Requirements.docx

Add domains

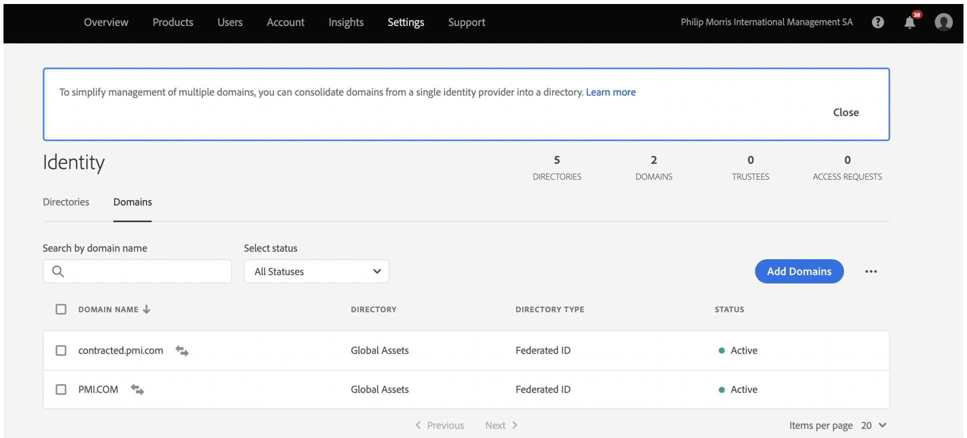
1. In the Adobe Admin Console, go to your directory's details> **Domains** tab > **Add domain**.

2. Select where you want to add your domains

    a. 

3. Add the domains and click **Confirm**.

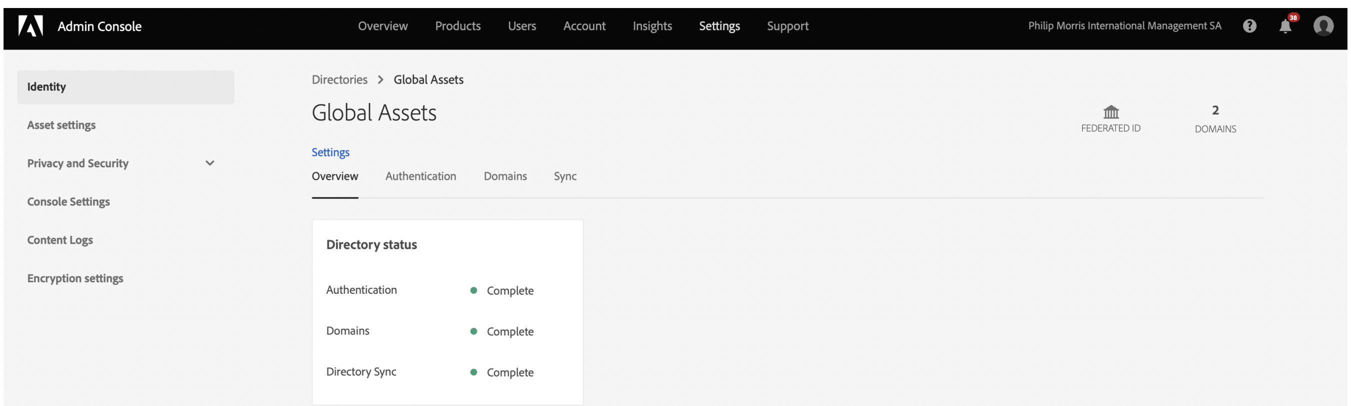
    a. On confirming, you're sent to the directory details view where the domains are listed under the **Domains** tab b.



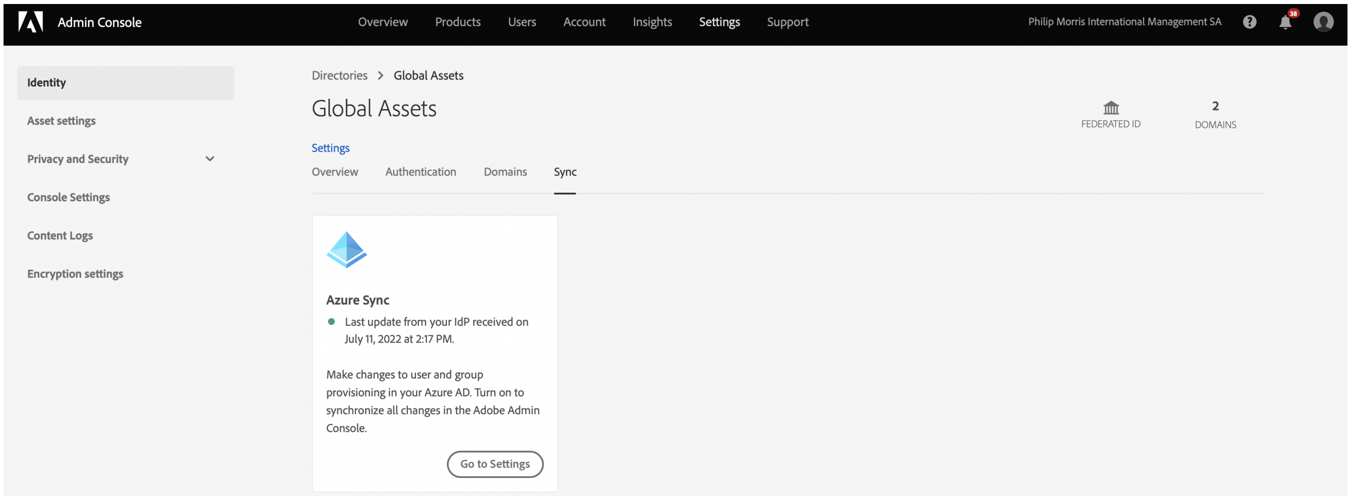
c. Validate the Domains by updating DNS record as per JIRA Ticket above.

Start adding users and user groups to assign them to appropriate product profiles.

Azure Directory Created:



Azure Sync Enabled for DAM assets:


Admin Console
Overview
Products
Users
Account
Insights
Settings
Support
Philip Morris International Management SA
Identity
Asset settings
Privacy and Security
Console Settings
Content Logs
Encryption settings
Directories > Global Assets
Global Assets
FEDERATED ID
2
DOMAINS
Settings
Overview
Authentication
Domains
Sync
Azure Sync
Last update from your IdP received on July 11, 2022 at 2:17 PM.
Make changes to user and group provisioning in your Azure AD. Turn on to synchronize all changes in the Adobe Admin Console.
Go to Settings

DAM Assets: User Access

1. Login with PMI ID

As a PMI employee or contractor that needs to use the DAM, I would like to login using my PMI ID. The expected flow is that when the user reaches the AEM login page, they are able to either click a button or enter their PMI ID (such as sbadger1@pmintl.net or Stephen.Badger1@contracted.pmi.com) and be taken to PMI's login page. Once logged in with their PMI ID, they should be brought back to AEM and be logged into the system.

2. Remove users and user groups from a product profile

Remove users from a product profile to ensure that they're no longer entitled to the associated apps and services. However, this does not remove the users from the Admin Console. And since it's possible to add users to multiple product profiles, removing users from a single product profile only ensures they're no longer entitled to the apps and services of that product profile.

Select a Product Profile, and navigate to **Users**.

Select the check boxes to the left of the user names and click **Remove Users**.

In the confirmation dialog box, click **Remove Users**.

Use the Bulk remove users procedure to simultaneously remove multiple users from a Product Profile. For example, to move several users from one profile to another, you can remove them from one profile and then add them to the other.

While creating or editing a Product Profile, navigate to **Users**.

Click ··· and choose **Unassign users by CSV**.

In the **Unassign Users by CSV** dialog box, you can download the Current User List or the CSV Standard Template, clicking **Download CSV Template**.

The downloaded file contains the following fields:

- Identity Type (*Enterprise only*)
- User name (*Enterprise only*)
- Domain (*Enterprise only*)

- Email (*Enterprise and Teams*)
- First Name (*Enterprise and Teams*)
- Last Name (*Enterprise and Teams*)

For a description of these fields, see CSV File format.

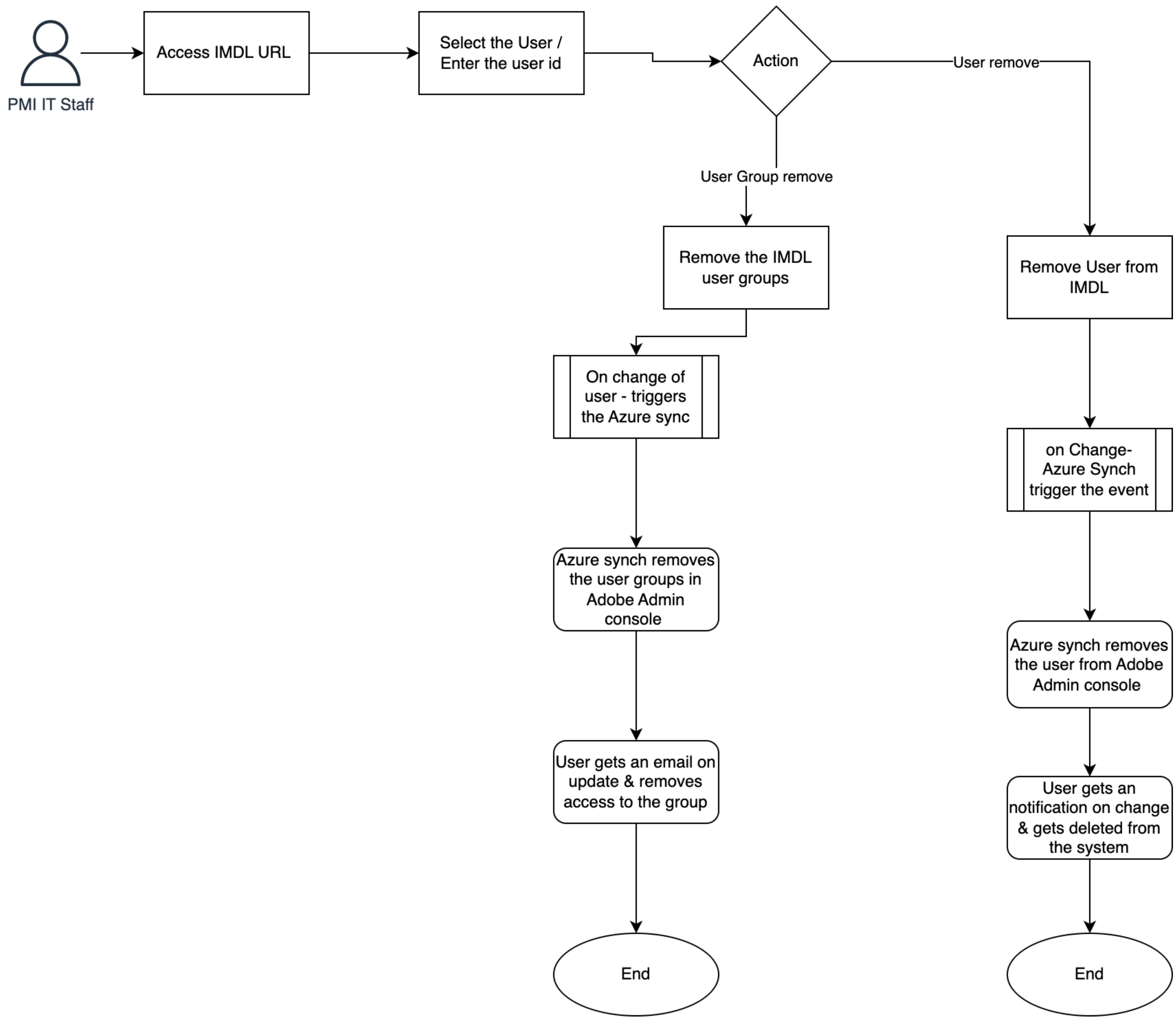
Open the CSV file in Excel and edit it such that it contains only rows for the users that you want to remove from this profile.

In the **Unassign users by CSV** dialog box, either drag-and-drop the file or click **Select a File** and select the file on your computer.

Click **Upload**.

After the bulk operation is complete, you receive an email. You can also view a detailed report of the operation, on the Product Profile > Bulk operations results.

3. User access remove process from IMDL


PMI IT Staff
Access IMDL URL
Select the User / Enter the user id
Action
User remove
User Group remove
Remove the IMDL user groups
Remove User from IMDL
On change of user - triggers the Azure sync
on Change-Azure Synch trigger the event
Azure synch removes the user groups in Adobe Admin console
Azure synch removes the user from Adobe Admin console
User gets an email on update & removes access to the group
User gets an notification on change & gets deleted from the system
End
End

Reports Code, Test Cases & Results:

1. **Code Reference**

2. **Test Cases Reference**

   OMNI_894_Login with PMI ID.csv

3. **Test Results: Please refers the attached link**

   OMNI-894 - DAM Assets: Login with PMI ID CLOSED

Test Scripts:

S.No	Summary	Status	Screenshots
1	Verify the User is able to access the AEM author with PMI ID	Pass	SSO Login_dev.docx SSO login_Stage.docx SSO Login_with PMIINTL_Dev.docx SSO Loign_Prod.docx
2	Verify User is able to Select the required account type on Account Page	Pass	
3	Verify the PMI account Sign on page is getting displayed or not	Pass	
4	Verify the User is able to login with @pmintl.net id on Sign on page	Pass	
5	Verify User is able to redirecting to the Select on Account Page	Pass	
6	Verify Password field page is displaying While accessing AEM Author with PMI user	Pass	
7	Verify PMI User is able to login AEM author	Pass	
8	Verify the User is able to login with @contracted.pmi.com id on Sign on page	Pass	
9	Verify the PMI user is able to login in all AEM instances in All Environments Dev , Stage and Production	Pass	

PMI - Country Codes

Refer to the wiki link given below

List of ISO 3166 country codes - Wikipedia

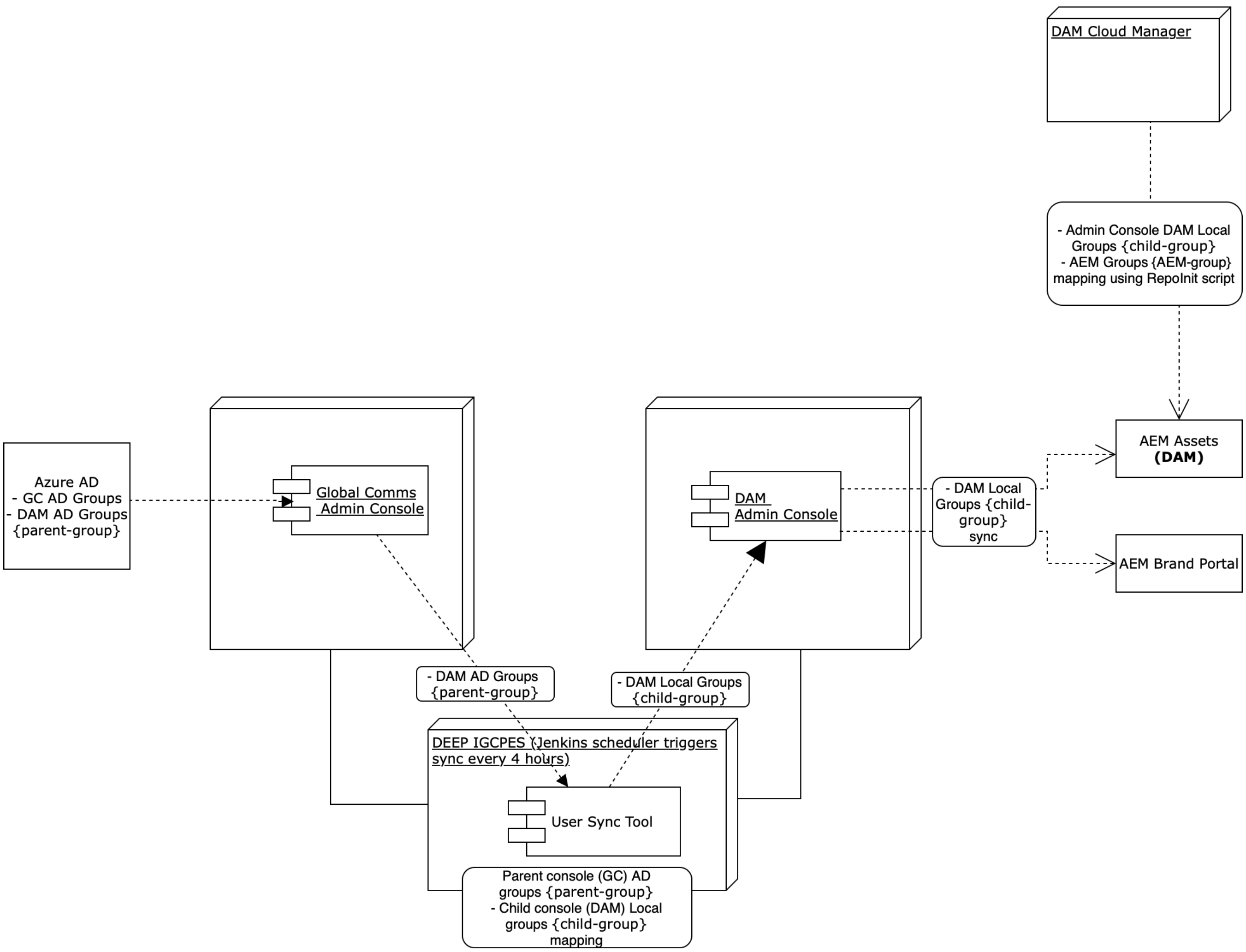
Sync between GC - DAM Org (PMINTL domain) -- Adobe User Sync tool

Problem statement:

As Global comms and DAM are two different Adobe orgs and pmintl domain has been claimed first by GC, by the design of Adobe admin console DAM can't directly sync from the pmintl domain. Hence, external users not having pmi.com/contracted.pmi.com ID has to be onboarded manually on DAM admin console which brings in additional management and governance challenge. We are looking for a solution which will help us onboard users with their pmintl ID to DAM console through the standard PMI process of IMDL based management.

Solution design:

Adobe has come up with some updates in the user sync tool which can help us sync groups and suers from parent admin console to the child admin console. This process does not require any involvement of the LDAP. Based on our analysis and POC done on user sync solution, below is the proposed solution architecture:



Execution plan:

Currently on DAM admin console users are having access to DAM and Brand portal using pmi.com, contracted.pmi.com or external IDs. We need to make sure this transition to pmintl ID based SSO sign in is as smooth possible with no impact/down time for the current users. Considering the following constraints, we have come up with this proposed plan below:

If we try to map an AD group from parent console (GC) to an existing AD managed group on the child console (DAM), User sync tool by design adds the users as the admin of the group instead of the member of the group.

Adobe's recommendation has been to either

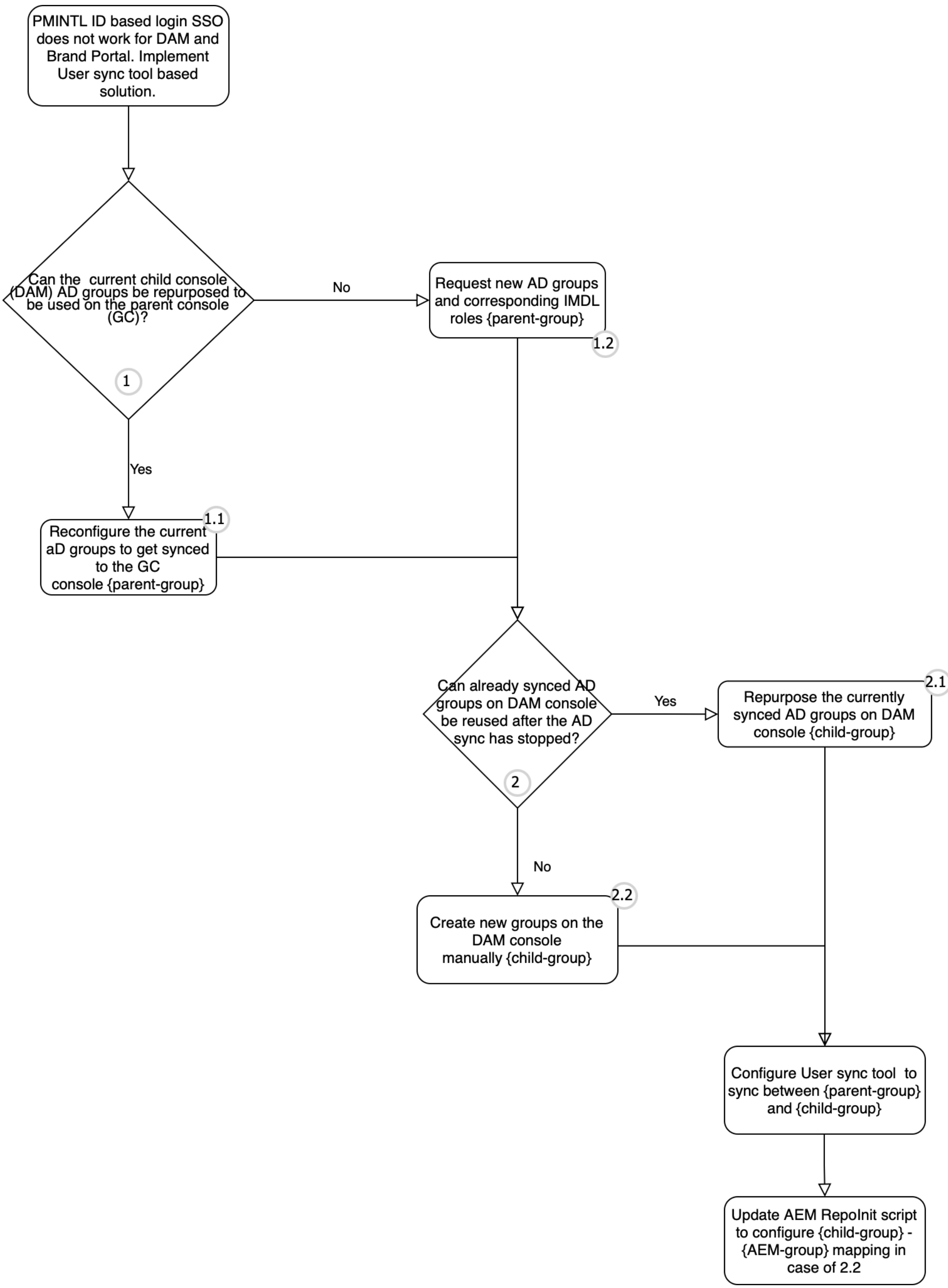
Stopping the user sync or

using independent non-AD managed groups.

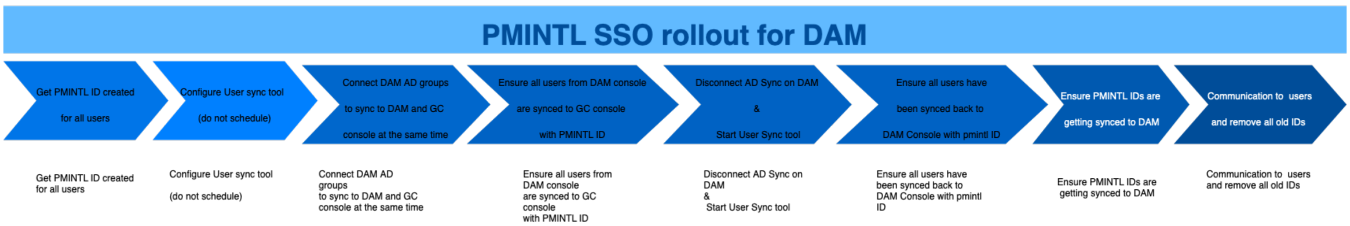
User sync tool is to be hosted on any windows/linux server for regular scheduling.

We have tried pausing the AD sync and tried the user sync tool. In this case also the users get added as admins of the group instead of the members of the group.

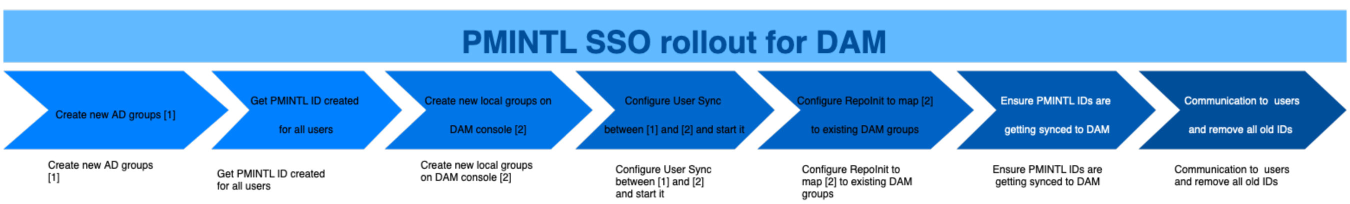
We will try stopping the sync and check if in that case the users get sync to the currently AD managed groups as members.


PMINTL ID based login SSO does not work for DAM and Brand Portal. Implement User sync tool based solution.
Can the current child console (DAM) AD groups be repurposed to be used on the parent console (GC)?
1
No
Request new AD groups and corresponding IMDL roles {parent-group}
1.2
Yes
1.1
Reconfigure the current aD groups to get synced to the GC console {parent-group}
Can already synced AD groups on DAM console be reused after the AD sync has stopped?
2
Yes
2.1
Repurpose the currently synced AD groups on DAM console {child-group}
No
2.2
Create new groups on the DAM console manually {child-group}
Configure User sync tool to sync between {parent-group} and {child-group}
Update AEM RepoInit script to configure {child-group} - {AEM-group} mapping in case of 2.2

Plan #1: Considering the users can be synced as members to current DAM AD groups on DAM console after the AD sync is stopped:



~~Plan #2: Considering the current DAM AD groups can not be repurposed (either in AD or user sync):~~



3. AEM Assets (DAM) - Features

Feature: DAM Folder Structure

In Adobe Experience Manager Assets, we can do more than store and govern assets. Experience Manager offers enterprise-grade asset management capabilities. We can edit and share assets, run advanced searches, and create multiple renditions of dozens of supported file formats. We can also manage versions and digital rights, automate processing of assets, manage and govern metadata, collaborate using annotations, and much more.

Create folders:

When organizing a collection of assets, for example, all Nature images, We can create folders to keep them together. We can use folders to categorize and organize assets. Experience Manager Assets does not require to organize assets in folders to work better.

1. Navigate to the place in your digital assets folder where you want to create a new folder.
2. In the menu, click **Create**. Select **New Folder**.
3. In the **Title** field, provide a folder name. By default, DAM uses the title that you provided as the folder name. Once the folder is created, we can override the default and specify another folder name.
4. Click **Create**. Then the folder is displayed in the digital assets folder.

DAM FOLDER STRUCTURE:

Folder structure organizes the assets, sets user permissions and are usually where workflows are applied.

In the DAM, the permissions are based on the folder, then all assets inside that folder inherits those permissions

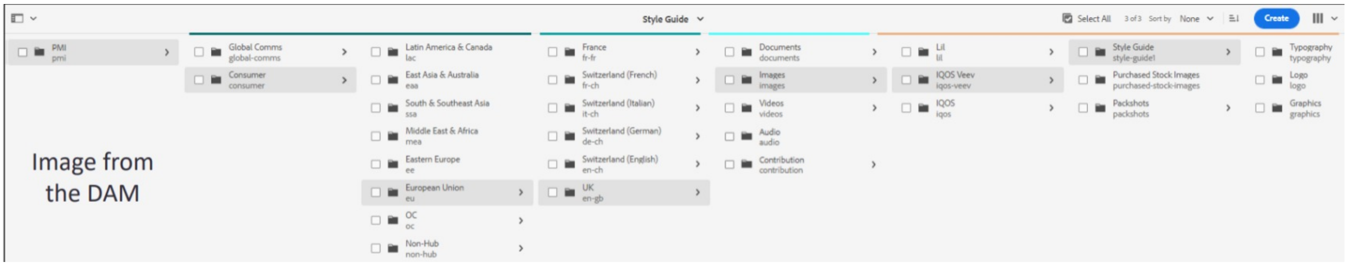
Asset must be stored in a single location (one folder), to avoid asset duplication in the DAM

The assets will be sitting inside a folder

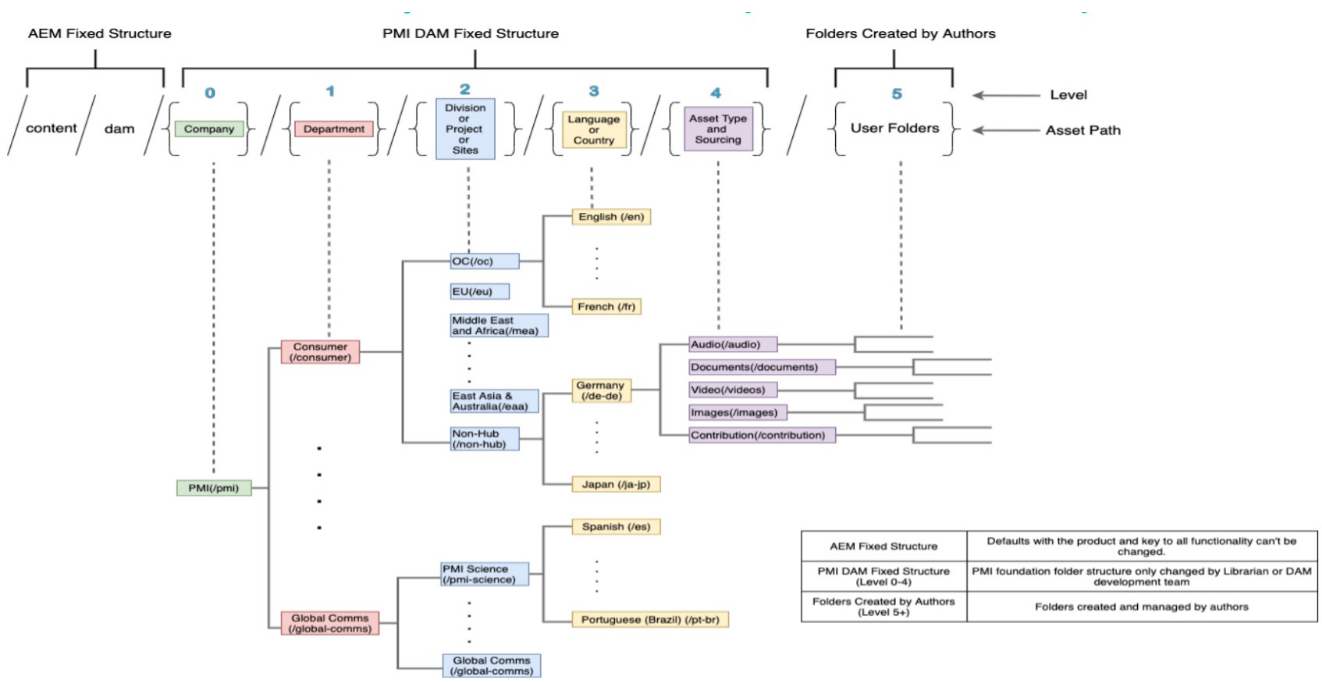
Workflows are usually applied to folder(s) and affect all assets within them

Internal path or external URL of the asset is representative of the folder structure in which the asset is stored

Below is the folder structure snapshot from the DAM, using the UK Market as an example. In this we can see the UK market as UK (en-gb) means the market code and the language.

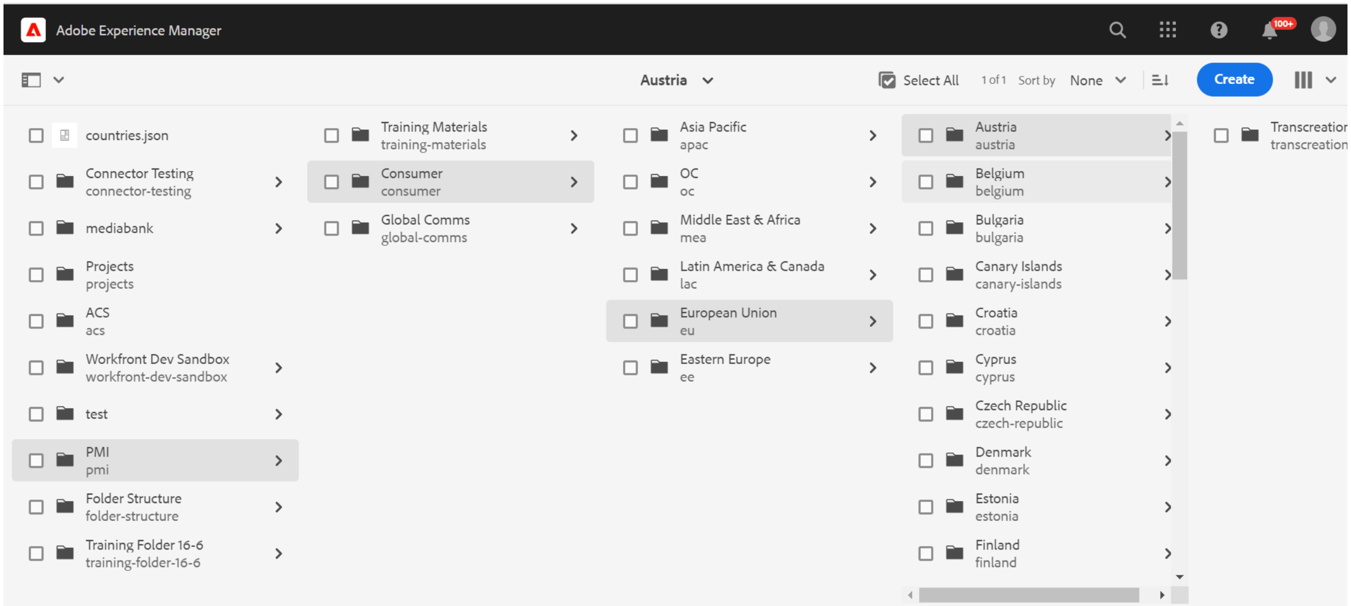


Older view of the folder structure:



DAM FOLDER RESTRUCTURE:

Below is the new folder structure snapshot from the DAM, using the Austria Market as an example. In previous structure it was based on market code and language. Now we changed with name of the market.


Adobe Experience Manager
Austria
Select All
1 of 1
Sort by
None
Create
countries.json
Connector Testing
connector-testing
mediabank
Projects
projects
ACS
acs
Workfront Dev Sandbox
workfront-dev-sandbox
test
PMI
pmi
Folder Structure
folder-structure
Training Folder 16-6
training-folder-16-6
Training Materials
training-materials
Consumer
consumer
Global Comms
global-comms
Asia Pacific
apac
OC
oc
Middle East & Africa
mea
Latin America & Canada
lac
European Union
eu
Eastern Europe
ee
Austria
austria
Belgium
belgium
Bulgaria
bulgaria
Canary Islands
canary-islands
Croatia
croatia
Cyprus
cyprus
Czech Republic
czech-republic
Denmark
denmark
Estonia
estonia
Finland
finland
Transcreation
transcreation

DAM restructure proposal - Strategic

⚠ The following is still a WIP and needs validating/enhancing with data from the CDT team around metadata and regional limitations/requirements

⚠ **Areas of impact:**

The structure changes detailed in this proposal are Impacted by, and will impact, ongoing work within the Workfront, CDT and Librarian teams, as well as within the Transcreation RFP and Content Supply Chain discussions.

Align with:

CDT

Confirm all officially supported languages for each Market

Confirm restrictions on asset usage (e.g. Product in hand, Partially restricted or Restricted

Librarians

Workfront

Ideally all of these streams need to be aligned on a single, consistent process for the requesting, creation, transcreation and usage of assets before any structural changes are made to the DAM's structure.

What is the impact on the watermarking script?

Asset stitching / usage

Detail publishing

Detail Share links impact

What is the impact on the Workfront processes?

What is the impact to the DAM permissions?

What rules are needed for automating Live-Copy of Campaigns into Markets?

Author portal changes may need unpublishing/republishing to Brand Portal when changing metadata? (can change sharing link)

Metrics on how it is working currently to show improvements?

Estimations on DAM restructure and associated changes in WF

Current situation:

PMI supports campaigns across 5 Hubs, with 86 Markets. Each of these Markets can be running campaigns in one or more languages. The Campaigns are currently created in English as the master Toolbox and then transcreated to fit the local market languages and legal requirements. If a change is made to the Toolbox, these changes need to be manually copied across to each Market that is using the campaign and its assets.

PMI would like to provide a futureproofed DAM structure that allows for the inheritance of assets or campaign data to any Hub or Market that wishes to run it. This will involve a restructure of the DAM.

Currently campaigns are created in English by the OC as a Campaign Master (or Toolbox). Within this is a list of Campaigns and then the channels.

OC / EN / Campaigns / {campaign} / {channel} / …

When a Campaign is transcreated for a local market, these are currently stored under the Country, with Language coming before the Campaign, which will potentially create multiple copies of the campaign in some markets (approximately 14?)

{Hub} / {Country} / Transcreation / {language} / {campaign} / {channel}

Challenges with the current structure

One of the main challenges that we can see with the current structure is that, at the OC level, the Campaign is clearly defined and identifiable as there is only one Language. If it was decided to include additional languages at the OC level, this would become confusing and duplicate the effort required within a Campaign.

Once a Campaign moves into a local market for management, this can potentially become a lot harder to understand as the structure creates duplicates of the Campaign within each local language required. This does not then provide a clear overview of the current active campaigns within a market, just the specific language version. If a Market is only running one language this is not a challenge, but when a market begins to utilise more than one language the Campaigns can easily begin to deviate as there is no shared data structure for a campaign.

Other conversations are currently being undertaken that cover the end-to-end content supply chain, and the transcreation process itself. Both of these feed into the design of a new DAM structure, so the following solution design should be aligned with these streams in order to avoid rework and additional business change that may slow down the uptake of the revised process.

Recommendation

As part of the restructuring proposals there are a number of key areas that we need to take into consideration:

1. Increased visibility of the Campaigns in a market
2. Ease of setting up a new Campaign within a market
3. Clear transcreation process for campaigns by channel
4. Content inheritance from a Master language so that any changes that have not been transcreated are immediately inherited.
5. Support future business desire to automate parts of the process and reduce workload on the business

Increasing visibility of campaigns within the market

In order to create a clearer view of which campaigns are currently available within a market, we believe that it is beneficial to have Language as the most granular point in the Campaign structure as this keeps all of the Campaign elements together if new Master languages are ever added, and for when Campaigns are used within a Market.

Currently English is the only Master language used within PMI, but it may be worth considering the addition of other commonly used languages at the OC level as this could streamline creation of campaigns within these regions. Automated translation services could be utilised to create these versions, simplifying the transcreation process.

	Current	**Proposed (usage)**
OC	English	Arabic (12) Spanish (11) English (7/9?) French (4/6?) Dutch (4) German (2/3?)

The inclusion of all known channels within the Campaign toolbox, even if there are no plans to run the campaign on them from the OC level, also ensure that there is consistent structure across all campaigns being run, enabling future automation of asset creation and transcreation.

Setting up new campaigns within a Market

By setting up the Campaigns with Language as the lowest level of the structure, the entire Campaign can be created within a Market using the Live-Copy functionality within the DAM. Once the copy has been taken, the content can be transcreated for the local markets and any languages that are not required can be removed from the Live-copy.

Live-copy allows a virtual copy of a folder to be taken for use in a different area in the DAM, but retain links to the original content. If some content needs to be transcreated, this inheritance is broken so that the changes can be made, but all other content continues to be updated whenever changes are made at the Master level. By creating a live-copy of the entire campaign, with the languages underneath this, the Librarian team and the campaign owners have one place to go for all of the Campaign information, rather than looking through each language separately.

Initially the live-copy process would be manual, but we would recommend automating this using tasks triggered by Workfront as part of the campaign request process as the request would know the Toolbox and Market to copy into. The Market folders can be tagged with language and use (e.g. Product in hand, partially restricted or restricted) to identify which folders should be made available to the local market for transcreation. All other folders should be removed from the live-copy.

This structure would also enable PMI to look at the use of Creative Cloud to template the asset creation process so that the designs do not change across markets, but the content used in the final images is. This would allow updates to be done to the designs globally and re-rendered across all instances of the campaigns

Proposed Structure

As discussed, we would recommend making the Language the lowest level stage of the Campaign structure to allow for clearer management of the campaigns and assets, as well as simplifying the process required to transcreate a campaign. By utilising the structure, the addition of new shared languages in the future, such as Arabic or Spanish, is a case of adding the new language folders to the Channels within the Campaign Toolbox. These languages will then become available to markets that are using the campaign, and can be removed as part of the Live-Copy process if not required.

[Details of the migration scripts need to be enhanced based upon discussions with CDT team]

The Market level DAM folders can be tagged with the supported languages

The Market level DAM folders can be tagged with any asset or template restrictions

The Live-Copy script can be run against the OC level Campaign folder with a target Market. The language and restriction tags on the Market folder would be used to automatically remove folders from the live-copied Campaign

The end-to-end content creation process for Campaigns would be streamlined by including Master asset and Channel Template folders at the Campaign and Channel levels to include any template documents that are used to generate the final assets. This separates the templates from the final assets and minimises the risk of misuse.

Master assets would include campaign branding, logos and images to be used across the full campaign. Subfolders within Master assets could be used to separate out content that would not be used within some markets.

Channel templates would be Photoshop/InDesign documents with the default campaign layouts for the channel that use content from the Campaign level asset folder. Subfolders could exist at this level as well, in case there are specific templates for markets that cannot use certain items.

[Language] folders would contain the channel content that can be used with the Creative Cloud template documents and would enable the creation of any final assets.

By grouping restricted assets for key markets into subfolders, we can support the business by pre-filtering out these assets or templates during the Campaign Live-Copy to ensure the Market is only given the assets that they need to use. Some of these assets may be at the Master level (e.g. images sowing the product being used), or at the Template level if there are, for example, legal statements that need to be made in key markets. If the local market requires a language that is not available at the OC level, this folder structure could also be generated.

Once the Creative Cloud templates are set up, the process could be expanded to automate the generation of the channel assets for all the OC languages.

The inclusion of Active and Archive within the OC or Market folders would also allow legacy campaigns to be moved to the archive once complete; providing a clearer view of the active campaigns within the system, but retaining access to legacy campaigns for audit or review purposes. Expired campaigns can be moved to the Archive location using server based scripts, ensure that all assets are unpublished from the portal and be locked to prevent users accessing the campaign.

The recommended OC structure would become

OC

Active

{Campaign 1}

Master Assets

Unrestricted

Partially restricted

Restricted

{channel 1}

Channel templates

Unrestricted

Restricted

Partially restricted

EN

EN text

<Output assets>

ES

ES text

<Output assets>

{channel 2}

Channel templates

EN

ES

The Hubs would receive a Live-copy of the full Campaign folder, with any irrelevant asset folders and languages removing. An example of this structure could be

Hubs

{hub}

{country: EN/TR; Restricted} – [tagged with Language and Restrictions]

Active

{Campaign 1} – (Live Copy from OC)

Campaign templates (lock/hide in copy)

{channel 1}

Channel templates

Product in hand (Removed)

Partially restricted (Removed)

Restricted

EN

Localised EN text (Market transcreation; broken inheritance)

<Output assets>

ES – Removed as not required

Tr (Market transcreation)

DE – Removed as not required

{channel 2} – Removed as not required

Channel templates

EN

FR

DE

Archive

Futureproofing

One of the PMI business desires is to try and automate some of the asset creation and transcreation process. By restructuring both the OC and Hub Campaign folders to fit the Campaign/Channel first approach, we are enabling this to take place in the future as there will be a consistent data hierarchy across all markets for campaigns.

Adobe's Creative cloud allows for text to be included into designs from external documents, allowing a consistent global template to be created for a campaign that only requires the separate data file to be translated to meet local language and legal requirements. Any updates made to the global template would flow down to all of the Campaigns, and the Creative Cloud APIs can be used to regenerate the campaign images.

If we are running on the language-first approach that PMI currently has configured, the scripts become more complex as it needs to traverse up and down the hierarchy to locate the same campaign in each language.

Appendix

Languages

TO DO:

Confirm all officially supported languages for each Market

Confirm restrictions on asset usage (e.g. Product in hand, Partially restricted or Restricted

This list needs reviewing as the current DAM structure does not match the Region groupings listed in the current Transcreation RFP?

Hub	Market	Language	Restrictions
Asia Pacific	Australia	English	
	China	Chinese	
	Hong Kong	English?	
	Indonesia? - DAM, not RFP?	Indonesian	
	Japan	Japanese	
	Korea	Korean	
	Macau? - Not DAM, RFP?		
	Malaysia	Malay	
	Maldives? - DAM, Not RFP?	Dhivehi	
	New Zealand	English	

Asia Pacific

New Zealand

English

Pakistan

Urdu

(English?)

Philippines

Filipino

(English?)

Taiwan

(Chinese?)

Vietnam

Vietnamese

Eastern Europe

Albania

Albanian

Armenia

Armenian

Bosnia & Herzegovina

(Croatian?)

(Serbian?)

Georgia

Georgian

Israel

Hebrew

Kazakhstan

Kazakh

(Russian?)

Krygystan

Kyrgyz

(Russian?)

Moldova

Romanian

Montenegro

Montenegrin

Serbia

Serbian

Ukraine

Ukrainian

Uzbekistan

Uzbek

North Macedonia

Macedonian

(Albanian?)

European Union

Austria

German

Belgium

French

Dutch

Bulgaria

Bulgarian

Canary Islands

Spanish

Croatia

Croatian

Cyprus

Greek

Turkish

Czech Republic

Czech

Denmark

Danish

Estonia

Estonia

Finland

Finnish

(Swedish?)

France

French

Germany

German

Greece

Greek

Hungary

Hungarian

Iceland

Icelandic

Italy

Italian

Latvia

Latvia

Lithuania

Lithuanian

Malta

Maltese

English

Netherlands

Dutch

Norway

Norwegian

(Sami?)

Poland

Polish

Portugal

Portuguese

Romania

Romanian

Slovakia

Slovak

Spain

Spanish

Sweden

Swedish

Switzerland

French

German

Italian

(Romansch?)

United Kingdom

English

Latin America & Canada

Argentina

Spanish

Aruba

Papiamento?

Dutch?

Brazil

Portuguese

Canada

English

(French?)

Colombia

Spanish

Costa Rica

Spanish

Curacao

Dutch

Dominican Republic

Spanish

Ecuador

Spanish

Guatamala

Spanish

Mexico

Spanish

Peru

Spanish

(Quechua?)

Paraguay

Spanish

(Guarani?)

Trinidad & Tobago

English

Middle East & Africa

Bahrain

Arabic

Egypt

Arabic

Jordan

Arabic

Kuwait

Arabic

Lebanon

Arabic

Morocco

Arabic

Oman

Arabic

Palestine

Arabic

Qatar

Arabic

Reunion

French

Saudi Arabia

Arabic

Senegal

French

South Africa

?

Turkish Cyprus

Turkish

Tunisia

Arabic

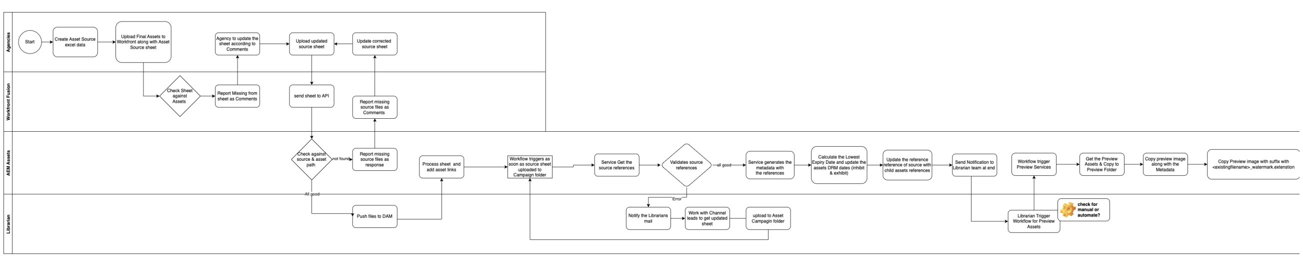
UAE

Arabic

Feature: Digital Rights Management

Attached pack talk about Usage Right Issues & requirements

Asset Stitching & Preview Process Flow (Draft)



Feature 1: [MCS1-536] Asset Stitching

Project:	MWM - Content as a Service

Story Description

Currently just a copy of the ticket description.

PMI currently creates three broad groups of assets for use in globally organised campaigns:

Master Assets: Assets from photoshoots, key visuals and any useful collateral for downstream processes.

Channel Assets: Assets intended to be distributed through PMI channels, such as Social Media, Websites, email (eCRM) etc.

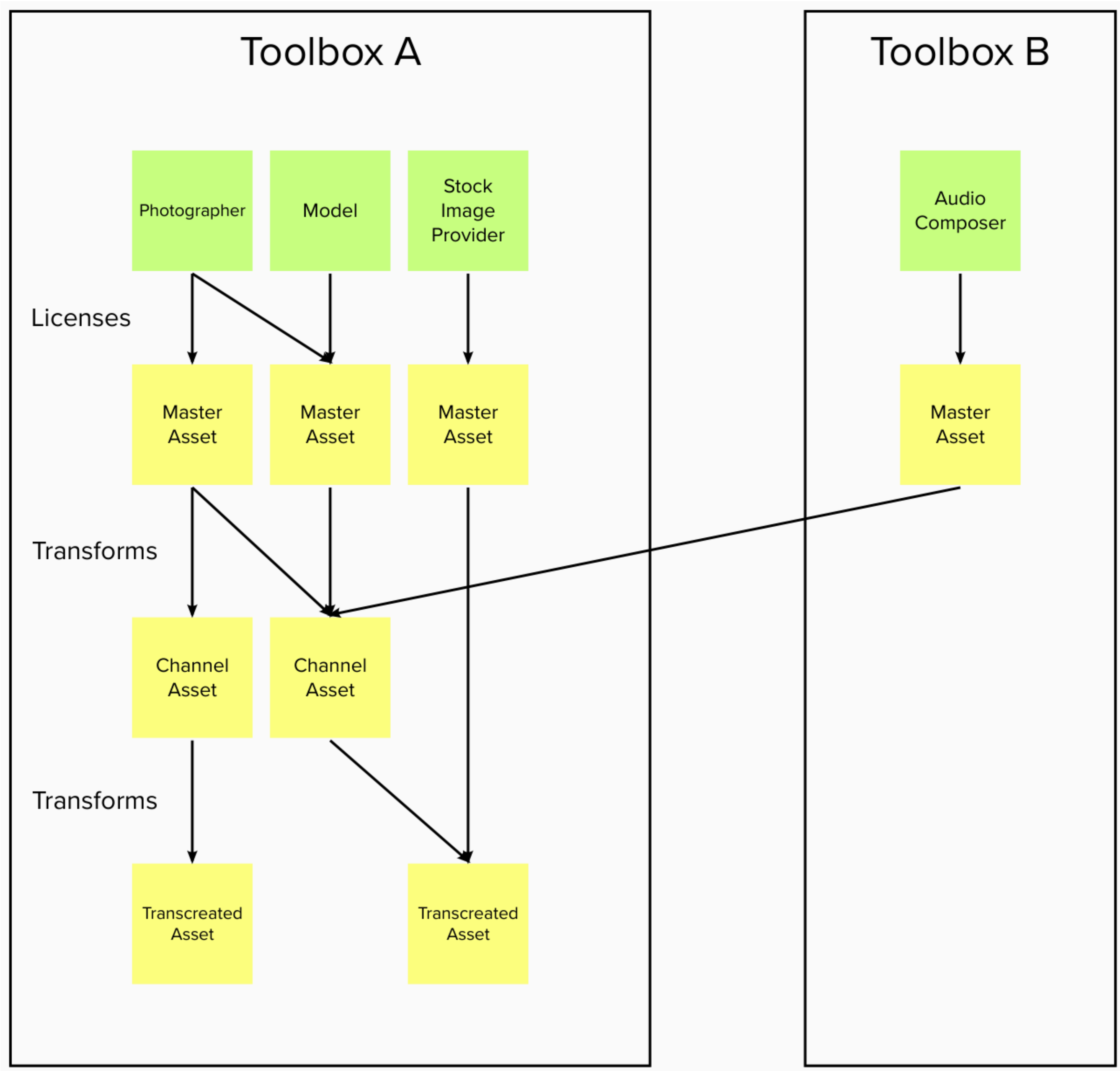
Transcreated Assets: Localized versions of channel assets, translated into languages other than English and where necessary made appropriate according to market specific legal and brand regulations.

PMI has a clear picture of the usage rights of master assets. This allows them to understand when and where they are allowed to use content they have purchased. This master asset content is then transformed by agencies into channel assets, then further into transcreated assets before being actually deployed and put in front of the public. Currently today, the master asset usage rights do not flow within any system onto the channel assets and onto transcreated assets.

In order to support PMI's asset creation process in the short term, we would like to capture the relationships between these three groups of assets, so that we can calculate the correct usage rights for any asset that's part of a global campaign. This will ensure a high quality and accurate record of usage rights for channel and transcreated assets, which can be used to reliably drive a system of alerts and automatic publishing and unpublishing within online distribution channels.

The end goal of this work is to ensure accurate channel asset and transcreated asset usage rights and ultimately protect the PMI business against breaking licensing agreements they signed when purchasing content for assets.

These groups of assets effectively form a directed graph in terms of relationships, like so:



Within this directed graph, usage rights should flow down such that the usage rights start and end dates are the minimum of the usage rights of all upstream assets. So for example if a channel asset is derived from two master assets, A and B, with A ending in 2025 and B ending in 2024, the channel asset would end in 2024.

Technical Design

This needs to be expanded to include details on the actual process that was implemented to track this information across assets

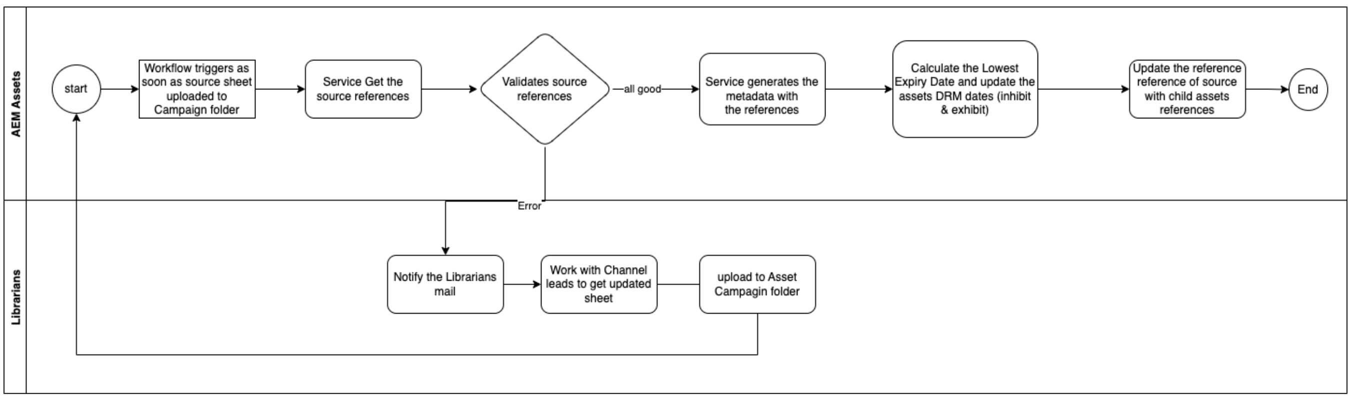
All assets in the DAM should have references/links:

Channel/***KV(?)***/Masters: Reference(s) back to their production files (from which it should inherit usage rights data)

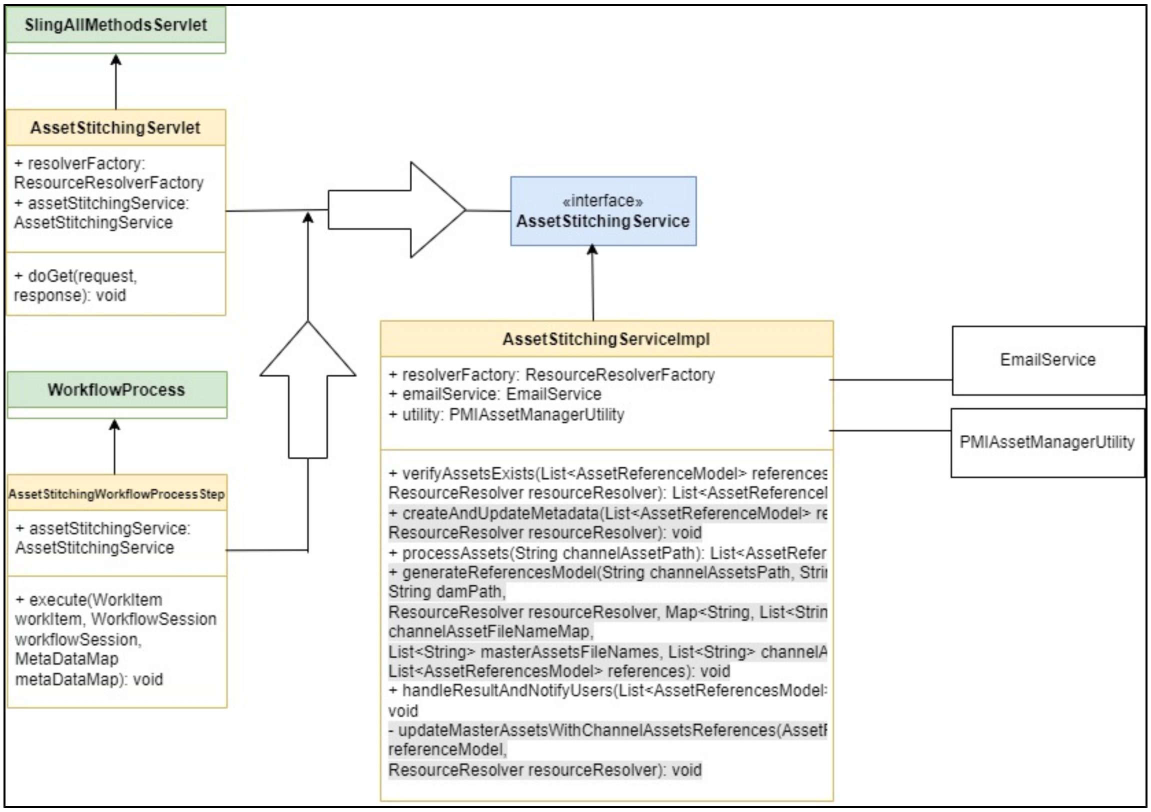
Transcreated Files: Reference(s) back to their originating channel/KV/master file (from which it should inherit usage rights data)

Preview files: Reference(s) back to their originating file.

Asset Stitching Flow Diagram



Asset Stitching Class Diagram:



Technical Implementation:

1. Create a workflow process step, AssetStitchingWorkflowProcessStep extending WorkflowProcess.
2. Create a Service class, AssetStitchingService.
    a. Invoke processAssets function from workflow step.
        i. verify if the assets exists by iterating over the excel uploaded. Notify users if the assets does not exist.
        ii. Generate a Reference Model for the excel uploaded.
        iii. Iterate over the list and update metadata with the references
            1. For channel assets update with the master references, Calculate the expiry date from the master references
                a. An asset with the least expiry date from the master assets references shall be set as Channel Asset's expiry date.
            2. For master assets, update with the Channel Assets references where this master asset has been referred,
        iv. Notify users in an email with the List of assets that were updated.
3. Create a Utility class, PMIAssetManagerUtility, for handling utility methods.
4. Reuse the existing Email service class to notify users.

5. Update the email template in the code base for notifications.
6. Update existing Email Configurations, Tools Assets Email Configurations, with the Asset Stitching options.
    a. Fields yet to be determined, after walkthrough of the story.
7. Create a workflow launcher to automatically trigger when an excel file is uploaded.

Feature 2: Enablement of preview Assets

Introduction of Previews:

All assets in the Brand Portal should be previews

NO publication of open/raw/high-res files to BP

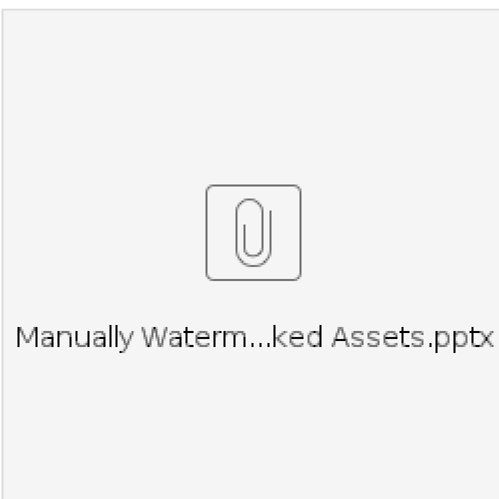
For all assets produced, a preview asset should be produced as well:

> Sample requirements: 720p resolution, 90 PPI, 90% quality, watermarked (e.g. PMI for internal use only)

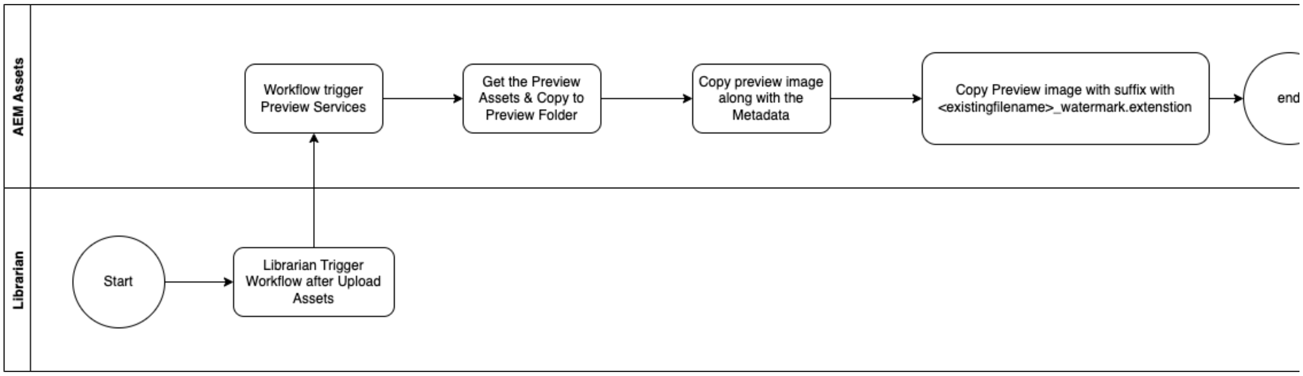
Enablement of preview:

Previews to be generated for all published campaigns (20+)

Enablement of preview assets proposed folder structure



Enablement of preview flow (draft solution flow)


AEM Assets
Librarian
Start
Librarian Trigger Workflow after Upload Assets
Workflow trigger Preview Services
Get the Preview Assets & Copy to Preview Folder
Copy preview image along with the Metadata
Copy Preview image with suffix with <existingfilename>_watermark.extenstion
end

Feature 3: Email Alerts

Refer to the Custom - Expired Assets Report - OmniChannel - PMI DCE Confluence

Feature 4: Asset Watermarking

Context: To see live assets in the Brand Portal, which are watermarked using PMI Legal's approved watermark. This image is a tiled watermark covering the whole image. And, This requirement help us to create all 3 needed watermarks for an asset after It has have moved it to the campaign folder, so that Author can check and confirm the metadata and publish as necessary to Brand Portal.

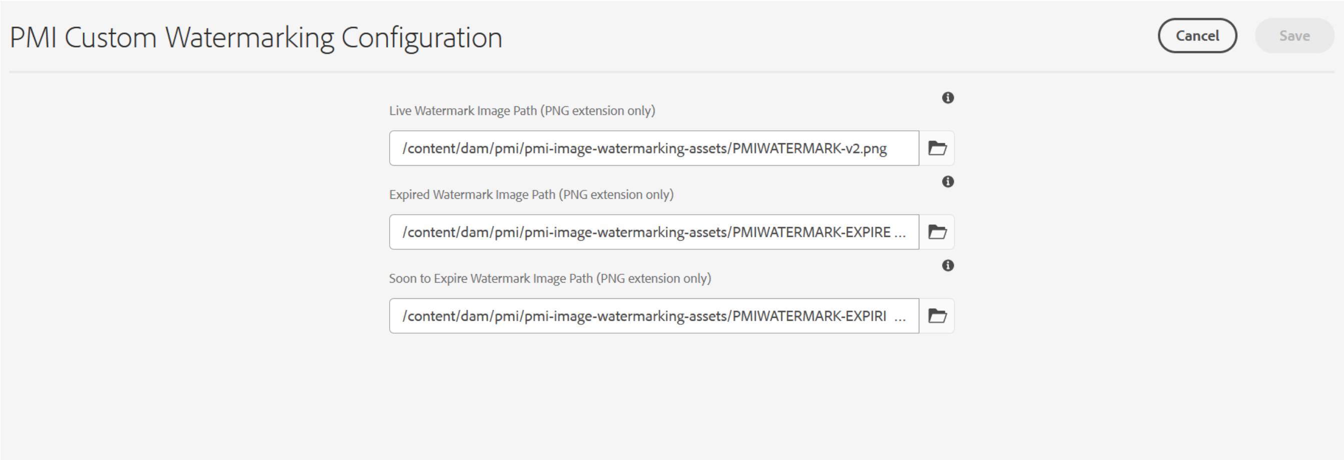
Author Experience:

System Watermarking Profile:

This configuration is available in the PMI Custom Watermarking Configuration under Tools/Assets and direct path is /ui#/aem/apps/eccm/tools/pmicustomwatermarking/customwatermarkingconfig

The purpose of this configuration is to set the different types of Watermarking profiles for Assets:

1. Tiled Watermark Image Path (PNG extension only).
2. Expired Watermark Image Path (PNG extension only).
3. Soon to Expire Watermark Image Path (PNG extension only).



1. **Tiled Watermark Image Path (PNG extension only):**

This is Text Path Field and Can select the required image path by clicking on Coral Button. its optional field.

A "live" watermark, which is used to publish to the Brand Portal generally. It has the text "FOR PMI INTERNAL USE ONLY" on it.

2. **Expired Watermark Image Path (PNG extension only):**

This is Text Path Field and Can select the required image path by clicking on Coral Button. its optional field.

An "expired" watermark, which is used by the system to publish when an asset is past it's usage rights end date. It has the text "FOR PMI INTERNAL USE ONLY - ASSET IS EXPIRED - DO NOT USE".

3. **Soon to Expire Watermark Image Path (PNG extension only):**

This is Text Path Field and Can select the required image path by clicking on Coral Button. its optional field.

A "soon to expire" watermark, which is used by the system to publish when an asset is 6 months before it's usage rights end date. It has the text "FOR PMI INTERNAL USE ONLY - ASSET IS EXPIRING SOON".

Eligible Folder info : A watermark which should be applied for all live assets within the Brand Portal under the campaign folder pmi/consumer/oc/en/campaign

As per the implementation we would be able to see the generated renditions only if the asset is uploaded/available under the Campaign Folders only. and also We would be seeing a created new folder under same structure where we uploaded images folder and inside it again we can see different folders for all the 3 renditions. Based upon the rendition that will saved it in respective folder structure

Upload the Asset under Campaign ==> Select the Asset and Go to More Details Section ==> We would be seeing all the 3 Renditions : Live Watermark, Expired Watermark and Soon to Expire

For Existing Images under the Campaign Folders: Select the Asset/Folder ==> Reprocess

Copy and Paste : This is also work same as newly uploaded images, Will be creating the renditions once we placed in Campaign Folder

Moving Assets from Other folder to Campaign Folder: For this once we moved the assets from Other Folder to Campaign Folder the system wont be generating any renditions. In this case Author has to follow the Reprocess step

Naming Conventions of All 3 Watermarks :

Tiled Watermark : Original Asset Name_watermarked .jpg

Ex: brand_campaign_product_freetext_channel_en-oc_watermarked.jpg

Expired Watermark Image Path: Original Asset Name_expired-watermarked.jpg

Ex: brand_campaign_product_freetext_channel_en-oc_expired-watermarked.jpg

Soon to Expire Watermark: Original Asset Name_expiring-watermarked.jpg

Ex: brand_campaign_product_freetext_channel_en-oc_expiring-watermarked.jpg

Test Scripts: MCS1-3 & MCS1-193

MCS1_3_Tiled Image Watermark_TestScripts.xlsx

MCS_193_Create all watermarks on ingestion_TestScripts.xlsx

Design Logic

Processing profile

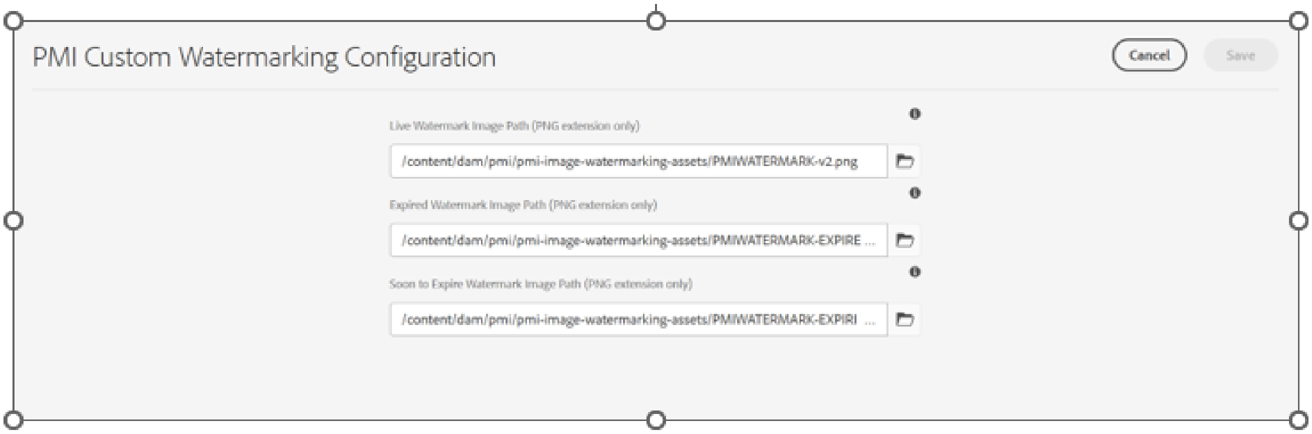
/aem-eccm-project.ui.content/src/main/content/jcr_root/conf/global/settings/dam/processing/WaterMarkv1

In this file we are defining the watermarking configurations like Name of the Rendition, width, height, Quality, Included Mime types and Excluded MIME types. All these configurations we are pushing through the repo.

PMI Custom Watermarking

This page will be available under Tools à Assets à PMI Custom Watermarking

In this page author can select the images which need to be applied on the original Asset when Asset Reprocessing is triggered.



Path of the files for this Tool:-

/aem-eccm-project.ui.apps/src/main/content/jcr_root/apps/dam/gui/content/nav/tools

/aem-eccm-project.ui.apps/src/main/content/jcr_root/apps/eccm/tools/pmicustomwatermarking

Service classes

PMIWatermarkedService:-

Class Name:- PMIWatermarkedService

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services /PMIWatermarkedService.java

Description:-

In this file we have declared the function prototypes. Functions present in this class getReprocessedAs set, checkAssetFolderIsValidForWatermarking and fetchAndAddMetadataToAsset.

Service Implementation Classes

Class name:- PMIWatermarkedServiceImpl

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services/impl/PMIWatermarkedServiceImpl.java

Description:- In this class we are implementing the PMIWatermarkedService interface. In this class we have methods for checking the asset path pattern, creating tiled watermarks for Soon to Expire/Expired & Live, copying metadata and adding rendition to original Asset.

Event Handler

File Name:- PMIDAMEventHandler

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/listeners/PMIDAMEventHandler.java

Description:-

In this class we are listening to the Events that are performed on the DAM Assets. For this implementation, we are listening to Metadata Update and Rendition update events. When metadata event is triggered, we are copying metadata from original asset to the assets in the watermarked folder.

Jobs:-

File Name:- PMIWatermarkingJob

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/jobs/PMIWatermarkingJob.java

Description:-

In this class, we are listening to watermarking events and consuming the jobs.

Models:-

File name:- PMIAssetMetadata

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/models/PMIAssetMetadata.java

Description:-

This class is used as a model class for Metadata. Where it will store offTime, onTime and propertyIterator.

Scheduler:

Name: PMI Exp Scheduler

Path: /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/schedulers/PMIExpScheduler.java

Service classes:

Name: PMIExpiredAssetsService

Path: /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services/_PMIExpiredAssetsService.java

Description: This service is used to get the details of already expired assets. In this file we have declared generateExpiredAssets, getAllCampaignsFromRepository, generateExpiredAssetsReport.

Name: PMIExpiringAssetsService

Path: /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services/_PMIExpiringAssetsService.java

Description : This Service is used to get the details of expiring assets within six months. In this file we have declared generate generateExpiringAssets, getAllCampaignsFromRepository.

Service Implementation:

Name: PMIExpiredAssetsServiceImpl

Path: /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services//impl/PMIExpiredAssetsServiceImpl.java

Description : In this class we are implementing the PMIExpiredAssetsService interface. In this class we have methods for generate expired assets and get all campaigns from repository. In this class we will unpublish the live watermarked assets and publish the soon to expire watermarked assets.

Name: PMIExpiringAssetsServiceImpl.java

Path: /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/service/impl /PMIExpiringAssetsServiceImpl.java

Description : In this class we are implementing the PMIExpiringAssetsService interface. In this class we have methods for generate expiring assets and get all campaigns from repository. In this class we will unpublish the soon to expire watermarked assets and publish the expired watermarked assets.

Utility Classes:

Name:- PMIServletUtils

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/utils/PMIServletUtils.java

Jobs:

Name: PMIBrandPortalReplicationJob

Path: /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/jobs/ PMIBrandPortalReplicationJob

OSGI Configuration:

Name: PMI Exp Scheduler

Feature 5: MCS1-193 : Create all watermarks on ingestion - Code and Functional Guide

As complete information about this story can find it in below confluence link as MCS1-3 & MCS1-193 both requirements related to watermarking

[Feature 4: Asset Watermarking]

Test Scripts:

MCS_193_Create ...estScripts.xlsx

Feature 6: MCS1-213: Sharing Editable Assets to Markets

Market users in Brand Portal

Within the current architecture, market users currently only have access to Brand Portal. This is done primarily for operating cost reasons, with Brand Portal licenses being significantly cheaper than full Author Portal licenses. Additionally, each Author Portal license PMI has purchased comes with a number of free Brand Portal licenses. Market users currently make up a large majority of the potential users of MWM DAM.

What are editable assets?

Currently no editable (source) assets are published to Brand Portal. Editable assets are files that you could give to a creative agency in order to make changes to the asset. Examples are Photoshop files, Premier project zips etc.

Why do markets sometimes need editable assets?

In order to use assets from global campaigns (pmi/consumer/oc/en/campaigns), market users need to get the assets localised for their market. The process of changing the language of text on assets and making other legally needed changes is called "transcreation" by PMI.

Sometimes this work is done by CDT (Content Delivery Team) on the market user's behalf. Other times though, the market will do this work themselves. To do this, they need access to editable assets to give to local agencies who will make the creative changes for them.

In addition to transcreation, market users also sometimes need access to non-watermarked content which is not currently accessible in Brand Portal, in order to deploy in their local AEM systems, Salesforce Marketing Cloud etc.

What problems are there today?

Because market users are only in the Brand Portal, and editable assets are only in the Author Portal, there's no physical way for market users to access them today. Access to markets needs to be controlled by PMI Global, to ensure the Brand is appropriately controlled. Markets need to be able to be granted access on a time-limited basis.

What is the business process?

Market users will browse the Brand Portal and identify the assets they would like to transcreate using their own local agencies. Each asset in the Brand Portal has a "Usage Rights Owner" who is the person in PMI who owns the content and is best placed to understand if it is appropriate to grant access to a market user for editable assets. The market user will email this Toolbox Owner providing a link to the folder in Brand Portal they are interested in. Alternatively, they can email MWM.ProjectTeam@pmi.com to get the librarians to provide the sharing on the Toolbox Owner's behalf. The librarians will get approval from the Toolbox Owner before actioning the sharing request.

The Toolbox Owner / Librarian will create a new collection in the MWM Author Portal which covers the requested asset folders. Due to the way PMI uploads assets into the DAM, the set of assets shared in the collection will be slightly different to what was seen in the Brand Portal. This is because global agencies will often upload one PSD file / editable asset, but produce multiple separate PNGs / non-editable assets from that one file. https://author-p24719-e80919.adobeaemcloud.com/ui#/aem/assets.html/content/dam/pmi/consumer/oc/en/campaigns/PL22/channel-assets/social provides a good example of this, with one zip files containing "106" being related to 3 MP4 output files, 106a1, 106a2, 106a3.

Once the collection is created, they will create a share link to the collection, entering the @pmi.com or @contracted.pmi.com email address for the market user and specifying "Allow Original Asset Download". MWM DAM will email the link to the market user, where they can access the files and download the editable assets for local transcreation.

What access needs to change?

In order to enable sharing links in MWM Author Portal, `jcr:modifyAccessControl` will need to be granted to Toolbox Owners and Librarians. The associated IMDL roles are:

PMI GLOBAL UR DAM GL OC Share Link IMDL - This role will be created to explicitly provide just the share link permissions.

PMI GLOBAL UR DAM GL Librarian IMDL - The role for Librarians.

Implementation Plan:

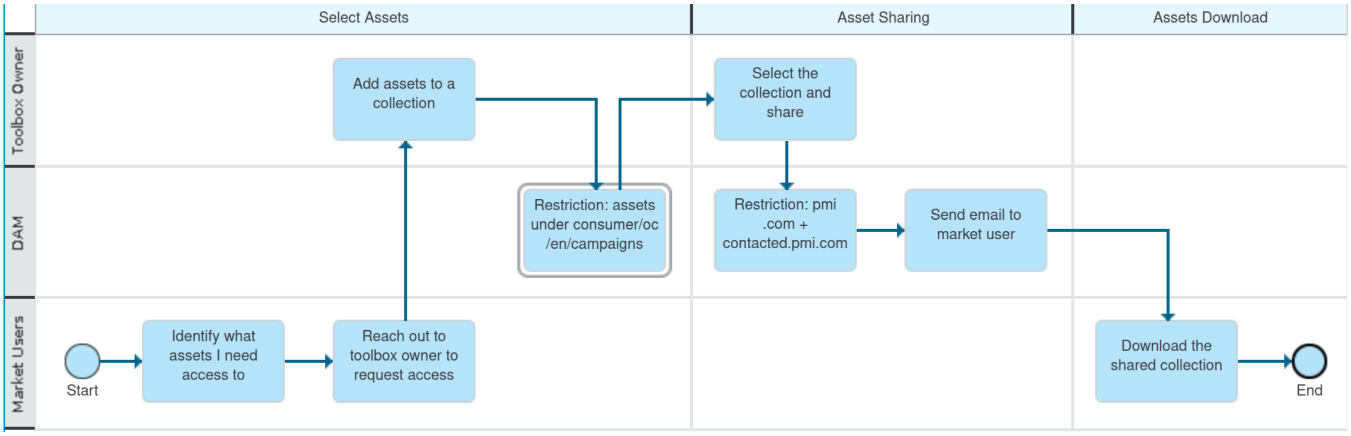
Identify the users and provide with the group/IMDL that will be having the access to share assets.

Enable the Share Link feature for the identified group based on render condition (jcr:modifyAccessControl)

Restrict the sharing of assets to /campaigns folder by path based render condition.

Share assets via collection only (Naming convention to be given by Stephen). Train the ToolBox Owners/Librarians to share assets via collection only – OOTB Feature.

Allow only pmi.com and contracted.pmi.com emails only for sharing of assets. Customization needs to be done by overlaying the assetsharedialog component (path provided by Adobe) and disable access to external users.



Dependencies:

Soumya Hazra to identify the users and provide with the group/IMDL that will be having the access to share assets.

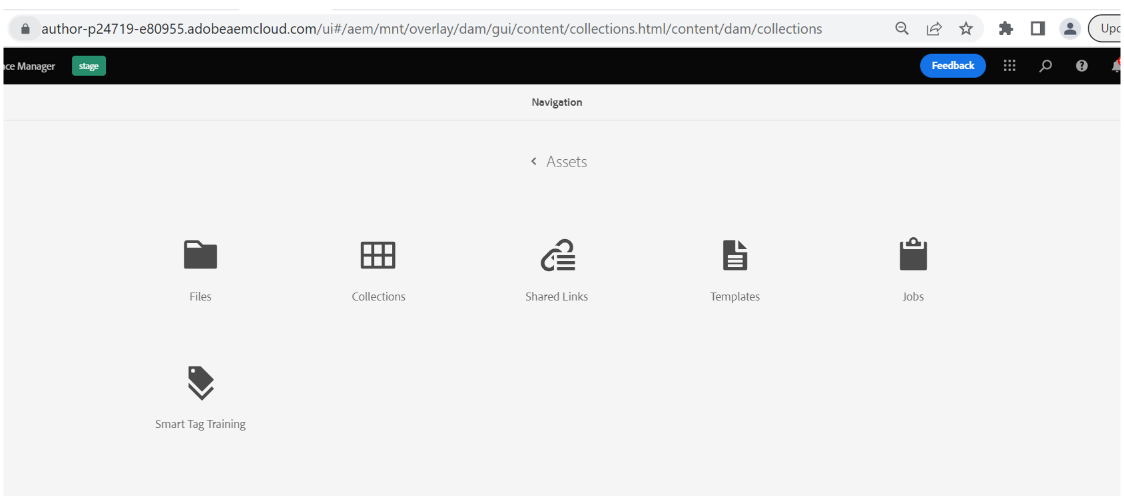
Functional Guide for Sharing the Assets

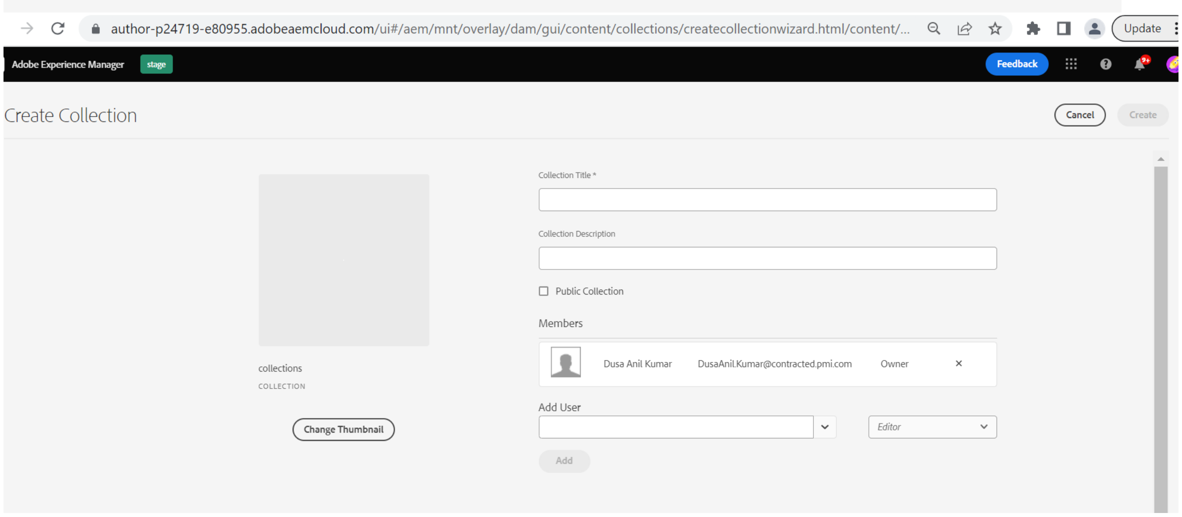
Author Experience:

Collections : A collection is a set of assets within Adobe Experience Manager Assets. Use collections to share assets between users.

How to Create Colletion:

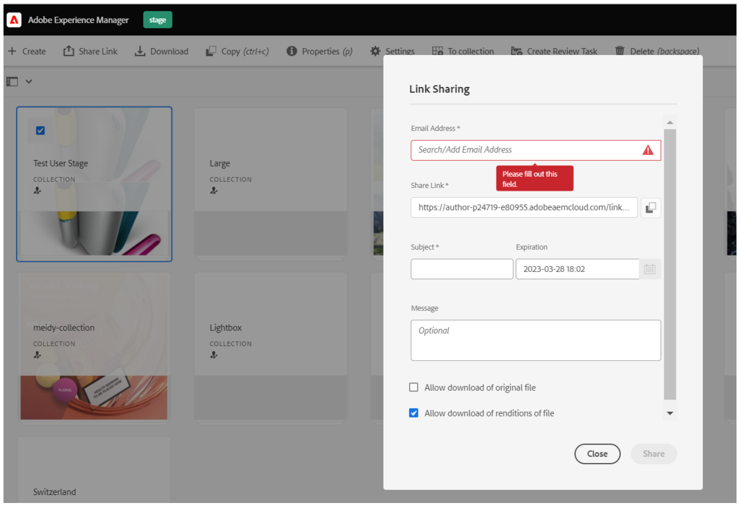
1. Click on the AEM logo on top left and select Assets.
2. On navigating to Assets select Collections.
3. Click on the Create button on the top right side of the Collection Console.
4. Enter title and description on Create Collection page.
5. The User creating the collection will be the owner by default.



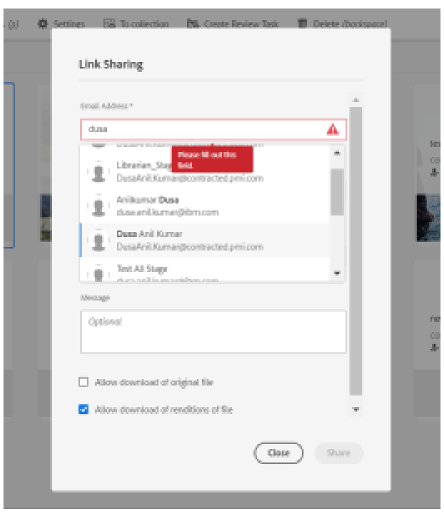


Sharing the Assets through Collections:

1. In the Collection user interface, select the collection to share as a link.
2. From the toolbar, click the **Share Link** . The link that will be created after clicking Share is displayed in advance in the Share Link field. The link is not yet created till you click **Submit**.



3. In the email address box of the Link Sharing dialog, type the email ID of the user you want to share the link with. You can add one or more users.



4. In the Subject box, enter a subject for the asset you want to share.
5. In the Message box, enter an optional message.
6. In the Expiration field - It is read-only field, the value time for the link to stop working will be populated by default based on the time we are planning for transaction. The default expiration time for the link is one day.
7. To let users download the original asset along with the renditions, select Allow download of original file. By default, users can only download the renditions of the asset that you share as a link.

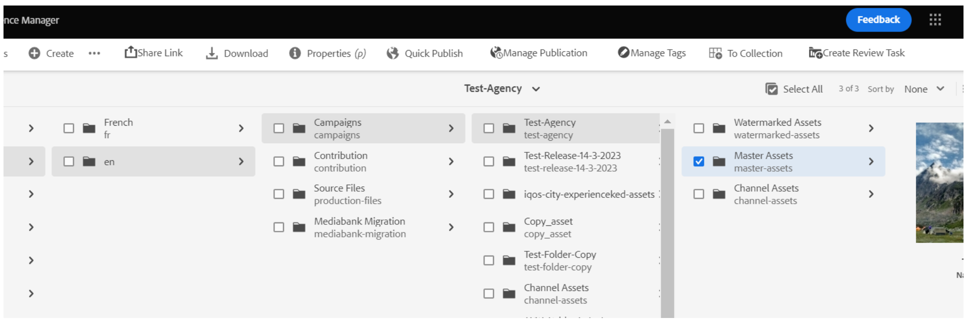
8. Click Share. A message confirms that the link is shared with the users via an email.

9. To view the shared asset, click the link in the email that is sent to the user.

10. To download the shared asset, click Select from the toolbar, click the asset, and then click Download from the toolbar.

Sharing the Assets through Direct Folders without adding to Collections:

1. Go to the Campaign Folder and select the folder



2. From the toolbar, click the **Share Link** . The link that will be created after clicking Share is displayed in advance in the Share Link field. The link is not yet created till you click **Submit**.

3. For remaining process follow the steps from 3 to 10 points from above

Design Logic

Component .xml:

apps/dam/gui/coral/components/admin/adhocassetshare/clientlibs/adhocassetshare: Component Overlay'd and customized for asset sharing to PMI, PMI Contracted ID's only.

apps/dam/gui/content/assets/.content.xml: XML updated to add new groups.

M

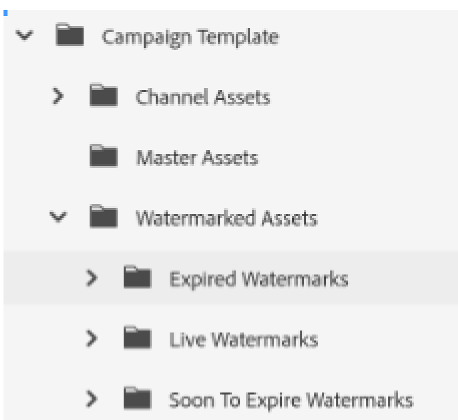
Feature 7: MCS-182,MCS1-189 Automatic Publishing of Expiring/Expired Asset Watermark

Requirement:

Currently within Brand Portal today, assets that are currently licensed have watermarked previews published to Brand Portal and are visible to market users, so they can understand what assets are available for the currently live global campaigns. Today, there is no convenient way for market users to understand if the assets they are browsing are going to be expiring and unavailable soon. Additionally, once assets have expired, they are unpublished from the Brand Portal by DAM librarians. This results in a view in Brand Portal where if a market user comes to the portal after a campaign has expired, they will see nothing and get confused.

In order to improve the browsing experience for market users, we would like apply a different watermark 6 months before the expiry of an asset, which clearly shows the asset is expiring. Once the asset actually expires, we want to move the expired asset into an "Archived Assets" folder on Author Portal and Brand Portal, and publish an expired watermark to Brand Portal for it. In order for this to work, the DAM should take over more automatic management of the publish status of asset watermarks, compared to today, where the librarians publish and unpublish watermarks to Brand Portal.

The proposed folder structure in the DAM for these watermarked assets is as such:



With a path structure of:

pmi/consumer/oc/en/campaigns/campaign-name

pmi/consumer/oc/en/campaigns/campaign-name/watermarked-assets

pmi/consumer/oc/en/campaigns/campaign-name/watermarked-assets/live-watermarks

pmi/consumer/oc/en/campaigns/campaign-name/watermarked-assets/soon-to-expire-watermarks pmi/consumer/oc/en/campaigns/campaign-name/watermarked-assets/expired-watermarks

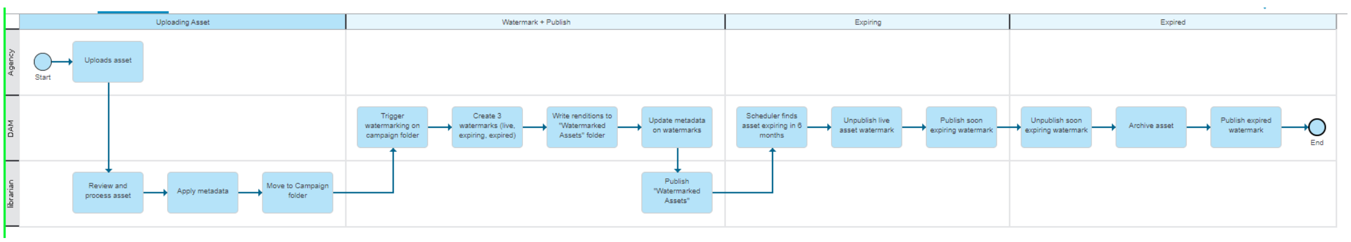
pmi/archived-assets/consumer/oc/en/campaigns/campaign-name

Original Asset = brand_campaign_product_freetext_channel_en-oc.png

Live Watermark = brand_campaign_product_freetext_channel_en-oc_watermarked.jpg

Soon to Expire = brand_campaign_product_freetext_channel_en-oc_expiring-watermarked.jpg

Expired Watermark = brand_campaign_product_freetext_channel_en-oc_expired-watermarked.jpg



MCS1-182: https://jira.app.pconnect.biz/browse/MCS1-182

Requirement

As a DAM user, I would like to see a specific watermark on expired assets which shows me visually that the asset is expired, so that I understand I cannot use the asset.

An asset is considered expired when it's Inhibit Date is met or in the past.

When an asset is expired, we should update it's watermark image to a different "Expired" watermark, and publish that to Brand Portal.

For details on the general flow of the feature, please check https://jira.app.pconnect.biz/browse/MCS1-65

Implementation Approach:

As part of implementation we will create a service to get the details of already expired assets. Same service will be used to unpublish the previous watermark and publish the expired watermark.

A configurable scehduler[on/off] will be created to trigger this service.

Technical Design:

-Create a service[pmiexpiredassets] to get the details of already expired assets.
-Unpublish the (live watermarked asssets or expiring soon watermarked assets) using the same service [pmiexpiredassets].
-Publish the (expired watermarked) assets using the same service[pmiexpiredassets].
-Create a configurable scheduler[pmiexpassetsscheduler]to trigger the [pmiexpiredassets] service.
Scheduler will run everyday and should can be switched off as and when required.

MCS1-189: https://jira.app.pconnect.biz/browse/MCS1-189

Requirement

As a DAM user, I would like to see soon to expire assets (6 months until license expiring) in the Brand Portal with a specific "Soon to Expire" watermark, so that I can understand if I can use the asset or request an extension from the toolbox owner.

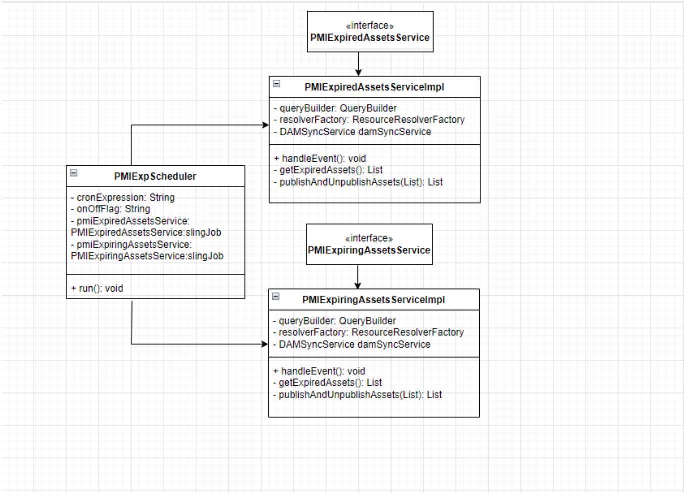
For details on the general flow of the feature, please check https://jira.app.pconnect.biz/browse/MCS1-65

Implementation Plan:

As part of implementation we will create a service to get the details of assets expiring in 6 months. Same service will be used to unpublish the previous watermark and expiring soon watermarked rendition.

The earlier created scheduler will be used to trigger this service. The scheduler will be configurable [on /off] for the expiring soon feature as well.

-Create a service[pmiexpiringsoonassets] to get the details of assets expiring in 6 months.
-Unpublish the (live watermarked asssets) using the same service[pmiexpiringsoonassets].
-Publish the (expiring soon watermarked) assets using the same service[pmiexpiringsoonassets].
-Update the scheduler[pmiexpassetsscheduler]to trigger the [pmiexpiringsoonassets] service.
Scheduler will run everyday.



Note:

-Publish functionality cannot be tested on dev,qa,stage due to non-availability of Brand Portal on the lower environments.

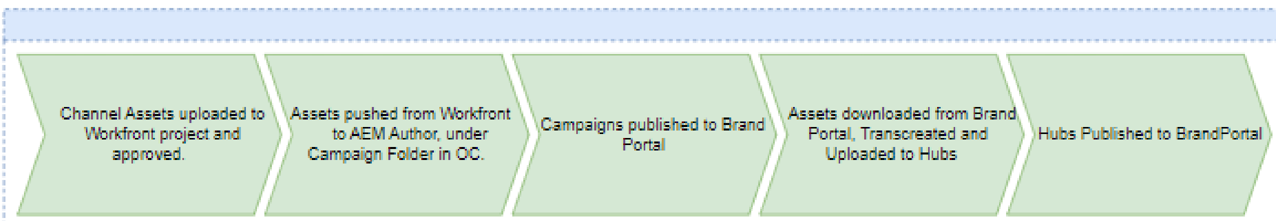
Soumya Hazra Please provide the time to run this scheduler.

Feature 8: EPIC MCS1-371- Reorganise folder structure for market/campaign specific rollout of trans-created assets

Problem statement:

PMI supports multiple languages and as per the current process to share transcreated assets to the various markets will require them to upload the transcreated assets to each and every market.There is no central live copy based repository from where the transcreated assets can be published to all the markets using the same language at one go.

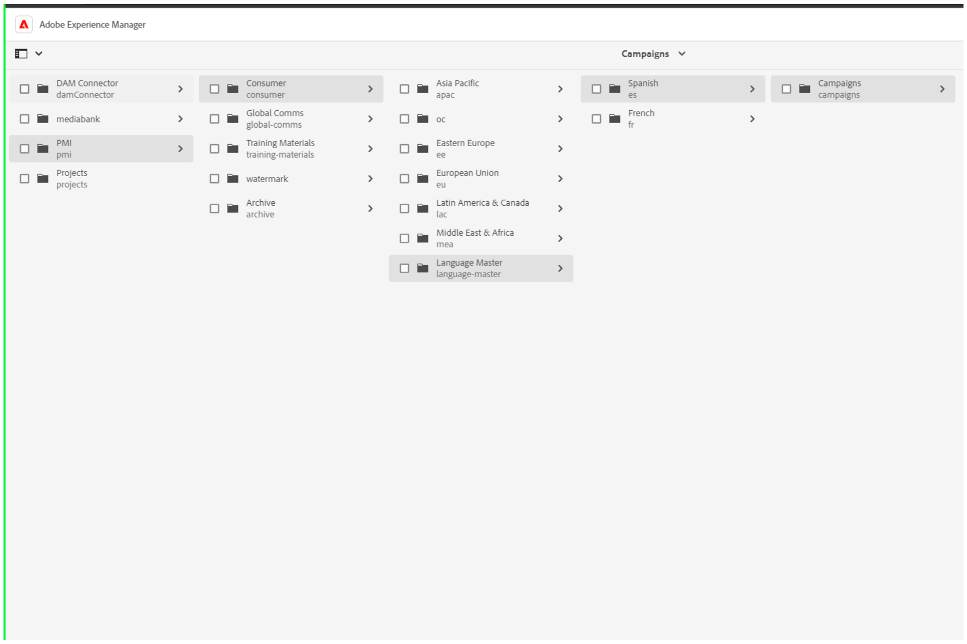
Current Process:



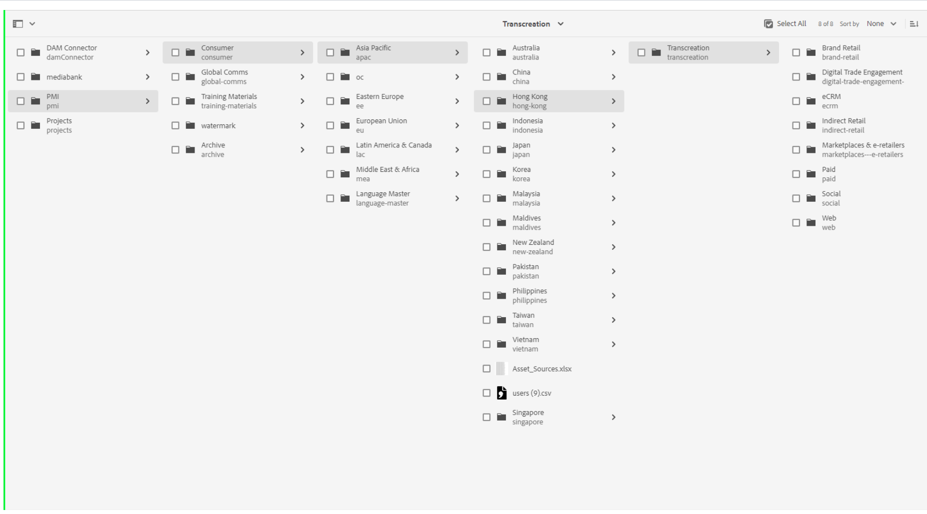
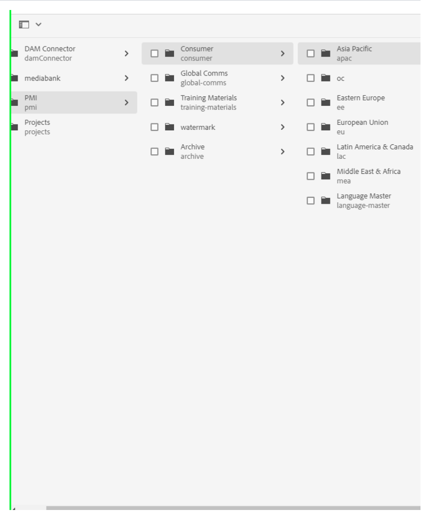
Solution design:

AEM is shipped with Out of the box feature 'MSM for Assets' which allows the users to create copies of the assets and use them on other areas. The changes in the primary copy can be synced easily by rolling them out to the child copy using the rollout feature. We have come up with the propose approach as below:

A new {Language Master} will be created based on the current OC folder structure. Folder Structure for the new {Language Master} will be **[/content/dam/pmi/consumer/{language-master}/{language}]**



Live Copy of the {Language Master} will be copied to the hubs.This will create a relationship between {Language Master} and the hub.

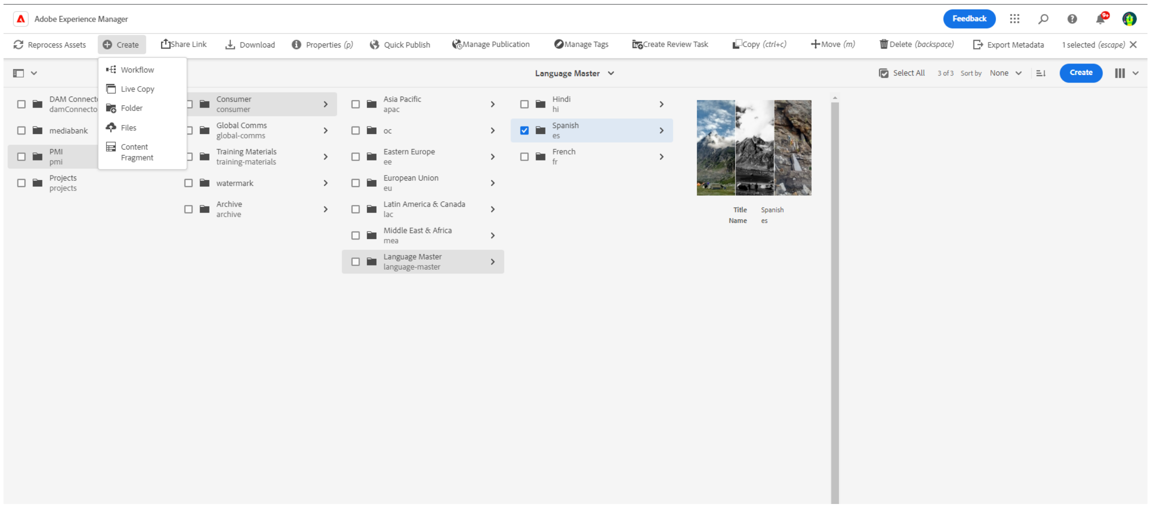
Current:[/content/dam/pmi/consumer/apac/hong-kong/transcreation]	**Proposed 1:[/content/dam/pmi/consumer/{**
	

Same Folder Structure should be updated in Workfront as well. Stephen Badger Can you please add the current/updated WF Folder Structure?

Language Master will consist of all the supported PMI Languages.

In future any new language added to the PMI language list will be added to the {Language Master} folder.

A new Live Copy for the new language will be created and tagged to the required Hubs. To create live copy from one or more source assets or folders, Select the source assets and click Create > Live Copy from toolbar at the top.



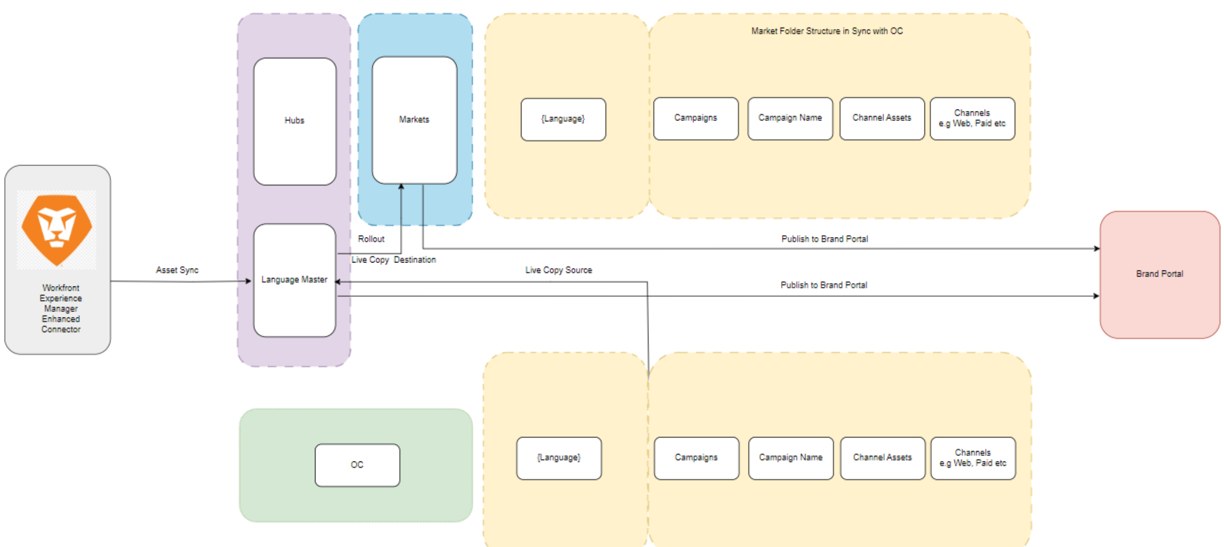
Assets will be uploaded to WF new Folder hierarchy and synced to AEM {Language Master} folder.

Assets under Language master will be published to brand portal for transcreation.

Transcreated Assets will be uploaded to Workfront in the respective Language Master and synced to AEM Assets under Language Masters.

Transcreated Assets will be rolled out to hubs based out ot Languages each hubs support.

Hubs will be published to the Brand Portal.



Current Folder Structure:

Contribution Folder: /content/dam/pmi/consumer/oc/en/contribution

Campaign Folder: /content/dam/pmi/consumer/oc/en/campaigns

Transcreated/Market Folder: /content/dam/pmi/consumer/{hub}/{market-language}/transcreation

Proposed Folder Structure 1:

Language Master: /content/dam/pmi/consumer/{language-master}/{language}/

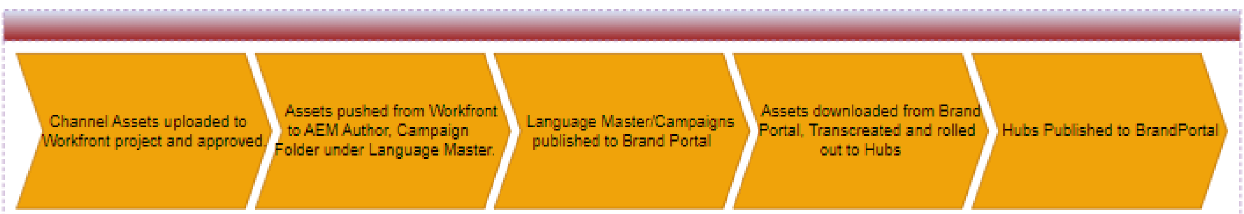
Transcreated/Market Folder: /content/dam/pmi/consumer/{hub}/{market-language}/

Proposed Folder Structure 2:

Language Master: /content/dam/pmi/consumer/{language-master}/{language}/

Transcreated/Market Folder: /content/dam/pmi/consumer/apac/singapore/campaigns/{campaign}/{channel}/{language}

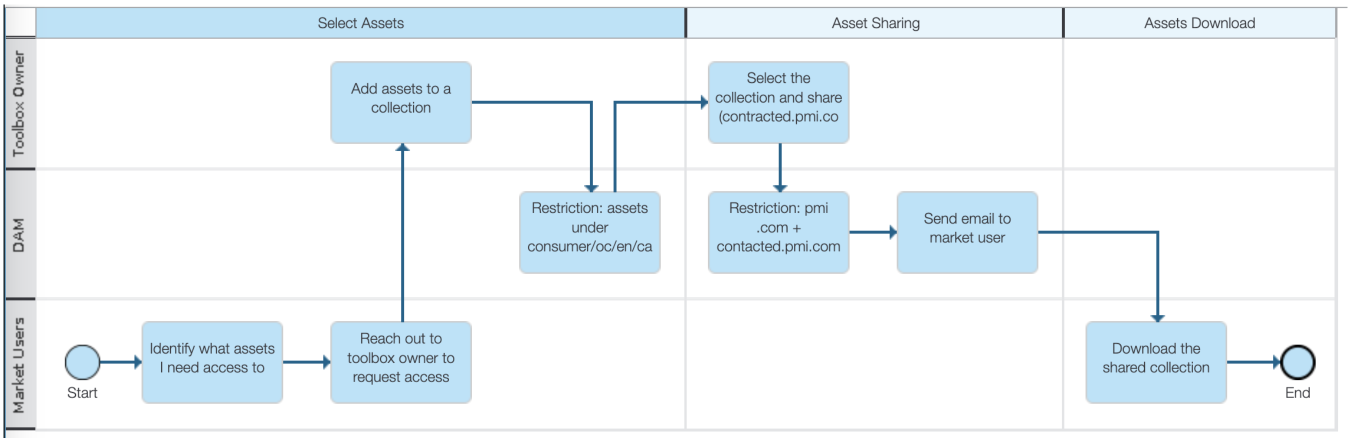
Updated Flow:



Feature 9: Transcreated Asset Sharing Proposal

Problem Statement

Toolbox owner or librarian will create a link in Author to the editable source assets or folder that the market need for transcreation. The links (valid for 24 hours) are sent to the market so that they are able to download any files and share them with their local agency.



There is currently no Workfront process for non-CDT markets to transcreate campaigns; the users do not currently have access to Workfront.

There is currently no process for bringing these new files back into the system.

These non-CDT markets/channels do not currently have access to the DAM in order to re-upload the files themselves

Questions

Is there a link to the link sharing documentation?

How do the local markets work with these files and where do they currently store them?

Potential solutions

1) Upload via Brand Portal (not recommended)

The original intent behind Brand Portal was to provide agencies with the ability to push assets back into the DAM without needing to log in. This same functionality could be used for non-CDT markets to push assets back into the DAM.

Activities required:

granting upload permissions to each Market user

Limitations:

Known upload limit: 2Gb

Known processing limit: 100Gb across Brand Portal

PMI are trying to move away from this functionality

We would not recommend this approach as PMI are trying to move away from using Brand Portal and the upload processes it uses.

2) Granting Market users access to DAM to upload directly (not recommended)

The DAM could be configured to allow users access to the Transcreation folder within their Market, with upload permissions enabled.

Activities required:

Creation of groups and users for each non-CDT market

Addition of users/groups to the correct transcreation folder within each market

Limitations:

As users change, new users would need to be set up. This would need to be managed by either the DAM or Librarian team

Changes to the Markets would require updates to the security model

This is not a recommended approach as there would be a lot of maintenance work needed ensuring the users are granted access to the DAM folders. There can be a high turnover on the account managers and it would need someone to be able to enable/disable access to users as their roles changed within PMI to ensure the correct people maintained access to the Transcreation folders. this would also require additional DAM licenses to be purchased to account for the additional users on the platform.

3) Use Workfront for requests and uploads (recommended)

Currently users need to reach out to the Toolbox owners in order to gain access to the files required by the Market for the transcreation process (as detailed for the link sharing). This could be moved into Workfront as a request that follows the same process as CDT related requests, but go directly to the Toolbox owner. This process could then include a subtask that allows the final assets to be re-uploaded into the DAM via Workfront in the same way. This would be the long-term suggestion, but would require business change and additional workfront processes to be undertaken. How the Transcreation RFP will affect this is TBD

Activities required for short-term solution:

Additional fields adding to the request form to identify which Market and Campaign the assets need to be uploaded into:

Market

Campaign

Limitations:

This would add extra workload on the Librarian team until the non-CDT markets have a Workfront process creating that allows them to request transcreation in a similar way to the CDT process.

The short term recommendation would be to allow the Markets to create a BAU ticket for the Librarian team and attach any assets that need to be uploaded. The Librarian team would then be able to move these assets into the correct Market/Channel/Campaign folder for the markets and initiate the publication to Brand Portal/ASC.

Long Term recommendation

The longer term recommendation would be to create a detailed Workfront process that mirrors the CDT process

Feature: Global Toolbox Standardization

Problem Statement

In order to get consistent metrics across the whole of PMI's eco-system and a consistent taxonomy, PMI need to standardise how global toolboxes are referenced, as well as the assets within those toolboxes. Currently today naming is decided in a non-consistent way by toolbox owners and is manually implemented within MWM by librarians. As a process, we introduced that toolbox creation had to be requested by emailing MWM.ProjectTeam@pmi.com which is serviced by librarians. The librarian team will check the request against a PMI stakeholder (such as the head of DAM) to confirm the naming of the toolbox, as well as a short code to be used in asset names and folder paths. Once this is confirmed, the librarian team will copy a campaign template folder and a contribution template folder in MWM Author Portal under the pmi/consumer/oc/en/campaigns and pmi/consumer/oc/en/contribution folders. Additionally, the librarians will add a tag under the tag path pmi/consumer/specific-campaign.

Toolbox Naming

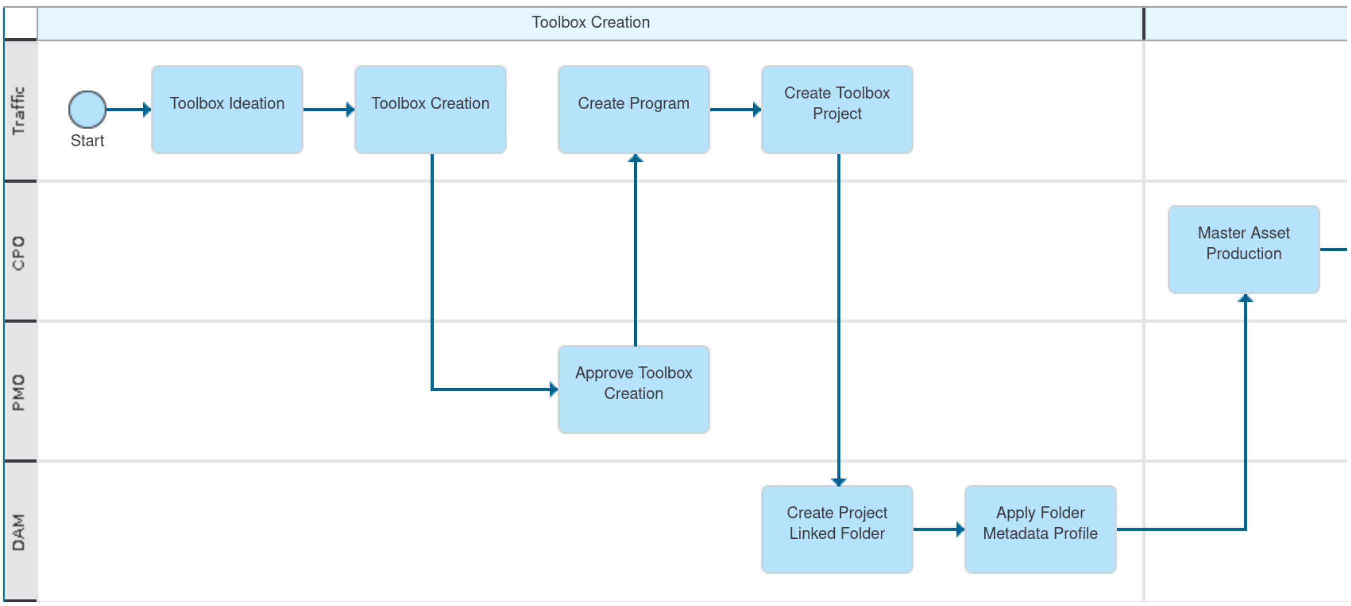
For toolbox naming, there are two elements to decide:

- Toolbox Full Name - A visual user facing name which described the toolbox. There is currently a set of rules involved in this naming:
  - Occasion - This prefix is added if the toolbox is event specific, such as Valentine's Day, Spring Break etc. Example: Occasion Valentine's Day (2023)
  - Brand Product <ProductVariant> <LE> - This form is used for product toolboxes. LE is added to denote "Limited Edition" Example: IQOS ILUMA Bright LE (2023)
  - Year - This suffix is added to all toolbox names, as toolboxes will get refreshed periodically, such as a product toolbox getting reworked every year, creating new toolbox folders.
- Toolbox Short Code - A shortened code representing the toolbox. This is typically 5 - 7 characters long and is used as path of the folder path and within asset filenames. Asset filenames have downstream restrictions of **127** characters total filename length, hence this code is typically 5 - 7 characters long. The short code is in all capitals and follows the following rules:
  - O - This prefix is added if the toolbox is event specific, such as Valentine's Day, Spring Break etc. Example: OVD23
  - Brand Product ProductVariant <LE> - This form is used for product toolboxes. LE is added to denote "Limited Edition" Example: IBRLE23

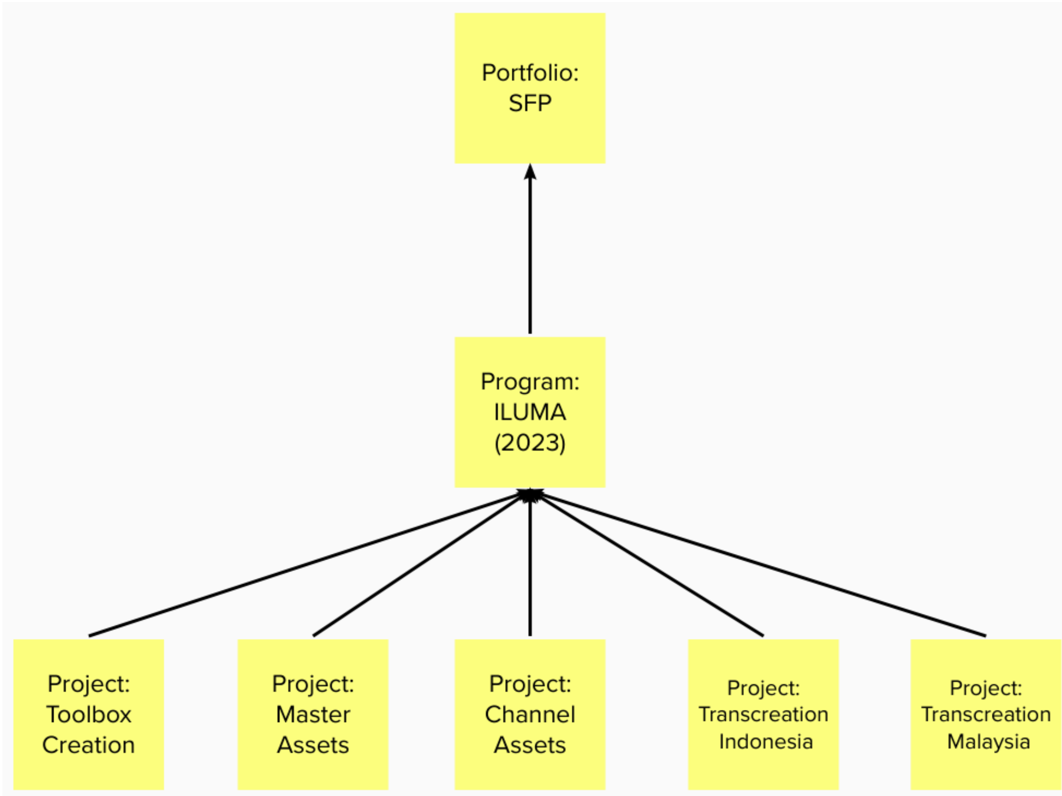
Year - This suffix is added to all toolbox names, as toolboxes will get refreshed periodically, such as a product toolbox getting reworked every year, creating new toolbox folders. In short code, this is a two character year, i.e 23 for 2023.

Solution Proposal

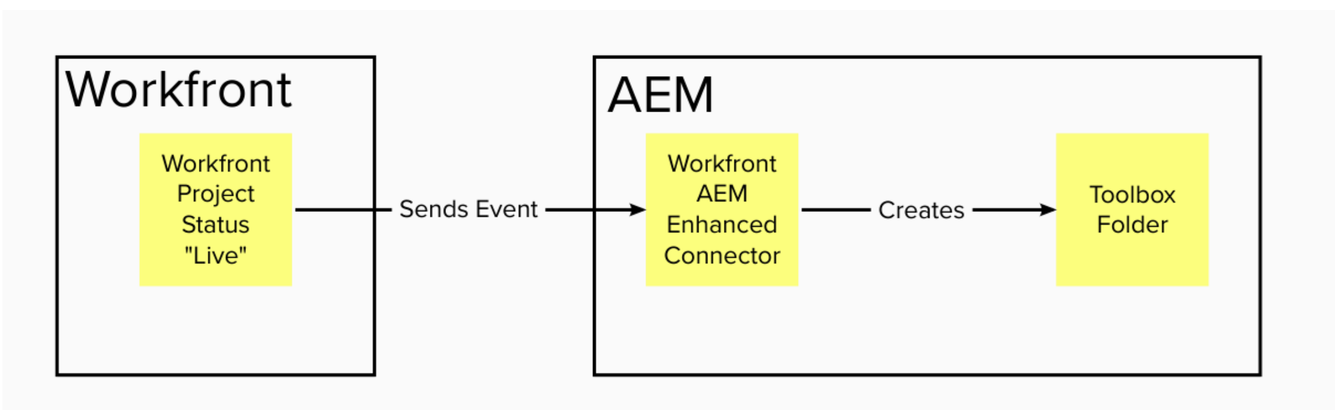
Within the current PMI eco-system, we propose the following flow:



The plan is to introduce a new model within Workfront for Portfolios, Programs and Projects:



Once PMI has decided to create a new toolbox, a new Program is introduced within Workfront to cover all projects related to that toolbox. This provides the option for toolbox wide reporting and permissions within Workfront. A project is introduced for the creation of toolbox supporting elements, which will trigger an event to the Workfront - AEM Enhanced Connector. This event can then use the "Create Linked Folder" functionality to create the necessary Campaign folder structure under pmi/consumer/oc /en.



Folder Metadata

In order to improve upon the quality of metadata on assets under campaigns, we will introduce a folder metadata schema so that all assets under a given campaign folder will automatically inherit the following information in a standard way:

pmi:toolboxName - This value will be the full toolbox name, such as "Pay Later (2022)".

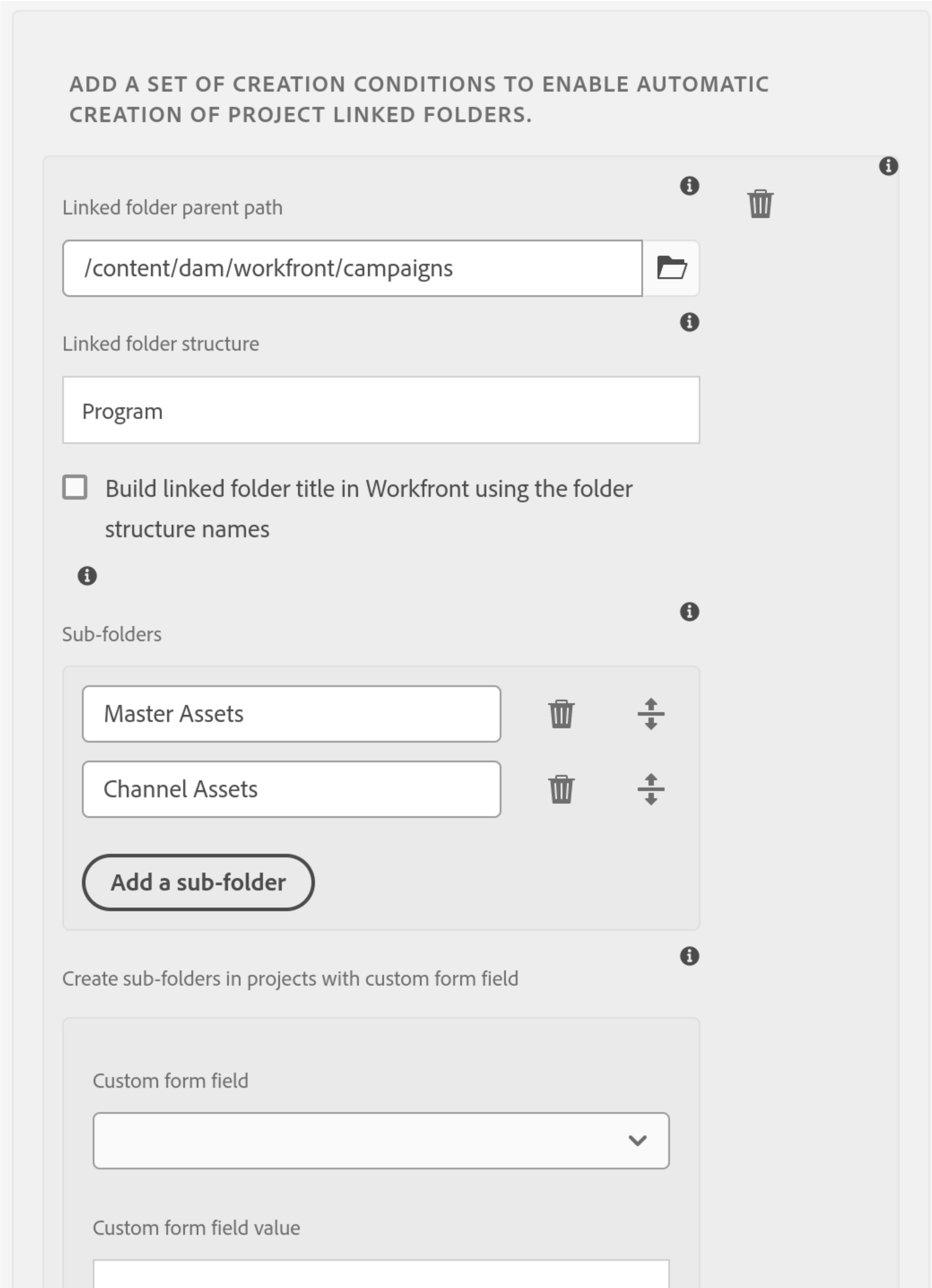
pmi:toolboxCode - This value will be the standardized toolbox short code, such as "PL22".

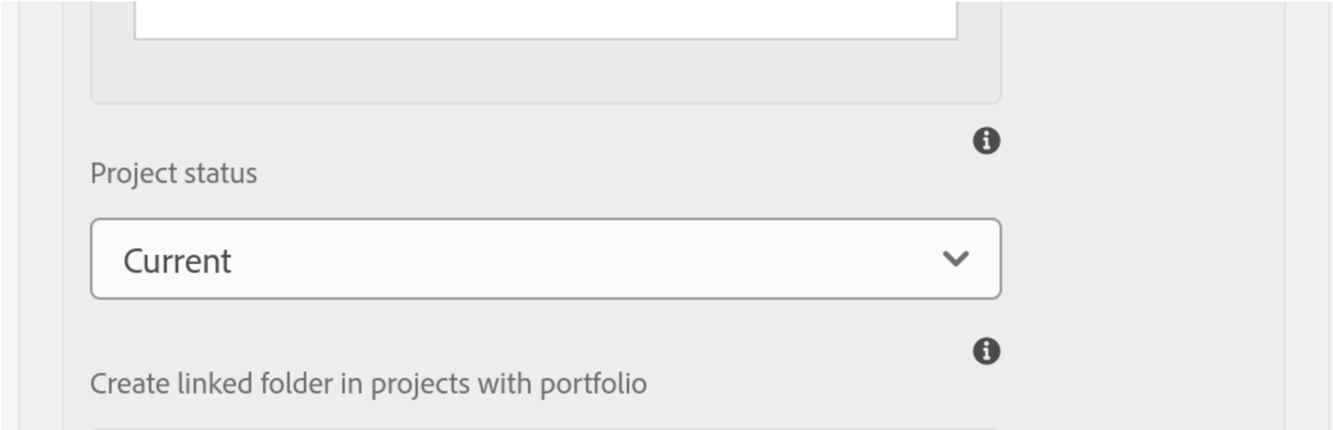
pmi:toolboxOwner - This is the email address of the toolbox owner within PMI, so can be contacted regarding access issues, possible renewal of assets etc. The toolbox owner is the responsible party within PMI for approvals where necessary.

AEM Workfront Enhanced Connector

The AEM Workfront Enhanced Connector has a feature called "linked folders" which allows for the creation of folder structures based upon events received from Workfront, such as the creation of projects or the changing state of projects.

In our proposed solution, we will use this functionality in order to create the campaign folder based upon a "Create Global Toolbox" project created in Workfront. After creating the project, the above metadata will be set on the project and then the project will be set to current. This will raise an event which will create the defined folder structure, and the metadata will be synced onto the campaign level folder. Here is an example of the configuration that creates the linked folder:


ADD A SET OF CREATION CONDITIONS TO ENABLE AUTOMATIC CREATION OF PROJECT LINKED FOLDERS.
Linked folder parent path
/content/dam/workfront/campaigns
Linked folder structure
Program
Build linked folder title in Workfront using the folder structure names
Sub-folders
Master Assets
Channel Assets
Add a sub-folder
Create sub-folders in projects with custom form field
Custom form field
Custom form field value



Metadata Propagation

With toolbox metadata defined on the campaign folder level, we are able to simplify the metadata requirements of assets by propagating values down from the campaign folder to the assets within any of the sub-folders. The Workfront AEM Enhanced Connector provides some DAM workflow actions to perform metadata synchronisation. However, these actions are not appropriate for PMI's use-case, as they are designed for simpler folder structures, where assets are not nested under sub-folders. As such, a custom DAM workflow action will need to be written and configured to propagate metadata down onto the asset. The process for finding metadata to sync would be:

1. Read the full asset path: /content/dam/pmi/consumer/oc/en/campaigns/PL22/channel-assets/web/Asset_1.jpg
2. Lookup folder metadata for child named under configurated prefix.
    a. Prefix is /content/dam/pmi/consumer/oc/en/campaigns
    b. Child folder is PL22
3. Write metadata from the folder metadata schema onto asset metadata:
    a. Write jcr:content/metadata/pmi:toolboxOwner onto jcr:content/metadata/pmi:toolboxOwner on Asset_1.jpg
    b. Write jcr:content/metadata/pmi:toolboxName onto jcr:content/metadata/pmi:toolboxName on Asset_1.jpg
    c. Write jcr:content/metadata/pmi:toolboxCode onto jcr:content/metadata/pmi:toolboxCode on Asset_1.jpg

Long Term Solution + Adobe Roadmap

The solution designed above depends upon functionality within the AEM Workfront Enhanced Connector, most notably the linked project folder creation functionality. Within this space, Adobe plans to replace the AEM Workfront Enhanced Connector for AEM on Cloud solutions. As PMI is on AEM on Cloud, it would be the recommendation to transition off the AEM Workfront Enhanced Connector, onto the replacement, known as the AEM Workfront Cloud Native Connector. This connector will be bundled within AEM on Cloud, instead of being provided as a separate package to install. The cloud native connector does not plan to reach feature parity with the enhanced connector. Most significantly here is that linked project folder creation will not be implemented in the cloud native connector according to Adobe's product roadmap, at this time.

As such, the long term recommendation would be to adopt Workfront Fusion, an automation engine for Workfront which provides integrations with many other systems, such as AEM. Workfront Fusion executes workflows based upon Workfront events, such as project creation or project status changes. As such, we would replace the linked project folder creation in the enhanced connector with a Workfront Fusion workflow, which would create the necessary campaign folders, then apply the metadata described in this page onto the campaign folder it has created. This will produce the same result as the solution proposed above.

In addition, Workfront Fusion will permit a number of further integration and automation points within MWM, driven by Workfront events. For example, assets uploaded to Workfront as part of asset creation projects can be automatically renamed to match the global asset naming convention, assets within the MWM DAM can have their usage rights updated as a result of Workfront projects designed to extend asset lifetimes etc.

Feature: Mail Server Setup

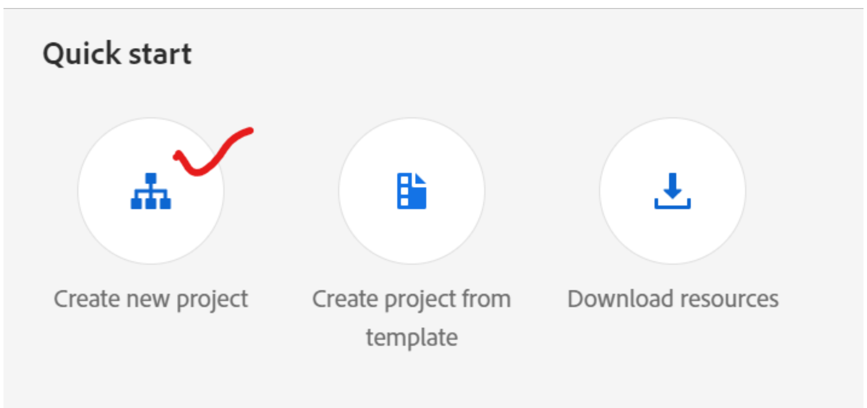
As part of CI/CD, there might be a situation where there will be a need to spin new Dev instance. At PMI, initially we have Dev, Stage and Prod instances and later as per the project needs three new Dev instances brought up, namely Dev1, Dev2 and QA, which are created under UK region. For reference, Dev, Stage and Prod are created in Netherlands, Europe region.

When the later Dev instances are created, the Mail Servers are not configured, and no emails are received while testing the application. In search of the solution, we did create an Adobe Support ticket (E-000847576), and they have provided us with a reference that talks about setting up/enabling the SMTP port on the new Dev instances.

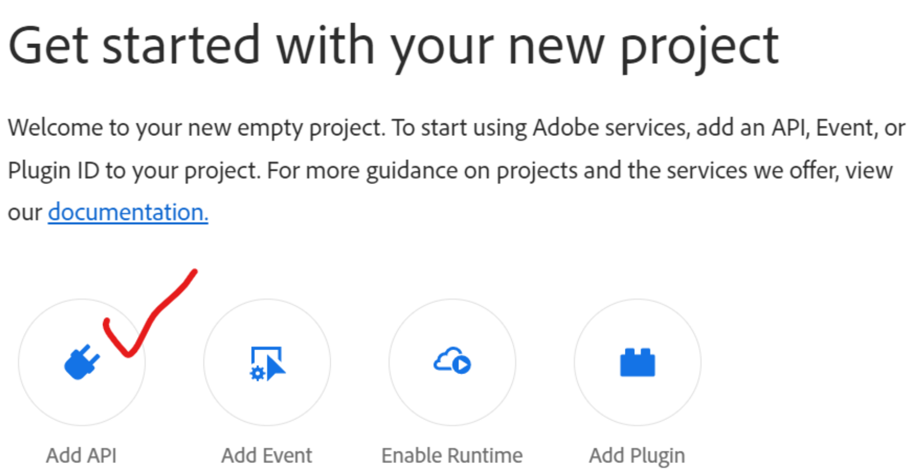
Setting up the SMTP port:

Step 1: Get access to the Adobe Developer Console https://developer.adobe.com/console/

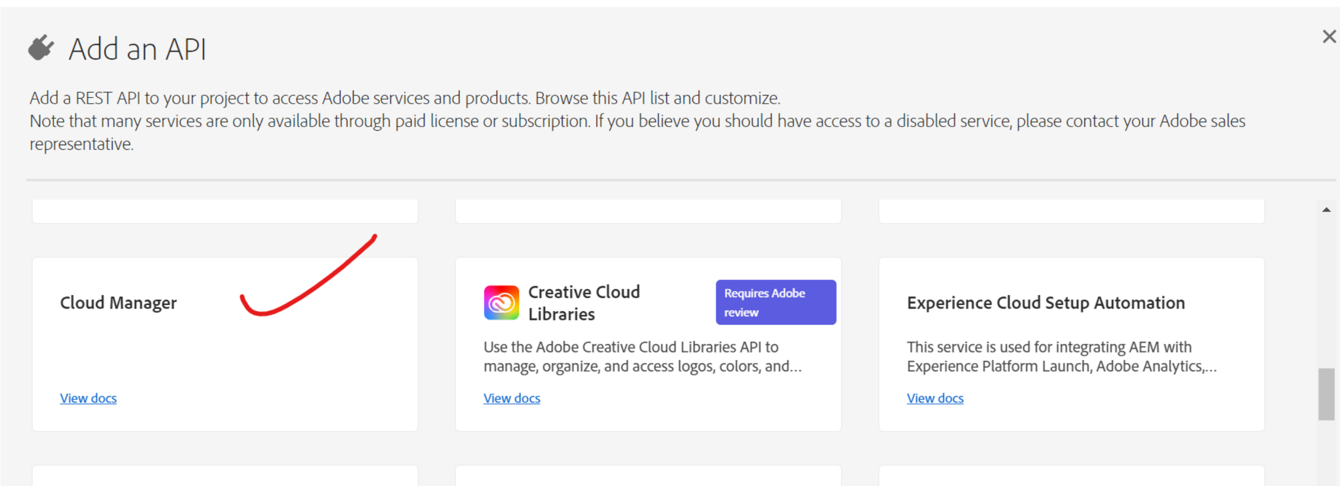
Step 2: Once access is available, "Create New Project"



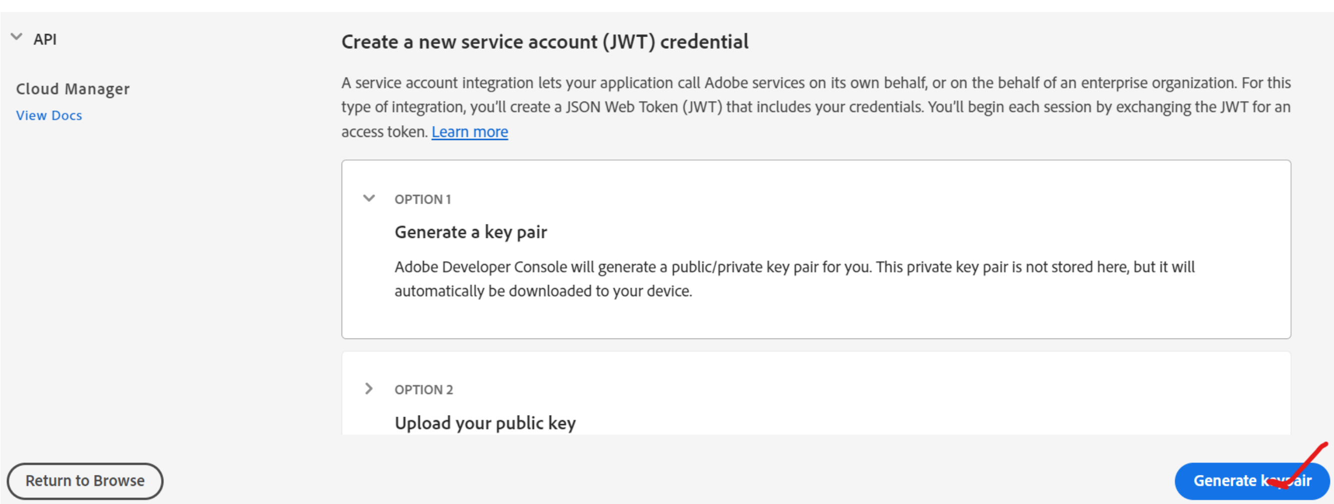
Step 3: After project is created then click on "Add API"



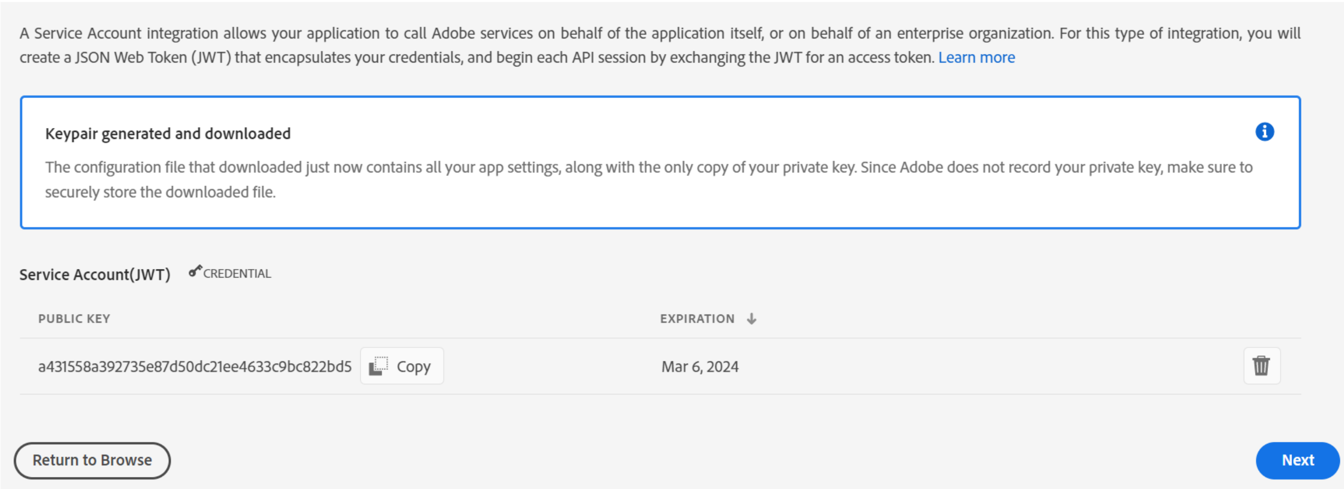
Step 4: From the available options select "Cloud Manager"



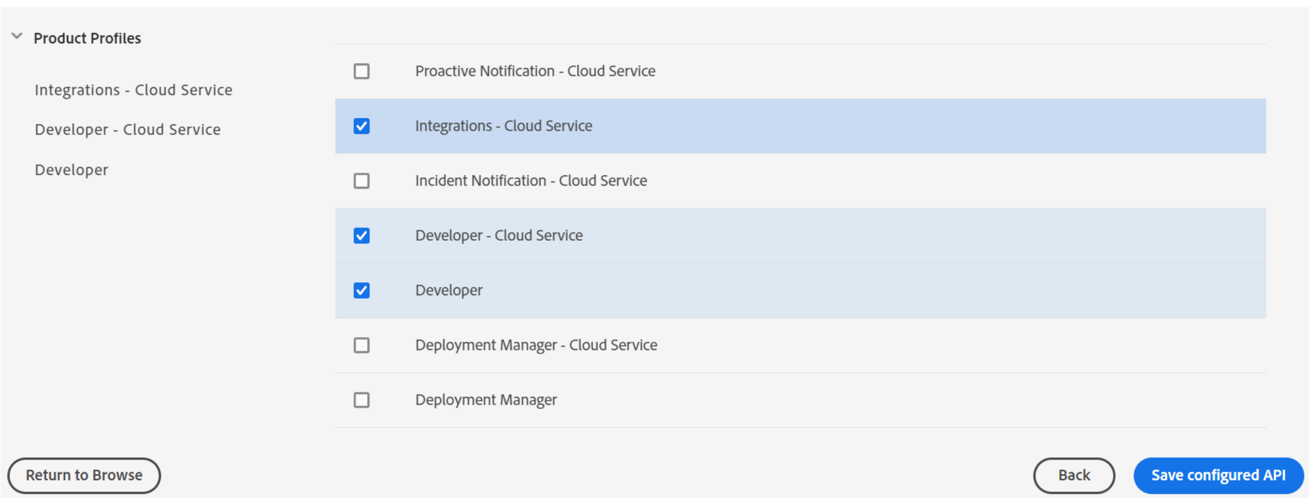
Step 5: On the next page, click on the "Generate keypair", a "config.zip" file will be downloaded.



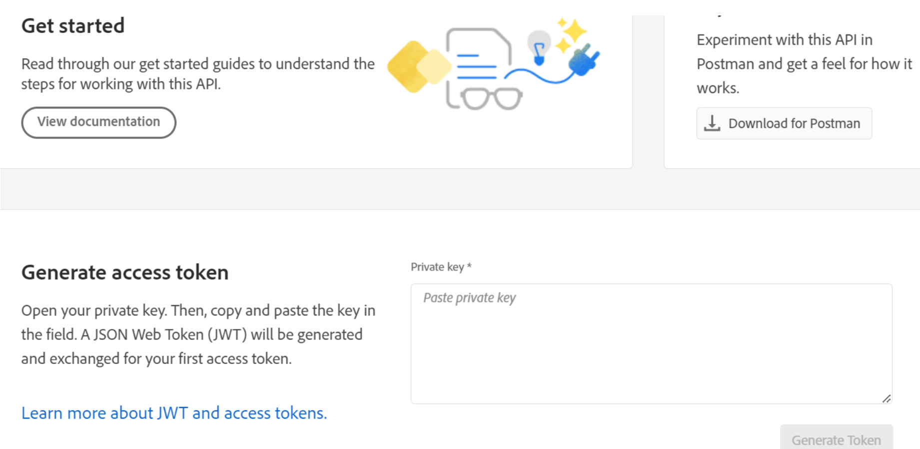
Step 6: On the next page, a public key will be displayed. Click on "Next"



Step 7: Select relevant Product Profile along with "Developer, Developer - Cloud Service, Integrations - Cloud Service" as required profiles. Click on the "Save Configured API"



Step 8: On the below page, generate access token (time based, can be generated multiple times) from the private key that was downloaded in Step 6. Use this access token in the Postman for authentication. On the same screen, when you scroll down the credentials will be shown.



Step 9: Install Node latest version, once installed, open command prompt and run "node --version"

Step 10: Install aio-cli, "

npm install -g @adobe/aio-cli

"

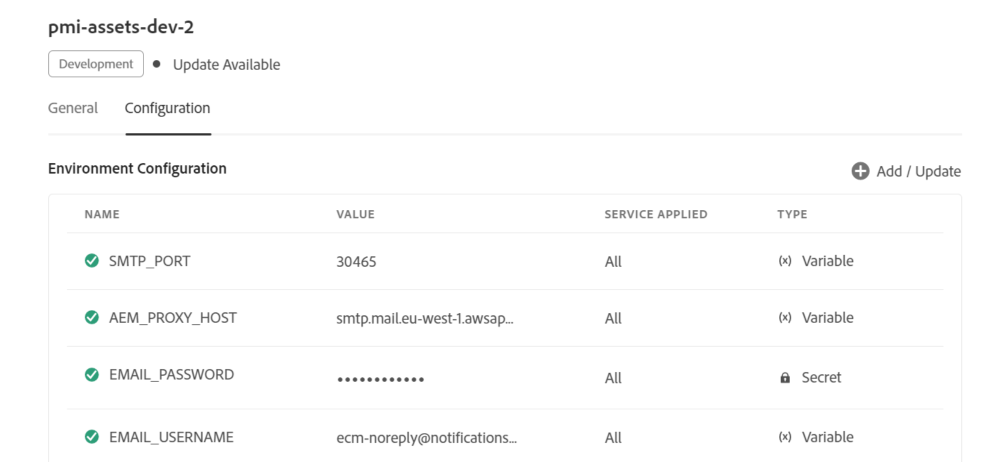
Step 11: Follow the github link to install aio-cli-plugin-cloudmanager

adobe/aio-cli-plugin-cloudmanager: Cloud Manager plugin for the Adobe I/O CLI (github.com)

Step 12: Once step 11 is completed, run the below command to set the environment variables.

aio cloudmanager:set-environment-variables --programId=24719 923977 --variable EMAIL_USERNAME "ecm-noreply@notifications.pmi.com" --secret EMAIL_PASSWORD "vZt2mKS#:gQ7x{gn" --variable SMTP_PORT "30465" --variable AEM_PROXY_HOST "smtp.mail.eu-west-1.awsapps.com"

Step 13: For verification, open cloud manager and click on environments and select the environment where the variables are created.



Step 14: Download Postman.

Step 15: Import the attached collection in Postman

Step 16: Enable Advance Networking by executing the below api in Postman (PUT request)

https://cloudmanager.adobe.io/api/program/{programId}/environment/{environmentId}
/advancedNetworking

Step 17: Verify Step 16 by changing the PUT to GET.

Step 18: Create Network Infrastructure of kind "flexiblePortEngress"

https://cloudmanager.adobe.io/api/program/24719/networkInfrastructures

reuqest :

{ "kind": "flexiblePortEgress", "region": "gbr9" }

region would be region id (gbr9 is UK South)

Feature: Metadata

Topics Covered:-

1. What is Asset Metadata

2. Add or Edit Assets metadata

3. Add or Remove fields in Metadata Schema

4. What is Metadata Schema

5. PMI Consumer Tab details

6. PMI Rights Management tab details

7. Add or delete a tab in the schema form

8. Delete metadata schema forms

9. Grant access to metadata schemas

10. Apply folder-specific metadata

What is Asset Metadata?

Metadata is additional information about the asset that can be searched. It is added to assets and in Experience Manager, it is processed when you upload an asset. We can edit the existing metadata, and add new metadata properties to existing fields. Organizations need controlled and reliable metadata vocabularies. Hence Experience Manager Assets does not allow for on-demand adding of new metadata properties. Only administrators and developers can add new properties or fields that hold metadata. Users can populate the existing fields with metadata.

Add or Edit Asset metadata:

To edit the metadata of an asset in the Assets user interface, follow one of these steps:

From the Assets interface, select the asset and click **View Properties** from the toolbar.

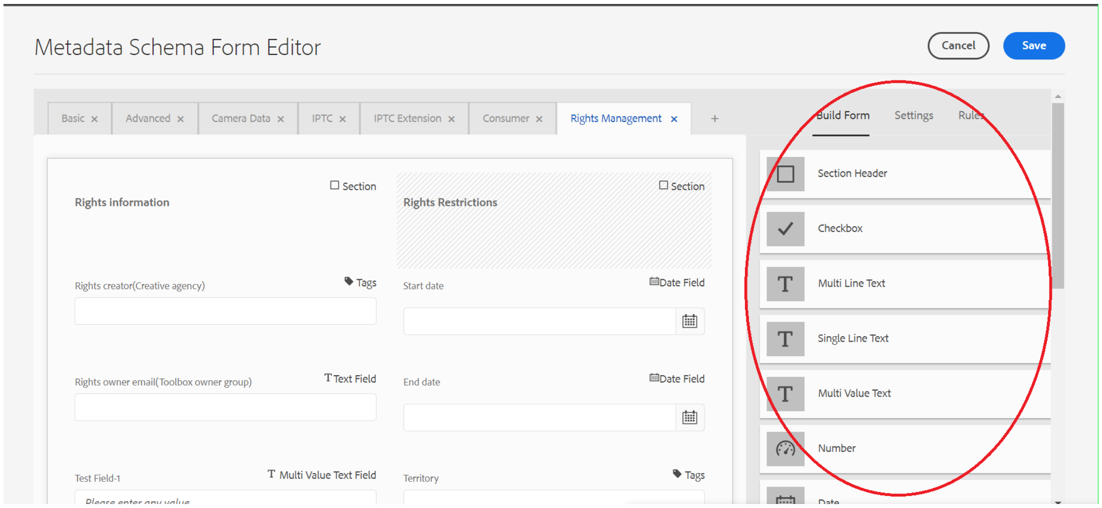
From the asset thumbnail, select the **View Properties** quick action.

From the asset page, click **View Properties** from the toolbar.

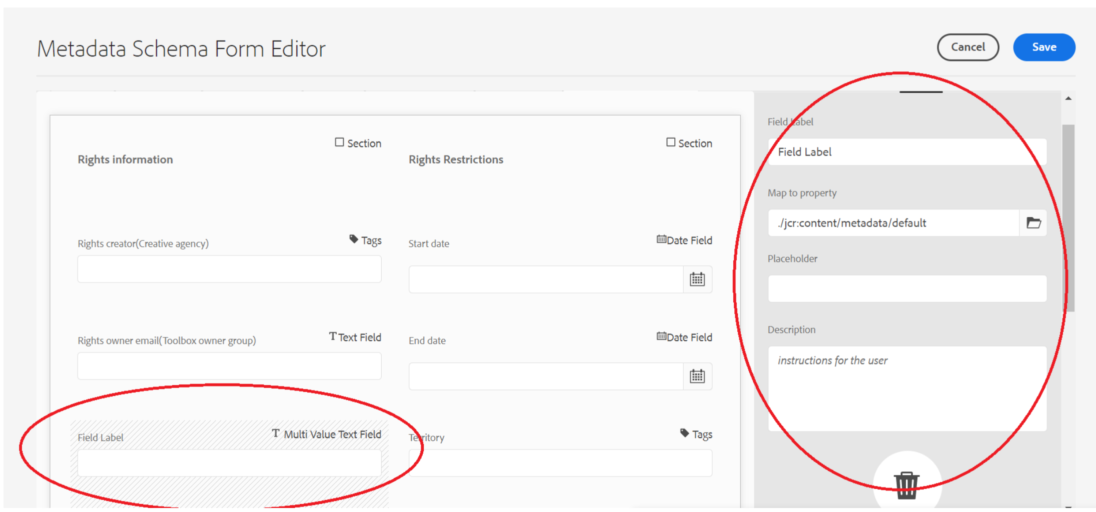
Add or Remove fields in Metadata Schema:-

Assets --> Metadata Schema --> Consumer (Metadata Schema Forms) --> Rights Management Tab

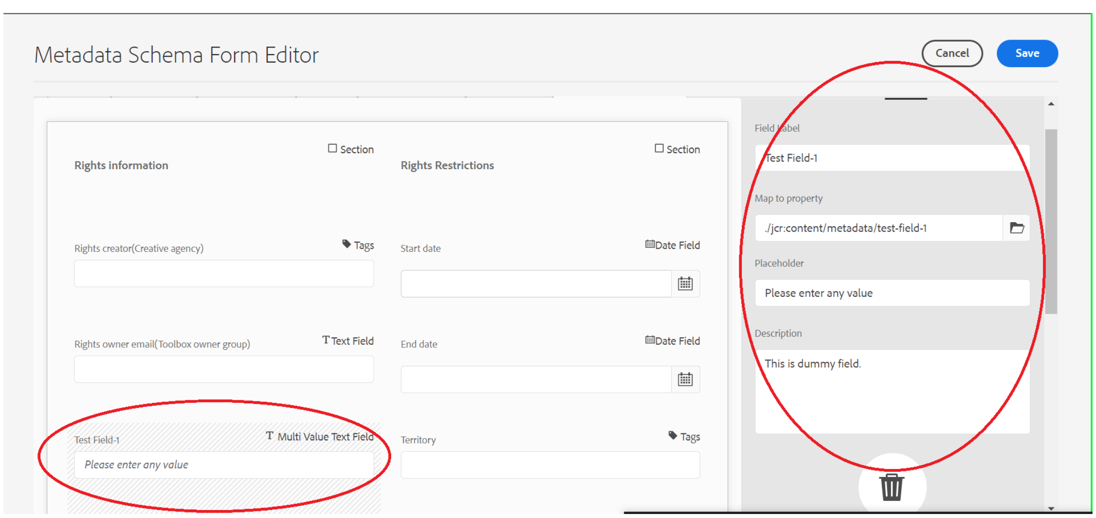
1. For adding a new field in the Metadata Schema, Click on the **Build Form** option then select any field and drag and drop it onto the tab.



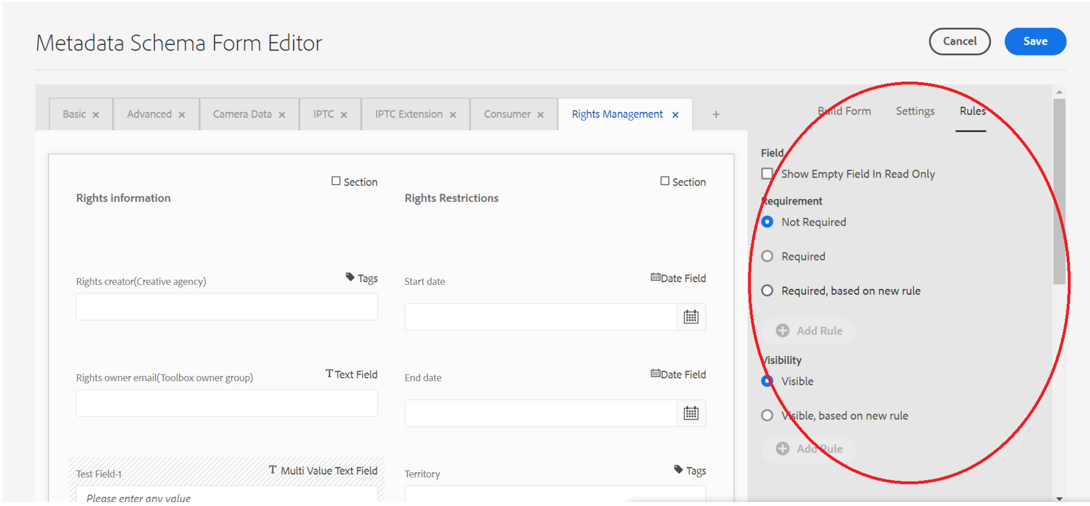
2. After drag and drop we need to click on **settings**



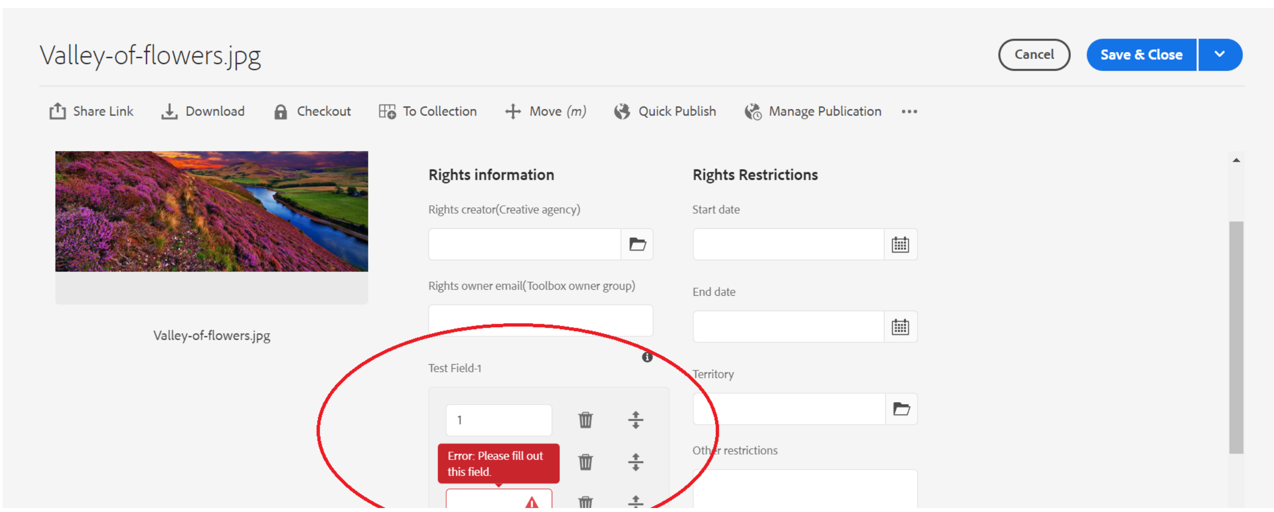
3. Author all the field required details.



4. Add rules as per the field requirement



5. Make edits to the metadata under the various tabs, click **Save** from the toolbar to save your changes. Check the updated field by opening any asset metadata by clicking on the asset properties.



We can select multiple Assets and edit the metadata properties.

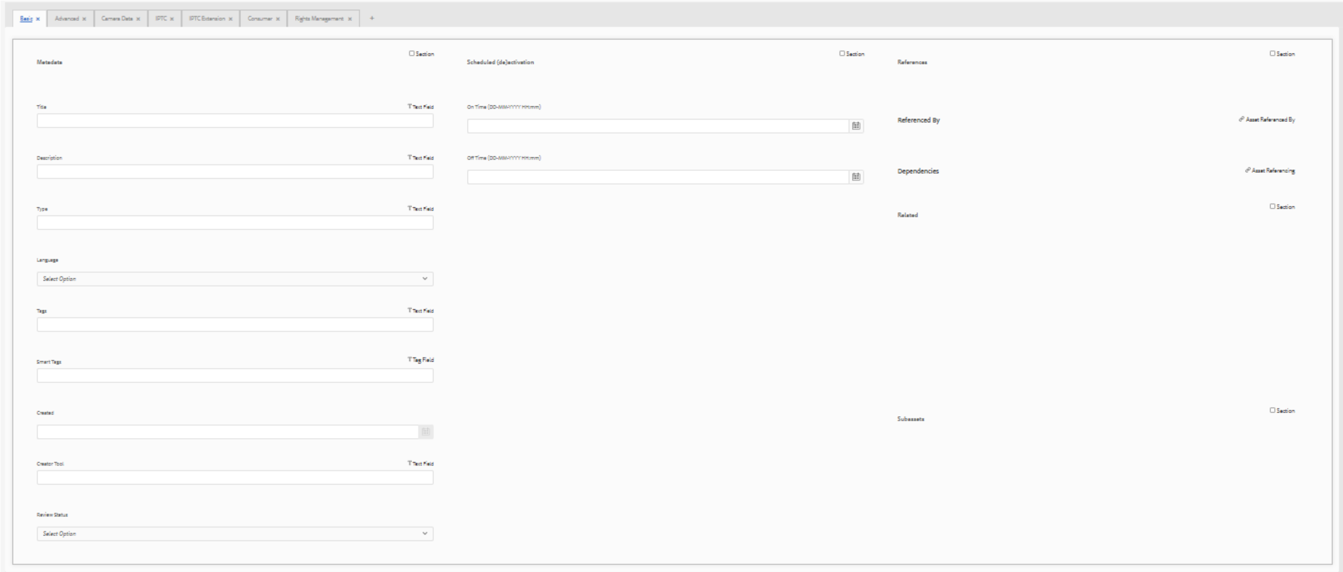
What is Metadata Schema?

In Experience Manager Assets, a metadata schema defines the layout of the properties page and the metadata properties displayed for assets that use the particular schema. Metadata properties include titles, descriptions, MIME types, tags, and so on. You can use the Metadata Schema Forms editor to modify existing schemas or add custom metadata schemas.

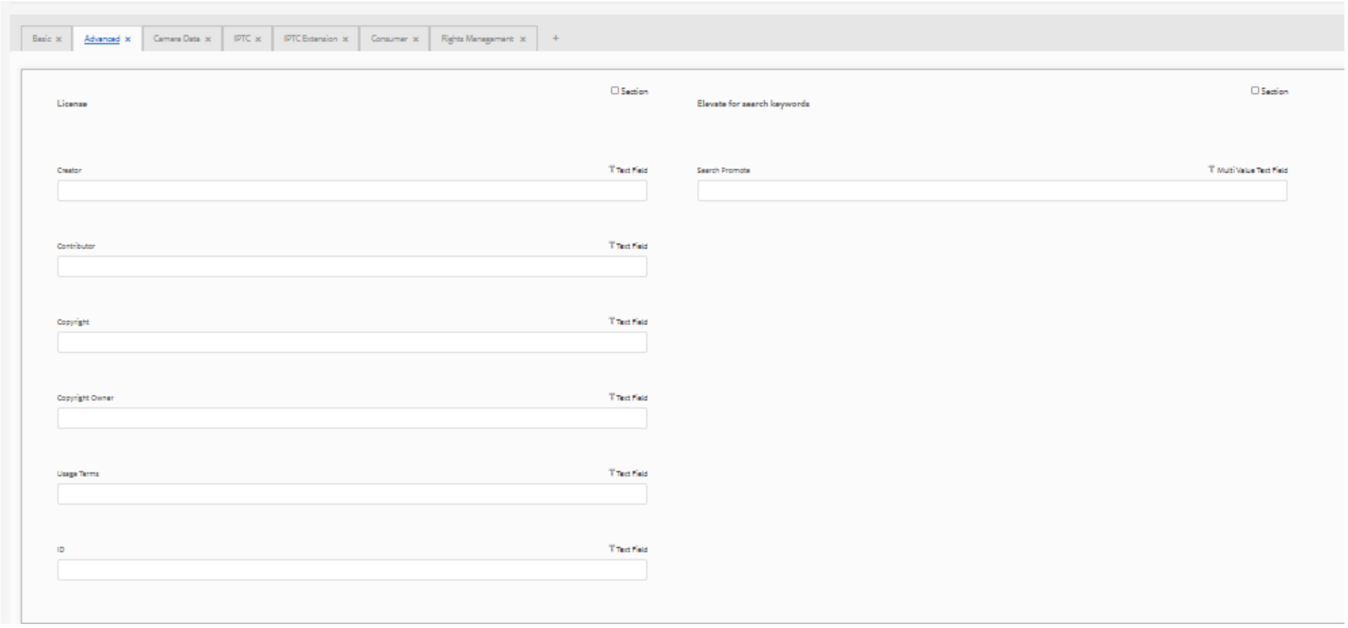
In PMI, we have created a custom metadata schema form called "***consumer***" (Metadata Schema Form). In the consumer Metadata Schema, we have 7 tabs.

List tabs:-

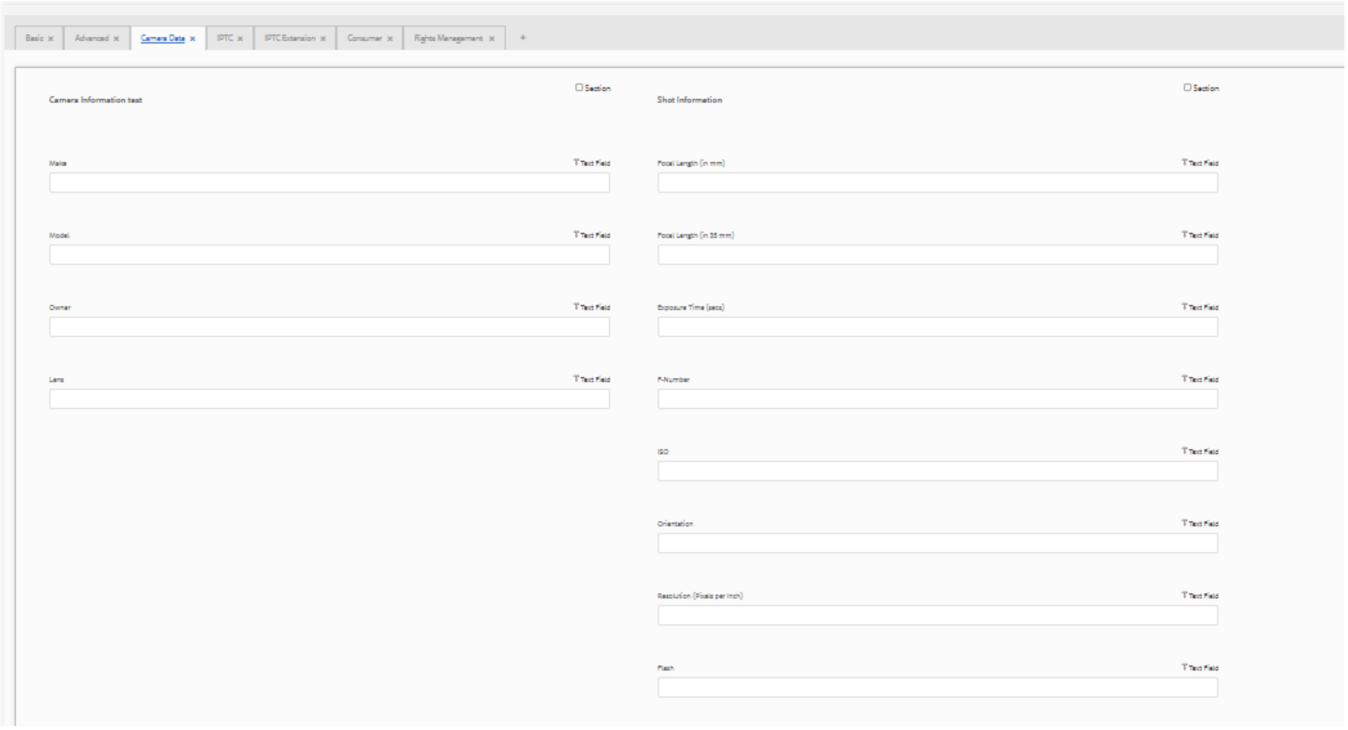
1. Basic



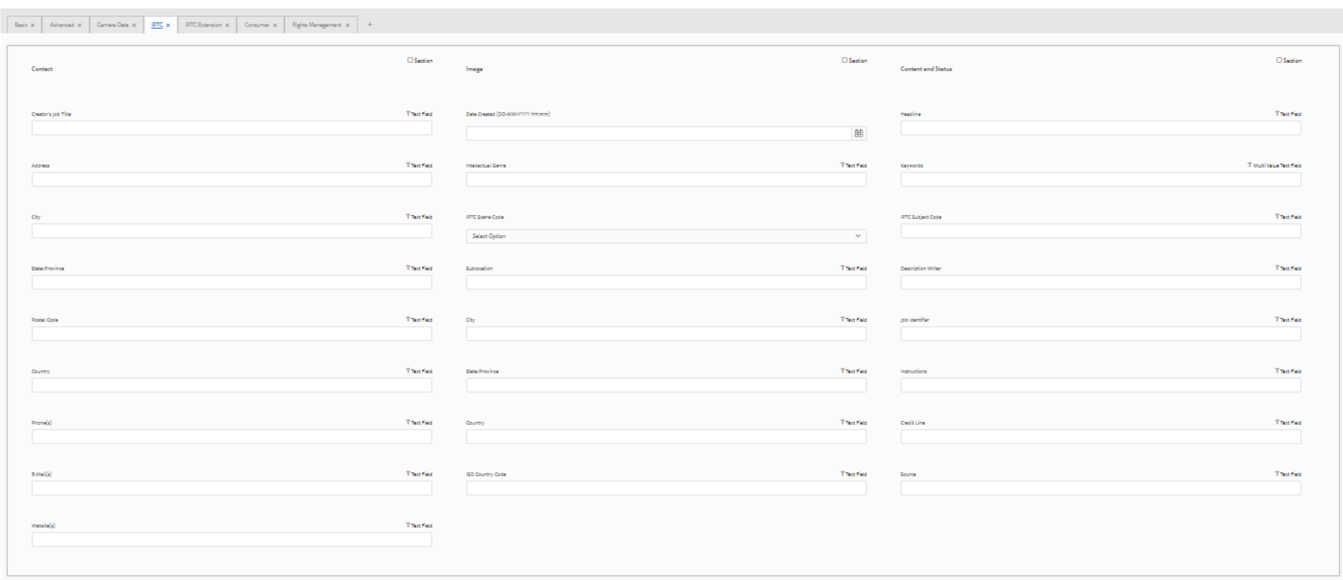
2. Advanced



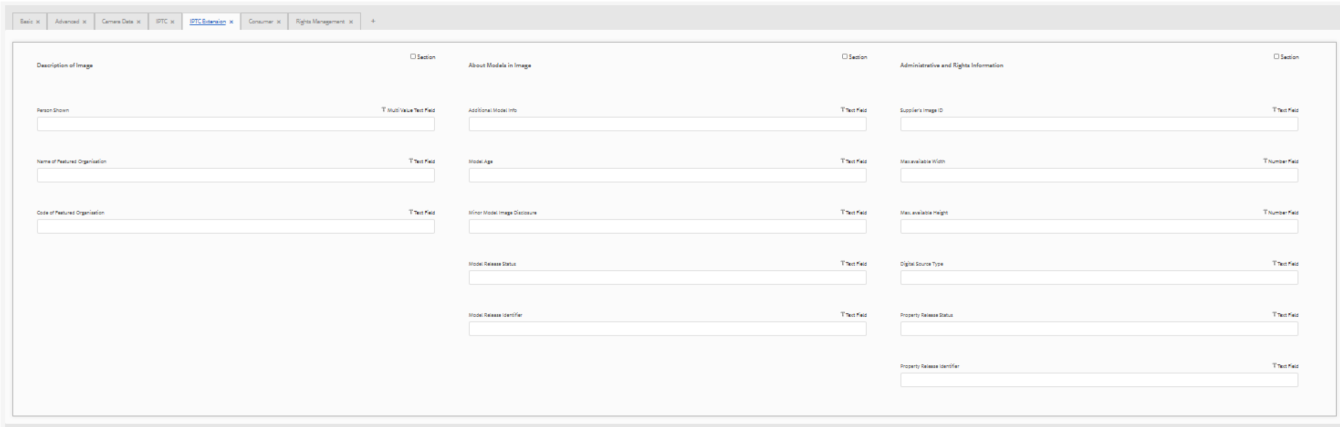
3. Camera Data



4. IPTC



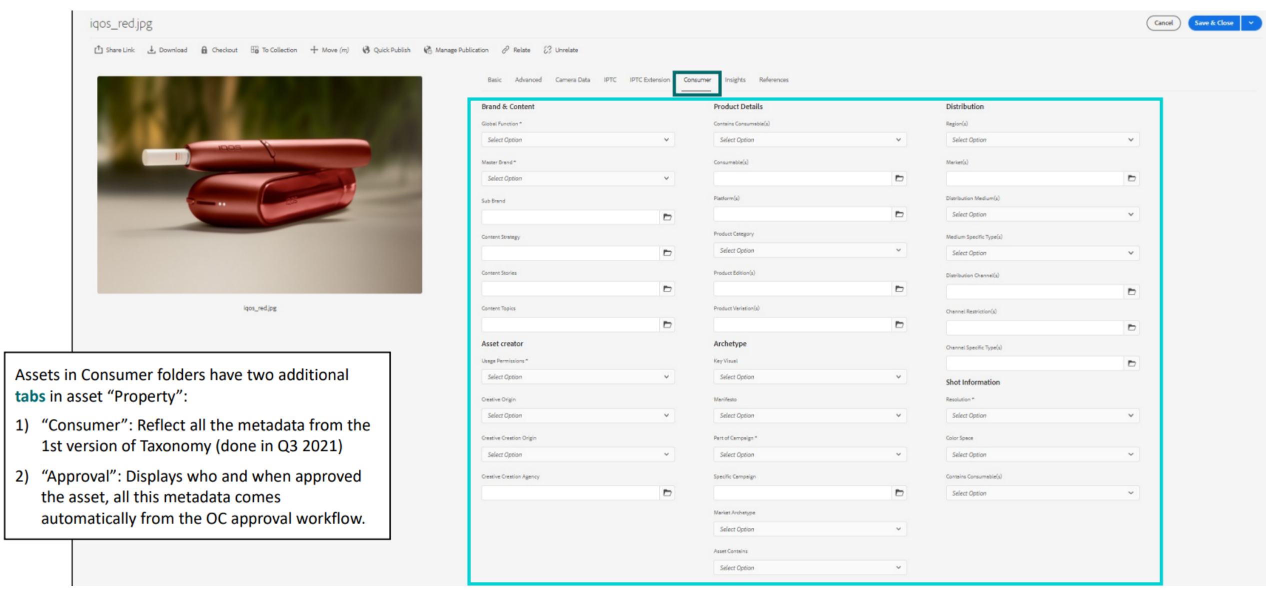
5. IPTC Extension



Consumer and Rights Management tabs are custom tabs.

PMI Consumer Tab details:

In the consumer metadata schema, we have a ***consumer Tab*** where we will author Brand and Content, product details, Asset creator details, Distribution, archetype, and shot information of the Asset.



Navigation to Consumer Tab in Metadata Schema forms

Assets --> Metadata Schema --> Consumer (Metadata Schema Forms) --> Consumer Tab

PMI Rights Management tab details:

In the Rights Management tab, we will author Rights information, Rights restrictions, and Notification settings of the Asset.

Will include all the relevant properties required for the management of asset rights

Extendible based on future requirements

Can include license or rights identifier (multiple ones), dates, person, objects, music, etc. rights identifier along with notification settings

Rights management properties will be linked with workflow(s), report(s), notification(s), process(es) etc. in order for effective rights management

Rights management can have common properties for most asset type(s)

Some asset type(s), such as videos, can have additional property or properties to reflect relevant rights e.g. music rights

Notification start options can be customized and adjusted to suit PMI processes and business needs

Using OFTB functionality (ability to customize fields and notifications)

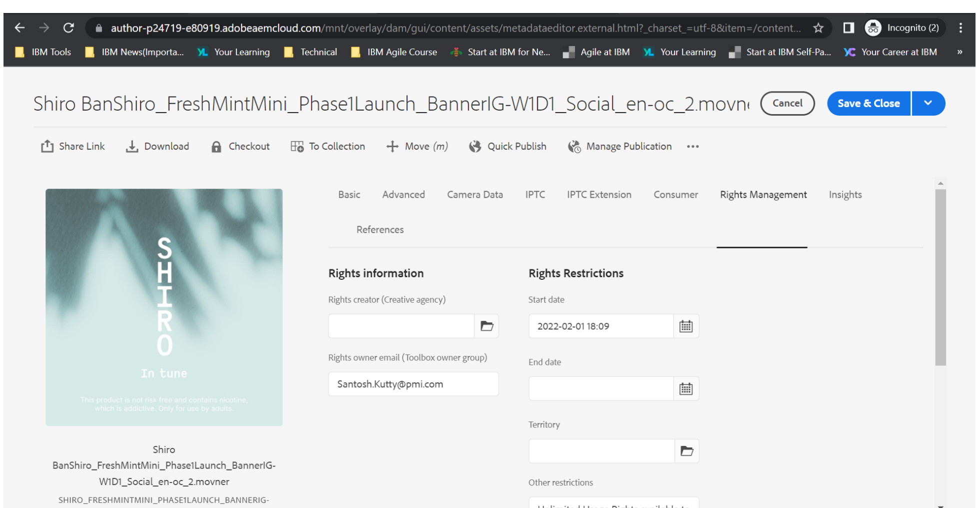
No additional PMI costs (otherwise would need to use a separate solution)

Assets will be stored in one location (as a 3rd party tool will need to link to the DAM)

Ability to schedule de-publish from AEM websites

Navigation to Rights Management Tab in Metadata Schema forms

Assets --> Metadata Schema --> Consumer (Metadata Schema Forms) --> Rights Management Tab



Fields description:-

Rights Creator field: - It will tell which agency has created the Asset.

Rights owner email: - Simple email field

Start Date: - When this asset can be used

End Date: - Rights end date. When to stop using that asset.

Territory: - We can select a list of territories to which these rights apply.

Other Restrictions: - Other restrictions will be authored

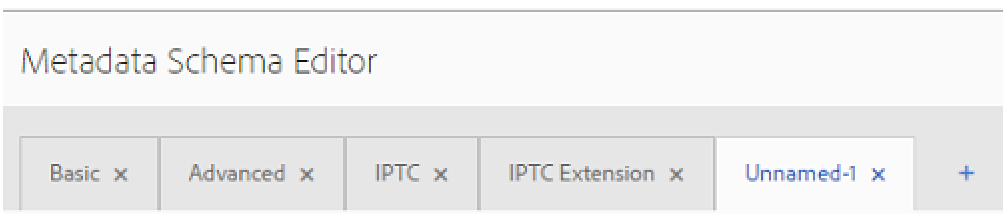
Notification Start: - Will get notification regarding Asset from start date till end date

Notification recipient: - Asset data is shared with recipients

Add or delete a tab in the schema form

The schema editor allow us add or delete a tab. The default schema form includes the **Basic**, **Advanced**, **IPTC**, and **IPTC Extension** tabs.

Click + to add a tab on a schema form. By default, the new tab has the name `Unnamed-1`. You can modify the name from the **Settings** tab. Click X to delete a tab.



Delete metadata schema forms

Experience Manager allow us to delete custom schema forms only. It does not allow us to delete the default schema forms/templates. However, we can delete any custom changes in these forms.

To delete a form, select a form and click the delete icon.

Schema forms for MIME types

Experience Manager provides default forms for various MIME types out of the box. However, we can add custom forms for assets of various MIME types.

Add new forms for MIME types

Create a form under the appropriate form type. For example, to add a template for the `image/png` subtype, create the form under the “image” forms. The title for the schema form is the subtype name. In this case, the title is `png`.

Use an existing schema template for various MIME types

We can use an existing template for a different MIME type. For example, use the `image/jpeg` form for assets of MIME type `image/png`.

In this case, create a node at `/etc/dam/metadataeditor/mimetypemappings` in the CRX repository. Specify a name for the node and define the following properties:

Name	Description	Type	Value
`exposedmimetype`	Name of the existing form to be mapped	`String`	`image/jpeg`
`mimetypes`	List of MIME types that use the form defined in the `exposedmimetype` attribute	`String`	`image/png`

Assets map the following MIME types and schema forms:

Schema Form	MIME types
image/jpeg	image/pjpeg
image/tiff	image/x-tiff
application/pdf	application/postscript
application/x-ImageSet	Multipart/Related; type=application/x-ImageSet
application/x-SpinSet	Multipart/Related; type=application/x-SpinSet
application/x-MixedMediaSet	Multipart/Related; type=application/x-MixedMediaSet
video/quicktime	video/x-quicktime
video/mpeg4	video/mp4
video/avi	video/avi, video/msvideo, video/x-msvideo
video/wmv	video/x-ms-wmv
video/flv	video/x-flv

Grant access to metadata schemas

The Metadata Schema feature is available to administrators only. However, administrators can provide access to non-administrators by modifying some permissions. Provide the non-administrator users create, modify, and delete permissions on the `/conf` folder.

Apply folder-specific metadata

Assets allow us to define a variant of a metadata schema and apply it to a specific folder.

For example, we can define a variant of the default metadata schema and apply it to a folder. When we apply the modified schema, it overrides the original default metadata schema that is applied to assets within the folder.

Only assets uploaded to the folder to which this schema is applied conform to the modified metadata defined in the variant metadata schema. Assets in other folders where the original schema is applied continue to conform to metadata defined in the original schema.

Metadata inheritance by assets is based on the schema that is applied to the top-level folder in the hierarchy. The same schema is applied to or inherited by the subfolders. If a different schema is applied at the subfolder level, the inheritance stops.

1. In the Experience Manager interface, navigate to **Tools** > **Assets** > **Metadata Schemas**. The **Metadata Schema Forms** page is displayed.
2. Select the check box before a form, for example, the default metadata form, and click the **Copy** and save it as a custom form. Specify a custom name for the form, for example, `my_default`. Alternatively, you can create a custom form.
3. In the **Metadata Schema Forms** page, select the `my_default` form, and then click **Edit**.
4. In the **Metadata Schema Editor** page, add a text field to the schema form. For example, add a field with the label **Category**.
5. Click **Save**. The modified form is listed on the **Metadata Schema Forms** page.
6. Click/tap **Apply to Folder(s)** from the toolbar to apply the custom metadata to a folder.
7. Select the folder on which to apply the modified schema and then click/tap **Apply**.
8. If the folder has the other metadata schema applied, a message appears warning that you are about to overwrite the existing metadata schema. Click **Overwrite**.
9. Click **OK** to close the success message.
10. Navigate to the folder to which you applied the modified metadata schema.

Folder Path in the Repository:-

/aem-eccm-project.ui.content/src/main/content/jcr_root/conf/global/settings/dam/adminui-extension/metadataschema/consumer

Reference Links:-

https://experienceleague.adobe.com/docs/experience-manager-cloud-service/content/assets/manage/metadata-schemas.html?lang=en

Reference Documents:-

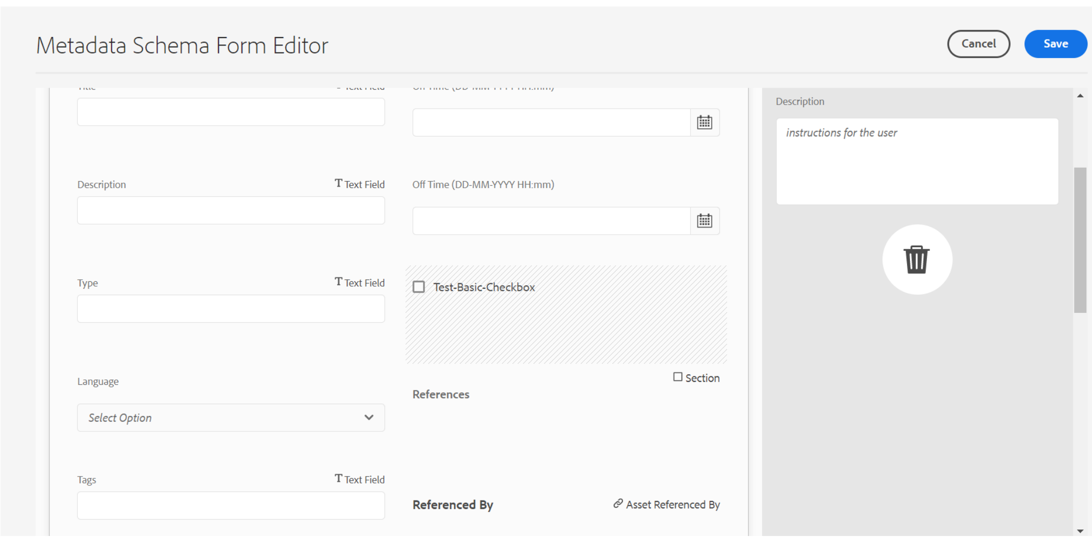
PMI-Metadata-fields-Details.xlsx

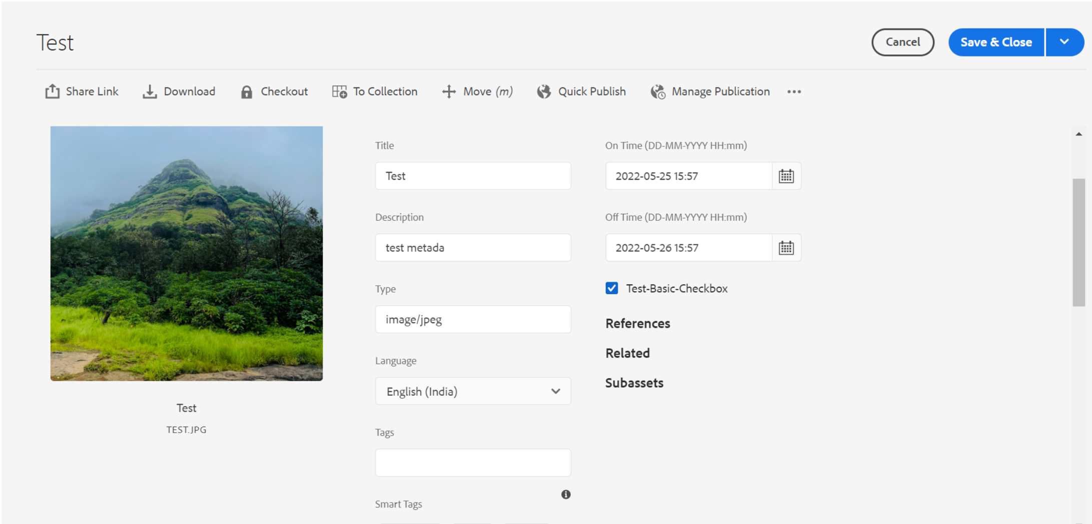
Code, Test Cases & Results

1. **Code Reference**
    a. Meta Data Schema:
    b. ***./PMIAssetsPhilipMorrisInternational-p24719/ ui.content/src/main/content/jcr_root/conf/global/settings/dam/adminui-extension/metadataschema***
2. ***MetaData - Approvals***
    a. ***New metadata schema excel sheet.eml***
    b. ***FW- PMI approval of new metadata schema for production.eml***

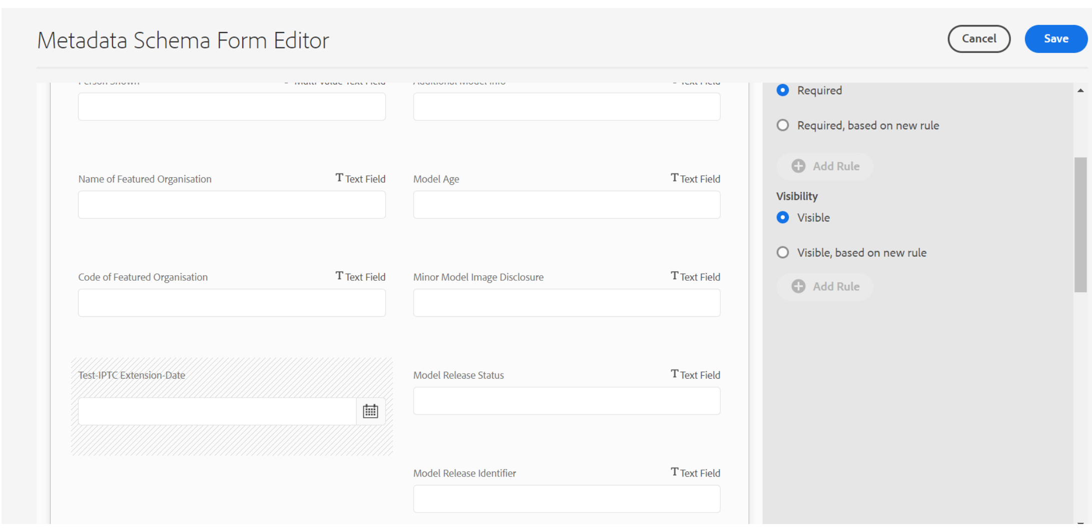
Validation Reports:

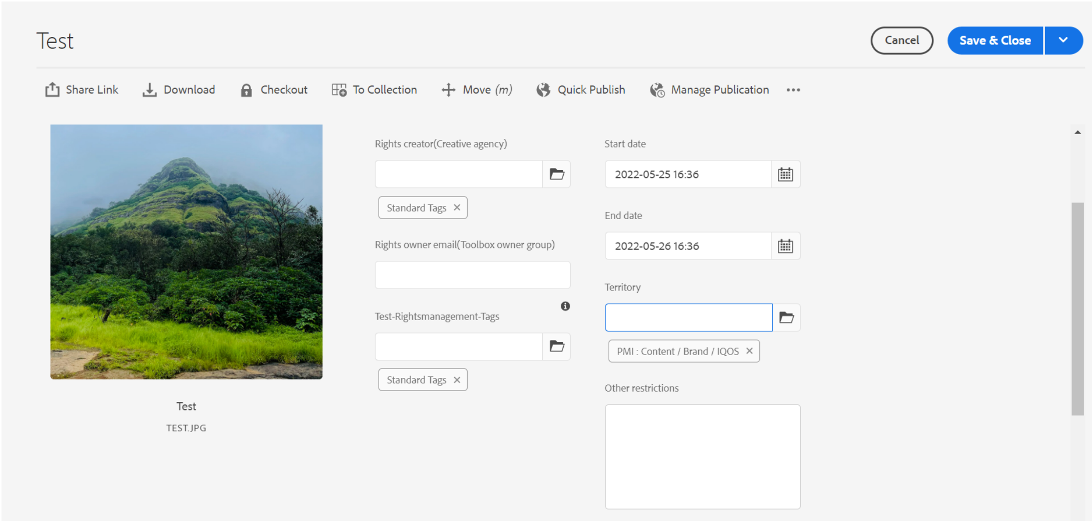
In Metadata Schema Form Editor added a new field Test-Basic-Checkbox in the Basic Tab.





In Metadata Schema Form Editor added a new field Test-IPTCExtension-Date in the IPTC Tab.





Test Cases Reference

Please refer the attached doc for Test Scripts

MetaData_TestScripts.xlsx

3. Test Results:

Scripts for new changes:

S. no	Requirement	Test Case Description	Pass /Fail	Screenshots
1	OMNI-1069 - New Meta Data Schema DONE MetaData Schema	Verify the below sections getting displayed in Asset Properties Section 1. Content 2. Usage Rights 3. Basic & Camera 4. EXIF/XMP 5. IPTC 6. IPTC Extension 7. Insignts 8. References	Pass	Dev_MetaData_Schema_CSV.docx Dev_MetaData_Schema_GIF.docx Dev_MetaData_Schema_HTML.docx Dev_MetaData_Schema_Image_ChannelAssets.docx Dev_MetaData_Schema_Image_GenericFields.docx Dev_MetaData_Schema_Image_MasterAsset.docx Dev_MetaData_Schema_Image_Other_tabs.docx
2		Verify the below sections getting displayed in Conent tab on Content Section(Asset properties page) 1. Asset Type 2. Brand 3. Tool Box 4. Market ArchType	Pass	

3		Verify the below values are displayed in Asset Type drop down list	Pass	Dev_MetaData_Schema_Image_TranscreatedAsset.docx Dev_MetaData_Schema_Image_UsageRights.docx Dev_MetaData_Schema_MOV.docx Dev_MetaData_Schema_PDF.docx Dev_MetaData_Schema_PPT.docx Dev_MetaData_Schema_TIF.docx Dev_MetaData_Schema_Word.docx Dev_MetaData_Schema_Xls.docx Dev_MetaData_Schema_ZIP.docx Stage_MetaData_Schema_TIF.docx Stage_MetaData_Schema_Video.docx 1070_Dev_Tags Update.docx 1070_Stage_Tags Update.docx 1060_Dev_Values updated in Existing fields.docx 1060_Prod_Values updated in Existing fields n Acccessorys.docx 1060_Stage_Values updated in Existing fields n Acccessorys.docx OMNI_1107_Dev_Bynder Changes.docx OMNI_1107_Prod_Bynder Changes.docx OMNI_1107_Stage_Bynder Changes.docx OMNI-1116_Dev_MetaData_Added_JetSet_ChannelAgency.docx
4		Verify the values are showing up in Brand field	Pass	
5		Verify the below values are coming up in Market ArchType field	Pass	
6		Verify the below sections getting displayed in Platforms tab on Content Section(Asset properties page) 1. Platform(s) 2. Consumble(s)	Pass	
7		Verify the below sections getting displayed in Distribution tab on Content Section(Asset properties page) 1. Markets	Pass	
8		Verify the A list of all regions (APAC etc) and markets within MWM DAM in Markets field	Pass	
9		Verify the Distribution Medium and Medium Specific Tags fields are getting displayed when selecting the Channel Asset value from Asset Type field	Pass	
10		Verify the values are showing up in Distribution Medium field	Pass	
11		Verify the Tags are getting displayed based on the distribution medium selected in Medium Specific Tags fields	Pass	
12		Verify the Values are getting displayed in in Channel Agency	Pass	
13		Verify the Production Agency and Post-Production Agency fields are getting displayed when selecting the Master Asset value from Asset Type field	Pass	
14		Verify the Values are getting displayed in Production Agency field	Pass	
15		Verify the Values are getting displayed in Post-Production Agency field	Pass	
16		Verify the Transcreation Agency field is displayed when selecting the Transcreated Asset value from Asset Type field	Pass	
17		Verify the " Studio Sudar" value is getting displayed in Transcreation Agency field drop down list	Pass	
18		Verify the Internal/External and Usage Rights Owner fields getting displayed in Usage Rights tab on Information Section(Asset properties page)	Pass	
19		Verify the Exhibit/Inhibit sections getting displayed in Usage Rights tab on Period Section(Asset properties page) when Limited External Rights/Limited Internal Rights values are selected from Communication field	Pass	

20	Verify the Media Restrictions sections getting displayed in Usage Rights tab on Media Section(Asset properties page) when Limited External Rights/Limited Internal Rights values are selected from Communication field	Pass	OMNI-1116_Dev_MetaData_ExistingFunctionalities.docx OMNI-1122_Dev_MetaData_NewValuews_Checking_Existing_Functionalities.docx OMNI-1122_Dev_MetaData_NewValuews_Updating in Existing fields.docx OMNI-1122_Prod_MetaData_NewValuews_Checking_Existing_Functionalities.docx OMNI-1122_Prod_MetaData_NewValuews_Updating in Existing fields.docx OMNI-1122_Stage_MetaData_NewValuews_Checking_Existing_Functionalities.docx OMNI-1122_Stage_MetaData_NewValuews_Updating in Existing fields.docx
21	Verify the Territory Restrictions field getting displayed in Usage Rights tab on Territory Section(Asset properties page) when Limited External Rights/Limited Internal Rights values are selected from Communication field	Pass	
22	Verify the able to select the date in Exihibit/Inhibit date fields	Pass	
23	Verify the User is able to select the values displayed in Media Restrictions field	Pass	
24	Verify the Specific Media Restrictions field is getting displayed When selecting the Specific media option from media restrictions field	Pass	
25	Verify the User is able to see the values displayed in Territory Restrictions field	Pass	
26	Verify the Specific Territory Restrictions field is getting displayed When selecting the Specific Territoriess option from Territory Restrictions field	Pass	
27	Verify the Usage Rights Owner field is getting displayed in Usage Rights tab on Period Section(Asset properties page) when UnLimited External Rights/UnLimited Internal Rights values are selected from Communication field	Pass	
28	Verify the Error message is getting displayed for Mandatory fields when not filling with values and trying to save it	Pass	
29	Verify the User is unable to edit the conent in Basic/Camera, EXIF/XMP, IPTC, IPTC Extension, Insights, References section on Asset Properties page	Pass	
30	Verify the "Key Visual" value is getting displayed in Asset Type drop down list on Content Section tab	Pass	
31	Verify the "XYZ" value is getting displayed in Production Agency field	Pass	
32	Verify the "XYZ" value is getting displayed in Post-Production Agency field	Pass	
33	Verify the tags are getting updated for Brand field	Pass	
34	Verify the tags are getting updated for ToolBox field	Pass	
35	Verify the tags are getting updated for Platform(s) field	Pass	
36	Verify the tags are getting updated for Consumeble(s) field	Pass	
37	Verify the "Canvas 24p Filmes, Prodigious" value is getting displayed in Post-Production Agency field	Pass	

38		Verify the "Canvas 24p Filmes, Birdhouse, Geek, Apple Box" value is getting displayed in Production Agency field	Pa ss	
39		Verify the "Accessory(s)" value is getting displayed in Content tab	Pa ss	
40		Verify the Bynder section is getting displayed in Properties page of Assets	Pa ss	
41		Verify the all associated fields are getting displayed under Bynder section	Pa ss	
42		Verify the "Jet Set" value is getting displayed in Channel Agency field on Asset Properties Page	Pa ss	
43		Verify the Existing functionality is working as expected after adding the new value " Jet Set" into Channel agency	Pa ss	
44		Verify the "Jet Set" value is getting displayed in Production Agency and Post-Production Agency in Asset Properties Page	Pa ss	
45		Verify the Existing functionality is working as expected after adding the new value " Jet Set" into Production and Post Production Agency field	Pa ss	
46		Verify the "Friday " value is getting displayed in Channel Agency Agency in Asset Properties Page	Pa ss	
47		Verify the "Omnicorn" value is getting displayed in Production Agency and Post-Production Agency in Asset Properties Page	Pa ss	

Old Scripts

S. No	Requirem ent	Test Case Description	Pass /Fail
1	Meta Data	Verify the User is able to update the values in Basic section for selected image in Asset Properties	Pass
2		Verify the User is able to update the values in Advanced Tab for selected image in Asset Properties	Pass
3		Verify the User is able to update the values in Camera Data section for selected image in Asset Properties	Pass
4		Verify the User is able to update the values in IPTC section for selected image in Asset Properties	Pass
5		Verify the User is able to update the values in IPTC Extension section for selected image in Asset Properties	Pass
6		Verify the User is able to update the values in Consumer section for selected image in Asset Properties	Pass
7		Verify the User is able to update the values in Rights Management section for selected image in Asset Properties	Pass
8		Verify the given values is getting displayed in JSON url	Pass
9		Verify the newly updated values in Consumer/Rights management are reflecting in JSON url	Pass
10		Verify the Images are getting displayed when we are selecting the option which we have given in Asset Page properties tab(Basic/Advanced /Consumer etc on Filters Tab	Pass

Validations:

MetaData_Validations.docx

ConsumerV2 Metadata Schema Form

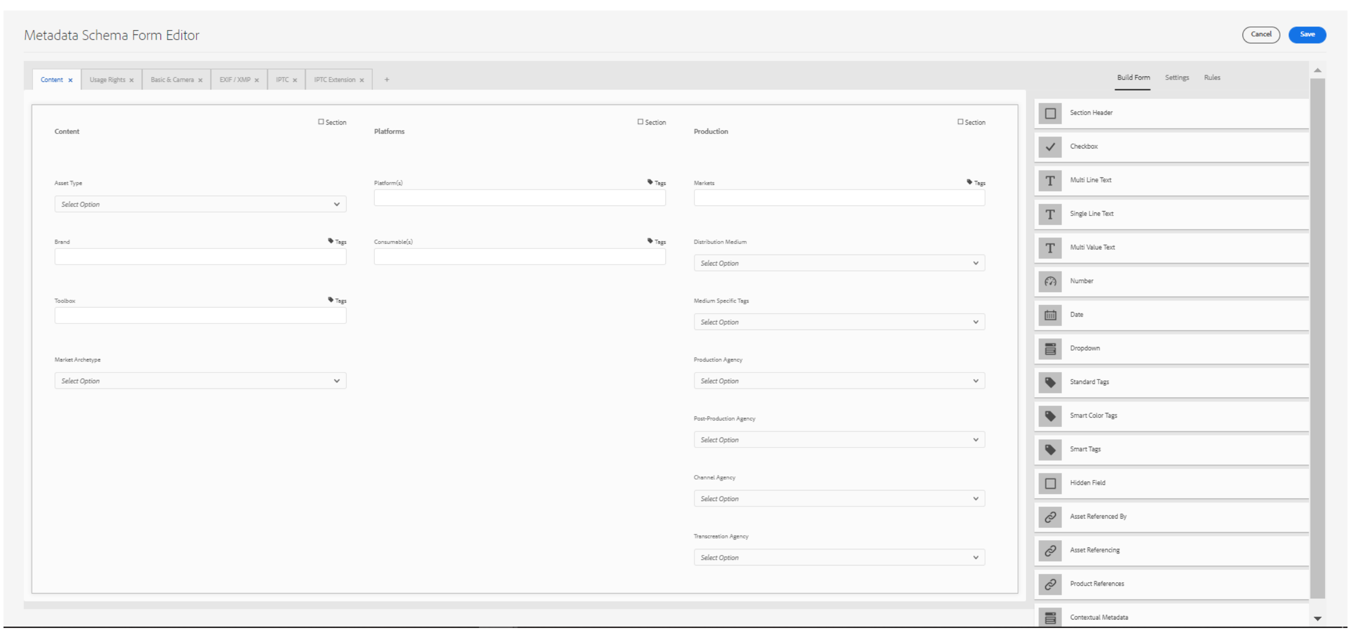
PMI ConsumerV2 Tabs details:

In the ConsumerV2 metadata schema, we have 6 tabs.

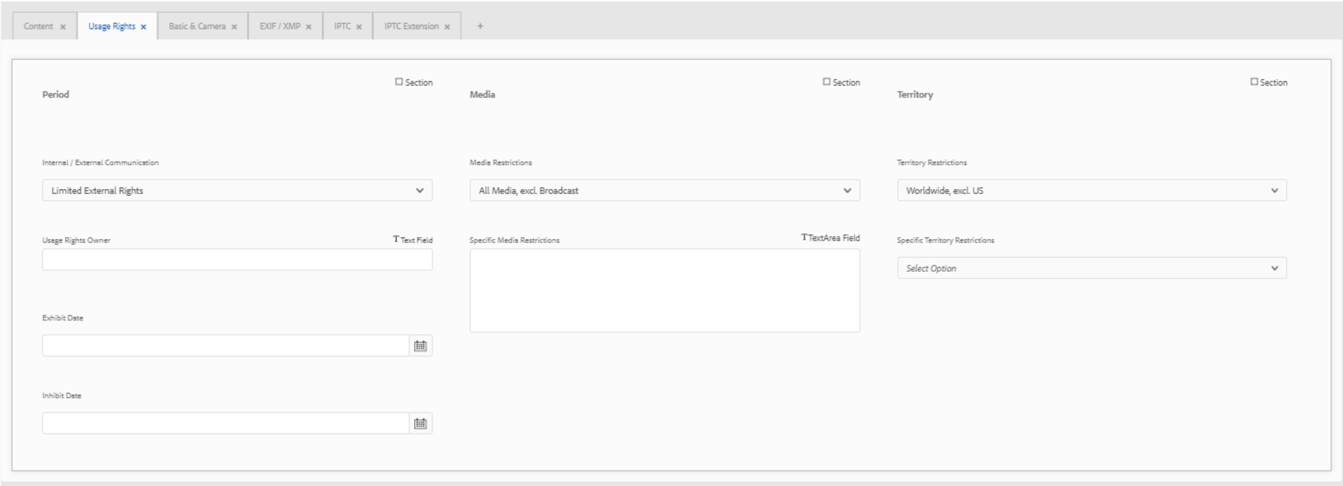
List of the Tabs:-

1. Content
2. Usage Rights
3. Basic & Camera
4. EXIF/XMP
5. IPTC
6. IPTC Extension
7. Bynder

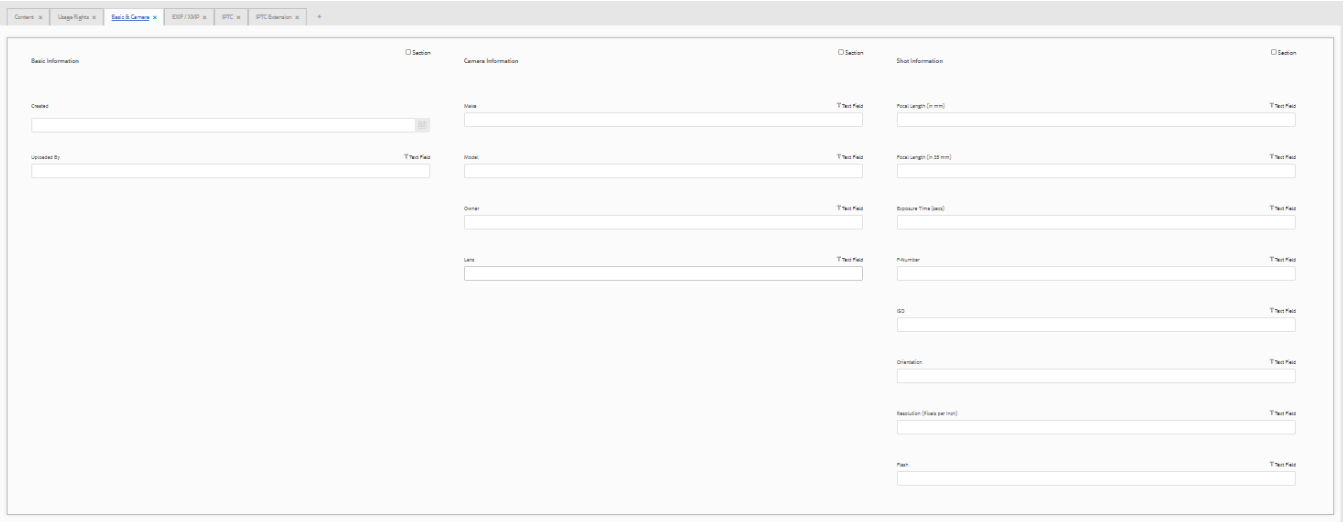
1. In the Content Tab, there are fields related to asset content, platforms, and asset production in the Content Tab. For specific fields, rules are defined in the content tab. Based on those rules Metadata Schema fields will be displayed.



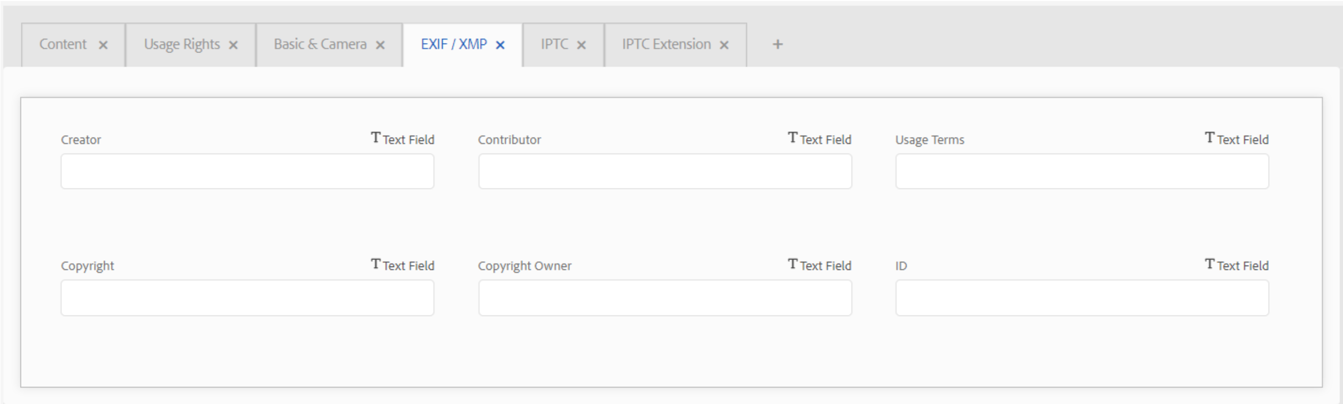
2. In the Usage Rights Tab, there are fields related to asset usage rights like internal/external, rights owner, Exhibit dates, Media Restrictions and Territory details.



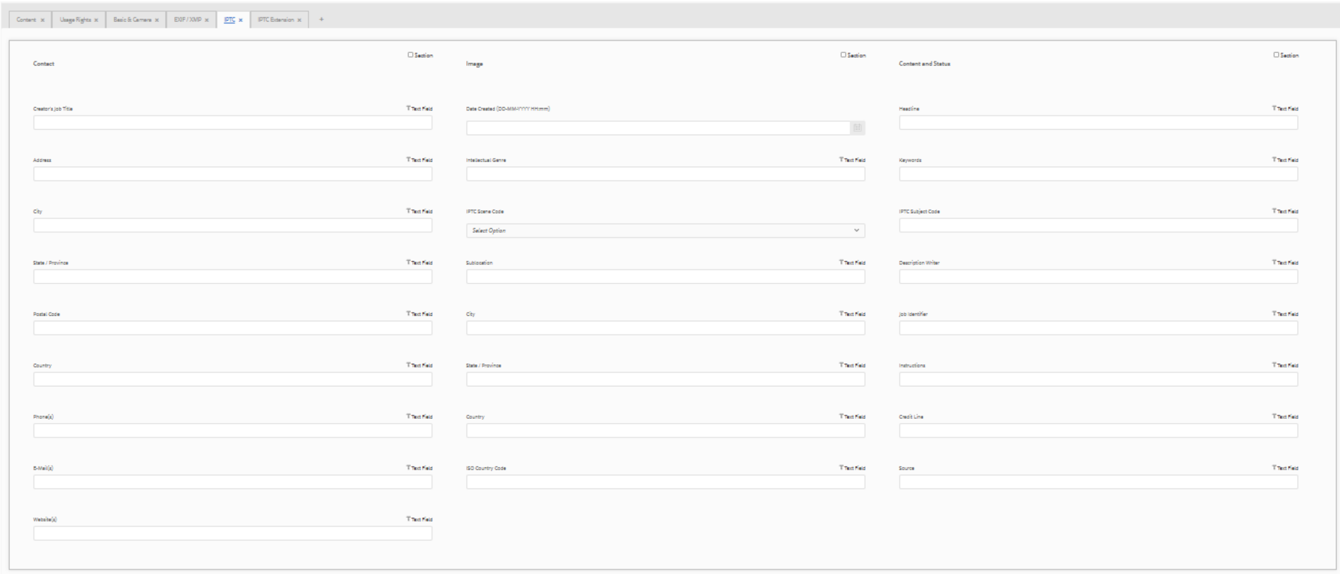
3. In the Basic & Camera, there are fields related to Asset created date, Uploader details and Camera details.



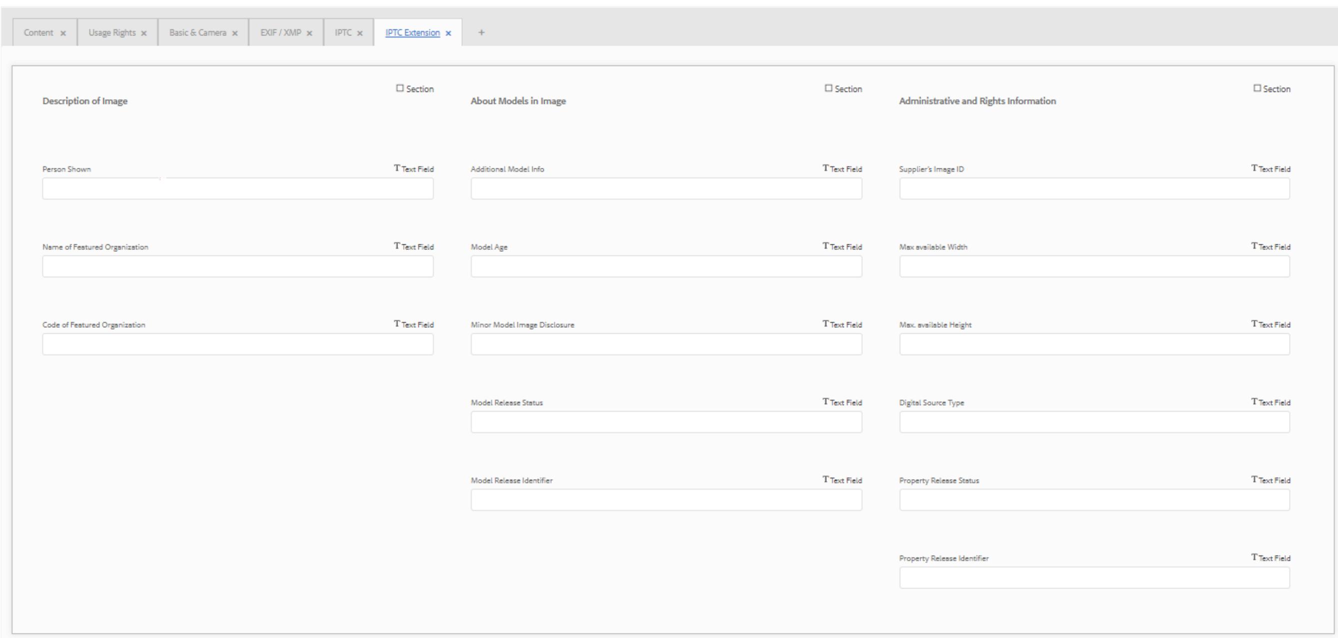
4. In the EXIF/XMP tab, there are fields related to Asset creator, Copyright details, Contributor, copyright owner, usage terms and Asset ID.



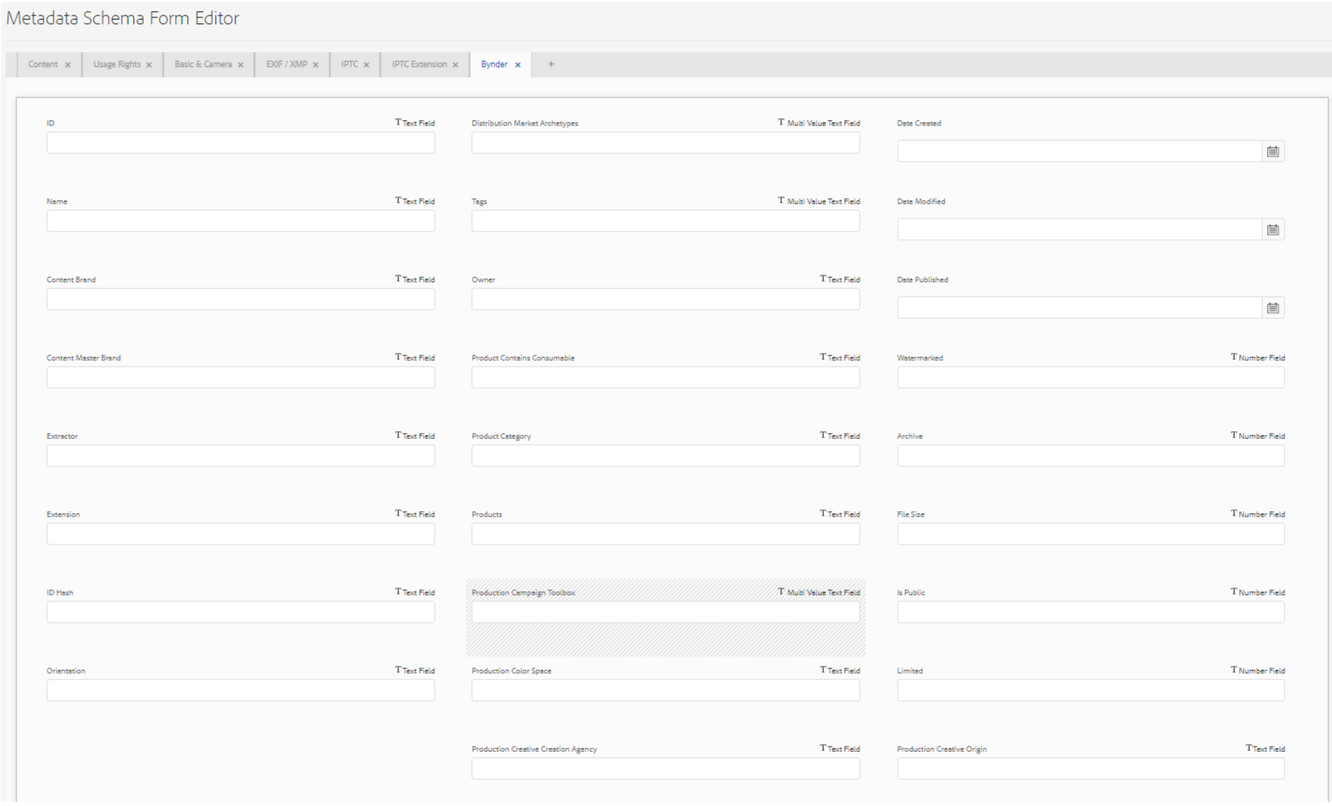
5. In the IPTC tab, there are fields related to contact information and Image details.



6. In the IPTC Extension tab, there are fields related to asset description, Asset model details and Administrative and Rights Information.



7. In the Bynder tab, there are fields related to Bynder releted metadata fields.



Folder Path in the Repository:-

/aem-eccm-project.ui.content/src/main/content/jcr_root/conf/global/settings/dam/adminui-extension
/metadataschema/ConsumerV2

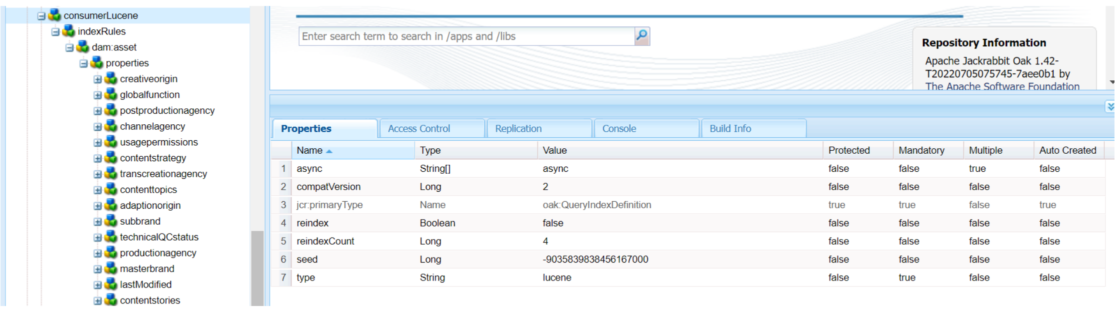
Reference Documents and Links:-

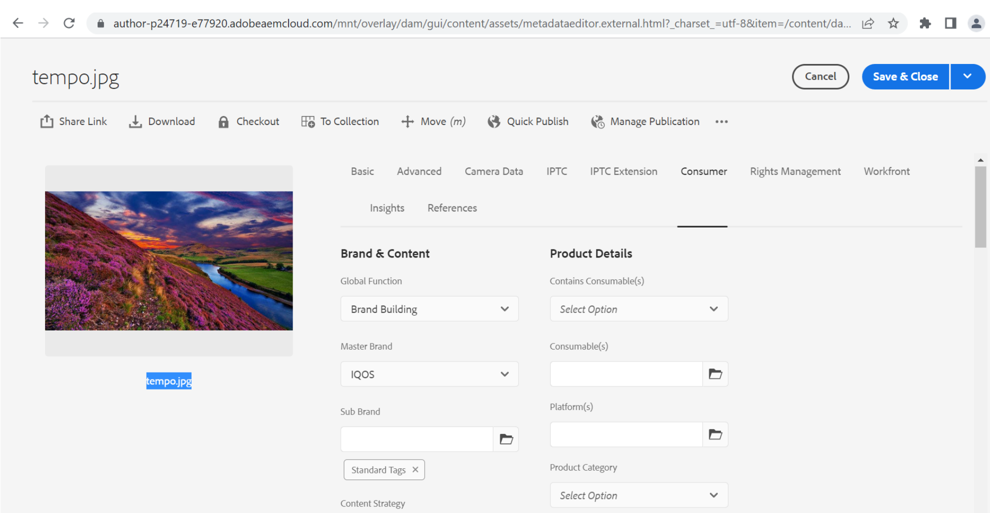
Feature: OAK index

If nodes are not indexed, it can create problems in production systems, making the system slow. where we had large number of DAM assets, and searching for assets through Asset Search in AEM was making the system incredibly slow. so, DAM assets nodes need to be indexed.

For the consumer metadata, below are the steps for creating a custom lucene index with name "ConsumerLucene".

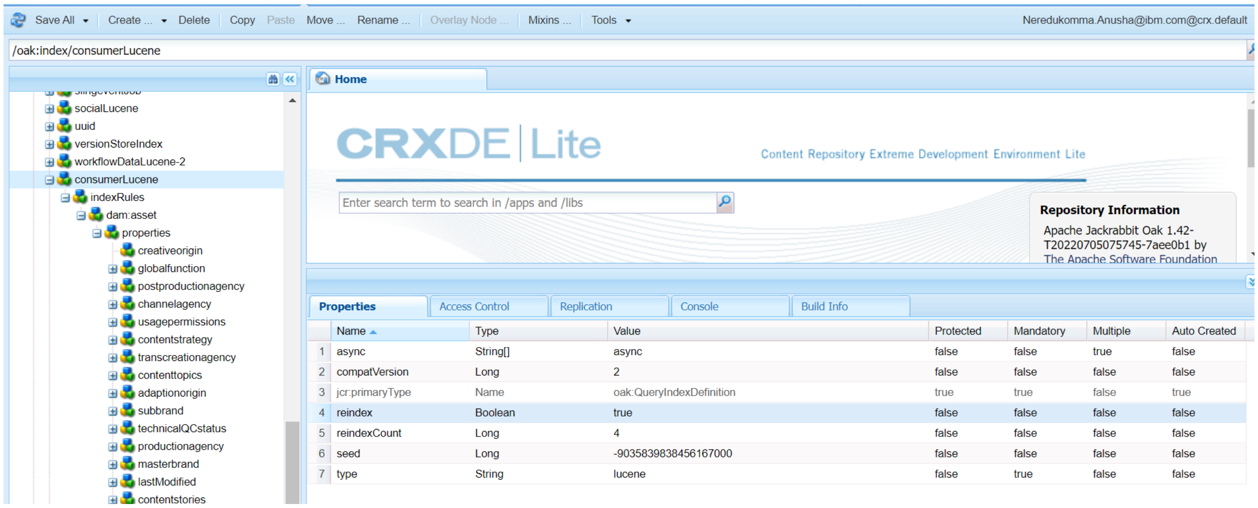
In CRXDE we have created a custom oak index node "/oak:index/consumerLucene" , which can be used for searching assets based on consumer metadata properties.





After creation of node

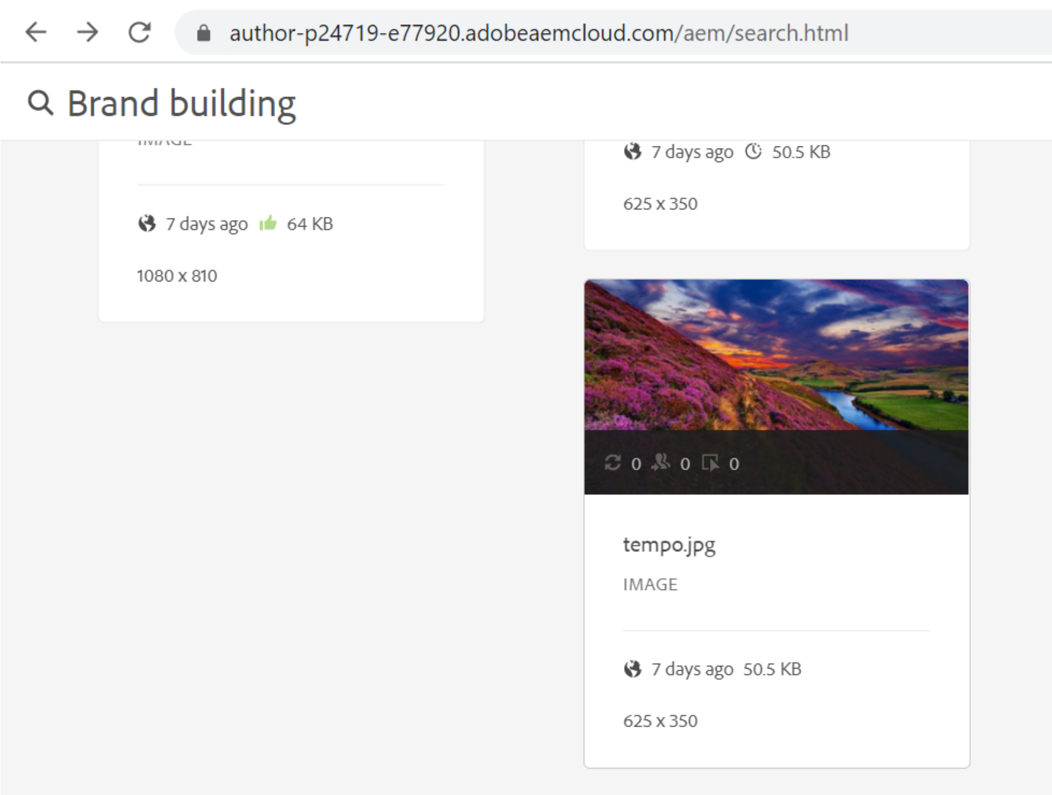
Go to /oak:index/consumerLucene and change reindex property to true



	Name	Type	Value	Protected	Mandatory	Multiple	Auto Created
1	async	String[]	async	false	false	true	false
2	compatVersion	Long	2	false	false	false	false
3	jcr:primaryType	Name	oak:QueryIndexDefinition	true	true	false	true
4	reindex	Boolean	true	false	false	false	false
5	reindexCount	Long	4	false	false	false	false
6	seed	Long	-9035839838456167000	false	false	false	false
7	type	String	lucene	false	true	false	false

After saving the change, the indexing will be triggered immediately.

After re-indexing is complete, the reindex property will automatically change back to false.



Feature: Reports

AEM Assets OOB Report features used for Report generation. Adobe Experience Manager users can easily generate and customise these reports.

Standard reports available:

Upload

Download

Expiration

Modification

Publish

Brand Portal publish

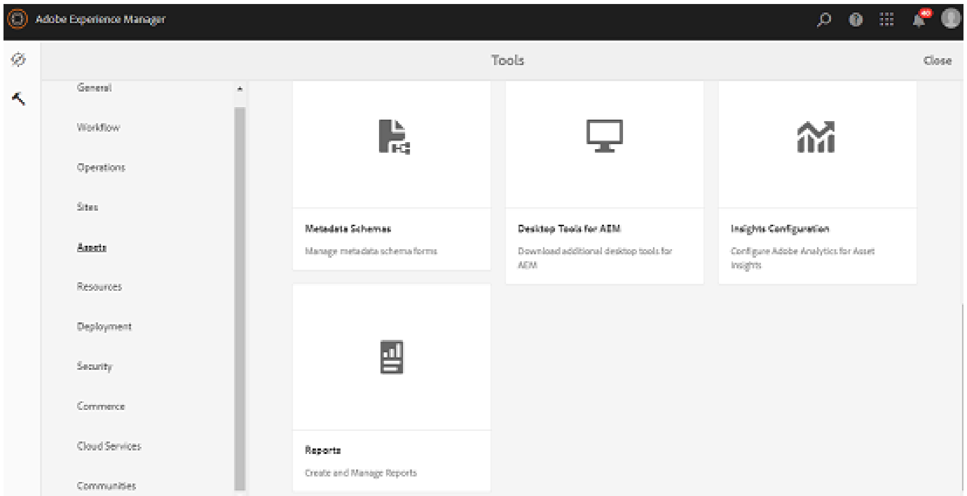
Disk Usage

Files

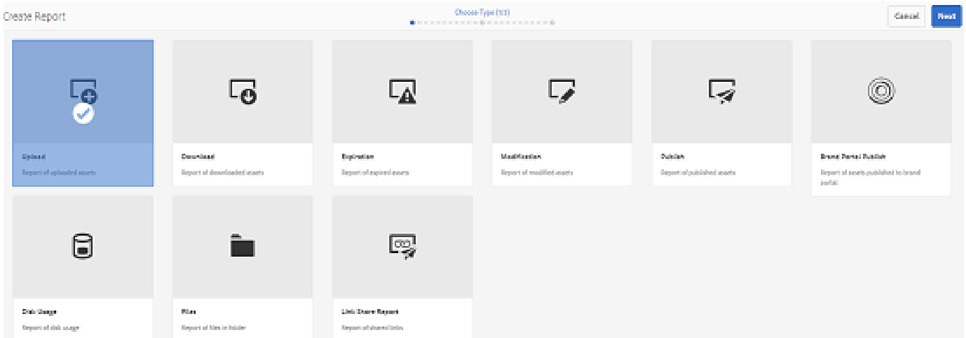
Link Share

An administrator can follow these steps to generate a report:

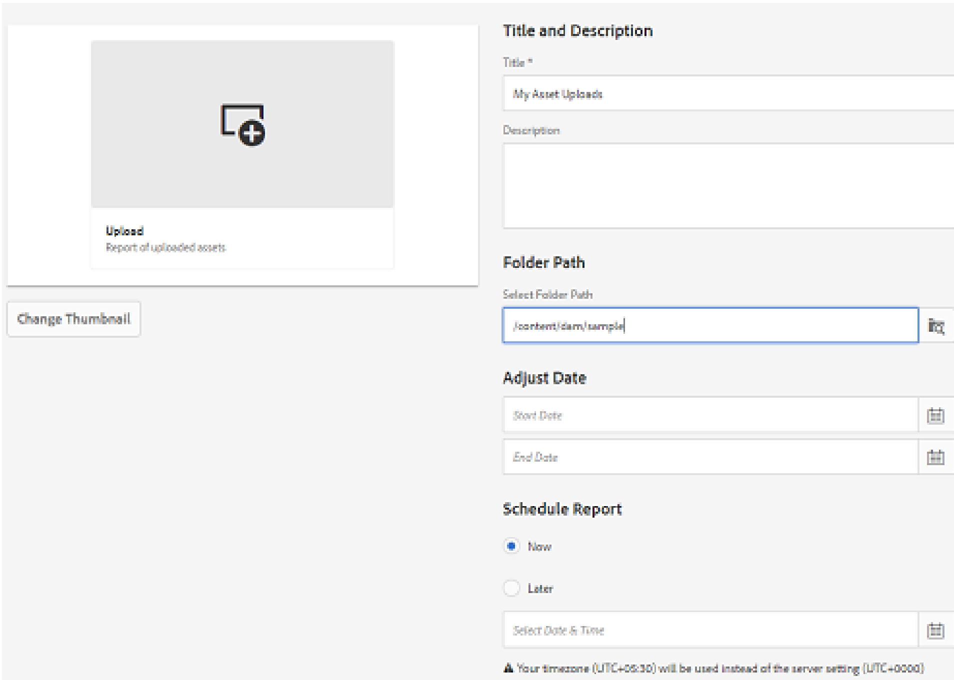
1. In Experience Manager interface, click **Tools** > **Assets** > **Reports**.



2. On the Asset Reports page, click **Create** from the toolbar.
3. From the **Create Report page** page, choose the report you want to create and click **Next**.



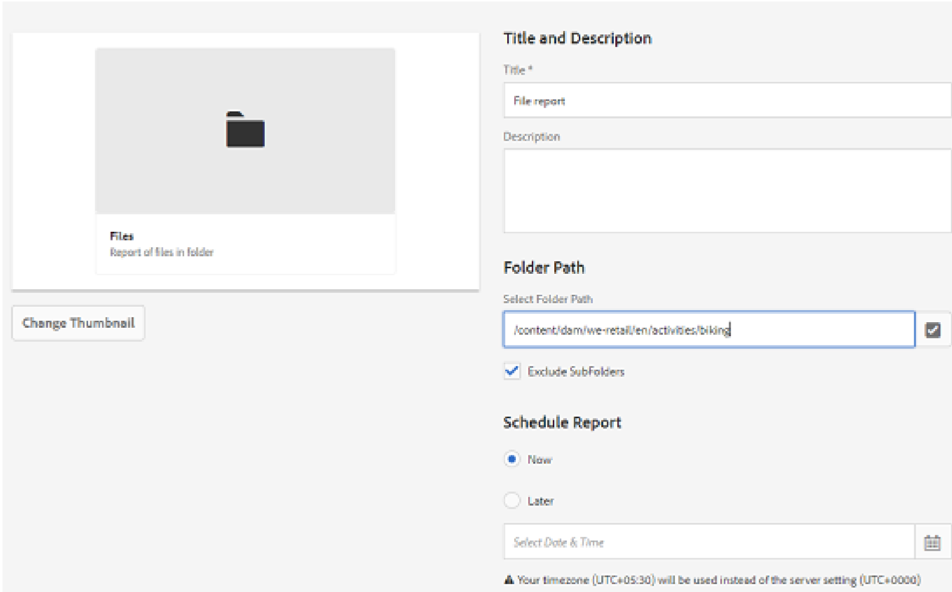
4. Configure report details such as title, description, thumbnail, and folder path in the CRX repository where the report is stored. By default, the folder path is `/content/dam`. You can specify a different path.



   a. Choose the date range for your report.

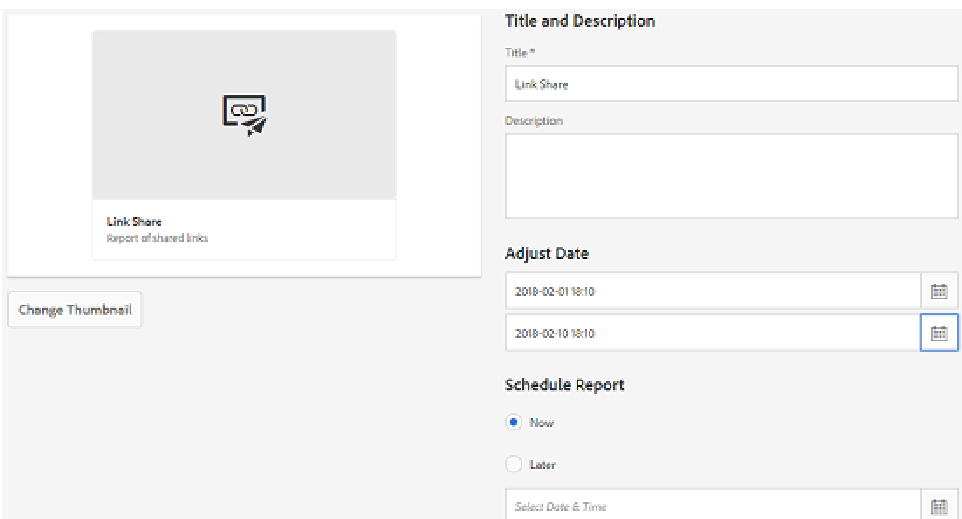
   b. You can choose to generate the report now or at a future date and time.

5. When you create the **Files** report, you can include/exclude sub-folders. However, you cannot include asset renditions for this report.

a. 

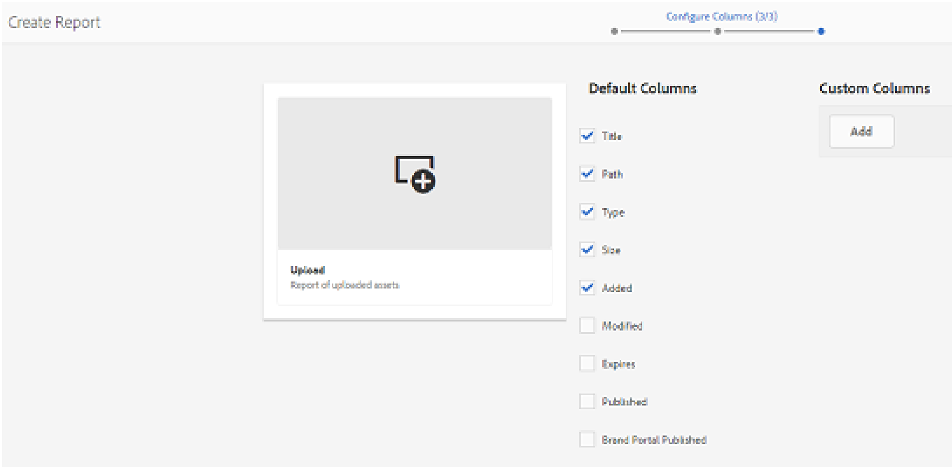
6. The **Link Share** report displays URLs to assets that are shared with external users from within Assets. It includes email ids of the user who shared the assets, emails ids of users with which the assets are shared, share date, and expiration date for the link. The columns are not customizable.

    a. The **Link Share** report, does not include options for sub-folders and renditions because it merely publishes the shared URLs that appear under `/var/dam/share`.

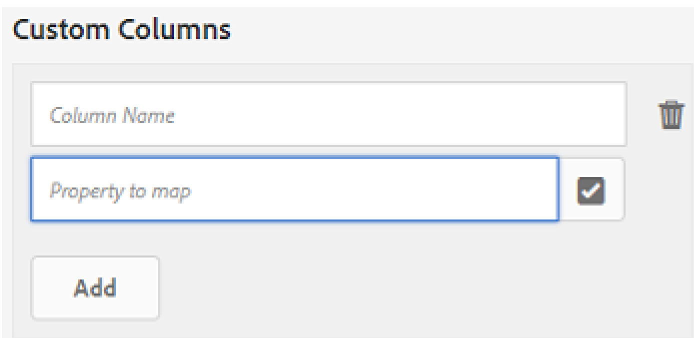
    b. 

    c. Click **Next** from the toolbar.

1. In the **Configure Columns** page, some columns are selected to appear in the report by default. You can select more columns. Deselect a selected column to exclude it in the report.

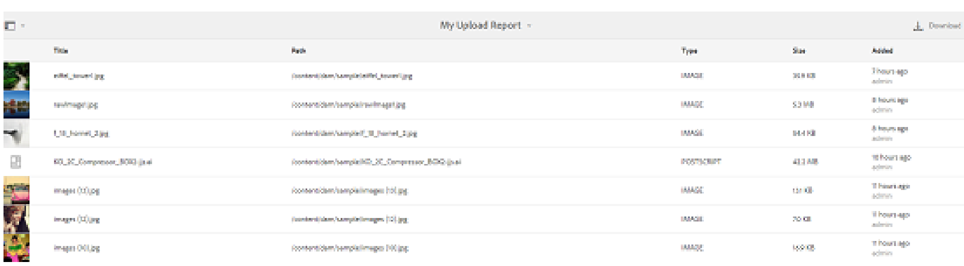
2. 

3. To display a custom column name or property path, configure the properties for the asset binary under the `jcr:content` node in CRX. Alternatively, add it through property path picker.

4. 

5. Click **Create** from the toolbar. A message notifies that report generation has been initiated.

6. On the Asset Reports page, the report generation status is based on the current state of the report job, for example Success, Failed, Queued, or Scheduled. The same status appears in the notifications inbox.To view the report page, click the report link. Alternatively, select the report, and click **View** from the toolbar.

7. 

8. Click **Download** from the toolbar to download the report in CSV format

Custom - Expired Assets Report

Problem Statement

For PMI, the assets that are created are copy righted and have very strict restriction(s) on the usage rights. So, it is very important that the assets are archived as soon as the assets are expired. PMI believes there should be a mechanism which will trigger the notification to the asset owner(s) at least a day prior to the asset expiry date so that asset owner(s) will take care of the expired assets.

Objective

Trigger an asset expiry notification to the asset owner/stakeholder a day or two prior to the asset expiry.

As-Is & To-be Approach

As-Is

There is no automated OOTB feature that generates a report with the assets that are going to be expired

User/admin needs to generate the report manually, download it and send to the concerned stakeholders.

To-be

A custom scheduler will be created and configured, that generates a report containing the assets that are due to expire.

A notification will be sent to the asset owner, along with any other configured stakeholders.

New Rights management metadata fields will be added to Asset.

Expired Assets can be archived as soon as the expiry date passes.

Librarian team can manually run the report, alongside the scheduled activity.

Approach & Assumptions (Short Term)

Approach:

Custom scheduler will be configured to run every day, with the Asset expiry date set to the custom metadata field.

Custom scheduler run at specified time in a day along with the turn on/off feature.

Notification will trigger to the Librarian team & relevant stake holders with the configuration feature for email ID’s.

Reports will sent with configurable metadata and grouped by owner email id

Adhoc service run by Librarian team whenever required

Assets will be moved to archive folder automatically within DAM post expiration.

User Experience : group by Campaigns to send the report?

User Experience: Email Subject & Copy with design?

Assumptions:

PMI to provide a list of emails that require access to the report/require the scheduled e-mail report.

PMI to provide access rights metadata fields. These have to be populated by the owners.

Report/s will be dynamically generated and available in a ‘dashboard’ style report, as well as sent out via e-mail to a specified schedule.

PMI to provide the Archival folders path.

PMI to be provided with the list of metadata fields that needs to be generated while generating the report.

Once baselined, and implementation and deployment to production is done, any change in requirement may need a change in code and will have to follow complete Dev lifecycle.

No Markets will be notified except the provided email ID’s.

Expired and breached assets will be archived in the DAM and no complex asset management or automation beyond this will be developed, as they are mid to long term plans.

Mid & Long-Term Solutions:

Go Dark solution

Ability to to identify external (website) asset breaches which can then trigger alert to remove asset

Evaluation and optimisation team would rolled into our BAU Ways of Working.

At present, there is not an out of the box Adobe solution which meets all of the DRM/Assets Management functionality IBM/ADOBE can cover a large amount of the asks with some customisation.

IBM to gather offerings from 3rd parties (which are known) to be easily integrated into the current PMI platforms/solutions.

This could be a combination of one or more solutions and they could be OOTB (out of the box) or they could be configured to match requirements.

Ultimately, would all integrate into the current MWM platform

Dev Implementation - Short Term Solution:

Tracking for short term solution is done through JIRA. The below are the JIRA story and sub tasks that are created for reference.

JIRA#	JIRA Type	Summary	Status	Comments
OMNI-1143	Story	Asset Expiration Scheduler	In Progress	02 Dec 2022 Sub tasks are being worked on.

OMNI-1217	Sub-Task	Custom Scheduler with the Asset expiry date	In Progress	12/02/2022 Basic functionality for sending a notification with report is completed. The sub-task is interdependent on other sub-tasks, once those are completed this will be marked completed.
OMNI-1218	Sub-Task	Custom scheduler with the turn on /off feature	In Testing	02 Dec 2022 Dev work completed.
OMNI-1219	Sub-Task	Notification Mail to Librarian Team & relevant stake holders	In Testing	02 Dec 2022 Dev work completed
OMNI-1220	Sub-Task	Reports with configurable metadata and grouped by owner email id	In Testing	02 Dec 2022 Dev work completed
OMNI-1221	Sub-Task	Adhoc Service Run by Librarian Team	New	02 Dec 2022 This is similar to the scheduler code, which is already available, need to make some UI and backend changes.
OMNI-1222	Sub-Task	Archive Folder - Asset expiration	New	02 Dec 2022 Yet to pick
OMNI-1223	Sub-Task	User Experience : Campaigns to send the report	New	02 Dec 2022 Yet to pick
OMNI-1224	Sub-Task	User Experience: Email Subject & Copy with design	New	02 Dec 2022 Yet to pick.

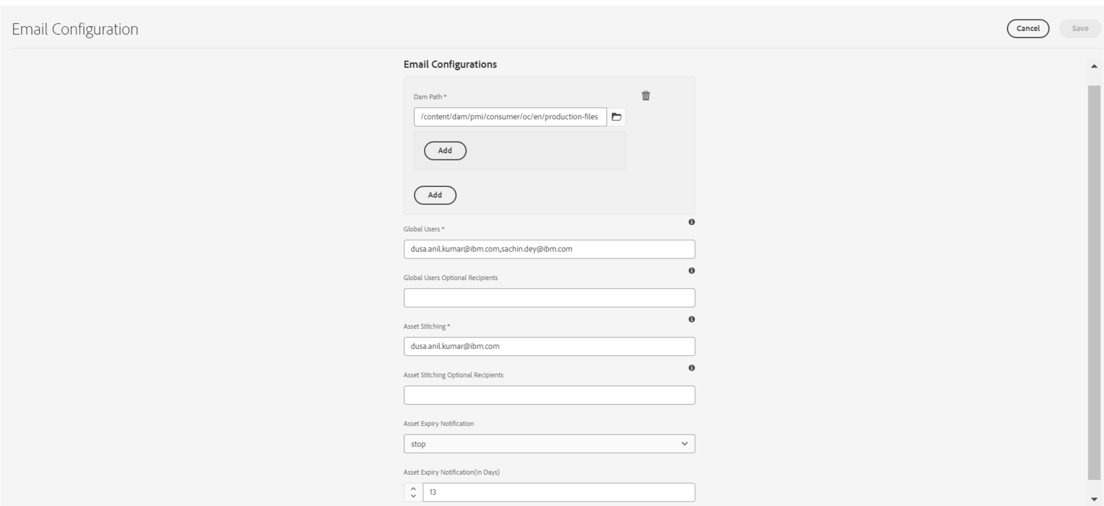
Asset Expiration - Code and Functional Guide

Author Experience:

<u>Email Configuration Page</u>

This configuration is available in the Email Configuration Page under Tools/Assets and default path for this configuration is /ui#/aem/apps/eccm/tools/emailconfigs/emailconfigs.html

The purpose of this configuration is to set the Content Path and meta data details along with that who can receive Asset Expiry Notification Mails.

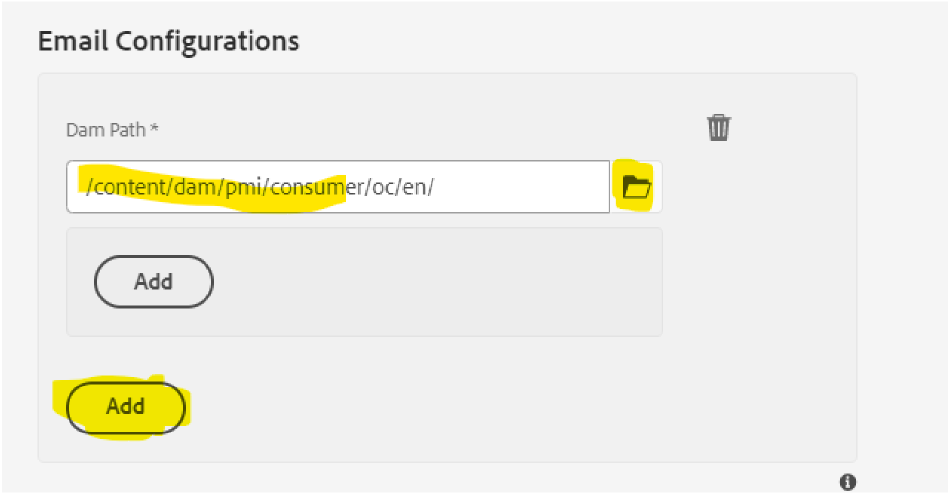


Select the DAM Path:

It’s a Multifield component and it consists of 2 main fields.

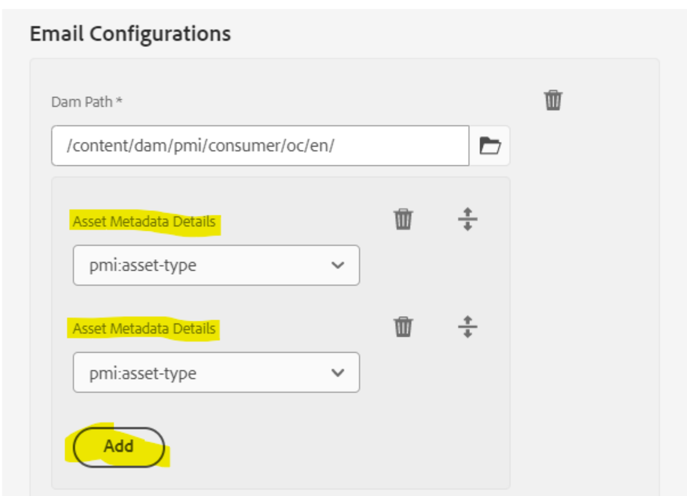
1. DAM Path: This is Text field and can select the Path by clicking on Coral Button

Add option: This will give to select “N” number of DAM paths by clicking Add option



2. Asset Meta Data Details: This is a drop down list, author can select the meta data fields from the available list.

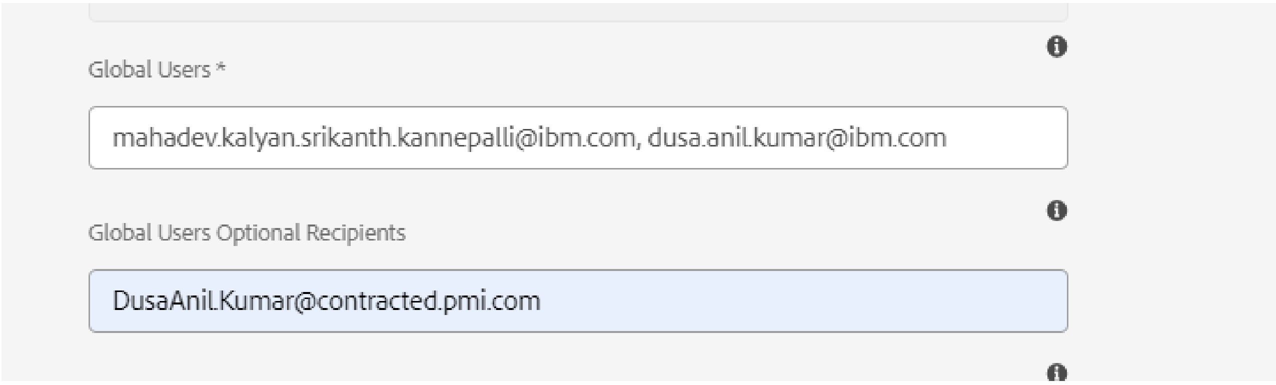
Add option: This will help to Author can select the all the meta data fields available in dropdown list



Global Users:

1. **Global Users:** This is a text field for adding the User IDs. By using "," author can add multiple users IDs/list also this is Mandatory field.

2. **Global User Optional Recipients:** This is a text field for adding the User IDs. By using "," author can add multiple users IDs/list. This is a Optional field



Asset Expiry Notification:

This is a Dropdown list, Author can select Yes/No options:

Yes – This will help tool to send the Asset Expiry Notification Mails

No - This will help tool to stop the Asset Expiry Notification Mails

Asset Expiry Notification(in days):

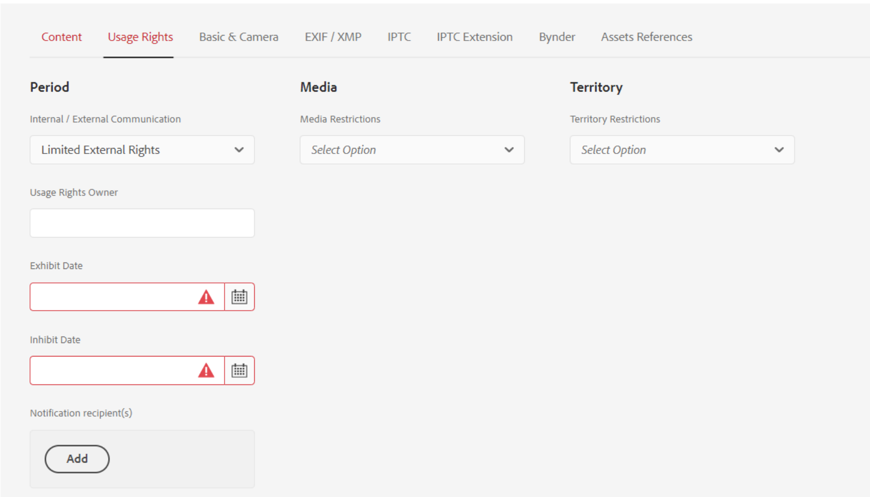
This is a text field, can set up number of days when to start the sending the Mail Notifications:

Asset Page Properties: Meta data fields updating

1. **Usage Rights Owner:** This is a text field and Asset Owner – Can add the User ID. This is a Mandatory field

2. **Inhibit Date:** Asset Expiry Date: Configurable field – Can set up the Asset Expiry Date. This is a Mandatory field

3. **Notification Recipients:** This is text field – Can add the Multiple Users by selecting Add options.



Design Logic

OSGI Configuration:

Name:- PMI Expired Assets Task Scheduler

Scheduler:

Name:- PMIExpiredAssetsScheduler

Path: -/aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/schedulers /PMIExpiredAssetsScheduler.java

Description:- This class contains all code related to the PMI Expired Assets Task Scheduler configuration related code. This configuration will be displayed on OSGi configuration browser. In the run method, we are getting all the Authored values from the Email configuration page. After getting these configurations, making an Query builder query and getting all the list of assets. After that we are creating a Object for Email template and sending the Mail and attaching the excel file.

Java Interface:

Name:- EmailService

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services/EmailService.java

Description:- In this interface, we have declared sendEmailWithTemplate Funtion prototype.

Name:- PMIAssetManagerService

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services/PMIAssetManagerService.java

Description:- In this interface, we have declared writeAssetReportToRepositoryFuntion prototype.

Interface Implementation:

Name:- EmailServiceImpl

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services/impl/EmailServiceImpl.java

Description:- This class is implementing Email Sercive interface and it contains the actual implementation of sendEmailWithTemplate function. By using com.adobe.acs.commons.email.EmailService.sendEmail method sending mail to the all the reciepents.

Name:- PMIAssetManagerServiceImpl

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/services/impl/PMIAssetManagerServiceImpl.java

Description:- This class is implementing the PMIAssetManagerService and generating the report and storing in the /var/dam/reports path.

Utility Class:

Name:- PMIGenericConstants

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/utils/PMIGenericConstants.java

Description:- It has all the Java code related contants values as static type.

Name:- PMIMetadataConstants

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/utils/PMIMetadataConstants.java

Description:- This class has all the java code related constants values as staic type and related to Metadata Schema.

Name:- PMIServletUtils

Path:- /aem-eccm-project.core/src/main/java/com/pmi/eccm/dam/core/utils/PMIServletUtils.java

Descrpition:- It contains all the methods that can be reused across packages and classes to accomplish specific tasks.

Email Configurations:

Fields List:-

1. DAM path :- Where user be able to select path in the Asset paths.
2. Asset Metadata Details:- Where user can select properties from the dropdown
3. Global Users:- Where user can provide Email addresses of the Global users separated by comma.
4. Global Users Optional Recipients:- Where user can provide Email addresses of the Global users separated by comma.
5. Asset Stitching:- Where user can provide Email addresses of the Global users separated by comma. ***[Note: This is a common config for asset expiration and asset stitching]***
6. Asset Stitching Optional Recipients:- Where user can provide Email addresses of the Global users separated by comma. ***[Note: This is a common config for asset expiration and asset stitching]***
7. Asset Expiry Notification:- Where user can select start or stop the scheduler.
8. Asset Expiry Notification(in Days):- Where user can select days for validating assets which are going to be expired.

Reports Code, Test Cases & Results

1. **Saved Option Reports**

    a. Assets list with Custom Properties : https://author-p24719-e80919.adobeaemcloud.com/var/acs-commons/reports/assets-list-1.html?wcmmode=disabled

    b. User Reports: https://author-p24719-e80919.adobeaemcloud.com/etc/acs-commons/exporters/uersextract/pmi-dam-users.html

    c. Tags Report: https://author-p24719-e80919.adobeaemcloud.com/etc/acs-commons/exporters/tag-to-csv-exporter.html

2. **Test Cases Reference**

Please find the attached doc for Test Scripts

Reports_TestScripts.xlsx

3. **Test Result:**

Dev and Stage Results:

S. No	Requirement	Section	Test Case Description	Pass/Fail	Comments	Screenshots
1	Reports	Prepare User Reports	Verify the User is able to create the Report	Pass		
2			Verify the User is able to generate the User reports from Author	Pass		

3			Verify the User is able to generate the selected User reports from Author	Pass	**Issue1** : On clicks Save configuration there is Green color box is appearing and no message is showing **Issue 2 :** Able to getting other groups in reports other than selected ones Ex: Select " Project Manager-Cloud Service" and clicks on Download option In Reports we can see other groups as well	**Issue 1:** OMNI-889 - DAM Assets : On clicks Save configuration there is Green color box is appearing and no message is showing in User Reports CLOSED - Retested the defect and its working fine. Please refer the JIRA ticket for more details **Issue 2:** - Able to get the selected reports over the docs. users.export (4).csv
4		Prepare asset reports	Verify the User is able to create the Assets Reports	Pass		
5			Verify the User is able to generate the User reports from Author	Pass		
6			Verify the Mails are triggering for generated report	Pass		
7		Prepare Link share Reports	Verify the User is able to create the Link share Reports	Pass		
8			Verify the able to download the Reports	Pass		
9			Verify the Mails are triggering for generated report	Pass		
10		Prepare Reports for asset rights expiration	Verify the User is able to create the Expiration share Reports	Pass		
11			Verify the able to download the Reports	Pass		
12			Verify the Mails are triggering for generated report	Pass		

13		Scheduling the reports	Verify the User is able to schedule the time to generate the reports for 1. Prepare User Reports 2. Prepare Assets Reports 3. Prepare Link Share Reports 4. Prepare Reports for asset right expiration	Pass		

Reports Validations:

Reports_Valdiations.docx

Feature: Search Filter

Topics Covered:-

1. Assets Search in AEM
2. Understand search interface
3. How to add/update the Search Filters

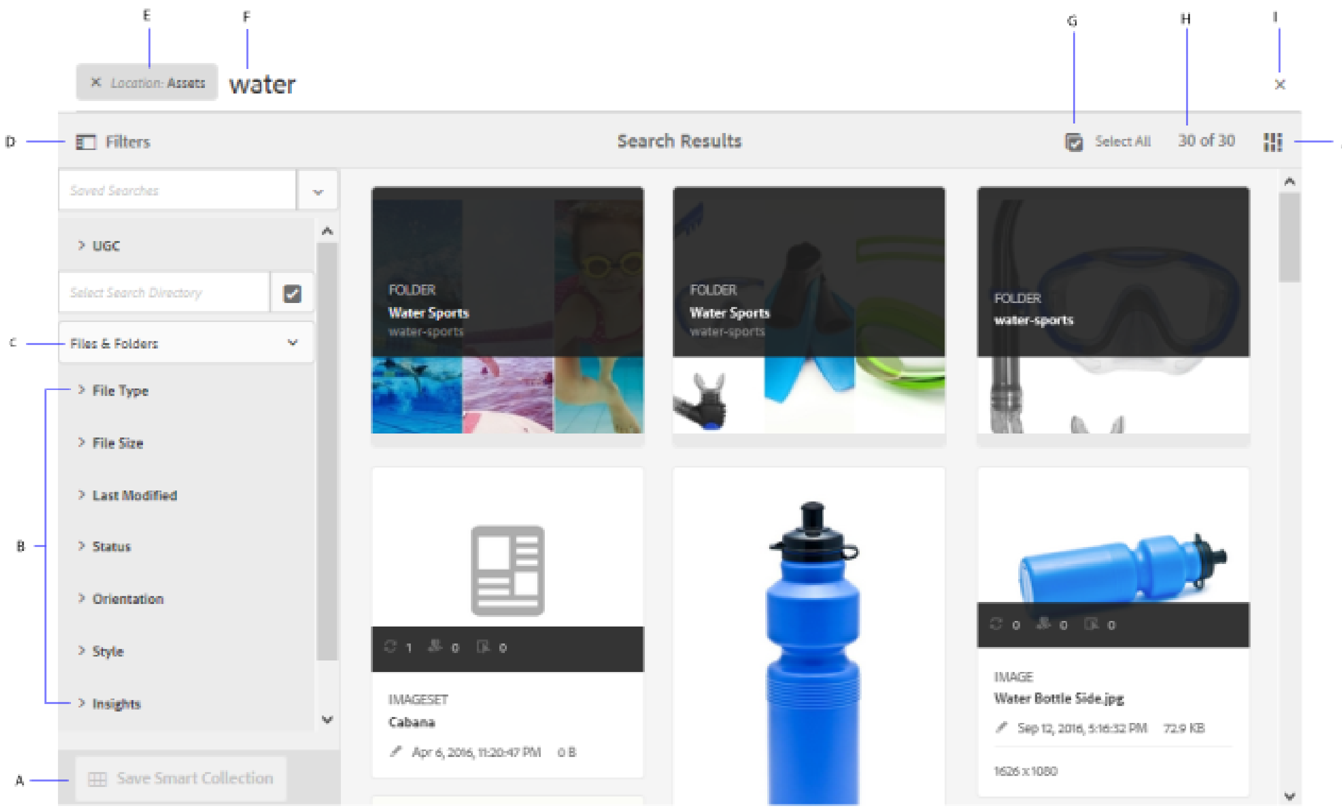
Assets Search in AEM:-

Adobe Experience Manager Assets provides robust asset discovery methods that help you achieve higher content velocity. Your teams can reduce time to market with a seamless, intelligent search experience using out-of-the-box functionality and custom methods. Searching assets is central to the usage of a digital asset management system – be it for further use by creatives, for robust management of assets by the business users and marketers, or for administration by DAM administrators. Simple, advanced, and custom searches that you can perform via the Assets user interface or other apps and surfaces help fulfill these use cases.

Search assets using the Omni search field at the top of the Experience Manager web interface. Go to **Assets** > **Files** in Experience Manager, click in the top bar, enter the search keyword, and select `Return`.

Understand search interface:-

Familiarize yourself with the search interface and the available actions.



A. Save search as a smart collection.

B. Filters or predicates to narrow the search results.

C. Display files, folders, or both.

D. Click Filters to open or close the left rail.

E. Search location is DAM.

F. Omnisearch field with user-provided search keyword.

G. Select the loaded search results.

H. Number of displayed search results out of the total search results.

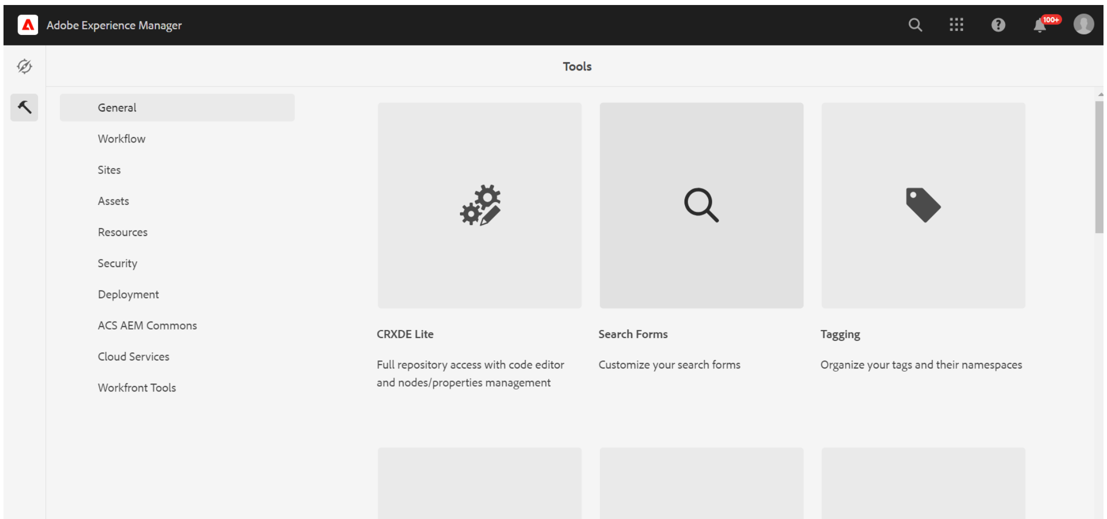
I. Close search.

J. Switch between card view and list view.

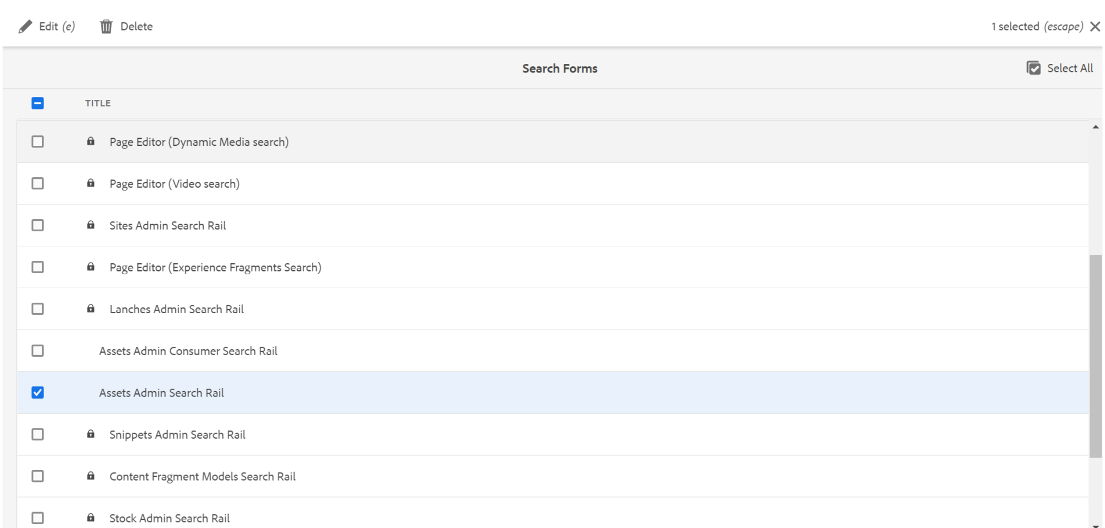
How to add/update the Search Filters:-

Use **Search Forms** to customize the selection of search predicates used in the search panels available in various AEM consoles and/or panels of the author environment. Customizing these panels makes the search functionality versatile according to your specific needs.

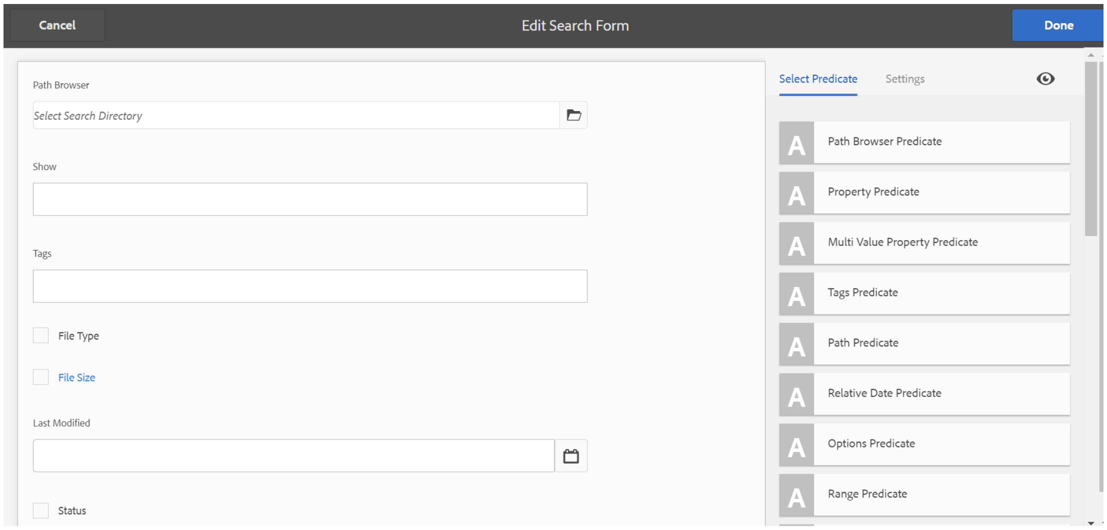
To update Search Filter go to **Tools** -> **General -> Search Forms.**



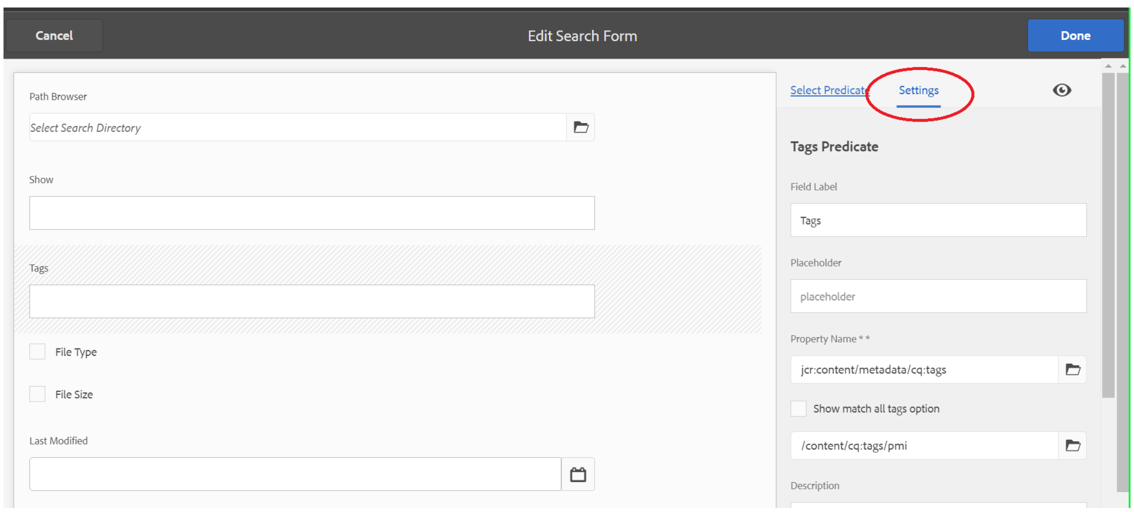
After clicking on the **Search** Form, Select the **Assets Admin Search Rail** form and click on edit.



The following screen will appear after clicking on the edit icon.

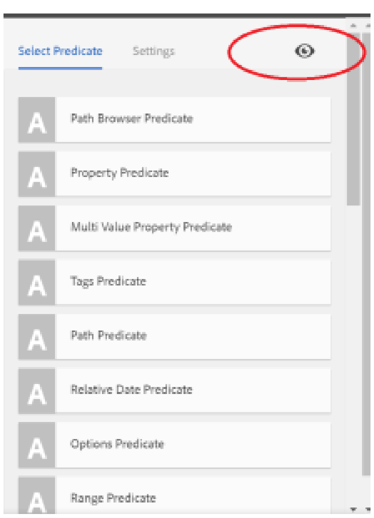


We can add or remove the predicates present in the form. After drag and drop the predicates we need to go to the setting tab for configuring the predicates.

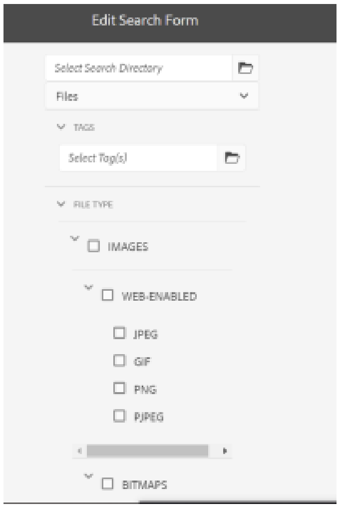


Previewing the Search Configuration

1. Select the Preview icon:



2. This will display the search forms as they will be shown (fully expanded) in the Search column of the appropriate console.



3. **Close** the preview to return and finish the configuration.

Folder Path in the Repository:-

/aem-eccm-project.ui.content/src/main/content/jcr_root/conf/global/settings/dam/search/facets/assets Assets Admin Search Rail

/aem-eccm-project.ui.content/src/main/content/jcr_root/conf/global/settings/dam/search/facets/assets-consumer Assets Admin Consumer Search Rail

Reference Links:-

https://experienceleague.adobe.com/docs/experience-manager-cloud-service/content/assets/manage/search-assets.html?lang=en

https://experienceleague.adobe.com/docs/experience-manager-cloud-service/content/assets/admin/search-facets.html?lang=en

Assets Admin Search Rail search form in Stage Environment:-

https://author-p24719-e80955.adobeaemcloud.com/libs/cq/core/content/tools/customsearch.html/conf/global/settings/dam/search/facets/assets/jcr:content

Assets Admin Consumer Search Rail search form in Stage Environment:-

https://author-p24719-e80955.adobeaemcloud.com/libs/cq/core/content/tools/customsearch.html/conf/global/settings/dam/search/facets/assets-consumer/jcr:content

Assets Admin Search Rail search form as per Consumer Metadata Schema

Search Filter Code, Test Cases & Results

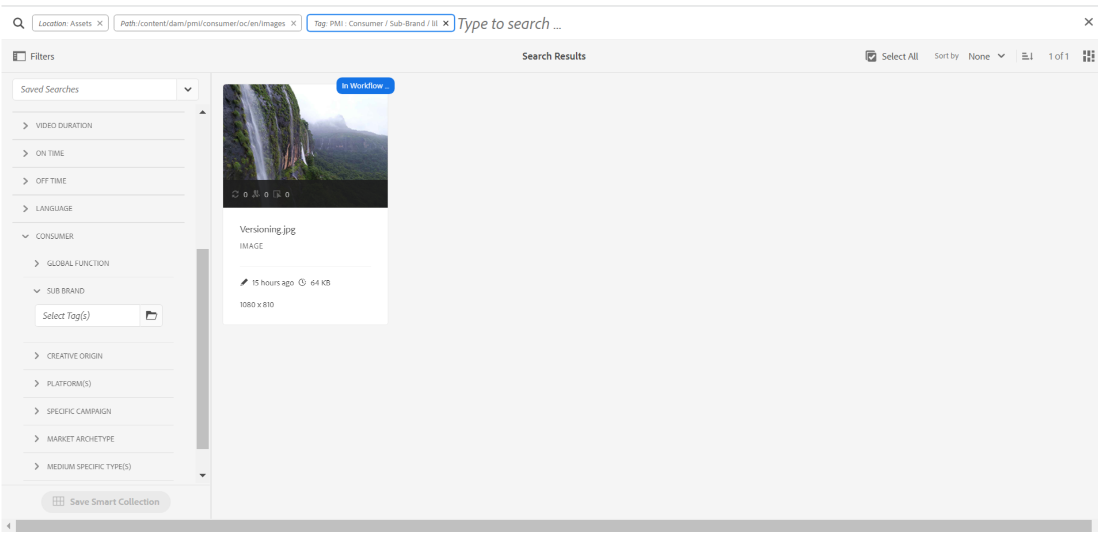
1. **Code Reference**

    a. Search Filter:

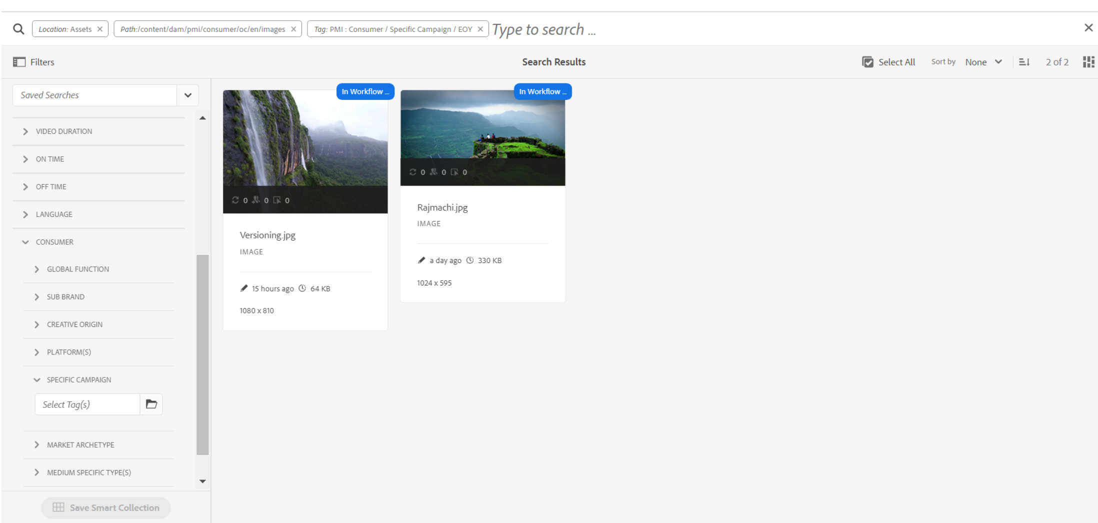
    b. *./PMIAssetsPhilipMorrisInternational-p24719/ui.content/src/main/content/jcr_root/conf/global/settings/dam/search*

Validation Reports:

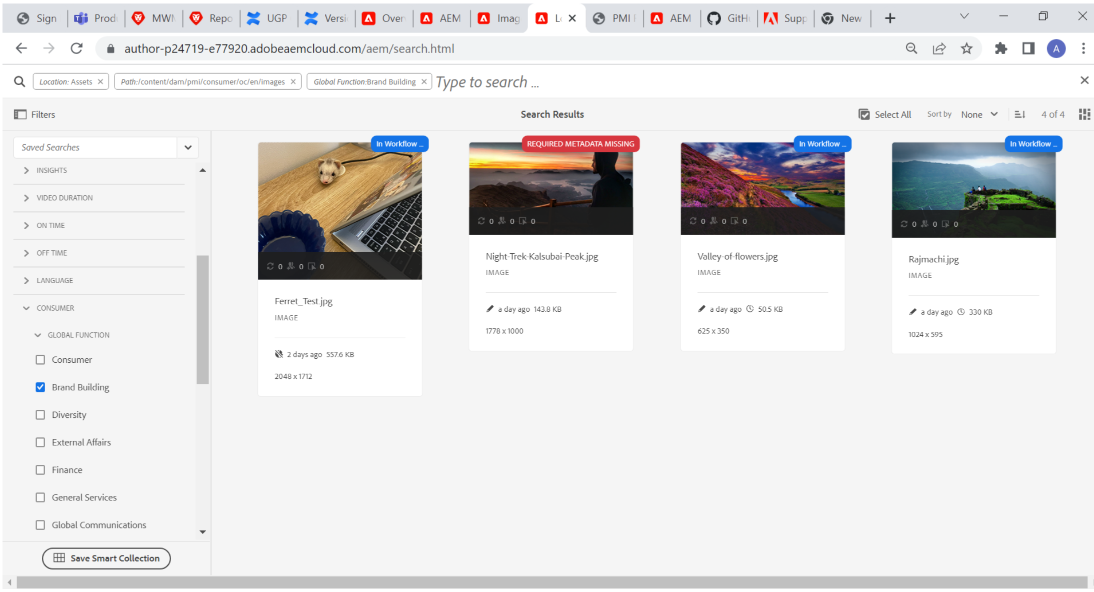
Search Filter==>Consumer==>Sub Brand



Search Filter==>Consumer==>Specific Campaign



Search Filter==>Consumer==> Global function==>Brand building



1. **Test Cases Reference**

Please refer the doc for Test Scripts

Search_TestScripts.xlsx

3. **Test Results**

Dev Environment:

S. No	Requirement	Test Case Description	Pass /Fail	Comments
1	Search Filters	Verify the Search bar option is getting displayed on top in Author Mode	Pass	
2		Verify the Search bar functionality by giving keywords	Pass	
3		Verify the Search functionality is working on specific folder section Ex: User section, Group Section etc	Pass	
4		Verify the Results are getting displayed or not by giving invalid keyword in Search Bar	Pass	
5		Verify the Results are getting displayed while searching using Filters	Pass	
6		Verify the Results are coming by selecting the values from Global Function in Consumer Section	Pass	

7		Verify the Results are coming by selecting the values from Sub Brand in Consumer Section	Pass	
8		Verify the Results are coming by selecting the values from Creating Origin in Consumer Section	Pass	
9		Verify the Results are coming by selecting the values from Platform in Consumer Section	Pass	
10		Verify the Results are coming by selecting the values from Specific Campaign in Consumer Section	Pass	
11		Verify the Results are coming by selecting the values from Market Archetype in Consumer Section	Pass	In Asset properties we can able to select the tags, but in filter search we don’t have option to select TAGs as its showing Yes or NO checkbox As confirmed by Sai Krishna Basetti - the expected behavior is able to have an option to select the tags for Market ArchType instead of Yes or No Option
12		Verify the Results are coming by selecting the values from Medium Specific Type in Consumer Section	Pass	
13		Verify the Results are coming by selecting the values from Channel Specific Type in Consumer Section	Pass	
14		Verify the Results are getting displayed or not by giving invalid keyword in Filters Search	Pass	

Feature: User Groups & Permissions

Users:

Users will log in to AEM with their accounts. Each user account is unique and holds the basic account details, together with the privileges assigned.

Users are often members of Groups, which simplifies the allocation of these permissions and/or privileges.

Groups:

Groups are collections of users. Their primary purpose is to simplify the maintenance process by reducing the number of entities to be updated, as a change made to a group is applied to all members of the group. Groups often reflect:

a role within the application; such as someone who is allowed to surf the content, or someone who is allowed to contribute content.

your own organization; we may want to extend the roles to differentiate between contributors from different departments when they are restricted to different branches in the content tree.

Therefore groups tend to remain stable, whereas users come and go more frequently. With planning and a clean structure, the use of groups can reflect our structure, giving us a clear overview and an efficient mechanism for updates.

Below there are the principles behind the user groups (permission) established.

Permissions in AEM

AEM uses ACLs to determine what actions a user or group and can take and where it can perform those actions.

Permissions and ACLs

Permissions define who is allowed to perform which actions on a resource. The permissions are the result of access control evaluations.

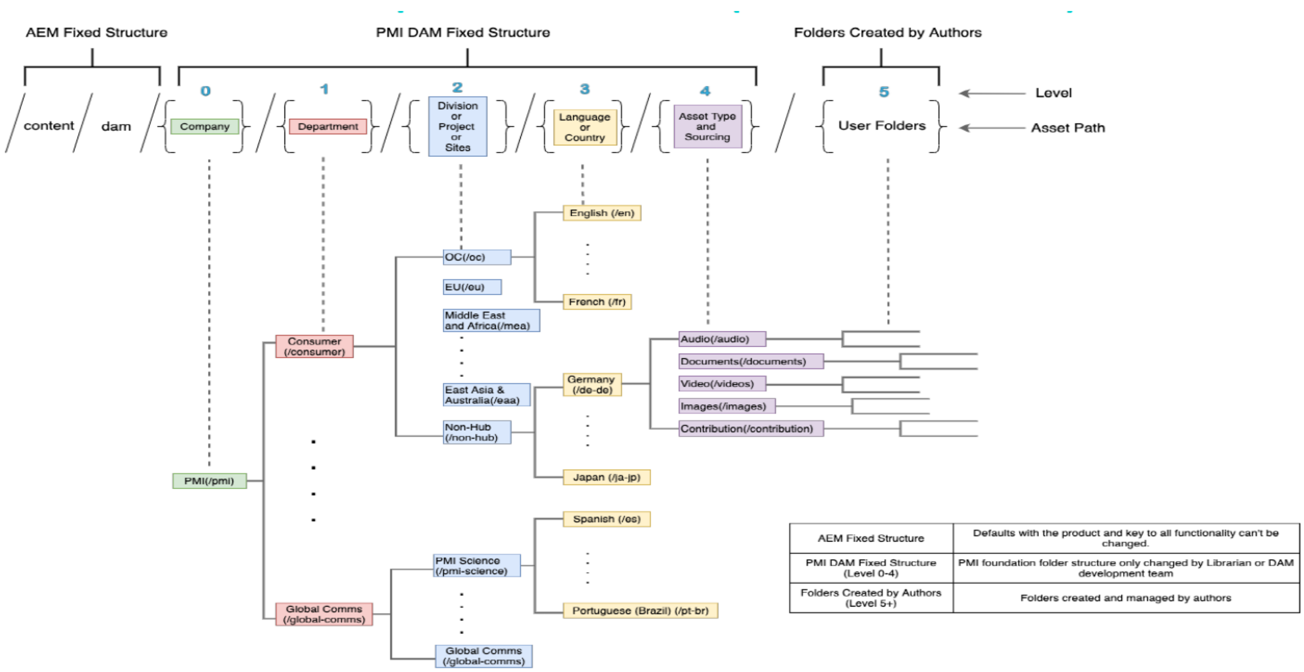
We can change the permissions granted/denied to a given user by selecting or clearing the checkboxes for the individual AEM actions. A check mark indicates that an action is allowed. No checkmark indicates that an action is denied.

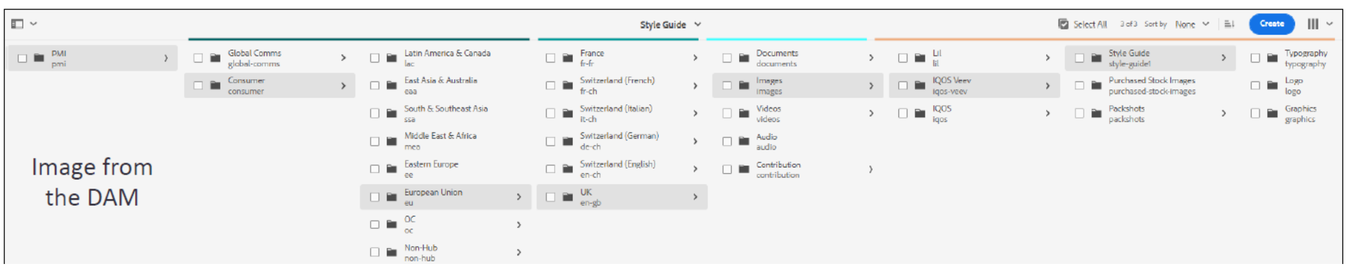
Where the checkmark is located in the grid also indicates what permissions users have in what locations within AEM (that is, which paths).

Actions can be performed on a page (resource). For each page in the hierarchy, we can specify which action the user is allowed to take on that page. Permissions enable us to allow or deny an action.

Action	Description
Read	The user is allowed to read the page and any child pages.
Modify	The user can: • modify existing content on the page and on any child pages. • create new paragraphs on the page or on any child page. At the JCR level, users can modify a resource by modifying its properties, locking, versioning, nt-modifications, and they have complete write permission on nodes defining a jcr:content child node, for example cq:Page, nt:file, cq:Asset.
Create	The user can: • create a new page or child page. If **modify** is denied the subtrees below jcr:content are specifically excluded because the creation of jcr:content and its child nodes are considered a page modification. This only applies to nodes defining a jcr:content child node.
Delete	The user can: • delete existing paragraphs from the page or any child page. • delete a page or child page. If **modify** is denied any subtrees below jcr:content are specifically excluded as removing jcr:content and its child nodes is considered a page modification. This only applies to nodes defining a jcr:content child node.
Read ACL	The user can read the access control list of the page or child pages.
Edit ACL	The user can modify the access control list of the page or any child pages.
Replicate	The user can replicate content to another environment (for example, the Publish environment). The privilege is also applied to any child pages.

PMI Assets folder Structure:-



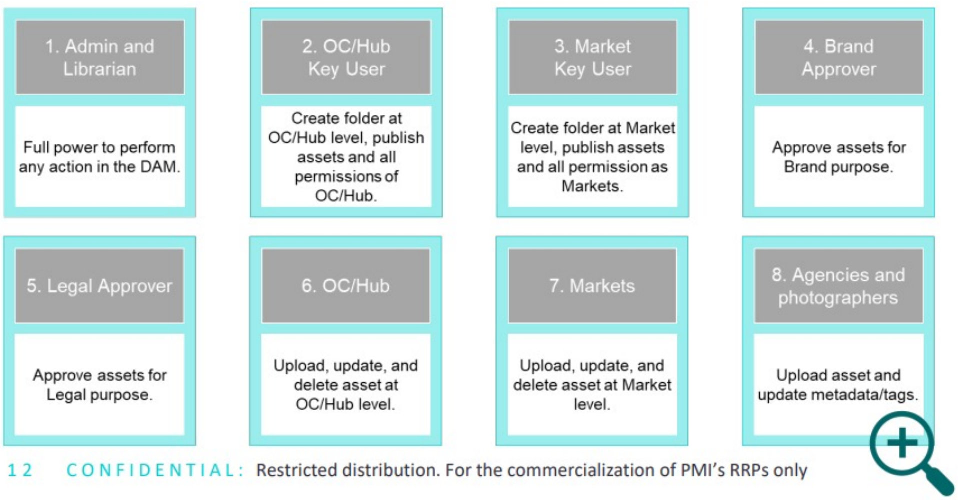


Principles:

- Consumer has only access to Consumer folders (level 1)
- Global Comms have viewer access to Consumer folders (level 1)
- Markets have Editor access to their own folders and Viewer access to OC (English default + language (s) spoken/used on that Market's website)
- Approvers only applies to the OC folders
- Admin applies to the whole DAM (Consumer and Global Comms)
- Market user groups will be created as they are onboarded
- Global Comms have access to move asset from Global Comms' folder to OC folder (under Consumer)

User Groups Overview:

8 major User Groups roles:
1. Admin and Librarian
2. OC/Hub Key User
3. Market Key User
4. Brand Approver
5. Legal Approver
6. OC/Hub
7. Markets
8. Agencies and photographers



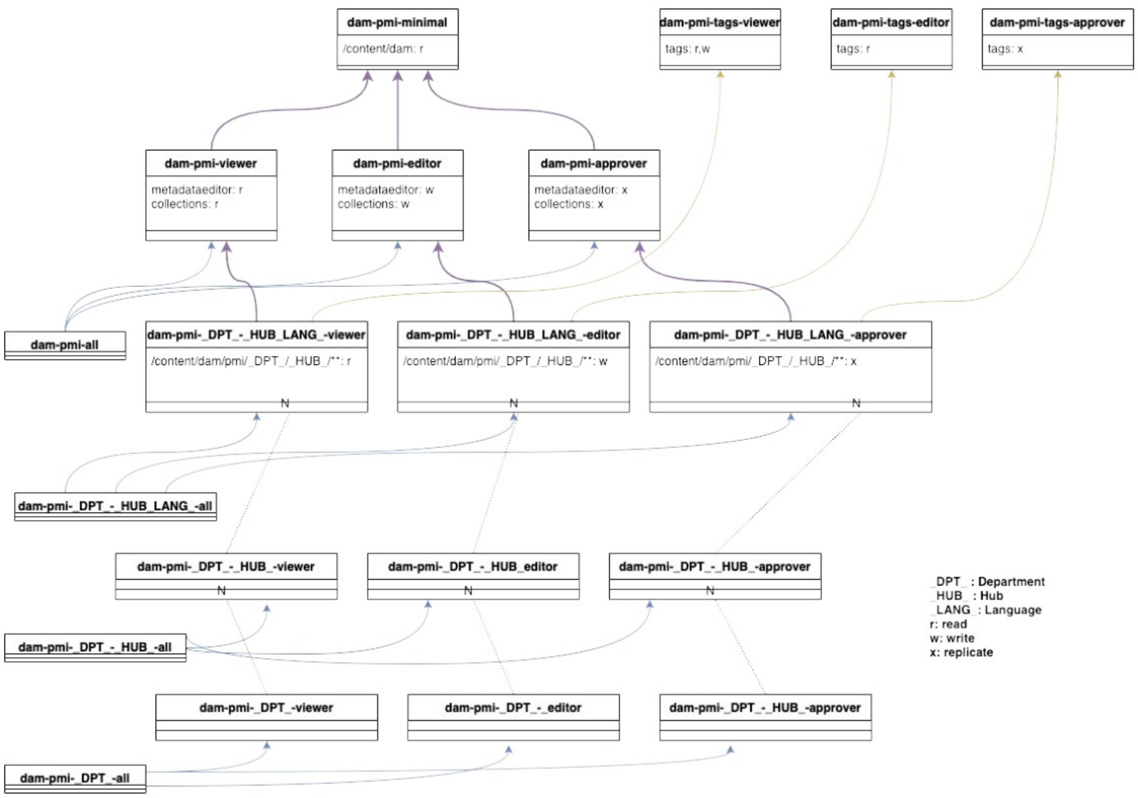
Detailed actions per 8 major roles (permissions) :
(Development is required to set up the detailed actions)

Summary:

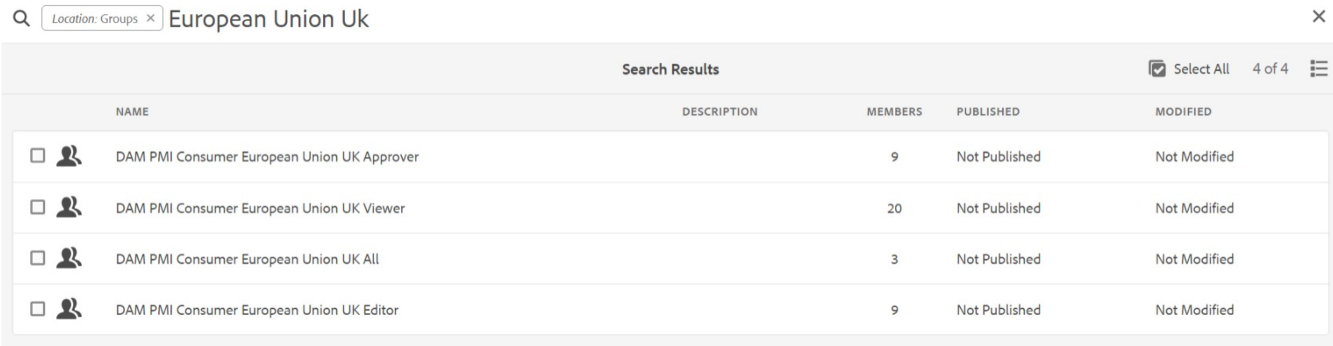
• Key Users may create folders at their level and manage AEM projects
• Approver can only accept/reject assets for their team (Legal/Brand)
• External Users can upload and tag assets (reduce PMI workload)
• Regular Users (OC and Markets) can upload, update, move, (un)publish and delete assets at their folder path
• All Users can create collections.

Actions / User Groups	Admin and Librarian	OC/Hub Key User	Market Key User	Brand Approver	Legal Approver	OC/Hub	Markets	Agencies and Photographers
Asset upload	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Asset deletion	Yes	Yes	Yes	No	No	Yes	Yes	No
Asset move	Yes	Yes	Yes	No	No	Yes	Yes	No
Asset update metadata	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Approve asset Legal	Yes	No	No	No	Yes	No	No	No
Approve asset Brand	Yes	No	No	Yes	No	No	No	No
Edit Tagging structure	Yes	No	No	No	No	No	No	No
Create folder – OC/Hub	Yes	Yes	No	No	No	No	No	No
Create folder – Markets	Yes	No	Yes	No	No	No	No	No
(Un)publish asset	Yes	Yes	Yes	No	No	Yes	Yes	No
Create collections	Yes	Yes	Yes	No	No	Yes	Yes	No
Create/mange workflow	Yes	No	No	No	No	No	No	No
Access to project	Yes	Yes	Yes	No	No	No	No	No

• Technical representation of user groups, roles and permissions set up in the DAM.
• Roles are Viewer, Editor, Approver and All.
o Viewer = read permission
o Editor = read and write permissions
o Approver = read and activation permissions
o All = read, write and activation permissions
o Certain exceptions are handled on a needs basis



If we search with "European Union Uk" in groups, we can see the four roles here.


Location: Groups
European Union Uk
Search Results
Select All
4 of 4
NAME
DESCRIPTION
MEMBERS
PUBLISHED
MODIFIED
DAM PMI Consumer European Union UK Approver
9
Not Published
Not Modified
DAM PMI Consumer European Union UK Viewer
20
Not Published
Not Modified
DAM PMI Consumer European Union UK All
3
Not Published
Not Modified
DAM PMI Consumer European Union UK Editor
9
Not Published
Not Modified

User Groups and Permissions - Redefined

IMPORTANT: Access model is being redesigned because of the new PMI regional structure and the new process around usage rights management.

Terminology:

Name	Description
User	A person who has access to AEM portal
Group	A role having access to certain paths in the crx workspace
Market	Country level
Hub	Region level
Department	Company level namely Consumer, Global Comms, Training Material
Editor	A role with editing and viewing permissions
Approver	A role with publishing and unpublishing permissions
Viewer	A role with read only access
APAC	Asia Pacific
Non-Hub	Non-Hub
MEA	Middle East & Africa
LAC	Latin America
EE	Eastern Europe
EU	Europe
OC	OC (Global Team)

As compared to previous structure of defining roles (groups) and their permissions, the new structure is defined at multiple levels namely market level, hub level, department level etc.

The new structure is defined as follows.

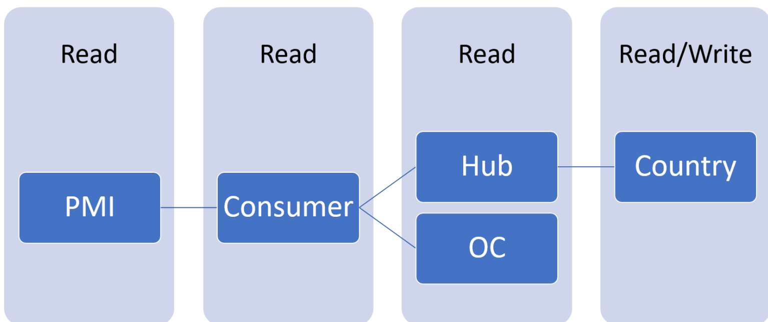
2 roles per markets with Editor and Approver role.

Editor to manage metadata and attributes, create folder etc.

Approver to publish or unpublish content to Brand Portal.

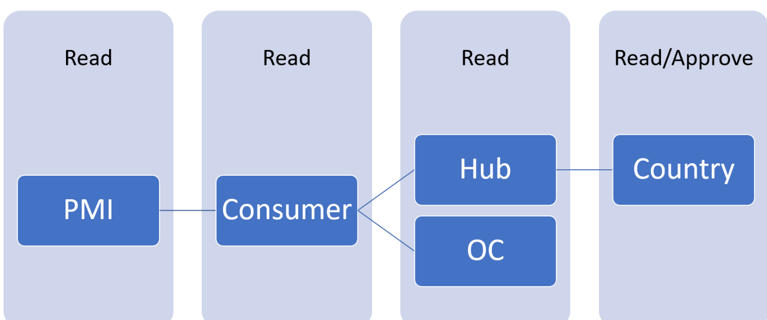
Both the market level approver and editor will have the read access to OC hub along with their own hub.

Market (Country) - Editor



Country – Sub folders inherits the rights from parent
OC – Read Access to Global/Master Assets for reuse

Market (Country) - Approver



Country – Sub folders inherits the rights from parent
OC – Read Access to Global/Master Assets for reuse

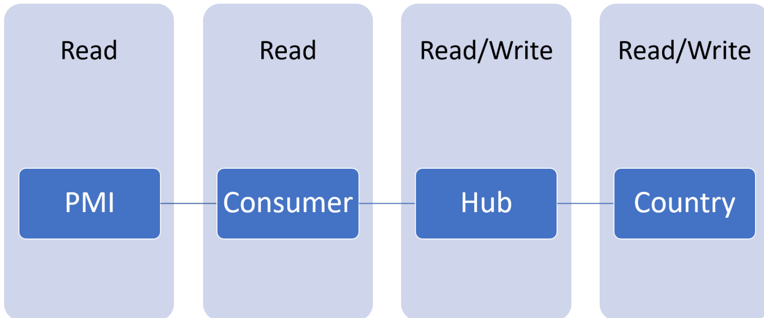
2 roles per hub with Editor and Viewer.

Editor to manage metadata and attributes, create folder and sub folders.

Viewer read only access to all given markets/assets for a given hub.

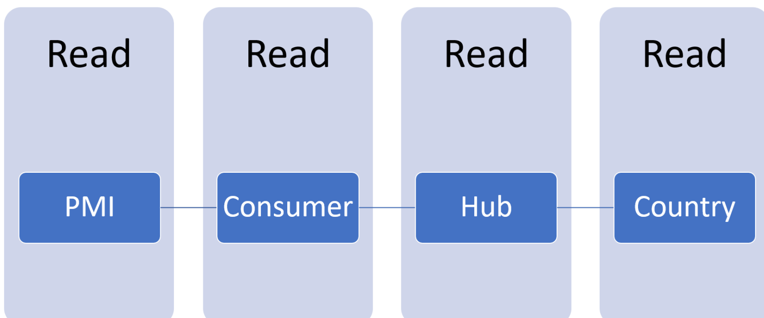
A hub editor or viewer will not have access to view or edit other hub assets.

Hub - Editor



Country – Sub folders inherits the rights from parent

Hub - Viewer



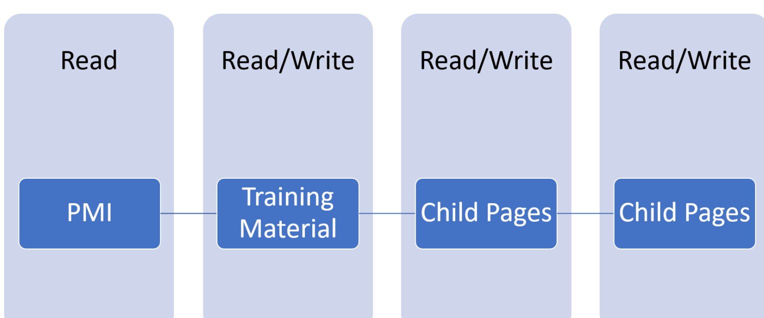
Country – Sub folders inherits the rights from parent

2 roles for Training-Material with Editor and Viewer role.

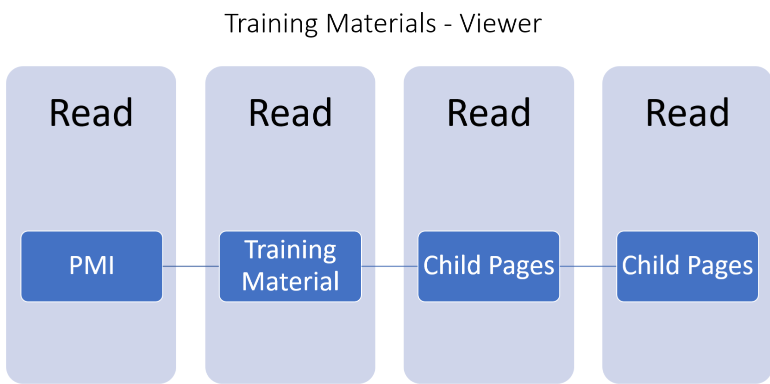
Editor to manage metadata and attributes, create folder and sub folders.

Viewer has read only access to all markets/assets for a given hub.

Training Materials - Editor



** Sub folders(Child Pages) inherits the rights from parent



** Sub folders(Child Pages) inherits the rights from parent

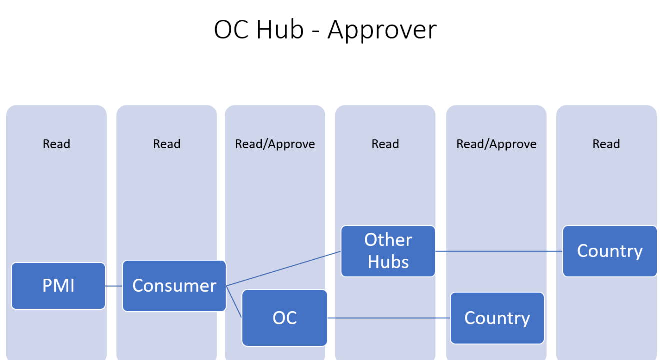
3 roles for OC hub with Approver, Editor and Viewer role.

Approver to publish/unpublish or schedule publish/unpublish content to Brand Portal

Editor to manage metadata, attributes and create folders.

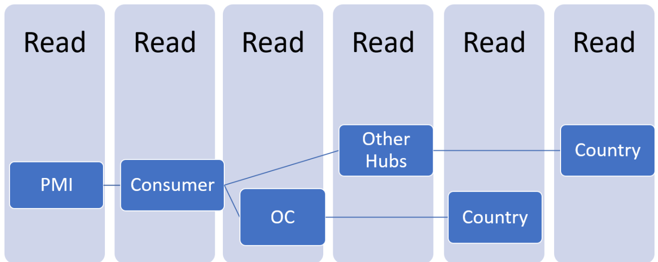
Viewer has read-only access to all the assets under OC hub.

Any user belonging to OC hub approver or OC hub editor or OC hub viewer will have read only access to other hubs (apac, ee, eu, non-hub, lac, mea).



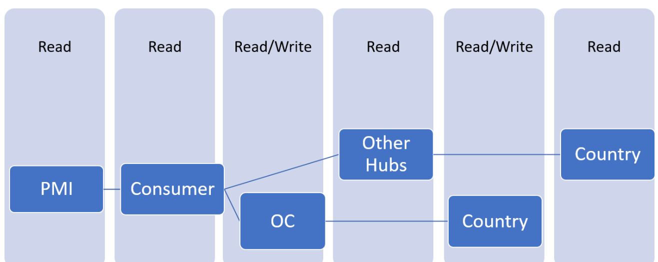
** Sub folders(Child Pages) inherits the rights from parent

OC Hub - Viewer



** Sub folders(Child Pages) inherits the rights from parent

OC Hub- Editor



** Sub folders(Child Pages) inherits the rights from parent

2 roles for overall Consumer folder with Approver, and Viewer role.

Approver to publish/unpublish or schedule publish/unpublish content to Brand Portal

Viewer has read-only access to all the assets under Consumer department.

2 global roles - 1 for the librarian and 1 for Support

Librarian is a member of administrators group and

Support - Any member under this group has read only access to the crx workspace.

AEM Groups and IMDL Mapping

IMPORTANT: Access model is being redesigned because of the new PMI regional structure and the new process around usage rights management.

This document includes mapping between the IMDL roles and the AEM Groups that assign permissions to the IMDL roles.

IMDL Mappings:

Group Name	Product Profiles			IMDL Sync Status			Is IMDL Mapped to AEM Group			AEM Group
	Dev	Stage	Prod	Dev	Stage	Prod	Dev	Stage	Prod	
PMI GLOBAL UR DAM GL Brand Portal Editor IMDL	NA	NA	Assets Brand Portal Consumer Editor	Yes	Yes	Yes	NA	NA	Yes	No
PMI GLOBAL UR DAM GL Brand Portal Viewer IMDL	NA	NA	Assets Brand Portal Consumer Viewer	Yes	Yes	Yes	NA	NA	Yes	No
PMI GLOBAL UR DAM GL Editor OC HUB IMDL	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-44a2d0dc87d438758cd068a6b1211ee9	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a	Yes	Yes	Yes	Yes	Yes	Yes	DAM PMI Consumer OC Editor
PMI GLOBAL UR DAM GL IT Support IMDL	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a	Yes	Yes	Yes	Yes	Yes	Yes	DAM PMI Support

PMI GLOBAL UR DAM GL Librarian IMDL	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-44a2d0dc87d438758cd068a6b1211ee9	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a	Y es	Y es	Y es	Y es	Yes	Yes	DAM PMI Librarian
PMI GLOBAL UR DAM GL Viewer Consumer IMDL	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a	Y es	Y es	Y es	Y es	Yes	Yes	DAM PMI Consumer Viewer
PMI GLOBAL UR DAM GL Viewer OC HUB IMDL	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a	Y es	Y es	Y es	Y es	Yes	Yes	DAM PMI Consumer OC Viewer
PMI GLOBAL UR DAM LO Editor APAC HUB IMDL	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a	Y es	Y es	Y es	Y es	Yes	Yes	DAM PMI Consumer APAC Editor
PMI GLOBAL UR DAM LO Viewer APAC HUB IMDL	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a	Y es	Y es	Y es	Y es	Yes	Yes	DAM PMI Consumer APAC Viewer
PMI GLOBAL UR DAM LO Editor EE HUB	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a			Y es			Yes	DAM PMI Consumer Eastern Europe Editor
PMI GLOBAL UR DAM LO Viewer EE HUB			Assets Brand Portal Consumer Viewer			Y es			Yes	DAM PMI Consumer Eastern Europe Viewer

PMI GLOBAL UR DAM LO Editor EU HUB	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a			Yes			Yes	DAM PMI Consumer EU Editor
PMI GLOBAL UR DAM LO Viewer EU HUB	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a			Yes			Yes	DAM PMI Consumer EU Viewer
PMI GLOBAL UR DAM LO Editor MEA HUB	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a			Yes			Yes	DAM PMI Consumer MEA Editor
PMI GLOBAL UR DAM LO Viewer MEA HUB	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a			Yes			Yes	DAM PMI Consumer MEA Viewer
PMI GLOBAL UR DAM LO Editor LAC HUB	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a			Yes			Yes	DAM PMI Consumer LAC Editor
PMI GLOBAL UR DAM LO Viewer LAC HUB	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a			Yes			Yes	DAM PMI Consumer LAC VIewer
~~PMI GLOBAL UR DAM LO Editor NON HUB~~	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a			Yes			No	N/A
~~PMI GLOBAL UR DAM LO Viewer NON HUB~~	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-dev-author AEM Users-2bb68676da6f3573b885a9961ac79035	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-stage-author AEM Users-429546719e573133844327f3d283f33e	Adobe Experience Manager as a Cloud Service - PMI Assets (Philip Morris International)-pmi-assets-prod-author AEM Users-a4f72fb179253018b78f82d21540987a PMI-Dam-Base			No			No	N/A

PMI GLOBAL UR DAM GL IT ADMIN IMDL			AEM Administrators-a4f72fb179253018b78f82d21540987a			Yes			Yes	Administrators
PMI GLOBAL UR DAM GL IT ADMIN DEV STG IMDL	AEM Administrators-2bb68676da6f3573b885a9961ac79035, AEM Administrators-46584f119a22324c92c0bd5826575836, AEM Administrators-c03b4c3aa8f5316c90f35327d8f71b17	AEM Administrators-429546719e573133844327f3d283f33e		Yes	Yes		Yes	Yes		Administrators
PMI GLOBAL UR DAM GL IT Developer DEV	Cloud Manager>Developer			Yes	Yes	Yes	N/A	N/A	N/A	N/A
PMI GLOBAL UR DAM GL IT Release IMDL	Cloud Manager>Deployment Manager			Yes	Yes	Yes	N/A	N/A	N/A	N/A

AEM Assets Roles Permission:

```
Permission (System permission) : Read = R, Write = W, Publish = P
```

System Role Names	Roles /Paths	/PMI /Consumer	/PMI /Consumer /APAC	/PMI /Consumer /EU	/PMI /Consumer /EE	/PMI /Consumer /LAC	/PMI /Consumer /MEA	/PMI /Consumer /OC
PMI GLOBAL UR DAM GL Librarian	**Librarian**	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P
PMI GLOBAL UR DAM GL Viewer Consumer	**Consumer Viewer**	R	R	R	R	R	R	R
PMI GLOBAL UR DAM GL Editor OC HUB	**OC HUB Editor**	x	R	R	R	R	R	R,W
PMI GLOBAL UR DAM GL Viewer OC HUB	**OC HUB Viewer**	x	R	R	R	R	R	R
PMI GLOBAL UR DAM LO Editor APAC HUB	**APAC HUB Editor**	x	R,W,P	x	x	x	x	x
PMI GLOBAL UR DAM LO Viewer APAC HUB	**APAC HUB Viewer**	x	R	x	x	x	x	x

PMI GLOBAL UR DAM LO Editor EE HUB	**EE HUB Editor**	x	x	x	R,W,P	x	x	x
PMI GLOBAL UR DAM LO Viewer EE HUB	**EE HUB Viewer**	x	x	x	R	x	x	x
PMI GLOBAL UR DAM LO Editor EU HUB	**EU HUB Editor**	x	x	R,W,P	x	x	x	x
PMI GLOBAL UR DAM LO Viewer EU HUB	**EU HUB Viewer**	x	x	R	x	x	x	x
PMI GLOBAL UR DAM LO Editor MEA HUB	**MEA HUB Editor**	x	x	x	x	x	R,W,P	x
PMI GLOBAL UR DAM LO Viewer MEA HUB	**MEA HUB Viewer**	x	x	x	x	x	R	x
PMI GLOBAL UR DAM LO Editor LAC HUB	**LAC HUB Editor**	x	x	x	x	R,W,P	x	x
PMI GLOBAL UR DAM LO Viewer LAC HUB	**LAC HUB Viewer**	x	x	x	x	R	x	x
PMI GLOBAL UR DAM GL IT Support IMDL	**IT Support Group**	R	R	R	R	R	R	R
PMI GLOBAL UR DAM GL IT ADMIN IMDL	**Prod Admin**	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P
PMI GLOBAL UR DAM GL IT ADMIN DEV STG IMDL	**Dev & Stage Admin**	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P	R,W,P
PMI GLOBAL UR DAM GL IT Developer DEV	**Developer**	x	x	x	x	x	x	x
PMI GLOBAL UR DAM GL IT Release Manager	**Release Manager**	x	x	x	x	x	x	x

New Roles & Permissions : UGP Code, Test Cases & Results

1. **Code Reference**
2. **Test Cases Reference : OMNI-932 PMI AEM Assets - User Groups and Roles.csv**
3. **Test Results: Please refer the below JIRA link**

OMNI-932 - PMI AEM Assets - User Groups/Roles Creation CLOSED

Dev.zipProduction Test.zipStage Test.zip

Test Scripts:

S. No	Summary	Status	Screenshots
1	Verify User is able to see the View the content when assigned to Consumer Viewer role(ex: PMI_Consumer_Viewer)	Pass	PMI Consumer Viewer_Dev.docx DAM PMI Consumer Viewer_Stage.docx Prod_Consumer_Viewer.docx
2	Verify User is not able to get the Editor and Publish access	Pass	
3	Verify User is able to see the Edit the content when assigned to Consumer Editor role(Ex: ex: PMI_Consumer_Editor)	Pass	Prod_Consumer_Editor.docx DAM PMI Consumer Editor_Stage.docx PMI Consumer Editor_Dev.docx
4	Verify User is not able to get the Publish access to activate the assets when assigned to DAM Consumer Editor Role	Pass	
5	Verify the User is able to publish the pages when assigned to Consumer Approval Role	Pass	PMI Consumer Approver-Dev.docx DAM PMI Consumer Approver_Stage.docx Prod_Consumer_Approver.docx
6	Verify the User is not able to get the Edit permissions when assigned to Approval roles	Pass	
7	Verify the User is able to see other folders apart from PMI when assigned to DAM PMI Consumer group	Pass	Prod_Consumer_Approver.docx DAM PMI Consumer Approver_Stage.docx PMI Consumer Approver-Dev.docx
8	Verify the user is able to Publish(now) the pages using Manage Publication option when assigned to Approval roles	Pass	Prod_Consumer_Approver.docx DAM PMI Consumer Approver_Stage.docx PMI Consumer Approver-Dev.docx

9	Verify the user is able to Publish(later) the pages using Manage Publication option when assigned to Approval roles	Pass	
10	Verify the user is able to UnPublish(now) the pages using Manage Publication option when assigned to Approval roles	Pass	
11	Verify the user is able to UnPublish(Later) the pages using Manage Publication option when assigned to Approval roles	Pass	
12	Verify the User is able to view the content when assigned to Region role(ex: apac viewer)	Pass	Prod_Consumer_APAC_Viewer.docx PMI Consumer APAC Viewer_Dev.docx DAM PMI Consumer LAC Viewer_Stage.docx
13	Verify User is not able to get the Editor and Publish access for Region Role User	Pass	
14	Verify the User is able to see the content of other hubs apart from assigned region	Pass	
15	Verify the User is able to Edit Content of markets for given hub when accessing with Hub Editor group	Pass	DAM PMI Consumer LAC Editor_Stage.docx Prod_Consumer_APAC_Editor.docx
16	Verify the User is able to approve any asset in a market for the hub when assigned to Hub level Editor role	Pass	
17	Verify the user is Cannot view/edit other hub or markets in another hub when assigned to Hub level Editor role	Pass	
18	Verify the User is able to view the content when assigned to Specific Market role(ex: apac indonesia)	Pass	DAM PMI Consumer NonHub Japan Editor.docx PMI Consumer APAC Indonesia Editor_Dev.docx PMI Consumer MEA UAE Editor_Dev.docx PMI_Consumer_EE_Albania_Editor_Test.docx Prod_DAM_PMI_Consumer_APAC_Philippines_Editor.docx
19	Verify the User is able to view the content of markets under OC hub but cannot edit or approve it (accessing through Hub level user)	Pass	Prod_Consumer_APAC_Editor.docx DAM PMI Consumer LAC Editor_Stage.docx
20	Verify the User is able to Edit the content when assigned to Market(Country) role(ex: Indonesia Editor)	Pass	Prod_DAM_PMI_Consumer_APAC_Philippines_Editor.docx PMI Consumer APAC Indonesia Editor_Dev.docx DAM PMI Consumer NonHub Japan Editor.docx
21	Verify the User is able to Modify the content when assigned to Market(Country) role(ex: Indonesia Editor)	Pass	
22	Verify the User is able to see the Specific market content only when assigned to Market(Country) role(ex: Indonesia Editor)	Pass	
23	Verify the User is able to see the other markets/regions when assigned to Specific market (ex: Indonesia Editor)	Pass	

24	Verify the user is able to Publish(now) the pages using Manage Publication option when assigned to Approval roles(ex: Indonesia Approver)	Pass	DAM PMI Consumer NonHub Japan Approver_Stage.docx DAM_PMI_Consumer_APAC_Philippines_Approver.docx PMI Consumer APAC Indonesia Approver_Dev.docx PMI Consumer MEA UAE Approver_Dev.docx PMI_Consumer_EE_Albania_Approvar_Test.docx
25	Verify the user is able to Publish(later) the pages using Manage Publication option when assigned to Approval roles(ex: Indonesia Approver)	Pass	
26	Verify the user is able to UnPublish(now) the pages using Manage Publication option when assigned to Approval roles(ex: Indonesia Approver)	Pass	
27	Verify the user is able to UnPublish(Later) the pages using Manage Publication option when assigned to Approval roles(ex: Indonesia Approver)	Pass	
28	Verify the User is able to see the content of other markets apart from assigned market(Approver)	Pass	
29	Verify the User is able to see the OC content when assigned any market(Ex: APAC)	Pass	PMI Consumer APAC Viewer_Dev.docx DAM PMI Consumer LAC Viewer_Stage.docx Prod_Consumer_APAC_Viewer.docx
30	Verify the User is able to Edit the content on OC when assigned to any market(Ex: APAC)	Pass	Prod_DAM_PMI_Consumer_APAC_Philippines_Editor.docx DAM PMI Consumer NonHub Japan Editor.docx PMI Consumer MEA UAE Editor_Dev.docx
31	Verify the User is able to Edit the content on OC when assigned to any market(Editor)	Pass	
32	Verify User is able to Edit Content of markets for given hub when assigned to OC Editor Group	Pass	PMI Consumer OC Editor_Dev.docx DAM PMI Consumer OC Editor_Stage.docx Prod_OC_Editor.docx
33	Verify User Cannot approve any asset in a market for the hub when assigned to OC Editor Group	Pass	
34	Verify User Cannot see another hub when assigned to OC Editor Group	Pass	
35	Verify User is able to View the content of OC when assigned to OC Viewer group	Pass	Prod_OC_Viewer.docx DAM PMI Consumer OC Viewer_Stage.docx PMI Consumer OC Viewer_Dev.docx
36	Verify User is not able to get the Editor and Publish access when assigned to OC Viewer group	Pass	
37	Verify User Cannot view/edit other hub or markets other than OC when assigned to OC Viewer group	Pass	
38	Verify User is able to Publish the content of OC when assigned to OC Approver group	Pass	PMI Consumer OC Approver_Dev.docx Prod_OC_Approver.docx DAM PMI Consumer OC Approver_Stage.docx
39	Verify User cannot edit content even at market level when assigned to OC Approver group	Pass	
40	Verify User Cannot view other hubs content when assigned to OC Approver group	Pass	

41	Verify User is not able to get the Editor and Publish access when assigned to Training Material Viewer group	Pass	PMI Training Materials Viewer_Dev.docx Training_Material_Viewer.docx
42	Verify User is able to see the View the content when assigned to Training Material Viewer group (Ex: PMI_Training_Material_Viewer_Test)	Pass	
43	Verify the User is able to Edit the content in Training Materials when assigned to Training Materials Editor role(Ex: PMI_Training_Material_Editor_Test)	Pass	Training_Material_Editor.docx PMI Training Material Editor_Dev.docx
44	Verify the User is able to see the Consumer folder when assigned to Training Materials groups(Ex: PMI_Training_Material_Editor_Test)	Pass	
45	Verify User is not able to get the Publish access to activate the assets when assigned to Training Materials Editor group(Ex: PMI_Training_Material_Editor_Test)	Pass	
46	Verify the User is able to Accessing the Application through Librarian role	Pass	PMI_Librarian_Dev.docx PMI_Librarian_Dev_NewAdmin.docx PMI_Librarian-Dev_Reports.docx DAM Librarian Role.docx DAM Librarian Role_Reports.docx DAM Librarian Role_WorkFlows.docx DAM PMI Librarian Reports_Prod.docx Prod_DAM Librarian Role_Publish_ManagePublication.docx Prod_PMI Reports_User_Reports.docx DAM PMI Librarian Reports.docx DAM PMI Librarian Workflows_Stage.docx DAM PMI Librarian_Upload Assets_Publish_stage.docx PMI Librarian Stage.docx
47	Verify the User is able to Create the folders using Librarian User	Pass	
48	Verify the User is able to Upload the Assets using Librarian User	Pass	
49	Verify the User is able to Copy/paste/delete the assets using Librarian Role	Pass	
50	Verify the User is able to Publish the assets using Librarian Role	Pass	
51	Verify the User is able to UnPublish the assets using Librarian Role	Pass	
52	Verify the User is able to Publish the assets through Manage Publications using Librarian Role	Pass	
53	Verify the User is able to UnPublish the assets through Manage Publication using Librarian Role	Pass	
54	Verify the User is able to trigger the workflow using Librarian Role	Pass	
55	Verify the User is able to generate the selected User reports from Author through Librarial Role	Pass	
56	Verify the User is able to create the Assets Reports/link Reports/Expiration Reports	Pass	

57	Verify the User is able to Create the new users using Librarian role	Pass	
58	Verify the User is able to Accessing the Application through Support role	Pass	DAM PMI Support_Stage.docx DAM PMI Support_Dev.docx PMI Support Test.docxProd_PMI_Support_Role.docx
59	Verify the User is able to view the content of DAM assets while accessing through Support Role	Pass	
60	Verify the Consumer Users are able to see the training material folder	Pass	Dev_Consumer_Approver_Training_Material_Permissions.docx Dev_Consumer_Editor_Training_Material_Permissions.docx Dev_Consumer_Approver_Training_Material_Permissions.docx Stage_DAM PMI Consumer Approver Training Material.docx Stage_DAM PMI Consumer Editor Training Material.docx Stage_DAM PMI Consumer Viewer Training Material.docx Prod_DAM PMI Consumer Approver_Training_Material.docx Prod_DAM PMI Consumer Editor_Training_Material.docx Prod_DAM PMI Consumer Viewer_Training_Material.docx
61	Verify the Consumer Users are able to Edit the content of training material folder files	Pass	
62	Verify the HUB Users are able to see the training material folder	Pass	Prod_DAM PMI Consumer HUB LAC Editor Training Material check.docx Prod_DAM PMI Consumer HUB LAC Viewer Training Material check.docx Prod_DAM PMI Consumer HUB OC Approver Training Material check.docx Prod_DAM PMI Consumer HUB OC Editor Training Material check.docx Prod_DAM PMI Consumer HUB OC Viewer Training Material check.docx

63	Verify the HUB Users are able to Edit the content of training material folder files	Pass	Stage_DAM PMI Consumer HUB MEA Approver Training Material.docx Stage_DAM PMI Consumer HUB MEA Editor Training Material.docx Stage_DAM PMI Consumer HUB OC Approver Training Material.docx Stage_DAM PMI Consumer HUB OC Editor Training Material.docx Stage_DAM PMI Consumer HUB OC Viewer Training Material.docx Dev_Consumer_Hub_OC_Viewer_Training_Material_Permissions.docx Dev_Consumer_Hub_OC_Editor_Training_Material_Permissions.docx Dev_Consumer_Hub_OC_Approver_Training_Material_Permissions.docx Dev_Consumer_Hub_EE_Editor_Training_Material_Permissions.docx Dev_Consumer_APAC_Viewer_Training_Material_Permissions.docx
64	Verify the Markets Users are able to see the training material folder	Pass	Dev_Consumer_Market_APAC_Indonesia_Editor_Training_Material_Permissions.docx Dev_Consumer_Market_APAC_Indonesia_Approver_Training_Material_Permissions.docx Stage_DAM PMI Consumer Market Non Hub Japan Approver Training Material.docx Stage_DAM PMI Consumer Market Non Hub Japan Editor Training Material.docx Prod_DAM PMI Consumer Market LAC Peru Approver Training Material check.docx Prod_DAM PMI Consumer Market LAC Peru Editor Training Material check.docx
65	Verify the Markets Users are able to Edit the content of training material folder files	Pass	

66	Verify User is able to see the View the content when assigned to Global Comms Viewer role	Pass	Dev_Consumer_GlobalComms_Viewer.docx Dev_Consumer_GlobalComms_Editor.docx Dev_Consumer_GlobalComms_Approver.docx Stage_GlobalComms Approver.docx Stage_GlobalComms Editor.docx Stage_GlobalComms Viewer.docx Prod_GlobalComms Approver.docx Prod_GlobalComms Editor.docx Prod_GlobalComms Viewer.docx
67	Verify User is not able to get the Editor and Publish access when assigned to Global Comms Viewer role	Pass	
68	Verify User is able to Edit the content when assigned to Global Comms Editor role	Pass	
69	Verify User is not able to get the Publish access to activate the assets when assigned to DAM Global Comms Editor Role	Pass	
70	Verify the User is able to publish the pages when assigned to Global Comms Approval Role	Pass	
71	Verify the User is not able to get the Edit permissions when assigned to Global Comms Approval roles	Pass	
72	Verify the user is able to Publish(now) the pages using Manage Publication option when assigned to Global Comms Approval roles	Pass	
73	Verify the user is able to Publish(later) the pages using Manage Publication option when assigned to Global Comms Approval roles	Pass	
74	Verify the user is able to UnPublish(now) the pages using Manage Publication option when assigned to Approval roles	Pass	
75	Verify the user is able to UnPublish(Later) the pages using Manage Publication option when assigned to Global Coms Approval roles	Pass	
76	Verify the User is able to see other folder(Training Materials) when assigned to DAM PMI Global Comms group	Pass	
77	Verify the User is not able to Edit the content of Training Materials when assigned to DAM PMI Global Comms group	Pass	
78	Verify the Hub level Editor User able to Publish the Page	Pass	DAM_PMI_HUB_APAC_Editor_Approver_Permissions.docx DAM_PMI_HUB_EU_Editor_Approver_Permissions.docx DAM_PMI_HUB_LAC_Editor_Approver_Permissions.docx DAM_PMI_HUB_MEA_Editor_Approver_Permissions.docx DAM_PMI_HUB_Non-Hub_Editor_Approver_Permissions.docx Dev_DAM_PMI_HUB_APAC_Viewer_Permissions.docx
79	Verify the user is able to Publish(now) the pages using Manage Publication option when assigned to Hub Level Editor roles	Pass	
80	Verify the user is able to Publish(later) the pages using Manage Publication option when assigned to Hub Level Editor roles	Pass	
81	Verify the user is able to UnPublish(now) the pages using Manage Publication option when assigned to Hub Level Editor roles	Pass	
82	Verify the user is able to UnPublish(Later) the pages using Manage Publication option when assigned to Hub Level Editor roles	Pass	
83	Verify User is not able to get the Editor and Publish access when assigned to Hub level Viewer permissions	Pass	

84	Verify the Market level User able to see the OC folder structure	Pass	Dev_DAM_PMI_HUB_EE_Editor_Approver_Permissions.docx Dev_DAM_PMI_HUB_EE_Viewer_Permissions.docx Dev_DAM_PMI_HUB_EU_Viewer_Permissions.docx Dev_DAM_PMI_HUB_LAC_Viewer_Permissions.docx Dev_DAM_PMI_HUB_MEA_Viewer_Permissions.docx Dev_DAM_PMI_HUB_Non-Hub_Viewer_Permissions.docx Dev_DAM_PMI_HUB_OC_Editor_Permissions.docx Stage_DAM_PMI_HUB_APAC_Editor_Approver_Permissions.docx Stage_DAM_PMI_HUB_APAC_Viewer_Permissions.docx Stage_DAM_PMI_HUB_EE_Editor_Approver_Permissions.docx Stage_DAM_PMI_HUB_EE_Viewer_Permissions.docx Stage_DAM_PMI_HUB_EU_Editor_Approver_Permissions.docx Stage_DAM_PMI_HUB_EU_Viewer_Permissions.docx Stage_DAM_PMI_HUB_LAC_Editor_Approver_Permissions.docx Stage_DAM_PMI_HUB_LAC_Viewer_Permissions.docx Stage_DAM_PMI_HUB_MEA_Editor_Approver_Permissions.docx Stage_DAM_PMI_HUB_MEA_Viewer_Permissions.docx Stage_DAM_PMI_HUB_NonHub_Editor_Approver_Permissions.docx Stage_DAM_PMI_HUB_NonHub_Viewer_Permissions.docx Stage_DAM_PMI_HUB_OC_Editor_Permissions.docx

85	Verify the Non-hub region deleted from System	Pass	1073_Dev_MarketUsers_OC_viewer permissions.docx 1073_Dev_NonHub_Removal.docx 1073_Dev_OC Viewer Permissions.docx 1073_Prod_MarketUsers_OC_viewer permissions.docx1073_Prod_NonHub_Removal.docx 1073_Prod_OC Viewer Permissions.docx 1073_Stage_MarketUsers_OC Viewer Permissinos.docx 1073_Stage_NonHub_Removal.docx 1073_Stage_OC Permissions.docx

Defects List:

S. No	Defect No.	Defect Summary	Status	Comments
1	OMNI-979	DAM Assets : Able to see Administrators group for Librarian Role	Closed	
2	OMNI-978	DAM Assets : APAC countries not visible when we logged in with Hub and Market level users	Closed	
3	OMNI-977	IMDL groups automatically not synching unless user is login to AEM	Closed	
4	OMNI-976	DAM Assets : All User Groups/Users are not listed out in Production Environment	Closed	
5	OMNI-975	DAM Assets : Unable to see other Hub folders when logged in with OC hub User	Closed	
6	OMNI-974	DAM Assets : Folder are missing when we logged in with Viewer and Editor user groups roles	Closed	
7	OMNI-973	DAM Assets : We are seeing Modified name as External user instead of User name in Production Environment	Closed	
8	OMNI-972	DAM Assets: Reports section is missing in Tools for Librarian in Production Environment	Closed	
9	OMNI-970	DAM Assets : Legal IP, Legal Digital and Brand Approver users not there in system	Closed	
10	OMNI-969	DAM Assets: Reports section is missing in Tools for Librarian	Closed	

11	OMNI-968	DAM Assets : Folder are not getting displayed under PMI when accessing the Application through Librarian/Support Role	Closed	
12	OMNI-965	DAM Assets : Workflow option not getting displayed on selecting Asset from Approver user	Closed	
13	OMNI-964	DAM Assets: Title of Region is bit differently showing for Region related user when compared to Admin user	Closed	
14	OMNI-963	DAM Assets : No tags values showing up in Consumer tab on Asset Properties Section	Closed	
15	OMNI-962	DAM Assets : There are no viewer groups for Non-hub, MEA, LAC, EU, EE regions and Editor groups for Non-hub, MEA, LAC, EU, EE and APAC	Closed	
16	OMNI-961	DAM Assets : We are seeing Modified name as External user instead of User name	Closed	
17	OMNI-960	DAM Assets : Publish is not working for Approver through Manage Publication	Closed	

Old UGP Code, Test Cases & Results

1. ## Code Reference

   a. ***User Groups Scripts***

   b. ***./PMIAssetsPhilipMorrisInternational-p24719/ui.apps/src/main/content/jcr_root/apps/eccm/actool/groups***

2. ## Test Cases Reference

   Please refer the attached doc Test Scripts

   UserGroups and Persmissions_TestScripts.xlsx

3. Test Results

S. No	Requirement	Test Case Description	Pass /Fail	Comments
1	User Groups and Permissions	Verify the able to create new user group in Author Mode	Pass	
2		Verify the able to create new user in Author Mode	Pass	
3		Verify the newly created user able to access the AEM author	Pass	
4		Verify the able to add to All, Viewer, Editor and Approval access to users	Pass	
5		Verify the funtionality of "Viewer" role	Pass	OMNI-891 - DAM Assets : The Functionality of Editor, Approver, Viewer and All is not working CLOSED
6		Verify the Viewer Role group assigned user able to Edit the Content	Pass	
7		Verify the funtionality of "Editor" role	Pass	OMNI-891 - DAM Assets : The Functionality of Editor, Approver, Viewer and All is not working CLOSED
8		Verify the Editor Role assigned user is able to Publish the page	Pass	
9		Verify the funtionality of "Approver" role	Pass	OMNI-891 - DAM Assets : The Functionality of Editor, Approver, Viewer and All is not working CLOSED
10		Verify the Approver role assigned user able to Edit the Content	Pass	
11		Verify the funtionality of "All" role	Pass	OMNI-891 - DAM Assets : The Functionality of Editor, Approver, Viewer and All is not working CLOSED
12		Verify User is able to access specfic folder when he is assigning to specific group ex: DAM PMI Consumer East Asia & Australia Editor	Pass	

13		Verify the user is able to access other folder which is not applicable for him	Pass	

Validations: :

Please refer the attached doc for User Groups and Permissions validations

User Groups and Permissions_validations.docx

Repoinit Scripts

Introduction:

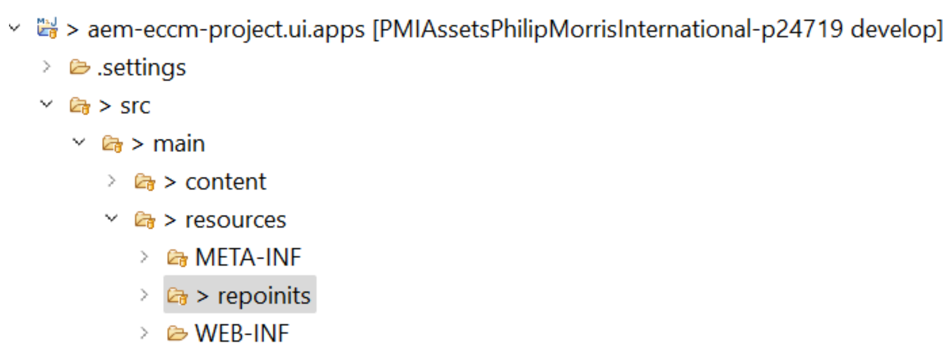
At PMI, once a user is onboarded, based on the business requirement relevant IMDL role will be mapped to the user's contracted account (if agency user/partner) or pmi.com account (if PMI employee). Each IMDL created will be having a relevant AEM DAM Group that sets the permissions for the user to access AEM DAM.

YAML scripting was used initially to create the Groups and ACL's in AEM. Using YAML script not all the process is automated as there is still some manual intervention needed to map IMDL's to DAM groups. This drawback can be overcome by using Repoinit Scripts with no manual intervention needed.

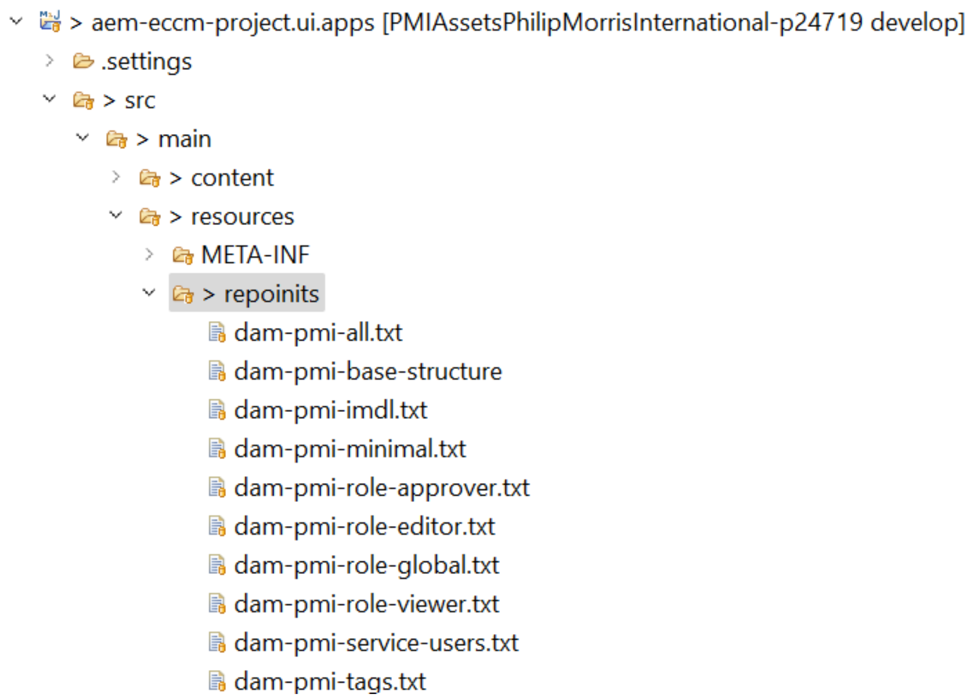
Implementation:

Repoinit scripts are maintained in a OSGI config file. The generated config file will be difficult to read and hence for readability and maintainability purpose all the scripts are well divided based on Viewer, Editor and Approver roles along with base files. To start with, follow the below mentioned steps to create or update Repoinit scripts within your project.

1. Under ui.apps/src/main folder create "resources" folder and underneath it create "repoinits" folder.



2. Under "repoinits" folder create your repoinit scripts as shown below.

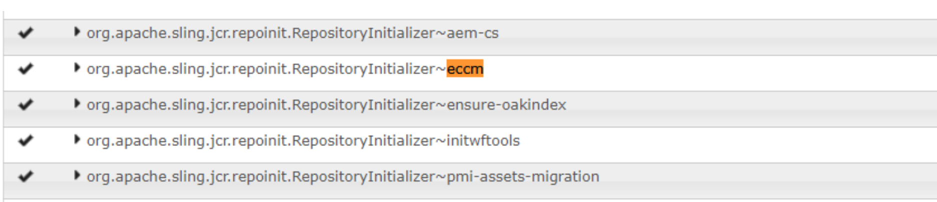
3. 

4. To create a Repoinit Script, create a file with ".txt" extension; for e.g. dam-pmi-all.txt in this context, Code snippet provided, sample file attached for reference. 

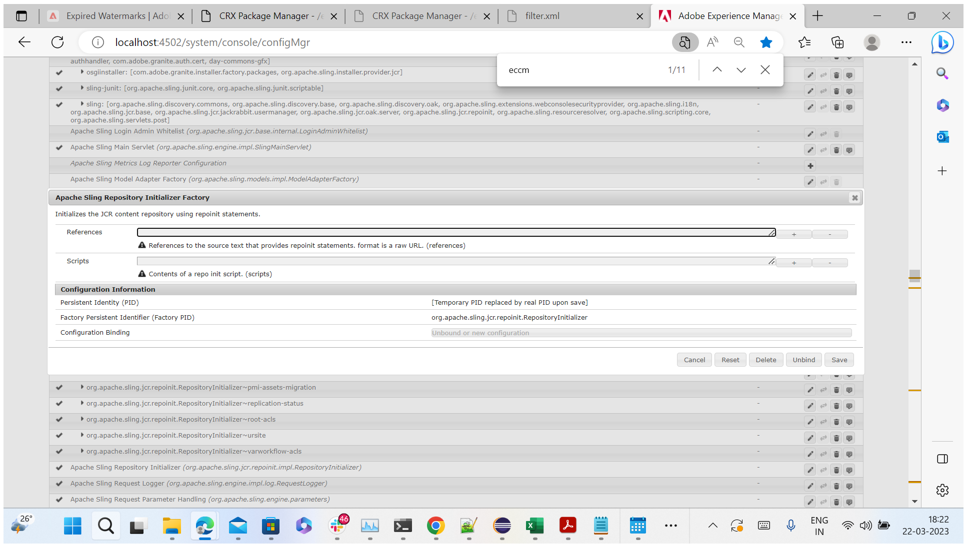
5. #create group
   create group dam-pmi-all with path /home/groups/pminew
   set properties on authorizable(dam-pmi-all)/profile
     set givenName to "DAM PMI All"
   end

   add dam-pmi-all to group dam-pmi-minimal

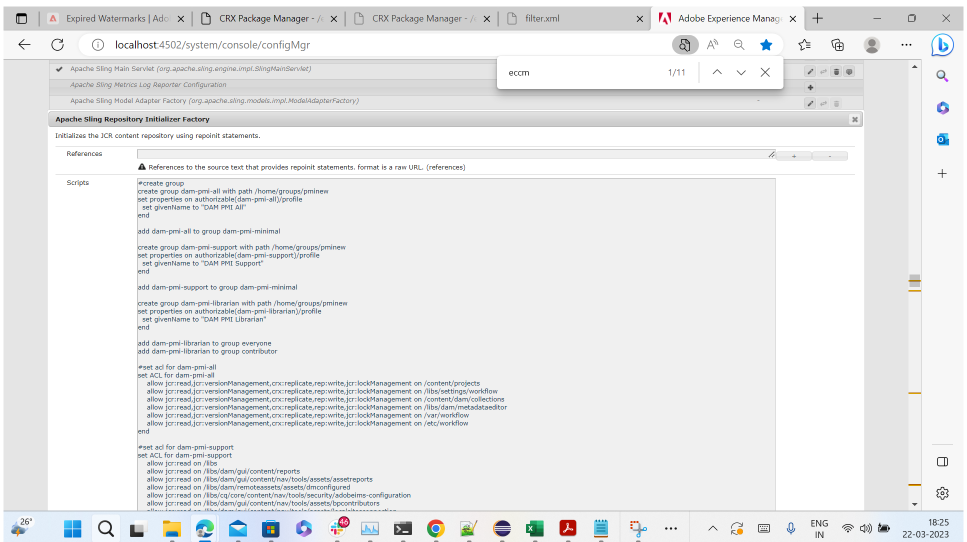
   #set acl for dam-pmi-all
   set ACL for dam-pmi-all
       allow jcr:read,jcr:versionManagement,crx:replicate,rep:write,jcr:lockManagement on /content/projects
       allow jcr:read,jcr:versionManagement,crx:replicate,rep:write,jcr:lockManagement on /libs/settings/workflow
       allow jcr:read,jcr:versionManagement,crx:replicate,rep:write,jcr:lockManagement on /content/dam/collections
       allow jcr:read,jcr:versionManagement,crx:replicate,rep:write,jcr:lockManagement on /libs/dam/metadataeditor
       allow jcr:read,jcr:versionManagement,crx:replicate,rep:write,jcr:lockManagement on /var/workflow
       allow jcr:read,jcr:versionManagement,crx:replicate,rep:write,jcr:lockManagement on /etc/workflow
   end

6. In the above snippet we have created a group with name "dam-pmi-all" under the path "/home/groups/pminew" and set a givenName to "DAM PMI ALL". Then we have added this group to the existing "dam-pmi-minimal" group, which means this "dam-pmi-all" is a member of "dam-pmi-minimal". Later we have set the ACL's on this group.
7. You can create all the repoinit scripts in one file but for maintainability purposes we have created separate files.
8. Now, under "ui.apps/src/main/content/jcr_root/apps/eccm/config" folder create a repoinit config file "org.apache.sling.jcr.repoinit. RepositoryInitializer~**eccm**.cfg.json" as shown below and deploy the code locally
9. {
   "scripts" : []
   }
10. Now open Configuration Manager and search for "org.apache.sling.jcr.repoinit.RepositoryInitializer~**eccm**"
11. 

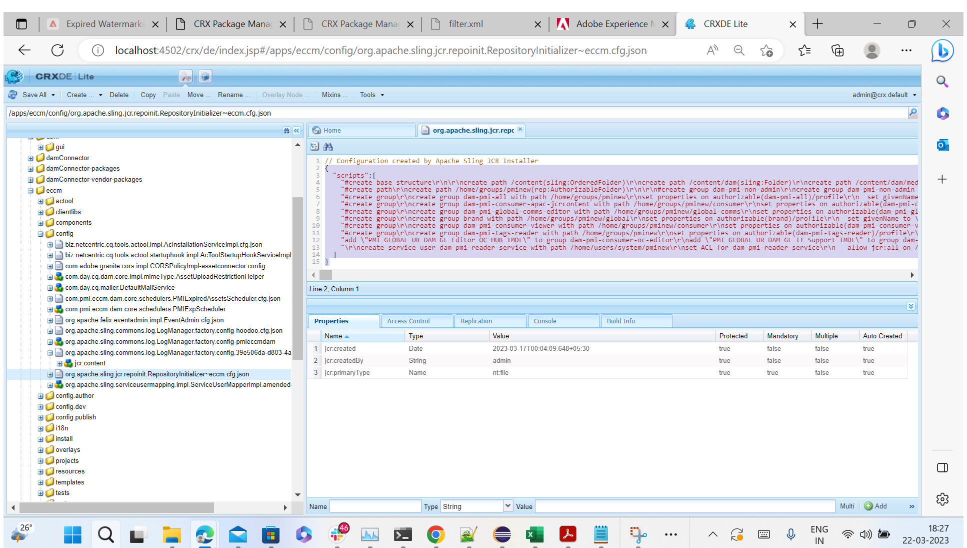
12. Intially you should see empty values as shown below

13. 

14. Under scripts section, copy the code snippet from "dam-pmi-all.txt" and save it

15. 

16. Now open http://localhost:4503/crx/de and under /apps/eccm/config select the "org.apache.sling.jcr.repoinit.RepositoryInitializer~eccm.cfg.json" and view the content as shown below

17. 

18. Now copy the selected content and open you Eclipse (or any IDE) and paste this in the project path "ui.apps/src/main/content/jcr_root/apps/eccm/config/org.apache.sling.jcr.repoinit.RepositoryInitializer~eccm.cfg.json" file and deploy the code.

19. That's all, once deployed you can see the groups created and mapped to other groups based on the script.

Feature : Versioning

Version History

Assets automatically saves every version created, detects and eliminates duplicate versions, tracks the progression of edits and allows to revert to earlier versions when necessary.

It also reduces the risk of using assets that are unlicensed or have restricted usage.

1. https://video.tv.adobe.com/v/32052/?quality=12&learn=on&hidetitle=true&captions=eng
2. https://images-tv.adobe.com/mpcv3/64e05313-e429-41af-bf84-b84e36aa3fbd_1583447412.1920x1080at3000_h264.mp4

Versioning Code, Test Cases & Results

1. **Code Reference**

   a. ***Out of the Box Functionality of AEM Assets***

2. **Test Cases Reference**

   Please refer the attached doc for Test Scripts

   Versioning_TestScripts.xlsx

3. **Test Results**

S.No	Requirement	Test Case Description	Pass/Fail	Comments
1	Versioning	Verify the user is able to upload the image in DAM	Pass	
2		Verify the Version is creating for image by uploading with same name	Pass	
3		Verify the User is able to trigger the workflow for DAM Asset	Pass	
4		Verify the publication option is showing from Assets sections	Pass	
5		Verify the Version is creating for Image after approving the request through workflow	Pass	

Validations:

Versioning_Validations.docx

Feature: Workflow

Topics covered in this page:

1. What is a workflow
2. Create a Workflow Model in AEM
3. Add Steps to Workflow Model
4. Start Workflow in AEM or Test Workflow in AEM
5. PMI Request for Activation Workflow

What is a Workflow:

A workflow is a well-defined series of steps that allows users to automate the activities in the CMS instance. It consists of various steps, including people (participants), procedures (process), or some tools. The workflow can either be sequential or parallel when multiple procedures can run parallel to each other. In short, an workflow in AEM is similar to a flowchart which describes the series of procedures to be executed by multiple participants to achieve the desired outcome.

There are many out-of-the-box workflow models readily available for use and we can even write custom workflows that can be tailored as per the business needs of the company.

Workflow Model: It is made up of Workflow Nodes and Workflow Transitions. Workflow models are versioned. Running Workflow Instances keep the initial workflow model version that is set when the workflow is started.

Step: There are different types of workflow steps:

Participant (User/Group): These types of steps generate a work item and assigns it to a user or group. A user must complete the work item to advance the workflow.

Process (Script, Java method call): This type of step is executed automatically by the system. An ECMA script or Java class implements the step. Container (Sub Workflow): This step starts another workflow model.

OR Split/Join: Uses logic to decide which step to execute next in the workflow.

AND Split/Join: Executes multiple steps simultaneously.
All the steps share the following common properties: Auto-advance and Timeout alerts (scriptable).

Transition: Defines the link between two consecutive steps.

Work Item: A workflow instance can have one or many Work Items at the same time (depending on the workflow model.

Payload : References the resource that has to be advanced through a workflow.

The payload implementation references a resource in the repository (by either a path or an UUID) or a resource by a URL or by a serialized java object. Referencing a resource in the repository is very flexible and in conjunction with sling very productive: for example the referenced node could be rendered as a form.

Lifecycle : It is created when a new workflow is started and ends when the end node is processed.

The following actions are possible on a workflow instance:

Terminate

Suspend

Resume

Restart

Completed and terminated instances are archived.

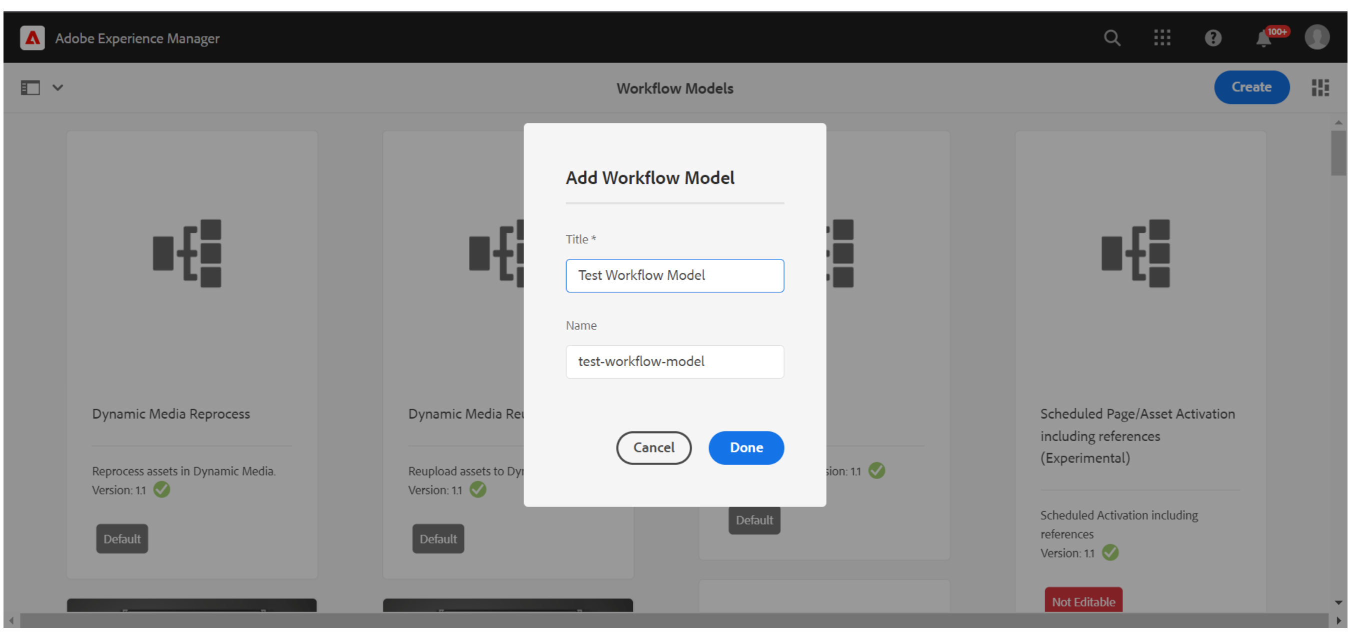
Inbox : Each logged in user has its own workflow inbox in which the assigned Work Items are accessible.

Launcher : Allows you to define a workflow to be launched if a specific node has been updated.

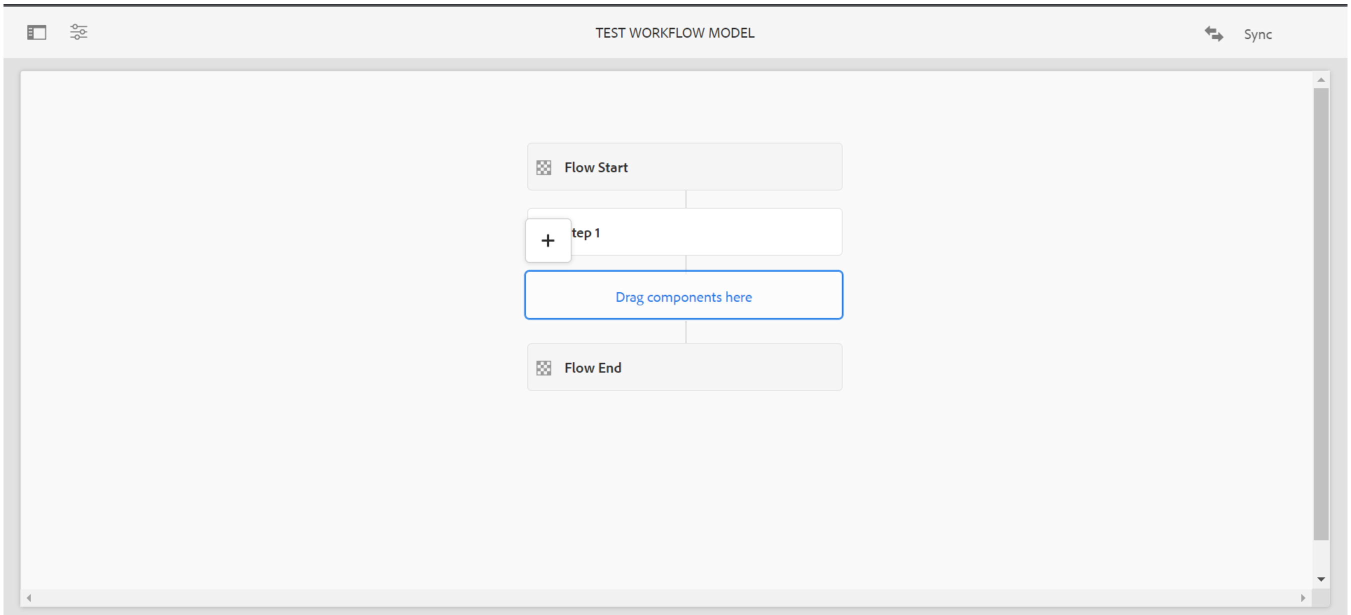
Create a Workflow Model in AEM

Tools Workflow click Create Click create Model

The New Workflow dialog will open –> Type the *Title and Name* for your workflow and click *Done*.



When we create a new workflow model it consist of three default steps Flow Start ,Flow End and a dummy participant step named as step 1.



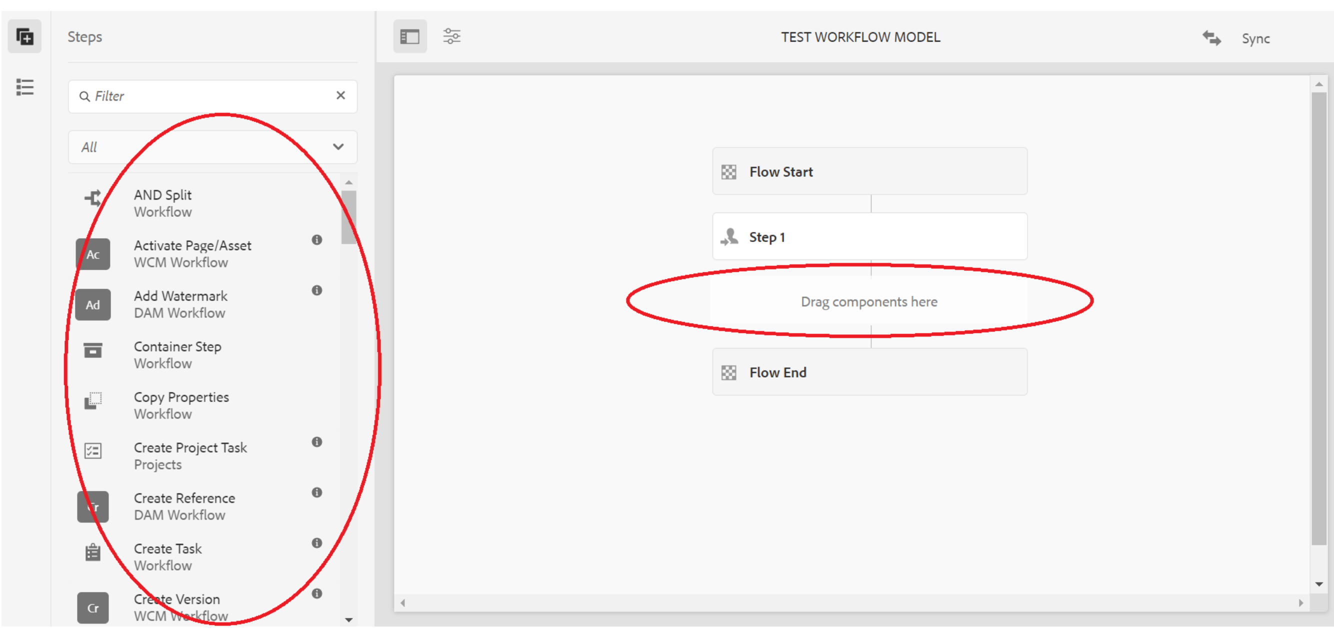
Flow Start and *Flow End* represent start and end of workflow.

Add Steps to Workflow Model

Steps are used to represent an activity to be performed in Workflow.

AEM comes with several pre-installed steps.

When we open the workflow in edit mode we can double click on any step or we can drag and drop any step in the workflow.



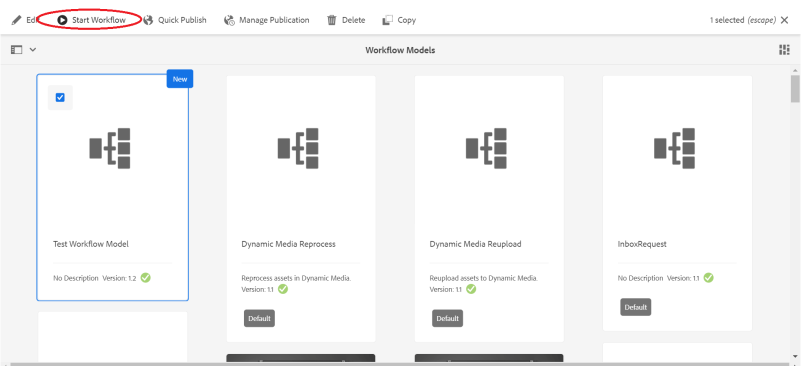
Start Workflow in AEM or Test Workflow in AEM

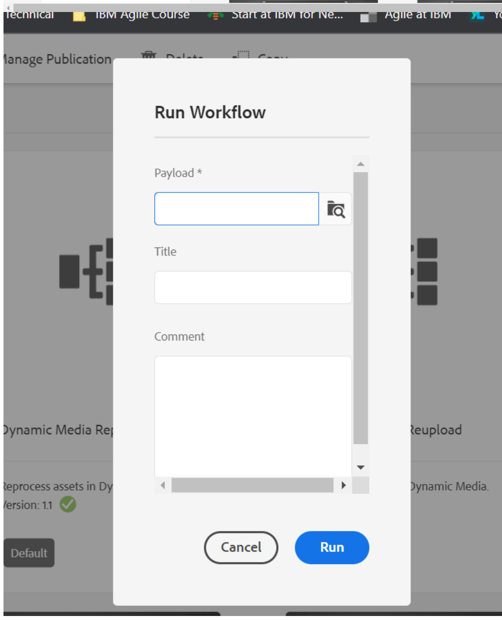
Launching workflows in AEM

Manually:

From a Workflow Model: We need to select the workflow and then we need to click on the start workflow button. After clicking the start workflow button, it will display a dialog where we need to give Payload path.

Tools Workflow Models

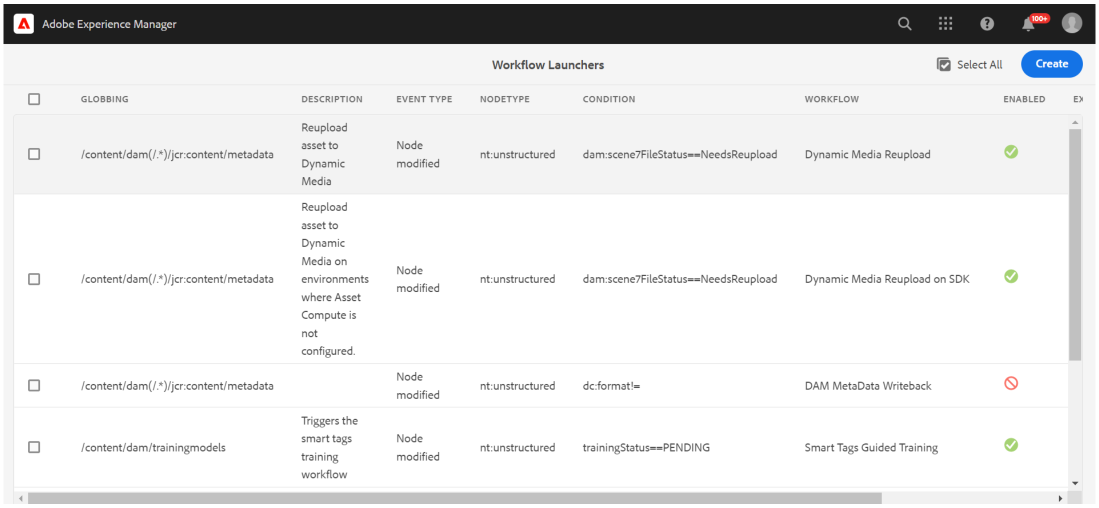




Automatically:

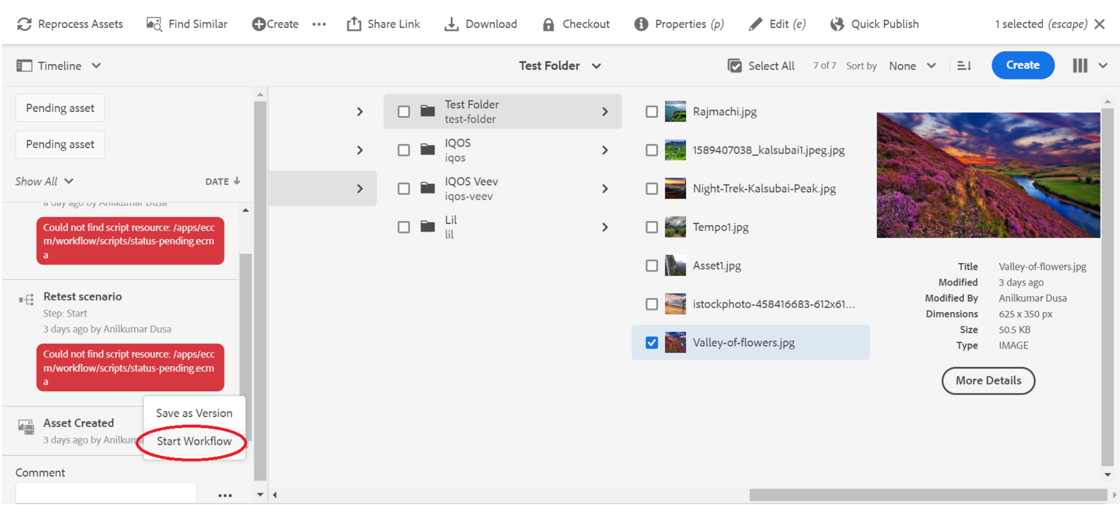
We can launch workflow by using workflow launchers. (The Workflow Launcher monitors changes in the content repository to launch workflows dependent on the location and resource type of the changed node).

Tools Workflow Launchers



We can trigger workflow by selecting any asset.

Need to select any asset and click on Timeline in the left side GlobalNav list and then we can launch the workflow.



PMI Request for Activation Workflow:-

Workflow is triggered by the Campaign Lead after the DAM Assets are properly stored and tagged.

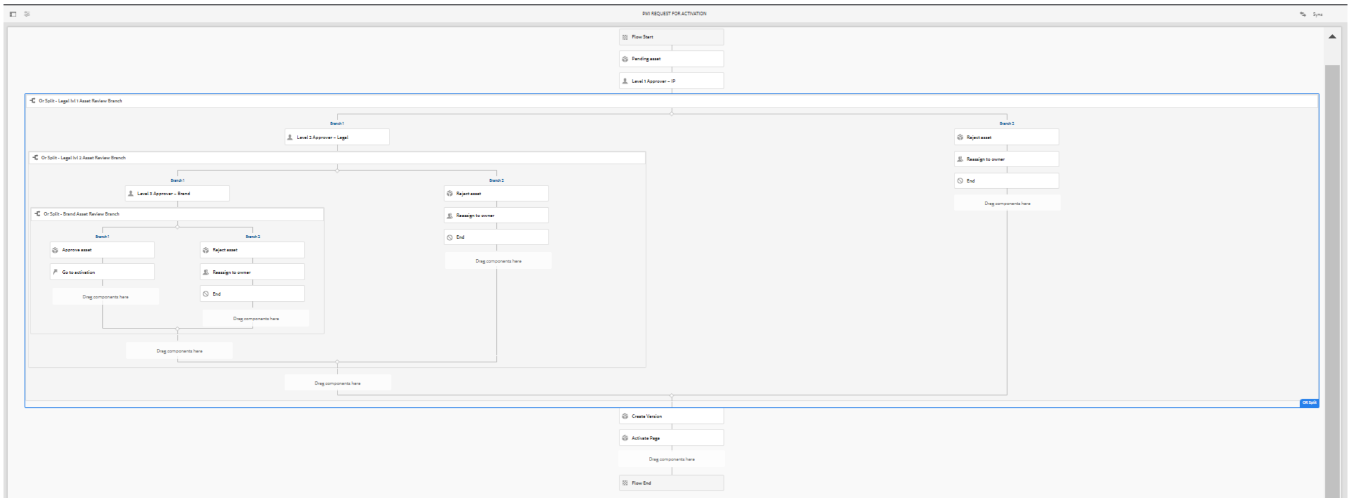
Approvals Steps for IP, Legal & Brand

Level 1 Approver – IP (Legalv1)

Level 2 Approver – Legal I(Legalv2)

Level 3 Approver – Brand (Brand)

Create version & Publish



Workflow Code, Test Cases & Results

Error rendering macro 'toc'

null

Code Reference

Workflow Model Path :- /aem-eccm-project.ui.content/src/main/content/jcr_root/conf/global/settings/workflow/models/request_for_activation

Workflow ECMA Script Path :- /aem-eccm-project.ui.apps/src/main/content/jcr_root/apps/workflow/scripts

request_for_activation

```
<?xml version="1.0" encoding="UTF-8"?>
<jcr:root xmlns:sling="http://sling.apache.org/jcr/sling/1.0" xmlns:cq="http://www.day.com/jcr/cq/1.0" xmlns:
jcr="http://www.jcp.org/jcr/1.0" xmlns:nt="http://www.jcp.org/jcr/nt/1.0"
          jcr:primaryType="cq:Page">
    <jcr:content
            cq:designPath="/libs/settings/wcm/designs/default"
            cq:template="/libs/cq/workflow/templates/model"
            jcr:primaryType="cq:PageContent"
            jcr:title="PMI Request for Activation"
            sling:resourceType="cq/workflow/components/pages/model">
        <flow
                jcr:primaryType="nt:unstructured"
                sling:resourceType="foundation/components/parsys">
            <process_copy
                    jcr:primaryType="nt:unstructured"
                    jcr:title="Pending asset"
                    sling:resourceType="cq/workflow/components/model/process">
                <metaData
                        jcr:primaryType="nt:unstructured"
                        PROCESS="/apps/workflow/scripts/status-pending.ecma"
                        PROCESS_AUTO_ADVANCE="true"/>
            </process_copy>
            <dynamic_participant
                    jcr:primaryType="nt:unstructured"
                    jcr:title="Level  1 Approver – IP"
                    sling:resourceType="cq/workflow/components/model/participant">
                <metaData
                        jcr:primaryType="nt:unstructured"
                        DO_NOTIFY="true"
                        PARTICIPANT="legalv1"/>
            </dynamic_participant>
            <or_2016901703
                    jcr:primaryType="nt:unstructured"
                    jcr:title="Legal lvl 1 Asset Review Branch"
                    sling:resourceType="cq/workflow/components/model/or"
                    branches="2"
                    branchName1="Branch 1"
                    branchName2="Branch 2"
                    branchOrder="[0,1]"
                    orSplit="true">
                <_x0031_
                        jcr:primaryType="nt:unstructured"
                        sling:resourceType="cq/flow/components/parsys">
                    <dynamic_participant
                            jcr:primaryType="nt:unstructured"
                            jcr:title="Level 2 Approver – Legal"
```

```
                    sling:resourceType="cq/workflow/components/model/participant">
                <metaData
                        jcr:primaryType="nt:unstructured"
                        DO_NOTIFY="true"
                        PARTICIPANT="legalv2"/>
            </dynamic_participant>
            <or
                    jcr:primaryType="nt:unstructured"
                    jcr:title="Legal lvl 2 Asset Review Branch"
                    sling:resourceType="cq/workflow/components/model/or"
                    branches="2"
                    branchName1="Branch 1"
                    branchName2="Branch 2"
                    branchOrder="[0,1]"
                    orSplit="true">
                <_x0031_
                        jcr:primaryType="nt:unstructured"
                        sling:resourceType="cq/flow/components/parsys">
                    <dynamic_participant
                            jcr:primaryType="nt:unstructured"
                            jcr:title="Level  3 Approver – Brand"
                            sling:resourceType="cq/workflow/components/model/participant">
                        <metaData
                                jcr:primaryType="nt:unstructured"
                                DO_NOTIFY="true"
                                PARTICIPANT="brand"/>
                    </dynamic_participant>
                    <or
                            jcr:primaryType="nt:unstructured"
                            jcr:title="Brand Asset Review Branch"
                            sling:resourceType="cq/workflow/components/model/or"
                            branches="2"
                            branchName1="Branch 1"
                            branchName2="Branch 2"
                            branchOrder="[0,1]"
                            orSplit="true">
                        <_x0031_
                                jcr:primaryType="nt:unstructured"
                                sling:resourceType="cq/flow/components/parsys">
                            <process_copy
                                    jcr:primaryType="nt:unstructured"
                                    jcr:title="Approve asset"
                                    sling:resourceType="cq/workflow/components/model/process">
                                <metaData
                                        jcr:primaryType="nt:unstructured"
                                        PROCESS="/apps/workflow/scripts/status-accepted.ecma"
                                        PROCESS_AUTO_ADVANCE="true"/>
                            </process_copy>
                            <goto
                                    jcr:primaryType="nt:unstructured"
                                    jcr:title="Go to activation"
                                    sling:resourceType="cq/workflow/components/model/goto">
                                <metaData
                                        jcr:primaryType="nt:unstructured"
                                        PROCESS="com.adobe.granite.workflow.core.process.GotoProcess"
                                        PROCESS_AUTO_ADVANCE="false"
                                        TARGET_NODE_PATH="/conf/global/settings/workflow/models
/request_for_activation/jcr:content/flow/process_0"/>
                            </goto>
                        </_x0031_>
                        <_x0032_
                                jcr:primaryType="nt:unstructured"
                                sling:resourceType="cq/flow/components/parsys">
                            <process_copy
                                    jcr:primaryType="nt:unstructured"
                                    jcr:title="Reject asset"
                                    sling:resourceType="cq/workflow/components/model/process">
                                <metaData
                                        jcr:primaryType="nt:unstructured"
                                        PROCESS="/apps/workflow/scripts/status-rejected.ecma"
                                        PROCESS_AUTO_ADVANCE="true"/>
```

```
                                    </process_copy>
                                    <dynamic_participant_
                                            jcr:primaryType="nt:unstructured"
                                            jcr:title="Reassign to owner"
                                            sling:resourceType="cq/workflow/components/model
/dynamic_participant">
                                        <metaData
                                                jcr:primaryType="nt:unstructured"
                                                DO_NOTIFY="true"
                                                DYNAMIC_PARTICIPANT="/libs/workflow/scripts/initiator-
participant-chooser.ecma"/>
                                    </dynamic_participant_>
                                    <noopprocess_copy_cop
                                            jcr:description="End of asset approval"
                                            jcr:primaryType="nt:unstructured"
                                            jcr:title="End"
                                            sling:resourceType="cq/workflow/components/workflow/noopprocess">
                                        <metaData
                                                jcr:primaryType="nt:unstructured"
                                                PROCESS="/libs/workflow/scripts/noop.ecma"/>
                                    </noopprocess_copy_cop>
                                </_x0032_>
                            </or>
                        </_x0031_>
                        <_x0032_
                                jcr:primaryType="nt:unstructured"
                                sling:resourceType="cq/flow/components/parsys">
                            <process
                                    jcr:primaryType="nt:unstructured"
                                    jcr:title="Reject asset"
                                    sling:resourceType="cq/workflow/components/model/process">
                                <metaData
                                        jcr:primaryType="nt:unstructured"
                                        PROCESS="/apps/workflow/scripts/status-rejected.ecma"
                                        PROCESS_AUTO_ADVANCE="true"/>
                            </process>
                            <dynamic_participant_
                                    jcr:primaryType="nt:unstructured"
                                    jcr:title="Reassign to owner"
                                    sling:resourceType="cq/workflow/components/model/dynamic_participant">
                                <metaData
                                        jcr:primaryType="nt:unstructured"
                                        DO_NOTIFY="true"
                                        DYNAMIC_PARTICIPANT="/libs/workflow/scripts/initiator-participant-
chooser.ecma"/>
                            </dynamic_participant_>
                            <noopprocess_copy
                                    jcr:description="End of workflow"
                                    jcr:primaryType="nt:unstructured"
                                    jcr:title="End"
                                    sling:resourceType="cq/workflow/components/workflow/noopprocess">
                                <metaData
                                        jcr:primaryType="nt:unstructured"
                                        PROCESS="/libs/workflow/scripts/noop.ecma"/>
                            </noopprocess_copy>
                        </_x0032_>
                    </or>
                </_x0031_>
                <_x0032_
                        jcr:primaryType="nt:unstructured"
                        sling:resourceType="cq/flow/components/parsys">
                    <process_copy
                            jcr:primaryType="nt:unstructured"
                            jcr:title="Reject asset"
                            sling:resourceType="cq/workflow/components/model/process">
                        <metaData
                                jcr:primaryType="nt:unstructured"
                                PROCESS="/apps/workflow/scripts/status-rejected.ecma"
                                PROCESS_AUTO_ADVANCE="true"/>
                    </process_copy>
                    <dynamic_participant
```

```
                            jcr:primaryType="nt:unstructured"
                            jcr:title="Reassign to owner"
                            sling:resourceType="cq/workflow/components/model/dynamic_participant">
                        <metaData
                                jcr:primaryType="nt:unstructured"
                                DO_NOTIFY="true"
                                DYNAMIC_PARTICIPANT="/libs/workflow/scripts/initiator-participant-chooser.ecma"
/>
                    </dynamic_participant>
                    <noopprocess
                            jcr:description="End of approval"
                            jcr:primaryType="nt:unstructured"
                            jcr:title="End"
                            sling:resourceType="cq/workflow/components/workflow/noopprocess"
                            PROCESS="/libs/workflow/scripts/noop.ecma"
                            PROCESS_AUTO_ADVANCE="true">
                        <metaData
                                jcr:primaryType="nt:unstructured"
                                PROCESS="/libs/workflow/scripts/noop.ecma"/>
                    </noopprocess>
                </_x0032_>
            </or_2016901703>
            <process_0
                    jcr:description="The Version to be activated/replicated is created"
                    jcr:primaryType="nt:unstructured"
                    jcr:title="Create Version"
                    sling:resourceType="cq/workflow/components/model/process">
                <metaData
                        jcr:primaryType="nt:unstructured"
                        PROCESS="com.day.cq.wcm.workflow.process.CreateVersionProcess"
                        PROCESS_AUTO_ADVANCE="true"/>
            </process_0>
            <process
                    jcr:description="Activates the page."
                    jcr:primaryType="nt:unstructured"
                    jcr:title="Activate Page"
                    sling:resourceType="cq/workflow/components/model/process">
                <metaData
                        jcr:primaryType="nt:unstructured"
                        PROCESS="com.day.cq.wcm.workflow.process.ActivatePageProcess"
                        PROCESS_AUTO_ADVANCE="true"/>
            </process>
        </flow>
        <image
                jcr:lastModified="2016-12-6T07:59:56.626-05:00"
                jcr:lastModifiedBy="admin"
                jcr:primaryType="nt:unstructured"
                imageRotate="0">
            <file/>
        </image>
    </jcr:content>
</jcr:root>
```

ECMA Scripts:-

PMI DAM Legal Level1 Approver Chooser ECMA Script path:- /aem-eccm-project.ui.apps/src/main /content/jcr_root/apps/workflow/scripts/legallvl1-chooser.ecma

This script is used to choose "PMI DAM Legal Level1" approver.

legallvl1-chooser.ecma

```
/*
 * A sample implementation of the dynamic participant chooser API.
 *
 * This implementation evaluates the initiator of a workflow instance as the
 * dynamic participant.
 *
 */
function getParticipant() {
    return "legalv1";
}
```

PMI DAM Legal Level 2 Approver Chooser ECMA Script path:- /aem-eccm-project.ui.apps/src/main/content/jcr_root/apps/workflow/scripts/legallvl2-chooser.ecma

This script is used to choose "PMI DAM Legal Level2" approver.

legallvl2-chooser.ecma

```
/*
 * A sample implementation of the dynamic participant chooser API.
 *
 * This implementation evaluates the initiator of a workflow instance as the
 * dynamic participant.
 *
 */
function getParticipant() {
    return "legalv2";
}
```

Assets Brand Portal Chooser ECMA script path**:-** /aem-eccm-project.ui.apps/src/main/content/jcr_root/apps/workflow/scripts/brand-chooser.ecma

This script is used to choose "PMI DAM Brand" approver.

brand-chooser.ecma

```
/*
 * A sample implementation of the dynamic participant chooser API.
 *
 * This implementation evaluates the initiator of a workflow instance as the
 * dynamic participant.
 *
 */
function getParticipant() {
    return "brand";
}
```

Asset Accepted ECMA Script path:- /aem-eccm-project.ui.apps/src/main/content/jcr_root/apps/workflow/scripts/status-accepted.ecma

This script is used to change asset status to Accepted by the approver.

status-accepted.ecma

```
var data = workItem.getWorkflowData().getPayload() + '/jcr:content/metadata';

var jcrsession = workflowSession.getSession();
var node = jcrsession.getNode(data);

node.setProperty('dam:status', 'approved');
node.save();
```

Status Pending ECMA Script path:- /aem-eccm-project.ui.apps/src/main/content/jcr_root/apps/workflow/scripts/status-pending.ecma

This script is used to change asset status to pendingif the asset is not approved.

status-pending.ecma

```
var data = workItem.getWorkflowData().getPayload() + '/jcr:content/metadata';

var jcrsession = workflowSession.getSession();
var node = jcrsession.getNode(data);

node.setProperty('dam:status', 'pending');
node.save();
```

Status Rejected ECMA Script path:- /aem-eccm-project.ui.apps/src/main/content/jcr_root/apps/workflow/scripts/status-rejected.ecma

This script is used to change asset status to rejected if approver reject the asset.

status-rejected.ecma

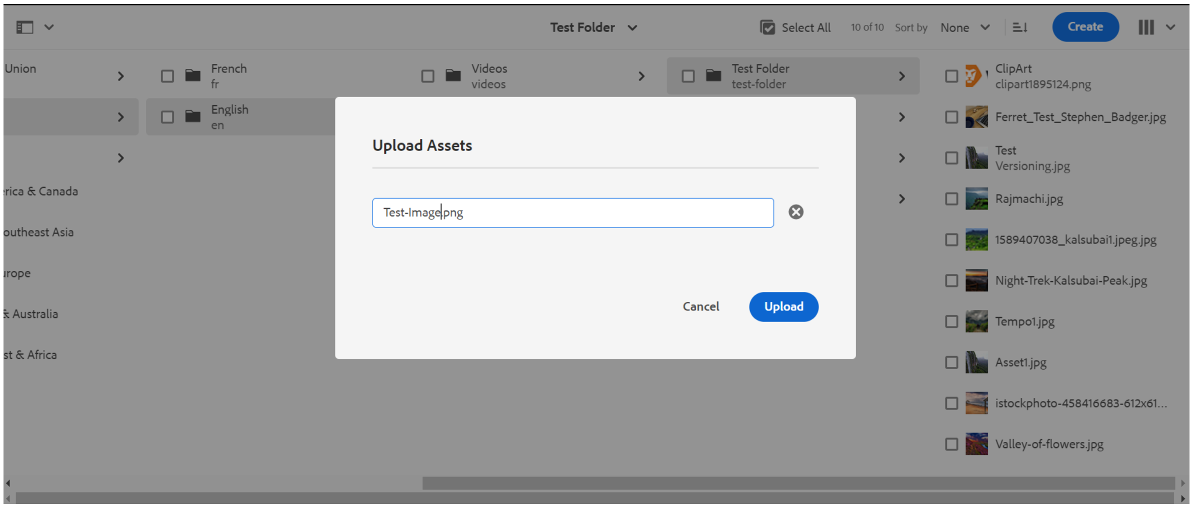
```
var data = workItem.getWorkflowData().getPayload() + '/jcr:content/metadata';

var jcrsession = workflowSession.getSession();
var node = jcrsession.getNode(data);

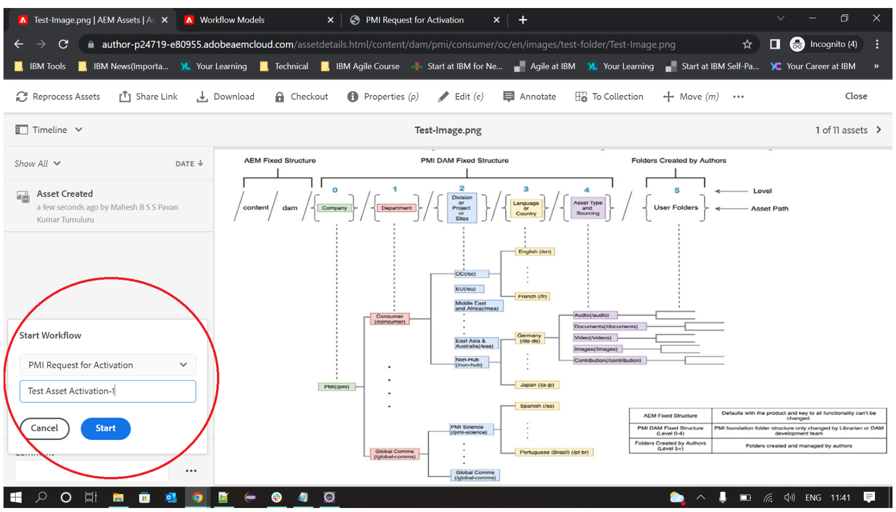
node.setProperty('dam:status', 'rejected');
node.save();
```

Functionality Validation Steps:-

1. Upload a new asset into assets under PMI folder structure. Added Test-Image.png under "/content/dam/pmi/consumer/oc/en/images/test-folder/Test-Image.png"

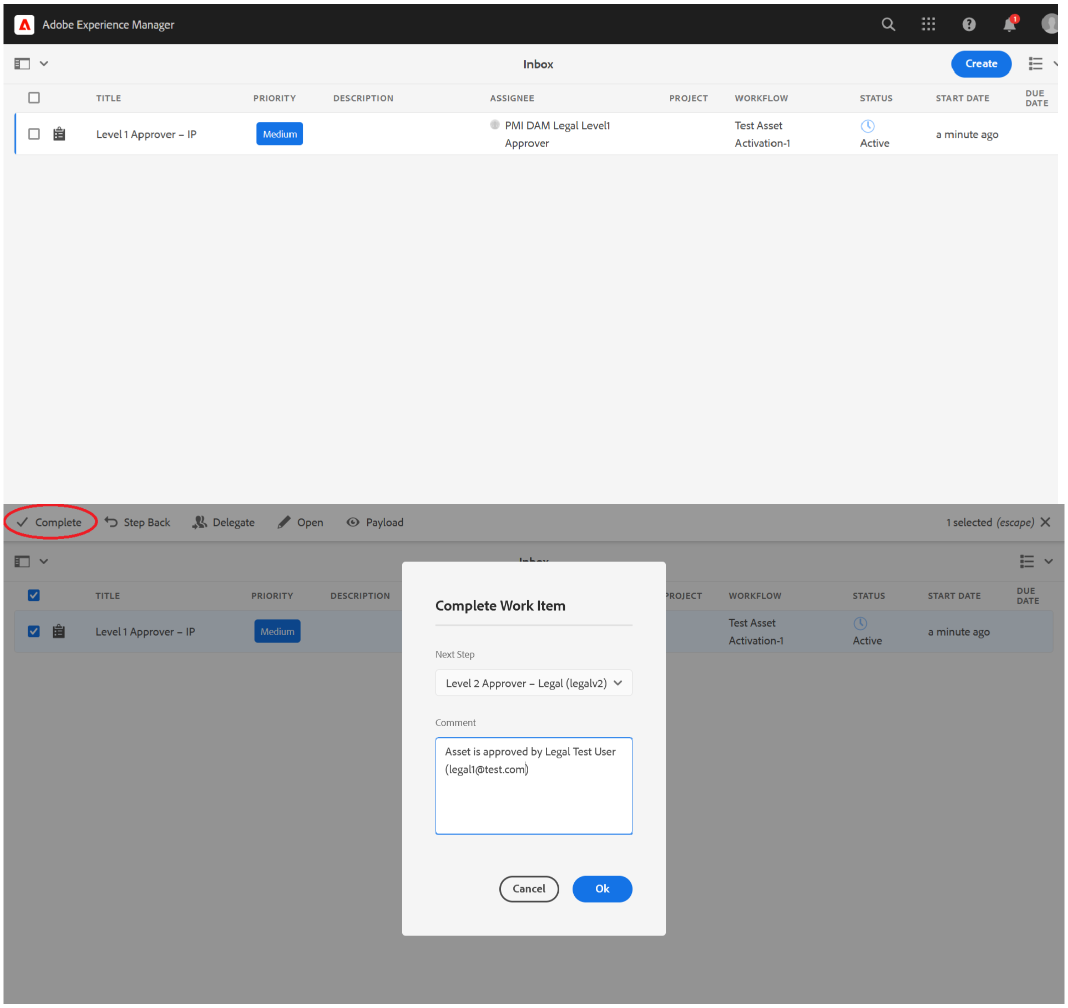


2. Trigger the "PMI Request for Activation" workflow. Trigger the workflow on new uploaded asset i.e Test-Image.png.



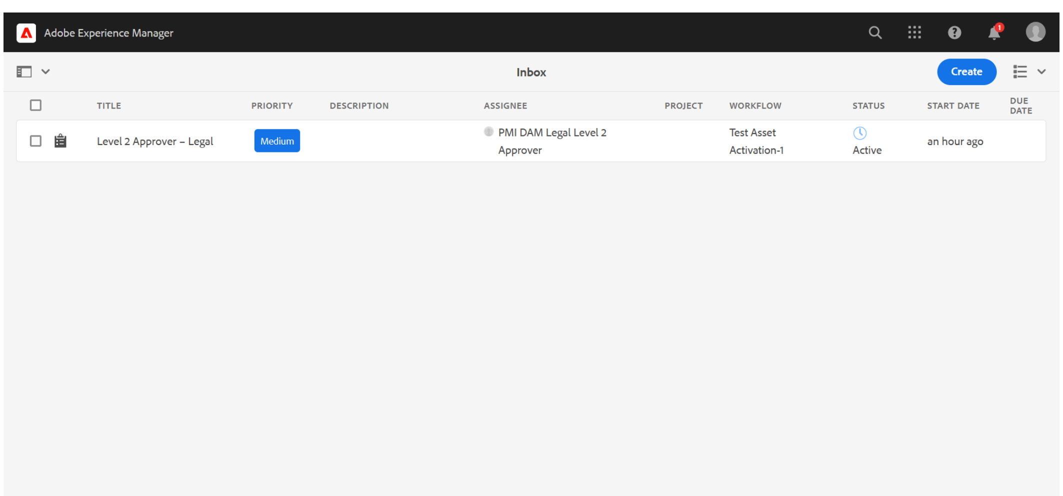
3. Login into the stage environment using Legal 1 test user credentials and click on the Notification. Then select the respective workflow item and complete the step.

(User name:- legal1@test.com Password:- PMIDamaccess@123456. This user is added to the LegalV1 Group).



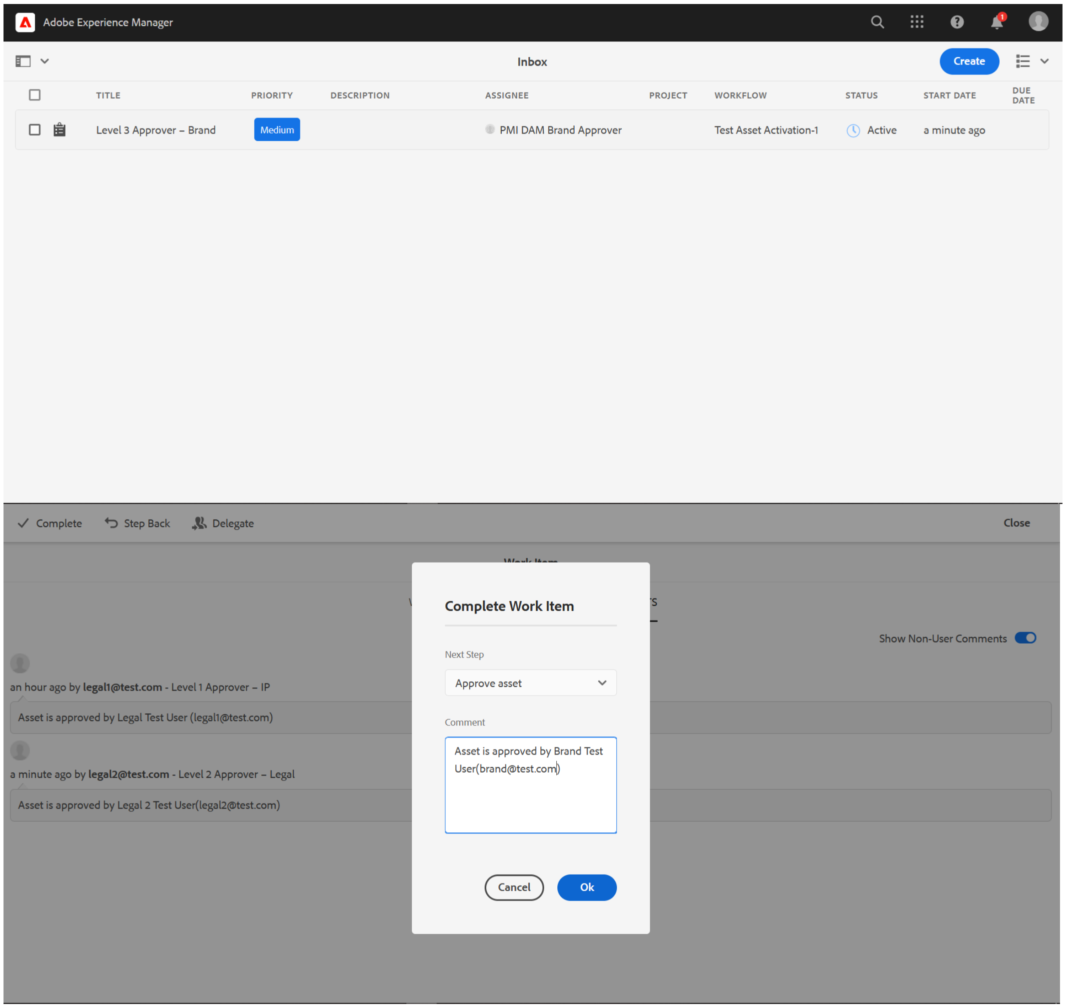
4. Login into the stage environment using Legal 2 test user credentials and click on the Notification. Then select the respective workflow item and complete the step.

(User name:- legal2@test.com Password:- PMIDamaccess@123456 . This user is added to the LegalV2 Group).

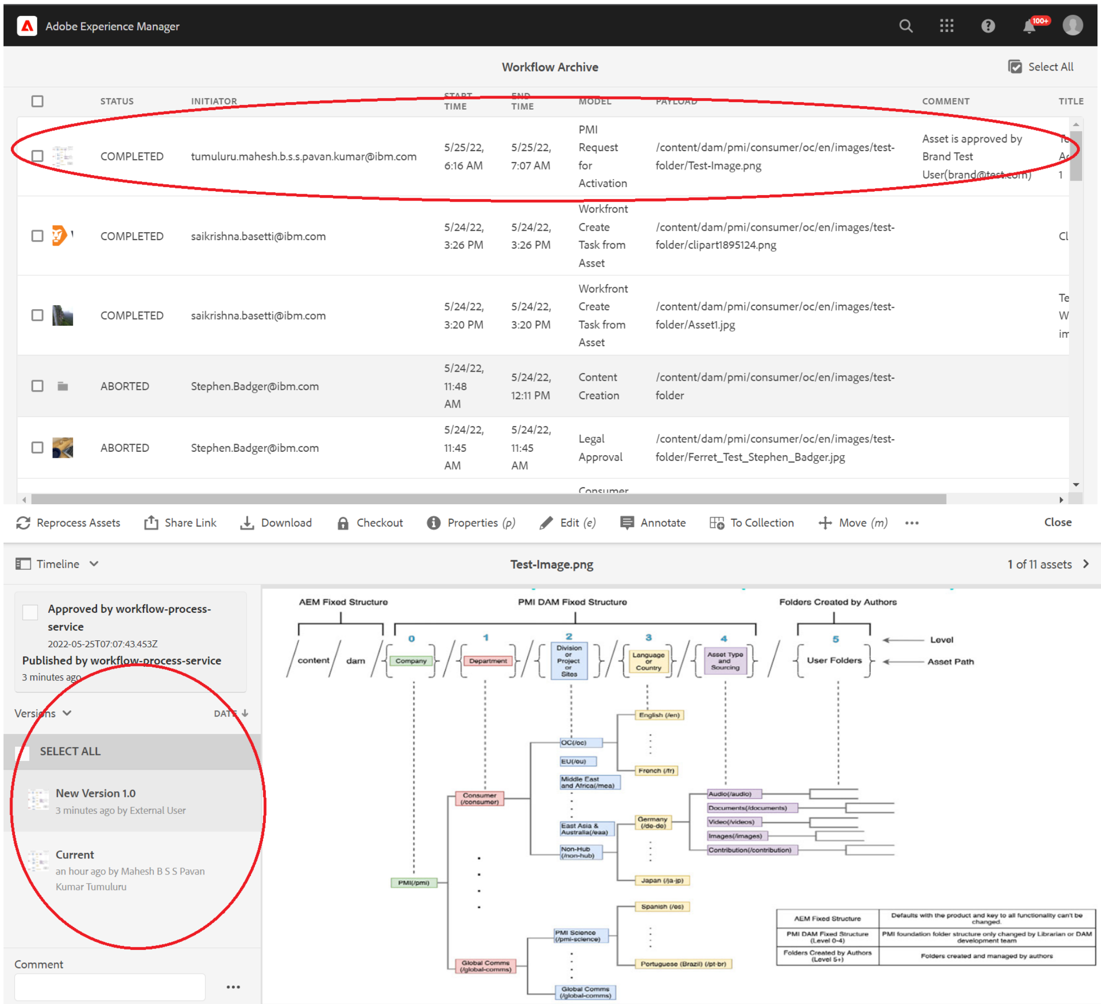


5. Login into the stage environment using Brand test user credentials and click on the Notification. Then select the respective workflow item and complete the step.

(User name:- brand@test.com Password:- PMIDamaccess@123456 . This user is added to the Brand Group).



6. After completing the above step asset is activated and new version of the asset created. After creating the new version then the worflow will be completed.



Test Cases Reference

Please refer the attached doc for Test Scripts

Workflow_TestScripts.xlsx

Test Results

S.No	Requirement	Test Case Description	Pass/Fail	Comments
1	Workflow	Verify the User is able to trigger the workflow "Consumer - Legal & Brand approval"	Pass	
2		Verify the triggered workflow able to see it in instances page	Pass	
3		Verify able to see the workflow history on instances page for triggered workflow	Pass	
4		Verify the Legal 1 approver getting the mail request for triggered workflow	Pass	
5		Verify the Legal1 approver able to approve the request	Pass	
6		Verify the request is reaching to Legal Level2 approver and also get the request over the mailbox	Pass	

7		Verify the request is reaching to "Legal level 3 Brand " approver	Pass	
8		Verify the able to approve the the request from inbox section	Pass	
9		Verify the asset is getting published after selecting "Go to activation" from inbox section	Pass	
10		Verify the publication timing is showing from Assets sections	Pass	
11		Verify the Legal approvers able to reject the workflow request	Pass	

Validations:

Workflow_Validations.docx

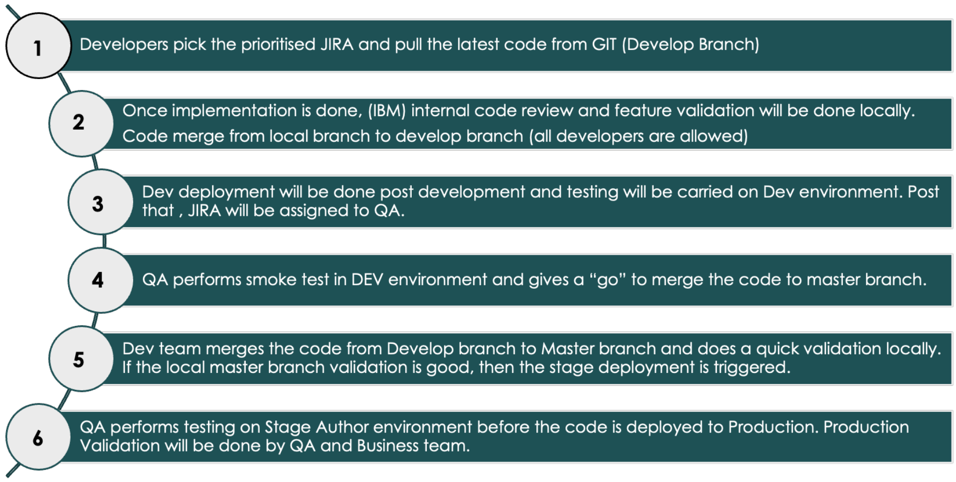
03.2.1.2 Process Documentation

Change Management

This page talks about current change & deployment process on AEM Assets

1. Current Change Management process

Implementation (As-Is)



Testing (As-Is)

a. **QA team performs 3-level of testing in MWM Assets**

b. **DEV team performs the smoke and unit testing on Dev environment along with QA team.**

c. **Once QA approves DEV environment testing, then Stage deployment take place**

d. **At stage level functional testing is done by QA and post confirmation of testing then code will be deployed to Prod**

e. **Based on the functionality – UAT will be performed by Business team in Stage environment**

f. **QA team validates the prod environment post deployment.**

2. Current CI/CD Process

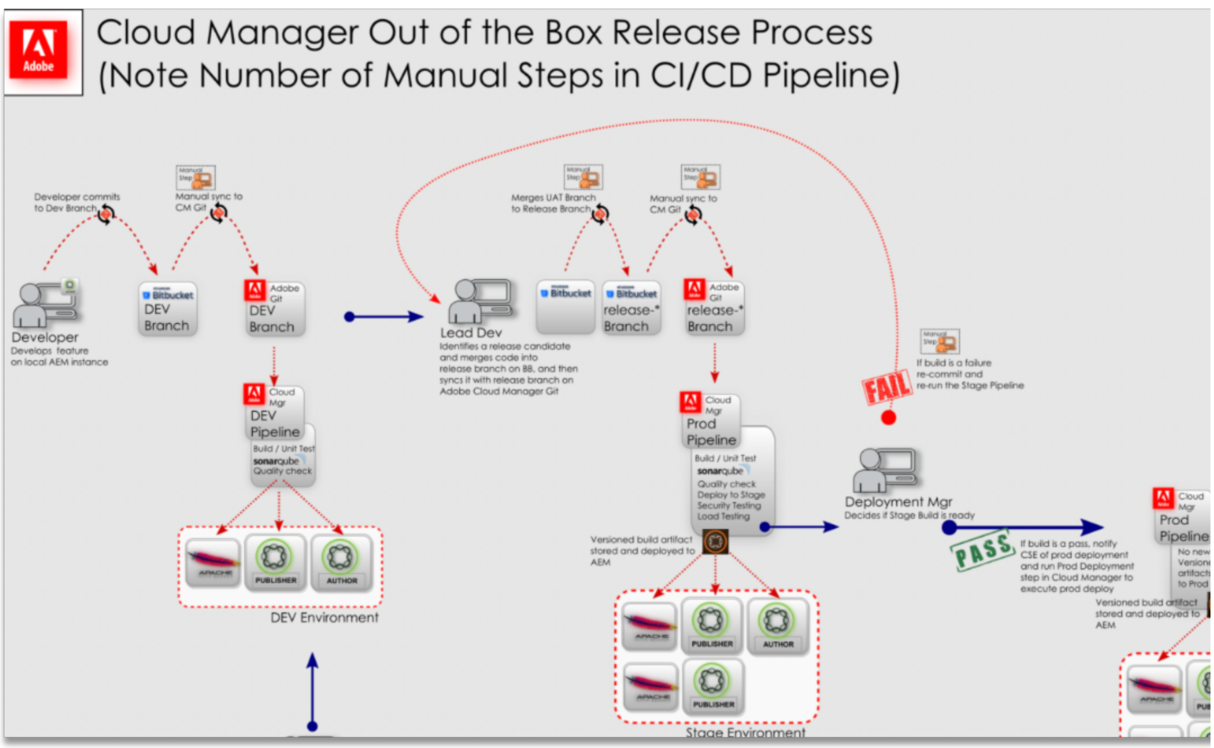
Deployment (As Is)

CI/CD pipeline is configured with manual triggering of deployment to DEV, Stage and Production.

It is recommended this way of triggering builds otherwise there will be many deployments happen based on auto commits.

As soon as the dev team push the code to develop branch, the team will initiate the Dev deployment.

Deployment to the stage will be triggered after the code merge to Master branch, then after QA's confirmation Prod deployment will be resumed.



Code Versioning is not enabled in GIT

Specific Release Management role is not created but QA Lead is acting as a Release manager for stage and Prod deployment

Validation and Monitoring (As-Is)

a. After Prod deployment is done, QA validates the changes and confirms the closure of the JIRA.

b. Business team or the JIRA reporter will be notified of the Prod Deployment and they perform the functional testing.

c. Performance and code quality validations are performed on Non-prod regions by Cloud Manager.

Adobe Cloud Manager CI/CD Pipeline

Adobe Cloud Pipeline:

Default we do have below Pipeline setup for Adobe DAM asset

1. Non-Production Pipeline
2. Production Pipeline (Stage + Production)

1. **Non- Production Pipeline:** A non-production pipeline primarily serves to run code-quality scans or to deploy source code into a development environment.

On clicks three dots at the end of section we can see 4 different options for pipeline

Run Option:

You can run the production pipeline from the Pipelines card, this option will help you to Trigger the deployment. Before selection make sure that checking the relevant branch.

a. Navigate to **Pipelines** card from the **Program Overview** page.

b. Click on **…** from the **Pipelines** card and click on **Run**, as shown in the figure below.

View Details:

Below are the segments will run through the deployment

a. Validation: Pipeline has been verified against a set of pre-defined rules.

b. Build & Unit Testing: Application code has been tested for quality and compiled into build artifacts

c. Code Scanning: Application code has been verified against a selected set of rules used for AEM applications.

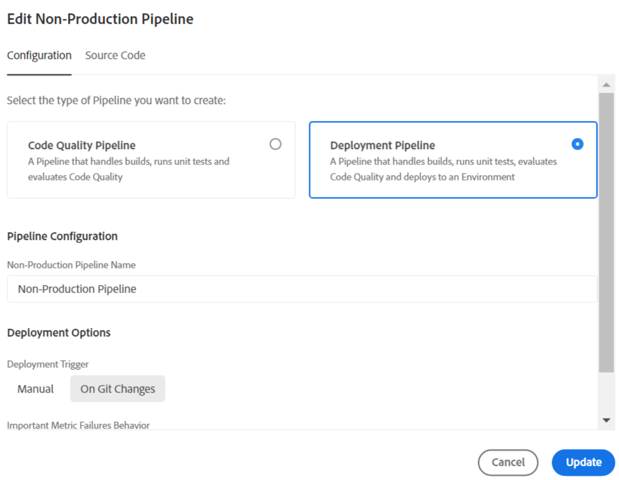
d. Build Images: Built artifacts will be combined with the base AEM repository to produce an image runnable in the cloud

e. Deploy to Dev: Artifacts has been deployed (deployment is completed)

Edit

The Configuration tab allows you to update the Pipeline Name, Deployment Options, GIT Branch and Repository.

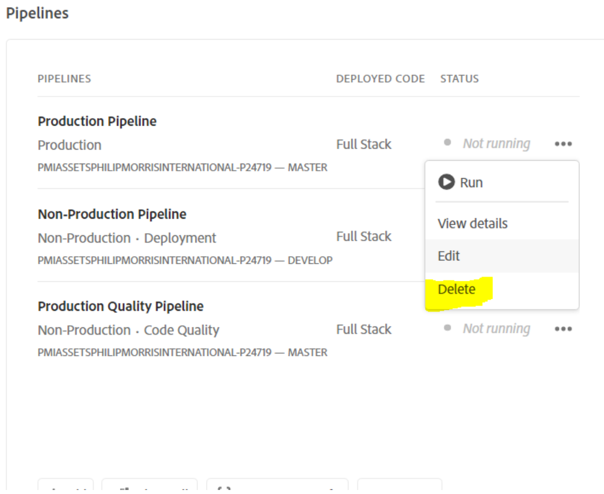
Select the Pipeline type and configure the Pipeline name. Rest of the options should be defaulting no need to be change anything



Delete : Option help you to delete the pipeline if not required

You can delete the production pipeline from the Pipelines card:

1. Navigate to **Pipelines** card from the **Program Overview** page.
2. Click on **…** from the **Pipelines** card and click on **Delete**, as shown in the figure below.



2. Production Pipeline (Includes Stage deployments):

A production pipelines is a purpose-built pipeline made of a series of orchestrated steps to take source code all the way into production.

Stage deployment includes in Production only, before moving to the Production deployment must run all the segments in Stage

For options **Run, Edit, Delete** – refer Point 1

View Details: below are the segments will run through the Production deployment

We have three levels in Prod deployment:

a. Stage deployment

b. Stage Testing

c. Production deployment

a. Stage Deployment again consists of

Validation: Pipeline has been verified against a set of pre-defined rules.

Build & Unit Testing: Application code has been tested for quality and compiled into build artifacts

Build Images: Your built artifacts will be combined with the base AEM repository to produce an image runnable in the cloud

Deploy to Stage: Deployment is completed

b. Stage Testing

Product Functional Testing

Custom Functional Testing

Custom UI Testing

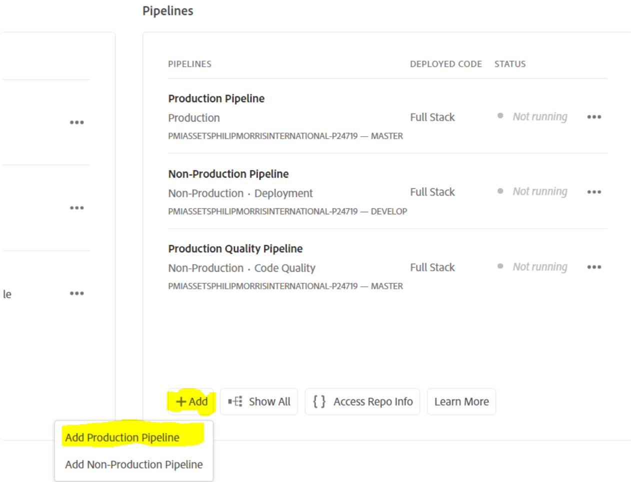
c . Production Deployment:

Deploy to Production

Other options:

3.1 Add: Able to add new pipeline into the stream

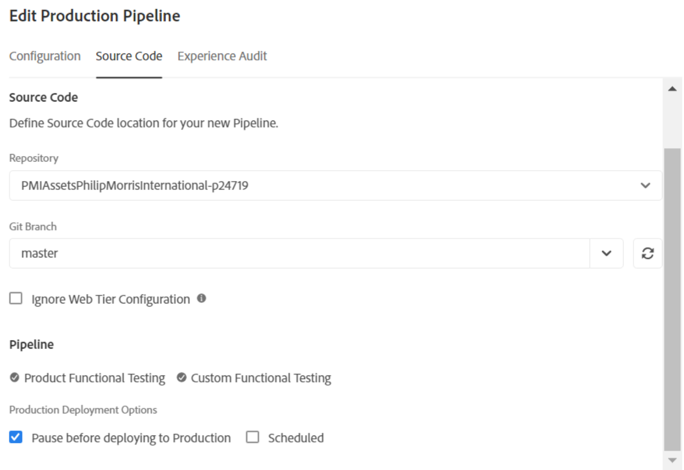
1. Log into Cloud Manager at https://experience.adobe.com/#/@pmide/cloud-manager
2. Navigate to the **Pipelines** card from the **Program Overview** page and click on **+Add** and select **Add Production or Non-Production Pipeline**.



3. The **Add Production Pipeline** dialog box opens to the **Configuration** tab where a number of options for your pipeline must be defined. These options are described in the following steps.
   a. Provide a descriptive name for your pipeline in the **Pipeline Name** field.
   b. Under the **Source Code** section, define where the pipeline retrieves the code it will process.

- **Repository** - This option defines from which git repo the pipeline should retrieve the code.

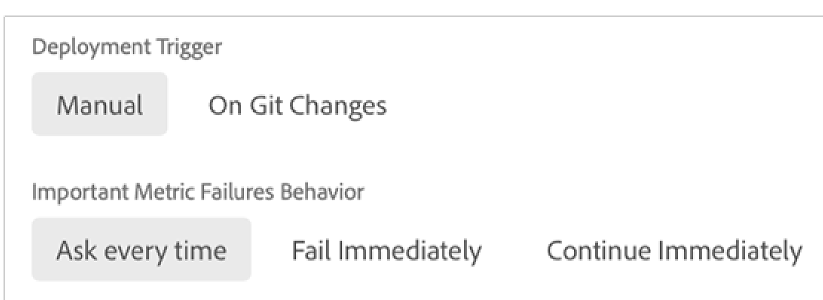
- **Git Branch** - This option defines from which branch in the selected the pipeline should retrieve the code.



c. Under the **Environments** section, you define what triggers a deployment and how it should be rolled out per environment.

   i. In the **STAGE** section, you can define how the pipeline rolls out to your staging environment.

   - **Deployment Trigger** - You have the following options to define the deployment triggers to start the pipeline.
   - **Manual** - Use this option to manually start the pipeline using the Cloud Manager UI.
   - **On Git Changes** - This options starts the CI/CD pipeline whenever commits are added to the configured git branch. With this option, you can still start the pipeline manually as required.
   - **Important Metric Failures Behavior** - During pipeline setup or edit, the Deployment Manager has the option of defining the behavior of the pipeline when an important failure is encountered in any of the quality gates. The available options are:
   - **Ask every time** - This is the default setting and requires manual intervention on any important failure.
   - **Fail Immediately** - If selected, the pipeline will be cancelled whenever an important failure occurs. This is essentially emulating a user manually rejecting each failure.
   - **Continue Immediately** - If selected, the pipeline will proceed automatically whenever an important failure occurs. This is essentially emulating a user manually approving each failure.



3.2 Show All: It will show all the pipelines available in Cloud service

3.3 Access Repo info: To access your git repository, will need to use a Git client. This could be a command-line Tool, a standalone visual Git client, or your IDE (Eclipse, Visual studio, etc). Once you've got that set up, here's the information you need to access your Cloud Manager git repository.

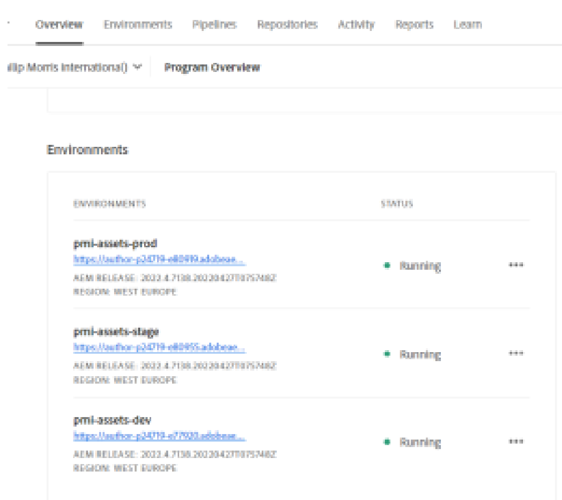
Repository Credentials

URL

GIT command line

<u>Environments</u>:

The **Overview** page of Cloud Manager includes the **Environments** tile that lists all the managed AEM environments.



Currently we do have three below different environments for DAM Assets :

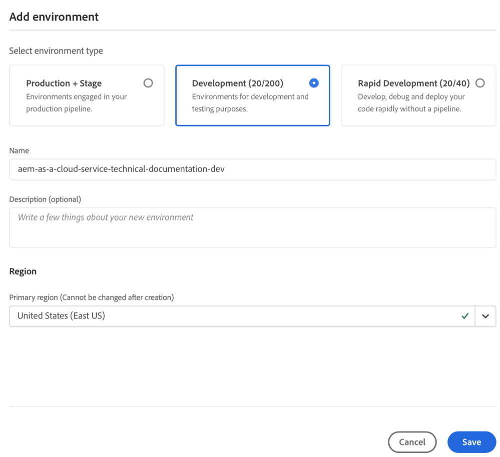
1. **Dev Environment -** https://author-p24719-e77920.adobeaemcloud.com/aem/start.html
2. **Stage Environment -** https://author-p24719-e80955.adobeaemcloud.com/aem/start.html
3. **Production Environment -** https://author-p24719-e80919.adobeaemcloud.com/aem/start.html

Adding New Environment:

1. Clicks on **Add environment** dialog that appears:

- 

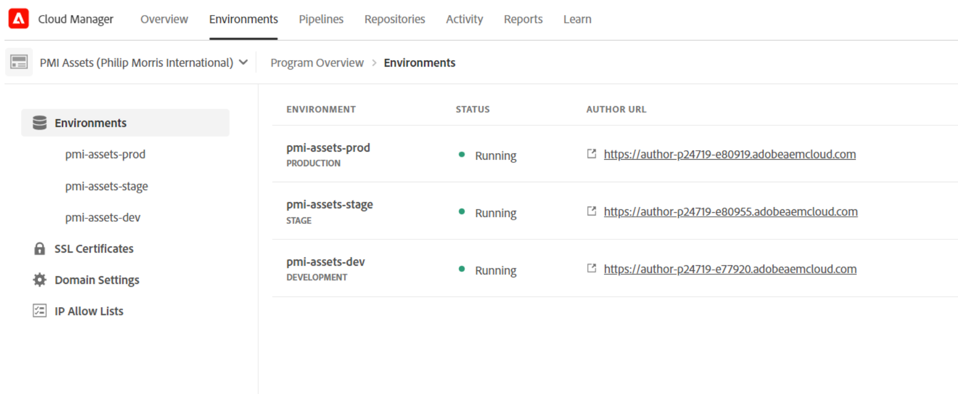
- Select an **Environment type**.
- The number of available/used environments is displayed in parenthesis behind the Development environment type.
- Provide an **Environment name**.
- Provide an **Environment description**.
- Select a **Cloud Region**.



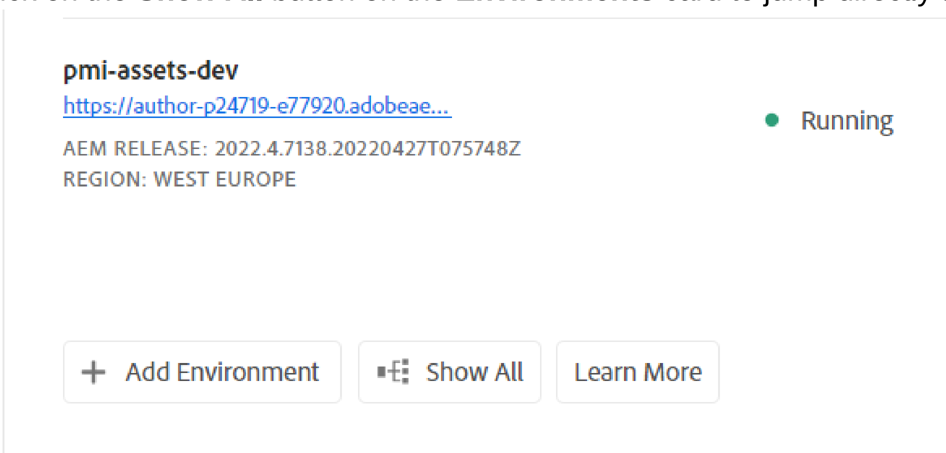
2. Click **Save** to add the specified environment

You can use the **Environments** card on the overview page to access an environments details in two ways.

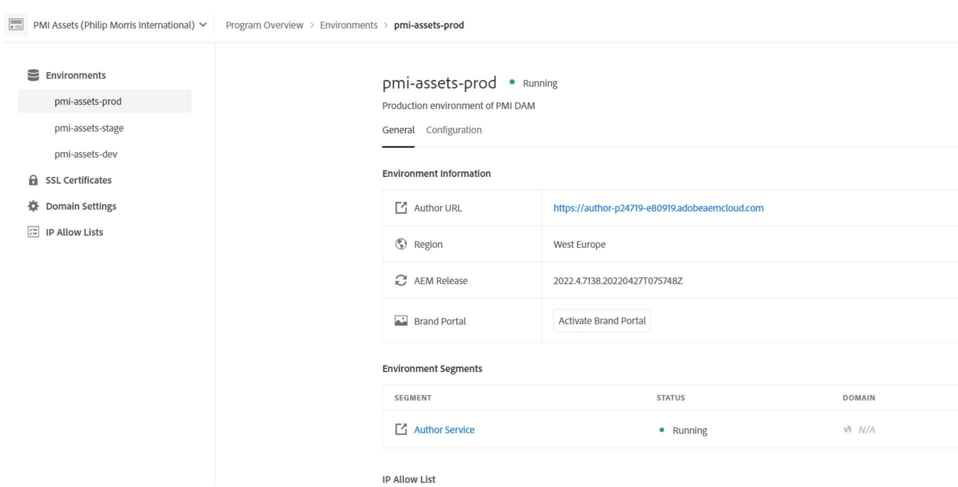
1. From the **Overview** page, click on the **Environments** tab at the top of the screen.



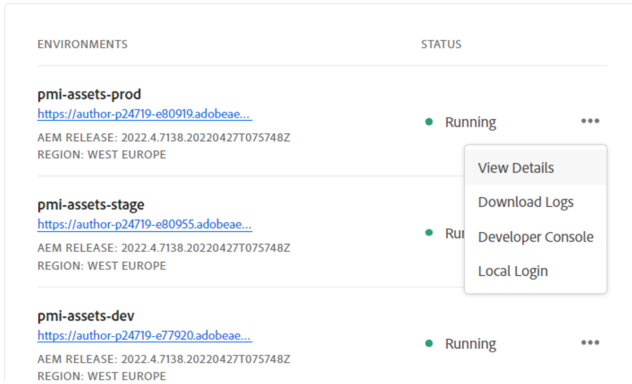
- Alternatively, click on the **Show All** button on the **Environments** card to jump directly to the **Environments** tab.



2. Click an environment in the list to reveal its details.



3. Alternatively, click the ellipsis button of the environment you want and then select View Details.



Accessing the Developer Console:

Select Developer Console from the ellipsis menu of the environment on the Environments card. This will open a new tab in your browser with the login page to the Developer Console.

Only a user with the Developer role will have access to the Developer Console. However for sandbox programs, any user with access to the sandbox program will have access to   Developer Console.

This option is also available from the **Environment** tab of the **Overview** window when clicking the ellipsis menu of an individual environment.

3. Change Management Process Improvements – Requirements

Requirements Gathering Process

a. Currently requirements are identified either through working session(s) or during stand up calls with PMI and IBM.

b. Identified requirement is converted into Jira story or a feature and assigned to a developer.

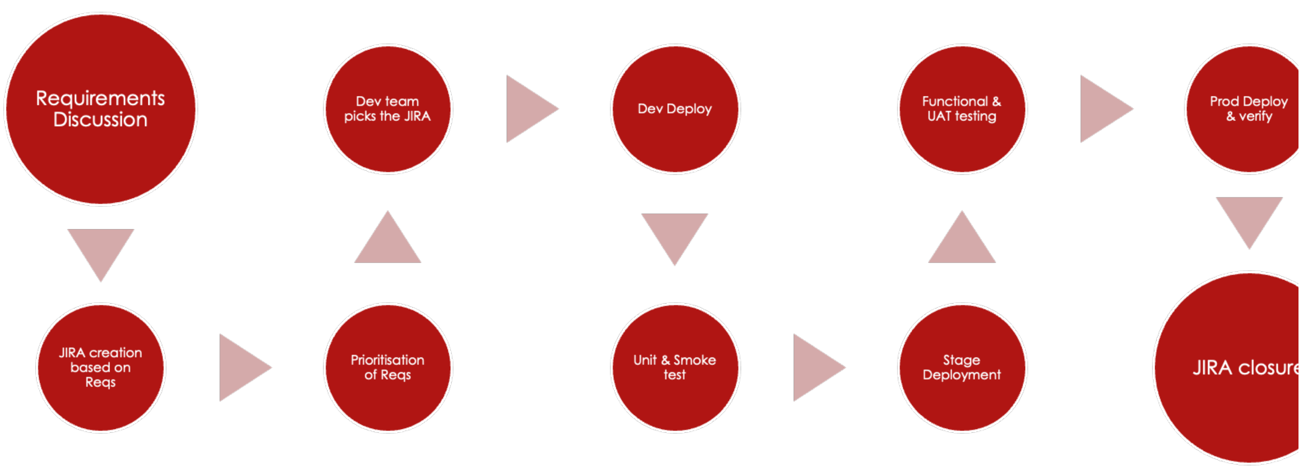
c. Few ideations/automations which benefits PMI are also identified and tracked through JIRA.

d. Some of the requests are created from analysing the Librarian team, Agencies asks and issues

Requirements Prioritisation process

a. Requirements (JIRA) will be prioritised based on the Stefano, and Business Team's discussion.

End to End process (AS IS)



4. Change Management Process - To Be

Governance & release process

Requests process Governance and Prioritisation process

Any PMI Operations team approval for Major releases!

Improvement Activities

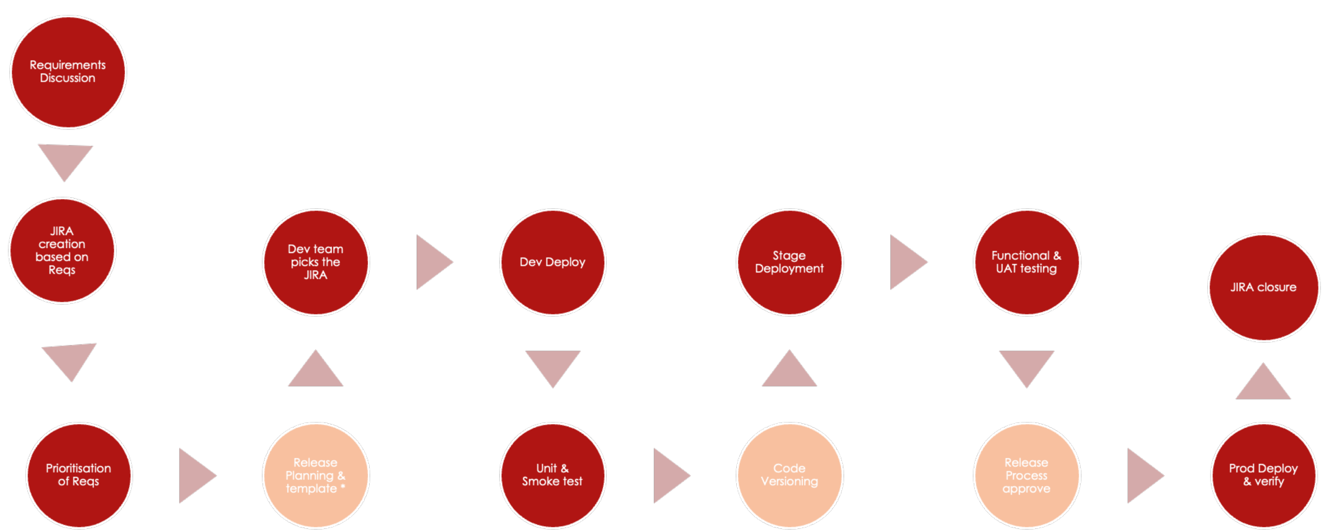
Enable the code versioning for stage & prod deployment

Release notes preparation for Prod deployment

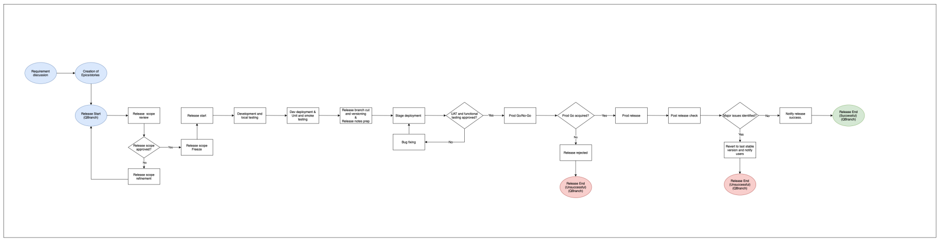
Environment access model reviews

End to End process (To Be)

Improvements



Change management process flow:



Requirement discussion
Creation of Epics/stories
Release Start (QBranch)
Release scope review
Release scope approved?
Yes
No
Release scope Freeze
Release scope refinement
Release start
Development and local testing
Dev deployment & Unit and smoke testing
Release branch cut and versioning & Release notes prep
Stage deployment
Bug fixing
UAT and functional testing approved?
Yes
No
Prod Go/No-Go
Prod Go acquired?
Yes
No
Release rejected
Release End (Unsuccessful) (QBranch)
Prod release
Post release check
Major issues identified?
No
Yes
Revert to last stable version and notify users
Release End (Unsuccessful) (QBranch)
Notify release success.
Release End (Successful) (QBranch)

5. Release Notes

Release title <version>

Date	
Release version	
No of issues included	

Summary

Brief summary of the release.

Important highlights from the release

Highlight the important points from the release, if any.

All updates for the release:

Release Notes - R23.1.1

Release title <version>

Date	
Release version	1.0.0
No of issues included	

Summary:

Brief summary of the release.

List of User Stories, Tasks and Bugs included in this Release

Release Fix Version:

Key	Summary	Status	Comments
OMNI-1292 - Add Distribution Medium as Search Filter under Consumer V2 Filter group CLOSED	Add Distribution Medium as Search Filter under Consumer V2 Filter group	Closed	
OMNI-1293 - Create "Email" option under Medium Specific Tags CLOSED	Create "Email" option under Medium Specific Tags	Closed	

OMNI-1249 - Add "sqli" Channel agency CLOSED	Add "SQLI" Channel agency	Closed	
OMNI-1301 - Update permissions of DAM PMI Minimal group CLOSED	DAM PMI Minimal	Closed	
OMNI-1302 - Create "DAM PMI Consumer OC Contribution Editor" group CLOSED	Create "DAM PMI Consumer OC Contribution Editor" group	Closed	
OMNI-1303 - Hide the settings icon to users belonging to non-admin roles CLOSED	Hide the settings icon to users belonging to non-admin roles	Closed	

Cutover Plan

QB Change Ticket: NA

CTASK: NA

Implementation reference

#	Task	Team	Owner	Start Date (CEST)	Start time (CEST)	End Date (CEST)	End time (CEST)	Current Status	Notes
	Pre Deployment Activities								
	Stage Environment:								
1	Validate Stage Environment up and running	Dev	Mahesh /Anusha	18-01-2023		18-01-2023		Verification complete	
2	Verify dam-pmi-minimal, and dam-pmi-librarian permissions	Dev	Srikanth	18-01-2023		18-01-2023		Verification complete	
3	Edit the Production pipeline and point the branch to "Release_2311"	Dev	Srikanth	18-01-2023		18-01-2023		Done	
	Production Environment:								
1	Validate Production environment up and running	Dev	Mahesh /Anusha	19-01-2023		19-01-2023		Done	
2	Verify dam-pmi-minimal, and dam-pmi-librarian permissions	Dev	Srikanth	19-01-2023		19-01-2023		Done	
	Deployment Activities								

1	Manually trigger the Production pipeline.	Dev	Srikanth	18-01-2023		18-01-2023		Done	Once the deployment to Stage is complete, the process will be halted for prod deployment. After this post deployment activities of Stage environment can be continued.
2	Resume the production pipeline	Dev	Srikanth	19-01-2023		19-01-2023			Done
	Post Deployment Activities								
	Stage Environment:								
1	Add DAM-PMI-MINIMAL as a member of the DAM-PMI-NON-ADMIN group	Dev	Srikanth	18-01-2023		18-01-2023		Done	
2	Add DAM-PMI-CONSUMER-OC-CONTRIBUTION-EDITOR as a member of the DAM-PMI-MINIMAL and DAM-PMI-ALL	Dev	Srikanth	18-01-2023		18-01-2023		Done	
3	Unit testing by Dev Team	Dev	Mahesh /Anusha /Srikanth	18-01-2023		18-01-2023		Done	
4	QA Validation	QA	Anil	18-01-2023		18-01-2023		Done	QA Sign Off Provided in the email
	Production Environment:								
1	Add DAM-PMI-MINIMAL as a member of the DAM-PMI-NON-ADMIN group	Dev	Srikanth	19-01-2023		19-01-2023		Done	
2	Add DAM-PMI-CONSUMER-OC-CONTRIBUTION-EDITOR as a member of the DAM-PMI-MINIMAL and DAM-PMI-ALL	Dev	Srikanth	19-01-2023		19-01-2023		Done	
3	Unit testing by Dev Team	Dev	Mahesh /Anusha /Srikanth	19-01-2023		19-01-2023		Done	Dev validation complete.
4	QA Validation	QA	Anil	19-01-2023		19-01-2023		Done	Testing is Completed
	Back-out plan								
1	Edit the production pipeline and change the branch to master and trigger the build.	Dev	Srikanth						

Testing evidence from Preprod

All the Testing Evidence have uploaded in Respective JIRA stories.

Dependencies with other Teams

Risk and Impacts

R&I Analysis	Level	Explanation
Risk:	High/ Medium/ Low	
Impact:	High/ Medium/ Low	

Outages and Degradations

Service	Outage or Degradation *(Please specify if Maintenance Page is required)*	Timing (CEST)	Markets	Impact ***(Please specify all impacts on users and customers)***

Important highlights from the release

Highlight the important points from the release, if any.

All updates for the release:

Release Notes - R23.2.1

Release title <version>

Date	
Release version	1.0.1
No of issues included	

Summary:

Brief summary of the release.

List of User Stories, Tasks and Bugs included in this Release

Release Fix Version:

Key	Summary	Status	Comments
OMNI-1427 - Add Beacon JP as Production and Post Production Agency IN TESTING	Add Beacon JP as Production and Post Production Agency	Completed	
OMNI-1431 - Add "Possible" as Channel Agency IN TESTING	Add "Possible" as Channel Agency	Completed	
OMNI-1429 - Create a Custom Login Handler IN TESTING	Create a Custom Login Handler	Completed	

OMNI-1404 - Modify Friday agency in "Production Agency" with the correct value WAITING FOR APPROVAL	Modify Friday agency in "Production Agency" with the correct value	Completed	
OMNI-1143 - Asset Expiration Scheduler IN TESTING	Asset Expiration Scheduler	Completed	

Cutover Plan

QB Change Ticket: NA

CTASK: NA

Implementation reference

#	Task	Team	Owner	Start Date (CEST)	Start time (CEST)	End Date (CEST)	End time (CEST)	Current Status	Notes
	Pre Deployment Activities								
	Stage Environment:								
1	Validate Stage Environment up and running	QA /Dev	Anil /Mahesh	17 Feb 2023	7:00PM (IST)	17 Feb 2023	7:15PM (IST)	Active	Dev Validation complete. Stage is up and running
	Production Environment:								
1	Validate Production environment up and running	QA /Dev	Anil /Mahesh /Sachin	17 Feb 2023	7:00 PM (IST)	17 Feb 2023	7:15 PM (IST)	Active	Dev and QA validation complete. Prod is up and running
	Deployment Activities								
1	Manually trigger the Production pipeline.	Dev	Srikanth /Sachin	17 Feb 2023	6:30PM (IST)	17 Feb 2023	6:50 PM (IST)		Once the deployment to Stage is complete, the process will be halted for prod deployment. After this post deployment activities of Stage environment can be continued.
2	Resume the production pipeline	Dev	Srikanth /Sachin /Anil	17 Feb 2023	7:20 PM (IST)				
	Post Deployment Activities								
	Stage Environment:								

1	Unit testing by Dev Team	Dev	Mahesh /Srikanth	17 Feb 2023	7:00 PM (IST)	17 Feb 2023	7:15 PM (IST)		Dev validation completed
2	QA Validation	QA	Anil	17 Feb 2023	7;00 PM (IST)	17 Feb 2023	7:15 PM (IST)		QA Validation completed
	Production Environment:								
1	Unit testing by Dev Team	Dev	Mahesh /Srikanth	17 Feb 2023	7:45 PM (IST)	17 Feb 2023	8:00 PM (IST)		Dev Validation on prod is complete
2	QA Validation	QA	Anil	17 Feb 2023	7:45 PM (IST)	17 Feb 2023	8:00 PM (IST)		QA validation on prod is complete.
	Back-out plan								
1	Edit the production pipeline and change the branch to master and trigger the build.	Dev	Srikanth /Sachin						

Testing evidence from Preprod

All the Testing Evidence have uploaded in Respective JIRA stories.

Dependencies with other Teams

Risk and Impacts

R&I Analysis	**Level**	**Explanation**
Risk:	High/ Medium/ Low	
Impact:	High/ Medium/ Low	

Outages and Degradations

Service	**Outage or Degradation** *(Please specify if Maintenance Page is required)*	**Timing (CEST)**	**Markets**	**Impact** ***(Please specify all impacts on users and customers)***

Important highlights from the release

Highlight the important points from the release, if any.

Release Notes - R23.2.1 - Hotfix

Release title <version>

Summary:

Important highlights from the release

Release title <version>

Date	
Release version	1.0.1
No of issues included	

Summary:

Brief summary of the release.

List of User Stories, Tasks and Bugs included in this Release

Release Fix Version:

Key	Summary	Status	Comments
OMNI-1591 - Production Bug - File is not opening directly from Notification Mail (box) IN TESTING	Production Bug - File is not opening directly from Notification Mail(box)	Completed	

Cutover Plan

QB Change Ticket: NA

CTASK: NA

Implementation reference

#	Task	Team	Owner	Start Date (CEST)	Start time (CEST)	End Date (CEST)	End time (CEST)	Current Status	Notes
	Pre Deployment Activities								
	Stage Environment:								
1	Validate Stage Environment up and running	QA /Dev	Anil /Mahesh						
	Production Environment:								
1	Validate Production environment up and running	QA /Dev	Anil /Mahesh /Sachin						
	Deployment Activities								
1	Manually trigger the Production pipeline.	Dev	Srikanth /Sachin						Once the deployment to Stage is complete, the process will be halted for prod deployment. After this post deployment activities of Stage environment can be continued.
2	Resume the production pipeline	Dev	Srikanth /Sachin /Anil						
	Post Deployment Activities								
	Stage Environment:								
1	Unit testing by Dev Team	Dev	Mahesh /Srikanth						
2	QA Validation	QA	Anil						
	Production Environment:								
1	Unit testing by Dev Team	Dev	Mahesh /Srikanth						
2	QA Validation	QA	Anil						
	Back-out plan								
1	Edit the production pipeline and change the branch to previous release branch and trigger the build.	Dev	Srikanth /Sachin						

Testing evidence from Preprod

All the Testing Evidence have uploaded in Respective JIRA stories.

Dependencies with other Teams

Risk and Impacts

R&I Analysis	Level	Explanation
Risk:	High/ Medium/ Low	
Impact:	High/ Medium/ Low	

Outages and Degradations

Service	Outage or Degradation *(Please specify if Maintenance Page is required)*	Timing (CEST)	Markets	Impact ***(Please specify all impacts on users and customers)***

Important highlights from the release

Highlight the important points from the release, if any.

Release Notes - R23.3.1

Release title <version>

Summary:

Important highlights from the release

Release title <version>

Date	
Release version	1.1.0
No of Stories included	3

Summary:

Brief summary of the release.

List of User Stories, Tasks and Bugs included in this Release

Release Fix Version:

Key	Summary	Status	Comments
MCS1-3	Tiled Image Watermark	Completed	
MCS1-193	Create all watermarks on ingestion	Completed	
OMNI-1345 - Repository Initializer IN TESTING	Repository Initializer	Completed	

Cutover Plan

QB Change Ticket: NA

CTASK: NA

Implementation reference

#	Task	Team	Owner	Start Date (CEST)	Start time (CEST)	End Date (CEST)	End time (CEST)	Current Status	Notes
	Pre Deployment Activities								
	Stage Environment:								
1	Validate Stage Environment up and running	QA /Dev	Anil /Mahesh	14 Mar 2023	7:00PM (IST)	16 Mar 2023	7:15PM (IST)	Active	Dev Validation complete. Stage is up and running
	Production Environment:								
1	Validate Production environment up and running	QA /Dev	Anil /Mahesh /Sachin	17 Mar 2023	7:00 PM (IST)	17 Mar 2023	7:15 PM (IST)	Active	
	Deployment Activities								
1	Manually trigger the Production pipeline.	Dev	Srikanth /Sachin	17 Mar 2023	6:30PM (IST)	17 Mar 2023	6:50 PM (IST)		Once the deployment to Stage is complete, the process will be halted for prod deployment. After this post deployment activities of Stage environment can be continued.
2	Resume the production pipeline	Dev	Srikanth /Sachin /Anil	17 Feb 2023	7:20 PM (IST)				
	Post Deployment Activities								
	Stage Environment:								
1	Unit testing by Dev Team	Dev	Mahesh /Srikanth	14 Mar 2023	7:00 PM (IST)	14 Mar 2023	7:15 PM (IST)		Dev Validation on prod is complete
2	QA Validation	QA	Anil	14 Mar 2023	7:20 PM (IST)	16 Mar 2023	7:15 PM (IST)		QA Validation completed
	Production Environment:								
1	Unit testing by Dev Team	Dev	Mahesh /Srikanth	17 Mar 2023	7:45 PM (IST)	17 Mar 2023	8:00 PM (IST)		Dev Validation on prod is complete
2	QA Validation	QA	Anil	17 Mar 2023	7:45 PM (IST)	17 Mar 2023	13:00 PM (IST)		QA Validation completed
	Back-out plan								

1	Edit the production pipeline and change the branch to master and trigger the build.	Dev	Srikanth /Sachin						

Testing evidence from Preprod

All the Testing Evidence have uploaded in Respective JIRA stories.

Dependencies with other Teams

Risk and Impacts

R&I Analysis	Level	Explanation
Risk:	High/ Medium/ Low	
Impact:	High/ Medium/ Low	

Outages and Degradations

Service	Outage or Degradation *(Please specify if Maintenance Page is required)*	Timing (CEST)	Markets	Impact ***(Please specify all impacts on users and customers)***

Important highlights from the release

Highlight the important points from the release, if any.

Release Notes - R23.3.2

Release title <version>

Date	
Release version	2.0.0
No of Stories included	3

Summary:

Brief summary of the release.

List of User Stories, Tasks and Bugs included in this Release

Release Fix Version:

Key	Summary	Status	Comments
MCS1-219	Sharing editable assets from Author Portal with markets	Testing	
MCS1-182	Automatic Publishing of Expired Asset Watermark	Testing	
MCS1-189	Automatic Publishing of Expiring Asset Watermark	Testing	

Cutover Plan

QB Change Ticket: NA

CTASK: NA

Implementation reference

#	Task	Team	Owner	Start Date (CEST)	Start time (CEST)	End Date (CEST)	End time (CEST)	Current Status	Notes
	Pre Deployment Activities								
	Stage Environment:								
1	Validate Stage Environment up and running	QA /Dev	Anil /Mahesh	24 Mar 2023	7:00PM (IST)	24 Mar 2023	7:15PM (IST)	Active	Dev Validation complete. Stage is up and running
	Production Environment:								
1	Validate Production environment up and running	QA /Dev	Anil /Mahesh /Sachin	27 Mar 2023	7:00 PM (IST)	27 Mar 2023	7:15 PM (IST)	Active	
	Deployment Activities								
1	Manually trigger the Production pipeline.	Dev	Srikanth /Sachin	24 Mar 2023	6:30PM (IST)	24 Mar 2023	6:50 PM (IST)		Once the deployment to Stage is complete, the process will be halted for prod deployment. After this post deployment activities of Stage environment can be continued.
2	Resume the production pipeline	Dev	Srikanth /Sachin /Anil	28 Feb 2023	7:20 PM (IST)				
	Post Deployment Activities								
	Stage Environment:								
1	Unit testing by Dev Team	Dev	Mahesh /Srikanth	24 Mar 2023	7:00 PM (IST)	24 Mar 2023	7:15 PM (IST)		Dev Validation on prod is complete
2	QA Validation	QA	Anil	27 Mar 2023	7:20 PM (IST)	27 Mar 2023	7:15 PM (IST)		QA Validation completed
	Production Environment:								
1	Unit testing by Dev Team	Dev	Mahesh /Srikanth	28 Mar 2023	7:45 PM (IST)	28 Mar 2023	8:00 PM (IST)		Dev Validation on prod is complete
2	QA Validation	QA	Anil	28 Mar 2023	7:45 PM (IST)	29 Mar 2023	13:00 PM (IST)		QA Validation completed
	Back-out plan								

1	Edit the production pipeline and change the branch to master and trigger the build.	Dev	Srikanth /Sachin						

Testing evidence from Preprod

All the Testing Evidence have uploaded in Respective JIRA stories.

Dependencies with other Teams

Risk and Impacts

R&I Analysis	Level	Explanation
Risk:	High/ Medium/ Low	
Impact:	High/ Medium/ Low	

Outages and Degradations

Service	Outage or Degradation *(Please specify if Maintenance Page is required)*	Timing (CEST)	Markets	Impact ***(Please specify all impacts on users and customers)***

Important highlights from the release

Highlight the important points from the release, if any.

Quality Assurance

1. INTRODUCTION

1.1. Purpose

This test plan describes the testing approach and overall framework that will drive the testing of the PMI Dam Assets the document introduces:

Test Strategy: rules the test will be based on, including the givens of the project (e.g.: start / end dates, objectives, assumptions); description of the process to set up a valid test (e.g.: entry / exit criteria, creation of test cases, specific tasks to perform, scheduling, data strategy).

Execution Strategy: describes how the test will be performed and process to identify and report defects, and to fix and implement

Test Management: process to handle the logistics of the test and all the events that come up during execution (e.g.: communications)

1.2. Project Overview

Provide PMI users with the ability to ingest channel assets that have been created by the agencies (stored in the DAM) into Workfront this is going to happen via a request queue. Once in Workfront we will build an approval workflow that will circulate these assets to the IP, Legal & Brand teams and obtain their approvals in Workfront.

If an asset is rejected it will route back to the asset owner for review and next steps. If the asset is approved the connector will update the relevant metadata field in the DAM to reflect the approval date. When a campaign is then required by the Market, they will have the ability to brief the hub/channel teams via Workfront and select the relevant assets from the DAM (via the connector)

1.3. Audience

Project team members perform tasks specified in this document and provide input and recommendations on this document.

Project Manager Plans for the testing activities in the overall project schedule, reviews the document, tracks the performance of the test according to the task herein specified, approves the document and is accountable for the results.

Technical Team ensures that the test plan and deliverables are in line with the design, provides the environment for testing and follows the procedures related to the fixes of defects.

Business analysts will provide their inputs on functional changes.

2. TEST STRATEGY

2.1. Test Objectives

The objective of the test is to verify that the functionality of PMI DAM Assets works according to the specifications.

The test will execute and verify the test scripts, identify, fix and retest all defects per the entrance criteria.

2.2. Test Assumptions

General

Functional Testing would be carried out once the build is ready for testing

All the defects would come along with a reference screenshots

The Test Team will be provided with access to Test environment

The Test Team assumes all necessary inputs required during Test design and execution will be supported by Development/BUSINESS ANALYSTs

Test case design activities will be performed by QA Group

Dev team will provide Defect fix plans based on the Defect meetings during each cycle to plan. The same will be informed to Test team prior to start of Defect fix cycles

The defects will be tracked through JIRA only.

Project Manager/BUSINESS ANALYST will review and sign-off all test deliverables

The project will provide test planning, test design and test execution support

Test team will manage the testing effort with close coordination with Project PM/BUSINESS ANALYST

There is no environment downtime during test due to outages or defect

Functional Testing

During Functional testing, testing team will use preloaded data which is available on the system at the time of execution

The Test Team will be performed Functional testing only on PMI DAM Assets

2.3. Test Principles

Testing will be focused on meeting the business objectives, cost efficiency, and quality

There will be common, consistent procedures for all teams supporting testing activities

Testing processes will be well defined, yet flexible, with the ability to change as needed

Testing activities will build upon previous stages to avoid redundancy or duplication of effort

Testing environment and data will emulate a production environment as much as possible

Testing will be a repeatable, quantifiable, and measurable activity

There will be entrance and exit

2.4. Data Approach

In functional testing, PMI DAM Assets will contain pre-loaded test data and which is used for testing activities

2.5. Scope and Levels of Testing

2.5.1. Functional Test

PURPOSE: Functional testing will be performed to check the functions of application. The functional testing is carried out by feeding the input and validates the output from the application.

Scope: The below excel sheet details about the scope of Functional test.

DAM - User Acceptance Test (UAT)

TESTERS: Testing Team.

METHOD: The test will be performed according to Functional scripts, which are stored in JIRA

TEST ACCEPTANCE CRITERIA

1. Approved Functional Specification document, Usecase documents must be available prior to start of Test design
2. Test cases approved and signed-off prior to start of Test execution
3. Development completed, unit tested with pass status and results shared to Testing team to avoid duplicate defects
4. Test environment with application installed, configured and ready to use state

TEST DELIVERABLES

:

S.No.	Deliverable Name	Author	Reviewer
1.	Test Plan	Test Team	Project Manager
2.	Functional Test Cases	Test Team	Project Manager/Business Analyst’s
3.	Logging Defects in JIRA	Test Team	Test Lead/Technical Manager
4.	Test Closure report	Test Team	Project Manager

3. EXECUTION STRATEGY

3.1. Entry and Exit Criteria

The entry criteria refer to the desirable conditions in order to start test execution; only the migration of the code and fixes need to be assessed at the end of each cycle

The exit criteria are the desirable conditions that need to be met in order proceed with the implementation.

Entry and exit criteria are flexible benchmarks. If they are not met, the test team will assess the risk, identify mitigation actions, and provide a recommendation. All this is input to the project manager for a final “go-no go” decision.

Entry criteria to start the execution phase of the test: the activities listed in the Test Planning section of the schedule are 100% completed

Entry criteria to start each cycle: the activities listed in the Test Execution section of the schedule are 100% completed at each cycle.

3.2. Test Cycles

There will be two cycles for functional testing and Regression Testing. Each cycle will execute all the scripts .

The objective of the first cycle is to identify any blocking, critical defects, and most of the defects. It is expected to use some work-around in order to get to all the scripts

The objective of the second cycle is to identify impact areas and perform execution.

3.3. Validation and Defect Management

It is expected that the testers execute all the scripts in each of the cycles described above. However, it is recognized that the testers could also do additional testing if they identify a possible gap in the scripts. This is especially relevant in the second cycle, when the Business analyst’s join the in the execution of the test, since the BUSINESS ANALYSTs have a deeper knowledge of the business processes. If a gap is identified, the scripts and traceability matrix will be updated and then a defect logged against the scripts

The defects will be tracked through JIRA only. The technical team will gather information on a daily basis from JIRA, and request additional details from the Defect Coordinator. The technical team will work on fixes

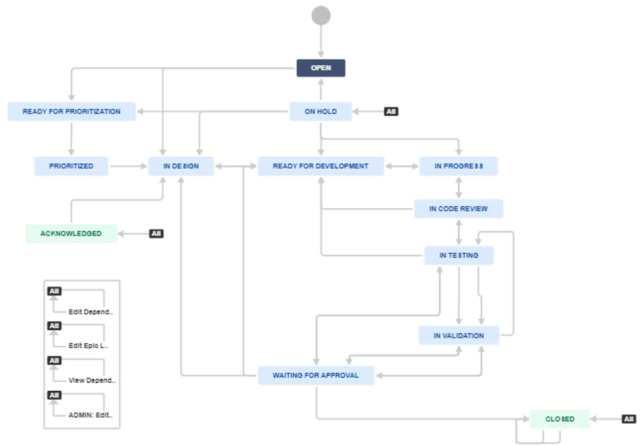
It is the responsibility of the tester to open the defects, link them to the corresponding script, assign an initial severity and status, retest and close the defect; it is the responsibility of the Defect Manager to review the severity of the defects and facilitate with the technical team the fix and its implementation, communicate with testers when the test can continue or should be halt, request the tester to retest, and modify status as the defect progresses through the cycle; it is the responsibility of the technical team to review JIRA on a daily basis, ask for details if necessary, fix the defect, communicate to the Defect Manager the fix is done, implement the solution per the Defect Manager request

Defects found during the Testing will be categorized according to the bug-reporting tool “JIRA” and the categories are:

Severity	**Impact**
1 (Critical)	§ This bug is critical enough to crash the system, cause file corruption, or cause potential data loss § It causes an abnormal return to the operating system (crash or a system failure message appears). § It causes the application to hang and requires re-booting the system.
2 (Major)	§ It causes a lack of vital program functionality with workaround.
3 (Moderate)	§ This Bug will degrade the quality of the System. However there is an intelligent workaround for achieving the desired functionality - for example through another screen. § This bug prevents other areas of the product from being tested. However other areas can be independently tested.
4 (Minor)	§ There is an insufficient or unclear error message, which has minimum impact on product use.

3.4. Defect tracking & Reporting

Following flowchart depicts Defect Tracking Process:



4. TEST MANAGEMENT PROCESS

4.1. Test Management Tool

JIRA is the tool used for Test Management. All testing artifacts such as Test cases, test results are updated in the JIRA.

Project specific folder structure will be created in JIRA to manage the status of this project.

Each resource in the Testing team will be provided with Read/Write access to add/modify Test cases in JIRA.

During the Test Design phase, all test cases are written directly into JIRA. Any change to the test case will be directly updated in the JIRA.

Each Tester will directly access their respective assigned test cases and update the status of each executed step in JIRA directly.

Any defect encountered will be raised in JIRA linking to the particular Test case/test step.

During Defect fix testing, defects are re-assigned back to the tester to verify the defect fix. The tester verifies the defect fix and updates the status directly in JIRA.

Various reports can be generated from JIRA to provide status of Test execution. For example, Status report of Test cases executed, Passed, Failed, No. of open defects, Severity wise defects etc.

4.2. Test Execution Process

Once all Test cases are approved and the test environment is ready for testing, tester will start a Sanity test of the application to ensure the application is stable for testing.

Tester is assigned Test cases directly in JIRA

Testers to ensure necessary access to the testing environment, JIRA for updating test status and raise defects. If any issues, will be escalated to the Test Lead and in turn to the Project Manager as

If any showstopper during exploratory testing will be escalated to the respective development SPOCs for

Each tester performs step by step execution and updates the executions status. The tester enters Pass or Fail Status for each of the step directly in JIRA.

Tester will prepare a Run chart with day-wise execution details

If any failures, defect will be raised as per severity guidelines in JIRA tool detailing steps to simulate along with screenshots if

Testing team will participate in defect triage meetings in order to ensure all test cases are executed with either pass/fail

If there are any defects that are not part of steps but could be outside the test steps, such defects need to be captured in JIRA and map it against the test case level or at the specific step that issue was encountered after confirming with Test

This process is repeated until all test cases are executed fully with Pass/Fail

During the subsequent cycle, any defects fixed applied will be tested and results will be updated in JIRA during the cycle.

5. TEST ENVIRONMENT

Dev and Stage

A windows environment with Google Chrome

6. APPROVALS

The Names and Titles of all persons who must approve this plan.

Sign Off:

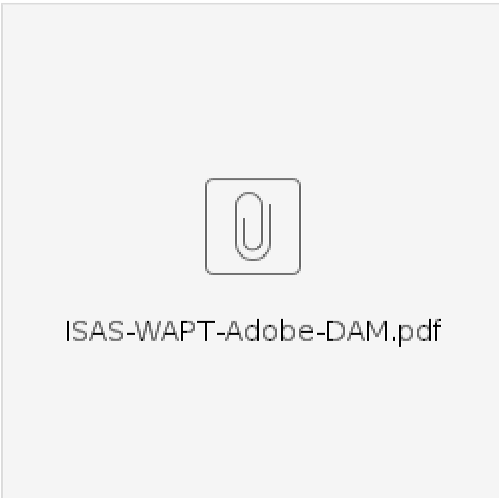
S.No	Name	Designation	Sign Off	File
1	Stefano Pavin	Platform head	Completed	EXTERNAL RE DAM Assets Stories Test Scripting .msg

DAM - User Acceptance Test (UAT)

User Story No.	Description	Test Scripts and Results
OMNI-894	DAM Assets: Login with PMI ID	https://confluence.pmidce.com/pages/viewpage.action?pageId=505419385
OMNI-932	PMI AEM Assets - User Groups/Roles Creation	https://confluence.pmidce.com/pages/viewpage.action?pageId=499983111
OMNI-911	DAM Assets Regression 1. Search Filters 2. Reports 3. Workflow Approvals 4. Process Metadata Validation 5. Existing Versioning Mechanism	OMNI-911 DAM Regression.csv https://confluence.pmidce.com/display/DCE20HOME/Feature%3A+Meta+Data https://confluence.pmidce.com/display/DCE20HOME/Feature%3A+Reports https://confluence.pmidce.com/display/DCE20HOME/Feature%3A+Search+Filter https://confluence.pmidce.com/display/DCE20HOME/Feature+%3A+Versioning https://confluence.pmidce.com/display/DCE20HOME/Feature%3A+Workflow
	UAT Scripts	UAT Scripts.xlsx

Penetration Test

Attached the result of the penetration test with not critical / high items found.



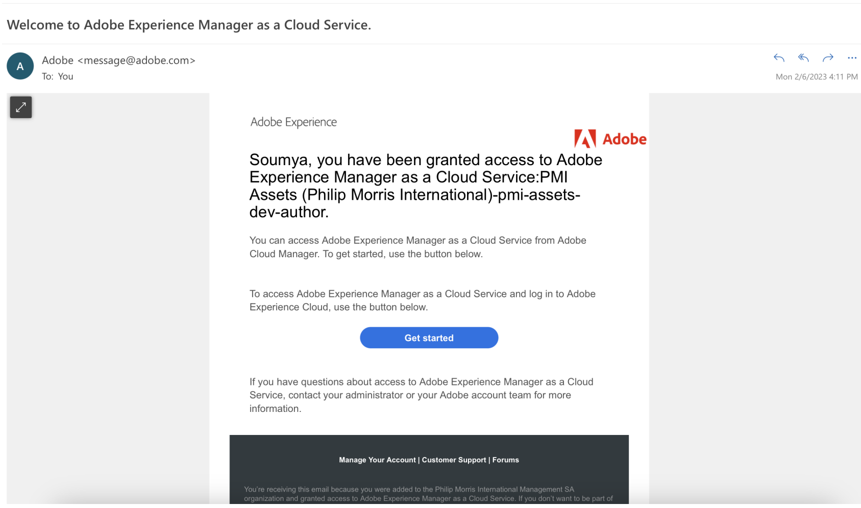
User Access Management

3rd party user onboarding process

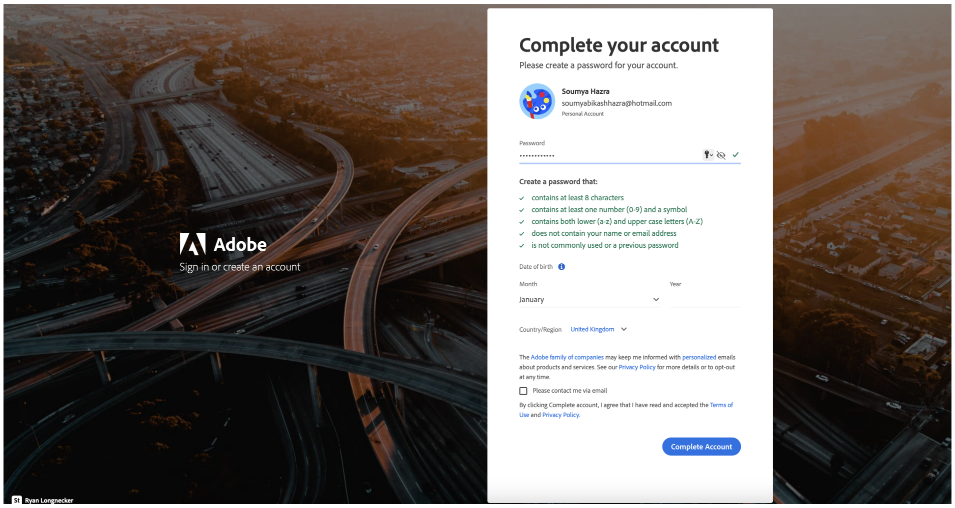
Below document summarises the process of getting access to the DAM authoring portal for third party users.

1. User account creation request is submitted to the team and approved by Stefano Pavin or Soumya Hazra .

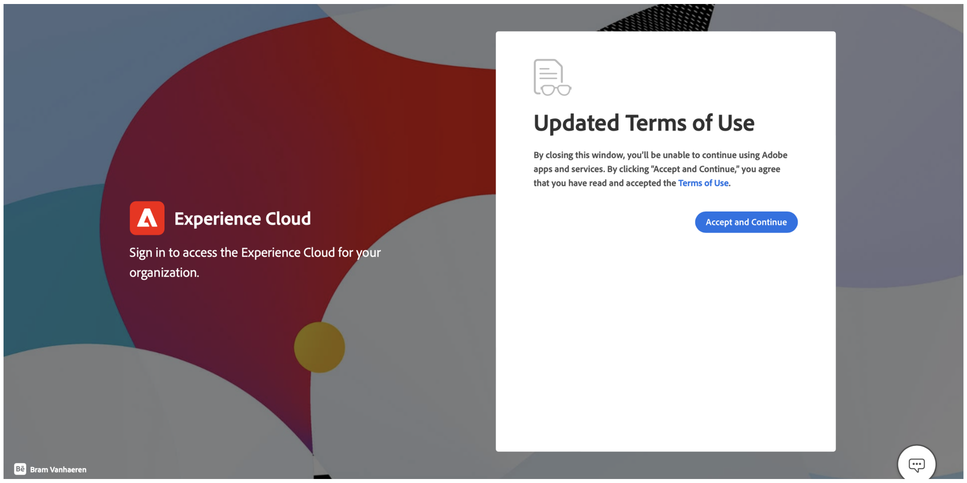
2. User account is created and user received initial onboarding email from Adobe (message@adobe.com)



3. User clicks on the link and sets up Adobe ID account password by following the Adobe password policy and profile information

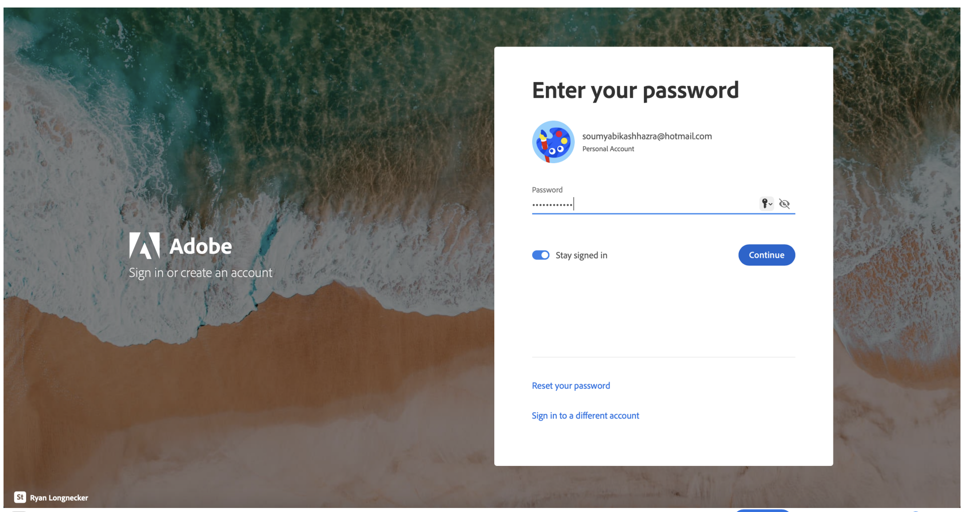


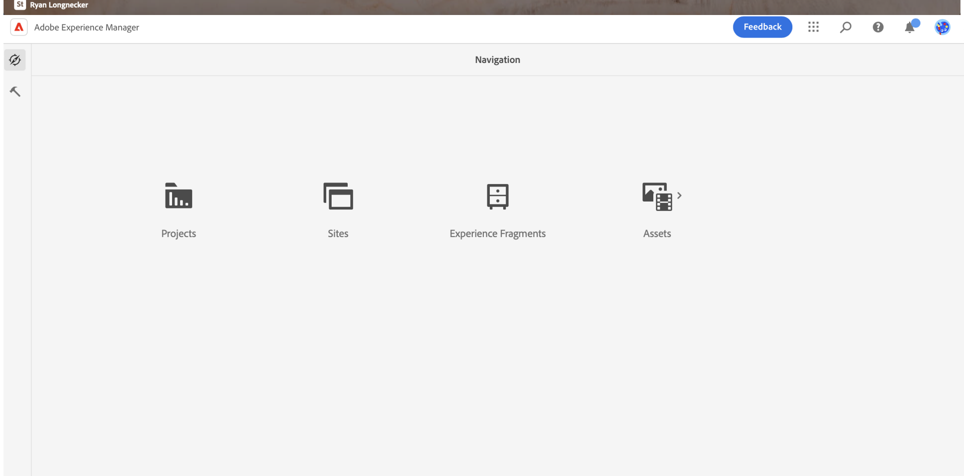
4. After creating the account, the user needs to accept the "Terms of use" to proceed:



5. User account is now setup completely. User can now click on the application link to access it with their newly setup credentials.

   Production authoring portal: https://author-p24719-e80919.adobeaemcloud.com/assets.html/content/dam/pmi





#Please note, after first login the user will not have any permission to perform any activity on the system.

6. Once successfully logged in, the user notifies the team so that the appropriate group assignment can be done.

Brand Portal Access Guide

CC onboarding

Terminology:

S.No	Role	Description
1.	Editor	A role which has the permissions to Create and update assets. The hub editors should be able to approve the content as well.
2.	Approver	A role which has the permissions to publish/unpublish the content.
3.	Viewer	A role with read only permissions to the assets.

For the agencies/PMI/partners, who are Campaign Owners or Channel Leads or Contributors, to upload the assets to Brand Portal or AEM DAM, a proper access needs to be granted/requested.

The process for raising request for different users is defined below.

User List:

1. Agencies (Third Party Users)
2. Toh Soon
3. Rish Sahni
4. Fillipo Bertiloni
5. Elena Chabrier
6. Okan Ugurlu
7. Markets

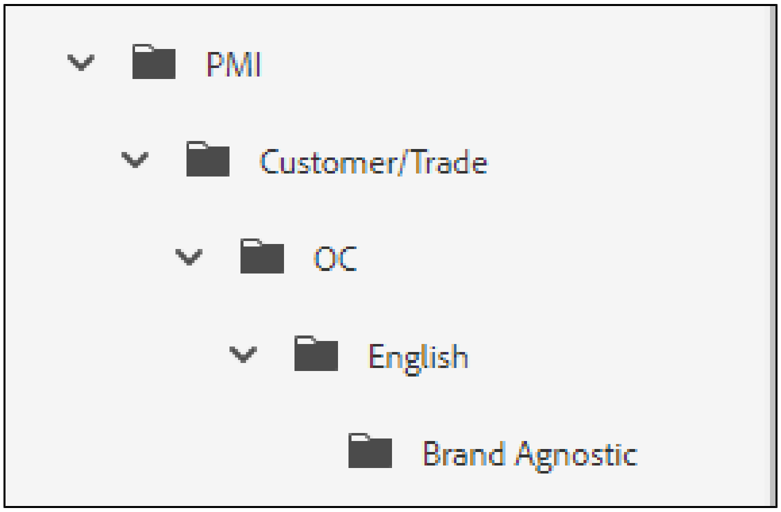
User Role Definition for CC:

Role /Permissions	Browse	Search	Download	Upload	Edit	Publish	Access to Admin Tools	IMDL Group	AEM group
Viewer				x	x	x	x	PMI GLOBAL UR DAM CC Viewer IMDL	DAM PMI CC Viewer
Editor							x	PMI GLOBAL UR DAM CC Editor IMDL	DAM PMI CC Editor
Administrator								PMI GLOBAL UR DAM CC Admin IMDL	DAM PMI CC Admin

User Role Mapping:

User	Role	IMDL group
Agencies (Third Party Users)	Editor	PMI GLOBAL UR DAM CC Editor IMDL
Toh Soon	Editor	PMI GLOBAL UR DAM CC Editor IMDL
Rish Sahni	Editor (Administrator)	PMI GLOBAL UR DAM CC Admin IMDL
Fillipo Bertiloni	Editor	PMI GLOBAL UR DAM CC Editor IMDL
Elena Chabrier	Editor	PMI GLOBAL UR DAM CC Editor IMDL
Okan Ugurlu	Editor	PMI GLOBAL UR DAM CC Editor IMDL
Markets	Viewer	PMI GLOBAL UR DAM CC Viewer IMDL

Folder Structure:


PMI
Customer/Trade
OC
English
Brand Agnostic

Dam and Brand Portal Access

Terminology

S.No	Role	Description
1.	Librarian	A sudo administrator who can perform CRUD (Create, Read, Update and Delete) operations on folders and assets
2.	Editor	A role which has the permissions to Create and update assets. The hub editors should be able to approve the content as well.
3.	Approver	A role which has the permissions to publish/unpublish the content.
4.	Viewer	A role with read only permissions to the assets.

For the agencies/PMI/partners, who are Campaign Owners or Channel Leads or Contributors, to upload the assets to Brand Portal or AEM DAM, a proper access needs to be granted/requested.

The process for raising request for different users is defined below.

For PMI.com or contracted.pmi.com users:

Any user who is a pmi.com or contracted.pmi.com user, the user or the supervisor of the user has to request for an IMDL role.

For Brand Portal Editor role, the IMDL role is "**PMI GLOBAL UR DAM GL Brand Portal Editor IMDL**" this will grant access to upload and download content in the Brand Portal

For Brand Portal Viewer role, the IMDL role is "**PMI GLOBAL UR DAM GL Brand Portal Viewer IMDL**" this will grant access to download content from the Brand Portal

For Third Party Users (or agencies):

Any user who is an agency (third party user) they can send an email to mwm.projectteam@pmi.com and request access by providing a brief description about the tasks that need to be performed.

For the Brand Portal Editor role, the technical team needs to login to admin console and provide access to "Assets Brand Portal" and "Consumer Editor" roles.

For AEM DAM access, the technical team needs to login to admin console and provide access to prod-assets-author product.

This limitation is due to the fact that Adobe is not supporting 2 Organizations (Global Comm and DAM) claiming the same domain. As Global Comm claimed the @pmintl domain, the DAM organization claimed @pmi.com and @contracted.pmi.com to allow PMI employees and contracted to access via SSO. With this approach, 3rd party users (from agencies) are not covered hence the need to provide access manually.

We explored several options but unfortunately, they were not approved by security team as the prerequisite was to open the LDAP directory to external network (see attached email below).

RE_ SSO...ATE.msg

Adobe has added in their roadmap a feature to allow sharing domain across different organization. This should be delivered in the second half of 2023.

List of IMDL Roles

Organizational Level	**Role name**	**Role description**
Global	PMI GLOBAL UR DAM GL Viewer Consumer	This role grants access to the Digital Assets Management (DAM) system to view ALL existing assets available for the Consumer function plus regional hubs and markets. This is a global read-only role
Global	PMI GLOBAL UR DAM GL Brand Portal Viewer	This role grants access to the DAM Brand portal to view and download existing assets.
Global	PMI GLOBAL UR DAM GL Brand Portal Editor	This role grants access to the DAM Brand portal to view, download and upload assets.
Global	PMI GLOBAL UR DAM GL Librarian	This role grants access to the Digital Assets Management (DAM) system to manage assets globally, it allows users to create folder, access to reporting, adding metadata
Global - IT	PMI GLOBAL UR DAM GL IT Administrator	This role grants access to the Digital Assets Management (DAM) system as Administrator. This is an IT role only
Global - IT	PMI GLOBAL UR DAM GL IT Administrator DEV and STG	This role grants access to the Digital Assets Management (DAM) DEV and STG instances as Administrator. This is an IT role only

Global - IT	PMI GLOBAL UR DAM GL IT Developer DEV	This role grants access to the Digital Assets Management (DAM) DEV instance as Developer. This is an IT role only reserved for developers
Global - IT	PMI GLOBAL UR DAM GL IT Release Manager	This role grants access to the Digital Assets Management (DAM) to manage code release in production. This is an IT role only
Global - IT	PMI GLOBAL UR DAM GL IT Support	This role grants access to the Digital Assets Management (DAM) system with read-only permission. It is used by IT Support
HUB	PMI GLOBAL UR DAM LO Editor LAC HUB	This role grants access to the Digital Assets Management (DAM) system to edit attributes of existing assets for all markets in the LAC Hub. This role is used to maintain metadata and tags
HUB	PMI GLOBAL UR DAM LO Viewer LAC HUB	This role grants access to the Digital Assets Management (DAM) system to view existing assets for all markets in the LAC Hub.
HUB	PMI GLOBAL UR DAM LO Editor MEA HUB	This role grants access to the Digital Assets Management (DAM) system to edit attributes of existing assets for all markets in the MEA Hub. This role is used to maintain metadata and tags
HUB	PMI GLOBAL UR DAM LO Viewer MEA HUB	This role grants access to the Digital Assets Management (DAM) system to view existing assets for all markets in the MEA Hub.
HUB	PMI GLOBAL UR DAM LO Editor EU HUB	This role grants access to the Digital Assets Management (DAM) system to edit attributes of existing assets for all markets in the EU Hub. This role is used to maintain metadata and tags
HUB	PMI GLOBAL UR DAM LO Viewer EU HUB	This role grants access to the Digital Assets Management (DAM) system to view existing assets for all markets in the EU Hub.
HUB	PMI GLOBAL UR DAM LO Editor EE HUB	This role grants access to the Digital Assets Management (DAM) system to edit attributes of existing assets for all markets in the EE Hub. This role is used to maintain metadata and tags
HUB	PMI GLOBAL UR DAM LO Viewer EE HUB	This role grants access to the Digital Assets Management (DAM) system to view existing assets for all markets in the EE Hub.
HUB	PMI GLOBAL UR DAM LO Editor APAC HUB	This role grants access to the Digital Assets Management (DAM) system to edit attributes of existing assets for all markets in the APAC Hub. This role is used to maintain metadata and tags
HUB	PMI GLOBAL UR DAM LO Viewer APAC HUB	This role grants access to the Digital Assets Management (DAM) system to view existing assets for all markets in the APAC Hub.
HUB	PMI GLOBAL UR DAM GL Editor OC HUB	This role grants access to the Digital Assets Management (DAM) system to edit attributes of existing master assets managed by central function in OC Hub. This role is used to maintain metadata and tags
HUB	PMI GLOBAL UR DAM GL Viewer OC HUB	This role grants access to the Digital Assets Management (DAM) system to view existing master assets created by Central function in OC.

User personas in Brand Portal

Role/Permisions	Browse	Search	Download	Share folders	Share a collection	Share assets as a link	Access to Admin Tools
Viewer				x	x	x	x
Editor							x
Administrator							

GC Onboarding

Mediabank Migration Folder Access and Permissions

No	Email ID	PMI User	IMDL Request Done
1	Judit.Szekeres@pmi.com	Yes	No
2	Monika.Riskute@pmi.com	Yes	No
3	Betlem.CabreraConde@pmi.com	Yes	No
4	Zeynep.Gozen@pmi.com	Yes	No
5	Olha.Liakh@pmi.com	Yes	No
6	david.chong-wa@pmi.com	Yes	No
7	tibor@studiosudar.com	No	No
8	sinisa@studiosudar.com	No	No
9	roberta@studiosudar.com	No	No
10	hana@studiosudar.com	No	No
11	hana.vrca@studiosudar.com	No	No
12	boris@studiosudar.com	No	No
13	mia@studiosudar.com	No	No
14	mladen@studiosudar.com	No	No
15	ida@studiosudar.com	No	No
16	marta@studiosudar.com	No	No
17	marko@studiosudar.com	No	No
18	borjan@studiosudar.com	No	No
19	erik@studiosudar.com	No	No
20	konrad@studiosudar.com	No	No
21	duane@studiosudar.com	No	No
22	tortic@studiosudar.com	No	No

Third Party Team - User Roles and Group Permissions

S No	User Name	Email ID	Dev Access	Stage	Prod	Brand Portal	Mediabank Folder	PMI Account	IMDL Request Done
1	Denes Toth	denes.toth@fridaymails.com	No	No	No	Yes	No	Yes	Yes
2	Andras Csallo	andras.csallo@fridaymails.com	No	No	Yes	Yes	No	Yes	Yes
3	Andrea Kiss	andrea.kiss@fridaymails.com	No	No	No	Yes	No	Yes	Yes
4	Nora Ovari	nora.ovari@fridaymails.com	No	No	No	Yes	No	Yes	Yes
5	Dorottya Kenez	dorottya.kenez@fridaymails.com	No	No	No	Yes	No	Yes	Yes
6	Lili Meszaros	lili.meszaros@fridaymails.com	No	No	No	Yes	No	Yes	Yes
7	Flora Czemmel	flora.czemmel@fridaymails.com	No	No	No	Yes	No	Yes	Yes
8	Andrea Malerba	andrea.malerba@fridaymails.com	No	No	No	Yes	No	Yes	Yes
9	Matyas Szira	matyas.szira@fridaymails.com	No	No	No	Yes	No	Yes	Yes
12	Sofia Sevillano	s.sevillano@enrenow.com	No	No	No	Yes	No	Yes	Yes
13	Olivia Soulabaille	osoulabaille@wideagency.com	No	No	No	Yes	No	Yes	Yes
14	Jovanna	jkustrimovic@wideagency.com	No	No	No	Yes	No	No	No
15	Victor Brass	vbrass@wideagency.com	No	No	No	Yes	No	Yes	Yes
16	Rich James	rich.james@flourishworld.co.uk	No	No	No	Yes	No	No	No
17	Oddva Thompson	oddva.thompson@flourishworld.co.uk	No	No	No	Yes	No	No	No
18	Sanni Halutten	sanni.halttunen@flourishworld.co.uk	No	No	Yes	Yes	No	Yes	Yes
19	Laia Vila	l.vila@enrenow.com	No	No	No	Yes	No	Yes	Yes
20	Carmel Bergholz	carmel@nativecontent.com	No	No	No	Yes	No	Yes	Yes
21	Crystal Calhoun	crystal@nativecontent.com	No	No	No	Yes	No	Yes	Yes
22	Alyson Bruno	alyson@nativecontent.com	No	No	No	Yes	No	Yes	Yes
23	Savannah Calhoun	savannah@nativecontent.com	No	No	No	Yes	No	Yes	Yes
27	Philippa Fann	philippa.fann@thisisxyz.com	Yes	Yes	Yes	Yes	No	Yes	Yes
28	Darya Rodriguez	darya.rodriguez@thisisxyz.com	Yes	Yes	Yes	Yes	No	Yes	Yes
29	James Butterworth	James.Butterworth@thisisxyz.com	Yes	Yes	Yes	Yes	No	Yes	Yes
30	Otero, Yamila	yamila.otero@dragocraft.studio	No	No	Yes	Yes	No	No	No
31	Otero, Alan	alan.otero@dragocraft.studio	No	No	Yes	Yes	No	No	No
32	Cabanillas, Paula	paula.cabanillas@dragocraft.studio	No	No	Yes	Yes	No	No	No
33	Alina, Ibarra	alina.ibarra@wundermanthompson.com	No	No	No	Yes	No	No	No
34	Simon, Spencer	spencersi@msn.com	No	No	No	Yes	No	No	No

35	Sandra, Martin	sandra.martin@bbdoproximity.es	No	No	No	Yes	No	No	No
36	Katalin, Lugosi	klugosi@pmintl.net	No	No	No	Yes	No	Yes	No
37	Sohn, Youngran	ysohn@pmintl.net	No	No	No	Yes	No	No	No
38	Henrique Esser	henrique@canvas24p.com.br	No	No	No	Yes	No	No	No
39	Lucia Villalbi	lucia.villalbi@wundermanthompson.com	No	No	No	Yes	No	No	No
40	Mariela Rivas	mariela.rivas@wundermanthompson.com	No	No	No	Yes	No	No	No
42	Gustavo	gustavo@canvas24p.com.br	No	No	No	Yes	No	No	No
43	soaboudrar	soaboudrar@sqli.com	No	No	Yes	Yes	No	No	No
44	chmermoud	chmermoud@sqli.com	No	No	No	Yes	No	No	No
45	LAdamyanPeal	LAdamyanPeal@hugoandcat.com	No	No	No	Yes	No	No	No
47	Roula, Chahine	r.chahine@emakina.com	No	No	No	Yes	No	No	No
48	Akram, Haidamous	a.haidamous@emakina.com	No	No	No	Yes	No	No	No
49	K Tarasevich	k.tarasevich@jetsetholding.com	No	No	No	Yes	No	No	No
50	S Smirnov	s.smirnov@jetsetholding.com	No	No	No	Yes	No	No	No
51	A Matushechko	a.matushechko@jetsetholding.com	No	No	No	Yes	No	No	No
52	S Sidorov	s.sidorov@jetsetholding.com	No	No	No	Yes	No	No	No
53	M Suvorov	m.suvorov@jetsetholding.com	No	No	No	Yes	No	No	No
54	Milena Nikolic	Milena_nikolic@eg.rs	No	No	No	Yes	No	No	No
55	Adriana Krasnic	Adriana_krasnic@eg.rs	No	No	No	Yes	No	No	No
56	Stefan Gajic	Stefan_gajic@eg.rs	No	No	No	Yes	No	No	No
57	Jovana Radovanovic	jovana_radovanovic@eg.rs	No	No	No	Yes	No	No	No
58	Emilija Djordjevic	emilija_djordjevic@eg.rs	No	No	No	Yes	No	No	No
59	Andrea Malerba	andrea.malerba@fridaymails.com	No	No	Yes	No	No	No	No
60	Tibor	tibor@studiosudar.com	No	No	Yes	Yes	Yes	No	No
61	Sinisa	sinisa@studiosudar.com	No	No	Yes	Yes	Yes	No	No
62	Laila Villa	l.vila@enrenow.com	No	No	Yes	No	No	No	No
63	Sofia Sevillano	s.sevillano@enrenow.com	No	No	Yes	No	No	No	No
64	Dave Smyth	dave.smyth@pico.com	No	No	No	Yes	No	No	No
65	Chris Jones	chris.jones@pico.com	No	No	No	Yes	No	No	No
65	Ryanne Law	ryanne.law@pico.com	No	No	No	Yes	No	No	No
66	John Ongko	John.ongko@contracted.sampoerna.com	No	No	Yes	No	No	No	No
67	Veronica Cristina	Veronica.cristina@sampoerna.com	No	No	Yes	No	No	No	No
68	Hariadi Sudibyo	Hariadi.sudibyo@sampoerna.com	No	No	Yes	No	No	No	No

69	Ricca Marsha	Ricca.marsha@sampoerna.com	No	No	Yes	No	No	No	No
70	Dorottya Kenez	dorottya.kenez@fridaymails.com	No	No	Yes	No	No	No	No
71	Denes Toth	denes.toth@fridaymails	No	No	Yes	No	No	No	No
72	Mercedes Ramirez	mercedes.ramirez@wundermanthompson.com	No	No	Yes	Yes	No	No	No
73	Aditya Permata	aditya.permata@sampoerna.com	No	No	No	Yes	No	No	No
74	Alif Edris	alif.edris@sampoerna.com	No	No	No	Yes	No	No	No
75	Roberta	roberta@studiosudar.com	No	No	Yes	Yes	Yes	No	No
76	Hana	hana@studiosudar.com	No	No	Yes	Yes	Yes	No	No
77	Hana Vrca	hana.vrca@studiosudar.com	No	No	Yes	Yes	Yes	No	No
78	Boris	boris@studiosudar.com	No	No	Yes	Yes	Yes	No	No
79	Mia	mia@studiosudar.com	No	No	Yes	Yes	Yes	No	No
80	Mladen	mladen@studiosudar.com	No	No	Yes	Yes	Yes	No	No
81	Ida	ida@studiosudar.com	No	No	Yes	Yes	Yes	No	No
82	Marta	marta@studiosudar.com	No	No	Yes	Yes	Yes	No	No
83	Marko	marko@studiosudar.com	No	No	Yes	Yes	Yes	No	No
84	Tin	tin@studiosudar.com	No	No	Yes	Yes	No	No	No
85	Charlotte Calvert	charlotte.calvert@haygarth.co.uk	No	No	No	Yes	No	No	No
86	Ammarsyah Anwar	ammarsyah.anwar@sampoerna.com	No	No	No	Yes	No	No	No
87	Bianca Weinhandl	bianca.weinhandl@accenture.com	No	No	No	Yes	No	No	No
88	Houda Hafid	houda.hafid@accenture.com	No	No	No	Yes	No	No	No
89	Paula Cabanillas	Paula.cabanillas@dragocraft.studio	No	No	Yes	Yes	No	No	No
90	Yamila Otero	Yamila.otero@dragocraft.studio	No	No	Yes	Yes	No	No	No
91	Alan Otero	Alan.otero@dragocraft.studio	No	No	Yes	Yes	No	No	No
92	Delfina Urcola	delfina.urcola@wundermanthompson.com	No	No	Yes	Yes	No	No	No
93	Camila Garciaferreira	camila.garciaferreira@wundermanthompson.com	No	No	Yes	Yes	No	No	No
94	Mariela Rivas	mariela.rivas@wundermanthompson.com	No	No	Yes	Yes	No	No	No
95	Lucia Villalbi	lucia.villalbi@wundermanthompson.com	No	No	Yes	Yes	No	No	No
96	Olivia Aarons	olivia.aarons@hogarth.com	No	No	Yes	Yes	No	No	No
97	Brian Monahan	brian.monahan@hogarth.com	No	No	Yes	Yes	No	No	No
98	Iveta Sinkeviciute	iveta.sinkeviciute@hogarth.com	No	No	Yes	Yes	No	No	No
99	Umair Iqbal	umair.iqbal@hogarthww.com	No	No	Yes	Yes	No	No	No
100	Mithunmurali K	mithunmurali.k@hogarthww.com	No	No	Yes	Yes	No	No	No

101	Vidya Vijendran	vidya.vijendran@hogarthww.com	No	No	Yes	Yes	No	No	No
102	Srikumar Shanmugam	srikumar.shanmugam@hogarthww.com	No	No	Yes	Yes	No	No	No
103	Kabilan Selvakumar	kabilan.selvakumar@hogarthww.com	No	No	Yes	Yes	No	No	No
104	Smitha George	smitha.george@hogarthww.com	No	No	Yes	Yes	No	No	No
105	Thiyagarajan R	thiyagarajan.r@hogarth.com	No	No	Yes	Yes	No	No	No
106	Mervin Almeida	mervin.almeida@haygarth.co.uk	No	No	Yes	Yes	No	No	No
107	Alex Deeney	alex.deeny@tracylocke.uk	No	No	Yes	Yes	No	No	No
108	Alexander G	alexander.g@haygarth.co.uk	No	No	Yes	Yes	No	No	No
109	Joshua Y	joshua.y@haygarth.co.uk	No	No	Yes	Yes	No	No	No
110	Sam David	sam.david@haygarth.co.uk	No	No	Yes	Yes	No	No	No
111	Macarena Brunelli'	macarena.brunelli@dragocraft.studio	No	No	No	Yes	No	No	No
112	Laura Edwards	laura.edwards@haygarth.co.uk	No	No	Yes	No	No	No	No
113	Jenny Chan	jenny.chan@haygarth.co.uk	No	No	Yes	No	No	No	No
114	Joana Amorim	joana.amorim@pt.ddb.com	No	No	No	Yes	No	No	No
115	Joao Garcia	joao.garcia@pt.ddb.com	No	No	No	Yes	No	No	No
116	Bruno Aibeo	Bruno.aibeo@pt.ddb.com	No	No	No	Yes	No	No	No
117	Carlos Jimenez	carlos.jimenez@pickandroll.company	No	No	No	Yes	No	No	No
118	Alexandru Chebac	Alexandru.Chebac@ibm.com	No	No	Yes	Yes	No	No	No
119	Sorina Ionascu	sorina.ionascu@ro.ibm.com	No	No	Yes	Yes	No	No	No
120	Alvaro Garcia	alvaro.garcia@proximity.es	No	No	Yes	No	No	No	No
121	David Despau	david.despau@proximity.es	No	No	Yes	No	No	No	No
122	Beth Watts	Beth.watts@haygarth.co.uk	No	No	Yes	No	No	No	No
123	Kristina Lipinskaite	kristina.lipinskaite@haygarth.co.uk	No	No	Yes	No	No	No	No
124	Katie Scott	Katie.Scott@haygarth.co.uk	No	No	Yes	No	No	No	No
125	Grant Watkins	Grant.watkins@haygarth.co.uk	No	No	Yes	No	No	No	No
126	Jessica Mason	Jessica.mason@haygarth.co.uk	No	No	Yes	No	No	No	No
127	V Faucher	vfaucher@wideagency.com	No	No	Yes	No	No	No	No
128	Holly Dimes	holly.dimes@frontline-display.co.uk	No	No	Yes	No	No	No	No
129	V Delandtsheer	vdelandtsheer@sqli.com	No	No	Yes	No	No	No	No
130	Valerija Sklepaviien	valerija@superyou.lt	No	No	Yes	Yes	No	No	No

131	Gabriewle Berzanskyte	gabriele.ber@superyou.lt	No	No	Yes	Yes	No	No	No
132	Paula Kalvaitiene	paula@superyou.lt	No	No	Yes	Yes	No	No	No
133	Erika Mateike	erika@superyou.lt	No	No	Yes	Yes	No	No	No
134	Žydrn Malašievait	zydrune@superyou.lt	No	No	Yes	Yes	No	No	No
135	Kristupas Sakalius	kristupas@superyou.lt	No	No	Yes	Yes	No	No	No
136	Agnieszka Tarnik	agnieszka.tarnik@leoburnett.com.pl	No	No	No	Yes	No	No	No
137	Jovile Plieskyte	jovile.plieskyte@mediapark.com	No	No	Yes	Yes	No	No	No
138	Gintare Gee	gintare.gece@havascreative.lt	No	No	Yes	Yes	No	No	No
139	Diana Koskobekovaite	diana.koskobekovaite@havascreative.lt	No	No	Yes	Yes	No	No	No
140	Jonas Valatkevicius	jonas.valatkevicius@havascreative.lt	No	No	Yes	Yes	No	No	No
141	Darius Kisielius	darius.kisielius@havascreative.lt	No	No	Yes	Yes	No	No	No
142	Meile Peciulyte	meile.peciulyte@havascreative.lt	No	No	Yes	Yes	No	No	No
143	Ramunas Vereckis	ramunas.vereckis@havascreative.lt	No	No	Yes	Yes	No	No	No
145	S Smirnov	s.smirnov@jetsetholding.com	No	No	Yes	No	No	No	No
146	K Tarasevich	k.tarasevich@jetsetholding.com	No	No	Yes	No	No	No	No
147	M Suvorov	m.suvorov@jetsetholding.com	No	No	Yes	No	No	No	No
148	A Matushechko	a.matushechko@jetsetholding.com	No	No	Yes	No	No	No	No
149	S Sidorov	s.sidorov@jetsetholding.com	No	No	Yes	No	No	No	No
150	Barbara Torres	barbara.torres@piknik.com.mx	No	No	Yes	No	No	No	No
151	Borjan	borjan@studiosudar.com	No	No	Yes	No	Yes	No	No
152	Erik	erik@studiosudar.com	No	No	Yes	Yes	Yes	No	No
153	George Leon	george.leon@rbhinc.ca	No	No	Yes	No	No	No	No
154	Laura Coronell	Laura.Coronell@rbhinc.ca	No	No	No	Yes	No	No	No
155	Sanya Kozlov	kozlov@hate.agency;	No	No	Yes	No	No	No	No
156	Eduard Mamaladze	eduard@hate.agency	No	No	Yes	No	No	No	No
157	Darya Pavlova	d.pavlova@pgm.kz	No	No	Yes	No	No	No	No
158	George Leon	george.leon@rbhinc.ca	No	No	No	Yes	No	No	No
159	Sheldon Saldanha	sheldon.saldanha@rbhinc.ca	No	No	No	Yes	No	No	No
160	Christopher Stevenson	christopher.stevenson@rbhinc.ca	No	No	No	Yes	No	No	No
161	Karen Lacson	karen.lacson@rbhinc.ca	No	No	No	Yes	No	No	No
162	Lilia Kornienko	lilia.kornienko@rbhinc.ca	No	No	No	Yes	No	No	No

163	Michella Wong	michelle.wong@rbhinc.ca	No	No	No	Yes	No	No	No
164	Oli Zubenko	oli.zubenko1@rbhinc.ca	No	No	No	Yes	No	No	No
165	Harold Espin	harold.espina@rbhinc.ca	No	No	No	Yes	No	No	No
166	Konard	konrad@studiosudar.com	No	No	Yes	Yes	Yes	No	No
167	Duane	duane@studiosudar.com	No	No	Yes	Yes	Yes	No	No
168	Tortic	tortic@studiosudar.com	No	No	Yes	Yes	Yes	No	No
169	Dragisa	dragisa@studiosudar.com	No	No	Yes	No	No	No	No
170	Duysaliyev Azamat	duysaliyev.azamat@smartdigital.kz	No	No	Yes	No	No	No	No
171	Solovyeva Sofiya	solovyeva.sofiya@smartdigital.kz	No	No	Yes	No	No	No	No
172	Amilova Evgeniya	amilova.evgeniya@smartdigital.kz	No	No	Yes	No	No	No	No
173	Vincent Delandtsheer	vincent.delandtsheer@comodo.agency	No	No	Yes	Yes	No	No	No
174	Sarah Fottner	sarah.fottner@avantgarde.de	No	No	Yes	No	No	No	No
175	Heidler, Stefanie	stefanie.heidler@avantgarde.de	No	No	Yes	No	No	No	No
176	Schafellner, Florian	florian.schafellner@avantgarde-austria.com	No	No	Yes	No	No	No	No
178	Jenana Zeis	jenana.zeis@avantgarde.de	No	No	Yes	No	No	No	No
179	Olympe Kassa	olympe.kassa@sprinklr.com	Yes (PoC)	No	No	No	No	No	No
180	Mohit A	mohitar@adobe.com	Yes (PoC)	No	No	No	No	No	No
181	Matyas Szira	matyas.szira@fridaymails.com	No	No	Yes	No	No	No	No
182	Dony Gustama	dony.gustama@sampoerna.com	No	No	Yes	Yes	No	No	No

Ways of Working

Agile development plan

We will now be following a 2 weeks development cadence for both DAM and Workfront work-streams. For DAM, the planned activities and ceremonies are depicted as below:

Sprint planning for Sprint N is done Thursday every alternate week, before the sprint N starts on the following Tuesday.

2 weeks sprint (N) starts on Tuesday.

On the following Thursday, Backlog refinement is held to let the team know on the priorities for sprint N+1.

Discovery and solution design for the priority stories are done throughout the week.

The solution design is documented, stories are written, broken down and estimated to be presented in the sprint planning for sprint N+1 on the following Thurseday.

Thursday, 23 February 2023	Friday, 24 February 2023	Monday, 27 February 2023	Tuesday, 28 February 2023	Wednesday, 1 March 2023	Thursday, 2 March 2023	Friday, 3 March 2023	Monday, 6 March 2023	Tuesday, 7 March 2023	Wednesday, 8 March 2023	Thursday, 9 March 2023	Friday, 10 March 2023	Saturday, 11 March 2023	Sunday, 12 March 2023	Monday, 13 March 2023	Tuesday, 14 March 2023
										Planning poker session for sprint N+1					
Sprint planning for Sprint N			Sprint N starts		Backlog refinement for Spring N+1					Sprint planning for sprint N+1				Sprint N ends and Show-and-tell session	Sprint N+1 starts
					Discovery/analysis, solution design, story creation and task break down for Sprint N+1 priorities										

The roles and responsibilities of different team members at every step is as following:

Sprint planning:

Backlog refinement:

Discover and solution design:

Story breakdown and estimation:

Team Member	Role	Responsibility

Soumya Hazra	Product Owner	• **Sprint planning:** To prioritize the stories based on business requirements, provide clarifications from business, support the team in overall delivery. • **Backlog refinement:** managing and prioritizing backlog • **Discovery and solution design:** defining strategies, approving/amending/rejecting solution designs. • **Story breakdown and estimation:** Participate in story breakdown and estimation session.
Khalid Momin	Scrum Master	• **Sprint planning:** facilitate sprint planning and organize the team. • **Backlog refinement:** support the team, review the user stories at the top of the Product Backlog in order to prepare for the upcoming sprint. • **Discovery and solution design:** Managing discovery and solution design process, review design and solutions, provide guidance if needed. • **Story breakdown and estimation:** facilitate the estimation process, provide input, support fair estimation, resolve conflict.
Stephen Badger	Business Analyst	• **Sprint planning:** Primary contact to deal with all stakeholders, creating epics and stories, providing guidance. • **Backlog refinement:** defining epics and stories breakdown, facilitate PO, • **Discovery and solution design:** support team with knowledge and guidance, provide support in solution design. • **Story breakdown and estimation:** provide fair estimates, breakdown stories logically to fit in a sprint.
Sachin Dey	Solution Architect	• **Sprint planning:** Lead the team and direct them towards the common goal, provide fair estimates. • **Backlog refinement:** provide story priorities, breakdown stories, support the process. • **Discovery and solution design:** provide efficient, scalable and working solution design, support team in development, • **Story breakdown and estimation:** provide fair estimates, guide team towards estimation and sub task creation.

Srikanth Kannepalli	Technical Lead	• **Sprint planning:** provide fair estimation, guide team with estimation process, support juniors with technical guidance. • **Backlog refinement:** prioritize the story with team, guide team towards refinement process, technical inputs. • **Discover and solution design:** support in solution design, discovery process, provide valuable inputs, guide team. • **Story breakdown and estimation:** provide technical inputs, story breakdown, fair estimates.
Tumuluru Mahesh Pavan Kumar	Developer	• **Sprint planning:** participate in the planning call, provide inputs for story development. • **Backlog refinement:** participate in backlog refinement, raise concerns, provide inputs whenever necessary. • **Discover and solution design:** understand the solution design and its feasibility before development, raise concerns if needed, provide inputs. • **Story breakdown and estimation:** understand story breakdown process, provide technical inputs for story estimation, take story development ownership.
Dusa Anil Kumar	QA	• **Sprint planning:** participate in the planning call, provide inputs for story testing. • **Backlog refinement:** participate in backlog refinement, raise concerns, provide inputs whenever necessary. • **Discover and solution design:** understand solution design from testing perspective, create test cases. • **Story breakdown and estimation:** understand story breakdown process, provide technical inputs for story estimation, take story testing ownership.
Anusha Neredukomma	Developer	• **Sprint planning:** participate in the planning call, provide inputs for story development. • **Backlog refinement:** participate in backlog refinement, raise concerns, provide inputs whenever necessary. • **Discover and solution design:** understand the solution design and its feasibility before development, raise concerns if needed, provide inputs. • **Story breakdown and estimation:** understand story breakdown process, provide technical inputs for story estimation, take story ownership.

Apart from the roles and responsibilities listed above, each team member has few more responsibilities based on technical expertise and experience in the industry. Technical architect and lead should support developers to understand the broader perspective of the project. guide and mentor them to become technically proficient and a good team player.

BitBucket for development

Cloning BitBucket Repository:

For cloning the repository, an HTTP access token is required, and it can be generated via BitBucket account. For step-by-step process to generate token and use it for cloning repository, please see this Atlassian Documentation.

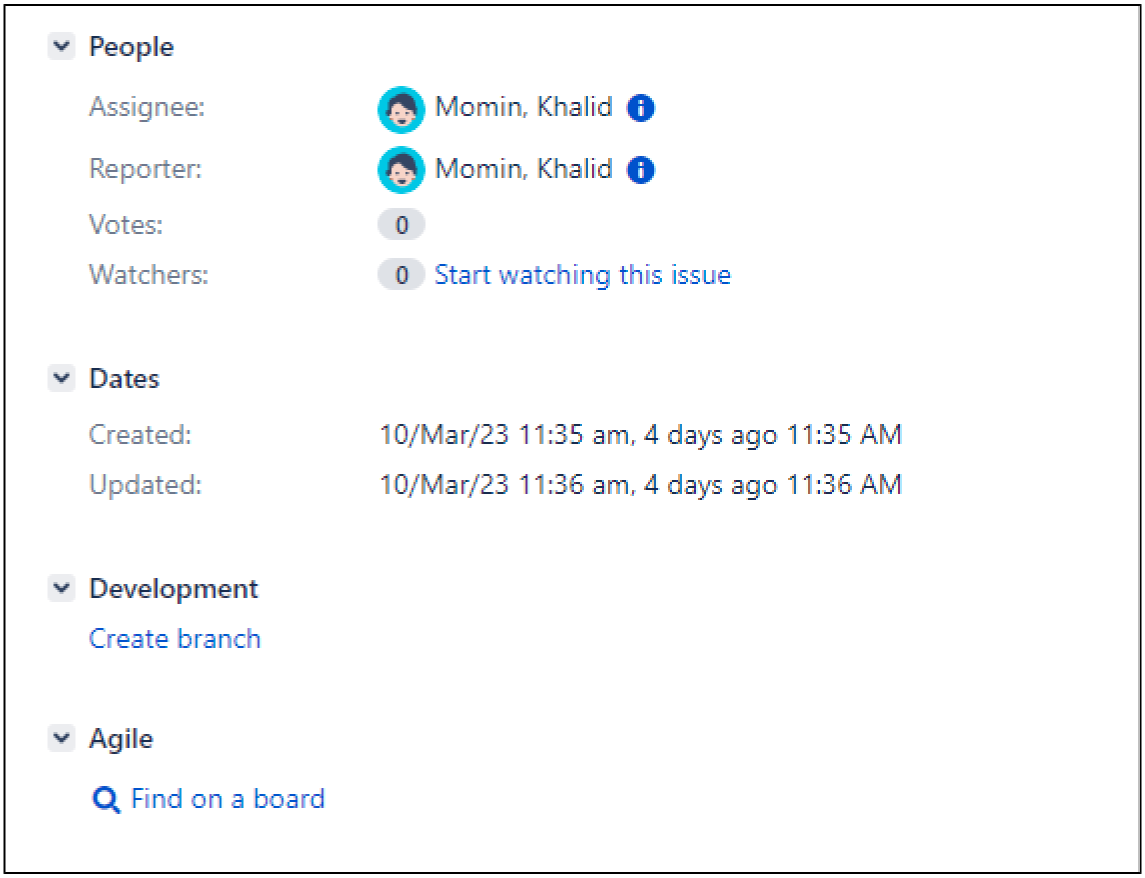
Creating branches

You can create a new branch when in JIRA Software (version 6.1 and above) or in Bitbucket Server. Either way, you can override the settings that Bitbucket Server suggests for the repository, branch type, branching point and branch name.

Create a branch from a JIRA Software issue:

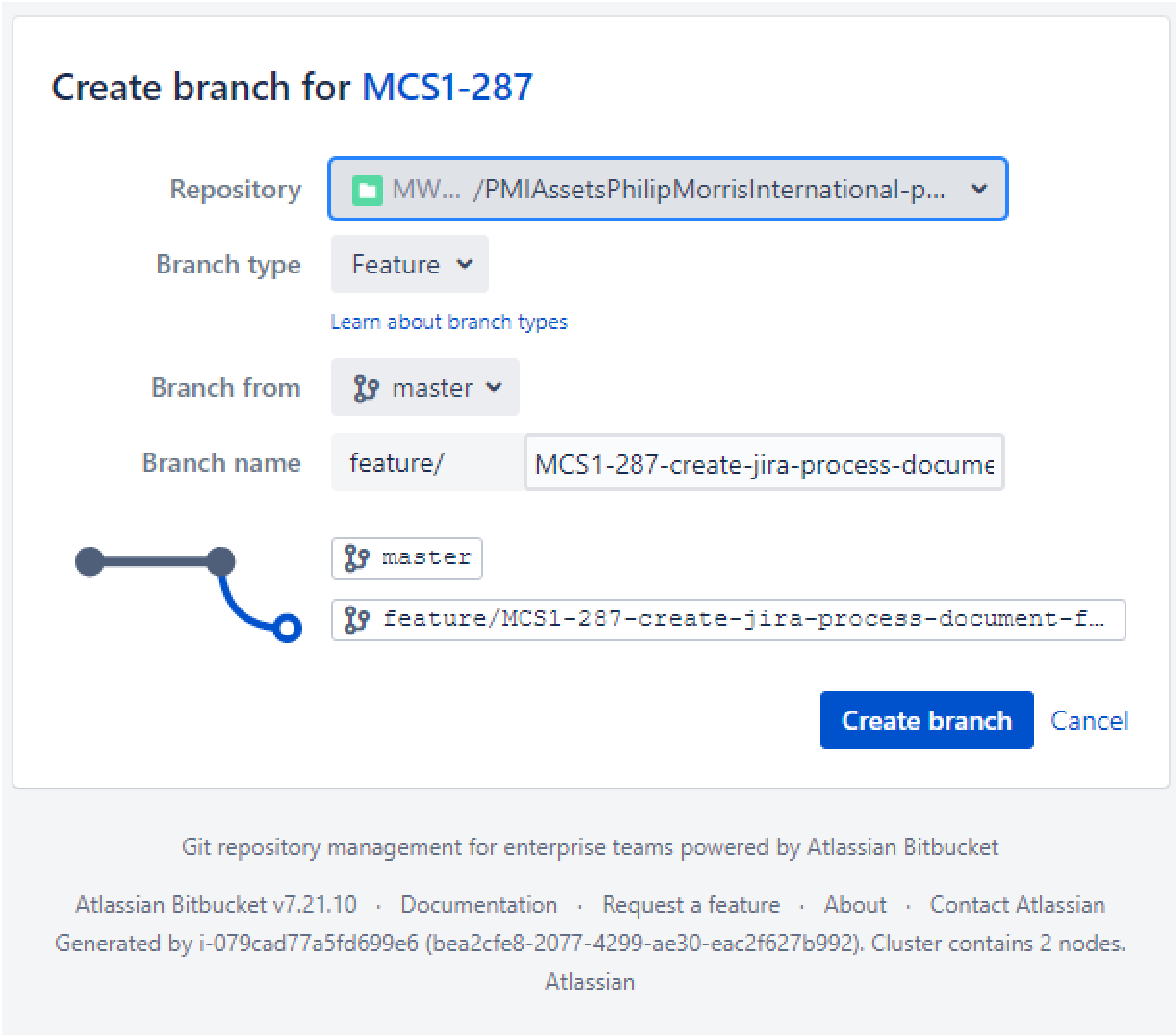
JIRA Software is connected with Bitbucket Server by an application link for this functionality to be available.

When viewing an issue in JIRA Software, click Create Branch (under 'Development' – you'll need the 'View Development Tools' project permission within JIRA Software to see this).



Choose the SCM, if more than one is available, where you want to create the branch.

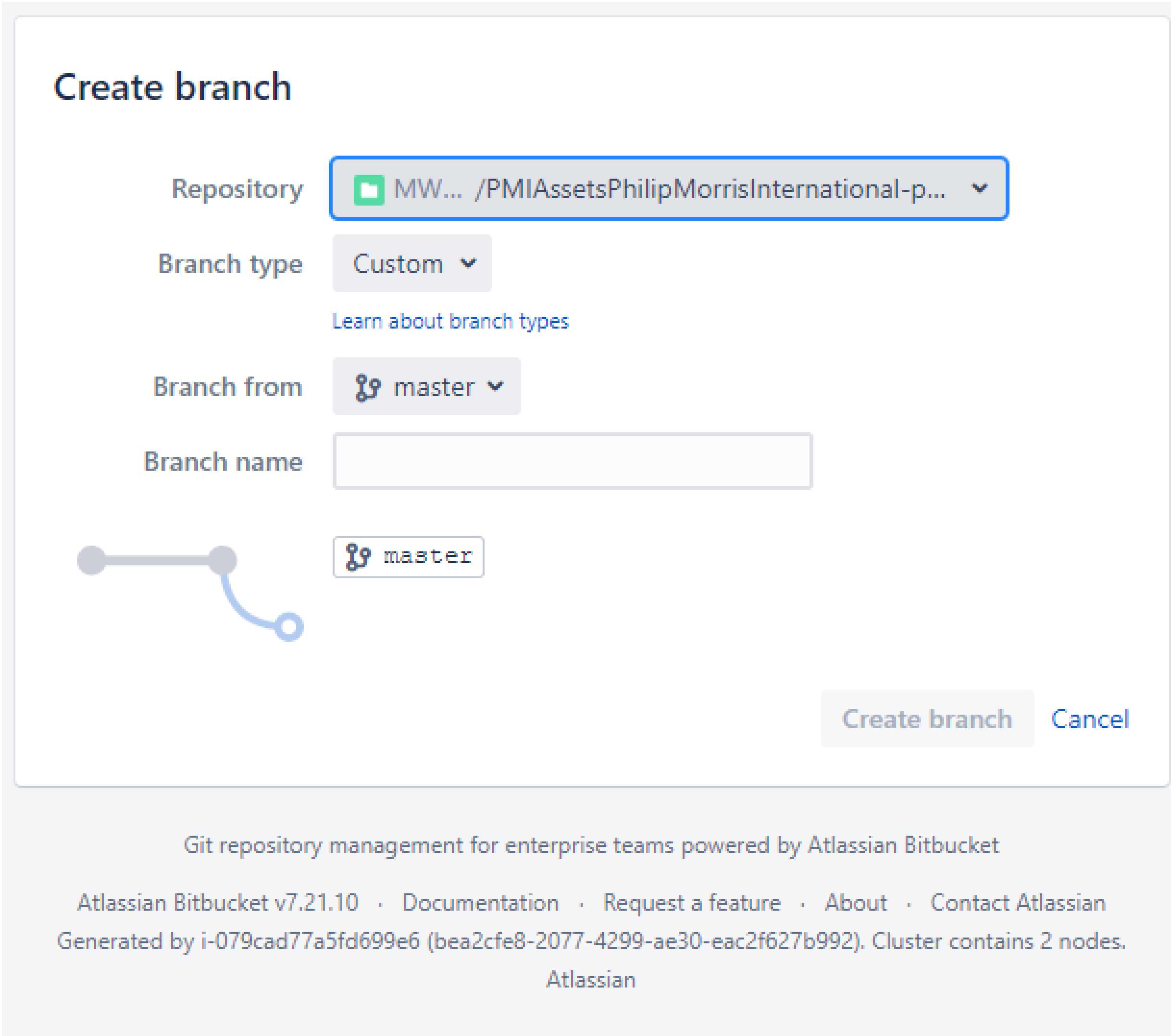
Bitbucket Server suggests the Branch type and Branch name based on the JIRA Software issue type and summary. Change the settings suggested by Bitbucket Server, if necessary:



Create a branch from within Bitbucket Server:

In Bitbucket Server, choose Create branch from the sidebar.

Bitbucket Server will suggest the Branch type and Branch name based on the JIRA Software issue type and summary. Notice that Bitbucket Server displays the current build status beside the source branch picker. Change the settings suggested by Bitbucket Server if necessary:



For creating the branch, you can specify:

the Repository

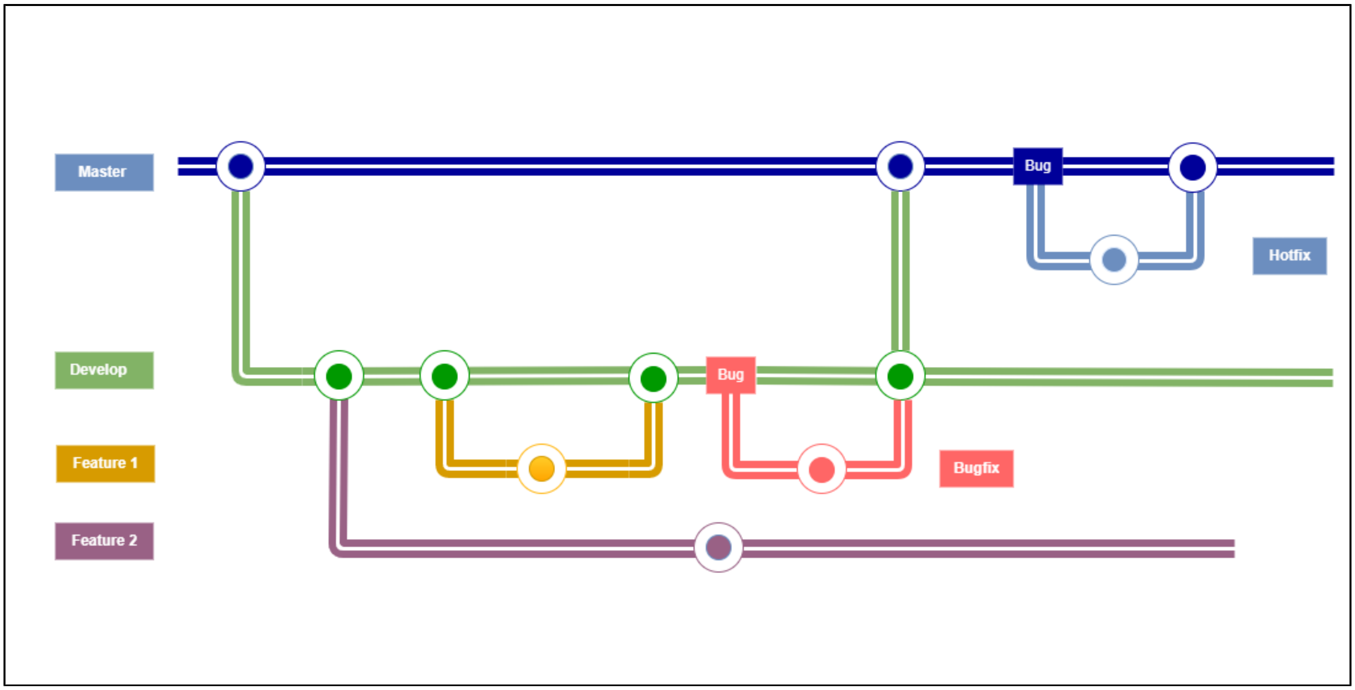
the Branch type, if a branching model has been previously configured – choose Custom if you need an ad hoc branch type

the Branch from point – you can choose either a branch or a tag.

the Branch name – the prefix is based on the branch type you selected, and as defined by the branching model. Note that the branch name should follow your team's convention for this.

Note: Developers should try to create the branch through JIRA software and keep the story number intact, in case they want to change the name.

BitBucket Branching Strategy and Continuous Delivery (CD):



Master Branch:

Used for deploying a release. Branches from, and merges back into, the development branch. In a Gitflow-based workflow it is used to prepare for a new production release. For every sprint deployment, Master branch is used as the release branch.

Develop Branch:

Usually, the integration branch for feature work and is often the default branch or a named branch. For pull request workflows, the branch where new feature branches are targeted. All feature branches should be taken out of develop branch for story specific feature development.

Feature Branch:

Used for specific feature work or improvements. All features/improvement should be done within feature branches and upon completion they should be merged to develop branch.

Bugfix:

Whenever bus(s) is identified for a particular feature branch when they are merged to develop, bugfix branch is used for fixing the bugs and merging the code back to develop branch.

Hotfix:

Used to quickly fix a Production branch without interrupting changes in the development branch. In a Gitflow-based workflow, changes are usually merged into the Master(production/release) branch and directly deployed to production instances for QA verification.

Following table gives a guidance for branching based on various issue types in JIRA:

Issue Type	Branch Type	To be merged in
Story	Feature	Develop
Bug (Story)	Bugfix	Develop
Bug (Prod)	Hotfix	Release Branch
New Feature	Feature	Develop

All development team members are required to familiarize themselves with Bitbucket processes and branching strategy. These guidelines should always be followed for any development within PMI.

BitBucket (git) cheatsheet :git-cheat-sheet-education (github.com)

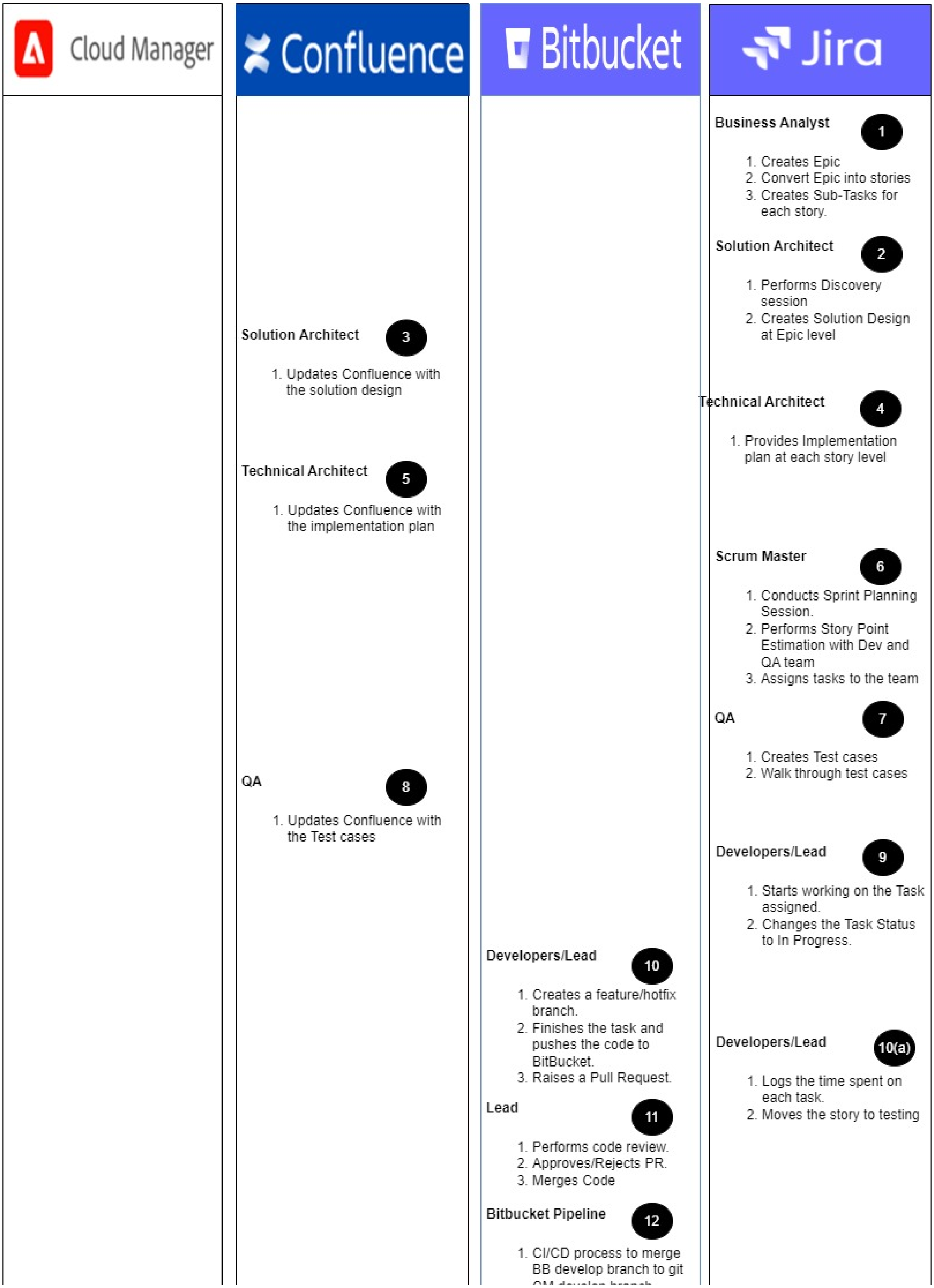
JIRA + BitBucket + Confluence + Adobe Cloud Manager

Integrated environment

A user who onboards to MWM DAM project, needs to understand the process of how PMI works and how JIRA, Bitbucket, Confluence and Adobe cloudmanager works in an integrated environment.

The below picture depicts the current integrated environment. The roles involved who closely works in this integrated environment are,

1. Business Analyst (BA)
2. Solution Architect (SA)
3. Technical Architect (TA)
4. Developers
5. QA
6. Scrum Master
7. Client


Cloud Manager
Confluence
Bitbucket
Jira
Business Analyst
1
1. Creates Epic
2. Convert Epic into stories
3. Creates Sub-Tasks for each story.
Solution Architect
2
1. Performs Discovery session
2. Creates Solution Design at Epic level
Solution Architect
3
1. Updates Confluence with the solution design
Technical Architect
4
1. Provides Implementation plan at each story level
Technical Architect
5
1. Updates Confluence with the implementation plan
Scrum Master
6
1. Conducts Sprint Planning Session.
2. Performs Story Point Estimation with Dev and QA team
3. Assigns tasks to the team
QA
7
1. Creates Test cases
2. Walk through test cases
QA
8
1. Updates Confluence with the Test cases
Developers/Lead
9
1. Starts working on the Task assigned.
2. Changes the Task Status to In Progress.
Developers/Lead
10
1. Creates a feature/hotfix branch.
2. Finishes the task and pushes the code to BitBucket.
3. Raises a Pull Request.
Developers/Lead
10(a)
1. Logs the time spent on each task.
2. Moves the story to testing
Lead
11
1. Performs code review.
2. Approves/Rejects PR.
3. Merges Code
Bitbucket Pipeline
12
1. CI/CD process to merge BB develop branch to git

CM develop branch

Developer 13

1. Deploys develop branch to lower environments.

QA 14

1. Executes Test cases and
2. Raises defects

Scrum Master 15

1. Works with entire team and prioritizes defects to be fixed in the sprint.
2. Creates a backlog of defects

Developers/Lead 16

1. Creates a bugfix branch.
2. Fixes the defect(s) and pushes the code to BitBucket.
3. Raises a Pull Request.

Developers/Lead 17

1. Logs the time spent on each task.
2. Moves the story to testing

Lead 18

1. Performs code review.
2. Approves/Rejects PR.
3. Merges Code

QA 19

1. Retests the defects
2. Provides Signoff

Lead 20

1. Merges code to Master branch.
2. Creates a Release branch from Master branch.

Lead 21

1. Creates Release notes for the sprint.

Lead 22

1. Deploys release branch to the Stage environment.

Developers 23

1. Performs smoke testing on stage environment.

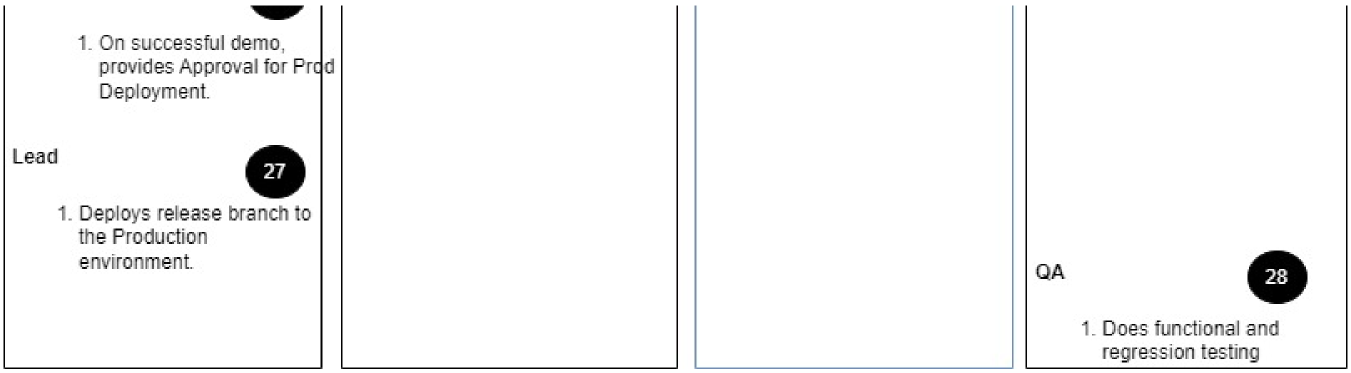
QA 24

1. Performs functional testing on stage environment.

Lead/QA 25

1. Does demo with the client on the new changes

Client 26



Understanding the flow in detail:

1. Business Analyst understands the requirements and creates an Epic in JIRA environment, converts to story(s), followed by creating sub tasks at each story level.
    a. BA does walkthrough of the stories with the entire Team
2. Soultion Architect picks the Epic, performs Discovery session and prepares Solution Design at Epic level.
3. SA updates the confluence page with the Solution Design.
4. Technical Architect picks each story, from the Epic, and prepares Implementation plan, at each story level, for the development team.
5. TA updates the Confluence page with the implementation plan.
6. Scrum Master conducts Sprint Planning session, Performs story point estimation with Dev and QA Team, and assigns tasks to the team.
7. QA prepares Test Cases for each Story in the Epic and does a walkthrough of the Test cases with the entire team.
8. QA updates the Confluence page with the Test cases.
9. Development Team members pick the Tasks from the Story that are assigned to them and starts working based on the implementation plan provided. Updates the task status to In Progress.
10. Each assignee creates a feature/hotfix branch w.r.t the Story/Task
11. Once the development is complete, code is pushed to BitBucket and a PR to be raised.
12. Logs the time spent on each task and moves the story to testing.
13. Technical Lead, performs code review, approves the PR and merges the code to Develop branch.
14. Ideal way, is a CI/CD pipeline to be configured which will merge the BitBucket development branch to Git CloudManager development branch.
    a. At present, use the below commands to merge the BitBucket development branch to Git CloudManager development branch.
    b. Go to Git CloudManager Development branch code base from your Git Bash or using Command Prompt and run the following command.

c. git pull (pulls origin/develop branch from git cloudmanager)

   git remote add upstream ssh://git@source.app.pconnect.biz:7999/mcs1/pmiassetsphilipmorrisinternational-p24719.git]

   git pull upstream develop (pulls origin/develop branch from bit bucket)

   git push (if no conflicts, then push this git cloudmanager develop branch to origin/develop)

15. Developer deploys the develop branch to lower environment (Dev, Dev1, Dev2 or QA)

16. QA executes test cases and creates defects, if found.

17. Scrum Master works with the team and prioritizes the defects that needs to be fixed in the sprint. Also creates a backlog of defects.

18. Development team starts fixing the defects

19. Development team creates a BugFix branch for the defects to be fixed.

20. Once the development is complete, code is pushed to BitBucket and a PR to be raised.

21. Developers/Lead logs the time spent on each task and moves the story to testing.

22. Moves the defect to testing.

23. Technical Lead, performs code review, approves the PR and merges the code to Develop branch.

24. QA retests and provides signoff.

25. Technical Lead merges the Develop branch to Master branch, and then creates a Release branch from Master Branch.

26. Technical Lead prepares the release notes, in the confluence.

27. Technical Lead deploys the Release branch into Stage environment.

28. Developers perform smoke testing on stage environment.

29. QA performs functional testing on Stage environment

30. Lead/QA does demo with the client on the new changes.

31. On successful demo Client provides approval to Prod deployment.

32. Lead deploys the release branch to the Prod environment.

33. QA does functional and regression testing on Prod environment.

34. QA does functional and regression testing and provides signoff.

Note: Once production release done, Product owner needs to close the stories that are worked on during the sprint.

JIRA transition process/steps

1. JIRA Access

2. JIRA story workflow

3. JIRA guidelines

JIRA Access:

Ideally, all the team members working on MWM DAM projects should have access to JIRA. This includes development team, managers, architects, QAs, Business owners and all other stakeholders connected with DAM project. Anyone who's part of DAM project and needs an access to JIRA should connect with Soumya Hazra / Khalid Momin / Stephen Badger for role-based access. For new team members, as a part of onboarding process, access to MWM JIRA board will be granted. For any issues related to access to JIRA should be raised with the mentioned stakeholders for resolution.

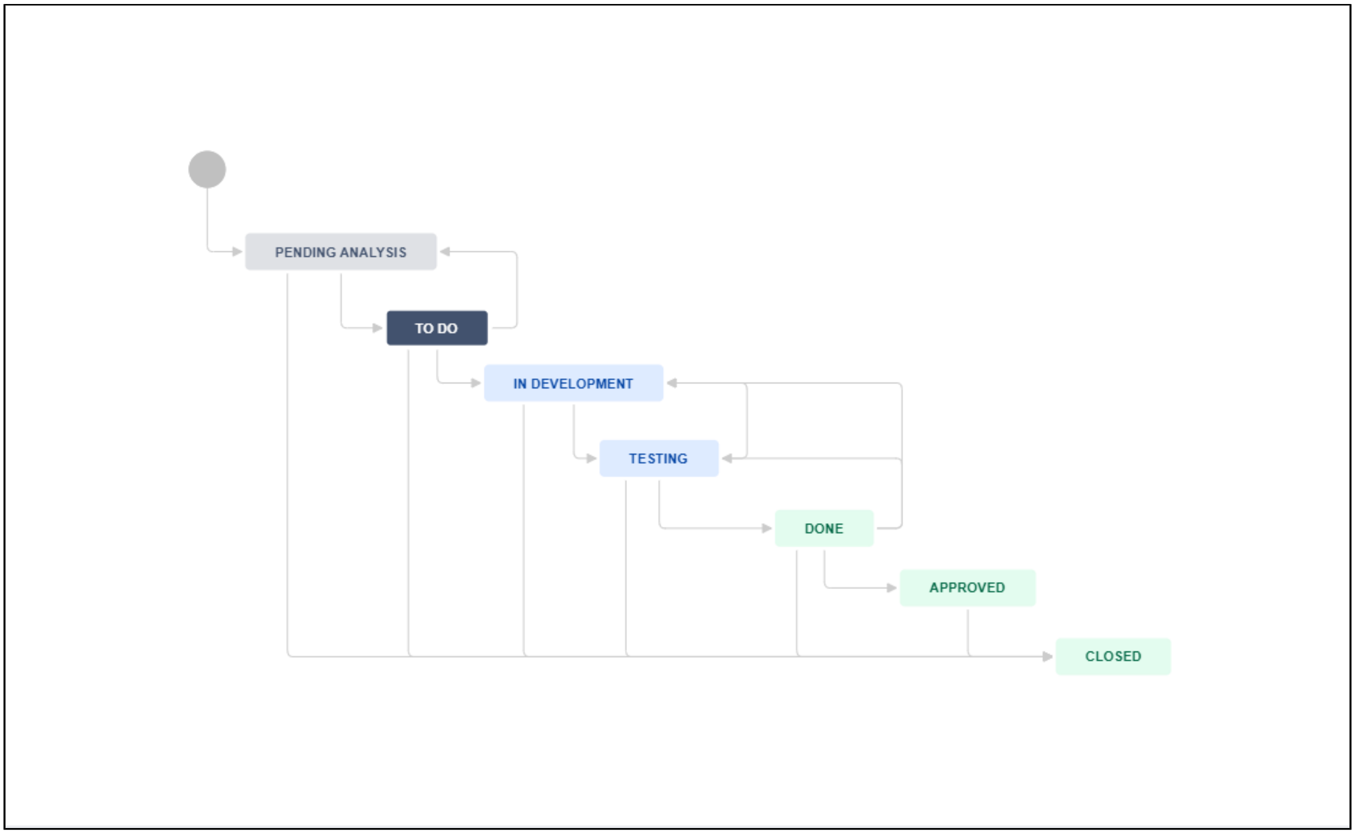
JIRA story workflow:

A JIRA workflow consists of two main concepts as listed below:

1. Statuses: the steps in team's working process that describe the state of a task.

> **Status categories**: Jira lets you collect many statuses under a to-do, in-progress, or done category. These categories help you sort, filter, and report on your project work. For example, you might have a "Backlog" to-do status and a "Pending Analysis" to-do status. Or, you might have a "In-Development" and an "In Testing" status. All statuses relevant to MWM DAM project stories are listed in the diagram below.

2. Transitions: usually, how a piece of work can move between statuses. In order for an issue to move between two statuses, a transition must exist. A transition is a one-way link, so if an issue needs to move back and forth between two statuses, two transitions need to be created. The available workflow transitions for an issue are listed on the issue view screen at the top-right corner in a dropdown.



Status Details:

Pending analysis:

Every story that is being analyzed must have the status "Pending Analysis" on it. It indicates that the story is still being discussed and that more research needs to be done. Any story that is created as a part of the MWM DAM project begins at this phase. Once the analysis is completed the story then groomed with Definition of Ready (DoR), Definition of Done (DoD) and Acceptance Criteria (AC). The DoR and DoD are standard list of items across the whole MWM DAM project, and it has a fix set of steps defined for every story and applied to them after they are created by default. However, the Acceptance Criteria (AC) will change for every story based on Business requirement and should be added to the story after analysis to make it ready to be available in the backlog as To-Do item.

TO DO:

When a story has a completed analysis and DoR, DoD, and AC then it can be moved to To-Do status for estimation and assignment. Once a story is available in To-Do state, it should have a priority assigned so that it can be picked up for Estimation. An estimated story can then be moved to any future sprint and sometimes in the current Sprint based on the team's capacity. Once, the story is assigned to a sprint, it should have an 'assignee' who will then be responsible for marking it in correct state.

In Development:

A user story should be marked with in development by a developer when he/she starts implementing the story. Also, the sub-task the developer is working on, should be marked with 'In Progress' flag.

Testing:

After the development sub-tasks are completed by developer and the respective code is pushed to the dev instance, he/she should assign the story to QA for testing and mark the story with 'Testing' status. After this assignment, QA will start testing the story and raise bugs, if any, according to the test cases already created by him. Since, the process flow does not allow a user to move the story to 'In Development' state after the story is moved to 'Testing' state, the developer should work on 'Testing' state for bug fixes and update the QA by assigning fixed bugs to him. So that QA can test the fixed bugs and finally move the story to Stage environment. After completing UAT/Smoke testing on stage, QA/developer should be ready to demo the story to business stakeholders in Stage environment. After the successful demo and approval from all the stake holders, the story should be ready for production deployment.

Done:

When the story is available after demo in stage environment and ready for production release, it should be marked as 'Done'.

Approved:

When the story is approved for production release by release manager and product owner, it should be marked as approved. The story details should be added in the production release notes before pushing them to production environment.

Closed:

After successful release of the story, it can be marked as 'Closed'.

JIRA Guidelines:

1. Team should log work hours on a daily basis to update the task/sub-tasks in a story.

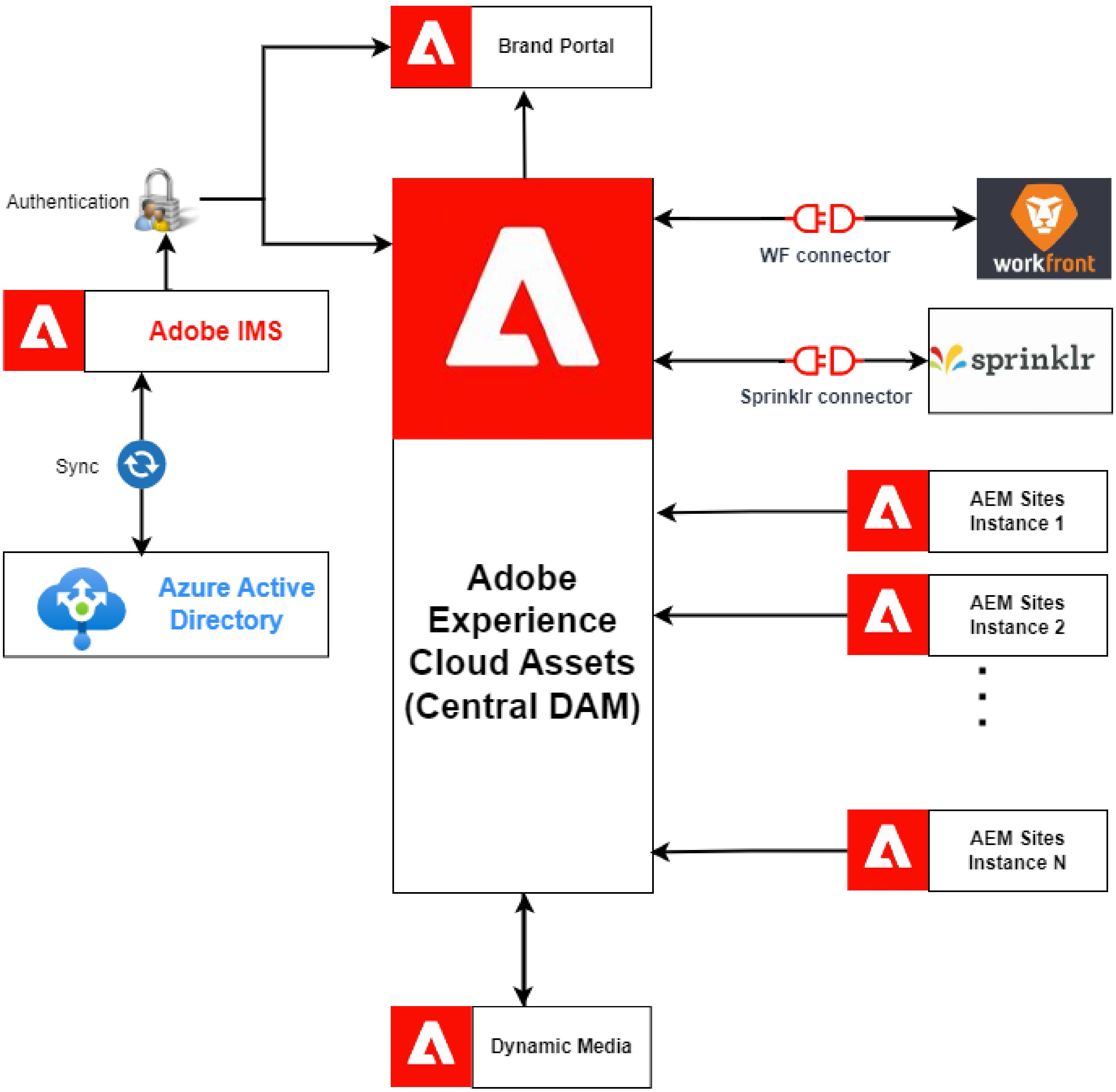
2. All the discussions about a particular story should be summarized in comment section whenever necessary.

3. Please make sure the transition of story is as per guidance. Story state and assignee should be updated before standup call.

03.2.1.3 DAM Environment Details

	Service	Link
1	Experience manager	https://experience.adobe.com/#/@pmide/experiencemanager
2	Cloud manager Environments	https://experience.adobe.com/#/@pmide/cloud-manager/environments.html
3	Admin Console	https://adminconsole.adobe.com/8FF7124F5C3756750A495DC5@AdobeOrg/overview
4	Workfront Plan	https://pmintl.my.workfront.com/project/627bbb720032a9128f1cff5c3cf092b9/tasks
5	Brand Portal	https://pmide.brand-portal.adobe.com/libs/granite/core/content/login.html
6	Assets PRODUCTION pmi-assets-prod	https://author-p24719-e80919.adobeaemcloud.com
7	Assets STAGE pmi-assets-stage	https://author-p24719-e80955.adobeaemcloud.com
8	Assets DEVELOPMENT pmi-assets-dev	https://author-p24719-e77920.adobeaemcloud.com
9	Assets DEVELOPMENT pmi-assets-dev-1	https://author-p24719-e917658.adobeaemcloud.com
10	Assets DEVELOPMENT pmi-assets-dev-2	https://author-p24719-e917613.adobeaemcloud.com
11	Assets DEVELOPMENT pmi-assets-qa	https://author-p24719-e920549.adobeaemcloud.com
12	Assets DEVELOPMENT pmi-assets-poc	https://author-p24719-e923977.adobeaemcloud.com
13	Assets DEVELOPMENT pmi-assets-rde	https://author-p24719-e990688.adobeaemcloud.com

03.2.1.4 Architectural design of Central DAM



03.2.2 Adobe Workfront

03.2.2.1 Product Documentation

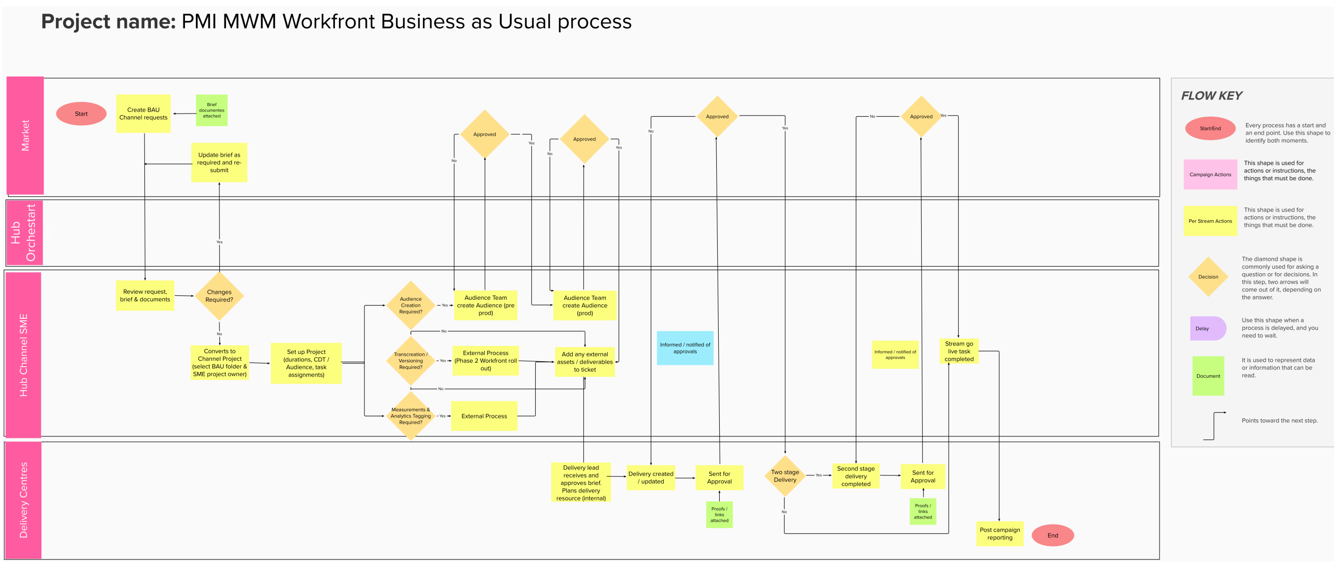
B - Workfront Business as Usual Process

As well as requests linked to a global campaign and market brief, BAU / ad-hoc requests are received for individual changes and potential bug fixes.

This could be to resolve an issue in a previously working delivery or to make a small update such as replacing a banner image on a website.

Requests are per channel and can originate from the Market or IT (QBranch), are then triaged by the hub and passed to the delivery team.

Once delivered approval is sought and the request closed.



WorkFront Templates

Name	Area	Description
Ad-hoc Request for eCRM - CAA	Channel Assets	Channel Assets template for ad-hoc eCRM asset requests
Ad-hoc Request for Paid - CAA	Channel Assets	Channel Assets template for ad-hoc Paid asset requests
Ad-hoc Request for Retail - CAA	Channel Assets	Channel Assets template for ad-hoc Retail asset requests
Ad-hoc Request for Social - CAA	Channel Assets	Channel Assets template for ad-hoc Social asset requests
Ad-hoc Request for Web - CAA	Channel Assets	Channel Assets template for ad-hoc Web asset requests
Global Toolbox - CAA	Channel Assets	Channel Assets template for global toolbox requests (multichannel)
CPO - Content Production (SLA: Medium)	Content Production	
CPO - Creative	Content Production	
CPO - Ingestion	Content Production	
CPO - Post-Production	Content Production	
CPO - Production	Content Production	
Delivery Governance - CPO	Content Production	
CRM + Audience - SFP	Marketing & Hubs	Hub Project Template for the CRM Channel that includes Audience Segment creation
CRM + Audience & CDT - SFP	Marketing & Hubs	Hub Project Template for the CRM Channel that includes Audience Segment creation and CDT Delivery
Omnichannel Campaign - SFP	Marketing & Hubs	Hub Project Template for the Omnichannel Campaign Brief
Paid Media + Audience - SFP	Marketing & Hubs	Hub Project Template for the Paid Media Channel that includes Audience Segment creation
Paid Media + Audience & CDT - SFP	Marketing & Hubs	Hub Project Template for the Paid Media Channel that includes Audience Segment creation and CDT Delivery
SEO - SFP	Marketing & Hubs	Hub Project Template for the SEO Channel

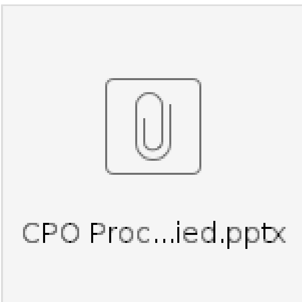
Social Media - SFP	Marketing & Hubs	Hub Project Template for the Social Media Channel
Social Media + CDT - SFP	Marketing & Hubs	Hub Project Template for the Social Media Channel that includes CDT Delivery
Web - CDT ONLY (No Execution) - SFP	Marketing & Hubs	Hub Project Template for the Web Channel - CDT Delivery only. No hub Execution/Local Delivery outside Workfront.
Web - SFP	Marketing & Hubs	Hub Project Template for the Web Channel Delivery
Web + Audience - SFP	Marketing & Hubs	Hub Project Template for the Web Channel that includes Audience Segment creation
Web + Audience & CDT - SFP	Marketing & Hubs	Hub Project Template for the Web Channel that includes Audience Segment creation and CDT Delivery

03.2.2.2 Process Documentation

Content management workflows

1. Content Production Workflow - Production Asset creation

Business Flows are described in the presentation below.



The screenshots below provide example of the standard template created for Production asset creation based on the above business process. It includes tasks like briefing the agencies, procurement, selecting talent and location, proofing and post-production activities.

Template 1
/4

Task Name	Assignments	Duration	Pln Hrs	Small SLA	Medium SLA	Large SLA	Predecessors	Task Constraint
Procurement		3 Days	5 Hours					As Soon As Possible
Share RFP with roster production partners	Team: CPO - Executive Producers	0 Days	5 Hours					As Soon As Possible
Select production partner	Team: CPO - Executive Producers	1 Day	0 Hours				2	As Soon As Possible
Complete project agreement or single service agreement	Team: CPO - Procurement	2 Days	0 Hours				3	As Soon As Possible
Preparation		1 Day	14.5 Hours				1	As Soon As Possible
Project preparation		0 Days	11.5 Hours					As Soon As Possible
Input data into custom form "Production Information"	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Set planned completion date	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Adjust task durations according to SLA	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Assign production tasks	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Add production expenses (planned amount)	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Create project in Frame and duplicate relevant folders from template project	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Make sure production partner uploaders are added in Frame	Team: CPO - Producers	0 Days	4 Hours					As Soon As Possible
Adjust and name batches in selection	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Set project to current	Team: CPO - Producers	0 Days	0.5 Hours					As Soon As Possible
Stakeholder management		1 Day	3 Hours					As Soon As Possible
Ensure that a PO is opened	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible
Ship production naming conventions to production partner	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Ship products to location	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Ship shoot plan to production partner	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Pre-Production		1 Day	0 Hours					As Soon As Possible
Storyboard		1 Day	0 Hours					As Soon As Possible
Location scouting		1 Day	0 Hours					As Soon As Possible
PPM	Team: CPO - Producers	0 Days	2 Hours				5	As Soon As Possible

Template 2/4

Task Name	Assignments	Duration	Pln Hrs	Small SLA	Medium SLA	Large SLA	Predecessors	Task Constraint
Technical Onboarding	Team: CPO - Producers	0 Days	1 Hour				5	As Soon As Possible
Production (on-site)		7 Days	4 Hours				24, 25	As Soon As Possible
Production on-site preparation		1 Day	0 Hours					As Soon As Possible
Wardrobe fitting	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Technical recce	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Shooting	Team: CPO - Producers	4 Days	0 Hours	1	4	7	27	As Soon As Possible
Colouring		1 Day	0 Hours					As Soon As Possible
Naming convention and folder taxonomy audit with DIT	Team: CPO - Producers	1 Day	0 Hours				30	As Soon As Possible
Production files (w/o raw motion) ingestion into Frame	Team: CPO - Producers	0 Days	4 Hours				32	As Soon As Possible
Hard drives	Team: CPO - Producers	1 Day	0 Hours				32	As Soon As Possible
Ship hard drive #1 (w/ raw motion) to PMI Global Studio	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Ship hard drive #2 (w/ raw motion) to post-production partner	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Ship/deliver hard drive #3 (w/o raw motion) to Creative	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Selection		1 Day	0 Hours				26	As Soon As Possible
Batch 1 - [NAME OF BATCH]		1 Day	0 Hours					As Soon As Possible
Set dependency to post-production task for the above group task	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Select and upload assets to Frame	Team: CPO - Creative	1 Day	0 Hours					As Soon As Possible
Project Close		0 Days	4 Hours				38	As Soon As Possible
Update production expenses (actual amount)	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible
Set total produced assets in custom form	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Notify content owners	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible

Template 3
/4

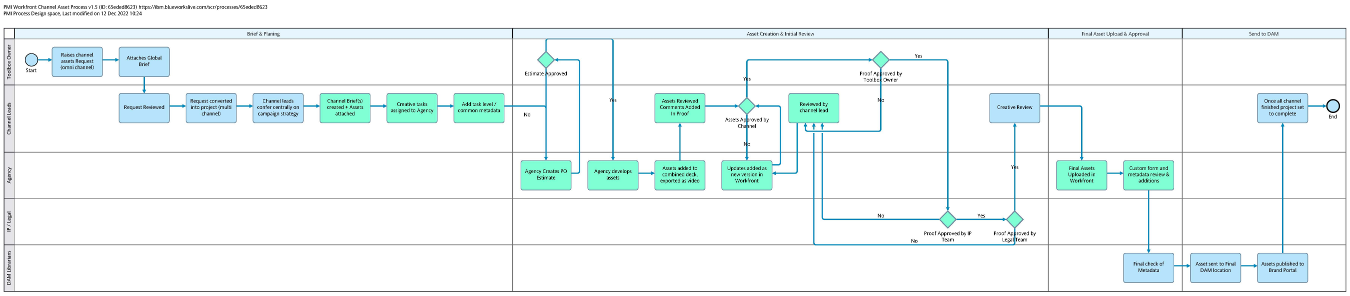
Task Name	Assignments	Duration	Pln Hrs	Small SLA	Medium SLA	Large SLA	Predecessors	Task Constraint
Procurement		3 Days	5 Hours					As Soon As Possible
Share RFP with roster post-production partners	Team: CPO - Executive Producers	0 Days	5 Hours					As Soon As Possible
Select post-production partner	Team: CPO - Executive Producers	1 Day	0 Hours				2	As Soon As Possible
Complete project agreement or single service agreement	Team: CPO - Procurement	2 Days	0 Hours				3	As Soon As Possible
Preparation		1 Day	26.5 Hours				1	As Soon As Possible
Project preparation		1 Day	15.5 Hours					As Soon As Possible
Input data into custom form "Post-Production Details"	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Set planned completion date	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Adjust task durations according to SLA	Team: CPO - Producers	1 Day	0 Hours					As Soon As Possible
Make sure post-production partner uploaders are added in Workfront	Team: CPO - Producers	0 Days	4 Hours					As Soon As Possible
Assign post-production tasks	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Add post-production expenses (planned amount)	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Adjust and name batches in retouching	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible
Decide if QC takes place after each batch or at the end	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Decide if ingestion takes place after each batch or at the end	Team: CPO - Producers	0 Days	2 Hours					As Late As Possible
Create custom proof workflow	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible
Set project to current	Team: CPO - Producers	0 Days	0.5 Hours					As Soon As Possible
Post-production validation		0 Days	4 Hours				6	As Soon As Possible
Validate production files in Frame	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible
Validate collateral files in Frame	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible
Stakeholder management		0 Days	7 Hours				18	As Soon As Possible
Notify Quality Check Partner (QC) of upcoming work	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Notify Librarianship of upcoming work	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Ensure that a PO is opened	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible

Template 4/4

Task Name	Assignments	Duration	Pln Hrs	Small SLA	Medium SLA	Large SLA	Predecessors	Task Constraint
Ship post-production naming conventions to post-production partner	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible
Ship production files to post-production partner	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible
Post-production kick-off meeting	Team: CPO - Producers	1 Day	0 Hours				5	As Soon As Possible
Retouching & ingestion		51 Days	11 Hours				27	As Soon As Possible
Batch 1 - [NAME OF BATCH]		51 Days	11 Hours					As Soon As Possible
Retouching & proofing (first round)	Job Role: CPO - Post-Production Agency	30 Days	0 Hours	20	30	40		As Soon As Possible
Quality check		16 Days	6 Hours				30	As Soon As Possible
Share Asset Overview (AO) with QC Partner	Team: CPO - Producers	0 Days	5 Hours					As Late As Possible
QC Briefing Call	Team: CPO - Producers	0 Days	1 Hour					As Late As Possible
Quality check	Team: CPO - Producers	10 Days	0 Hours	5	10	15		As Soon As Possible
Validate QC report	Job Role: CPO - Art/Creative Director	1 Day	0 Hours				34	As Soon As Possible
Retouching (second round)	Job Role: CPO - Post-Production Agency	5 Days	0 Hours	2	5	7	35	As Soon As Possible
Ingestion		5 Days	5 Hours				31	As Soon As Possible
Ingest production files (Frame)	Job Role: CPO - Post-Production Agency	2 Days	0 Hours					As Soon As Possible
Ingest production files (Hogarth)	Job Role: CPO - Post-Production Agency	1 Day	0 Hours					As Soon As Possible
Ingest production files (PMI DAM) via Librarianship	Job Role: CPO - Post-Production Agency	5 Days	0 Hours	2	5	10		As Soon As Possible
Verify and validate production files are present on PMI DAM	Team: CPO - Producers	0 Days	5 Hours				40	As Soon As Possible
Project Close		0 Days	3 Hours				28	As Soon As Possible
Update post-production expenses (actual amount)	Team: CPO - Producers	0 Days	2 Hours					As Soon As Possible
Notify content owners	Team: CPO - Producers	0 Days	1 Hour					As Soon As Possible

2. Content Production Workflow - Channel Asset Creation

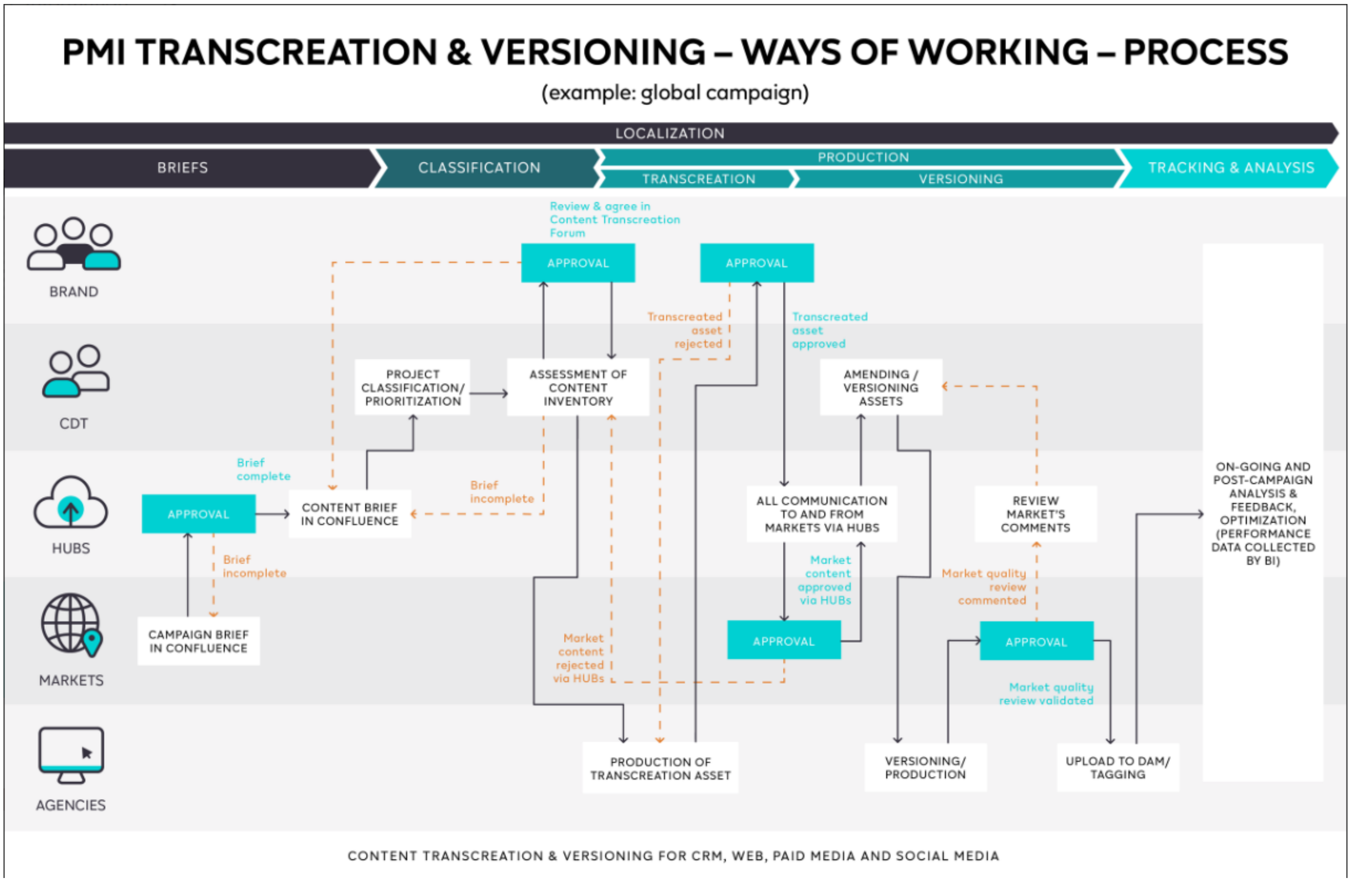
This process flow represents the tasks and approval for Channel Assets Creation.



3. Content Production Workflow - Transcreation Process (CDT)

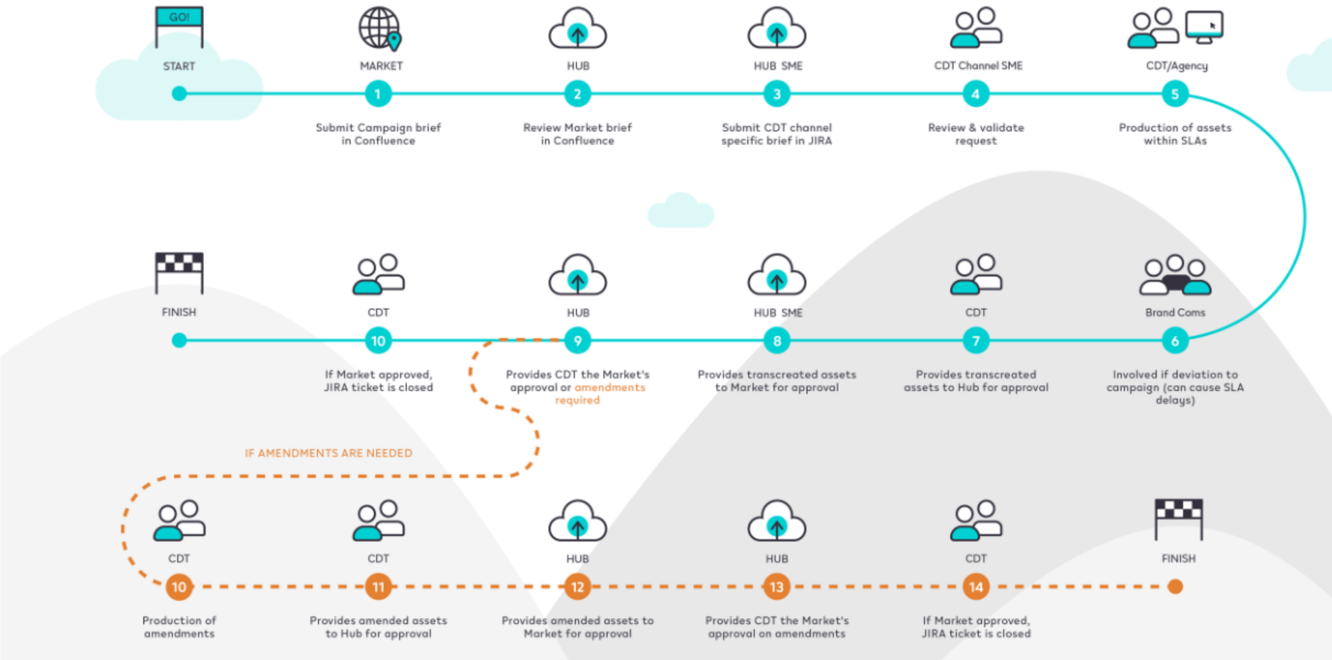
This page describes the process for channel assets localization, also known as transcreation process.

Service is maintained by the CDT team and all information are available here: Service Information | Content Production | PMI Transcreation (sharepoint.com)



PMI TRANSCREATION & VERSIONING

WAYS OF WORKING - JOURNEY



DevOps

Design Approval

1. Following appropriate workshops and discovery work proposed changes will be outlined for approval
    a. Depending on the nature and scale of changes this could be in the form of a full design document (e.g. for a brand new process) or in the form of a spreadsheet for field and form tweaks to existing processes
2. Any requested amendments are made and stakeholders agree design (typically via email or through an approval call)

Sandbox Build & QA

1. Agreed changes are then itemised, configured and built within one of the two PMI Workfront Sandbox instances
2. Each build item is then internally QC'd by a second Workfront consultant. Any issues found fixed and re-tested
3. Run through / live testing of the end 2 end process and changes with relevant stakeholders
    a. Depending on the stakeholders and nature of change stakeholders may then independent review and test changes prior to approval or approval may be given following the live testing
4. Approval confirmed from all stakeholders

Production Build & Release

Workfront does not support an automated dev ops pipeline / publishing method

1. Agree production go live date / time and potential downtime
2. Comms are sent within Workfront to alert of upcoming changes and any maintenance windows
3. Core configuration which doesn't affect live processes or config for entirely new stand alone processes can be made prior to any agreed downtime
    a. Each item from the build list is then copied and built within production
    b. Each build item is then internally QC'd by a second Workfront consultant. Any issues found fixed and re-tested
4. Configuration which affects live processes or would otherwise impact current users will be completed either within an agreed maintenance (down time) window or at an agreed time when the users in question will not be active in the system
    a. Each item from the build list is then copied and built within production
    b. Each build item is then internally QC'd by a second Workfront consultant. Any issues found fixed and re-tested
5. Overall testing of system and health prior to close of downtime window

6. Send of detailed release notes and changes

Change management process

QA process

Release process

MWM - Workfront Access Management

Process

Access to MWM Workfront is managed through a combination of IMDL role and Workfront Request. The process for gaining access is as follows

1. In IMDL user requests the appropriate MWM Workfront role for their work (See IMDL Role section)
2. The requests is then reviewed and approved / rejected by the users manager
3. If approved the user receives a confirmation email and is then able to login to Workfront via SSO
4. When the user logs in they are granted minimal Workfront access. Their access purely allows them to see and raise a new user request in Workfront
5. User now completes a new use request in Workfront. This request form captures persona specific information depending on the access level selected e.g. if market user is selected user will be asked to confirm the specific market they belong to, in the case agency, agency name and channel is captured. (see Workfront User Request page for more details)
6. When completed the request is automatically routed the MWM Admin team
7. The admin team first logs into IMDL to check the access level requested in Workfront matches the access level raised in IMDL (e.g. the request is for Market User and they're approved IMDL role is also Market user)
8. MWM Admin team then finished set up of user applying Workfront access level, group membership, regional schedule, team and other details
9. Once done MWM Admin team close the request which notifies the user that their setup has been completed

IMDL Roles

The table below includes all IMDL roles created for Workfront.

STREAM	IMDL Role	Description
Digital Marketing Operations	PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS Legal (IP) Approver	This Workfront role is meant for OC Legal IP team. It allows users to approve channel assets as part of the content approval process on Workfront. Note: this role needs to be complemented with a DAM IMDL role.
	PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS Legal (Digital) Approver	This Workfront role is meant for OC Legal Digital team. It allows users to approve channel assets as part of the content approval process on Workfront. Note: this role needs to be complemented with a DAM IMDL role.
	PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Delivery Agency	This Workfront role is intended for delivery agencies working with markets and hubs. The role enables users to access requirements, documents and relevant information for delivery work.

	PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING OC Reviewer	This Workfront role is intended for OC users and provides global view on campaign and project requests. It also grants global view on reporting.
	PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Market Requestor	This Adobe Workfront role is intended for market users. It allows to raise requests on Workfront and monitor the progress PLEASE SPECIFY IN THE COMMENTS WHICH MARKETS YOU NEED ACCESS TO. MISSING MARKET INFORMATION WILL RESULT IN REJECTION.
	PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Hub Orchestrator	This Adobe Workfront role is intended for hub orchestrator users. It allows users to manage market requests, campaigns, projects. It also provides full visibility on all activities within the hub, as well as reporting.
	PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Hub Channel SME	This Workfront role is intended for hub team dedicated to specific digital marketing channels/streams (e.g. WebOps, SEO, Social, Paid Media, CRM). It is possible to request access to multiple hubs if required. Please add the HUB in the business request
	PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Content Transcreation and Delivery	This Workfront role is intended for content delivery and production team members (e.g. CDT team and partner agencies). It allows contributing to requests, tasks, and uploading documents on Workfront.
	PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS Channel assets Delivery	This role gives access to Workfront and is intended for the central brand team. It allows to manage the channel asset process liaising with campaign managers creative channel briefs and working with agencies.
	PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS Content Agency	This role gives access to Workfront and is intended for agencies involved in the channel assets creation. It allows to create channel assets uploading proofs and completing tasks on Workfront.
Content Production Team	PMI GLOBAL UR CPO Workfront Art/Creative Director	For people within the Creative department, to proof assets and take part in active productions.
	PMI GLOBAL UR MWM WORKFRONT Toolbox Owner / Contributor	For content owners / campaign leads needing to request new productions, follow-up on active productions and conduct proofing.
	PMI GLOBAL UR CPO Workfront Content Operations Manager	For internal people who manage the operations of Content Production.
	PMI GLOBAL UR CPO Workfront Production & Post Agency	For third-party agencies responsible for post-production of productions, needed to ingest assets for proofing.
	PMI GLOBAL UR CPO Workfront Producer	Internals or third parties acting as producers for productions.
	PMI GLOBAL UR MWM Workfront PROJECT MNGT OFFICE (PMO)	This role gives access to Workfront and is intended for the PMO Team.
Support	PMI GLOBAL UR MWM Workfront IT Support	This Workfront role is intended for the IT team to support the solution.

	PMI GLOBAL UR MWM Workfront Administrator	This Workfront role is intended for the IT team or business power users and gives full access to the application.

Workfront Access Rights

The table below describes the mapping between the IMDL roles and the related permission in Workfront.

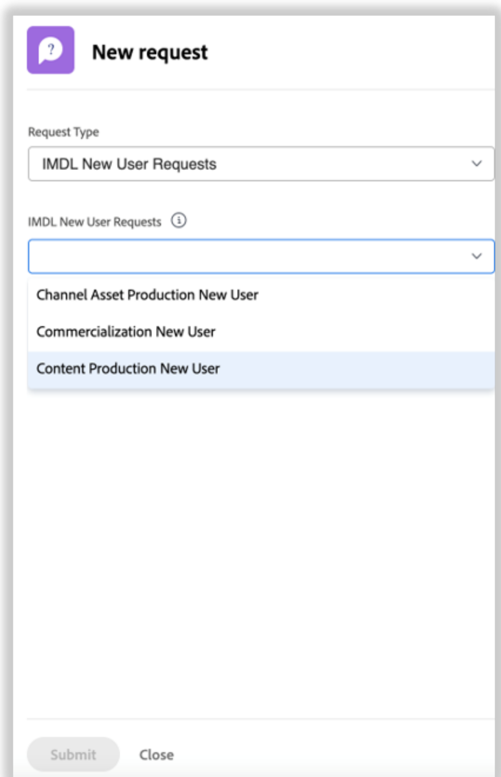
IMDL Role	Workfront Access Level	Workfront License	Projects	Tasks	Requests	Portfolios	Programs	Reports	Filters	Documents	Users	Teams	Templates	Financial Data	Resource Management
PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Market Requestor	SFP Market	Review	View	View	Edit	No access	View	View	Edit	Edit	View	View	No Access	No Access	No Access
PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Hub Orchestrator	SFP Hub Orchestrator	Plan	Edit	Edit	Edit	Edit	Edit	Edit	Edit	Edit	View	View	Edit	No Access	Edit
PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Hub Channel SME	SFP Channel SME	Plan	Edit	Edit	Edit	View	Edit	Edit	Edit	Edit	View	View	Edit	No Access	Edit
PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Content Transcreation and Delivery	SFP Channel SME	Plan	Edit	Edit	Edit	View	Edit	Edit	Edit	Edit	View	View	Edit	No Access	Edit
PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING Delivery Agency	SFP Delivery Lead	Work	Edit	Edit	Edit	No Access	No access	View	Edit	Edit	View	View	No Access	No Access	No Access
PMI GLOBAL UR MWM WORKFRONT DIGITAL MARKETING OC Reviewer	SFP OC Review / Reporter	Review	View	View	Edit	View	View	View	Edit	Edit	View	View	No Access	No Access	View
PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS Legal (IP) Approver	CAA - Approver	Review	View	View	Edit	No access	No access	View	Edit	Edit	View	View	No Access	No Access	No Access
PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS Legal (Digital) Approver	CAA - Approver	Review	View	View	Edit	No access	No access	View	Edit	Edit	View	View	No Access	No Access	No Access
PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS Content Agency	CAA - Agency Worker	Work	No access	Edit	Edit	No access	No access	View	Edit	Edit	View	View	No Access	No Access	No Access
PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS DAM Librarian	CAA - DAM Librarian	Work	Edit	Edit	Edit	No access	No access	View	Edit	Edit	View	View	No Access	No Access	View
PMI GLOBAL UR MWM WORKFRONT CHANNEL ASSETS Channel assets Delivery	CAA - Channel Lead	Plan	Edit	Edit	Edit	View	View	Edit	Edit	Edit	View	View	Edit	No Access	View

PMI GLOBAL UR MWM Workfront Administrator	System Administrator	System administrators have full access.	full access	full access	full access	full access	full access	full access	full access	full access	full access	full access	full access	full access	full access
PMI GLOBAL UR MWM Workfront IT Support	SFP - IT Support	Review	View	View	View	View	View	View	View	View	View	View	No Access	No Access	View
PMI GLOBAL UR MWM WORKFRONT Toolbox Owner / Contributor	SFP OC Review / Reporter	Review	View	View	Edit	View	View	View	Edit	Edit	View	View	No Access	No Access	View
PMI GLOBAL UR CPO Workfront Art/Creative Director	CPO Creative	Work	Edit	Edit	Edit	View	View	View	View	Edit	View	Edit	No Access	No Access	No Access
PMI GLOBAL UR MWM WORKFRONT Toolbox Owner / Contributor	OC Toolbox Owner/Contributor	Review	View	View	Edit	View	View	View	Edit	Edit	View	View	No Access	No Access	No Access
PMI GLOBAL UR CPO Workfront Content Operations Manager	CPO Operations Manager	Plan	Edit	Edit	Edit	Edit	Edit	Edit	Edit	Edit	View	Edit	Edit	Edit	Edit
PMI GLOBAL UR CPO Workfront Production and Post Agency	CPO Post-Production Partner	Work	Edit	Edit	No access	No access	No access	View	View	Edit	View	View	No Access	No Access	No Access
PMI GLOBAL UR CPO Workfront Producer	CPO Producer	Plan	Edit	Edit	Edit	Edit	Edit	Edit	Edit	Edit	View	Edit	View	Edit	Edit
PMI GLOBAL UR MWM Workfront PROJECT MNGT OFFICE (PMO)	Planner	Plan	Edit	Edit	Edit	Edit	Edit	Edit	Edit	Edit	View	Edit	Edit	Edit	Edit

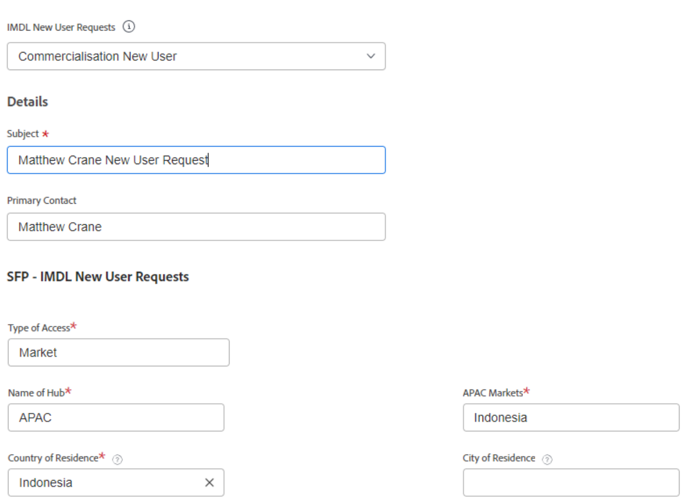
Workfront Request Process

After you register in IMDL for a MWM Workfront role & it's approved, log in and raise a Workfront request to confirm your setup

Click on *Requests* from the main menu then click *IMDL New User Request* & select the relevant user category.



Complete the *Subject line* & enter data for the question fields, the fields to be completed will vary depending on the role you're requesting.



Click *Submit* and the request will be routed to the MWM Workfront support team.

Workfront Technical account

Adobe Workfront uses a technical account to connect to DAM (AEM Assets) using the official Adobe connector. The connector uses a Workfront technical account. As a part of the PMI policy, the password of the technical account is stored in a Hashicorp vault collection dedicated to MWM program. The technical details are listed below:

Vault Name:	**Global-MWMWorkfront**
Corresponding IMDL roles:	**Password Vault ISA access to Global-MWMWorkfront collection** **Password Vault Requestor access to Global-MWMWorkfront collection** **Password Vault Approver access to Global-MWMWorkfront collection**
Hashicorp collection name	**global-mwmworkfront**
WF technical account secret name	**WithApproval/WFTechnicalAccount**
Password policy	• **Include Alpha Upper (A-Z)** • **Include Alpha Lower (a-z)** • **Include Number (0-9)** • **Include Symbol** • **Length: 15**

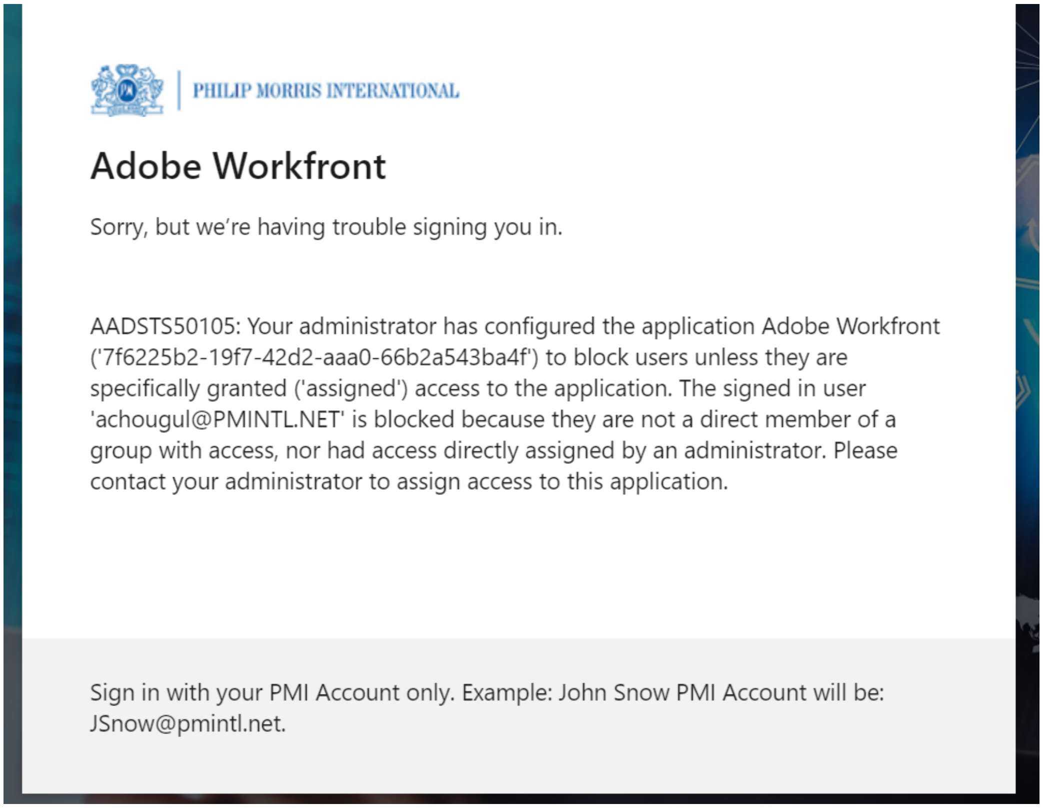
Workfront User De-activation

Access to MWM Workfront is managed through PMI IMDL Single Sign on. To be able to login to Workfront the user must have

1. An account within PMI IMDL
2. An approved role within IMDL assigned to the Workfront AD Group

If a user leaves PMI and their IMDL account is de-activated then, next time they try to login to Workfront they will not be able to proceed past the PMI SSO logins screen and will not be able to access Workfront.

If an IMDL role is removed from a still active IMDL user, and they no longer have any approved IMDL roles assigned to the Workfront AD group, then next time they attempt to login to Workfront they will proceed through the SSO login but then be presented with an error message saying they have not been granted access to Workfront.



Without an active IMDL account and an approved role the user is not able to access Workfront. A separate admin action should then be run on a regular basis to disable these users on the Workfront side to maintain a clean and efficient system.

03.2.2.3 Workfront Environment Details

	Service	Link
1	Workfront Prod	http://pmintl.my.workfront.com
2	Workfront Preview	https://pmintl.preview.workfront.com
3	Workfront Sandbox 1	https://pmintl.sb01.workfront.com
4	Workfront Sandbox 2	https://pmintl.sb02.workfront.com

MWM - Project Management

Project Status

Overall	Schedule	Cost	Resources	Risks
DELAYED	DELAYED	N/A	GREEN	YELLOW

Kick Off	01 Jan 2022
Planned go-live	01 Aug 2022 (Initial APAC go-live) 05 Sep 2022 (remaining APAC market go-lives) Q1 2023 (MEA go-live) Q1 2023 (EE go-live) Q2 2023 (LAC go-live) Q2 2023 (EU go-live)
OC Project Lead Business	Federica Ardesi
OC Project Lead Platform	Stefano Pavin
Executive summary	Business Objective: Implementing Workfront as a Marketing Work Management (MWM) solution will provide one platform to centralize all activities, from Global campaigns to Local initiatives.MWM platforms provide marketers with detailed visibility to resources and work status.

Project Progress

Initiation	Design	Configuration	UAT	Go Live	Hypercare	Handover
COMPLETE	COMPLETE	COMPLETE	COMPLETE	IN PROGRESS	IN PROGRESS	UNPLANNED

Timeline

Project Scope

Key Project Artefacts

Organization & RACI

Version: 19 Jul 2022

Plan for 2023 to be finalized

Previous Version	Screenshot
01 Jun 2022	

Project Scope

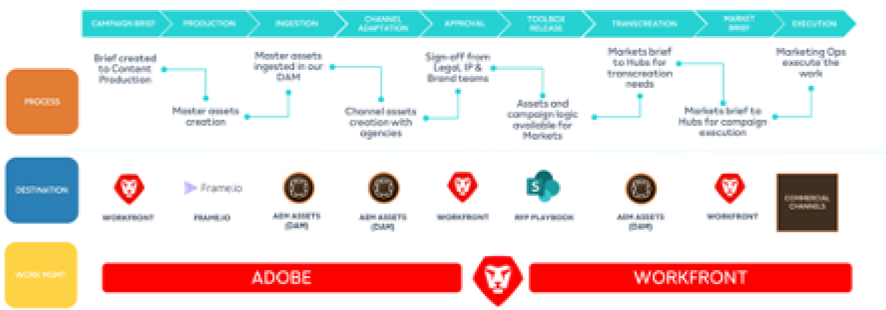
Version	Document	Change Date	Approval	Summary of Changes

<table>
<tr><td>V1</td><td>Dan Bowes to add in scope from contract (Extract only)

1. THE SOLUTION

• The MWM Solution to be rolled out is detailed below. Any changes to this solution - or the products listed in Section 6 - will be delivered as an enhancement at a later date. All requested changes will be logged, reviewed and inserted into the product backlog for future consideration.

• The Process to support the Solution is as follows:



We will provide PMI users with the ability to ingest channel assets that have been created by the agencies (stored in the DAM) into Workfront. We will build an approval workflow that will circulate these assets to the IP, Legal & Brand teams and obtain their approvals – all in Workfront. If an asset is rejected it will route back to the asset owner for review and next steps. If the asset is approved the connector will update the relevant metadata field in the DAM to reflect the approval date. When a campaign is then required by the Market they will have the ability to brief the hub/channel teams via Workfront and select the relevant assets from the DAM (via the connector).</td><td>01 Apr 2022</td><td><attach approval evident from Steerco /related stakeholders e.g. email, MoM></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td><td></td></tr>
</table>

Key project artifacts

	Items	Documents/Links
1	**Business Requirement /Assessment**	Marketing Work ...ement - VF6.pdf

2	**Signed off scope**	
3	**Kick-Off Meeting**	https://pmicloud.sharepoint.com/:f:/r/teams/MWM-WorkfrontDAM-Commercialization-Global/Shared%20Documents/General/Kick%20Off?csf=1&web=1&e=ldEMJM
4	**Business case**	Federica Ardesi to input
5	**Project Organisation**	To be updated
6	**Project Timeline**	https://pmicloud.sharepoint.com/:f:/r/teams/MWM-WorkfrontDAM-Commercialization-Global/Shared%20Documents/General/Timeline?csf=1&web=1&e=II530d
7	**Steerco presentations and minutes**	https://pmicloud.sharepoint.com/:f:/r/teams/MWM-WorkfrontDAM-Commercialization-Global/Shared%20Documents/General/Weekly%20Steerco%20Report?csf=1&web=1&e=ZqvBA6
8	**Status reports**	https://pmicloud.sharepoint.com/:f:/r/teams/MWM-WorkfrontDAM-Commercialization-Global/Shared%20Documents/General/Weekly%20Steerco%20Report?csf=1&web=1&e=ZqvBA6
9	**UAT scope and sign off**	https://pmicloud.sharepoint.com.mcas.ms/teams/MWM-WorkfrontDAM-Commercialization-Global/Shared%20Documents/Forms/AllItems.aspx?csf=1&web=1&e=eAL1fM&cid=aeea5046%2Dc807%2D4195%2Db05f%2Db2d93eda900f&FolderCTID=0x0120005E1623983A21BF488B71C3D7756A3F6F&id=%2Fteams%2FMWM%2DWorkfrontDAM%2DCommercialization%2DGlobal%2FShared%20Documents%2FComms%20and%20Trainings%2F08%20UAT&viewid=3ad9b95a%2Dc5d7%2D4d29%2Dbf8a%2De1967b3ff52e
10	**UAT documentation (evidences)**	https://pmicloud.sharepoint.com.mcas.ms/teams/MWM-WorkfrontDAM-Commercialization-Global/Shared%20Documents/Forms/AllItems.aspx?csf=1&web=1&e=eAL1fM&cid=aeea5046%2Dc807%2D4195%2Db05f%2Db2d93eda900f&FolderCTID=0x0120005E1623983A21BF488B71C3D7756A3F6F&id=%2Fteams%2FMWM%2DWorkfrontDAM%2DCommercialization%2DGlobal%2FShared%20Documents%2FComms%20and%20Trainings%2F08%20UAT&viewid=3ad9b95a%2Dc5d7%2D4d29%2Dbf8a%2De1967b3ff52e

11	**Smoke test scope and sign off**	Not required
12	**Smoke test documentation (evidences)**	Not required
13	**Cutover /Migration Plan**	Not required
14	**Training Plan**	https://pmicloud.sharepoint.com/:f:/r/teams/MWM-WorkfrontDAM-Commercialization-Global/Shared%20Documents/Comms%20and%20Trainings?csf=1&web=1&e=eAL1fM
15	**Roll-out /Deployment Plan**	https://pmicloud.sharepoint.com/:f:/r/teams/MWM-WorkfrontDAM-Commercialization-Global/Shared%20Documents/General/Timeline?csf=1&web=1&e=II530d
16	**Handover to Run /Support**	TBC

Owner/Sponsor	Stefano Pavin , Anthony Loinsard, Emma Turner
Steering Committee	PMI: Stefano Pavin Denny Rendra Lesmana ,Anthony Loinsard, Federica Ardesi , Emma Turner, Bror Skardhamar IBM: Dan Maudsley, Jay Trestain, Andrew Roden, Dan Bowes, Jennifer Gilligan, Matt Crane, Paul Squires, Paul Smith, Coralie Berrocal,
OC Project Lead Business	
OC Project Lead Platform	
PMI Member/Advisor	
Supplier Member	

*(***Attach RACI Table here***)

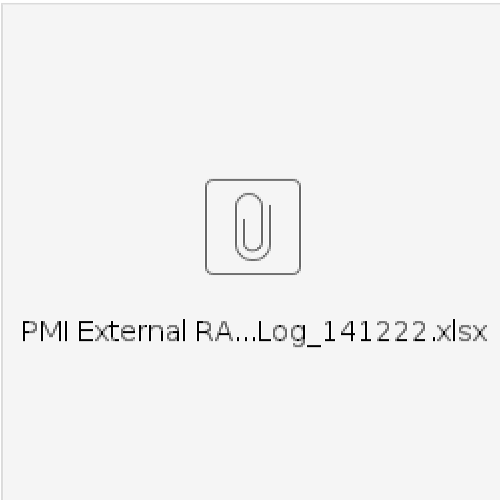
Governance

Business Case

Enterpris...v0.7.docx

Daily File Tracker

This is the file used for daily stand up to track on going activities and related status.



Management Update

Q4 2022 Update

MWM - St...022.pptx

Q1 2022 Update

ECM DAM ...inal.pdf

Potential scope of improvements

Below table depicts the potential scope of improvements we have identified on the platform as of now and the associated action item and its potential timeline.

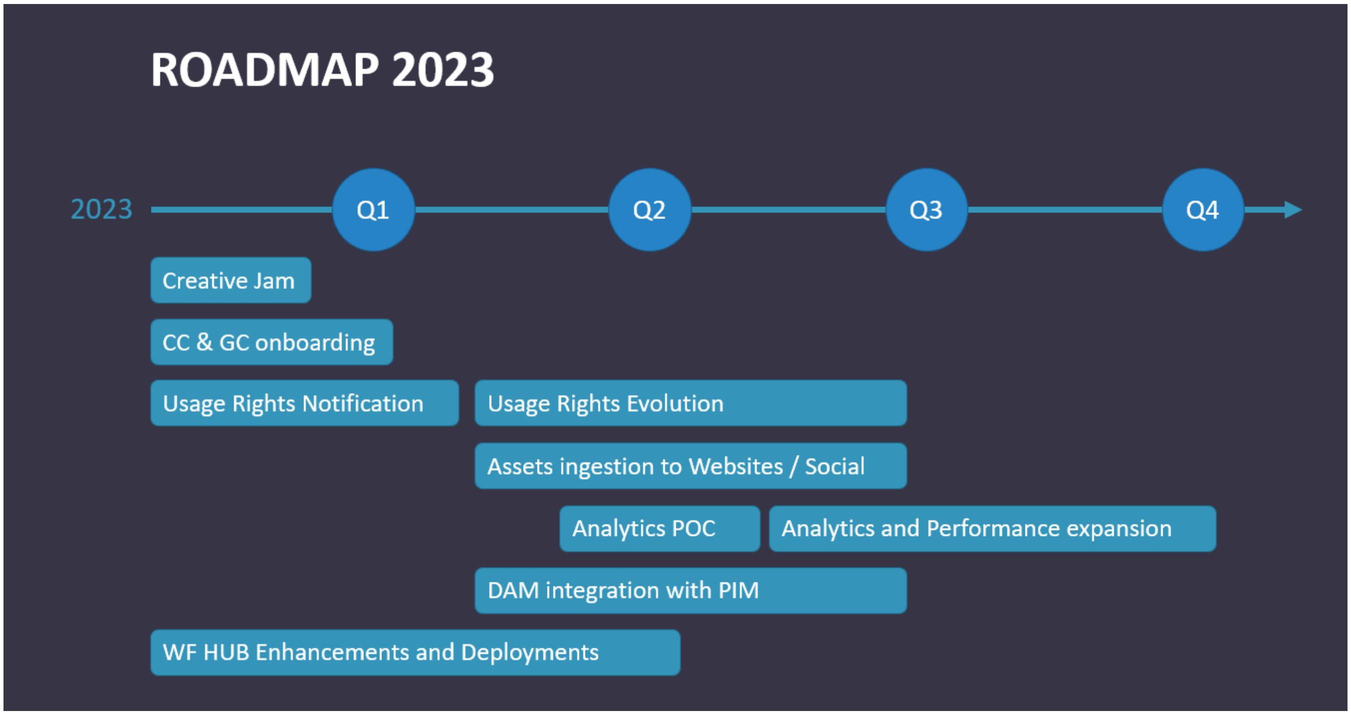
Scope of improvement	Action Item	Potential release date	Additional comment
Facilitate 3rd party user login through federated account (pmintl.net)	Merge Global DAM Adobe org with Global Comms Adobe org	Q2	Due to restriction from Adobe, we can not use pmintl.net SSO on Global DAM Adobe org. Hence, as a solution we are exploring merger of both the Adobe orgs into one so that we can use pmintl SSO for both the orgs.
Facilitate access to Adobe Admin Console through IMDL	Create IMDL role to get access to Adobe admin console to keep track of the access requests	Jan'23	
Migrate user with pmi.com and contracted.pmi.com ID to Federated ID	Raise appropriate IMDL request for the users. Once approved, remove the Adobe ID of the users from the system.	12 Feb 2023	Below is the list[1] of users who need to be migrated from Adobe ID to Federated ID.
Librarian role added to Administrator group	Restructure the permission structure to decouple librarian role from OOTB administrators group	15 Feb 2023	OMNI-1345 - Repository Initializer IN TESTING is in progress and will address this.

#[1]. Below is the list of users to be migrated to Federated ID from current Adobe ID:

Ana.Pervan@pmi.com
barbora.kollarraganova@pmi.com
Bertrand.deoux@pmi.com
constantin.bizimana@contracted.pmi.com
Eleonora.MazzaPallone@contracted.pmi.com

Eve.Binard@pmi.com
Hala.AounvanMeerbeke@pmi.com
ivan.nikolaev@pmi.com
jessica.axelson@pmi.com
Jonathan.Critchley@pmi.com
Karlygash.Bismeldinova@pmi.com
Lauren.Francisco@pmi.com
Leone.Davies@pmi.com
TumuluruMahesh.PavanKumar@contracted.pmi.com
Nicholas.Mercer@PMI.com
Nikki.Symmons@pmi.com
oriol.colominas@pmi.com
Paula.Svetlic@pmi.com
tomas.vondracek@pmi.com
Valentina.Ponti@pmi.com

Program Roadmap



Global comms onboarding

Proof of concepts

This space contains the information about all the proof of concepts we are currently working on.

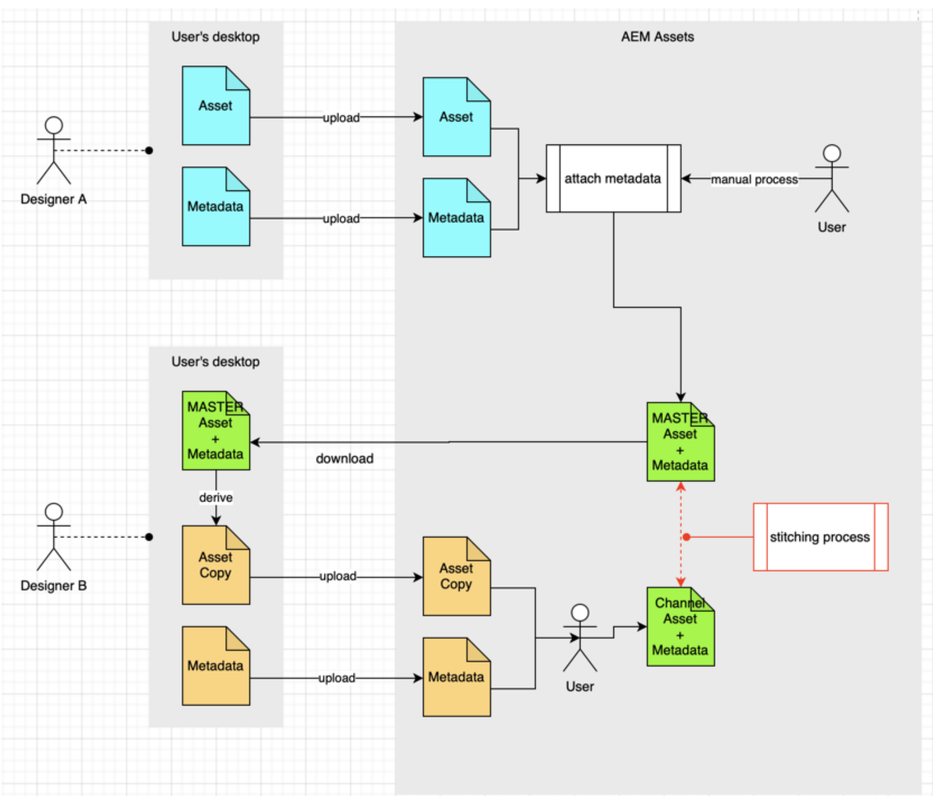
AEM Asset - Adobe Creative Cloud integration

Background:

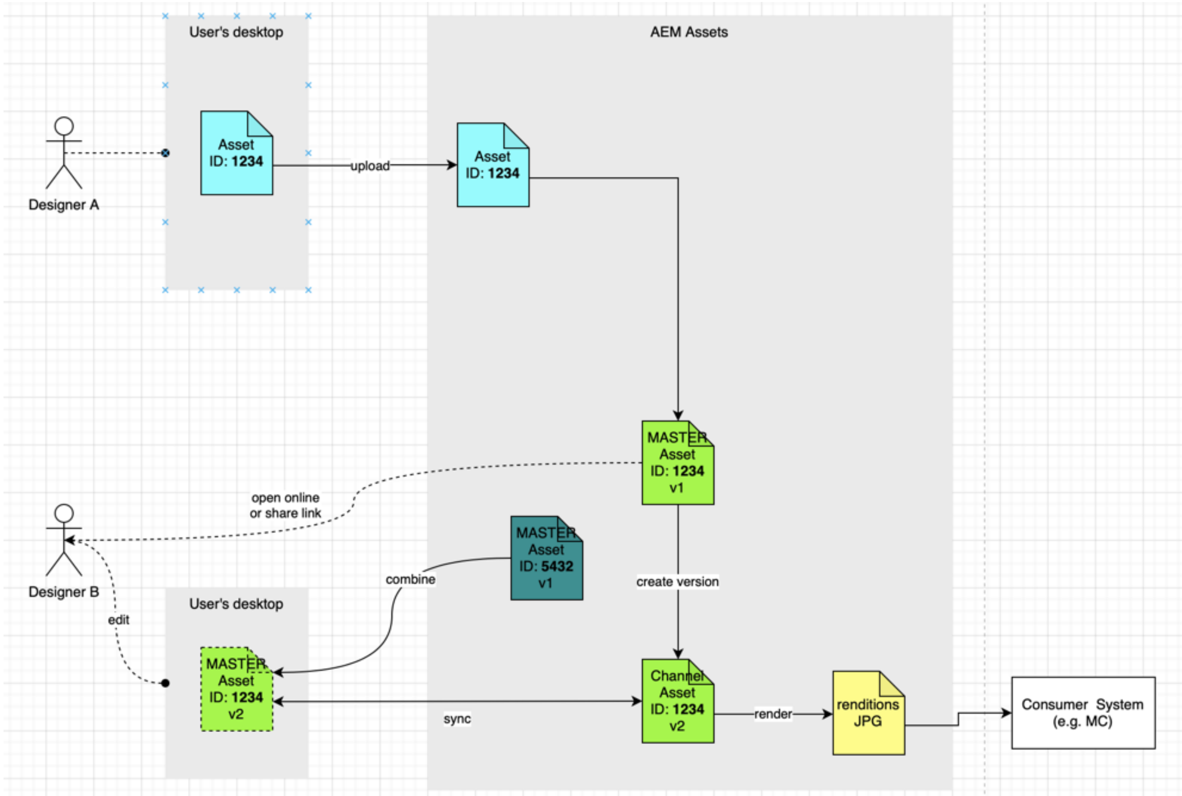
As a part of this POC, we are trying to establish AEM Asset - Adobe creative cloud based integration so that the Channel assets/ Transcreated assets retain the appropriate metadata and their reference to the parens automatically. We have had initial level of discussion with Adobe solution consultant. Below is the recommendation from Adobe,

Here are the 3 different scenarios I talked about:

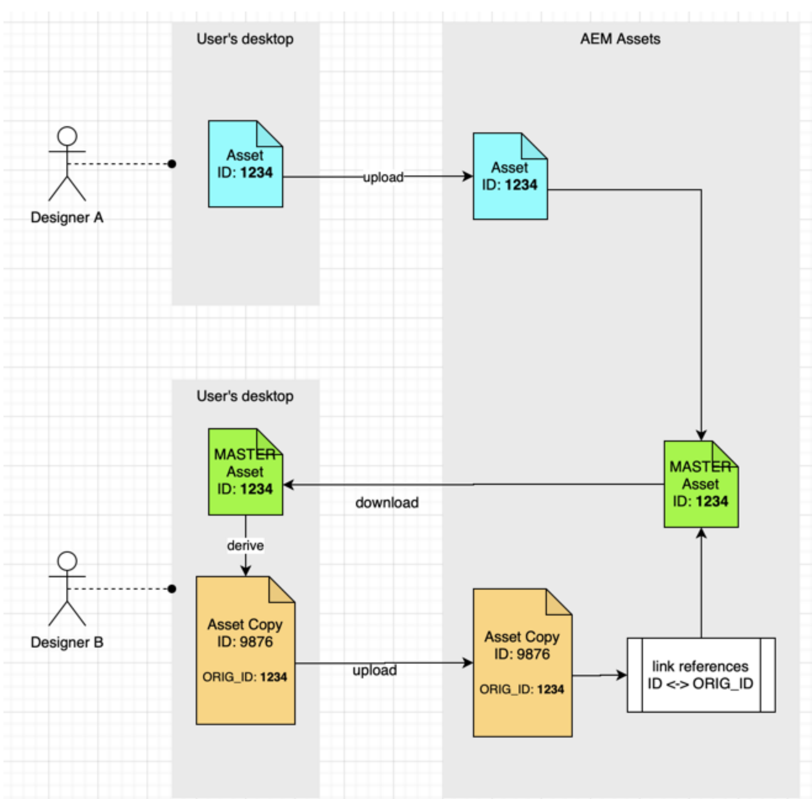
1. **The current process which relies on metadata being supplied in external file**



1. **The "ideal" solution where users are working with master assets directly**



1. **An alternative solution where XMP metadata is used for automatic "stitching"**



Objective:

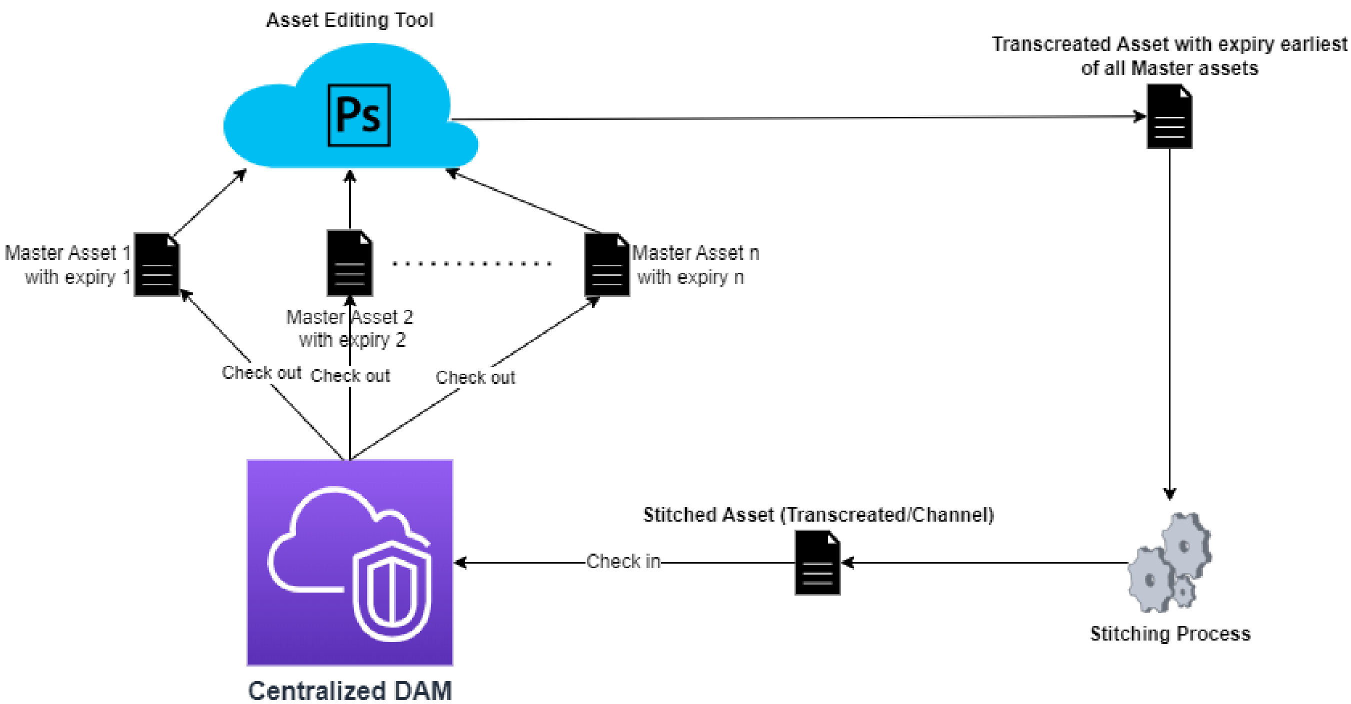
Automate the process of maintaining and propagating the required metadata for the derived assets as much as possible.

Make sure asset expiry date is cascaded accordingly to the derived assets automatically.

Identify the potential change in the ways of working.

List the potential benefits/advantages.

Plan:



Global DAM - Global Comm integration using connected assets

Objectives:

Make sure all the assets from Mediabank are migrated over to Central DAM and there are organized in a logical way for other AEM applications to consume.

Check how asset reusability can be facilitated between multiple sites?

Find out the appropriate access/user management model.

Validate the standard use-cases using connected assets-based integration.

validate the configuration, connectivity between two different orgs.

Validate ACL based asset delivery.

Validate search.

Plan:

Setup a connection between AEM asset and sites instance

Make sure user is authenticated based on domain and Org structure.

Authors should be able to connect with DAM instance via sites.

Once connected, authors can see the available assets, filter/search them and change between various paths.

Authors can use assets on sites.

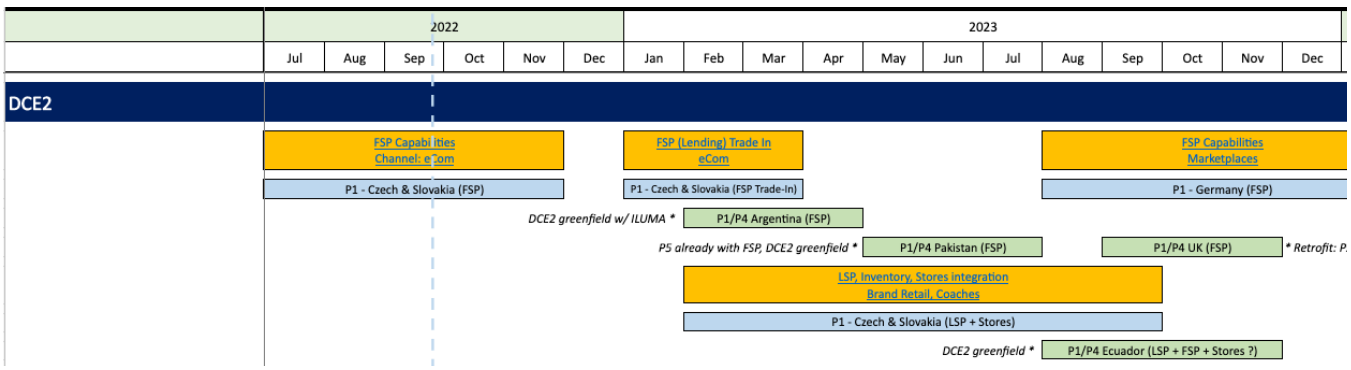
Proposal:

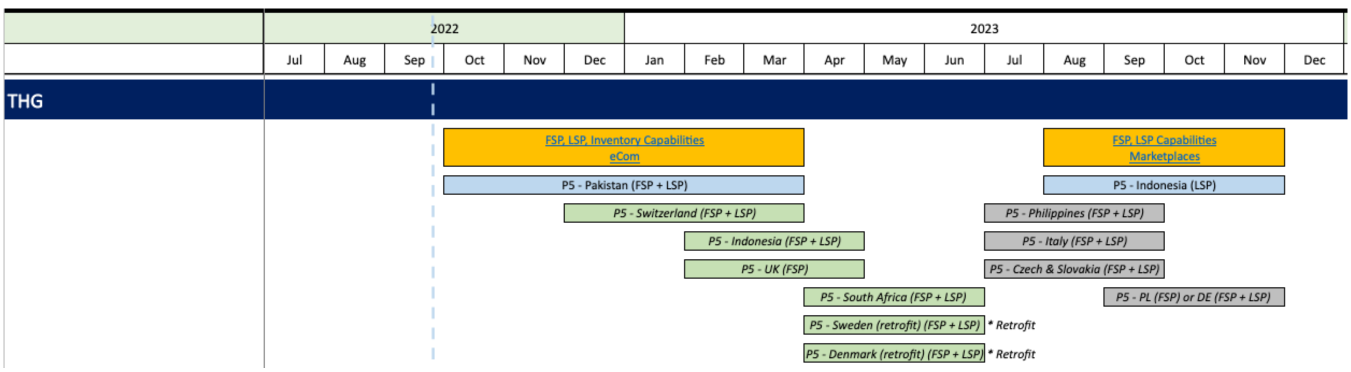
03.3 OM (Order Management)

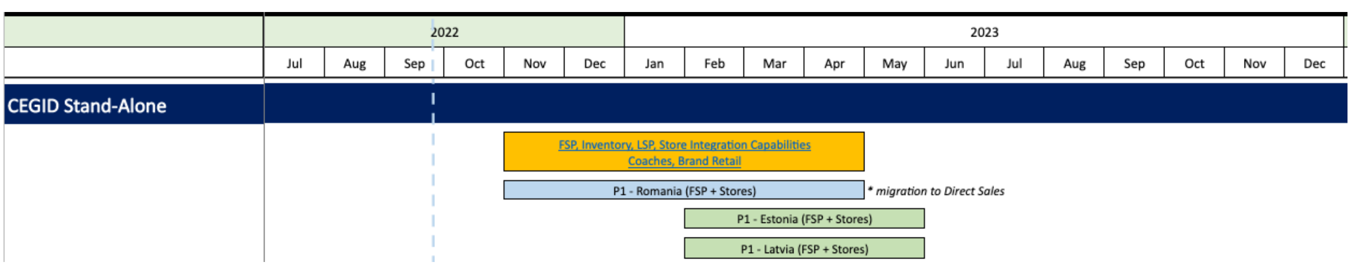
03.3.1 OM - Overview

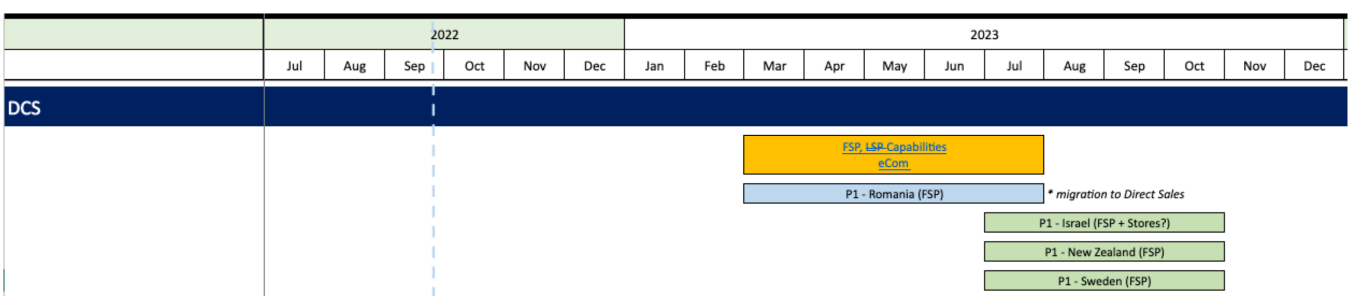
Source: 2023 Plan and Budget Omni DCE2 THG DCS with S4Retail 2022.08.xlsx (sharepoint.com)

B2C Plans for 2023 (last update 2022.09.22 // pending to be approved)









03.3.1.0 Product Vision Board - Order Observability

Mission: No Order is left unattended.

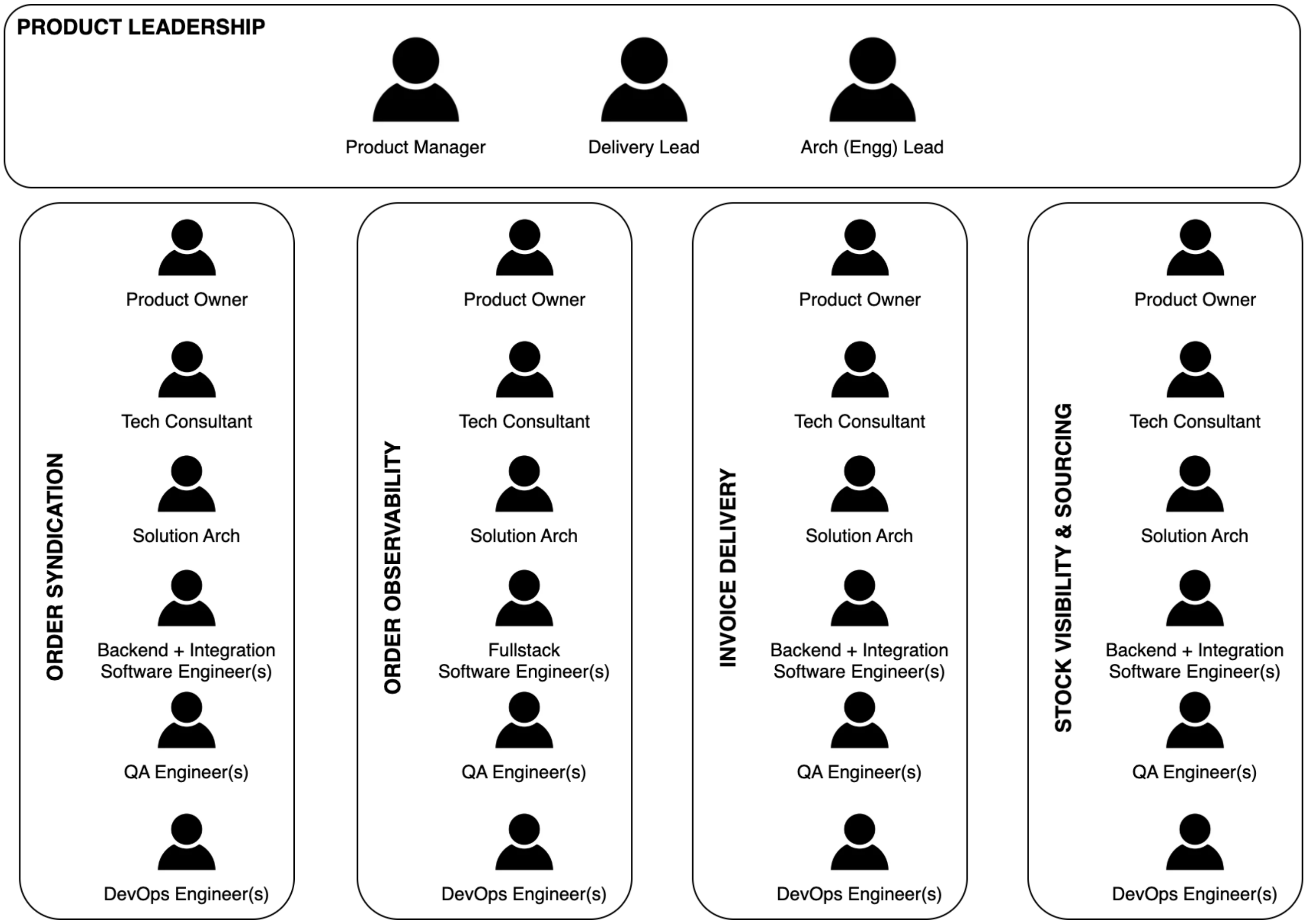
The Product Vision Board			
Vision: What is your purpose for creating the product? What is the positive change should it bring about?	**TO ENABLE E2E ORDER TRANSPARENCY ENSURING DELIVERY PROMISES TO OUR CONSUMERS & CUSTOMERS.**		
Target Customers/ Product Teams Which markets or market segment does the product address? Who are the target customers or users?	**Needs** What problem does the product solve? Which benefit does it provide?	**Product** What product is? What makes it stand out? Is it feasible to develop the product?	**Business Goals /Objectives** How is the product going to benefit the company? What are the business goals?
All **Markets**	**Slow MTTI**(Mean Time to Identify) most critical issues.	**Proactively detect** and **prioritise** most critical issues for **faster** resolution.	**Faster** problem solving and **shorter** MTTR & MTTI
All **Channels**	**Slow MTTR** (Mean Time to Recover) leads to revenue loss.	**E2E visibility** around **key metrics** (Eg; Lead team) for orders.	**Reduction** in **revenue bleed(s)** due to missing delivery promise(s).
All **order capture & fulfilment platforms**	**Lack of visibility or No visibility** on order behaviour	**Self-servicing** toolkit (Eg; Dashboards & reports) for markets.	**Insightful** incident reviews **powered** by data.
Business & **Market** Users	**Lack of proactive measures** leads to manual interventions	**Proactively** Sign up for **notifications/alerts** against SLOs	**Happier** customers/consumers resulting in more **revenue**
	Enable autonomy for **users** who require **order visibility**.	**Predictive Intelligence** around order processing powered by AI & ML	Better **uptime** and **performance**

03.3.1.1 Commerce Operations Product Group - Team Proposition

We propose to decompose Commerce Operations product group into four major products namely;

1. **Order Syndication** whose primary objective is to centralize and automate the ingestion of Orders from different channels into the respective Order fulfilment platform (Direct Sales, Reseller). It also includes Consumer Journey Orchestration, by Channel, Order Status and Order Type.
2. **Order Observability** whose primary objective is to enable E2E(End2End) order transparency from Order Capture till delivery ensuring delivery promises to our consumers/customers are met.
3. **Invoice Delivery** whose primary objective is to Centralize the distribution of invoices across markets, channels & customer/consumer touchpoints.
4. **Stock Visibility & Sourcing** whose primary objective is to enable B2B2C real-time stock visibility and availability, across channels with ability to proactively notify low-stock items across channels.

Team Structure



Name of the Member	Role	Product	Internal /External	SI (System Integrator)Partner
	Product Owner	Order Observability	Internal	N/A
	Solution Architect (Shared)	Order Observability	Internal	N/A
	Tech Lead	Order Observability		
	Scrum Master (Shared)	Order Observability		
	Full-Stack Engineer	Order Observability		
	Full-Stack Engineer	Order Observability		
	QA Engineer	Order Observability		
	QA Engineer	Order Observability		
	Devops Engineer (Shared)	Order Observability		

Team Profile & Skillset(s)

Role	Responsibilities	Skillset
Product Owner	• Owns the backlog of the product. • Owns the prioritisation of the product backlog. • Defines the KPI(s) that defines the success which helps to determine future of the product.	
Tech Consultant	• Understand business requirements and translate them into tech requirements (User Stories). • Owns the process mining of As-Is & process definition of To-Be process. • Owns integration mapping specifications. • Owns the demo of delivered feature(s). • Owns design of technical components (Mid-level complexity).	• Knowledge on process mining, analysis and definition (Process Engineering). • Knowledge on tools namely Confluence, Jira, Draw.io • Good communication and articulation skills.

Solution Arch	• Owns the application/technical architecture of the product. • Actively takes part in the product design. • Liase with Product Owner and Tech consultant in understanding business problems and propose possible solution. • Contribute to ideation of new features.	
Backend/Full-Stack Software Engineer	• Contributes to low-level design of software components. • Owns the implementation of identified software components with in the product. • Owns the quality of the developed software components against the defined quality KPI(s). • Run and fix vulnerabilities identified as part of Static Code Analysis tool.	• Hands-on experience with Go, SQS, Lamda, Kinesis, AWS Open Search/ELK stack. • Experience in Step functions, integration with Pager Duty/Ops Genie/MS Teams, Elastic /Dynamo DB. • Experience in developing REST API. • Knowledge on API design, API flow and API Management tool(s).
Integration Engineer	• Contributes to low-level design of integration interfaces/components & relevant integration specifications. • Owns the implementation of identified integration interfaces/components with in the product. • Owns the quality of the developed software components against the defined quality KPI(s). • Run and fix vulnerabilities identified as part of Static Code Analysis tool.	• Hands-on experience with Mulesoft, SQS, Kinesis, Lamda, ELK stack. • Hands-on experience with reactive arch design pattern. • Experience in developing REST API. • Knowledge on API design, API flow and API Management tool(s).
QA Engineer	• Owns the test spec, scripts and execution of unit tested software components. • Owns both functional and non-functional testing for the product. • Owns QA KPI(s) and dashboard of the product. • Certifies the release candidate of unit tested software components /feature(s).	• API Testing with tool Postman • API automation using libraries (Pactum-js /axios/REST API java libraries) • Web driver.io(WDIO), Node JS, JavaScript. • Experience in Agile practices, BDD, Cucumber Gherkin • Knowledge on Jmeter, Gatling • Knowledge on AWS developer tools, AWS stack.

DevOps Engineer	• Setting up tools and required infrastructure. Owns the Infrastructure setup of the product. • Owns DevOps KPI(s) and dashboard of the product. • Defining and setting development, test, release, update, and support processes for DevOps Operation. • Troubleshooting techniques and fixing the code bugs • Monitoring the processes during the entire lifecycle for its adherence and updating or creating new processes for improvement and minimising the wastage • Encouraging and building automated processes wherever possible • Identifying and deploying cybersecurity measures by continuously performing vulnerability assessment and risk management • Incidence management and root cause analysis • Strive for continuous improvement and build continuous integration, continuous development, and constant deployment pipeline (CI/CD Pipeline).	• Linux Fundamentals And Scripting along with Programming Languages • DevOps Tools • Continuous Integration And Continuous Delivery. • Hands-on experience with AWS infrastructure, Infra as code. • Experience with Security practices, OWASP top 10, AWS security tools (like Dome 9,..)

Observability

Business Processes epic readiness

Epic Link	TBC
Owner	Gerardo Colace
Status	OPEN **On the backlog MVP + 1 30 Apr 2023**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

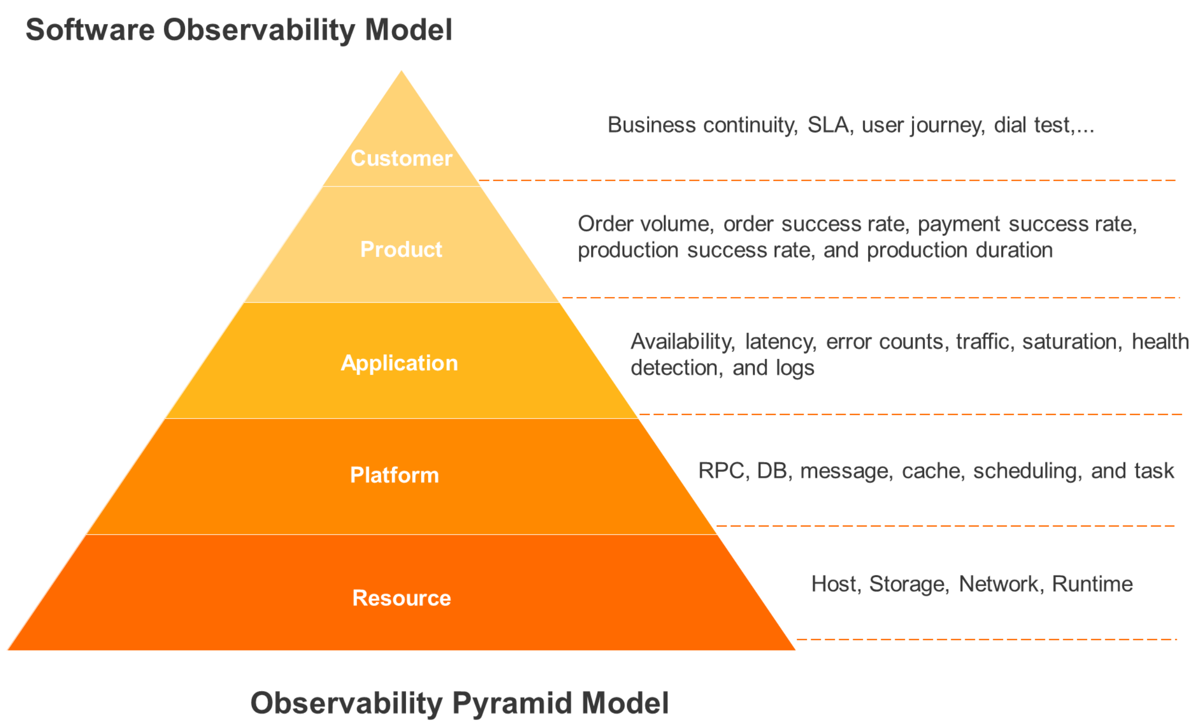
Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	Process Flow	TBC

- JIRA Requirements
- OPEN ISSUES

Observability Description

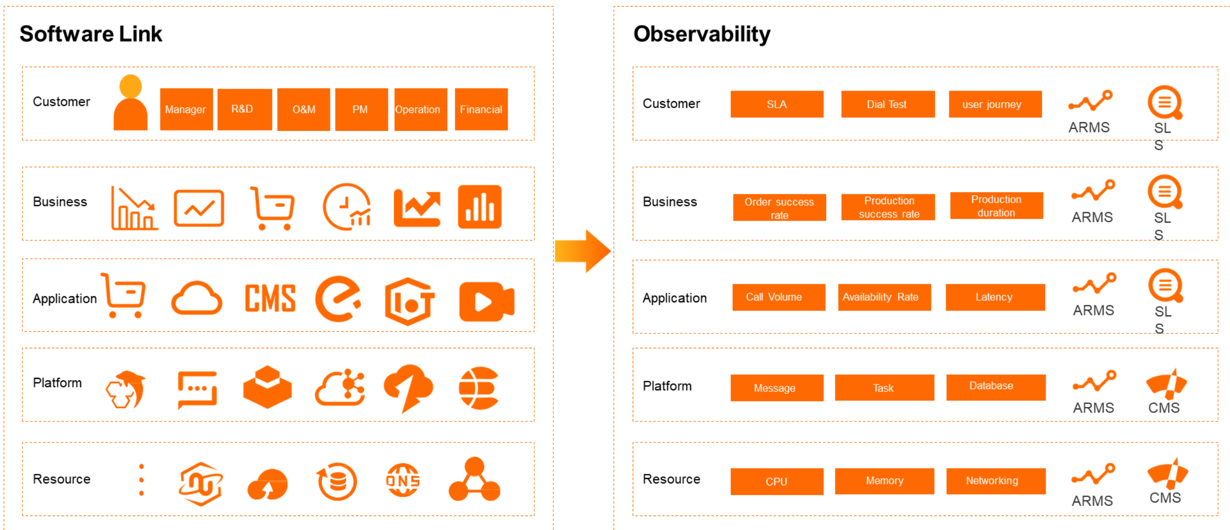
Observability helps you to cut through the complexity to learn what your systems, services and apps are really doing. Given the increased complexity of modern infrastructure and the undisputed need for better monitoring everywhere in the stack. Microservices, containerization, serverless — all accelerate development velocity and provide important business benefits, but also multiply complexity and decrease visibility.

Simply defined, observability is the ability to answer any question about your business or application, at any time, no matter how complex your infrastructure. How you do this in the application development and operations context is simple — by instrumenting systems and applications to collect metrics, traces and logs, and sending all of this data to a system that can store and analyse it and help you gain insights.



Observability System Based on Cloud-native

Software Architecture Layering and Corresponding Observability System



Benefits of observability

• Comprehensive understanding of complex systems

• Smarter planning for code releases and application capacity

• Faster problem solving and shorter MTTR

• More insightful incident reviews

• Better uptime and performance

• Happier customers and more revenue

Issues we are trying to solve

A simple three-tier service in the old days may now be run by as many as 50 microservices deployed to multiple cloud providers. Some “microservices” may actually be calls to serverless functions. This makes observing your entire application far more difficult.

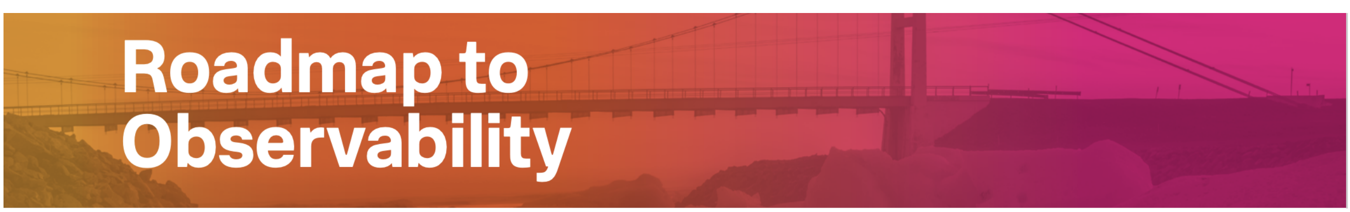
All roles need visibility inside their entire architecture — from infrastructure through applications all the way out to third-party APIs — to fix (and ideally to prevent) problems.

Observability goes beyond mere monitoring (even of very complicated infrastructures) and is instead about building visibility into every layer of your business. Increased visibility gives everyone invested in the business greater insight into issues and user experience, and creates more time for more strategic initiatives, instead of firefighting issues.

Monitoring vs. Observability

Monitoring	**Observability**
Tells you *whether* the system works	Lets you ask *why* it's not working
The collection of metrics and logs from a system	The useful insights gained from that data
Failure-centric	About overall behavior of the system
Is **"the how"** / something you do	Is **"the process"** / something you have
I *monitor* you	You *make yourself* observable

Modern infrastructure has evolved from a monitoring mindset to an observability one. In the old days, it was vital to monitor the health of individual services because one service was responsible for most of a user's experience. In modern applications, many services are used to provide the user' s experience. If one instance of one service is having a problem, who cares, as long as the user can still do what they need to? After adopting an observability mindset, you're paying attention to the overall system and the user's experience, not each and every component of it. Observability helps you focus on what really matters

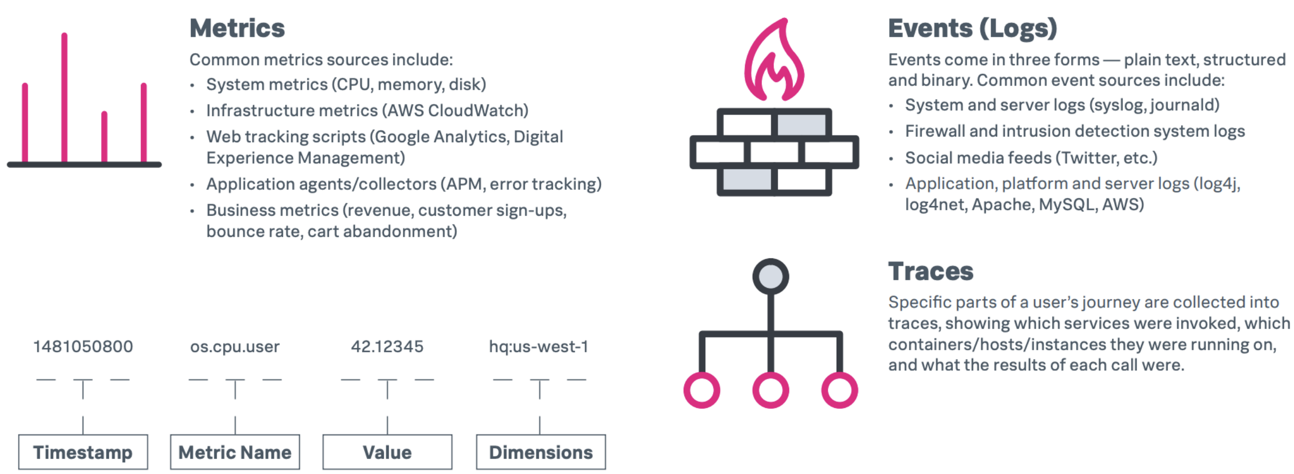


Pillars of Observability

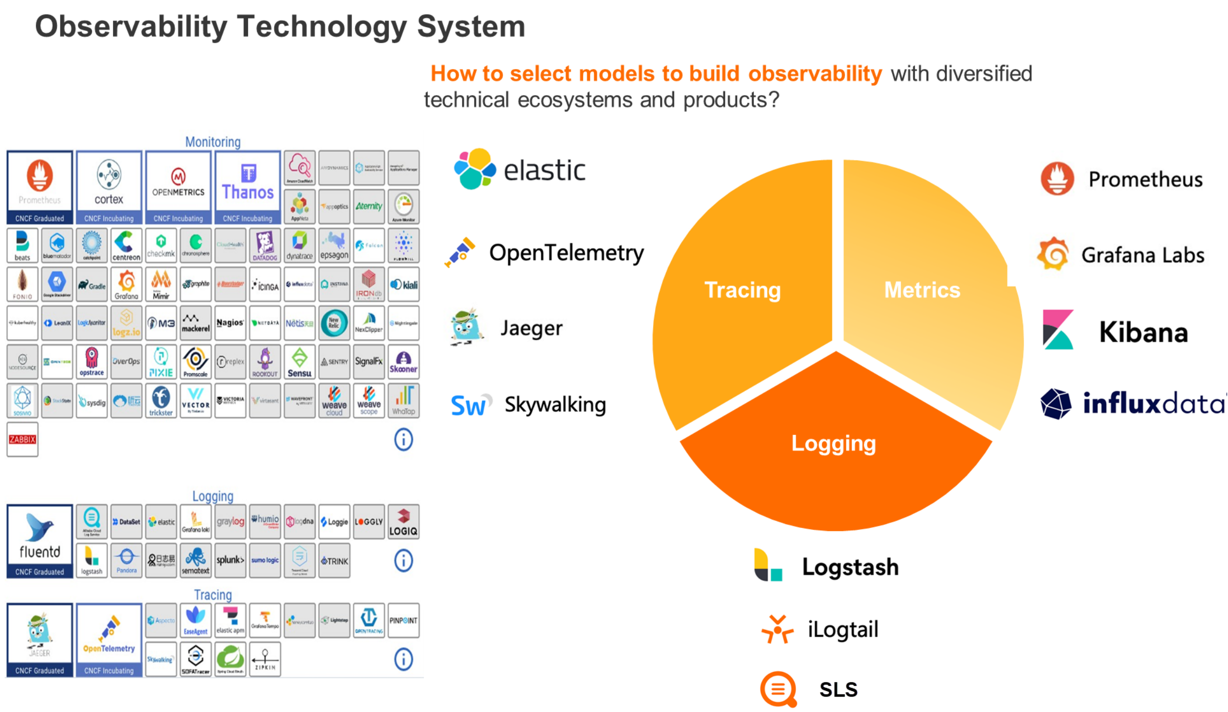
There are three pillars that are needed for observability. More data is always better, but without these, it will be difficult to get the benefits of observability:

1. Logs/events
    a. Record of discrete events that happen over time
2. Metrics
    a. Numbers describing process or activity measure over interval of time
3. Traces
    a. data that shows, for each downstream service, which instance was called, which method within that instance was invoked, how the request performed, and what the results are

Analysts at places including Gartner, Forrester, IDC and Computing UK have all developed their own sets of “metrics that matter.” Based on these, the following is a list of metrics and events that we've found to be critical for achieving full observability:



Tools for measuring metrics, events and traces



Building Elastic Computing Observability on the Cloud - Alibaba Cloud Community

Event-Handling Techniques

Processing the data you've gathered into insights that provide observability facilitates several things, especially shared insights, collaborative response to incidents, data-supported development and intelligent operations. To get these benefits, you need a system that can do these things:

Collect all data

You need to be able to see across stacks, technologies and all environments:

• Cloud-native (containers, cloud, serverless)

• Traditional (Self-hosted, on-premises, monoliths)

• Support for all languages and frameworks you use

Analyze and de-duplicate

• Separate valuable signals from the noise

• Store statistics about your data at ingest time to get to alerts and insights faster

• Detect outliers or other anomalies automatically

Add context

• Show the responding engineer what they need to fix the problem fast

• Minimize downtime by viewing related data to incidents with one click

• Determine the effects of code deployments on key metrics

Tools needed for observability

Tool	Use
Infrastructure monitoring	Determine the health and performance of the containers and environment your applications run on.
Application performance monitoring	Investigate the behavior of your application at the service level. Determine where calls are going and how they perform.
Real user monitoring	Understand the experience of real users by collecting data from browsers about how your site performs and looks. Isolate issues to the frontend or backend.
Synthetic monitoring	Measure the impact that releases, third-party APIs and network issues have on the performance and reliability of your app
Log viewing	Dig deeper into “the why behind the what” when issues occur. Figure out how to remediate the issues quickly
Incident response	Alert the right team the first time to fix the issue and provide them with the data they need to succeed in doing so, all in one place.

Is there a role of AI and ML?

The volume, velocity and variety of the data needed to answer any question about your business is huge — and fundamentally unmanageable by humans. As buzzword-compliant as it is, to truly get to observability, sophisticated analytic techniques using artificial intelligence (AI) and machine learning (ML) are essential. High-quality observability systems have learning algorithms that can understand the past health of your services and applications to help predict what's going to happen in the future. Fully ingesting all of the data about your business helps machine learning models get accurate perspectives of historical and real-time data — ML helps to predict high-likelihood, potential future events and harnesses the power of AI to achieve predictive intelligence.

Advances in AI can benefit you by doing the following:

• Reducing event clutter and false positives with multivariate anomaly detection

• Automatically concealing duplicate events to focus on relevant ones and reducing alert storms

• Easily sifting through vast amounts of events by filtering, tagging and sorting

• Enriching and adding context to events to make them informative and actionable

Existing resources at PMI

Existing sources

• Network flow data: router/switch counters, firewall logs, etc.

• Virtual servers: VM Logs, ESXi Logs, etc.

• Cloud services: AWS data sources such as EC2, EMR, S3, etc.

• Docker: logging driver, syslog, apps logs, etc.

• Containers and microservice architectures: container and microservices logs, container metrics and events, etc.

• Third-party services: SaaS, FaaS, serverless, etc.

• Control systems: vCenter, Swarm, Kubernetes, etc.

• Dev automation: Jenkins, Sonarcube, etc.

• Infra orchestration: Chef, Puppet, Ansible, etc.

• Signals from mobile devices: product adoption, users and clients, feature adoption, etc.

• Metrics for business analytics: app data, HTTP events, SFA/CRM

• Signals from social sentiment analytics: analyzing tweets over time

• Customer experience analytics: app logs, business process logs, call detail records, etc.

• Message buses and middleware

Out of the Box Products

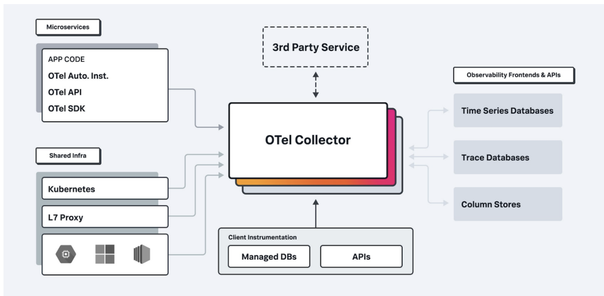
• OpenTelemetry: a framework that integrates with most OSS and commercial products to collect metrics and traces from apps written in many languages

• collectd: a daemon that collects metrics

• statsd: a daemon that listens for statistics

• fluentd: a daemon that unifies log data collection

• Zipkin, Jaeger: Open source back-end distributed tracing systems

Product	Description	Features
Open Telemetry by Splunk OpenTelemetry Solutions | Splunk	OpenTelemetry is a collection of tools, APIs and software development kits (SDKs). Use it to instrument, generate, collect and export telemetry data (metrics, logs and traces) to help you analyze your software's performance and behavior. The OpenTelemetry community is growing. As a joint project between Splunk, Google, Microsoft, Amazon and many other organizations, it currently has the second-largest number of contributors in the Cloud Native Computing Foundation after Kubernetes.	
Datadog Datadog Observabi	Datadog brings together end-to-end traces, metrics, and logs to make your applications, infrastructure, and third-party services entirely observable.	See Inside Any Stack, Any App, At Any Scale, Anywhere 1. Monitor your cloud services, serverless functions, databases, on-premise servers, containers, and more in one place with Datadog's 600+ vendor-backed integrations

lity Platform | Datadog (datadoghq.com)		2. Create custom, drag-and-drop dashboards within seconds 3. Seamlessly navigate between your logs, infrastructure metrics, application traces, and triggered security signals all within one platform 4. Out-Of-The-Box Dashboards, Nearly instant time to value for both set up and investigation 5. Autonomously find anomalies in your environment, without any explicit action or setup 6. 600+ Vendor-Backed Integrations 7. Datadog offers wide coverage across any technology, with support provided by Datadog
OpenSearch Amazon OpenSearch Service Feature: Observability | AWS	AWS Solution for Observability	
Grahphana (elestic search intergartion) Grafana: The open observability platform | Grafana Labs		
Cloud Monitor	CloudMonitor collects monitor metrics of Alibaba Cloud resources and custom metrics. The service can be used to detect the availability of your service and allows you to set alarms on specific metrics. CloudMonitor enables you to view and fully understand the usage of the cloud resources, and the	

	status and health of your business, so that you can act promptly to ensure the availability of your application when an alarm is triggered.	
ARMS	Application Real-Time Monitoring Service (ARMS) is an end-to-end Alibaba Cloud monitoring service for Application Performance Management (APM). You can quickly develop real-time business monitoring capabilities using the frontend monitoring, application monitoring, and custom monitoring features provided by ARMS.	

Example Dashboard

NEXT STEPS

1. 3rd week of Feb meeting, discussing Order Management product team (with Seb)
2. What product teams will be included in the project: Order Observability (vision, audiences etc.), Order Management (upstream, downstream), LSP Connection (Mulesoft, DC2)

APPROACH

Discovery

Gerardo & Ana - defining use cases, whats out there on the market, talk to markets, buy-in

POC - 1-2 months

1 developer to build:

POC on 2 or 3 different approach in terms of solution

Bring dashboards to live

Buy-in with markets and VPs (Proposal)

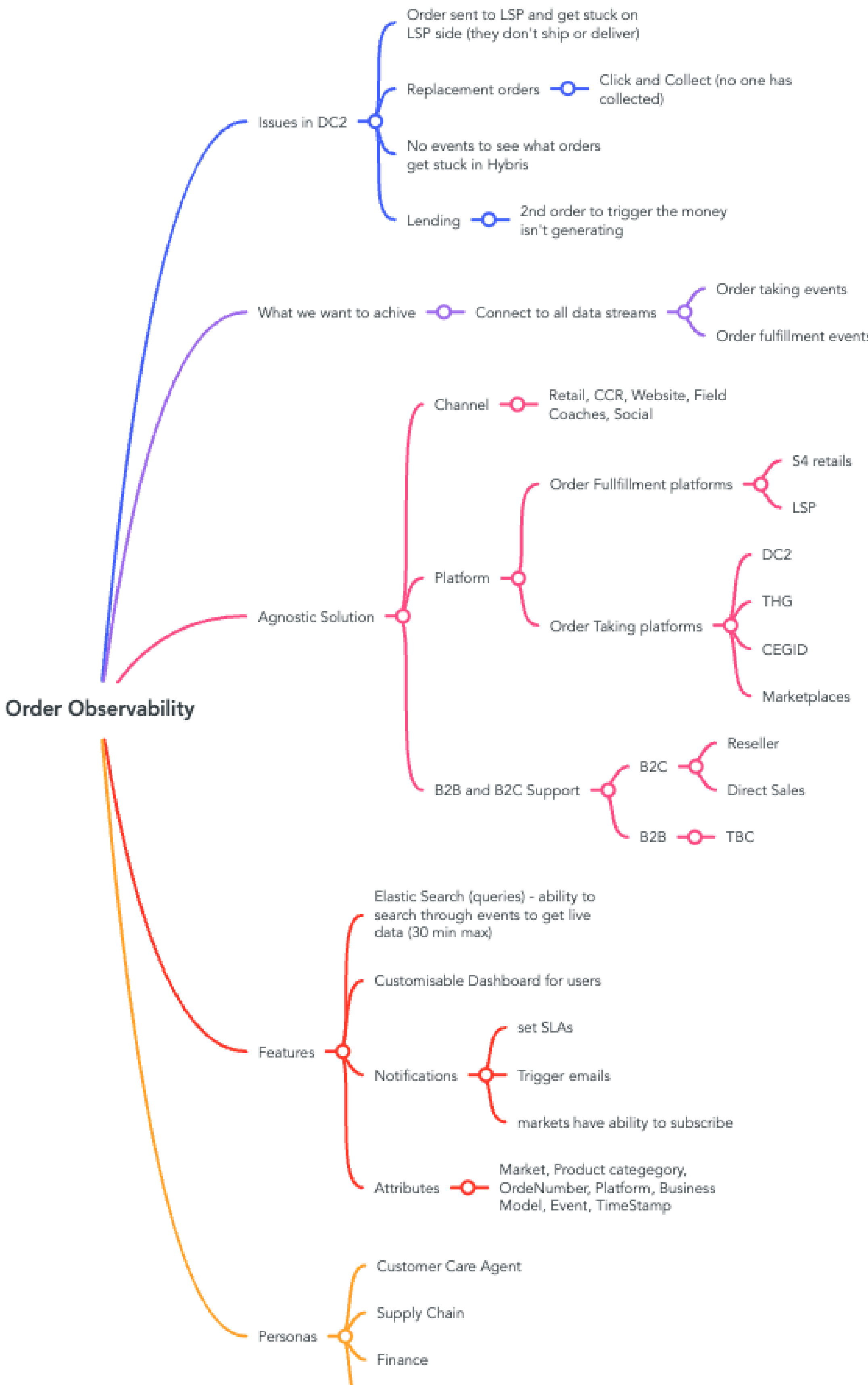
2 months Gerardo and Ana talking to business and educating what benefits and cost savers

Implementation

Build a team (in-house)

Build roadmap

BRANSTORMING



Order Observability
Issues in DC2
Order sent to LSP and get stuck on LSP side (they don't ship or deliver)
Replacement orders
Click and Collect (no one has collected)
No events to see what orders get stuck in Hybris
Lending
2nd order to trigger the money isn't generating
What we want to achive
Connect to all data streams
Order taking events
Order fulfillment events
Agnostic Solution
Channel
Retail, CCR, Website, Field Coaches, Social
Platform
Order Fullfillment platforms
S4 retails
LSP
Order Taking platforms
DC2
THG
CEGID
Marketplaces
B2B and B2C Support
B2C
Reseller
Direct Sales
B2B
TBC
Features
Elastic Search (queries) - ability to search through events to get live data (30 min max)
Customisable Dashboard for users
Notifications
set SLAs
Trigger emails
markets have ability to subscribe
Attributes
Market, Product categegory, OrdeNumber, Platform, Business Model, Event, TimeStamp
Personas
Customer Care Agent
Supply Chain
Finance

ISSUES

Order Status	AE	CZ	DE	EG	FR	GB	ID	KG	MA	MV	MX	PH	SK	TN	Grand Total
EXPORTED	**85**	**1453**	**839**	**312**	**12**	**262**	**1667**	**7**	**5**	**7**	**103**	**820**	**420**	**8**	**6000**
COMPLETED	42	1047	481	118	1	53	1532	7	4	7	103	760	233	8	4396
CREATED	18	9	95	5	5	17	1					1	14		165
PROCESSED		79	243	84			59					10	132		607
RECEIVED	22	306	8	72	6	133	53		1			2	37		640
SHIPPED	3	12	12	33		59	21					38	4		182
UNDELIVERED							1					9			10
Not Exported		**54**	**47**	**2**	**3**	**49**	**47**				**32**	**14**	**18**	**1**	**267**
CANCELLED		1		1		4						2			8
COMPLETED											32		5	1	38
CREATED		53	23	1	3	45	47					12	13		197
MARKETPLACE_ERROR			24												24
Grand Total	**85**	**1507**	**886**	**314**	**15**	**311**	**1714**	**7**	**5**	**7**	**135**	**834**	**438**	**9**	**6267**

Is there anyway you gather 'issues' with orders

It's mainly in two folds. number 1. The report I shared above comes to us daily. 2. the issue reported through qbranch. The problem is , the number are so high and we have limited capacity, so team unable to act proactively on the report comes from point number 1. They work on tickets raised in point 2.

1. How many people are working on tickets that are raised through qBranch?

JIRA Requirements

Description	Epic		
• As a user who has found a problem area that they want to monitor (e.g. setting up a new service), I want to setup an alert from the visualization that I'm looking at, so I don't have to go to the alerts plugin to setup an alert.	Alerting		

OPEN ISSUES

	Question	Status	Owner
	• Define use cases Observability features can help with		
	• What technology stack and environments do we need to collect data? (cloud-native, traditional, languages or framework used)		
	• Talk to Joanna what has been done so far 20 Jan 2023		
	• What core statistics will we need for insights? What insights are valuable to business - write a list		
	• Find examples of UI and OOB systems that have built in; UI features; analysis features, cleansing features		

03.3.2 OM - Architecture and Design

03.2.2.1 OM - Architecture

03.2.2.1.1 OM - Business Architecture

03.2.2.1.1.2 OM - Capabilities and features

Context

We cover the list of capabilities and features build and offered by our platform. As a quick refresher, pls go through the definition of Features and Capabilities. In addition to listing the capabilities and features, we will draft a map that helps us in navigating our investments on the product evolution.

Capabilities & Features

Order Management (OM) hosts a set of features namely;

Order Creation

Order Cancellation

Order Export & Import

ReOrder

Repeat Order

Abandon Order

Order Split

Order Status

Stock allocation (Click & Collect, Brand Retail, Field Coach)

Stock Replenishment

Availability Check (Stock)

Stock Reservation

Delivery Method(s)

Delivery Promise

Delivery Status

Returns

Servicing

Replacement

Label Generation & Delivery

Invoice Generation

which are powered by the capabilities namely;

Order Management

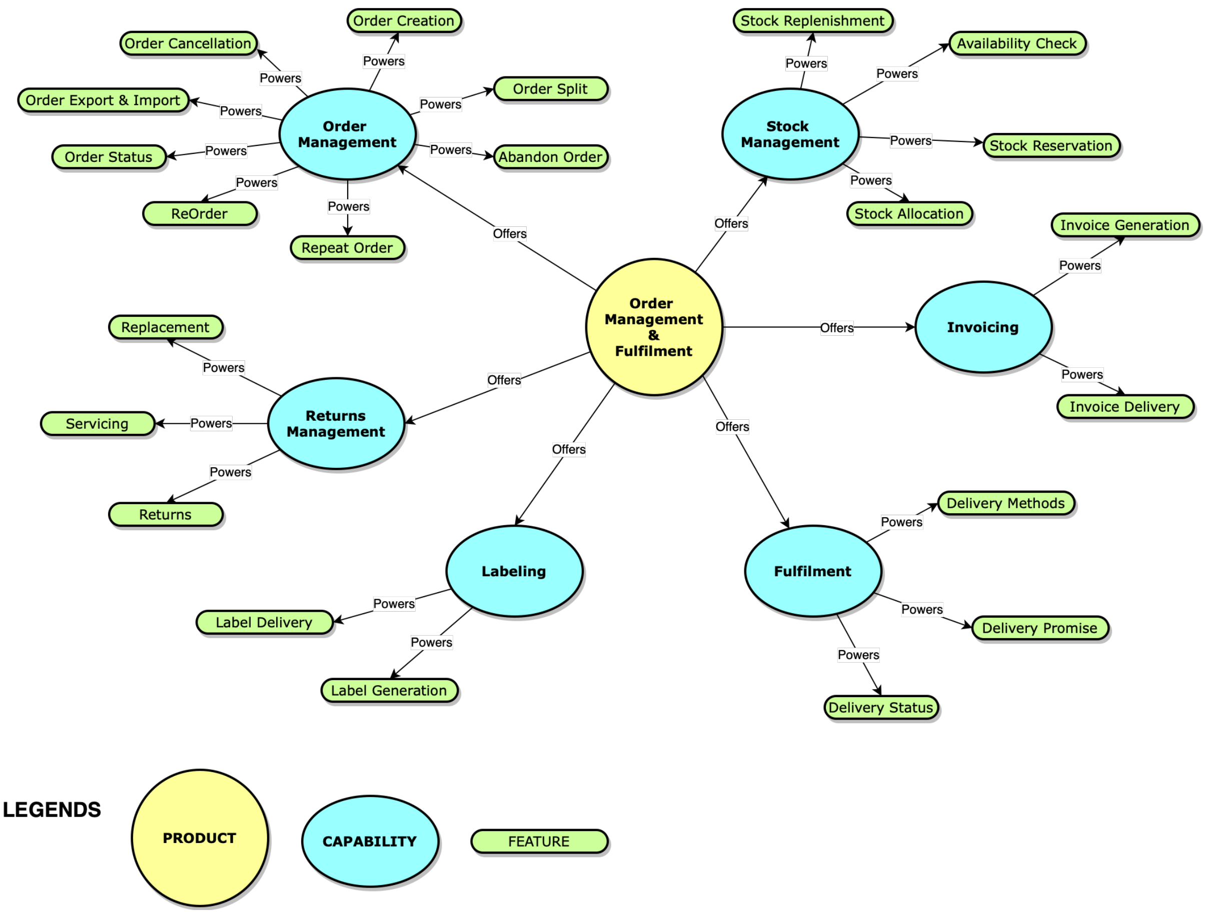
Stock Management

Fulfilment

Returns

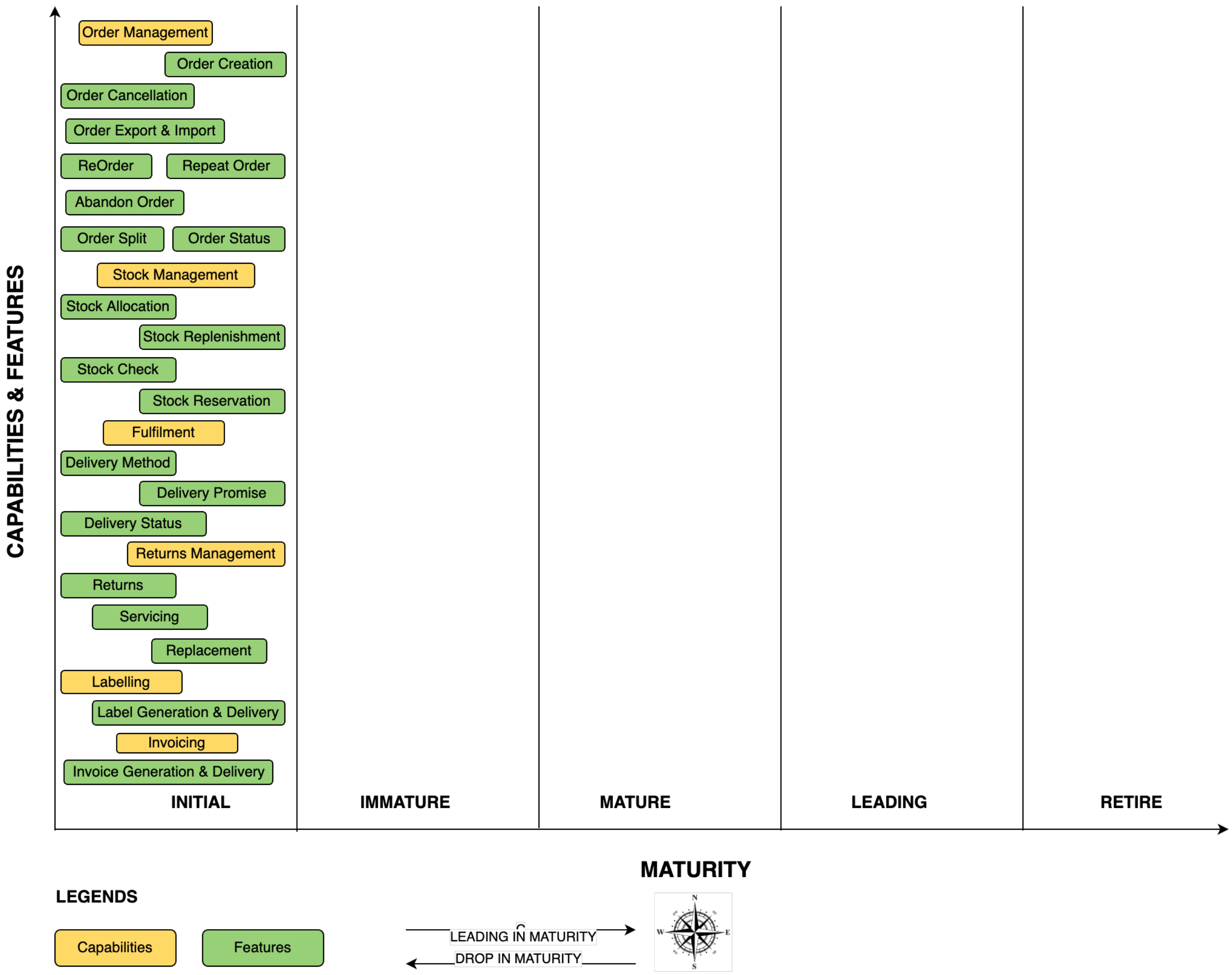
Labelling

Invoicing



Capability & Feature Map

A MAP that helps you to navigate your investments..



CAPABILITIES & FEATURES
Order Management
Order Creation
Order Cancellation
Order Export & Import
ReOrder
Repeat Order
Abandon Order
Order Split
Order Status
Stock Management
Stock Allocation
Stock Replenishment
Stock Check
Stock Reservation
Fulfilment
Delivery Method
Delivery Promise
Delivery Status
Returns Management
Returns
Servicing
Replacement
Labelling
Label Generation & Delivery
Invoicing
Invoice Generation & Delivery
INITIAL
IMMATURE
MATURE
LEADING
RETIRE
MATURITY
LEGENDS
Capabilities
Features
LEADING IN MATURITY
DROP IN MATURITY
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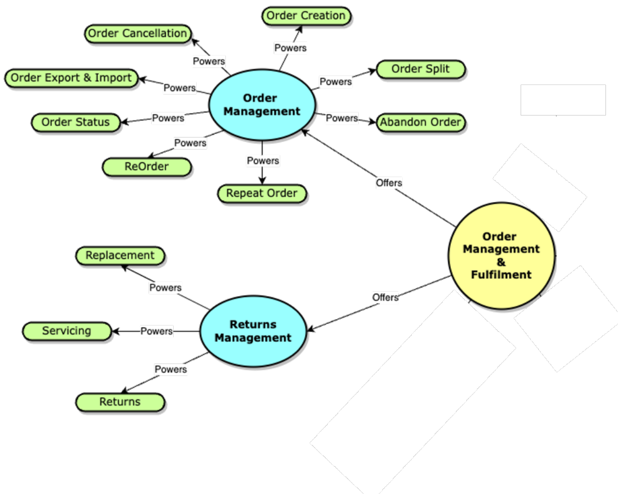
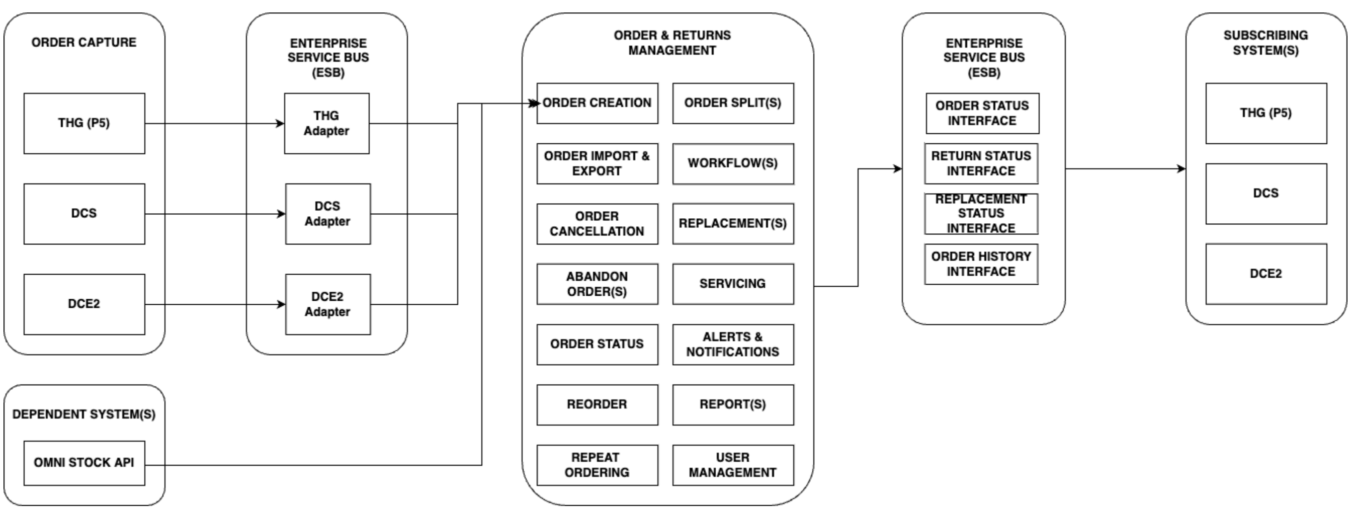
03.2.2.1.1.3 Order Management - Landscape

Context

This page summarises the logical view of our Order Management (OM) landscape covering .



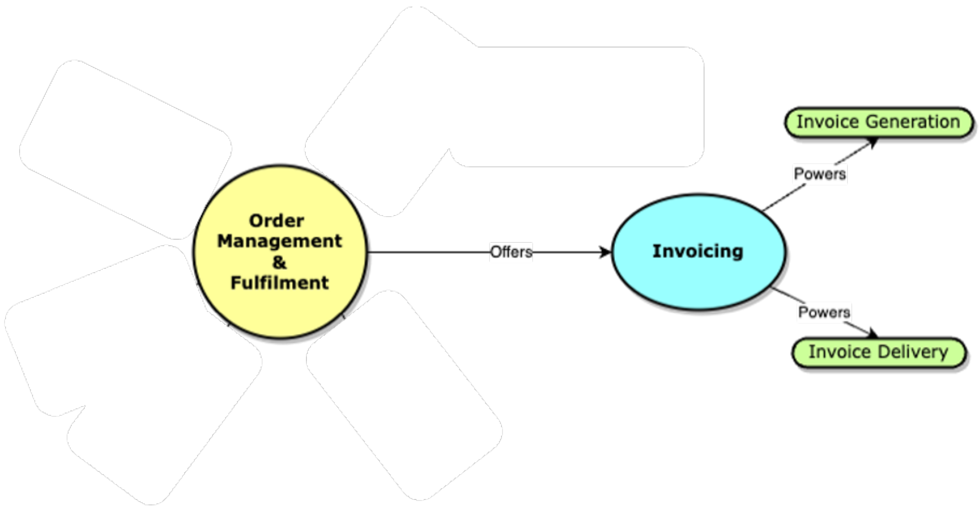
Product Landscape - Logical View



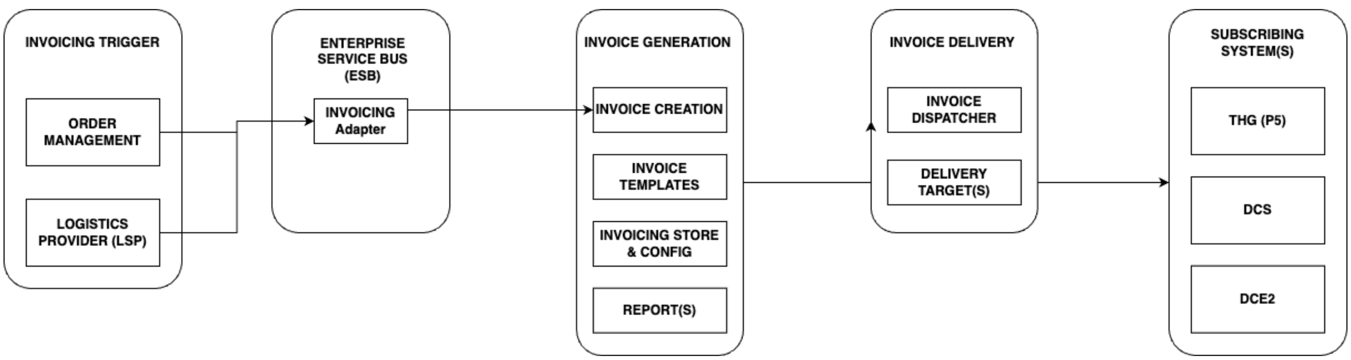
03.2.2.1.1.4 Invoicing - Landscape

Context

This page summarises the logical view of our Invoicing landscape covering,

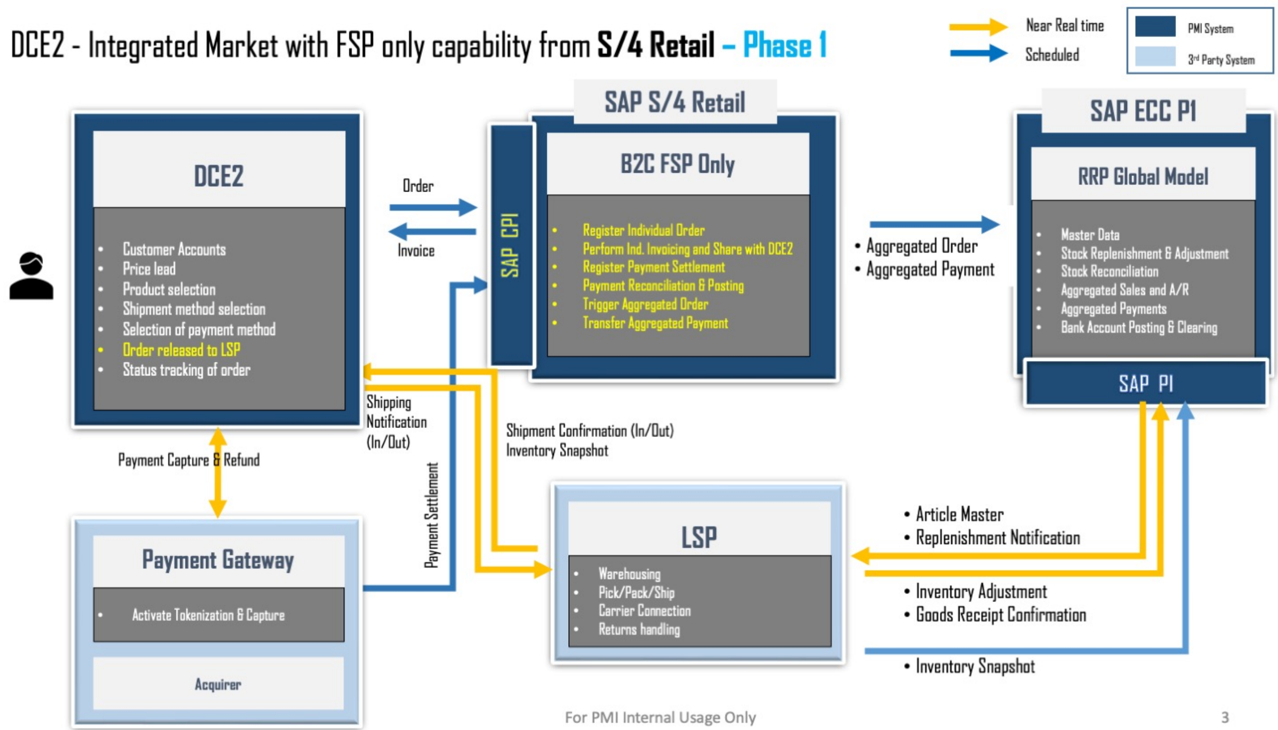


Product Landscape - Logical View

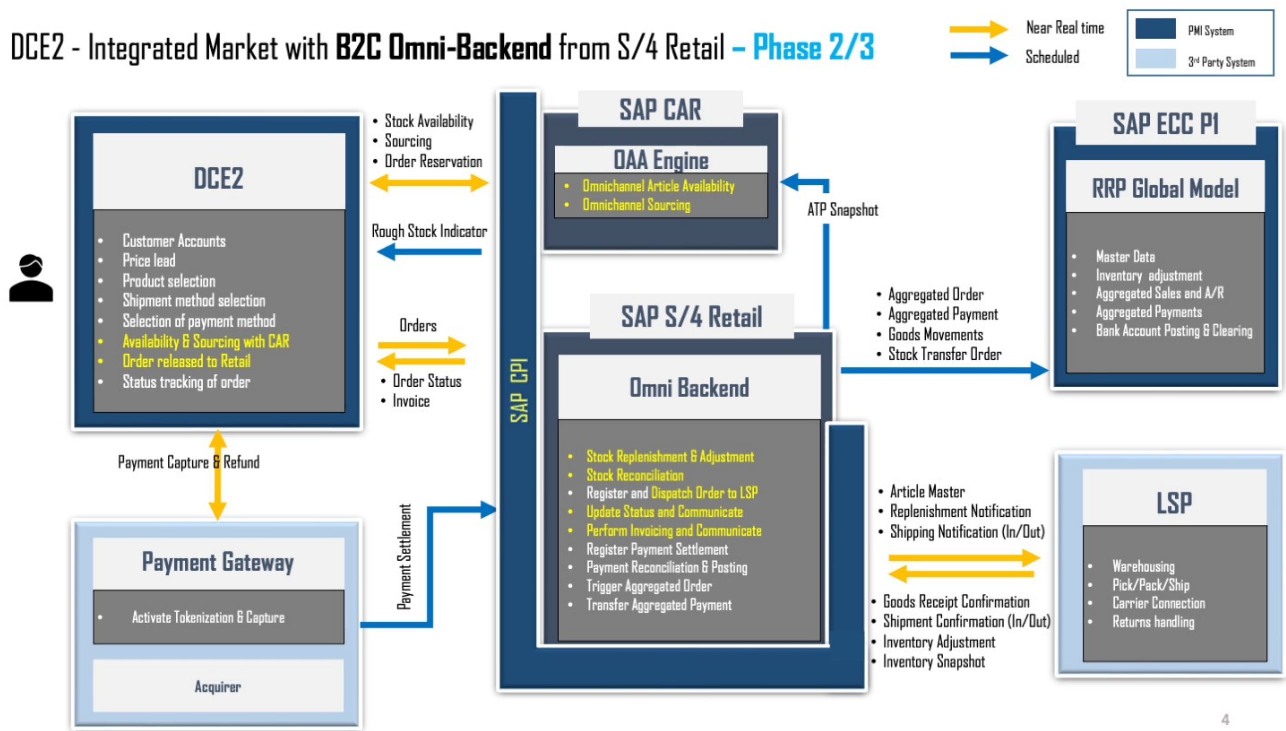


03.3.2.01 Sol. Architecture DCE2 with SAP CAR, S4 Retail

Phase 1: DCE2 Integrated with S4Retail, for Invoicing only



Phase 2: DCE2 Integrated with SAP CAR & S4Retail, for Stock Visibility, Inventory, LSP (and Invoicing)



to update the file, click here: https://confluence.pmidce.com/download/attachments/502597300/Omni%20Channel%20Backend%20Integration%20-%20Evolution%20with%20SAP%20CAR-Retail.pptx?api=v2

1. High Level Solution - eComm and CSC

The diagram below shows the high level architecture from a Web channel view and the data flow between SAP Commerce, SAP Customer Activity Repository, SAP Retail and other systems consuming the data within the DCE2 landscape.

Assumptions

The following points will drive the design of the solution:

All Orders from SAP Commerce will be pushed to S4Retail via SAP Cloud Platform Integration, reusing what has been built for Invoicing.

Utilize the SAP Retail Integration Pack to make use of connectivity services that exists OOTB IN PROGRESS

For Order Export to other systems the data might be required to be tweaked, adding new data needed by S4Retail when creating Sales Orders. SAP Commerce might require adjustments.

For Sales Order Update (LSP >> SCPI >> S4Retail >> SCPI >> DCE2), the intention is SCPI will invoke the existing APIs in Mulesoft, like the LSP is doing when there's no S4Retail and DCE2 integrates with the LSP.

Details of the endpoints exposed by Mulesoft - https://confluence.pmidce.com/display/DCE20HOME/I07+Order+Update+LSP+REST+API
Example files are available in this part https://confluence.pmidce.com/pages/viewpage.action?pageId=412126243 (refer to the json – RECEIVED, PROCESSED, SHIPPED, COMPLETED and RETURNED).

Rough Stock Indicator (RSI)

A **Rough Stock Indicator (RSI)** is a visual or textual indication, used for example in the Product Listing Page or an article catalog of an online store, that shows whether an article is available or not, without listing the exact available quantity.

"On various levels (e.g. product hierarchy, merchandise category, article), thresholds for a traffic light availability status can be defined in SAP CAR (using the SAP HANA rules framework) that can be used to populate a rough stock indicator."

"For the sake of performance, availability information per product (aggregated across all sources) incl. calculated rough stock indicators (RSI) are periodically replicated locally into SAP Commerce. This data is used within SAP Commerce to add stock availability and traffic lights to search results, product lists and product details, where ultimate stock accuracy is not required."

References

1. Market Switcher: Market Switcher
2. Integration Approach: Integration Approach

Guidelines

Checkout Archetypes

- **Managed-Stock,** refers to the Commerce Platforms that will utilize all the Stock services (during PLP, PDP, Cart and Checkout)
    - Remote Channels
    - *Remote with Cross-Channel features (e.g., Click and Collect)?*
    - F2F

- **Third-Party,** this is about the Commerce Platforms that will only utilize the Stock Visibility Export (e.g., Marketplaces, THG)

- ***B2B,*** *to be defined soon [in progress]*

Stock Features

- **Stock Visibility (and Stock Export),** provides the quantities (based on RSI**) available, for the Catalog (e.g., PLP)

- **Stock Availability,** confirmation if the quantities (actual available at DC) included in the Cart, are available

- ***(new) Smart Delivery,*** *proposal to the Consumer, based on Cart and Consumer preferences*

- **AtP* & Sourcing,** where the items will be shipped from, and the ETA

- **Reservations / Abandoned Carts**

** AtP = Availability to Promise // ** RSI = Rough Stock Indicator*

Guiding Principles

- **Global Article** is the B2B2C product ID, across categories

- Utilize (SAP CAR) **resources carefully**

- **Scalability and observability** are a must-have

- **Decouple** Front-End from Back-End

Proposal

- **How to broadcast SAP CAR's feature (RSI),** with platforms that are not SAP Commerce ? … at scale ?
    - **Leverage on, Stock Visibility Services @ AWS**
- **Middleware to connect to SAP CAR,** when implementing features in the checkout (e.g., Reservations)

  Scenarios
    - SAP Commerce (B2C DCE2)
    - non-SAP platforms (B2B Commerce)

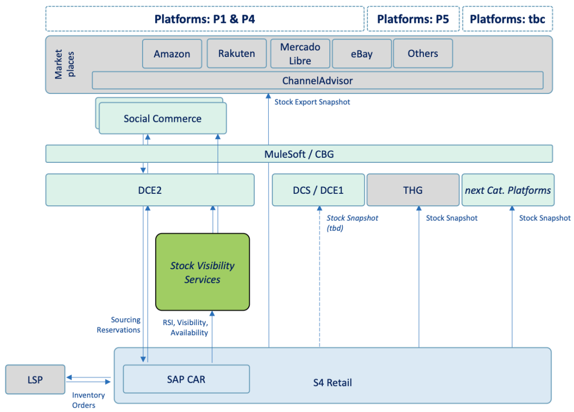
  Alternatives
    - **Mulesoft (preferred)**
    - P2P
    - SCPI

Proposal (cont.)

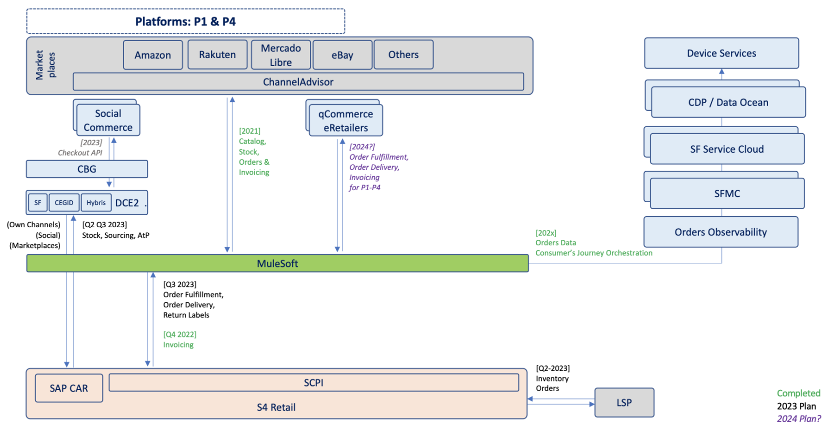
- **Provide a service-oriented platform (with automatic scalability),** adapting the DCE2 stock-related infrastructure (in AWS)
    - ~~(DCE2)~~ Stock Services ➔ Browsing-related features (PLP, PDP, Add To Cart)
    - SAP CAR ➔ Checkout-related features (Reservations, Sourcing)
- **Reutilize !**
    - Technical Observability is already enabled
    - Business Observability as well (aka low-stock alerts for markets)

Solution Architecture

Stock: B2C High Level Architecture [TO-BE]

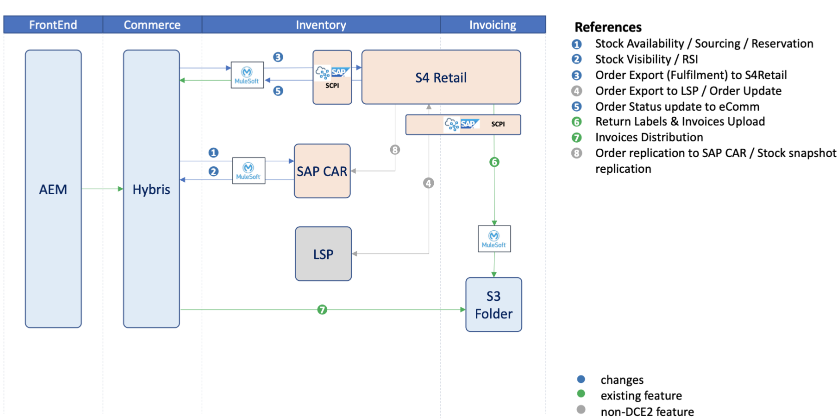


OMS, LSP, FSP: B2C [DCE2] High Level Architecture

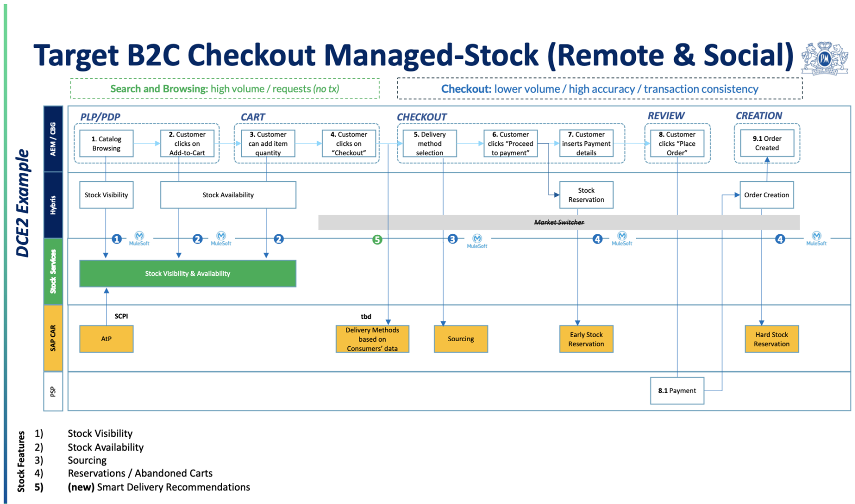


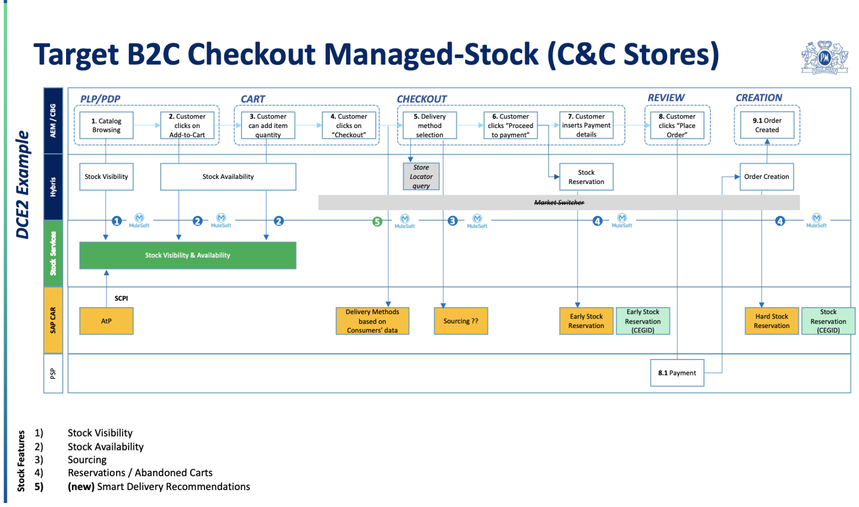
Solution Design

Solution Design for Website & CCR

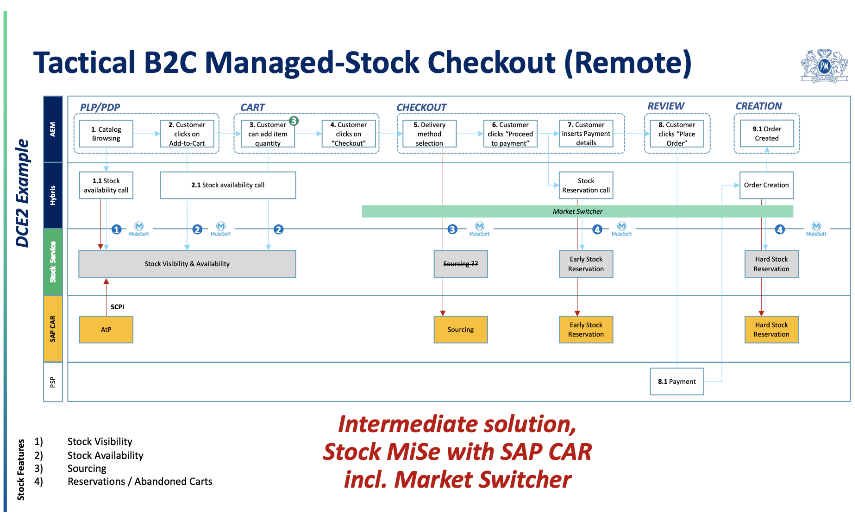


Target Checkout





Intermediate Checkout *(having Markets utilizing: Stock Visibility and SAP CAR)*



2. High Level Solution - Marketplaces

The Marketplace Channel delivers the ability for PMI products to be sold across a number of marketplaces inc. Amazon, Ebay, Rakuten by pushing the catalog centrally from PIM to Channel Advisor and then to Marketplace for the further processing of Marketplace orders at local LSPs.

The following marketplaces have been identified for use by PMI as priorities:

Amazon (Key priority)

Ebay

Mercado Libre

Rakuten

Ali Express

Business Models: 3 engagement models for marketplaces covering the following:

B2B2C - 1P

Stock is provided to the marketplace wholesale and is sold directly by the marketplace

When the stock runs low or out more is requested from PMI

B2C - 2P

PMI acts is a reseller within the marketplace and gets the orders directly from the marketplace

PMI holds the stock locally and ships via an LSP

Distributor/retailer - 3P

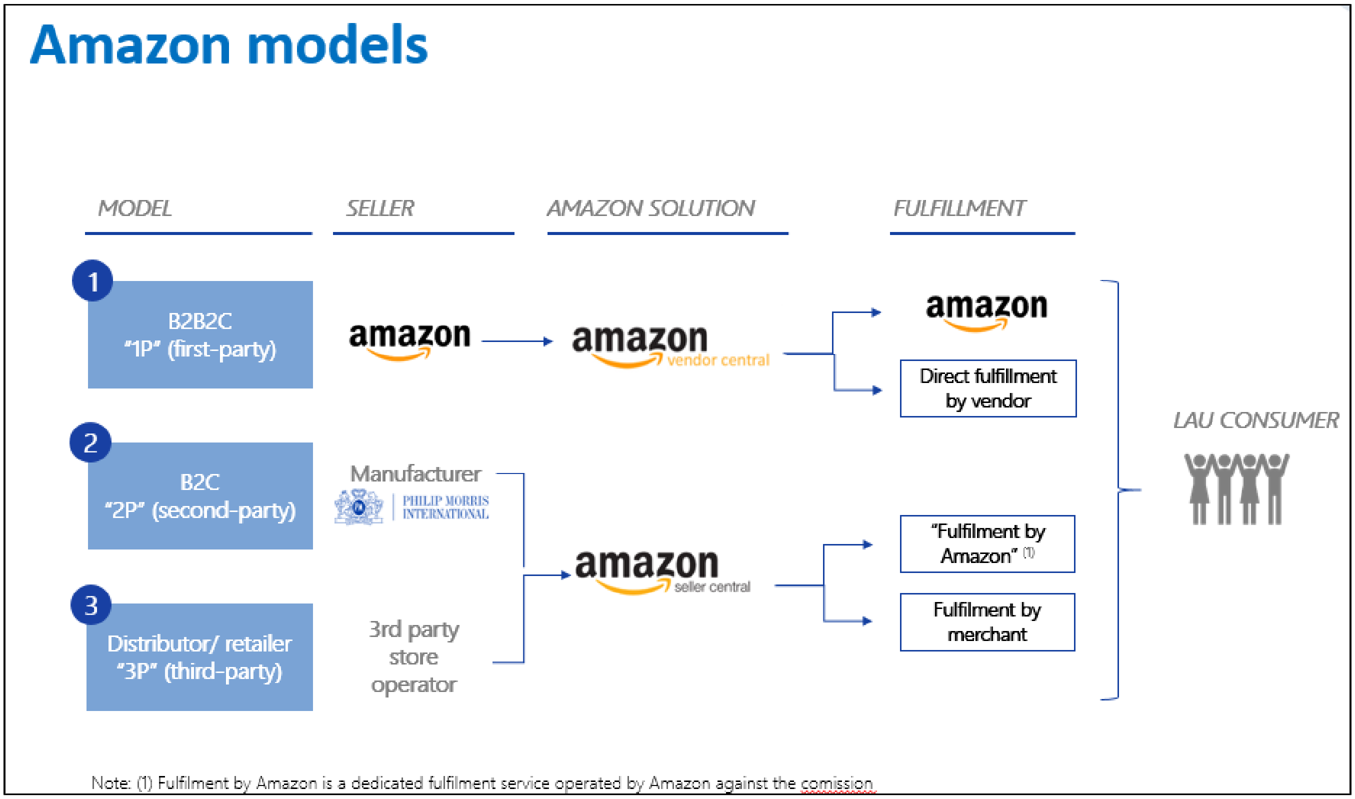
PMI sells products via an approved reseller in that market

References:

MARKETPLACE Business Design

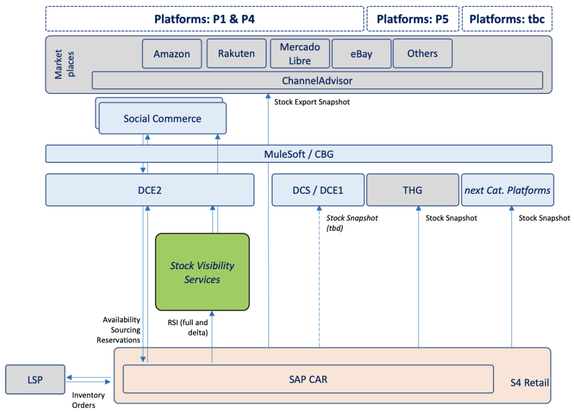
1.2.1 Sales Order / Marketplaces / Home Delivery

Markets in PMI have different models.

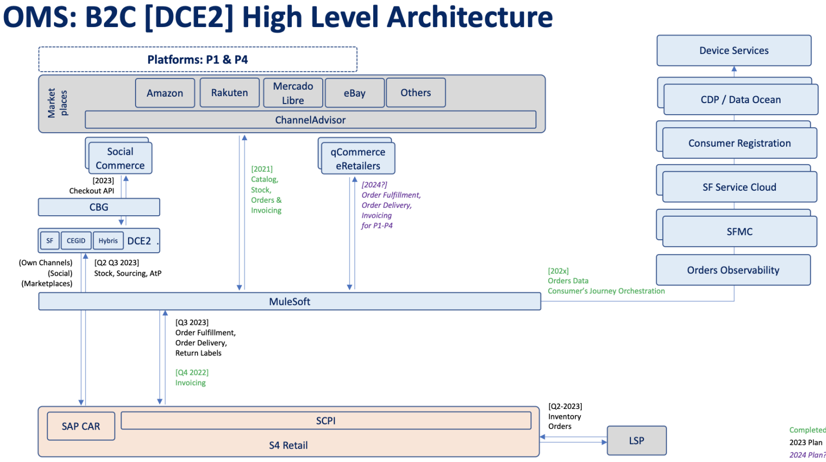


Solution Architecture

Stock: B2C High Level Architecture [TO-BE #1]

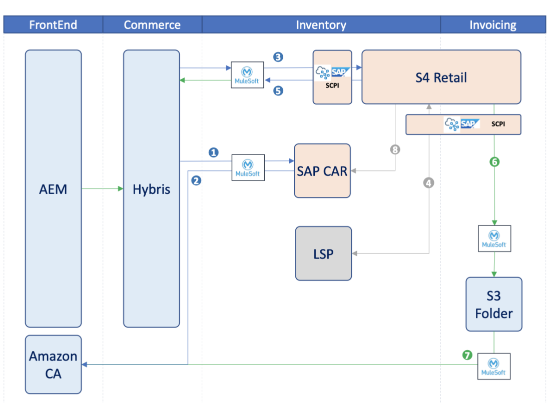


OMS: B2C [DCE2] High Level Architecture



Solution Design

Solution Design for for Marketplaces



References

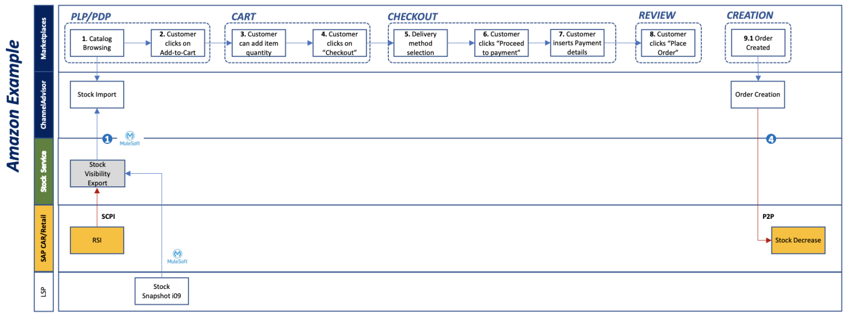
1. Stock Availability / Sourcing / Reservation
2. Stock Visibility / RSI
3. Order Export (Fulfilment) to S4Retail
4. Order Export to LSP / Order Update
5. Order Status update to eComm
6. Return Labels & Invoices Upload
7. Invoices Distribution
8. Order replication to SAP CAR / Stock snapshot replication

- changes
- existing feature
- non-DCE2 feature

Checkout

Intermediate solution, Stock MiSe with SAP CAR

Third-Party Checkout (Marketplaces)



Stock Features

1) Stock Visibility Export, provides the quantities available
2) ~~Stock Availability, confirmation if the quantities included in the Cart, are available~~
3) ~~Sourcing, confirms where the items will be shipped from, and the ETA~~
4) Stock Decrease ~~/ Abandoned Carts~~

3. High Level Solution - Field Coaches

Context:

The focus of this page is to define the High Level solution architecture for the Field Coaches. Field Coaches are an integral channel in the sales and distribution of PMI Products. The current thinking is that there is no need for enabling Omni Channel features for Coaches (e.g. Click & Collect for Field Coaches).

References:

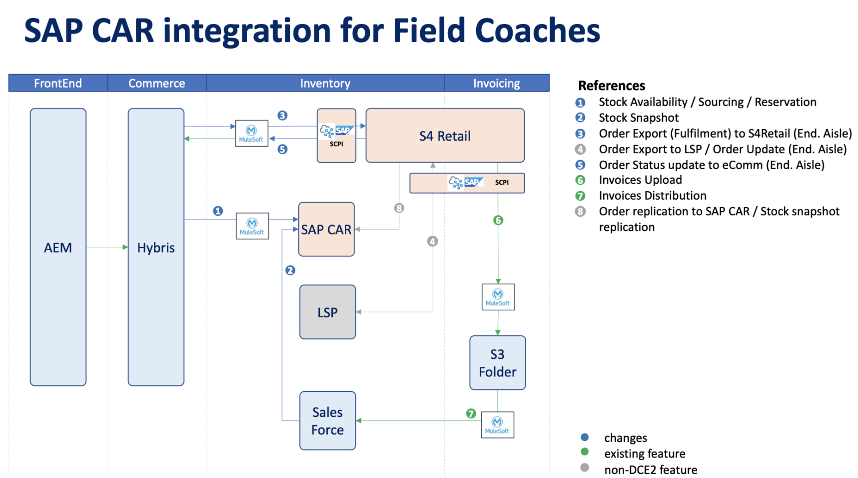
1. **Sales on spot - Field Coach - DCE 2.0 Home - PMI DCE Confluence**
2. **Endless aisle order - Field Coach - DCE 2.0 Home - PMI DCE Confluence**
3. **CT-App: Salesforce: Stock Management - DCE 2.0 Home - PMI DCE Confluence**

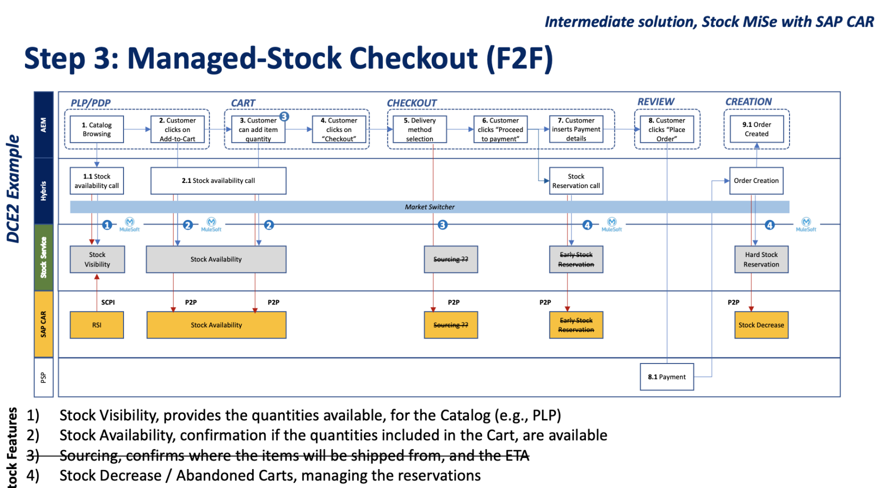
Assumptions:

1. There are two types of sales for Field Coaches:
   a. Sales on Spot: Field Coach has the physical stock and consumer is willing to order from that stock. No fulfillment is required as consumer gets the product from Field Coach.
   b. Endless Aisle: Field Coach does not have the stock and places order for consumer through Endless Aisle which is similar to eCom order and which will be shipped from Warehouse stock (like Click & Ship). Order will go through the fulfillment as it will be shipped to the address consumer defines. Website features apply: 1. High Level Solution - eComm and CSC - OmniChannel - PMI DCE Confluence
2. It is assumed that Territory-Aggregated Stock is assigned in S4Retail while SAP CAR will have the visibility per Field Coach. IN PROGRESS
3. Availability Check will run based on the type of sales method. If it is a Sales-on-Spot, Availability Check will run on the Field Coach stock; if it is Endless Aisle then Availability Check will run on Warehouse stock.
4. The integration between SalesForce and SAP CAR for Stock Snapshot while, there's no integration between SalesForce and S4Retail. Just the existing once between SAP Commerce and S4Retail for Sales Order Synchronization. IN PROGRESS
5. For the current markets with Field Coaches in DCE2, there are no changes, using FSL and integrated with SVS.

Short/Medium term strategy: Field Coaches to be replaced by Remote Coaches. Remote Coaches will act like Customer Care Agents with different responsibilities (Sales is one of them still).

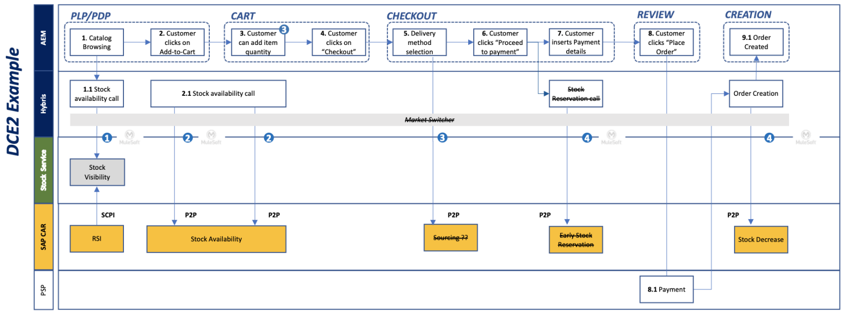
Solution Architecture, DCE2 with SAP CAR and S4Retail, utilizing the Market Switcher to connect to Stock MiSe





Solution Architecture (end state) (without Stock MiSe)

Final Checkout (F2F)



Stock Features

1) Stock Visibility, provides the quantities available, for the Catalog (e.g., PLP)
2) Stock Availability, confirmation if the quantities included in the Cart, are available
3) ~~Sourcing, confirms where the items will be shipped from, and the ETA~~
4) Stock Decrease / Abandoned Carts, managing the reservations

Questions to be Clarified:

OPEN | IN PROGRESS | CLOSED | ON HOLD

#	Area	Question	Comment	Status
0	General	Using S4 Retail and SAP CAR, not using FSL (SF).	1. How the transaction that allocates stock from the Warehouse to the Field Coach Manager will happen? Do we need to think of integrating S4 Retail and SF (i.e., incoming stock)? 1. Do we need to represent the Field Coaches Manager in the org? (technically speaking, they can have stock allocated)	ON HOLD

1	RSI	Will RSI be used on Clienteling as it will be on eCom?	Yes, it's needed to flag those articles with no stock. If the Field Coaches wont be created in SAP CAR, this feature needs to be re-designed to understand where the information is coming from.	IN PROGRESS
2	Stock Management	Are eCom stock and the Warehouse stock (Field Coach Endless Aisle Stock) same stock?	Yes.	CLOSED
3	Field Coach Master Data	How do we define the Field Coaches and in which systems? (Hybris, CAR, Retail, etc.). If Field Coaches won't exist in S4 Retail (only the Virtual Plan considering high personnel turnover rate for FCs), but Field Coaches need to exist in SAP CAR to provide stock visibility services ... let's validate how S4 Retail and SAP CAR will talk to each since they have different data granularity)		OPEN
4	Stock Management	How FSL is pushing the stock to CAR and at what level? Territory Stock or Field Coach Stock? If Territory Stock then how CAR knows/calculates each Field Coach stock to prevent over selling? • Stock, allocated to individual FC, is replicated from SF to S4 Retail, as Vendor Stock. Subsequently, individual FCs have to be created as Vendors (Business Partners). *the current implementation of DCE2 is about* *leveraging the FSL features where SAP P1 only has an aggregated visibility of the stock (per warehouse).*		OPEN
5	Stock Management	Will inventory movement be sent to Retail from FSL? This is important to describe the stock adjustment, sales orders, returns, non-sellable, etc.		OPEN
6	Stock Management	Why do we manage the stock in FSL, why not in CAR?	SAP CAR is just visibility, SAP CAR is never the owner of the stock for any channel (even Website).	IN PROGRESS
7	Reservation	Why do we need Hard Reservation and second availability check after Cart Confirmation step? (Reference Link)		OPEN

8	Market Switcher	What will be the impact of these flows on Market Switcher? How SF/Mulesoft will be integrated with SVS and SAP CAR?		OPEN
9	Repleni shment	We will need to review the replenishment flows more in detail. There are B2B flows (i.e., from Warehouse to Field Coach Manager). There are B2C flows (i.e., from Field Coach Manager to Field Coach or between Field Coaches).		OPEN
10	Product Master Data	How the product master data (Global Article, Local Article, Variant) will be used for integrating the systems in the flows? Global Article or Variant Code?		OPEN
11	Payme nt	How are the payment steps not integrated but somehow they trigger the order creation? Reference: Sales on spot - Field Coach and Endless Aisle - Field Coach (Kim Dalfuss)	This is not related to the SAP CAR, S4 Retail initiatives. Let's park this question.	OPEN

4. High Level Solution - POS (Store Coaches)

DRAFT

Context:

The focus of this page is the High Level solution architecture for the POS - Store Coaches.

References:

1. Sales on spot - Store Coach - DCE 2.0 Home - PMI DCE Confluence

Assumptions:

1. Endless Aisle has not been implemented yet for Sales-on-Spot Store Coaches. Accordingly below diagram is based on 'Buy in Store & Take Home' scenario. In case of Endless Aisle is supposed to be implemented, 'Buy & Ship from Store' and 'Click & Ship' will be considered and assessed.
2. **Backward compatibility considering CEGID keeps talking to SMS and Hybris** when placing orders.

   AS-IS integration with SVS and P1 will remain the same for those markets that are not part of SAP Retail.

   CEGID working in Offline mode, no connection with SAP CAR.

   Electronic Invoice No changes in this domain, CEGID will be integrated with the respective local IRS entity (example: Mexico).
3. **Integration CEGID to SAP CAR, then S4 Retail**

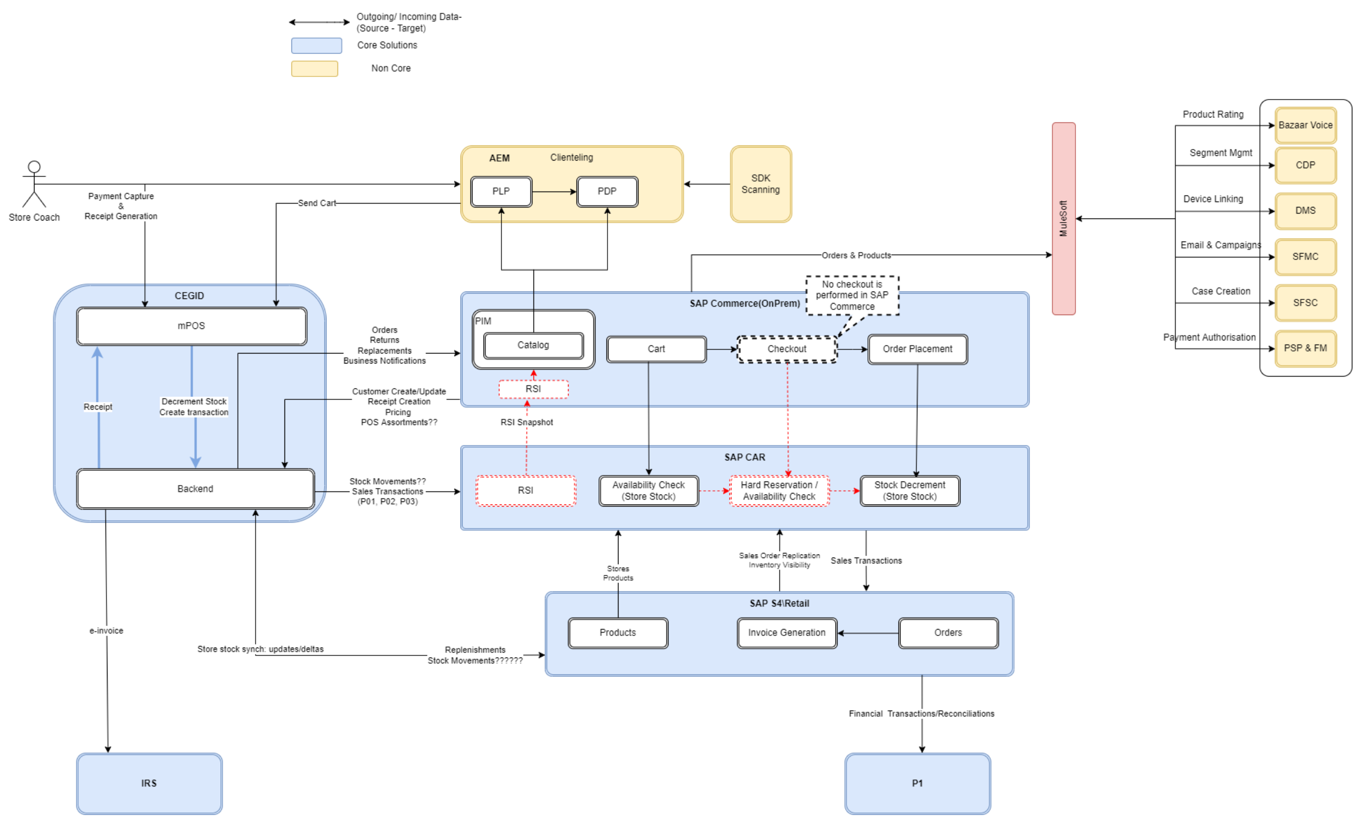
   TLOG include Sales, from CEGID to SAP CAR, then, SAP CAR to S4 Retail.

   The assumption is <u>CEGID will only generate a TLOG data flows.</u>

   When it comes to S4 Retail, the data will be managed document-by-document, while with P1 will be aggregated.

- TLOG includes everything or just Sales?
- Let's consider the cases for mixed orders (50/50 payment methods), anonymous consumers, etc. Let's validate how to replace the current P1 integration.

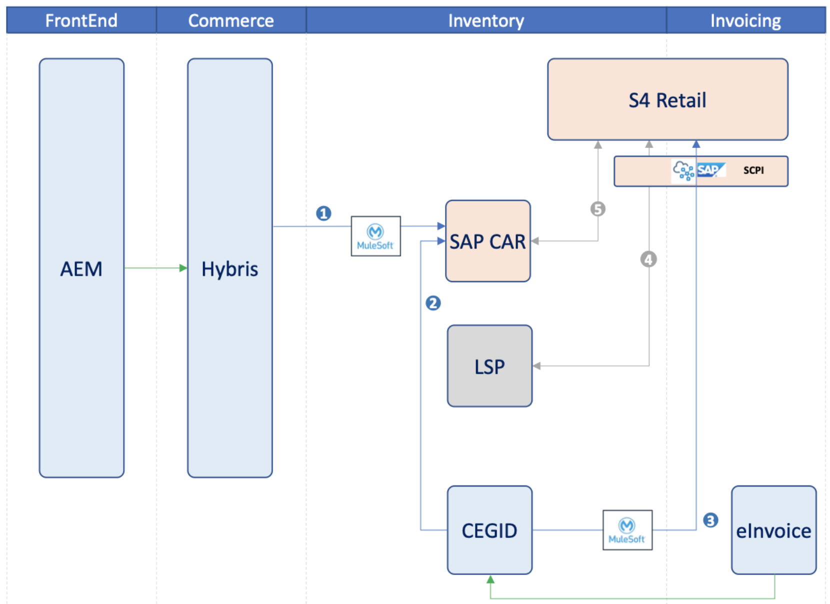
System Flow:



Solution Architecture, DCE2 with SAP CAR and S4Retail, utilizing the Market Switcher to connect to Stock MiSe

DRAFT

SAP CAR integration for Brand Retail (with DCE2)



References

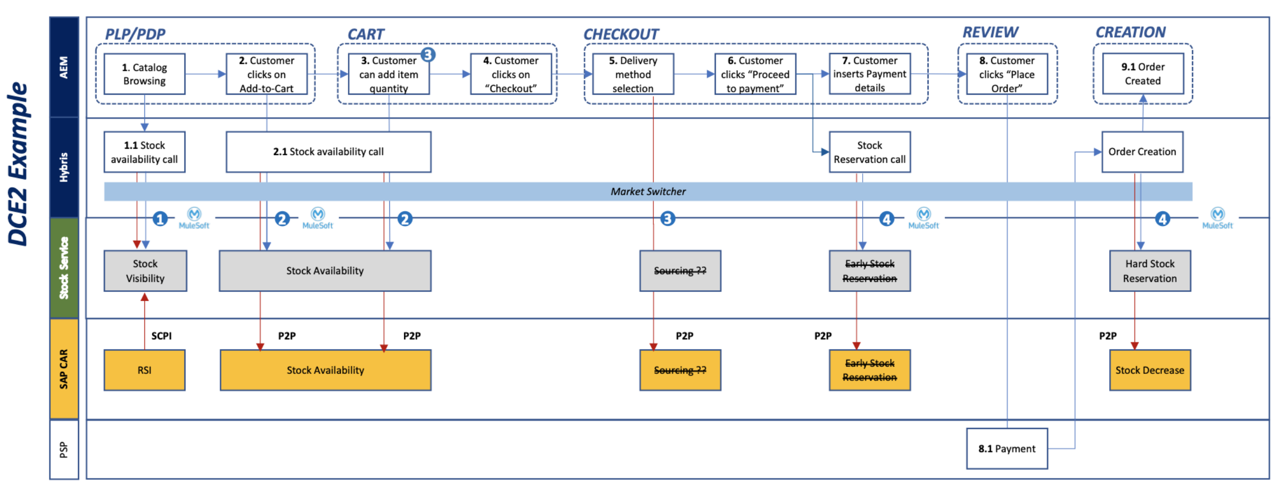
1. Stock Availability / Sourcing
2. Inventory & Sales Transaction (POSDTA)
3. Order Export and Incoming Orders
4. Order Fulfilment
5. Stock Snapshot replication

- changes
- existing feature
- non-DCE2 feature

Simplified Checkout, without CEGID

Intermediate solution, Stock MiSe with SAP CAR

Managed-Stock Checkout (F2F)

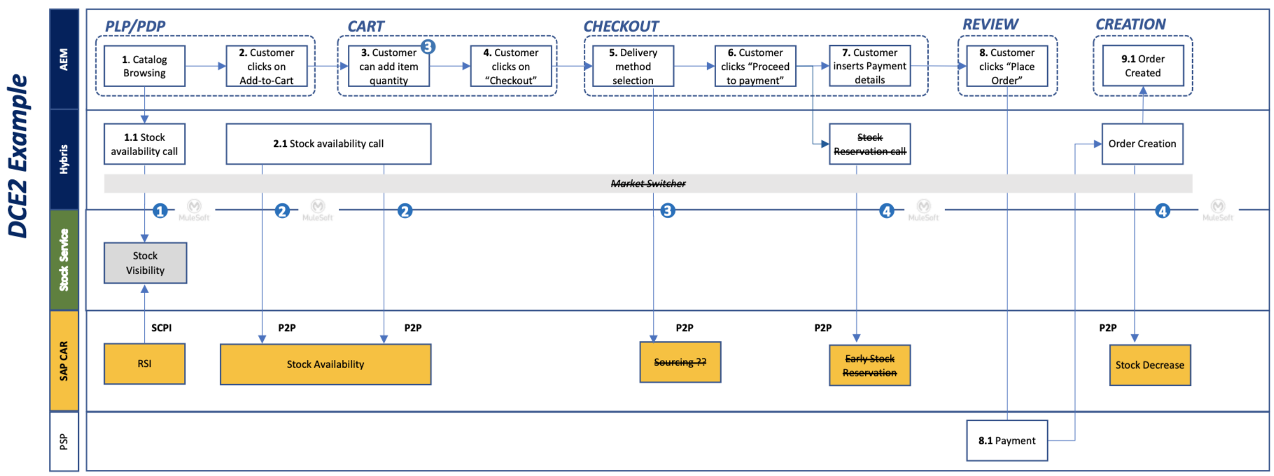


Stock Features

1) Stock Visibility, provides the quantities available, for the Catalog (e.g., PLP)
2) Stock Availability, confirmation if the quantities included in the Cart, are available
3) ~~Sourcing, confirms where the items will be shipped from, and the ETA~~
4) Stock Decrease / Abandoned Carts, managing the reservations

Solution Architecture (end state) (without Stock MiSe) // simplified Checkout with CEGID

Final Checkout (F2F)



Stock Features

1) Stock Visibility, provides the quantities available, for the Catalog (e.g., PLP)
2) Stock Availability, confirmation if the quantities included in the Cart, are available
3) ~~Sourcing, confirms where the items will be shipped from, and the ETA~~
4) Stock Decrease / Abandoned Carts, managing the reservations

5. High Level Solution - Indirect Retailers [draft]

Context:

The focus of this page is the High Level solution architecture for the Indirect Retailers. **Click & Collect from Indirect Retail** enable customers to place any orders (sales order, replacement (and Trade-in R4) etc.) online or via CSC on behalf of the customer and collect their orders at the Indirect Retailer Store. The Indirect Retailer Channel has 3 models namely:

Consignment Model

~~Direct Model~~

~~Reseller Business Model~~

NB: Click&Collect process, can be used by the markets as an eCom transaction where the assumption is taken that there is no e-

[illegible]

References:

1. 6.8 Click & Collect from Indirect Retail - DCE 2.0 Home - PMI DCE Confluence
2. 1.1 Indirect Retail - Consignment Stock Part 1 + 2 - DCE 2.0 Home - PMI DCE Confluence
3. SFDC FSL - Design, Impact, Estimations - DCE 2.0 Home - PMI DCE Confluence

Assumptions:

1. Click & Collect is a delivery method available for orders (ZTA, ZKL (ZOR Trade-in R4)) placed online or CSC.
2. The Click & Collect Indirect Retail stores are mirrored in the **Stock Microservice as stock locations** (consignment stock) and enabled to reserve the stock. Therefore, **the orders are not fulfilled by the LSP**, they go directly to the indirect retail stock location, and the customer can **co llect the order straight away after the order placement**.
3. The mandatory pre-requisite to enable this functionality **is to have a PMI owned stock (named "Consignment Stock") at the Indirect Retailer.**
4. **Checkout page**:

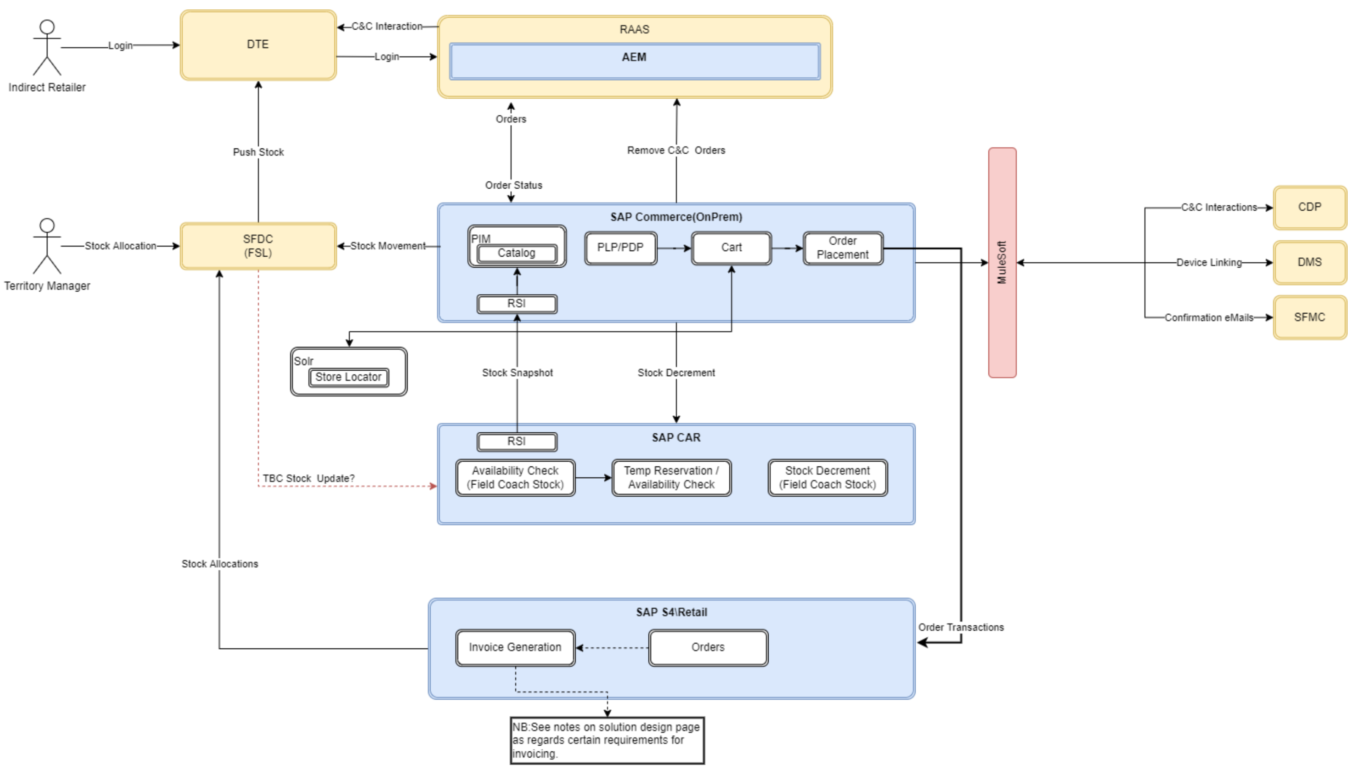
- When customer lands on the checkout page and Click & Collect is enabled in the market, then the customer will see C&C as available delivery option (AS IS Brand Retail)

- **Only the indirect retail locations that have the full cart of customer's product(s) will be listed as Click & Collect options. If C&C is not available for the full cart, an error message is displayed to the customer and he/she needs to select a different delivery method in order to place the order (AS IS Brand Retail)**
- The listed Click & Collect stores are ordered by distance to the customer

5.

Indirect Retailer Channel Diagrams:

The diagram below depicts the flow for the Indirect Retailer Consignment Model use-case.



Step Name	**Platform**	**Role**	**Description**
LSP Stock available?	Stock Microservice (CAR)	System	When the product is added to the basket the stock is checked only in the LSP
Select Click & Collect	Hybris/AEM	End User	The customer/CSC agent is in the checkout Delivery section. Click and Collect delivery method is displayed among the other delivery methods.
Store Stock Check	Stock Microservice (CAR)	System	A call to the Stock Microservice is performed when the user selects Click & Collect on the delivery section (checkout page) for all items in the cart

Receive Store Stock for Item(s)	Hybris	System	Hybris receives the available store stock from the Stock Microservice
Display Message to Customer that C&C is not available	Hybris	System	If there aren't Stores that have the stock for the full cart, then the user is not able to proceed with C&C as delivery method. A error message is displayed and the user cannot select C&C and needs to select a different delivery method in order to proceed
Receive Store Location from Store Locator	Hybris/AEM	System	If there are Stores that have the stock for the full cart, then Hybris/AEM will retrieve the Store data only for the available Stores that have the stock for the full cart
Display only available Store Locations	Hybris/AEM	System	If the stock is available for the full cart, a search bar appears. Only the stores that have the stock are displayed. The name of the store, the label where applicable ("IQOS Store" and "Certified Store"), the address, the opening hours, the estimated time when the order is ready and time frame to collect the order in the store are displayed
Select Store Location	Hybris/AEM	End User	The user selects a Store
Display only Digital Payment Methods	Hybris	System	Only digital payment methods are available for C&C. Cash on Delivery is not available CSC will be able to select PPL and once the customer finalizes the payment he/she will only have digital payment methods available.
Select Digital Payment Method	Hybris/AEM	End User	The user selects a digital payment method. The checkbox for "Use shipping address for billing" is not selected. The Store address is not saved as billing address. The user can enter a billing address or select from his/her the saved billing address list
Payment Steps	PSP	System	AS IS payment steps
Order Review Page	Hybris/AEM	System	The user reviews the order and confirms it
Stock Available? / Stock Reservation	Stock Microservic e (CAR)	System	The stock is checked and reserved in the Stock Microservice
Stock Reservation	SFDC	System	Order record with FSL_status_c as READYTOCOLLECT is created and respective store stock location (Sellable, Replacement & Recycling) is used to relate the record (transfer reason: ClickAndCollect)
Authorization / Capture	PSP	System	AS IS authorization / capture process
Order Creation	Hybris	System	The C&C order is created in Hybris with the status CREATED and after the export the status changes to READY TO COLLECT
Capture Interaction	ADL	System	The Interaction is captured when order is created

Order Confirmation Page	Hybris/AEM	System	The user is redirected to the order confirmation page. The C&C order detail are displayed: - C&C delivery method - Store details (name, address, opening hours) - Get direction - Estimated time when the order is ready for collection (configuration: standard on market, store type & delivery method level) - Time frame to collect the order from the store before being cancelled (configuration: standard time frame on market level)
Order Confirmation Email	Salesforce Marketing Cloud	System	The customer receives the order Confirmation email. The email contains: - Store details (name, address, opening hours) - Get direction - Estimated time when the order is ready for collection (configuration: standard on market, store type & delivery method level) Time frame to collect the order from the store before being cancelled (standard time frame on market level)
Order Reminder Email after market configurable time frame	Salesforce Marketing Cloud	System	If the customer did not collect the products he/she receives a reminder email. This reminder is sent based on the market configurable time/frequency
Display C&C Order in dedicated page	RaaS	System	Indirect Retailer store selected by the user sees the order in the C&C Order dedicated page. Entry point to this page is the RaaS Backoffice menu. Only C&C orders with status READY TO COLLECT are displayed on this page (no collected or cancelled C&C orders)
Display C&C Order in dedicated page (ZKL Replacement)	RaaS	System	For Replacement both items in the order are displayed (return and replacement item)
Customer arrives at Store within Time frame?	Hybris	End User	Customer has a limited time to collect the order in the store. Standard time frame on market level
Order Cancellation and Refund	Hybris	System	If the customer does not arrive in the Store on time, the order is cancelled in Hybris. AS IS cancellation and refund process
Remove C&C Order from list in Backoffice	RaaS	System	The C&C order (status = CANCELLED) is removed from the dedicated C&C page in the RaaS
Release Stock	Stock Microservice(CAR)	System	Previously reserved stock is now released as the order is cancelled

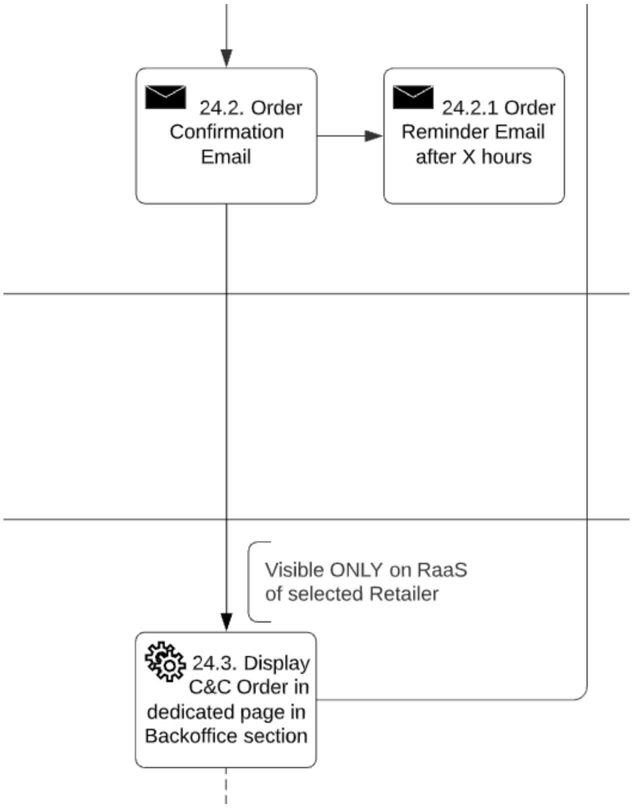
Indirect Retailer selects Order	RaaS	End User	If the customer arrives in the Store on time, the Indirect Retailer selects the order. Entry point: - C&C order dedicated page (CTA leading to the Order History page) - Searching the customer and going to the customer Order History (all orders previously placed by the customer /Coach/CSC will be displayed in the My Orders section in RaaS. Indirect Retailer can only act upon his/her orders in status "Ready to collect".)
Customer returns Order	RaaS	End User	For C&C Replacement orders, when the customer arrives at the Store, he/she needs to return the old device
Indirect Retailer enters codentify and clicks on CTA "Complete Order"	RaaS	End User	In the customer's Order History, for all ready to be collected C&C orders, the Indirect Retailer sees 2 CTAs: - "Mark the order as Collected" - "Cancel the Order" Furthermore, if the order contains a device, the Indirect Retailer also has the functionality to Link the device. The linking of the device is mandatory for the Indirect Retailer to mark the order as Collected. The Indirect Retailer can then enter the Codentify, link the device and mark the order as collected
Order Status update	Hybris	System	When the Indirect Retailer marks the order as collected, the Order status changes to COMPLETED
Capture Interaction	ADL	System	The Interaction is captured with relevant data of the Indirect Retailer (dte_retailer_id, external_reference) when C&C order is completed
Export Interaction	DTE	System	The Interaction is exported to DTE Data to be sent from **DCE to DTE for rewards calculation** on a daily basis for interactions saved at C&C completion in RaaS minimum data to be sent: • identity_unique_identifier • interaction_type_refcode (e.g. CLICK_COLLECT order picked up) • date_time • external_reference (i.e. DTE transaction ID)
Order Confirmation Email incl. Link to invoice	Salesforce Marketing Cloud	System	The customer receives the order confirmation "Thank you" email including the link to "My Order" section where the invoice will be available (AS IS)
Remove C&C Order from list in Backoffice	RaaS	System	The C&C order (status = COMPLETED) is removed from the dedicated C&C page in RaaS
Stock Update	Stock Microservice (CAR)	System	"Sellable" Stock decrement and quantity reservation deleted in Stock Microservice
Stock Movement	SFDC	System	• ZTA: Stock quantity of "Sellable" stock is decreased in SFDC as order is completed and FSL order status record changes to COMPLETED • ZKL: "Sellable" stock is decremented and "Replacement and Recycling" stock is incremented

Order receive in SAP P1	Hybris, SAP P1	System	Order is exported to SAP P1 including corresponding WH/plant/storage location
Link Device	Device Microservice	System	The device is linked to the customer account

Questions to be Clarified:

OPEN IN PROGRESS CLOSED

#	Area	Question	Comment	Status
1	Stock Depletion	How will stock depletion be handled for Indirect Retailers? Statement enclosed states (In the AS IS, following to order placement in Clienteling by Field Coach, order decrease/increase movement transactions are generated automatically in SFDC (see reasons below) but not exported to SAP. Indeed, the stock depletion in SAP is done based on the order details export from Hybris)		OPEN
2	Consignment Stock	Given the SFDC setup needed for Indirect Retail, information about WH/plant/storage location are sent to SAP for order related movements by Hybris: • Include in Sales order passed from Hybris to SAP all relevant information that is not currently stored in Hybris: Information about WH/plant/storage location is made available to Hybris by SFDC Hybris sends transaction with all order details to SAP including corresponding WH/plant/storage location		OPEN
3	Consignment Stock framework	What is this framework and where is it documented?	1.1 Indirect Retail - Consignment Stock Part 1 + 2	CLOSED
4	Invoice Generation	For C&C will the invoice be generated by Retail or Hybris?	This is an overall decision, Indirect Retail won't be an exception. Hybris doesn't generate invoices at the moment, it's S4 Retail or SAP P1.	CLOSED

5	Order Transaction	Which system is sending the order transaction to RAAS? 	There's no "Order Sending to RaaS". RaaS is a front-end layer (like CeApp) that consumes data from DCE2, in this case, Orders are coming from Hybris.	CLOSED
6	Order Management	At what stage SAP Retail should receive the orders? **1.** On order creation or **2.** As per current process flow, after order pick-up completion in the store (as-is Hybris is sending the order those picked up to SAP P1)	This is a wider decision, Indirect Retail won't be an exception. S4 Retail gets the orders after the Grace Period is over.	CLOSED

6. High Level Solution - Indirect Retailers (AS-IS)

Important info to consider:

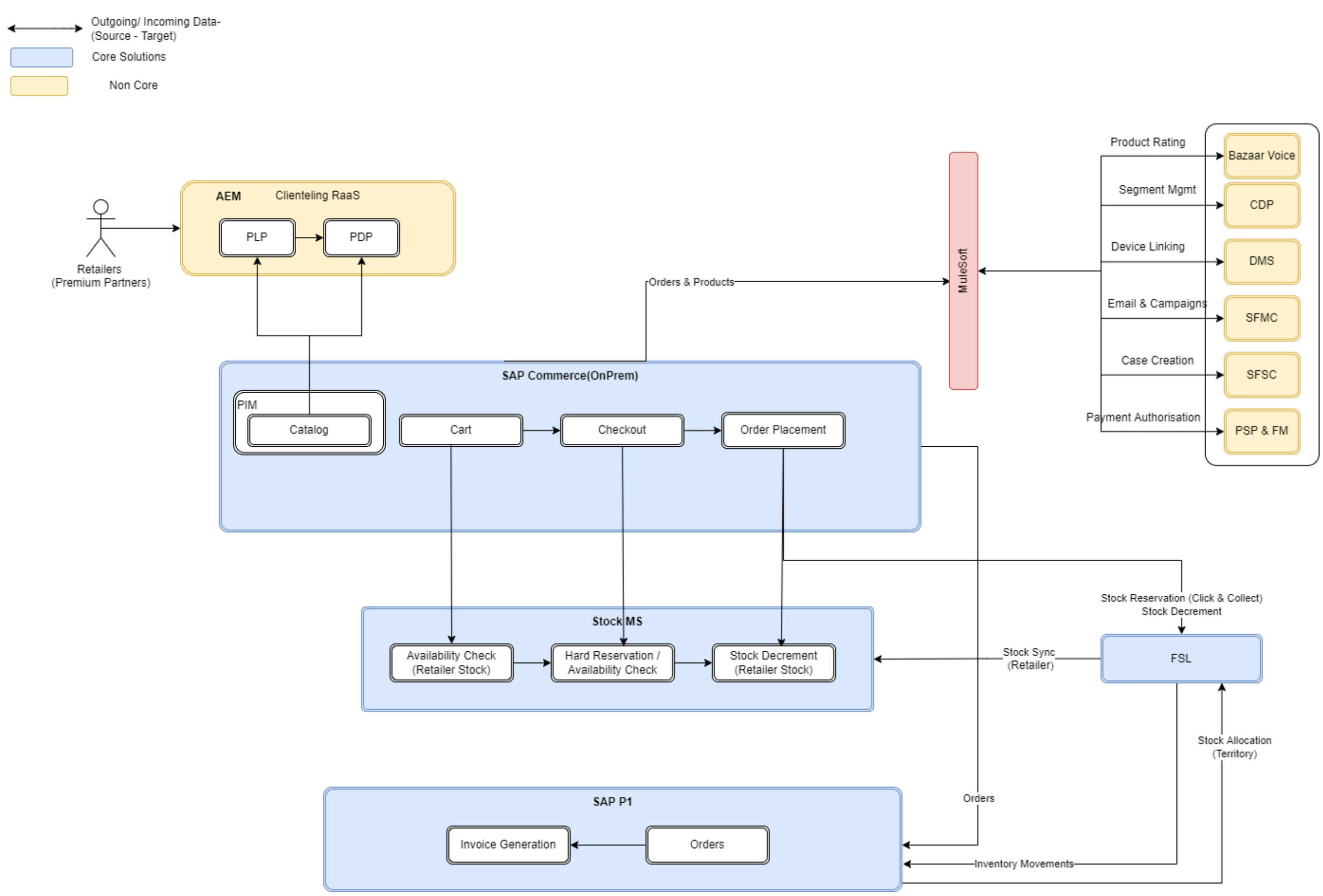
RaaS Single-Sign On & Authentication Clienteling APP - RaaS Architecture

Stock Replenishment between SAP P1 and FSL 1.1 Indirect Retail - Consignment Stock Part 1 + 2

Click & Collect with Indirect Retailer: GM21.R3 - 158750 - Click & Collect activation at Indirect Retail

RaaS Features & Processes Processes RaaS

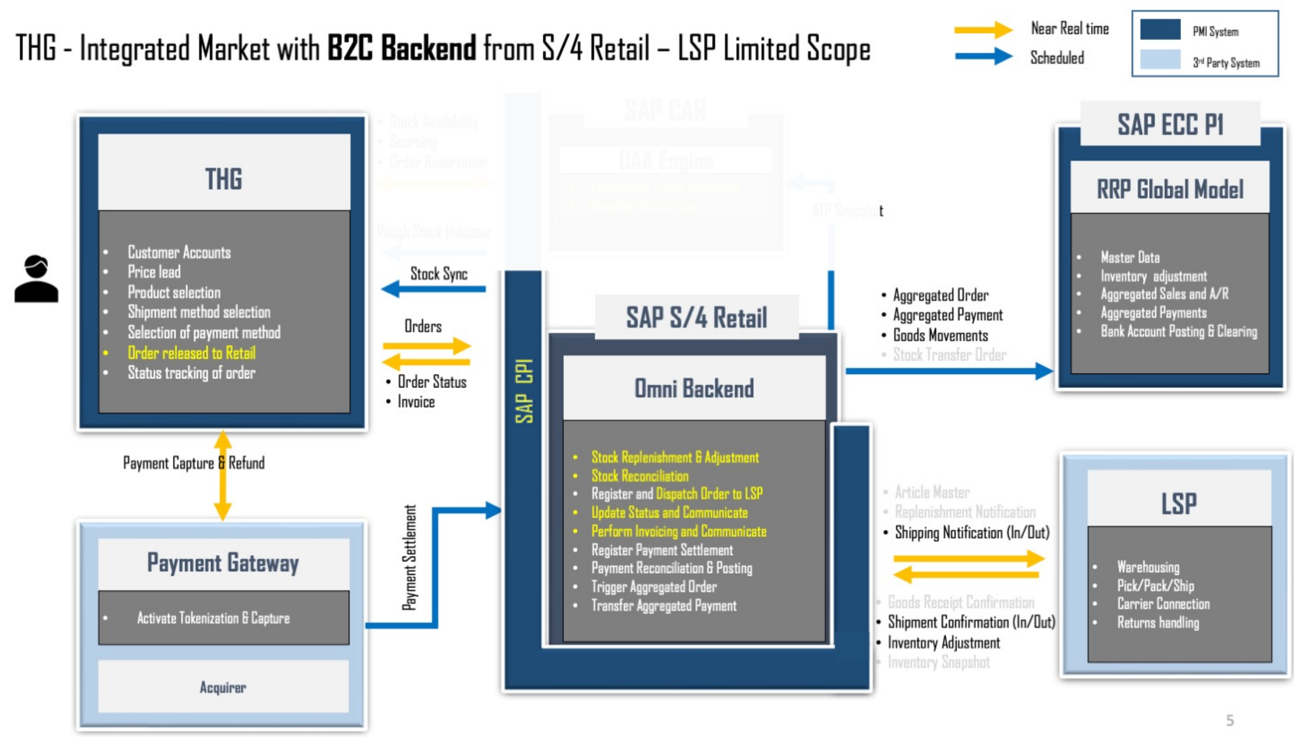
Solution Architecture Diagram:



7. Checkout Prototypes

C&C

03.3.2.02 Sol. Architecture THG with (SAP CAR?) S4 Retail



to update the file, click here: https://confluence.pmidce.com/download/attachments/502597300/Omni%20Channel%20Backend%20Integration%20-%20Evolution%20with%20SAP%20CAR-Retail.pptx?api=v2

01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail

Assumptions

THG will not consume info from SAP CAR (during the Checkout and Order Creation), **THG will have its own repository for Stock Management**.

THG Catalog won't have any PMI data (e.g., Global Article, Variant Code).

No Return Label since the Consumer won't ship back the products, but the Refund will happen. THG manages the return using the original order (no new order is created). This means no partial return is allowed.

Un-delivery will be triggered by LSP, with S4Retail. THG doesn't support this feature.

The **MVP for Denmark and Sweden** is about THG exporting data, using Jitterbit, to SAP P1. SAP P1 will then reuse some features to export this information to the LSP, for fulfillment purposes.

THG doesn't provide any feature for **Invoicing**, to be confirmed if DCE2 SFMC can be utilized, or a different solution might take place.

THG **Monitoring**, when sending Sales Orders to PMI, to be assessed if the DCE2 tech stack (ELK, Kibana, PagerDuty) can be utilized.

Operational emails: THG transactional e-mails - P5 Oral Smokeless Platform - PMI DCE Confluence

Solution Architecture IN PROGRESS

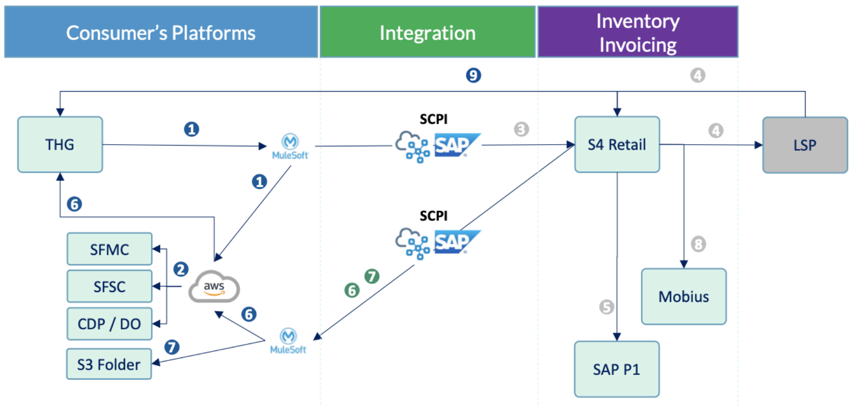
to update the file, click here: P5 OMS for THG with MUS SCPI 2022.10 vFinal.pptx

Pending to be Defined

Stock Export IN PROGRESS

Catalog Export IN PROGRESS

THG LSP, OMS & FSP: Solution Architecture



References

1. Sales Order Export
2. Consumer Journey Orchestration
3. Order Creation (into S4Retail)
4. Order Fulfilment / Order Updates
5. Order Aggregated to SAP P1
6. Order Status Update
7. Invoice Publication
8. Invoice archival
9. *Stock Snapshot (tbd)*

- new features / changes
- existing feature
- non-ITCP feature

03.2.2.1.2.1 THG(P5) Invoicing - Application Arch

Context

This page summarises on how the invoicing capability gap is getting addressed by leveraging the client-agnostic invoicing capability which was built as part of Omni OMS product. While designing the solution, follow below key principles that where adopted;

Embrace non-intrusive integration among systems/platforms.

Maximize reuse of existing capabilities.

Embrace standardisation over customisation per client.

Adopt reactive programming by leveraging asynchronous messaging infrastructure

Solution stack should be scalable considering the future needs.

Design Assumptions

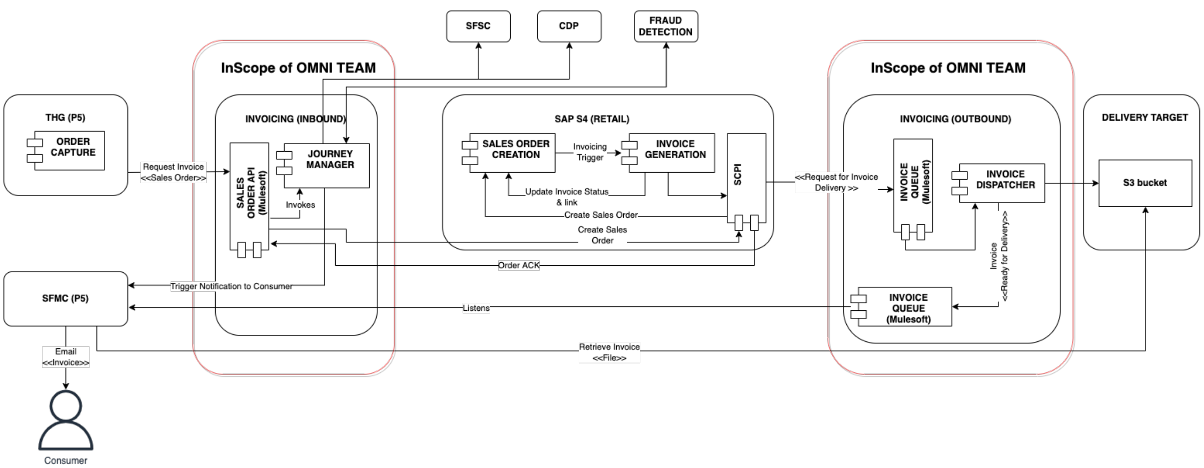
THG tech stack has the feasibility to connect with asynchronous messaging infrastructure (namely; Mulesoft).

THG solution stack leverages SFMC (Sales Force Marketing Cloud) for delivering invoices to consumer(s).

THG (P5 platform) has a different invoice template (format) compared to DCE2 or DCS eCom solution. Hence, invoicing system should be capable of operating with templatised approach.

Invoice file distribution happens outside of SAP S4 (Retail), there by it eliminates dependency from S4Retail team for any enhancements related to Invoice document delivery.

Solution Design



Solution Components

Order Capture

The order capture module referred here indicates the current order creation software component with in the THG solution stack.

Invoicing (Inbound)

Technical Complexity: Simple

Sales Order API

An API endpoint exposed using Mulesoft API gateway where "Order Capture" systems uses to push the orders for order orchestration (from Order creation till fulfilment) in most cases. For async invocation, we also support queuing infrastructure built using Mulesoft Anypoint MQ responsible for receiving the incoming request for sales order creation.

Journey Manager (JM)

The core responsibility of JM is to orchestrate the flow of sales order based on the fulfilment type of respective eCom model. In most cases, it orchestrates the flow to other downstream systems (like CDP, SFMC, SFSC,..) after the successful acknowledgement of order creation in OMS.

SAP S4(Retail)

Invoice Generation

This component is repurposed/reused with minor refactoring of current implementation for DCE2 platform where the invoicing template for THG is configured instead of rebuild.

Invoicing (Outbound)

Technical Complexity: Medium

Invoice Queue

Queuing infrastructure built using Mulesoft Anypoint MQ responsible for

1. Receiving the incoming request for invoice file (PDF) generation.
2. Invoice file generation updates while it is ready for delivery.

Invoice Dispatcher

This component is responsible for

1. Dispatching the generated invoice file into defined target.
2. Send an update to S4 Retail on the link to generated invoice file.

3. Post a message into invoice queue indicating invoice is ready for delivery to consumer.

4. Retries incase of delivery target is unavailable.

Delivery Target

S3 Bucket

A defined target for storing generated invoice(s).

03.2.2.1.2.2 THG(P5) Order Management & Fulfilment-Application Arch

Context

This page summarises on how order management capability of Omni gets integrated with P5 platform. While designing the solution, follow below key principles that where adopted;

Embrace non-intrusive integration among systems/platforms.

Maximize reuse of existing capabilities.

Embrace standardisation over customisation per client.

Adopt reactive programming by leveraging asynchronous messaging infrastructure

Solution stack should be scalable considering the future needs.

Design Assumptions

THG tech stack has the feasibility to connect with asynchronous messaging infrastructure (namely; Mulesoft).

THG order statuses follow different status types.

THG will still leverage the LSP for fulfilment.

LSP will be triggered for fulfilment, once order is created in SAP S4 Retail.

Order API is intended for real-time access of Order info.

Design Drivers

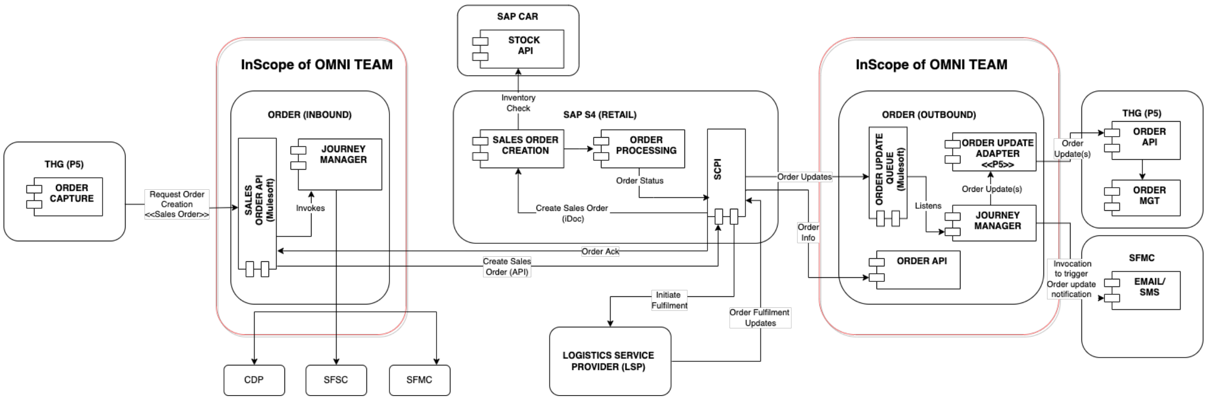
Following are the key design drivers to be adhered in order to attain the benefits from design & architecture perspective;

To promote re-use and re-purpose to support faster time to market.

To adhere to the tech stack which offer low-code or no-code options with in the PMI's tech radar.

To abstract client-specific implementation from the generic components to avoid deployment slowness.

Solution Design



Solution Components

Order Capture

The order capture module referred here indicates the current order creation software component with in the THG solution stack.

Order (Inbound)

Technical Complexity: Simple

Sales Order API

An API endpoint exposed using Mulesoft API gateway where "Order Capture" systems uses to push the orders for order orchestration (from Order creation till fulfilment) in most cases. For async invocation, we also support queuing infrastructure built using Mulesoft Anypoint MQ responsible for receiving the incoming request for sales order creation. It triggers the call to SCPI for order creation in S/4 retail.

Journey Manager (JM)

The core responsibility of JM is to orchestrate the flow of sales order based on the fulfilment type of respective eCom model. In most cases, it orchestrates the flow to other downstream systems (like CDP, SFMC, SFSC,..) after the successful acknowledgement of order creation in OMS.

SAP S4(Retail)

SCPI

The core responsibility of SCPI is transformation where it extracts the data from the Order Creation incoming request and formulate the corresponding request for creation of Sales Order with in S4 Retail. It acts as the connector between Sales Order Orchestrator and S/4 Retail. On successful order creation, it acknowledges to Sales Order API for journey manager to proceed with its flow.

Sales Order Creation

This component is repurposed/reused with minor refactoring of current implementation for DCE2 platform.

Order Processing

The core Order Management module which offer the order processing with in S4 Retail.

Order (Outbound)

Technical Complexity: Medium

Order Update Queue

Queuing infrastructure built using Mulesoft Anypoint MQ responsible for

1. Receiving the Order updates from S4 Retail.
2. Persist the order updates for consumption by the clients (namely; THG, Data Ocean,..) & journey manager in order to proceed with consumer flow.

Order Update Message Structure

```
{
OrderStatus:
{
platformOrderReference*: string
The THG generated internal order reference

productSummaries*: [{
This refers to detailed statuses of the products for this order. It holds requested and allocated product ids,
corresponding request and allocated product barcodes, their respective quantities in state for e.g. how many
quantities for the product are in DISPATCHED state.

allocatedProductBarcode: string
The barcode of the product id that has been allocated for this order

allocatedProductCode*: string
The product id that has been allocated for this order

fulfilmentStateQuantities*: {
The states the product is currently in

<any-key>: integer
}
requestedProductBarcode: string
The product barcode sent in the order creation request or fetched from product service if not provided

requestedProductCode*: string
The product code sent in the order creation request

}]
shipments*: [{
The statuses of the order's shipments

courierDetails: {
CourierDetails:

courierProviderId*: integer
Courier provider ID

courierProviderName*: string
Courier provider name
```

```
courierServiceId*: integer
Courier service ID

courierServiceName*: string
Courier service name

trackingNumber*: string
Tracking number

}
despatchedDate*: date-time
The date when the order will be despatched

productSummaries*: [{
The products that make up this shipment

quantity*: integer
The quantity of the product that has been despatched in this shipment

requestedProductBarcode*: string
The product code sent in the order creation request

}]
shipmentNumber*: integer
The unique shipment number generated by THG

shipmentState*: enum
Allowed: DISPATCHED
trackingUrl*: string
The URL that can track the order

warehouseDetails: {
WarehouseDetails:

warehouse*: string
Name of warehouse

warehouseId*: integer
Warehouse ID

}}]}
}
```

Order API

A graphQL based API endpoints exposing Order information where clients who requires order info on real-time basis. This component is not critical for THG go-live.

Order Update Adapter

An adapter based interface offering pushing Order updates to the client either by invoking API or via web hooks. It is responsible for

1. Invoked by Journey Manager (JM) based on the defined order update flow, in order to syndicate order updates to respective order capture application(s).
2. Transforms the order updates pertaining to the order capture platform.
3. Pushes order updates to the client either by invoking API or via web hooks.

THG - OSO - S/4:: MVP

API Endpoint for pushing Orders to OSO (Order Syndication & Orchestrator):

THG Endpoints:

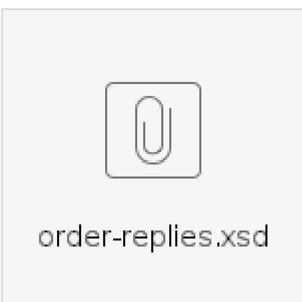
https://api.thgingenuity.com/doc/api/3PL-API?apiId=157446a5-e81b-4733-94f6-f30a1ada44b6#post-/v1/warehouse/shipment

API Endpoint for pushing Order updates from OSO to THG :

THG Endpoints:

https://api.thgingenuity.com/doc/api/THG-Fulfilment?apiId=6b82331f-4160-42ce-b29c-4bc33be1d661#tag--Outbound

Message structure for pushing Order updates from S/4 to OSO:



03.2.2.1.2.3 THG(P5) Sol Design Order Management & Fulfilment

Context

This describes the Solution Design of the order management capability of Omni gets and its intergradation with P5 platform.

Embrace non-intrusive integration among systems/platforms.

Maximize **reuse** of existing capabilities.

Embrace **standardization over customization** per client.

Adopt reactive programming by leveraging asynchronous messaging infrastructure

Solution stack should be scalable considering the future needs.

Design Assumptions

THG tech stack has the feasibility to connect with asynchronous messaging infrastructure (namely; Mulesoft).

THG order statuses follow different status types.

THG will still leverage the LSP for fulfilment.

LSP will be triggered for fulfilment, once order is created in SAP S4 Retail.

Order API is intended for real-time access of Order info.

Design Drivers

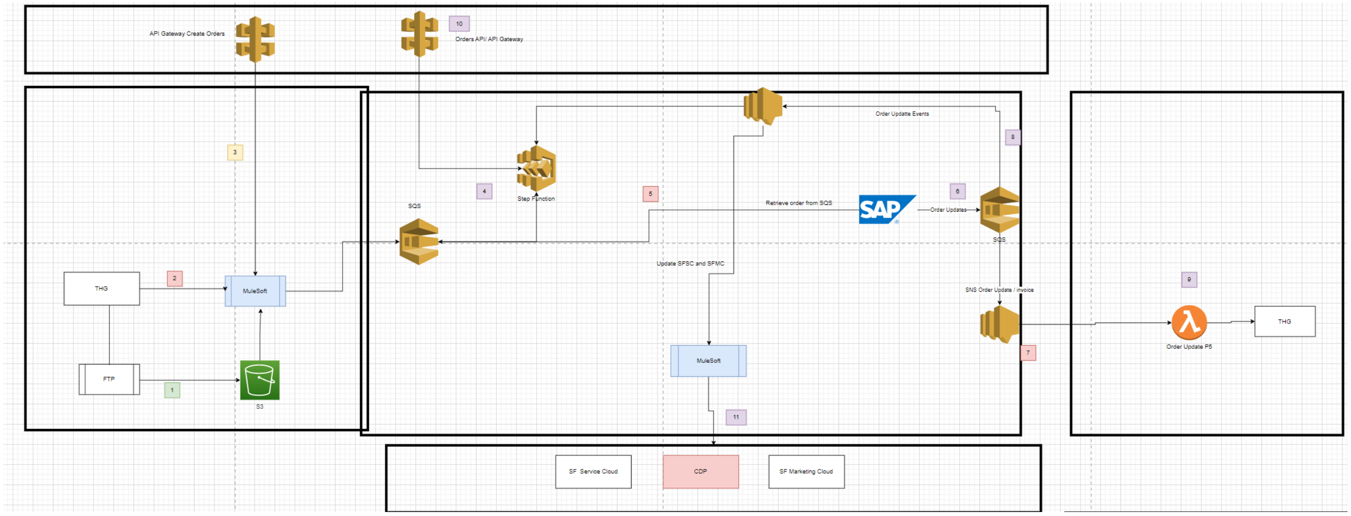
Following are the key design drivers to be adhered in order to attain the benefits from design & architecture perspective;

To promote re-use and re-purpose to support faster time to market.

To adhere to the tech stack which offer low-code or no-code options with in the PMI's tech radar.

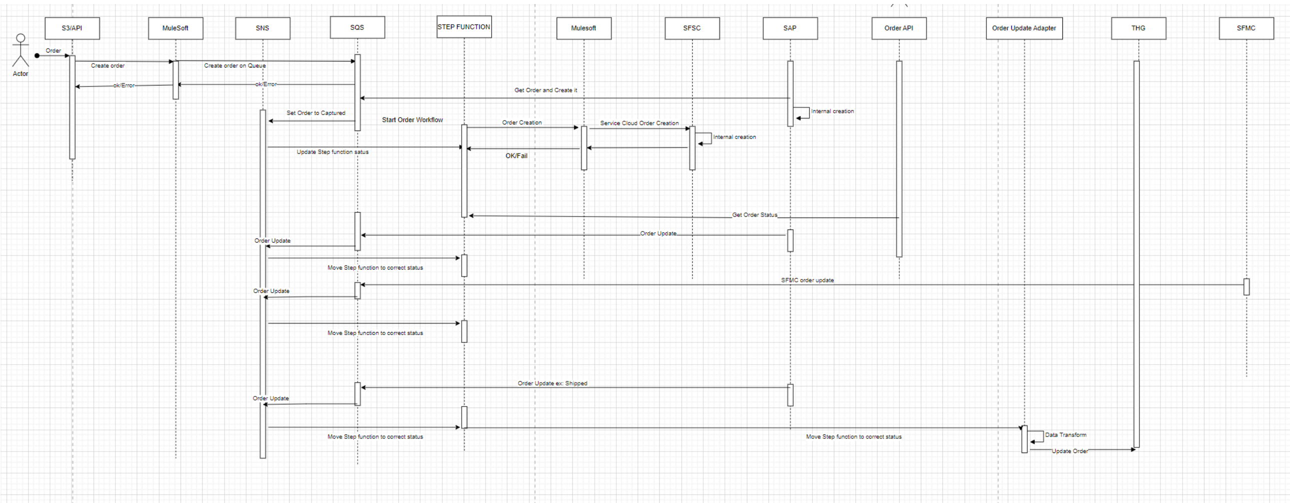
To abstract client-specific implementation from the generic components to avoid deployment slowness.

Solution Design



1. Optional for MVP, Data Harmonization layer manages all the export files from THG and copy it to a S3 bucket that can be the source for OM service.
2. Recommended approach THG does an Mulesoft api call every time there is an order creation
3. Optional for MVP API if Mulesoft is in place for order creation this might not be needed anymore TBR.
4. After Mulesoft receives the order from S3 or THG api it will push the order to a SQS. For MVP there will be two queue. One for other creation another for other update. SQS together with SNS will create a new instance of a step function with status Captured.
5. SAP SCPI will be listening to the SQS and consumer the orders internally being responsible for their creation. In case of error a message should be dropped on the SQS.
6. For each update internally to SAP SCPI a message will be put on the SQS update order queue.
7. If the order update is of type "shipped" or any other status that needs notification of external systems ex:THG the step function will execute a lambda function to post the information If the order update is of type "shipped" or any other status that needs notification of external systems
8. If the order update is of any other status **that does not need notificatio**n of external systems ex:THG the SNS will respond to the message by changing the step function to the correct status.
9. Lambda function responsible for P5 data transform and API post to THG.
10. Order API - it will allow to consult all the status of the ongoing orders.
11. Interface with SFSC,SFMC,CDP is done using Mulesoft. SFSC is triggered after step 4 after the order is captured in OM service

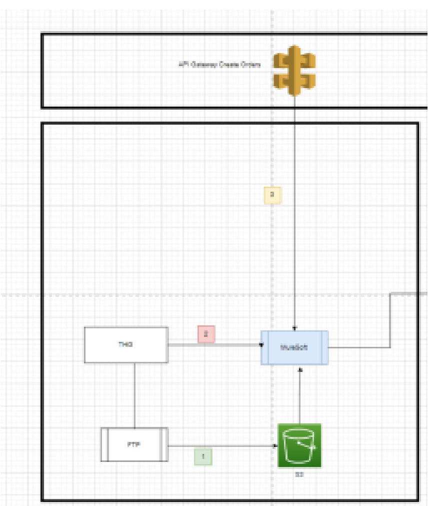
Sequence Diagram Order Fulfillment



Solution Components

Order Capture

The order capture module referred here indicates how the microservice will consume Orders



Order (Inbound)

Technical Complexity: Simple

Sales Order API

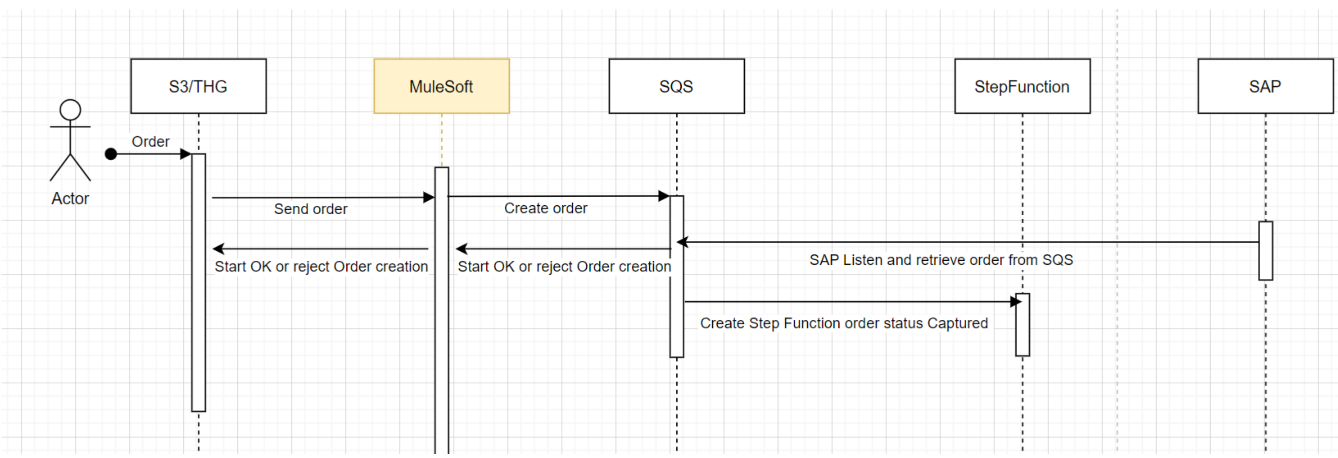
An API endpoint exposed using Mulesoft API gateway where "Order Capture" systems ex:THG uses to push the orders for order orchestration (from Order creation till fulfilment) in most cases. For async invocation, it will leverage the queuing infrastructure built using Mulesoft Anypoint MQ responsible for receiving the incoming request for sales order creation. Mulesoft integration with AWS will trigger the first SNS event "Order Captured" that will be the first step of the orchestration.

> **After Discussion THG only way to communicate externally is using Files or Mulesoft , therefore in the MVP we will using the current files and sent it to mulesoft using the expected "contract" that THG will use in the near future to push orders. This decision will allow us to start work and remove THG from critical path.*

There 2 way to consumer orders

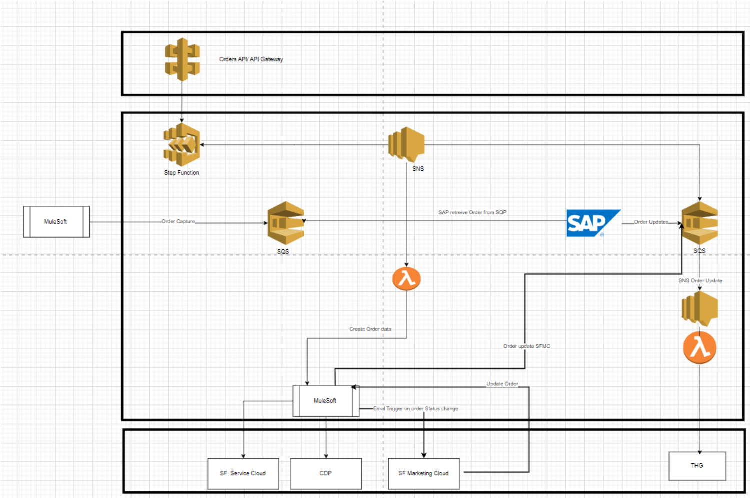
1. TGH FTP - TGH will export/save the orders files in FTP folder* were a lambda function to extract the order and send it to OM microservice SQS using Mulesoft.
2. To be evaluated if point 1 can be done by using Harmonized Data Layer- This project extracts all THG data to a S3 bucket ensuring that there is one single entity managing THG FTP data avoiding the issue explain bellow
3. THG will post a Order "shipment" to Mulesoft API that will send the data as a pass through to OM microservice SQS

> - *The FTP folder is written/modified by THG there is no guarantee files are not changed or deleted before they are picked up to processing.*
>
> *Point 2,3 decision will be made shortly after the meeting with THG team on the 5/12/22*



> *For the MVP my recommendation is to clone and use the current Shiro lambda function named "parse" and send the data directly to SQS. At the same time a request should be done to Mulesoft and THG to start creating the process described in point 4*

Journey Manager (JM)



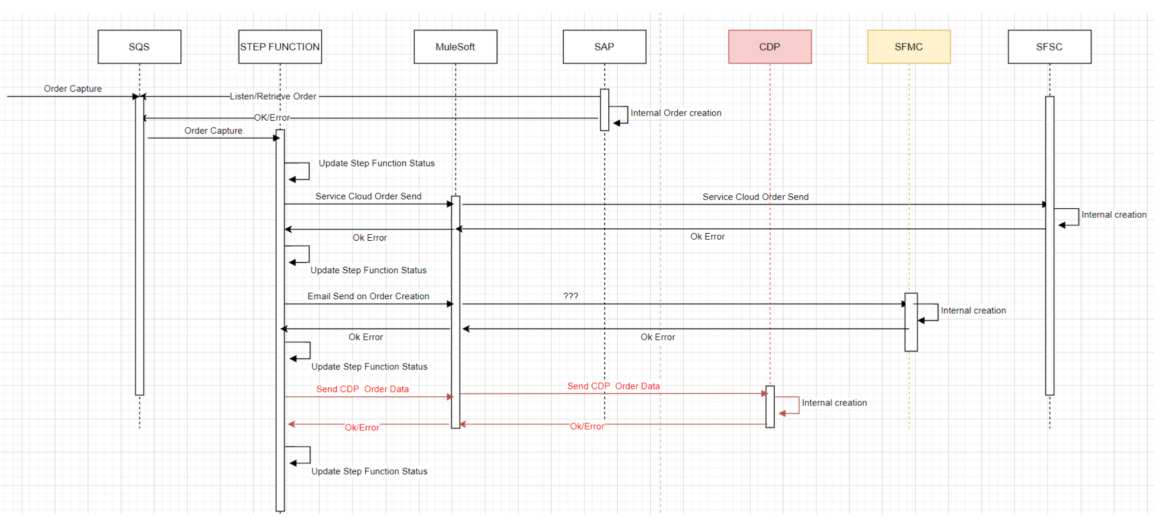
The core responsibility of JM is to orchestrate the flow of sales order based on the fulfilment type of respective eCom model. In most cases, it orchestrates the flow to other downstream systems (like CDP, SFMC, SFSC,..) after the successful acknowledgement of order creation in OMS. To achieve this Objective a Step function will be created to each order and therefore behave like a state machine keeping track and orchestration the orders status from Order creation till fulfilment. All communication with CDP, SFMC, SFSC are done using Mulesoft API gateway

The Orchestrator will provide a SQS queue were SAP SCPI will consume and pull the orders "shipments" sent by THG

> *SAP team concluded that SAP integration to SQS is preferential to Mulesoft on this case.*

The orchestration is based on two SQS queue "Order Creation", Order Update. SNS topics will be attached to this queue and will execute a specific lambda function based on order status and update on success/failure the Step function.

SFMC, SFSC CDP integration and Order Orchestration



Each order will follow the process above. When TGH send the orders to the OM service SQS a step function will be created with Step one set "Order Captured". SQP SCPI will be listening to the SQS and will retrieve and create the order on SAP.

> *PMI Business needs to define what are the status that will fail the order completely and the ones that even if fail the order cant continue to be processed*

The CDP integration its set to be developed in a future version.

The SF Marketing cloud needs further discussion in to main points:

1. THG is doing part of the process and sending transactional emails. (To be discussed)
2. What are the use cased for an email notification to a client based on the order status changes.

> *Its will be done generically not only for THG and will be integrated with THG next year*

SAP S4(Retail)

SCPI

The core responsibility of SCPI is transformation where it extracts the data from the Order Creation request and formulate the corresponding request for creation of Sales Order with in S4 Retail. It acts as the connector between Sales Order Orchestrator and S/4 Retail. On successful order creation, it acknowledges to Sales Order API for journey manager to proceed with its flow. Also is responsible to communicate any order update to OM orchestration by posting request in to the update order SQS provided.

Sales Order Creation

This component is repurposed/reused with minor refactoring of current implementation for DCE2 platform.

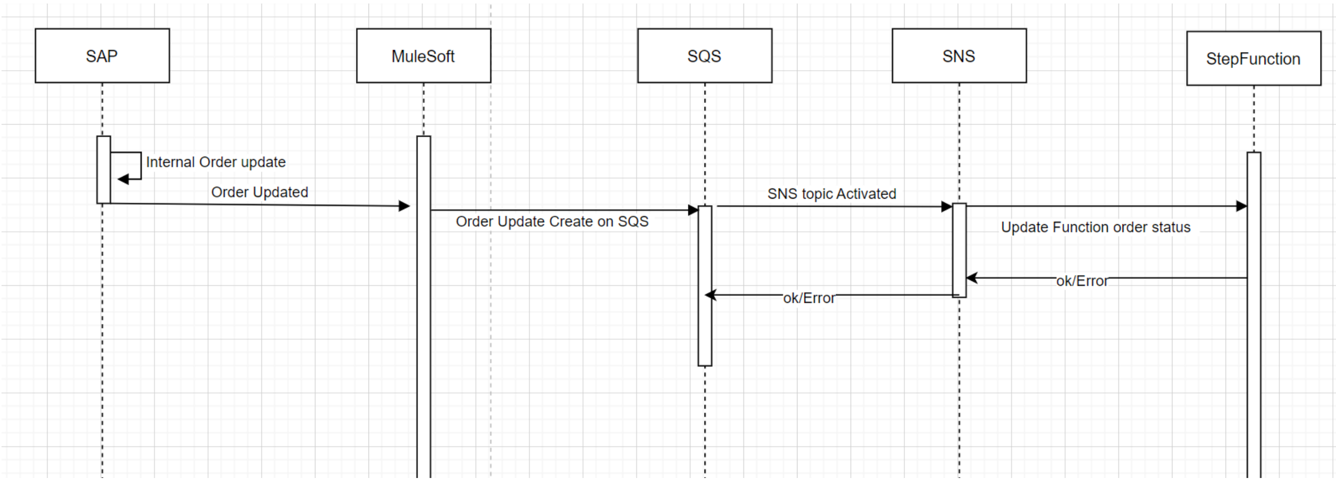
Order Processing

The core Order Management module which offer the order processing with in S4 Retail.

Order (Outbound)

Technical Complexity: Medium

Order Update Queue (agreed on 7/12 with SAP team that order update will be post to the SQS of OM service without passing to Mulesoft)



Queuing infrastructure built using SQS responsible for

1. Receiving the Order updates from S4 Retail.
2. Persist the order updates for consumption by the clients (namely; THG) & journey manager in order to proceed with consumer flow.
3. "Added Scope" Stock Management data will also be provided to OM service so that it can be consumed by THG (to be agreed with Gerardo)

Order API

A graphQL based API endpoints exposing Order information where clients who requires order info on real-time basis. This component is done on top of Api gateway and will query the status of each order or this case each step function created that obey to the criteria instead of directly SAP. Apart of the oblivious performance benefits this API will also be able to return analytics for each order like time between status change.

Order Update Adapter

An adapter based interface offering pushing Order updates to the client either by invoking API or via web hooks. It is responsible for

1. Invoked by Journey Manager (JM) based on the defined order update flow, in order to syndicate order updates to respective order capture application(s).
2. Transforms the order updates pertaining to the order capture platform by using a Lambda Function for each channel.
3. Pushes order updates to the client either by invoking API or via web hooks

03.2.2.1.2.3 THG(P5) Invoicing - Sol Design

TO BE UPDATEd

Context

This page summarises on how the invoicing capability gap is getting addressed by leveraging the client-agnostic invoicing capability which was built as part of Omni OMS product. While designing the solution, follow below key principles that where adopted;

Embrace non-intrusive integration among systems/platforms.

Maximize reuse of existing capabilities.

Embrace standardisation over customisation per client.

Adopt reactive programming by leveraging asynchronous messaging infrastructure

Solution stack should be scalable considering the future needs.

Design Assumptions

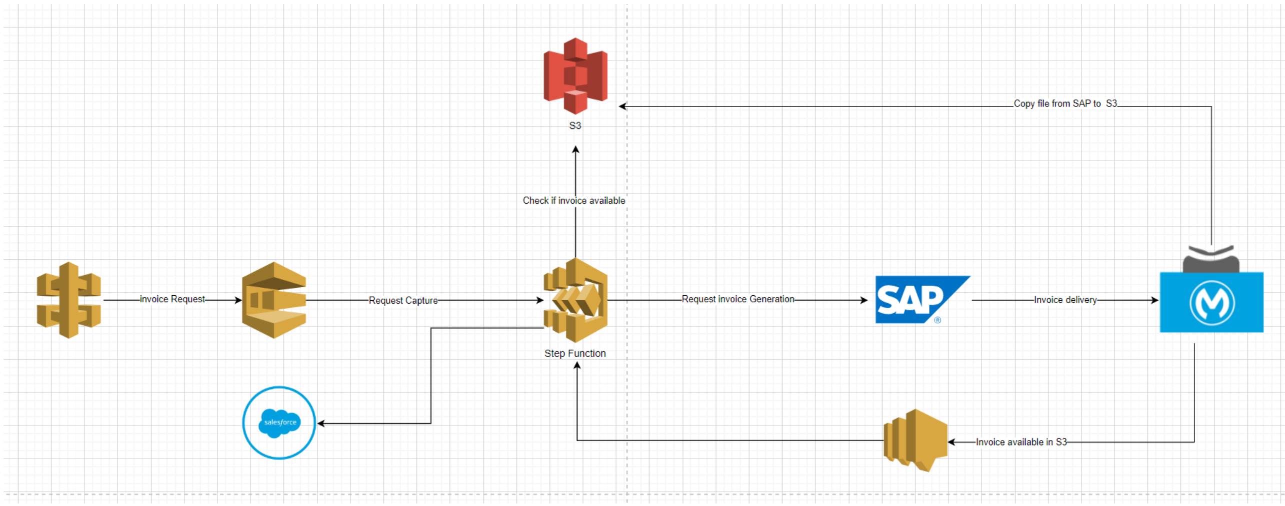
THG tech stack has the feasibility to connect with asynchronous messaging infrastructure (namely; Mulesoft).

THG solution stack leverages SFMC (Sales Force Marketing Cloud) for delivering invoices to consumer(s).

THG (P5 platform) has a different invoice template (format) compared to DCE2 or DCS eCom solution. Hence, invoicing system should be capable of operating with templatised approach.

Invoice file distribution happens outside of SAP S4 (Retail), there by it eliminates dependency from S4Retail team for any enhancements related to Invoice document delivery.

Solution Design



Solution Components

Order Capture

The order capture module referred here indicates the current order creation software component with in the THG solution stack.

Invoicing (Inbound)

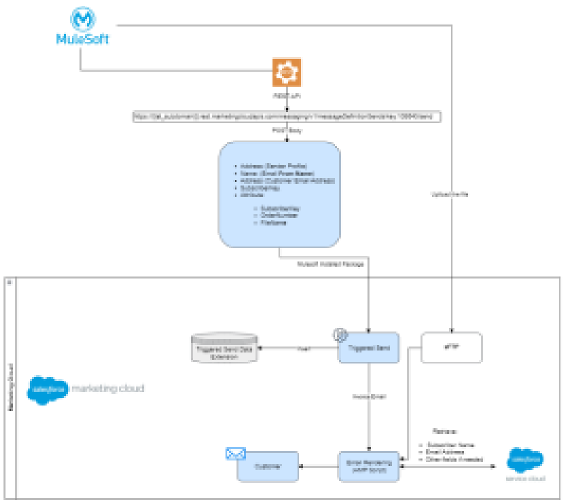
Technical Complexity: Simple

Invoice API

An API endpoint exposed using Mulesoft to trigger invoice generation process.

Invoice Generation Engine

Current implementation for THG.



Future implementation

Invoicing (Outbound)

Invoice Queue

Queuing infrastructure built using Mulesoft Anypoint MQ responsible for

1. Receiving the incoming request for invoice file (PDF) generation.
2. Invoice file generation updates while it is ready for delivery.

Invoice Dispatcher

This component is responsible for

1. Dispatching the generated invoice file into defined target.
2. Send an update to S4 Retail on the link to generated invoice file.
3. Post a message into invoice queue indicating invoice is ready for delivery to consumer.
4. Retries incase of delivery target is unavailable.

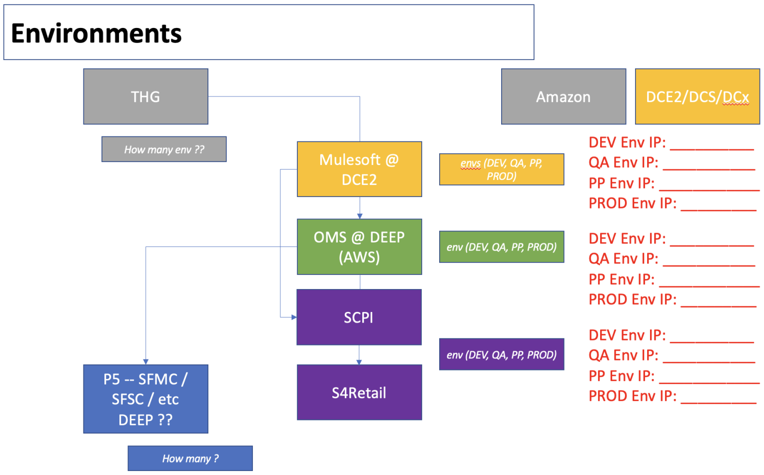
Delivery Target

S3 Bucket

A defined target for storing generated invoice(s).

New Omni-channel Back-office Release 2 (P5 – THG integration & LSP Enablement)

Environments mapping



Mulesoft DC2

Dev Env IP:

QA Env IP:

PP Env IP:

PROD Env IP:

OMS

Dev Env IP:

QA Env IP:

PP Env IP:

PROD Env IP:

S4

We use SAP Cloud Foundry for our CPI environments in region eu10.

You can find IP Ranges for this region in the following link: Regions and API Endpoints Available for the Cloud Foundry Environment | SAP Help Portal

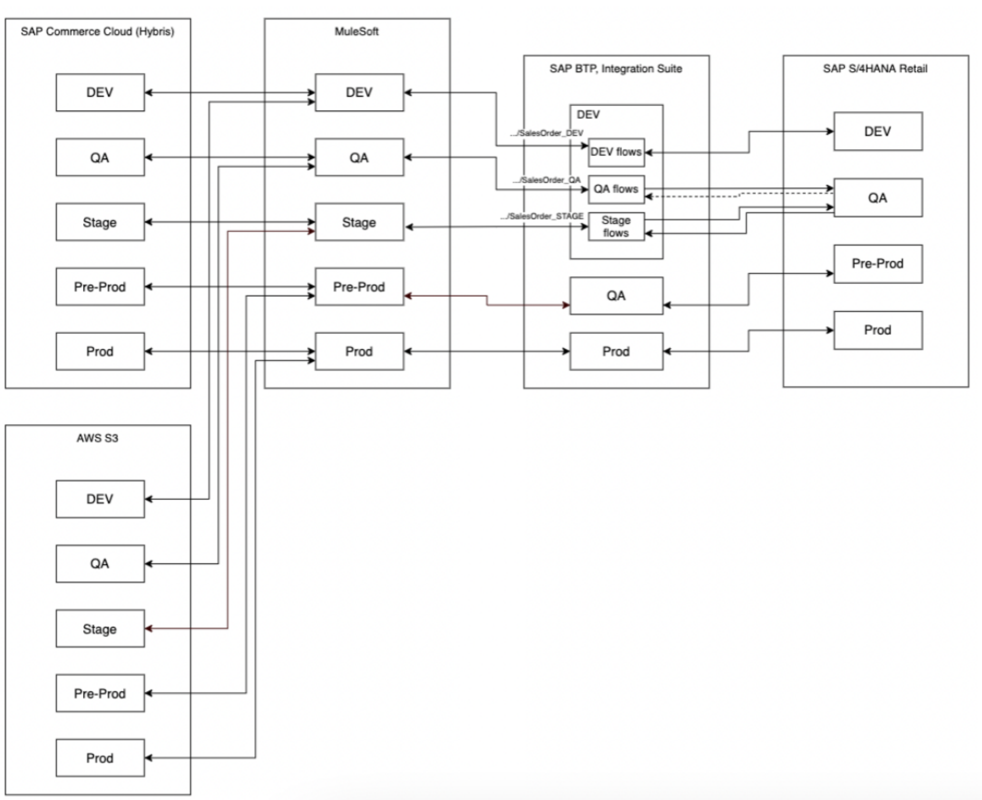
Dev Env IP:

QA Env IP:

PP Env IP:

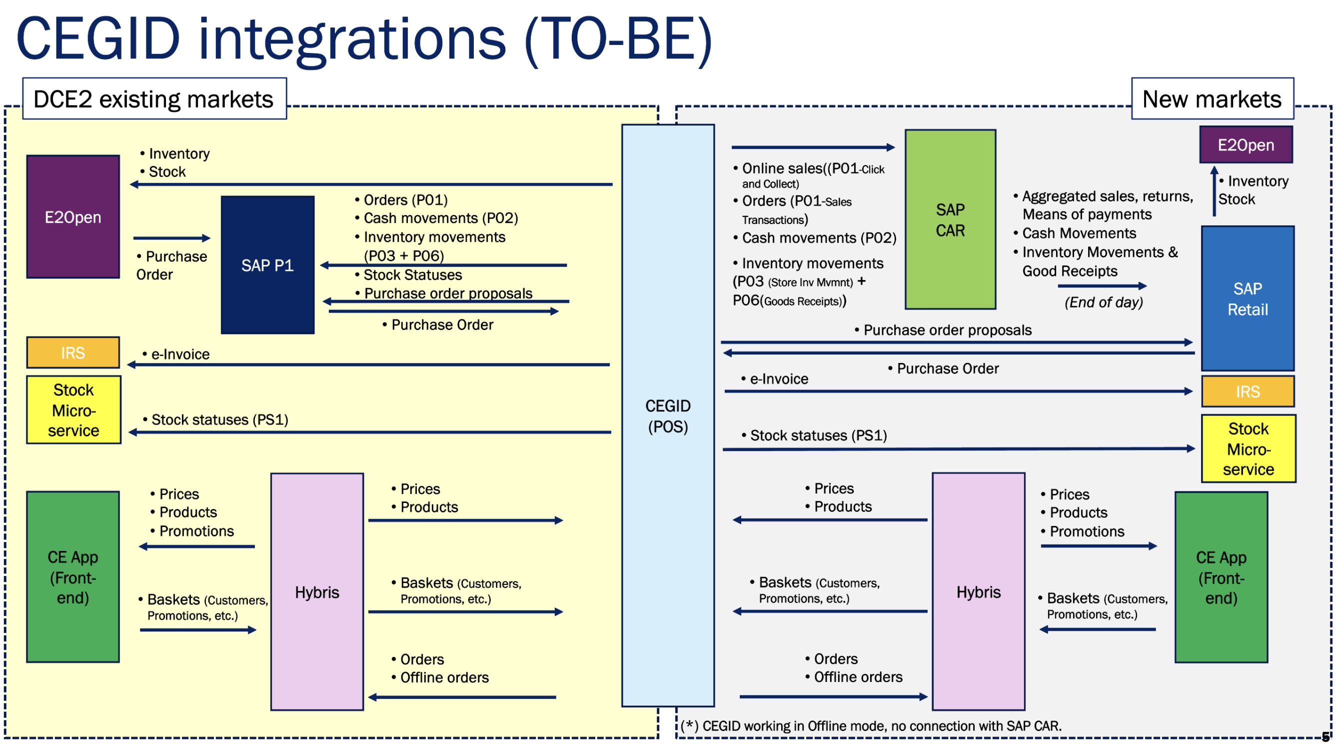
PROD Env IP:

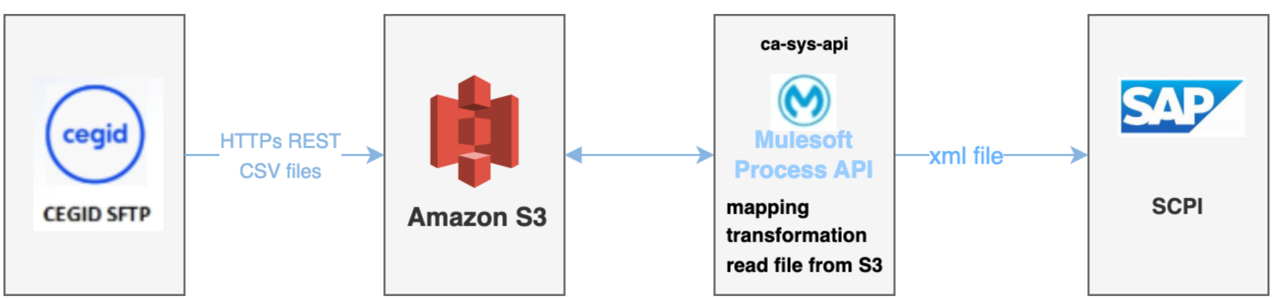
Environments Mapping



03.3.2.03 Sol. Architecture CEGID with SAP CAR, S4 Retail

Solution Architecture is here: CEGID with SAP CAR and S4Retail -- Solution Architecture 2022.09.pptx (sharepoint.com)





Guidelines

Two versions of the files from CEGID to SAP and S4Retail/SAP CAR, assuming the data structure will be different.

Master Data

From CEGID to SAP CAR/S4Retail, using the Global Article (confirmed)

What's the data that CEGID is currently using, when exporting data to SAP (to be confirmed)

Sales / Inventory / Cash

add the diagram from Florian Borel

TO-BE: from CEGID to S4Retail to E2Open (to be decided)

Integrated Replenishment via POP, no E2OPEN

AS-IS: from CEGID to SAP (P04 request from CEGID, PD2 Order Draft from SAP, PD3 Delivery from SAP, P06 Delivery Confirmation from CEGID)

Integrated Replenishment via POP, with E2OPEN

AS-IS (not in a diagram): from CEGID to SAP (P04 request from CEGID, PD2 Order Draft from SAP ...

More info

CEGID New End Points for SAP CAR: DCE20HOME-232266 - [Brand Retail] Stock Management - Cegid SFTP Provisioning CLOSED

03.3.2.04 Sol. Architecture Marketplaces with SAP CAR, S4 Retail

03.3.2.05 Sol. Architecture DCS with S4 Retail

03.2.3.01 Stores Master Data // B2C

Designing Principles

DCE2 SF has already a huge database that consists of (1) B2C Stores with the GUID (2) Interactions and Transactions connected to the respective Stores.

Avoid any data migration/remediation, to replace any platform IDs.

For those attributes that are part of the “Golden Record”, these data points must not change in any of the DCE2 target systems.

Solution Architecture

tbd

Solution Design Proposal

Clarify what’s the best approach to move the data between MDG/S4 Retail/DCE2 SF.

RECOMMENDED MDG creates a new ID (aka MDG ID), and sends the data to DCE2 SF. SF will keep creating the Store generating a SF ID (aka GUID).

The SF GUID won’t be replicated to MDG, S4 Retail.

SF will enrich the data points, this data will be later replicated to the DCE2 platforms (Hybris, CEGID, ELK, others).

S4 Retail will use the MDG ID, Hybris will use the MDG ID and SF/CEGID will have the MDG ID.

DCE2 Hybris will keep using the SF ID, for the current transactions (Orders, Coaches Assignment, etc.). TO BE DESCRIBED

When these platforms are talking to each other to process Orders/Returns, the MDG ID will be used to consume the stock in the right stores, for the respective transactions.

MDG creates a new ID (aka MDG ID), and sends the data to DCE2 SF. SF will keep creating the Store generating a SF ID (aka GUID).

The SF GUID will be replicated to MDG, S4 Retail.

SF will enrich the data points, this data will be later replicated to the DCE2 platforms (Hybris, CEGID, ELK, others).

SF uses using the MDG ID as the GUID, this means no info needs to be sent back from SF to MDG.

Attention point: data migration in SF and the respective transactions in DCE2.

Actions

OPEN CLOSED IN PROGRESS FUTURE FEATURE HIGH PRIORITY KB FEATURE ACTIVATION

#	Topic	Description	Creation Date	Status	Owner	Comments & Next Steps	Final Solution
1	S4Retail	Clarify if S4Retail will use the MDG ID, as the ID	05 Aug 2022	OPEN	Arnab		
2	Hybris	Clarify if Hybris can create Stores with an ID defined by another system (e.g., MDG ID)	04 Aug 2022	CLOSED	Gerardo Colace		technically in hybris is feasible, there is no constraint. You can even save the specific ID defined by multiple systems just adding a new field.

3	Sales Order using the StoreID	Clarify if CEGID and Hybris (and maybe another platform) are sending data (Sales, Inventory, etc.) to S4 Retail, and what's the Store ID that's used Cegid_Id__c FSL_B2BAccountExtID__c FSL_POSReturnWarehouse__c FSL_POS_CC_WAREHOUSE_ID__c FSL_POS_SELLABLE_WAREHOUSE_ID__c FSL_Retailer_Warehouse__c FSL_SAPWarehouse_PlantId__c FSL_SAPWarehouse_StoreLocationId__c	05 Aug 2022	OPEN	Gerardo Colace	*Assumptions:* *S4 Retail will use the MDG ID, Hybris will use the MDG ID and SF /CEGID will have the MDG ID.* *When these platforms are talking to each other to process Orders /Returns, the MDG ID will be used to consume the stock in the right stores, for the respective transactions.*	
4	Sales Order using the StoreID	Clarify how CEGID and Hybris (and maybe another platform) are sending data about Lending, Returns, Click & Collect	05 Aug 2022	OPEN	Gerardo Colace Arnab	*Assumptions: at the moment, there are different IDs required, representing different warehouses, etc.*	
5	MDG to SF	Data mapping in SF, to identify those fields that must be owned in MDG (e.g. CEGID ID, Type of Stores) Data validation (e.g., mandatory, related pick-lists)	05 Aug 2022	OPEN	Jake Saul		
6	MDG to SF	Define in SF the "business" process to enrich data coming from MDG, considering SF will have 2 stages (draft and approved stores)	05 Aug 2022	OPEN	Jake Saul		

03.3.3 OM - Implementation

CONSGOV Tickets for DCE2/THG/CEGID/others

Eugenia Deambrosi

the list of cancelled CONSGOVs might a good idea for the EPIC/Features, for the 3 main CONSGOVs.

Key	Summary	T	Updated	Due	Assignee	Reporter	P	Status	Resolution	B2C Capability Affected	Channels Affected	Desired Release
CONSGOV-11178	[Omni SF] Phase 3 // Integrate SDFC with S4Retail/SAP CAR for CZ&SK		Mar 28, 2023		Eugenia Deambrosi	Gerardo Colace		CANCELLED	Won't Do		Indirect Retail Coach	ToBeAssessed
CONSGOV-11177	[Omni CEGID/SFDC] Phase 3 // CEGID and SFDC stock syncronization with SAP CAR and S4Retail for CZ&SK		Mar 29, 2023		Agnieszka Kowalska	Gerardo Colace		IN QUALIFICATION	Unresolved		Brand Retail Indirect Retail Coach	ToBeAssessed
CONSGOV-11176	[Omni DCE2] Phase 3 // Enable DCE2 integration with S4Retail for LSP capabilities for CZ&SK		Mar 29, 2023		Agnieszka Kowalska	Eugenia Deambrosi		IN QUALIFICATION	Unresolved		Website Indirect Retail Coach Customer Service	ToBeAssessed
CONSGOV-11175	[Omni DCE2] Phase 3 // Market switcher for integration DCE2 with SAP CAR and S4Retail for all the channels		Apr 06, 2023		Agnieszka Kowalska	Eugenia Deambrosi		IN QUALIFICATION	Unresolved		Website Indirect Retail Coach Customer Service	2023.Q2
CONSGOV-10046	[Omni DCE2] LSP Integration with S4Retail		Mar 31, 2023		Ipek Kilic	Gerardo Colace		CANCELLED	Won't Do		Website Brand Retail Indirect Retail Coach Customer Service	Not Set

CONSGOV-9556	[Omni B2C THG] Phase 1 to be deleted	Mar 31, 2023	Gerardo Colace	Eugenia Deambrosi	CANCELLED	Won't Do	Website Indirect Retail Coach Customer Service	2022.H2
CONSGOV-8996	[Omni THG] Order Management for THG with S4Retail // MVP Switzerland Pakistan	Mar 28, 2023	Gerardo Colace	Gerardo Colace	CANCELLED	Won't Do	Website Customer Service	ToBeAssessed
CONSGOV-8986	[Omni DCE2] Phase 3 // Integration DCE2 with SAP CAR and S4Retail for all the channels	Mar 29, 2023	Divine Grace Hernandez	Gerardo Colace	IN QUALIFICATION	Unresolved	Website Indirect Retail Coach Customer Service	ToBeAssessed
CONSGOV-8985	[Omni DCE2] Phase 2b // Improve Checkout by having Early Reservations	Apr 06, 2023	Eugenia Deambrosi	Gerardo Colace	IN PRIORITIZATION	Unresolved	Website Brand Retail Indirect Retail Customer Service	ToBeAssessed
CONSGOV-8984	[Omni DCE2] Phase 2a // Improve Checkout using Stock with Bulk API	Apr 03, 2023	Eugenia Deambrosi	Gerardo Colace	IN DESIGN	Unresolved	Website Brand Retail Indirect Retail Customer Service	2023.Q2
CONSGOV-7731	[Omni DCE2] Phase 1 // Enabling Invoicing capabilities into S4 Retail	Mar 31, 2023	Divine Grace Hernandez	Eugenia Deambrosi	CLOSED	Accepted	Website Indirect Retail Coach Customer Service	2022.H2
CONSGOV-6747	[All Channels] Activating RIM in SAP Commerce to enable the out-of-the-box integration with SAP CAR/Retail	Mar 28, 2023	Gerardo Colace	Gerardo Colace	CANCELLED	Won't Do	Website Brand Retail Indirect Retail Coach	ToBeAssessed

CONSGOV-6290	[All Channels] Switcher to allow DCE2 "talking" to Stock MiSe and SAP CAR & SAP Retail	Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website Brand Retail Indirect Retail Coach	ToBeAssessed
CONSGOV-6129	[Web & CCR] Stock Management: Rough Stock Indicator feature (from SAP CAR to Hybris)	Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website Customer Service	ToBeAssessed
CONSGOV-5548	[Brand Retail] Order Management: PLP, Reservations & Order Creation	Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Brand Retail	ToBeAssessed
CONSGOV-5547	[Brand Retail] Order Management: Integration Flows (Order Export)	Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Brand Retail	ToBeAssessed
CONSGOV-5546	[Brand Retail] Invoices: S4 Retail generating the fiscal documents (invoices, CN, DN, eInvoices)	Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Brand Retail	ToBeAssessed
CONSGOV-5545	[Omni CEGID] Integrate with SAP CAR and S4Retail // MVP	Apr 05, 2023	Josephine Schlinz	Gerardo Colace		IN DESIGN	Unresolved	Brand Retail	2023.Q2
CONSGOV-5544	[Brand Retail] Order Management: Order Export / Inventory Export to S4 Retail	Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Brand Retail	ToBeAssessed
CONSGOV-5543	[F. Coaches & Indirect Retailer] Order Management: Order Export / Inventory Export to S4 Retail	Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Indirect Retail Coach	ToBeAssessed
CONSGOV-5542	[F. Coaches & Indirect Retailer] Stock Management: Stock Export to SVS and SAP CAR	Mar 31, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Indirect Retail Coach	ToBeAssessed

CONSGOV-5541	[F. Coaches & Indirect Retailer] Invoices: S4 Retail generating the fiscal documents (invoices, CN, DN, eInvoices)		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Indirect Retail Coach	ToBeAssessed
CONSGOV-5540	[F. Coaches & Indirect Retailer] Stock Replenishment: Integration SF with S4 Retail		Mar 31, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Indirect Retail Coach	ToBeAssessed
CONSGOV-5539	[F. Coaches & Indirect Retailer] Order Management: Integration Flows (Order Export)		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Indirect Retail Coach	ToBeAssessed
CONSGOV-5538	[F. Coaches & Indirect Retailer] Order Management: PLP, Reservations & Order Creation		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Indirect Retail Coach	ToBeAssessed
CONSGOV-5537	[Marketplaces] Stock Management: Stock Export, not RSI		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website	ToBeAssessed
CONSGOV-5536	[Marketplaces] Order Management & LSP Integration Flows		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website	ToBeAssessed
CONSGOV-5535	[Marketplaces] Order Management: Order Creation		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website	ToBeAssessed
CONSGOV-5534	[Marketplaces] Invoices: S4 Retail generating the fiscal documents (invoices, CN, DN, eInvoices)		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website	ToBeAssessed
CONSGOV-5531	[Web & CCR] Invoices: S4 Retail generating the fiscal documents (invoices, CN, DN, eInvoices)		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website Customer Service	ToBeAssessed
CONSGOV-5530	[Web & CCR] Order Management & LSP Integration Flows		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website Customer Service	ToBeAssessed

CONSGOV-5529	[Web & CCR] Order Management: PLP, Reservations & Order Creation		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website Customer Service	ToBeAssessed
CONSGOV-5527	Master Data [Stores / Warehouses / Coaches]: Integration with MDG, REEV		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website Brand Retail Indirect Retail Coach Customer Service	ToBeAssessed
CONSGOV-5524	Master Data [Products]: Integration with MDG (S4 Retail and SAP CAR)		Mar 28, 2023	Gerardo Colace	Gerardo Colace		CANCELLED	Won't Do	Website Brand Retail Coach Customer Service	ToBeAssessed

34 issues

2022.06 Phase 1 DCE2 and S4Retail Invoicing

COMPLETED

1. Useful Links

CONSGOV:

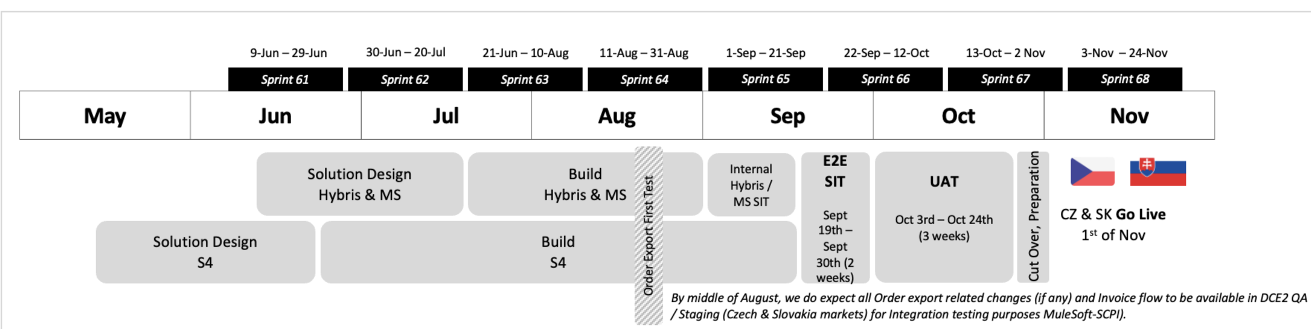
CONSGOV-7731 - [Omni DCE2] Phase 1 // Enabling Invoicing capabilities into S4 Retail CLOSED

EPIC: **OMNI-931 - Enabling Invoicing capabilities into S4 Retail** EPIC CLOSED

JIRA BACKLOG: OMNI #SCRUM - OMS and STOCK - Agile Board - PMI DCE JIRA

LOGS and MONITORING (Hybris and Mulesoft only): DevOps Assessment - integrate S4 Retail into DCE2 landscape // **DCE2:** 12.03.04 Error Handling solutions

2. High Level Plan



3. Sprint-based release plan

							R65 Build			R65 Validation			R67 Build			R67 Validation					
			S63			S64			S65			S66			S67			S68		
			21-27-Jul	28 Jul - 03 Aug	04- 10 Aug	11- 17Aug	18 -24 Aug	25-31 Aug	01-07 Sep	08-14 Sep	15-21 Sep	22-28 Sep	29 Sep - 05 Oct	06-12-Oct	13-19-Oct	20-26-Oct	27 Oct - 02 Nov	03-09 Nov	10-16 Nov	17-23 Nov
		Environment	w1	w2	w3	w1	w2	w3	w1	w2	w3	w1	w2	w3	w1	w2	w3	w1	w2	w3
Target R65 HYBRIS/MS (Silent Go-Live)																				
Build	HYBRIS DCE20HOME-260128 story build - New target orchestration	DEV	X	X	X															
Build	HYBRIS DCE20HOME-260135 story build - Data change - returnProcess	DEV	X	X	X															
Build	MULESOFT DCE20HOME-253058 build	DEV	X	X	X															
Build	HYBRIS DCE20HOME-262035 story build - Order export enhancement - adding new fields	DEV				X	X													
Build	HYBRIS DCE20HOME-262036 story build – Order export enhancement - paymentDetails	DEV				X	X													
Test	First Order Test Hybris-MS-EPAM	QA				X														
Test	E2E Test	QA						X												
Test	SIT	QA						X												
Test	Regression Test	PP								X										
Test	E2E Test	PP								X	X									
Deploy	Release 65 Deploy (PRD) Hybris-MS	PROD																		
Target R67 (Business Go-Live)																				
Build	HYBRIS DCE20HOME-270352 story build – Configure SAPRETAIL in orchestration table	DEV										X								
Test	SIT (Full Integration)	QA											X	X						
Test	E2E Test (Full Integration)	QA											X	X						
Test	Regression Test (Full Integration)	PP														X				
Test	UVT (Full Integration)	PP													X	X	X			
Deploy	GO LIVE (CK, SK)	PROD																		
	S4 Retail Testing Plan												SIT	SIT	UVT	UVT	UVT			

Notes:

- SIT in QA to start on 29th Sep (Hybris to config orchestration table in QA)
- UVT in PP to start on 13th Oct (Hybris to config orchestration table in PP)

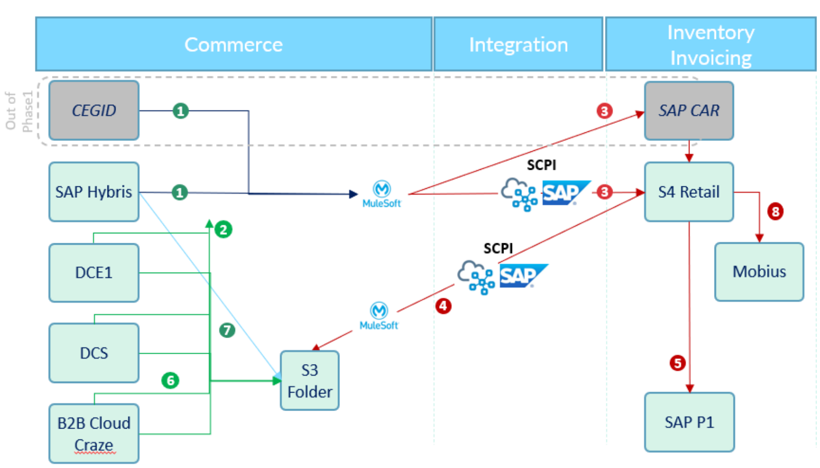
R65 *Sep 26th – 29th*

Cut Over (1 week)

R67 *Nov 7th – 10th*

4. Architecture

4.1. Initial Architecture



References

1. Sales Order Export DCE2 (incl. CEGID)
2. Sales Order Export DCE1/DCS/B2B
3. SCPI Order Creation into S4Retail // POSDTA
4. Invoice Upload for B2B B2C
5. Order Aggregated to SAP P1
6. Invoice Consumption for DCS/DCE1/B2B
7. Invoice Consumption for DCE2
8. Invoice archival

4.1.1. In scope

Two Pilot DCE2 Markets (Czech Republic and Slovakia)

DCE1/DCS/CloudCraze will also be able to push the Order Export to MS for SCPI to perform a GET operation

Implementation of S4 Retail with pre-configured rules and actions to fully automate invoice generation and posting

MS SCPI as a passthrough and all conversions and mappings in SCPI

Defining an E2E Monitoring across the layers

4.1.2. Out of scope

SAP CAR will not be implemented in this Phase 1

IPR/Market Switcher not delivered as part of this phase 1

Mobius solution implementation not part of phase 1

4.1.3. References

Integration Approach

4.2. NFRs

The following NFR's will be applicable:

System Performance

Scalability

Continuity & Reliability

Flexibility & Extensibility

Maintainability

Observability (Monitoring & Testability)

NFR Templates - Architecture Chapter 2022 - DCE 2.0 Home - PMI DCE Confluence

Business Design - Enabling Invoicing Capabilities into S4 Retail for CZ/SK

1.1. Overview & Objective

1.1.1. Target release

Release 67 of Omnichannel Program

Type:

Enhancement

New Request

CONSGOV ticket: CONSGOV-7731 [Omnichannel] - Enabling Invoicing capabilities into S4 Retail

Epic: OMNI-931 Enabling Invoicing capabilities into S4 Retail

Checklist:

Design reviewed with capability owner

Design may impact data privacy / security

New capability

Change to existing capability

UX required

Risk and Controls consulted

1.1.2. Overview

Scope of this page is to describe the functional and technical requirements and solution for the Phase 1 of Omnichannel Program for Czech Republic and Slovakia (Pilot Markets).

The Omnichannel Program aims to the final SAP CAR/S4 Retail integration into the DCE2 Landscape, with the scope of gathering benefits of the new components, enabling omnichannel capabilities, sourcing strategies activation and invoicing simplification.

The program is composed by the following phases:

1. Phase 1: Invoicing on S4 Retail
2. Phase 2: Check-out unification
3. Phase 3: SAP CAR integration and Inventory management

Focus of this document is to describe the Phase 1 solution for Pilot Markets. Market Roll-out strategy will be defined.

1.1.3. Objective

The objective is to integrate S4 Retail into DCE2 landscape, in order to enable the B2C invoicing capabilities. Therefore, S4 Retail will replace SAP P1 for invoicing purposes.

In the current AS-IS DCE2 solution, the master system for inventory and invoicing is SAP P1.

After the Order creation on Hybris (checkout), the order is exported to the inventory management system (LSP, CEGID, Saleforce – depending on the channel). Additionally, the order il also exported to ERP (SAP P1) in order to issue the B2C invoicing, financial reconciliation and stock level alignment.

In Phase 1 S4 Retail will be integrated only for invoicing purpose. In this way, S4 Retail will replace SAP P1 for all the scenarios in which SAP P1 has in charge the B2C invoice issue.

Inventory (stock level and movements) will be not integrated into S4 Retail in Phase 1 (full integration will be scope of Phase 3 of Omnichannel Program). In this way, SAP P1 will not be used for invoicing management anymore but will still be integrated in the landscape for inventory management, financials, reconciliations and inbound processes.

1.1.4. Benefits

The phasing approach has been selected as the correct approach to minimize the risks related to new integrations in the DCE2 landscape.

The S4 Retail integration in Phase 1 has the aim to start setting up the environment for the future SAP CAR integration, enabling in the first instance the B2C invoicing capabilities.

The current as-is invoicing solution P1 is unable to meet the demands expected for the DCE2 markets as we rollout to other new markets. As a result of this constraint a new solution to deliver the Invoicing capability will be implemented.

1.1.5. Assumptions

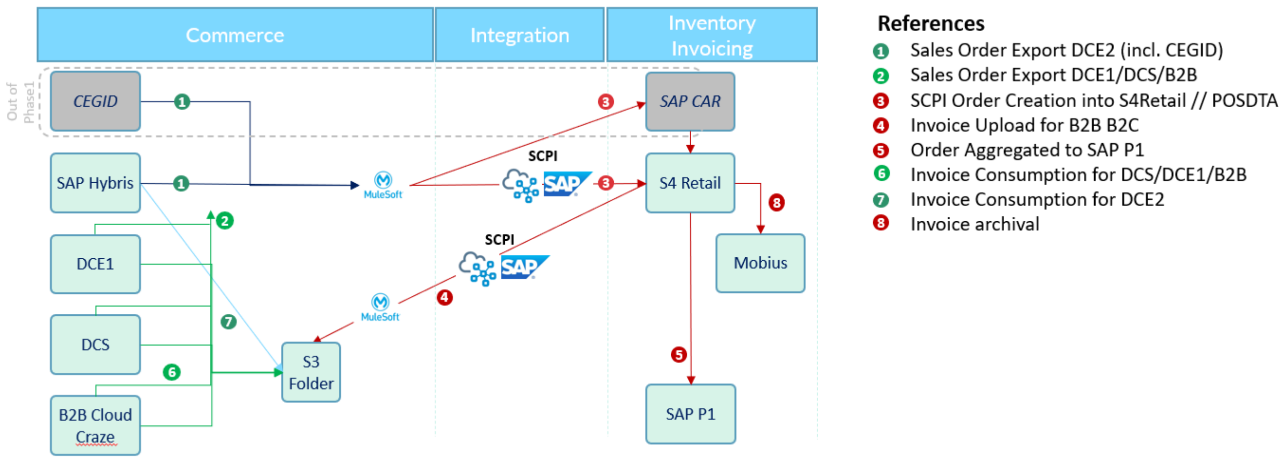
1. The perimeter of the solution of Phase 1 – Invoicing on S4 Retail includes all the scenarios related to Direct Models in which PMI sells to B2C customer and the invoice is issued on SAP P1 in the current AS-IS solution.
2. SAP CAR will not be implemented in this Phase 1
3. SAP P1 will have Inventory Management responsibility, financials and reconciliations.
4. B2B operations are out of scope as SAP P1 will keep managing the inbound processes for all channels (and B2B invoicing).
5. In the AS-IS solution, in Brand Retail channel the B2C invoice is issued by CEGID and not sent to SAP P1. For this reason, this channel will be out of scope, and there are not integrations needed with S4 Retail.
6. The checkout process is not impacted by this implementation.
7. In the AS-IS model the trigger statuses for the Order Export to SAP P1 are SHIPPED and RETURNED. In general, Hybris generates the Order Export for different target systems in different statuses. For the Pilot Markets, target system "FSP" will be replaced wit S4 Retail target system value, for all statuses and capabilities.
8. The data transformation logics that in the AS-IS model are coded in Mulesoft will be shifted to SAP CPI.
9. For markets where the invoicing is in charge on S4 Retail, the Order export from Hybris to S4 Retail must be disabled. There is no possibility to have part of channels/order types invoicing on S4 Retail and part on SAP P1.
10. The order will be in any case sent from S4 Retail to SAP P1 for the inventory alignment (not in scope of this document).
11. The process of Invoice retrieval from S3 Folder to DCE2 has no changes within the Invoicing implementation.
12. For corner cases where the Return is exported before the Refund, fields related to payment (refund) will be not available.

13. The adjustments on Hybris for the Order Export will be market/capability independent. New fileds added will be filtered by Mulesoft for DCE2 Markets.

14. The target system (Order Orchestration Logic) for the Order Export is configured per Base Store, Order Type, Status.

1.1.6. Dependencies / Constraints

1.1.7. High Level Architecture



In scope:

Two Pilot DCE2 Markets (Czech Republic and Slovakia)

DCE1/DCS/CloudCraze will also be able to push the Order Export to MS for SCPI to perform a GET operation

Implementation of S4 Retail with pre-configured rules and actions to fully automate invoice generation and posting

MS SCPI as a passthrough and all conversions and mappings in SCPI

Defining an E2E Monitoring across the layers

1.2. Functional Detailed Design

1.2.1. Focus on Pilot Markets (CZ and SK)

The focus of the first implementation of Phase 1 of Omnichannel Program will be on the Pilot Markets: CZ and SK.

For the pilot markets, the following order types/channels (with Direct Model) are in scope:

Orders

Website & CCR*/ ****	Sales	In Scope	X	X	X	X	X
	Lending (& Confirmation)	NOT in Scope** (after Iluma launch – consider as feature activation in ‘23)	X	X	postponed	postponed	X
	Replacement (& Upgrade)	In Scope (to be in scope, not yet rolled out)	X	X	X	X	X (for upgrade)
	Sales Pre-Order	NOT in Scope, to be considered in the future as feature activation	postponed	postponed	postponed	postponed	X
	Self Service Device Linking******	In Scope	X	X	X	X	X
	Back In Stock Notify Me	NOT in Scope, to be considered in the future as feature activation	postponed	postponed	postponed	postponed	-
	Trade-In	NOT in Scope, to be considered in the future as feature activation	postponed	postponed	postponed	postponed	X
Brand Retail	-	NOT in Scope***	-	-	-	-	-
Field Coach ****	Sales	In Scope	X	X	X	X	X
	Lending (& Confirmation)	NOT in Scope** (after Iluma launch – consider as feature activation in ‘23)	X	X	postponed	postponed	X
	Replacement*****	In Scope (to be in scope, not yet rolled out)	X	X	X	X	X (for upgrade)
Marketplace	-	NOT in Scope	-	-	-	-	X
Indirect Retailer	-	NOT in Scope	-	-	-	-	-

** Delivery Methods supported: Home Delivery / Pick-up Points, Click & Collect not available*

*** Lending activation to be defined*

**** Capability enabled but not impacting the Invoicing solution*

***** Endless Aisle enabled for Website and Field Coaches*

****** Replacement Upgrade not available for Field Coach since PPL is not available*

******* Free Gift Option not applicable*

Returns

Website & CCR	Commercial Return	In Scope	X	X	X	X	X

	Lending Return	NOT in Scope* (after Iluma launch – consider as feature activation in ‘23)	X	X	postponed	postponed	-
	Service (Replacement) Return	In Scope	X	X	X	X	-
	Undelivered Return	In Scope	X	X	X	X	X
	Missing Delivery (Refund & Corrective Order)	In Scope	X	X	X	X	X
Brand Retail	-	NOT in Scope**	-	-	-	-	-
Field Coach	Commercial Return	NOT possible	-	-	-	-	-
	Lending Return	NOT possible (Only device returns w/o any financial compensation)	-	-	-	-	-
	Service (Replacement) Return	In scope	X	X	X	X	-
Marketplace	-	NOT in Scope	-	-	-	-	-
Indirect Retailer	-	NOT in Scope	-	-	-	-	-

**Lending activation to be defined*

*** Capability enabled but not impacting the Invoicing solution*

Cross Channel Flows: Capabilities related to a previous order *(in which channel is possible accordingly with the channel of original order)*

Commercial Return	Allowed for Sales Order from Website*** (14 days standard returns + adverse events up to 1 year). Blind Return supported by the LSP.	Possible for original orders in BR. Omnichannel possible from technical perspective (by via Cegid Standalone – blind return), but not allowed from legal standpoint.	Not allowed for Sales Order from Field Coach (Front End - not allowed for Field Coaches in general)
Lending Return**	Allowed for Lending from Website & BR & Field Coach. NOT in Scope for go-live, treat as feature activation project Blind Return supported by the LSP.	Allowed for Lending from Website & BR & Field Coach. NOT in Scope for go-live, treat as feature activation project.	Only device returns w/o any financial compensation
Replacement (and Return)	Allowed with Return to LSP regardless of original Sales channel	Allowed	Allowed
Replacement Upgrade (and Return)	Allowed with Return to LSP regardless of original Sales channel	Allowed, but there is a bug currently and functionality on front end side is not working (CONSGOV)	Allowed

**For Brand Retail the Invoice / Credit Note will be generated by CEGID (as AS-IS model) instead of S4 Retail*

***Lending activation to be defined*

**** Website, CC on behalf / order management – but for orders originally bought via Website, Endless Aisle (by field coach)*

Focus on Lending:

Lending is already live in DCE2 solution, but not live in the Pilot Markets. This feature is planned after the Iluma lauch. The proposal is to include this capability in the Design / Build (on S4 Retail) phase, and to postpone the testing activities when the activation date will be identified

Focus on Replacement (Upgrade)

Capability to be rolled out in the Pilot Markets; it is treated as sales transaction (R01) and return (R04) order reason. There is a gap within design of this functionality if it is used in Brand Retail channel, but it is not in scope for Phase 1 of S4 Retail integration.

Undelivered scenario for upgraded replacement: as forward order comes as R01, respective undelivered return order should come as R16. Currently Hybris send incorrectly R23 (separate CONSGOV ticket open)

Focus on Trade-In

Trade-In DCE2 activation timeline is not still clearly defined and it requires respective development on SAP P1, S4 Retail and LSP systems. Recommendation is to treat is as separate feature activation.

After the Trade-In activation timeline definition, design and development will take into consideration the different respective systems (DCE2, S4 Retail). It is not in scope for the first Invoicing go-live (Release 67).

1.2.2. Functional Description

The process for the B2C invoicing is composed by the following steps:

1. Order export – the Order created on Hybris must be sent to S4 Retail. This export must happen when the invoice needs to be generated.
2. Invoice Generation – on S4 Retail the Order is created and the Invoice issue. The Invoice must also be uploaded in the S3 Folder
3. Invoice retrieval – The Invoice is retrieved by DCE2 in order to be sent to final customer

1.2.2.1. Order Export from Hybris Commerce to S4 Retail

Across the different channels, the Order is generated on Hybris with a specific order status ("CREATED"). In the AS-IS model, the order is replicated to different target systems depending on the specific order status, during the different steps of fulfilment and delivery.

Hybris Configuration

In order to activate the new Invoicing capability, the order must be sent to S4 Retail in the specific status when the Invoice generation is needed. Accordingly with actual Orchestration Logics, the "FSP" target system (SAP P1) will be replaced with the new value related to S4 Retail.

The relevant statuses for the Order Export for invoicing purposes are the following (eventual exceptions to be confirmed)

SHIPPED for all sales scenarios

RETURNED for all return scenarios

The configuration on Hybris must allow the Order export for S4 Retail by markets and channels (defined by orchestration logic). Furthermore, for markets where the invoicing is in charge on S4 Retail, the Order export from Hybris to SAP P1 must be disabled. There is no possibility to have part of channels/order types invoicing on S4 Retail and part on SAP P1.

The order will be in any case sent from S4 Retail to SAP P1 for the inventory alignment (not in scope of this document).

In case of Cancellation before shipment, no order export for Credit Note generation is needed (the reason is that the Credit Note is not needed itself).

Order Export Message File

The Order Export from Hybris is already in place and it will be used also in the TO-BE integration.

However, in order to allow the correct Order and Invoice generation on S4 Retail, the following adjustments have been required (accordingly with the scenarios analyzed).

Furthermore, the Order Export changes will be global. Accordingly with the Orchestration Logics, for markets not live with Invoicing on S4 Retail, Mulesoft will "filter" the new filed added. In this way, These adjustments will be relevant for the base store in which the new integration is enabled.

The existing fields adjusted will be passed with the new logic.

Shipping Date	Provide the actual date of shipment. - For Online scenarios (Home delivery, Pick-up Points, Endless Aisle) this date must be provided by LSP and sent to S4 Retail - For F2F scenarios (Click & Collect included), this date is the actual date of Sales - Provided date is localized.	Not used in the order Export	New Field in the Order Export
Return Date	Provide the actual date of return (physical good receipt). - For Online scenarios this date must be provided by LSP and sent to S4 Retail. - For F2F scenarios, this date is the actual date of Return. - Provided date is localized.	Not used in the order Export	New Field in the Order Export
Authorization Date	Provide the actual date of authorization. Value must be different for Sales and Return and localized. Date is the available value between capture and authorization.	Used in the order Export, same value for Sales and Return	Existing Field adjusted
Authorization Time	Provide the actual time of authorization. Value must be different for Sales and Return and localized. Time is the available value between capture and authorization.	Used in the order Export, same value for Sales and Return	Existing Field adjusted
Authorization Amount	For partial returns, the amount must contain the total amount refunded, related only to returned items.	Used in the order Export but in returns the value is the same of sales	Existing Field adjusted
PSP Reference	Provide the transaction reference provided by the Payment Provider. The reference is the one available between capture and authorization.	Used in the order Export but with the Cart ID.	New Field in the Order Export

Integrations

The system integrations needed in order to allow the Order export are the following:

1. Mulesoft picks up the files from the SFTP (drive managed by PMI). This integration is already in place and will be reused (except the Hybris configuration needed)
2. Mulesoft routes the file to SAP CPI. No massaging of the data or any business rules is applied here. MS just serves as a pass through. In this way, the data transformation logics that in the AS-IS model are coded in Mulesoft will be shifted to SAP CPI. This is a new integration required.
3. SAP CPI performs the conversion of the file to an IDOC for S4 Retail to consume and process the data. This is a new integration required (not in scope of this document).

1.2.2.2. Invoice generation and upload to AWS S3

The invoice generated must be uploaded in S3 Folder. This integration is not in scope of this document.

1.2.2.3. Invoice retrieval on Hybris

As in the actual solution, DCE2 must retrieve the invoice generated to be sent to the final customer through Salesforce Marketing Cloud. This process has no changes within the Invoicing implementation.

1.2.2.4. Monitoring / Error Handling

1.2.3. Solution Links

R67 - OmniChannel Enabling Invoicing capabilities into S4 Retail

1.3. Requirement List

The requirement list is defined in table in section "1.2.2.1. Order Export from Hybris Commerce to S4 Retail".

1.4. Open Points

ID	Open Point	Description	Status
01	Authorization timestamp logic	- Clarify if this field must contain the timestamp of capture (if available). *Value available between Capture and Authorization* - Check if this timestamp is localized. *Localized*	CLOSED
02	PSP reference logic	- Define if the field must contain the authorization or the capture reference. *Value available between Capture and Authorization* - Define if authorizationreference can be used or a new field is needed. *New Field Needed*	CLOSED

03	Authorization Amount logic for partial return	▪ Confirm that the amount must be the sum of the values of returned items. ▪ *Confirmed*	CLOSED
04	Monitoring / Error Handling	▪ Define the logic in order to monitor the order export flow and guarantee the correct visibility of errors	OPEN
05	Lending Confirmation and Return	▪ Review the payload and scenarios details	CLOSED
06	Cross Channel Flows	▪ Accordingly with flows supported by the market (Open Point 01), define if the solution can support scenarios where the Invoice is generated in S4 Retail and Credit Note on SAP P1 (or viceversa). ▪ Understand if LSP is able to manage returns of items not originally shipped from LSP itself (hereinafter "Blind Returns") ▪ *Confirmed*	CLOSED
07	Partial return flow	▪ Price schema for Partial return need to be explained and discussed	CLOSED
08	Global Hybris adjustment	▪ Define how to manage the info changed in the order export (market and capability independent) for markets where the target system is SAP P1 ▪ *Mulesoft filter accordingly with Orchestration logic*	CLOSED
09	Shipping Date and Return Date	How to fill these fields in case of F2F flows (order date or empty field) ▪ *Empty*	CLOSED
10	Replacement (Upgrade)	Monitoring of related CONSGOV release timeline for undelivered scenario	OPEN

Resources

Payloads (CZ/SK)

CZ_Field Coach_...er_ZTA_R01.json	CZ_Website_Com...n_ZRA_R08.json
CZ_Website_Rep..._ ZKL_R04.json	CZ_Website_Rep..._ ZRA_R04.json
CZ_Website_Sale...r_ ZTA_R01.json	CZ_Website_Und...n_ZRA_R16.json

SK_Field Coach_...nt_ZKL_R04.json

Testing Strategy - Enabling Invoicing Capabilities into S4 Retail for CZ/SK

1. Background and Scope

Purpose of this page it to describe the testing strategy and the test cases to be covered for Omnichannel Phase 1 - Enabling Invoicing Capabilities into S4 Retail for CZ/SK.

The solution will be delivered through 2 different releases, R65 and Go-Live Release (planned for October 31st)

1.1. Testing Scope for R65

The stories included in R65 aim to adjust the Hybris - MuleSoft Order Export in order to provide the needed information to S4 Retail for Invoicing.

Nevertheless, the delivered solution will be "silent", considering that the target system for invoicing for R65 will be SAP P1. In this way, the scope of the testing is to verify that the new Hybris payload (with additional fields filtered by MS) sent to SAP P1 will allow the correct Invoicing. Changes will be transparent to business users.

1.2. Testing Scope for Go-Live Release

2. Testing activities

2.1. Release 65

2.1.1. SIT

2.1.2. Regression Test

2.1.3. E2E

DCE20HOME-264536

Order	Channel	Order Type	Status	Delivery Method	Payment Method	Sequence	TCT ID	Pre TCT
Sales Order	Website							
		Sales	ok	Homedelivery	Digital	3	1	-
		Replacement	ok	Homedelivery	n/a	5	2	Back
		Replacement upgrade	ok	Homedelivery	Cash on Delivery	7	3	Back
		Lending - order placement	ok	Pick up Point	Digital	1	4	-
		Lending - automatic confirmation	ok	n/a	n/a	2	5	4
		Lending - manual confirmation	ok	n/a	n/a	8	6	Back
	Field Coach							
		Sales	ok	On spot	Cash on Delivery	11	7	-
		Replacement	ok	On spot	Digital payment	13	8	7
		lending endless	ok	Homedelivery	Digital payment	9	9	-
Return Orders	Website							
		Lending Return	ok	Post back	Digital refund	10	10	9
		Partial return	ok	Post back	Digital refund	12	11	Back
		Commercial Return	ok	Post back	Digital refund	4	12	1
		Service Return	ok	Post back	n/a	6	2	Back
		Undelivered return	ok	n/a	n/a	15	13	Back
		Missing Delivery - Refund	ok	n/a	Digital refund	16	14	Back
		Missing Delivery - Corrective order	ok	n/a	n/a	17	15	Back
	Field coach							
		Service Return	ok	On spot	Digital refund	14	8	

2.1.4. UVT

No UVT needed considering that the solution must be transparent to Business Users and Markets.

2.2. Go-Live Release

2.3. Release 65

2.3.1. SIT

2.3.2. Regression Test

2.3.3. E2E

DCE20HOME-264420

2.3.4. UVT

Solution Design - Enabling Invoicing on S4 Retail

Main goal is to provide the Invoicing capability.

The current as-is invoicing solution P1 is unable to meet the demands expected for the DCE2 markets as we rollout to other new markets. As a result of this constraint a new solution to deliver the Invoicing capability will be implemented. The initial solution will be piloted in 2 markets (Czech Republic and Slovakia) already existing on the DCE2 platform, post the pilot other markets will be migrated onto the new solution.

Despite E2E integration test will be done, the aim of this article is to describe only the integration part from DCEx to S4Retail and back to deliver the invoicing capability.

1. Principles

1. Hybris will export the data “as raw as possible”.
2. The data transformations should happen preferably in SCPI.
3. Data mapping changes should be implemented as a configuration change to minimize downtime.
4. Monitoring needs to be cross-platforms.

2. Impacted Components

#	Platform	Impact
1	Hybris	Add additional fields to the order export (defined in the mapping documentation). Add new values in the Orchestration Table, to export data to Mulesoft > SCPI
2	Mulesoft	Mulesoft to generate an output interface in order to call the SCPI specific endpoint in order to export the order data
3	SCPI	Expose Rest API endpoint for mulesoft to connect to in order to export the order data

3. Features

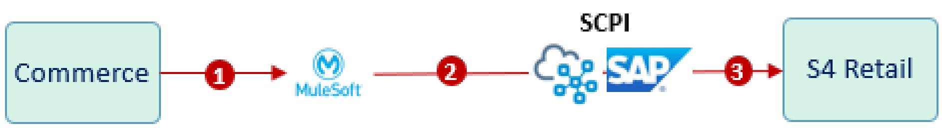
[OMNI-985] [Omnichannel] - Enabling Invoicing capabilities into S4 Retail for CZ/SK Markets - 1. Invoice Generation

4. Logical

The invoicing process is composed by 3 flows:

1. Order export: from DCEx to S4 Retail to generate the invoice.
2. Invoice Generation: from S4 Retail to DCEx to store invoice in S3 and update Order in consumer portal.
3. Invoice Retrieval: the invoice is retrieved by DCE2 in order to be sent to final customer.

4.1. Order export



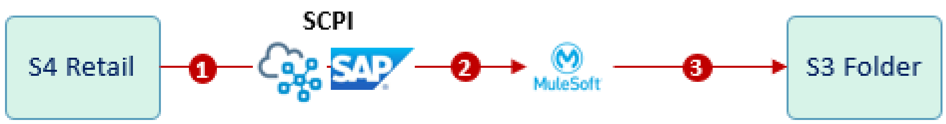
a. Hybris (commerce platform) drops the order export on an SFTP drive managed by PMI, **Mulesoft** picks up the files from the SFTP and routes it to SAP CPI.
   MS just serves as a pass through, all conversions and mappings will be done in SCPI.

b. When **SCPI** picks up the file from MS, it will be required to perform certain tasks which is the conversion of the File to an IDOC for S4 Retail to consume and process.
   It will be required to create new rest API call from Mulesoft to SCPI. The endpoint will be opened for a POST request with the message body in the exact same format coming to Mulesoft from Hybris (JSON).
   SCPI will transform the Sales.

c. **S4Retail** is the responsible for the invoice generation

4.2. Invoice Generation

Invoice generation leverages on existing interface exposed by DCE2 (via Mulesoft). The main idea is to avoid S4 Retail to directly save the invoice PDF on DCE2 S3 folder.
By using Mulesoft existing interface, the separation between the two platform landscapes will be maintained.
This is important so that, even in case of invoice generation process change on DCE2 (e.g. change of physical storage, change of retrieval process, change of naming convention), the logic will keep transparent to S4 landscape.



a. After invoice is generated in S4Retail, existing **Send Document Details from SAP** will be reutilised. Channel field (Free text) will be used to identify from where the invoice comes (SAP P1, Retail).

b. Mulesoft, as SCPI server in this scenario, will need to generate and provide new technical credentials to SCPI.

4.3. Invoice Retrieval

As in the actual solution, the commerce platform must retrieve the invoice generated to be sent to the final customer through Salesforce Marketing Cloud.
This process has no changes within the invoicing implementation.

5. Physical

5.1. Order export

In case of the order export the connectivity details provided by SCPI are as follows.

Rest endpoint: (POST) /TBD
Body: TBD

The structure of the body will have to reflect the logical mapping defined in TBlinked.

5.1.1. Order export - Hybris

In Hybris the main activities are:

5.1.1.1. Configuration of the target table with new destination (S4)

This involves creating a new Enum Value '**SAPRETAIL**' for Enum '**TargetOrchestrationSystemEnum**'.
This will be visible in Backoffice.

V.II Market configurations - New orchestration from R3 - DCE 2.0 Home - PMI DCE Confluence

5.1.1.2. Population of statusDate from LSP during return for RETURNED status in ReturnRequest.

Added a new attribute in ReturnRequest in items.xml
Modified File - DefaultPmiOmsOrderStatusUpdateStrategy
The statusDate information is received in the format '2022-08-12T12:13:19Z' and has to be translated to java.util.Date Object using a Formatter with timezone set 'UTC' before saving it in the ReturnRequest.

5.1.1.3. Added 3 new fields to the Order Export Payload.

shippingDate in Order Class - **ExportOrderData**
Shipping Date is fetched from the List of Consignments from the Order .Populate the shipping date from any consignment available.
The shippingDate is formatted and sent to OrderExport afterwards.
If Shipping date is not available then Order Creation date is set as ShippingDate

b. returnDate - ExportOrderData
Populate the returnDate from ReturnRequest attribute 'returnDate' .
If returnDate is not available then ReturnRequest Creation Date is used.
The date is formatted before sending it in returnRequest Payload.

pspRequestId - used Inner Class - ExportPaymentDetailData
Case : RETURN
From PaymentTransactionEntry - Type : REFUND_FOLLOW_ON otherwise CAPTURE otherwise AUTHORIZATION

CASE : ORDER
From PaymentTransactionEntry - Type : CAPTURE otherwise AUTHORIZATION

5.1.1.4. Adjustments in AuthorizationDate and AuthorizationTime in Order Payload.

Need adjustments on the following attribute during OrderExport and ReturnExport.

Payload Attributes
authorisationDate
authorisationTime

Both are now populated from PaymentTransactionEntry in following manner - REFUND_FOLLOW_ON otherwise CAPTURE otherwise AUTHORIZATION.

5.1.1.5. Affected business Logic Classes -

Logical Classes	Data Classes
OrderExportBasicOrderPopulator	ExportOrderData
ReturnExportBasicPopulator	ExportPaymentDetailData
AbstractExportOrderPopulator	
DefaultPmiOmsOrderStatusUpdateStrategy	

5.1.2. Order export - MuleSoft

Omnichannel - S4 Retail integration through CPI endpoint - DCE 2.0 Home - PMI DCE Confluence

5.1.3. Order export - SCPI

5.2. Invoice generation

For what concerns the invoice generation, technical documentation of the interface is provided in here **Send Document Details from SAP**:

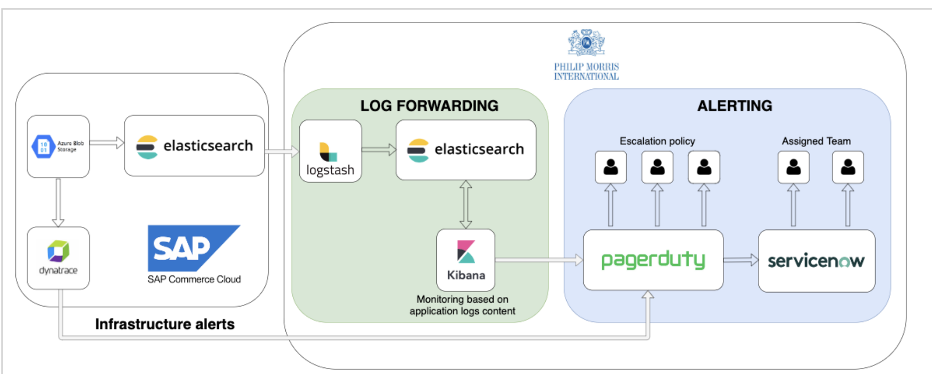
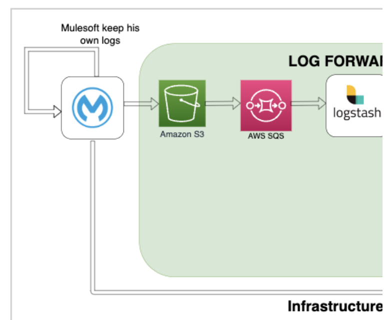
The channel field name dedicated to S4 in Hybris is : **SAPRETAIL (Refer Section - 4.1.1.1)**

6. Logging, Monitoring and Alerting

The objective is to reuse what we have already in place.

As per the current process, the logs from Hybris and MuleSoft are centralizad in ElasticSearch and they can be visualised using Kibana.

In case of any error, Kibana watcher will communicate to Pager Dutty, who will escalate the alerts and send them by email or create a SRQ in SNow based on the configuration.

Hybris	MuleSoft
	 MuleSoft doesn't have communication with SQS push the logs to elastic search.

More information can be found in the following page: [DevOps Assessment - integrate S4 Retail into DCE2 landscape - DCE 2.0 Home - PMI DCE Confluence]

Monitoring will be implemented as the following processes:

Log files

Notification emails

On the involved applications the following will apply:

6.1. Hybris

Log generation is already existing for order export functionality as well as technical retry in case of order export failure to Mulesoft. Email notification can follow the existing rule applied currently for the order export.

Here the existing process.

Error Handling - Logging Aspects for SAP Commerce Cloud (CCv2) - DCE 2.0 Home - PMI DCE Confluence

Logging Areas	**Description**
OrderProcess XML - order-process return-process consingment-process	If Process ends in ERROR State , an automatic email is triggered to required recipients and Pager Duty Email (dce20-hybris-error-handling@pmi.pagerduty.com
Kibana Logging	Vaild for 1 Month - Not used by PagerDuty
HAC Logs (Directly stored in Hybris)	Needed if logs are older than 1 month in Kibana

Following an example of the ERROR log generate on Kibana for order export failure:

Error log example


```
{
    "_index": "log-dce20-hybris-prd-2022.08.08-000153",
    "_type": "_doc",
    "_id": "EAH8foIB1NydC1OZ80eg",
    "_version": 1,
    "_score": 1,
    "_ignored": [
        "message.keyword"
    ],
    "_source": {
        "message": "{\"logs\":{\"log\":\"\\u001b[m\\u001b[1;31mERROR [TaskExecutor-master-323082-ProcessTask
[13435982185398]] [MuleSoftIntegrationOrderExportServiceImpl] RequestBody = [{"shop":{"shopNo":"iqos-cz"},"
business":"iqos-cz","salesChannel":"B2C","orderType":"ZRA","orderReason":"R16","dispatchType":"01","orderNo":"
20823764","orderTimestamp":"2022-07-22T13: 43: 58Z","orderTimestampLocalized":"2022-07-22T14: 43: 58Z","
deliveryMode":"cz-consumer-delivery-standard","orderStatus":"CREATED","wbsElement":"","paymentDetail":
[{"paymentToken":"","cardOwner":"","authAmount":490.0,"authorisationCode":"19711309","authorisationDate":"2022-
07-07T22: 25: 49Z","authorisationTime":"2022-07-07T22: 25: 49Z","authorisationRef":"19711309","paymentType":"
PaymentOnDelivery"}],"salesPrice":{"currency":"CZK","net":404.96000000000004,"netOriginal":944.63,"gross":
490.0,"grossOriginal":1143.0,"subTotalGross":490.0,"vatValue":85.04,"carrierGross":0.0,"carrierNet":0.0,"
carrierVat":0.0,"salesVatRate":21.0,"discounts":[],"appliedCoupons":[]},"customer":{"customerNo":"anonymized","
```

customerTyp":"B2C","shippingAndBillingEqual":"true","addresses":[{"salutation":"mrs","firstName":"Nicole","
lastName":"Vin\\u0161ov\\u00e1","company":"","street":"N\\u00e1rodn\\u00ed,
344/21","streetNo":"","building":"","digicode":"","addressExtension1":"","addressExtension2":"","
poBox":"","zip":"460 08","city":"Liberec ","region":"","country":"CZ","language":"cs","email":"","telNo":"
725886451","addressType":"ShippingAddress","addressId":"9535853527063","longitude":"","latitude":"","
pickupPointId":""},{"salutation":"mrs","firstName":"Nicole","lastName":"Vin\\u0161ov\\u00e1","company":"","
street":"N\\u00e1rodn\\u00ed,
344/21","streetNo":"","building":"","digicode":"","addressExtension1":"","addressExtension2":"","
poBox":"","zip":"460 08","city":"Liberec ","region":"","country":"CZ","language":"cs","email":"","telNo":"
725886451","addressType":"BillingAddress","addressId":"9535853625367","longitude":"","latitude":"","
pickupPointId":""}]},"entries":[{"deliveryItemNumber":0,"orderItemType":"","orderAvailDateItem":"2022-07-22T13:
43: 58Z","articleNo":"DK001838.00","salesText":"lil Solid 2.0 Kit Cosmic Blue","quantity":1,"quantityUnit":"
PCE","entryStatus":"approved","salesPrice":{"currency":"CZK","net":244.46,"netOriginal":570.25,"netPerUnit":
244.46,"netPerUnitOriginal":570.25,"gross":295.8,"grossOriginal":690.0,"grossPerUnit":295.8,"
grossPerUnitOriginal":690.0,"vat":{"vatRate":21.0,"vatValue":51.34,"originalItemVatValue":119.75,"vatPerUnit":
51.34,"originalVatPerUnit":119.75},"discounts":[]},"wbsElement":"","sellableProductCode":"S.01M8Z","
apportionedHeaderDiscount":394.20000000000005,"apportionedHeaderDiscountNet":325.79,"ean":"8595234391458","
globalProductCode":"G0000572","batches":[],"gcrsticketNo":""},{"deliveryItemNumber":1,"orderItemType":"","
orderAvailDateItem":"2022-07-22T13: 43: 58Z","articleNo":"ME004234.01","salesText":"Fiit Viola (Low) Pack","
quantity":3,"quantityUnit":"PK","entryStatus":"approved","salesPrice":{"currency":"CZK","net":
90.35000000000001,"netOriginal":210.75,"netPerUnit":30.12,"netPerUnitOriginal":70.25,"gross":
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[]},"wbsElement":"","sellableProductCode":"S.01NES","apportionedHeaderDiscount":145.68,"
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gcrsticketNo":""},{"deliveryItemNumber":2,"orderItemType":"","orderAvailDateItem":"2022-07-22T13: 43: 58Z","
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grossPerUnitOriginal":99.0,"vat":{"vatRate":21.0,"vatValue":14.73,"originalItemVatValue":34.36,"vatPerUnit":
7.36,"originalVatPerUnit":17.18},"discounts":[]},"wbsElement":"","sellableProductCode":"S.01NER","
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globalProductCode":"G0000844","batches":[],"gcrsticketNo":""}],"countryIsoCode":"CZ","
hardAgeVerificationNeeded":"false","orderChannel":"WEBSITE","orderRefNo":"19711259","taxId":"","target":["LSP","
ADL","INTERACTION"],"placedBy":"anonymized","baseStore":"iqos-cz-B2C-web","fiscalEntityType":"","platform":
["A01"],"paymentStatus":"NOT_REFUNDABLE","isPayPerLink":false,"buyerName":"","invoiceRequired":false,"
isPartialReturn":false,"distributionChannel":"WEBSITE"}] , requestUrl = https://api.iqos.com/ecommerce/v1
/api/v1/CZ/orders/sales , headers = X-B3-TraceId=[cfa867860fd27f36] - X-B3-SpanId=[cfa867860fd27f36] - X-
Span-Name=[PmiExportReturnAction] - Content-Type=[application/json] - X-Channel=[WEBSITE] - client_id=
[70b639f2220e4005a543e0ab5f129cce] - clientSecretPresent , method = POST , serviceName = Order
Service , Taken=84 ms , StatusCode = , 400 BAD_REQUEST , ResponseFoundFromException
= , { "code": 400, "info": "FAILURE", "errors": [{ "errorCode": 400,
"shortDescription": "/0 required key [paymentType
] not found\\\\n/0/customer required key [internalCustomerCode
] not found", "system": "x-ecommerce", "severity": "medium", "source": "WEBSITE"
}] } , \"}, \"log\":\"\\u001b[m\\u001b[1;31m

ERROR [TaskExecutor-master-323082-ProcessTask [
13435982185398
]
] [MuleSoftIntegrationOrderExportServiceImpl
] RequestBody = [
{
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"shopNo": "iqos-cz"
},
"business": "iqos-cz",
"salesChannel": "B2C",
"orderType": "ZRA",
"orderReason": "R16",
"dispatchType": "01",
"orderNo": "20823764",
"orderTimestamp": "2022-07-22T13:43:58Z",
"orderTimestampLocalized": "2022-07-22T14:43:58Z",
"deliveryMode": "cz-consumer-delivery-standard",
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"wbsElement": "",
"paymentDetail": [

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            "authorisationTime": "2022-07-07T22:25:49Z",
            "authorisationRef": "19711309",
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        "carrierVat": 0.0,
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        "appliedCoupons": []
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        "customerTyp": "B2C",
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                "lastName": "Vin\\u0161ov\\u00e1",
                "company": "",
                "street": "N\\u00e1rodn\\u00ed, 344/21",
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                "building": "",
                "digicode": "",
                "addressExtension1": "",
                "addressExtension2": "",
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                "city": "Liberec ",
                "region": "",
                "country": "CZ",
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                "longitude": "",
                "latitude": "",
                "pickupPointId": ""
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            {
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                "lastName": "Vin\\u0161ov\\u00e1",
                "company": "",
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                "city": "Liberec ",
                "region": "",
```

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                "longitude": "",
                "latitude": "",
                "pickupPointId": ""
            }
        ]
    },
    "entries": [
        {
            "deliveryItemNumber": 0,
            "orderItemType": "",
            "orderAvailDateItem": "2022-07-22T13:43:58Z",
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            "salesText": "lil Solid 2.0 Kit Cosmic Blue",
            "quantity": 1,
            "quantityUnit": "PCE",
            "entryStatus": "approved",
            "salesPrice": {
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                "grossPerUnit": 295.8,
                "grossPerUnitOriginal": 690.0,
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                    "originalItemVatValue": 119.75,
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                    "originalVatPerUnit": 119.75
                },
                "discounts": []
            },
            "wbsElement": "",
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            "apportionedHeaderDiscountNet": 325.79,
            "ean": "8595234391458",
            "globalProductCode": "G0000572",
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        },
        {
            "deliveryItemNumber": 1,
            "orderItemType": "",
            "orderAvailDateItem": "2022-07-22T13:43:58Z",
            "articleNo": "ME004234.01",
            "salesText": "Fiit Viola (Low) Pack",
            "quantity": 3,
            "quantityUnit": "PK",
            "entryStatus": "approved",
            "salesPrice": {
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                "netOriginal": 210.75,
                "netPerUnit": 30.12,
                "netPerUnitOriginal": 70.25,
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                "grossOriginal": 255.0,
                "grossPerUnit": 36.44,
                "grossPerUnitOriginal": 85.0,
                "vat": {
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                "originalVatPerUnit": 14.75
            },
            "discounts": []
        },
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        "sellableProductCode": "S.01NES",
        "apportionedHeaderDiscount": 145.68,
        "apportionedHeaderDiscountNet": 120.4,
        "ean": "8595701500222",
        "globalProductCode": "G0000587",
        "batches": [],
        "gcrsticketNo": ""
    },
    {
        "deliveryItemNumber": 2,
        "orderItemType": "",
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        "articleNo": "ME004233.01",
        "salesText": "Fiit Regular Deep Pack",
        "quantity": 2,
        "quantityUnit": "PK",
        "entryStatus": "approved",
        "salesPrice": {
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            "net": 70.15,
            "netOriginal": 163.64000000000001,
            "netPerUnit": 35.08,
            "netPerUnitOriginal": 81.82000000000001,
            "gross": 84.88,
            "grossOriginal": 198.0,
            "grossPerUnit": 42.44,
            "grossPerUnitOriginal": 99.0,
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                "originalItemVatValue": 34.36,
                "vatPerUnit": 7.36,
                "originalVatPerUnit": 17.18
            },
            "discounts": []
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        "wbsElement": "",
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        "apportionedHeaderDiscount": 113.12,
        "apportionedHeaderDiscountNet": 93.49,
        "ean": "8595701500192",
        "globalProductCode": "G0000844",
        "batches": [],
        "gcrsticketNo": ""
    }
],
"countryIsoCode": "CZ",
"hardAgeVerificationNeeded": "false",
"orderChannel": "WEBSITE",
"orderRefNo": "19711259",
"taxId": "",
"target": [
    "LSP",
    "ADL",
    "INTERACTION"
],
"placedBy": "anonymized",
"baseStore": "iqos-cz-B2C-web",
"fiscalEntityType": "",
"platform": [
    "A01"
],
"paymentStatus": "NOT_REFUNDABLE",
```

```
                "isPayPerLink": false,
                "buyerName": "",
                "invoiceRequired": false,
                "isPartialReturn": false,
                "distributionChannel": "WEBSITE"
            }
        ],    requestUrl = https: //api.iqos.com/ecommerce/v1/api/v1/CZ/orders/sales    ,    headers = X-B3-
TraceId=[cfa867860fd27f36] - X-B3-SpanId=[cfa867860fd27f36] - X-Span-Name=[PmiExportReturnAction] - Content-
Type=[application/json] - X-Channel=[WEBSITE] - client_id=[70b639f2220e4005a543e0ab5f129cce] -
clientSecretPresent    ,    method = POST    ,    serviceName = Order Service    ,    Taken=84 ms     ,
StatusCode =     ,    400 BAD_REQUEST    ,    ResponseFoundFromException =     ,    {   "code": 400,   "info":
"FAILURE",   "errors": [     {       "errorCode": 400,       "shortDescription": "/0 required key [paymentType]
not found\\\\n/0/customer required key [internalCustomerCode] not found",       "system": "x-ecommerce",
"severity": "medium",       "source": "WEBSITE"     }   ] }    ,    \", \"time\":\"2022-08-08T19:43:08.568837858
Z\", \"stream\":\"stdout\", \"kubernetes\":{\"pod_id\":\"af53fd8c-0e9f-4565-9cfb-0bde6873cc46\", \"
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434f22c37450a1a93099f01fd4acb0807052e241455a7553082433b60b19bf46\", \"platform-security-configmap-hash\":\"
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revision\":\"4\", \"cni.projectcalico.org/podIP\":\"10.245.16.3/32\", \"ccv2.cx.sap.com/deployment-id\":\"
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grossPerUnitOriginal":99.0,"vat":{"vatRate":21.0,"vatValue":14.73,"originalItemVatValue":34.36,"vatPerUnit":
7.36,"originalVatPerUnit":17.18},"discounts":[]},"wbsElement":"","sellableProductCode":"S.01NER","
apportionedHeaderDiscount":113.12,"apportionedHeaderDiscountNet":93.49,"ean":"8595701500192","
globalProductCode":"G0000844","batches":[],"gcrsticketNo":""}],"countryIsoCode":"CZ","
hardAgeVerificationNeeded":"false","orderChannel":"WEBSITE","orderRefNo":"19711259","taxId":"","target":["LSP","
ADL","INTERACTION"],"placedBy":"anonymized","baseStore":"iqos-cz-B2C-web","fiscalEntityType":"","platform":
["A01"],"paymentStatus":"NOT_REFUNDABLE","isPayPerLink":false,"buyerName":"","invoiceRequired":false,"
isPartialReturn":false,"distributionChannel":"WEBSITE"}] , requestUrl = https://api.iqos.com/ecommerce/v1
/api/v1/CZ/orders/sales , headers = X-B3-TraceId=[cfa867860fd27f36] - X-B3-SpanId=[cfa867860fd27f36] - X-
Span-Name=[PmiExportReturnAction] - Content-Type=[application/json] - X-Channel=[WEBSITE] - client_id=
[70b639f2220e4005a543e0ab5f129cce] - clientSecretPresent , method = POST , serviceName = Order
Service , Taken=84 ms , StatusCode = , 400 BAD_REQUEST , ResponseFoundFromException
= , { "code": 400, "info": "FAILURE", "errors": [{ "errorCode": 400,
"shortDescription": "/0 required key [paymentType
] not found\\\\n/0/customer required key [internalCustomerCode
] not found", "system": "x-ecommerce", "severity": "medium", "source":
"WEBSITE" }] } , \", \"time\":\"2022-08-08T19:43:08.568837858Z\", \"stream\":\"stdout\", \"
kubernetes\":{\"pod_id\":\"af53fd8c-0e9f-4565-9cfb-0bde6873cc46\", \"annotations\":{\"cni.projectcalico.org
/containerID\":\"434f22c37450a1a93099f01fd4acb0807052e241455a7553082433b60b19bf46\", \"platform-security-
configmap-hash\":\"1996966820\", \"fluentbit.io/parser\":\"mt-backgroundprocessing\", \"ccv2.cx.sap.com/build-
code\":\"20220721.1\", \"ccv2.cx.sap.com/restart-requested-at\":\"2022-07-06 14:37:53.703\", \"ccv2.cx.sap.com

```
/apply-config-revision\":\"4\", \"cni.projectcalico.org/podIP\":\"10.245.16.3/32\", \"ccv2.cx.sap.com
/deployment-id\":\"498490\", \"cni.projectcalico.org/podIPs\":\"10.245.16.3/32\"}, \"namespace_name\":\"
default\", \"pod_name\":\"backgroundprocessing-57c655cd99-phxj7\", \"docker_id\":\"
8c0b72c31cf82bb2d44fd3476b8bb383061daf773c89b89b1a35f678214da331\", \"labels\":{\"app.kubernetes.io/component\":
\"backend\", \"app.kubernetes.io/managed-by\":\"hybris-operator\", \"app.kubernetes.io/name\":\"hybris\", \"app.
kubernetes.io/part-of\":\"hybris\", \"ccv2.cx.sap.com/platform-aspect\":\"backgroundProcessing\", \"pod-
template-hash\":\"57c655cd99\"}, \"container_hash\":\"
ead1b8845323f4f8999045be4a65572e7b58ed28e08b83e19fbe6a4bb12c317f\", \"container_name\":\"platform\", \"host\":\"
aks-kub2-16777039-vmss00002x\"}}"
        ]
    }
}
```


For what concerns monitoring, Hybris does not currently manage any notification mechanism.

Notification mechanism is provided by Kibana in couple with Pagerduty on specific error message instances.

6.2. MuleSoft

Currently MuleSoft has only infra monitor/alert and is applying the same logging that we have in place for all LSP, FSP, ESP…etc.
Notification for the single order in error is disabled for all the order export flows. The notification that is active is the one related to the queue threshold, which is triggered a notification message if the number of messages in the queue is reaching the configured threshold.

It is required to add notification and technical retry policy towards SCPI.

General rule is to apply 3 times retry policy.

Error Handling - Mulesoft - DCE 2.0 Home - PMI DCE Confluence

Example MUS queue monitoring email.pdf

6.3. SCPI

SCPI must log intaken orders within SCPI logging technology.

Mail notifications to implement depending on business and operational needs.

Retrial policy - ask epam

Evgenii Shirokikh to define monitoring approach in CPI and sharing response to Mulesoft.

7. NFRs

Following the link to the NFRs documentation: NFRs - Epic OMNI-931 - Invoice generation - DCE 2.0 Home - PMI DCE Confluence

Hypercare open points

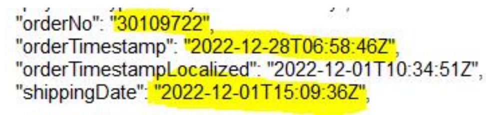
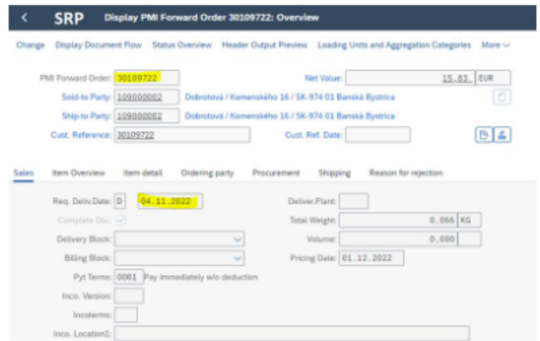
Chart not exported. Please wait for the chart to fully load before exporting the page.

OPEN | CLOSED | IN PROGRESS | FUTURE FEATURE | HIGH PRIORITY | KB FEATURE ACTIVATION

Topic	Description	Creation Date	Status	Owner	JIRA	Comment & Next Steps
Hypercare Bug Fixing						
Credit notes	Credit note not available for download in My Returns section	13 Oct 2022	CLOSED	Francesca Versiglia	DCE20HOME-307260 - PROD configuration - 10th Nov- [E2E][PP][SK][WEB] - Credit note not available for download in My Returns section CLOSED	
	Incorrect labels for credit note download	02 Nov 2022	CLOSED	Francesca Versiglia	DCE20HOME-307258 - PROD configuration - 10th Nov- Incorrect labels for credit note download CLOSED	14 Nov 2022 to be re-assessed, Market is raising that credit note and invoice labels are inverted. 15 Nov 2022 Need to check the environment: if it's only in PreProd, this issue is assessed i E20HOME-305103 16 Nov 2022 Maria from the market confirmed that the issue is in Pre-Prod only, Prod configuration is fine.
	Missing product image and details on My Returns section	16 Sep 2022	CLOSED	Francesca Versiglia	DCE20HOME-280511 - [R68][Global][All channels] - Missing product image and details on My Returns section CLOSED	Solved in lower environments. Fix to be delivered as part of R68 (beginning of Dec 2022).
Checkout	Promotion name in checkout is not correctly positioned	08 Nov 2022	CLOSED	Giorgio Pillitteri	DCE20HOME-306504 - [CSC][PP][CZ]- Promotion name in checkout is not correctly positioned CLOSED	
	Currency for delivery cost in checkout is not correctly positioned	08 Nov 2022	CLOSED	Giorgio Pillitteri	DCE20HOME-306513 - [CSC][PP][CZ]- Currency for delivery cost in checkout is not correctly positioned CLOSED	15 Nov 2022 To be linked to an EPIC 17 Nov 2022 linked to to Epic for Phase 1 Tech stabilization DCE20HOME-313441. 30 Nov 2022 Closing the ticket since it is a duplication of a change request from the market

Duplicated idocs issue (MS /SCPI)	We identified that it is a technical issue which affects those orders for which MuleSoft gets the response from SCPI after more than 10 seconds, which is not normal for a REST API.	10 Nov 2022	CLOSED	Edoardo Solari	DCE20HOME-308521 - [ORDER] - OMNI - cpi-sys-api timeout not set to 30 seconds CLOSED	10 Nov 2022 • On S4Retail side, the S/4 Retail logic of processing inbound data was adjusted to cc mode (not to process immediately) and seems it helped because after that the issue t appear again (since around 12PM). The following incident is open [SSHR-1314] Duplicated IDocs CZ/SK - Jira (pconnec to track the progress. • On MuleSoft side, the timeout is currently set to 30 seconds, however the api throws timeout after 10 secs. Bug raised to fix this: [DCE20HOME-308521] [ORDER] - OMN cpi-sys-api timeout not set to 30 seconds - PMI DCE JIRA 14 Nov 2022 Solved in lower environments. Fix to be delivered as part of R68 (beginning of 2022).
Master Data misalignment	Random Idocs are processed with error in S4 Retail due to different EAN code associated to variants between Hybris and S4 Retail	10 Nov 2022	CLOSED	Vincenzo Miccoli	WEBOPSDOC-733 - Incorrect EAN determination in Hybris for CZ and SK CLOSED	At the moment S4 Retail is changing the EAN in the Idoc and reprocessing it. 15 Nov 2022 Discuss with Przemek the impact of errors at the moment and evaluate action 29 Nov 2022 Random cases in Prod, managed via Qbranch tickets. No action needed on D side.
Invoice not available on consumer portal	Invoice not available on consumer portal, order: 28494038	16 Nov 2022	CLOSED	Francesca Versiglia	DCE20HOME-312564 - Invoice not available on consumer portal, order: 28494038 CLOSED DCE20HOME-314862 - Invoice not available under consumer profile, order: 28494038 CLOSED	16 Nov 2022 as confirmed by Edo, the invoice is available in AWS folder. 17 Nov 2022 INC0056692 raised for the same. 29 Nov 2022 Issue no longer in Prod.

Hybris data remediation done by L3.	There were few tickets raised for data remediation, however those orders were sent to SAP P1 instead of SAPRETAIL. Need to check with support team. INC0056169 – sent to SAP P1 INC0055848 – sent to SAP P1 INC0056675	17 Nov 2022	CLOSED	Eugenia Deambrosi		17 Nov 2022 Email sent to support team to make sure following cases are sent to S4Retail. 21 Nov 2022 Follow up call with support team scheduled for 23 Nov 2022 25 Nov 2022 New case in PRD, 1 order sent to SAP P1 29 Nov 2022 Order wrongly sent to SAP P1 by human mistake, tracked with Qbranch ticket action needed from DCE2.
Invoice with blank return date	SCPI received invoice 27756924 with blank return date.	21 Nov 2022	CLOSED		INC0056945	21 Nov 2022 1. Hybris received the status CANCELLED on Nov 3rd and as per design we didn't exp to SAP. 2. After cancelled status Hybris was not able to update another status update. "Cannot accept further updates at this step for Order - 27756924" 3. On Nov 14th I can see an order status RETURNED with the returned date saved as 10th 2022 but the export was not created because Hybris is not expecting other stat update after CANCELLED.

Wrong request delivery date in S4 Retail due to wrong order timestamp in Hybris Payload	The "requested delivery date" field in SAP is a result of calculation done on CPI between localized and UTC time as provided by Hybris.	06 Dec 2022	CLOSED	Vincenzo Miccoli	DCE20HOME-259153 - [CAPA] : Order creation time changed while order exported from Hybris to MS IN REVIEW DCE20HOME-310406 - [CAPA Fix] Order creation time changed while order exported from Hybris to MS CLOSED	  07 Dec 2022 ticket already open, this should resolve the randomic wrong timestamp logic determination.
Change Requests						
Credit Notes	Credit note should be displayed on myReturn section at the Completed status [AEM config]	04 Nov 2022	CLOSED	Giorgio Pillitteri	DCE20HOME-305103 - [PP][CZ][SK][Change Request] - Credit note should be displayed on myReturn section at the Completed status [AEM config] CLOSED	14 Nov 2022 ready for testing 15 Nov 2022 test failed, credit note displayed on MyOrder section. Moved to ready for development. 16 Nov 2022 test failed, moved to ready for development. 17 Nov 2022 Giorgio Pillitteri to push for feedback about resolution. 29 Nov 2022 Credit Note available at COMPLETED status, but at RETURNED is still availa without any label. For earlier deploy, formal CAB request is needed. 06 Dec 2022 still not solved. 19 Dec 2022 Due to year end freeze period, configuration can be enabled in PROD as of 1 2023
Phase 1 Backlog						

Error handling from CPI - new improvements	On CPI we could customize the error messages coming from SAP; In the AS IS, an error related to invalid data /payload is simply sent as a generic 500, which means that it is not really useful from a business perspective; In the TO BE instead, we would receive in Mulesoft the correct codes (e.g. 400 bad request or 404 not found) with a coherent error description, coming from CPI, aligning the flow with the standards of other DCE2 flows.	07 Nov 2022	CLOSED	Edoardo Solari	**DCE20HOME-334058** - [ORDER] - Omnichannel - New 400 json error from CPI mapping CLOSED	15 Nov 2022 Epic to be created and linked to CONSGOV-8984 17 Nov 2022 New Epic is not needed, story can be created and linked directly to Epic for PI 1 Tech stabilization DCE20HOME-313441. Input from EPAM is needed in order to start the enhancement. 22 Nov 2022 Call with EPAM, design started. 06 Dec 2022 initial documentation shared, more info required to complete MS assessment. 13 Dec 2022 requested EPAM to complete documentation by adding the information of in w scenario each error type will be triggered. Analysis on MS side is in progress to be complet next sprint (S70). 21 Dec 2022 MS analysis has been completed. The only change needed can be found in DCE20HOME-334058.

New Mulesoft Logging logic for Invoice upload flow	It is required t to enhance the Kibana's dashboard for invoicing failure cases and therefore to have failure cause logs in Kibana. The existing log doesn't have the details needed (orderNo and type of document) for the monitoring. Invoicing Monitoring (Hybris – S4Retail) - OmniChannel - PMI DCE Confluence	15 Nov 2022	CLOSED	Edoardo Solari	**DCE20HOME-304868** - [ORDER] - Enhance the logging of document-proc-api CLOSED	15 Nov 2022 Epic to be created and linked to CONSGOV-8984 17 Nov 2022 Technical enhancement linked to MS Epic

F2F invoices	For F2F purchases, not all invoices generated have the consumer name and surname.	10 Nov 2022	CLOSED		• Manual Configuration for adding the civic number to "*Street Name*" for CZ/SK: DCE20HOME-313531 - [CZ] [SK] adding street number in the street name field of the FC base store default address CLOSED • Adjustment Logic for Name and Surname: CONSGOV-9757 - Field Coach (F2F) consumer data sent by Hybris to SAP Retail IN QUALIFICATION	11 Nov 2022 during F2F purchase, consumer is only providing name, email and phone num shipping and billing address is not required. In that case, if shipping address is not provided we get company's data. Name and surname of consumer is not sent to S4Retail. 14 Nov 2022 The impact is on the invoices generated for those customers which didn't requ an invoice, because now with S4Retail we are generating invoices for all orders. For orders where the consumer requests the invoice, the field coach have to mark this option and is mandatory to provide consumer address. Market confirmed it is not critical. Przemek to rais CONSGOV to send consumer data to S4Retail in these cases. 15 Nov 2022 1. Workaround - Adding civic number to "Street Name" on Base Store Field Coach (Ma related). Waiting for market validation in order to deploy in PROD, need to track it wi Story and linked to EPIC (Technical stabilization) Francesca Versiglia 2. Adjustment logic for using customer Name/Surname if billing address is not provide (Market independent). Separated CONSGOV needed. Vincenzo Miccoli 17 Nov 2022 as per confirmation received from Przemek during hypercare call, we need to proceed with point 1, to deploy the change in PROD. 17 Nov 2022 Manual Configuration ticket is created, in order to have an earlier deploy in Pr formal CAB request is needed. 21 Nov 2022 CONSGOV for point 2 created. 25 Nov 2022 as per conversation with Przemek and the market, • No changes to Hybris basestore settings – adjustment here could cause regression other areas • Changes will be done on S4 side, but only on the invoice content (data as it is comin from Hybris will be still visible in SAP Retail) • Respective SSHR ticket: [SSHR-1557] Adjustment of invoice layout content in field c channel - Jira (pconnect.biz)

Multiple partial returns fix	In case of multiple partial returns related to same original Sales Order, the return payloads after the first one contain: 1. Wrong PSP request ID: also if the return on Hybris contains a specific PSP Request ID, in the payload it is copied from the first partial return 2. Wrong authorization amount: it is the cumulative value and not the amount related to the single return	10 Nov 2022	IN PROGRESS	Giorgio Pillitteri	DCE20HOME-313858 - [OMNI][WEB] - Multiple partial returns - wrong evaluation of payload fields CLOSED	15 Nov 2022 Giorgio Pillitteri to create the Bug and link to Epic DCE20HOME-313441 18 Nov 2022 Bug created and linked to technical stabilization Epic. 06 Dec 2022 to be included in S70 18 Jan 2023 development completed, test in progress.

Connection to Mulesoft STG environment	We still have to connect CPI to MuleSoft STG environment	28 Nov 2022	IN PROGRESS	Edoardo Solari	DCE20HOME-321603 - [ORDER][STG] - Omnichannel - configure CPI STG endpoint & SSL certificate CLOSED	28 Nov 2022 EPAM to analyze if it is possible to have a definitive solution. For now it is not possible to have QA and STG working at the same time. Next step to configure the endpoints. 02 Dec 2022 endpoint and certificate configured in MuleSoft. 06 Dec 2022 integration design still to be discussed to sorted out the case that DCE2 has 5 environments and SCPI has 4. 13 Dec 2022 The point is how SCPI will identify an order from QA and STG and send it bac the correct environment. Sender system is currently not present in the export. Further discussion required on SCPI side.
Connect MuleSoft Pre-prod with SCPI QA	During project implementation SCPI QA was not available so connection was done between MuleSoft PreProd with SCPI DEV (with Pre-Prod flows). Now that SCPI QA is available we will have to change the systems connectivity configuration.	28 Nov 2022	ON HOLD	Edoardo Solari		06 Dec 2022 no updates. EPAM team to share information about planning. 13 Dec 2022 topic is in the backlog on CPI side.
Lending Activation	Lending activation for CZ and SK	29 Nov 2022	CLOSED	Vincenzo Miccoli sudhir Soni	CONSGOV-7095 - [CZ/SK] [E-Commerce/ CSC] Lending (New Device) IN PLANNING	29 Nov 2022 Market requires Lending activation for Q1 2023 (probably March desired). Old Order re-trigger for order export to be evaluated. 13 Dec 2022 Orders to be re-exported provided, but the order export failed due to Custome missing. Info to be provided. 16 Dec 2022 assessment of orders to be retriggered shared with Przemek.

Invoicing Monitoring (Hybris – S4Retail)

In this page are listed the dashboards that will be created in Kibana to monitor the invoicing process.

Main aspects monitored are listed below:

Main section

Sales Orders processed (current day): Total number of sales orders per market exported in the current day from Hybris and sent to S4Retail for the invoice generation.

Sales Orders processed in the last 7 days: number of sales orders per market exported in the last 7 days from Hybris and sent to S4Retail for the invoice generation.

Dedicated market section

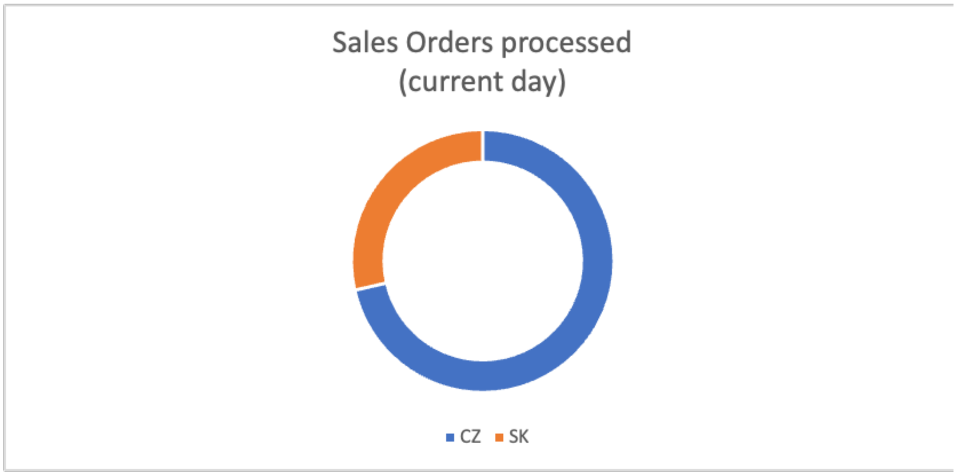
Sales Orders processed in the last 7 days: Total number of sales orders for specific market exported in the last 7 days from Hybris and sent to S4Retail for the invoice generation.

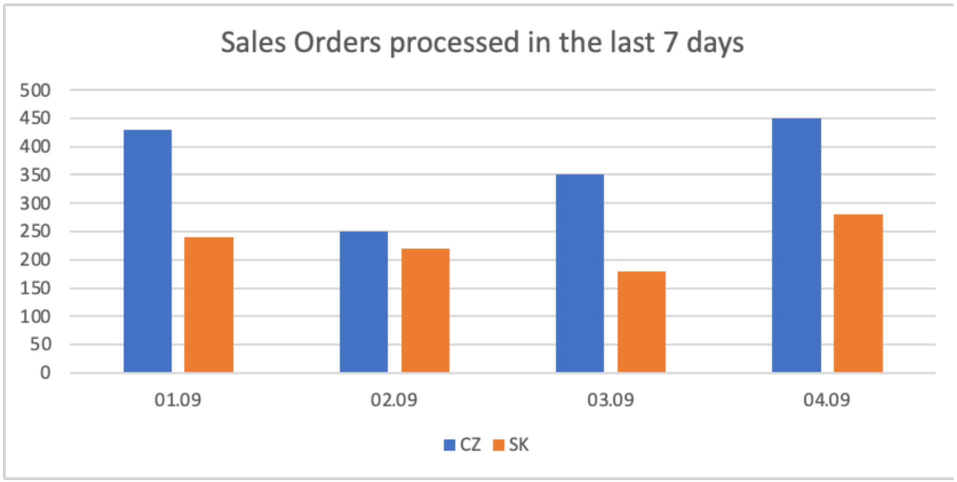
Sales Orders in error: sales orders for specific market which export from Hybris failed.

Invoices generated in the last 7 days: consolidation of sales orders for specific market exported from Hybris with the corresponding invoice number generated by S4Retail.

Example

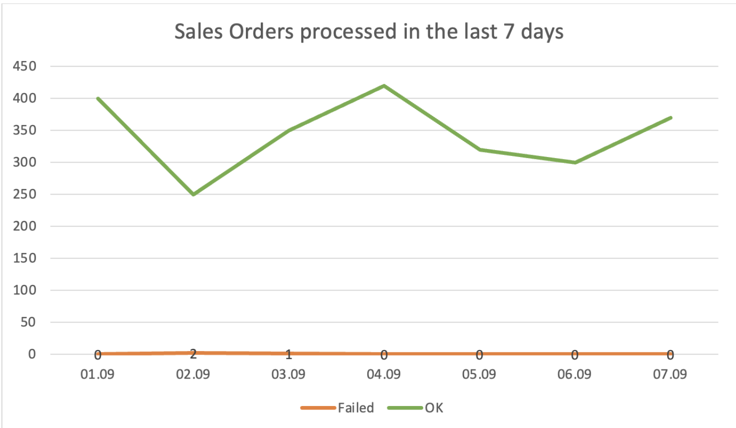
Invoicing Monitoring **Hybris – S4Retail**





Czech Republic (CZ)

<u>Sales Orders processed in the last 7 days</u>



<u>Sales Orders in error</u>

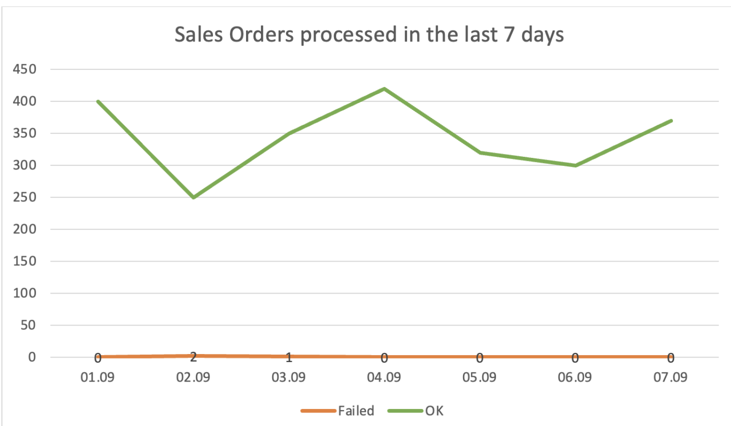
marketCode	Hybris Order number	Hybris Order status
CZ	01430425	SHIPPED
CZ	01430432	SHIPPED
CZ	01430440	SHIPPED

Invoices generated in the last 7 days

marketCode	Hybris Order number	Hybris Order status	Invoice number
CZ	01430425	SHIPPED	0900000024
CZ	01430432	SHIPPED	0900000027
CZ	01430440	SHIPPED	0900000030

Slovakia (SK)

Sales Orders processed in the last 7 days



Sales Orders in error

marketCode	Hybris Order number	Hybris Or
SK	01430425	SHIP
SK	01430432	SHIP
SK	01430440	SHIP

Invoices generated in the last 7 days

marketCode	Hybris Order number	Hybris Order status	Error Code	Error Description
SK	01430425	SHIPPED	400	
SK	01430432	SHIPPED	200	
SK	01430440	SHIPPED	400	

Queries

Market	Dashboard	Query

ALL using S4Retail for invoicing	Sales Orders processed (current day)	MuleSoftIntegrationOrderExportServiceImpl AND SAPRETAIL AND RequestBody AND ("/CZ /orders/sales" OR "/SK/orders/sales")
ALL using S4Retail for invoicing	Sales Orders processed in the last 7 days	MuleSoftIntegrationOrderExportServiceImpl AND SAPRETAIL AND RequestBody AND ("/CZ /orders/sales" OR "/SK/orders/sales")
CZ	Sales Orders processed in the last 7 days	MuleSoftIntegrationOrderExportServiceImpl AND SAPRETAIL AND RequestBody AND "/CZ /orders/sales" AND "statusCodeValue:200" AND SUCCESS
CZ	Sales Orders in error	MuleSoftIntegrationOrderExportServiceImpl AND SAPRETAIL AND RequestBody AND "/CZ /orders/sales" AND FAILURE
CZ	Invoices generated in the last 7 days (Successful cases)	"/prod-document-proc-api-v1/api/v1/documents" AND "country\": \"CZ" AND "documentType\": \"invoice"
	Invoices generated in the last 7 days (Failed cases)	Enhancement required on MS logging.
SK	Sales Orders processed in the last 7 days	MuleSoftIntegrationOrderExportServiceImpl AND SAPRETAIL AND RequestBody AND "/SK /orders/sales" AND "statusCodeValue:200" AND SUCCESS
SK	Sales Orders in error	MuleSoftIntegrationOrderExportServiceImpl AND SAPRETAIL AND RequestBody AND "/SK /orders/sales" AND FAILURE
SK	Invoices generated in the last 7 days (Successful cases)	"/prod-document-proc-api-v1/api/v1/documents" AND "country\": \"SK" AND "documentType\": \"invoice"
	Invoices generated in the last 7 days (Failed cases)	Enhancement required on MS logging.

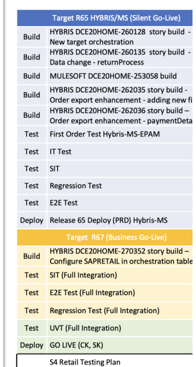
Solution Design Tracker - Phase 1

OPEN | CLOSED | IN PROGRESS | FUTURE FEATURE | HIGH PRIORITY | KB FEATURE ACTIVATION

#	Topic	Description	Creation Date	Status	Owner	JIRA	Comment & Next Steps	Final Solution
1	Scope Confirmation	Define the list of "business capabilities" to be supported	27 Jun 2022	CLOSED	Vincenzo Miccoli	OMNI-966 - CZ List of capabilities CLOSED	27 Jun 2022 Meeting with the Business Design completed. Expected feedback: 1/July. CZ capabilities so far: *In scope:* - website (sales orders, replacement, return) - field coach (sales order, replacement and service replacement return) *Out of scope:* Lending, sales pre-order, brand retail, marketplace, trade-in. 05 Jul 2022 meeting scheduled with EPAM and Evgenii for 06 Jul 2022 06 Jul 2022 scope of design, configuration/built, testing and Go-live has been discussed and agreed. There are some open points about lending and trade-in to be discussed on 12 Jul 2022 PMI.OMNI_...Only.pptx 26 Jul 2022 waiting confirmation from business on self registration device link. No free gift option in the market, so no impact. 29 Jul 2022	Scope is agreed and docume 1. Enabling Invoicing Capabili

					Sales Pre-Order: originally out of scope, it will be used for the Iluma launch. Starting from 14th November, Iluma will be live in the Pilot Markets and the pre-order will be open (to be confirmed), so this capability will be included in our scope. However, this doesn't imply new developments for our solution, considering that Sales Pre-Order has the same features of standard Sales Order (same Order type – ZTA). **Self-Service Device Linking**: just to confirm that this capability is in scope (ZDE order type), but this order is not exported to SAP P1 at the moment. **Cross-Channel flows**: only allowed for Returns through LSP. Returns via Field Coach are allowed w/o any financial compensation (only device w/o Refund).	
Trade-In	27 Jun 2022	CLOSED	Eugenia Deambrosi		1.1 Trade in Trade in is out of scope from S4Retail. 06 Jul 2022 Trade-in is not in scope of S4Retail. Need to agree with business how to proceed. 10 Aug 2022 waiting for Trade In to be (finally) prioritized, decision on SAP P1 and S4Retail to be taken. 29 Aug 2022 to be discussed with business on next meeting. Internal IT team scheduled for 08 Sep 2022 To discuss with business on weekly meeting.	Senior management decided Announced on the 05.10.202 From today on **Replacemen** **(2) 5.2.6 Trade In MVP (ZUP**

Lending	27 Jun 2022	CLOSED	Eugenia Deambrosi		05 Jul 2022 Need to define protocol on what to do for future features activation. 12 Jul 2022 Design to be completed, meeting scheduled for 13 Jul 2022 Lending to be considered as part of the design but implemented later on. 26 Jul 2022 Lending will be only for remote channels in CZ and SK. It can be potentially implemented together with Iluma if it is not a risk, deadline for final decision if lending is going live or not in CZ and SK is 26 Sep 2022 . In case, the decision is to go-live we need to include the scenario in the testing strategy and potentially we will need to do the test of lending at the beginning of September, need to align with Evgenii on this. In addition, there are some changes in the law in SK with impact on lending (change in front end when submitting the order). 02 Aug 2022 lending is included in the E2E test plan, but it has to be activated in DCE2. 04 Aug 2022 there is a possibility to move lending go-live to March (i.e. decouple from Iluma launch in Nov.). Update to be provided by Krysztof. 10 Aug 2022 Lending for CZ/SK has been postponed to March-2023, out of scope at the moment.	Lending to be considered as p

		Iluma launch CZ /SK	30 Jun 2022	CLOSED	Eugenia Deambrosi		26 Jul 2022 Iluma will be launched on Nov 29th, Pre-Order on Nov 14th. 27 Jul 2022 need to align on the projects and testing dates. Meeting scheduled for 03 Aug 2022 03 Aug 2022 proposal from Przemyslaw is to have dual Hybris export. We explained that it is not a real scenario. Need to get confirmation from Tom. From Hybris side, changing the configuration in the orchestration table directly in PreProd to send the order to SAP P1 or S4Retail, can be done in few seconds as confirmed by Fra. 10 Aug 2022 no dual Hybris export will happen.	No dual Hybris export will hap Iluma will be launched on Nov
2	Sprint-Based Release strategy	Define when Hybris and Mulesoft will deploy things in the different environments.	27 Jun 2022	CLOSED HIGH PRIORITY	Luca Barachini	OMNI-943 - Delivery Sprint-Based Plan CLOSED OMNI-996 - Sprint-based plan finalization and sign off CLOSED	15 Jul 2022 first draft of sprint-based plan. The objective is to deliver changes on R65 (Sep 22) and R66 (Oct 2022) and enable the functionality on R67 (Nov 2022). There are still few open points related to QA capacity, Testing scope, branch and environments. 26 Jul 2022 meeting to have final version of the plan and later on discuss with QA team. 29 Jul 2022 Plan finalized and shared, need to get confirmation from Release Management team on next releases dates, environments and branch. Meeting scheduled for next Thursday. 04 Aug 2022 Outcome of the meeting with Sara:	Plan has been reviewed and a  Target R65 HYBRIS/MS (Silent Go-Live) Build | HYBRIS DCE20HOME-260128 story build - New target orchestration Build | HYBRIS DCE20HOME-260135 story build - Data change - returnProcess Build | MULESOFT DCE20HOME-253058 build Build | HYBRIS DCE20HOME-262035 story build - Order export enhancement - adding new fi Build | HYBRIS DCE20HOME-262036 story build – Order export enhancement - paymentDeta Test | First Order Test Hybris-MS-EPAM Test | IT Test Test | SIT Test | Regression Test Test | E2E Test Deploy | Release 65 Deploy (PRD) Hybris-MS Target R67 (Business Go-Live) Build | HYBRIS DCE20HOME-270352 story build – Configure SAPRETAIL in orchestration table Test | SIT (Full Integration) Test | E2E Test (Full Integration) Test | Regression Test (Full Integration) Test | UVT (Full Integration) Deploy | GO LIVE (CK, SK) S4 Retail Testing Plan

- Silent go-live of OMNI plan (Blue section):
  - User stories will be included in Release 65.
  - Environments to be used: QA > PreProd > Prod
  - The plan is fine, the only change is on Regression Test and E2E Test dates which should be started the 2nd week of September instead of the 1st one. We have one week of buffer, so no issues.
- Business go-live of OMNI plan (yellow section):
  - We need a dedicated release because the invoicing process cannot be modified in the middle of the month, it means that we need to Go-Live on October 31st to start generating invoices in S4Retail as of Nov 1st.
  - PreProd environment will not be ready for regression test in Sprint 66, so it should be moved to Sprint 67.
  - Environments to be used are not confirmed yet, but most probably we can use STG as we are just implementing a configuration change, no development.
  - E2E Test & UVT can be done in STG instead of Pre-Prod, to be able to follow the plan which was agreed with S4Retail team (IT Finance). By following this approach, we also optimize a bit our testing strategy as we will do E2E in STG only instead of STG and PreProd.

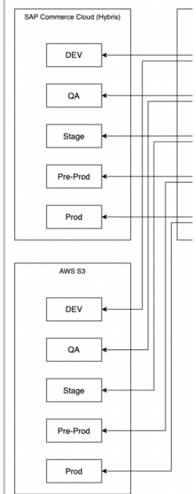
							05 Aug 2022 EPAM initial feedback > UVT cannot be performed in S4Retail QA. • @Kravchenko, Evgenii to share open points/doubts about the testing plan by today (e.g. markets might not have access to STG and STG might not have the right connectivity with LSP) • @Barachini, Luca, @Colace, Gerardo to set up a session with Release management team to review the open points **IMPORTANT!** Sara to confirm which connections will be available in STG, for example LSP. The information is not available for now. Business users will have access to STG to perform UVT? If the current testing plan is too risky, we evaluate the option of delaying the go live by 1 week and follow the dates/environments of R67. @Kravchenko, Evgenii shared the feasibility for this potential delay 16 Aug 2022 Silent Go-Live plan is confirmed. For business go-live, the agreement is to postpone the Go-Live to Nov 10th in order to use DEV-QA-PP-Prod environment. However, we need to anticipate the QA & PP environment testing by 1 week. Waiting for feedback from Sara.	

3	Logging Strategy	Define when Hybris and Mulesoft will be integrated with the DCE2 Logging Platform, and the message structure.	27 Jun 2022	CLOSED	Mattia Piraccini sudhir Soni		*Example of the message structure:* *[m[31mERROR [2021-04-07:03:35:02] (**consignmentGracePeriodCheckJob**) [**DefaultPmiHandlingErrorLoggingService**] - zipkin =[||] [session=|r_id=|user=|cart=|agent=] **System**: DCE2 Hybris | **Process Name:** Consignment Grace Period Check | **Channel**: ALL | **Country**: ALL | **Criticality**: P2 | **Status**: FAILURE | **Error log description:** An error has occurred during the execution of the cronjob with code XXXXXXX* 05 Jul 2022 need to check with business if there is any requirement for business monitoring and clarify target users. - *Hybris > Kibana > Pager Dutty* - *MuleSoft > Amazon S3 > SQS > Kibana > Pager Dutty* Example MUS queue monitoring email.pdf 02 Aug 2022 based on the page shared by Mattia, it is required to create something more specific/dedicated, for this Invoicing Feature Error Handling - Mulesoft - DCE 2.0 Home - PMI DCE Confluence	Logging information added to Solution Design - Enabling In
		Need to clarify how much time does each application hold the logs (Hybris, MuleSoft)	09 Jul 2022	CLOSED	Eugenia Deambrosi		Hybris and MuleSoft prod max 1 month.	Hybris and MuleSoft prod ma

4	Monitoring	Define why/how Hybris and Mulesoft will trigger alerts, define the monitoring team that will take care of this	27 Jun 2022	CLOSED HIGH PRIORITY	Mattia Piraccini	OMNI-946 - Technical Monitoring Solution Design CLOSED	04 Jul 2022 need to get notification details from business: if they want to be notified for each order, who is the target of notification ,etc. Regarding technical monitoring, we are going to reutilize whatever is already in place for DCE2. 02 Aug 2022 same as logging, it is required to create something more specific/dedicated, for this Invoicing Feature. 23 Aug 2022 Mattia and Sudhir to complete the documentation	
		Evgenii Shirokikh to define monitoring approach in CPI and sharing response to Mulesoft.	27 Jun 2022	OPEN	Mattia Piraccini		26 Jul 2022 need to have alignment call with EPAM. 02 Aug 2022 Krzysztof scheduled a meeting for 17 Aug 2022 17 Aug 2022 SCPI team will discuss about technical monitoring in the upcoming weeks.	

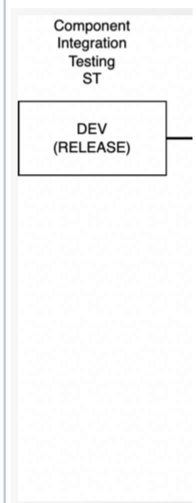
		Monitoring and Logging	21 Jun 2022	CLOSED HIGH PRIORITY	Eugenia Deambrosi		Follow up the meeting with Leo Giuffrida scheduled for 02 Sep 2022 . Below are the notes from previous meeting: 1. End to End visibility to expedite problem solving (e.g., blocked orders) >>> for Phase2 is even more critical (e.g., orders to LSPs) 2. Clarify if there's any business requirement to perform business monitoring 3. Alignment the SLAs of the Platforms // Evgenii for S4 Retail and SCPI 4. Design and define how the logging of the different platforms will automatically log errors and the following (technical) monitoring & alerts 5. Support model definition, explore how to utilise the current model (personas: Markets, IBS Finance, Customer Care, Consumers — not finding orders) // Evgenii for S4 Retail and SCPI 6. Understand how the team of specialist is monitoring DCE2 at the moment, L1/L2 teams // Leo Giuffrida 02 Sep 2022 1. Leo to share documentation on Qbranch support model, ways of working. 2. Evgenii to define the support model for S4Retail and SCPI, explore if Qbranch can be used. 3. Eugenia Deambrosi to check with MuleSoft team if any update in the documentation used for troubleshooting is required.	For DCE2 and MuleSoft we d and SK) and we don't expect In terms of monitoring, for DC

5	Mulesoft Design	Considerations to integrate other Commerce platforms, such as DCE1, DCS, during the order export. Define how Mulesoft will transform the data depending on which platform the order export is coming from (DCE2, DCS, DC1, other). What do we need to consider to be prepared to integrate other commerce platforms?	27 Jun 2022	CLOSED	Edoardo Solari Gaetano Nesci	OMNI-938 - Mulesoft Solution Design CLOSED	New platform > new design	12 Jul 2022 As confirmed by cannot be done, hence no ac In case of a new platform, the
6	Mulesoft Design	Considerations to integrate other Commerce platforms, such as DCE1, DCS, during the invoice generation. Define how Mulesoft will manage the invoice (PDF) once it is stored in S3 folder. (i.e., if platform is DCE2 do A, if it is Amazon do B, etc.)	27 Jun 2022	CLOSED	Edoardo Solari Gaetano Nesci	OMNI-938 - Mulesoft Solution Design CLOSED	New platform > new design	12 Jul 2022 As confirmed by cannot be done, hence no ac In case of a new platform, the

7	Test Strategy	Confirm SIT /UAT dates, environments that will be used (SCPI, S4Retail, S3Folders).	01 Jul 2022	CLOSED	Eugenia Deambrosi		E2E SIT will take place from Sep 19th-Sep 30th (2 weeks) and UAT from Oct 3rd-Oct 24th (3 weeks). However, the expectation is to have all order export related changes and invoice flow to be available in DCE2 QA&Pre-Prod for integration testing purposes MuleSoft-SCPI **by mid August**. 08 Jul 2022 There is an ongoing discussion about environments connectivity. https://wiki.app.pconnect.biz/display/SSHR/KDD040+-+Systems+and+environments+connectivity 12 Jul 2022 meeting scheduled for 13 Jul 2022 to have an agreement on environments connectivity.	E2E SIT will take place from Environments connectivity ha KDD040 - Systems and envir 
		How to test /verify that the invoice is correctly uploaded in S3 folder?	05 Jul 2022	CLOSED	Edoardo Solari Gaetano Nesci		12 Jul 2022 Imdl role for accessing in PP and prod the s3 in read only: PMI Global UR AWS 858544379947 ReadOnly Role DCE 2.0 Microservice	Specific IMDL role to access
		Need to consider and add into the plan DCE2 regression test as we are modifying the Order Export.	05 Jul 2022	CLOSED	Vincenzo Miccoli			It is included in the test strate
		Time to deliver fixes into QA /Staging/Pre-Prod in case any issue is found during SIT /UAT.	09 Jul 2022	CLOSED	Luca Barachini		27 Jul 2022 We should be able to request a change to be published to additional environments (e.g. from DEV to STG) after the fix is done by the developer. However, it is probably recommended to raise this point with the Release Management team 29 Aug 2022 Meeting scheduled with Sara for 01 Sep 2022	01 Sep 2022 for releases into management team + solution. 07.13.02.02 2022 Lower Envi

QA Testing Capacity: initial Kick off last week. However, @Barachini, Luca to get in touch with @Kodali, Sai V. in order to double check the capacity from a testing stand point	11 Jul 2022	CLOSED HIGH PRIORITY	Luca Barachini		12 Jul 2022 need to share with Sai the environments and test strategy once we have it to further discuss on QA testing capacity. 26 Jul 2022 plan to be finalized and after that have discussion with QA team. 28 Jul 2022 • Regarding Testing for Release 65 > we are waiting for final confirmation from Sai's team about their availability for supporting SIT & Regression tests. Next catch up after hybris migration, once R65 scope will be defined. • Regarding Testing for Release 67 > at the moment, Sai's team is quite busy with August release. Only after the release 65, Sai's team will evaluate the option for being able to support SIT & Regression (with EPAM at that time). In parallel, Luca to explore the option to onboard a tester to the team. 04 Aug 2022 Luca to share proposal with Gerardo and Leena next week. 10 Aug 2022 proposal in preparation	Approach has been agreed. We will have support of Dagn

Test Automation: Explore options and include it as part of the Test Strategy.	11 Jul 2022	IN PROGRESS	Leena Nikhar		Meeting with Sai and Leena scheduled for 12 Jul 2022 There are some automated tests for the order creation, for Mulesoft and for the integration already available. Leena will be helping us with this topic. 02 Aug 2022 Leena having meeting with testing team. 10 Aug 2022 Leena will talk to Sai, to clarify how to automate some steps regarding Invoice generation. 23 Aug 2022 waiting to have the demo to understand what is automated today. 29 Aug 2022 Demo scheduled for 01 Sep 2022 01 Sep 2022 Leena and Snehal to prepare a proposal within next 2 weeks. Meeting scheduled for 06 Sep 2022 15 Sep 2022 Working on Solution Design	
Consider security /penetration tests as part of the testing strategy.	09 Jul 2022	CLOSED	Leena Nikhar		12 Jul 2022 Sai confirmed that there are no security/penetration test available but we can check the possibility to have/develop something. 02 Aug 2022 to be discussed with Sai once QA capacity topic is closed. 23 Aug 2022 for Hybris and MS security test is part of the user story test. No extra security test should be required. 15 Sep 2022 Waiting for security assessment to be completed.	For Hybris and MS security te

Confirm with Release Team the approach to use environments and R65, R66 and R67 dates and branch.
 	
Based on if it is a major or minor release we should use DEV > STG > PP > PROD or QA > PP > PROD, but now that we don't have Release 2 anymore and we have sprint-based releases, which should be the strategy?
	12 Jul 2022	CLOSED
		HIGH PRIORITY
			Eugenia Deambrosi		13 Jul 2022 Maurizia confirm that approach and dates are still not defined.
					
					19 Jul 2022 Sara informed that it will be available after Hybris migration, planned for July 31st.
					
					Follow up meeting scheduled for 04 Aug 2022
					
					04 Aug 2022 Outcome of the meeting with Sara
					• The environments strategy for upcoming releases will be the following:
					  • R65: QA > PreProd > Prod
					  • R66 & R67 > DEV > QA > PreProd > Prod
					  • STG > to be used for feature activation.
					
					Based on our plan for the business go-live (dedicated release for OMNI),
					• Environments to be used are not confirmed yet, but most probably we can use STG as we are just implementing a configuration change, no development.
					• PreProd environment will not be ready for regression test in Sprint 66, so it should be moved to Sprint 67.
					
					10 Aug 2022 Release Dates have been confirmed, OMS Phase 1 Plan to be discussed.
						Release team shared the env
						
						R65 > QA > PP > PROD
						
						As of R66 > One build path tc
						
						DEV > QA > PP > PROD
						
						STG will be used for feature a
						
						

Which are the mandatory tests required to deploy a change? Check with Julie how they are managing the testing strategy on Hybris side, which type of tests do they do for a user story, which ones are mandatory and which ones optional	25 Jul 2022	CLOSED	Eugenia Deambrosi			Mandatory tests: • UT in DEV - product te • SIT in STG/QA - SIT te • Regression test in PP • IT E2E test in PP - Pro • UVT in PP - Market Optional but recommended: • IT E2E Test in STG/QA as if the issue is found
Phase 1 Invoicing: test Brand Retail with CEGID	25 Jul 2022	CLOSED	Vincenzo Miccoli		Clarify how to test Brand Retail, considering the info from CEGID will keep going to SAP P1 (no S4 Retail) 02 Aug 2022 to include this as part of the regression test.	Not required as it is a differen
Due to recent issues identified with the status of the orders, it is required to add into the regression test scope some scenarios from UK market.	22 Aug 2022	CLOSED	Dagmar Buckova		23 Aug 2022 As Edo mentioned, the issue for UK was related to a wrong configuration in Hybris and post manual reprocessing of incorrect order, but the flow is working as expected. Przemek suggested anyway to include one test for UK as part of the regression test and Dagmar has been already informed and agreed on the same.	UK scenarios added to regres

R67 - Need to consider and add into the plan testing of logging functionality	22 Aug 2022	IN PROGRESS	Giorgio Pillitteri		15 Sep 2022 On hold due to R65 E2E test. 27 Oct 2022 • Test on Hybris > MuleSoft successfully completed. • Test on MuleSoft > SCPI. Waiting for fix deployment into PP to retest, deployment planned for today afternoon. [DCE20HOME-300432] [ORDER] - Omnichannel - Changing error handling logic to accept txt response from CPI - PMI DCE JIRA	
Report for monitoring test execution and bug fixing	23 Aug 2022	CLOSED	Leena Nikhar		Meeting scheduled for 24 Aug 2022 29 Aug 2022 Asked Leena to do some adjustments on the dashboards.	Dashboards have been creat Test execution: OMNI_OMS_ Defects tracker: 03. Defect Tr
R67 - It is required to have LSP connectivity in QA for E2E Test and QA stability and config.	24 Aug 2022	CLOSED	Vincenzo Miccoli		15 Sep 2022 On hold due to R65 E2E test.	LSP integration tested in R65

		Final number of combined tests cases (Hybris+MS+S4) for R67. At the moment total tests are about 90 and we need to understand any potential risks in terms of capacity for execution	23 Aug 2022	CLOSED HIGH PRIORITY	Vincenzo Miccoli		26 Aug 2022 feedback from Ipek is that we will need to test what finance need. They have access to create order on Hybris but we will have to help them on the other fullfilment until the order is in shipped status because they don't have access to that. Other option is to get support from regression team to create those orders. Meeting scheduled with Pzemek and Ipek on 01 Sep 2022 to discuss about which options do we have and agree on the approach. 01 Sep 2022 The list shared by Pzemek which includes 98 test cases is aimed to be the list of tests that the market should execute during UVT /UAT of R67. The objective is to use this list as a base for future UVT/UAT executions. Pzemek will prepare list of critical scenarios for E2E and schedule a meeting for next week. 06 Sep 2022 List provided by Pzemek. Vincen to get final confirmation from Ipek. 15 Sep 2022 Ipek asked to add 4 additional scenarios. Template creation in progress. On hold due to R65 E2E test.	21 test cases have been agre
		Include Iluma as part of R67 test scope	01 Sep 2022	CLOSED	Vincenzo Miccoli			Included in R67 test plan.
		User credentials required to perform tests in QA and PP	25 Aug 2022	CLOSED	Giorgio Pillitteri		25 Aug 2022 credentials for field coach for CZ in QA are not available. Giorgio to raise ticket. 29 Aug 2022 ticket created and planned to be completed by mid September. https://jira.pmidce.com/browse/DCE20HOME-273033 Giorgio confirmed that for PP all credentials are in place.	Configuration is completed in Store coaches and store man Credentials page created: CZ

8	Integration	Topology /connectivity, in the context of having each platform hosted in different clouds/places.	27 Jun 2022	CLOSED	Eugenia Deambrosi Mattia Piraccini		Meeting scheduled with Satish on 08 Jul 2022 (Arnab is on Holidays until July 7th)
							
							Hybris <> Mulesoft is whitelisted.
							
							08 Jul 2022
							
							• As part of Phase 1 (Invoicing capability) we will have different environments connected and exchanging information.
							  • Hybris > will be migrated to SAP cloud by end of July.
							  • MuleSoft > hosted in Anypoint Cloudhub platform based on AWS platform.
							  • SCPI > hosted on SAP Cloud.
							  • S4Retail > hosted on SAP RISE PCE (Private Cloud Edition) on AWS, managed by SAP.
							  • SAP P1 > on AWS, infra managed by PMI.
							• Based on the high-level architecture, we can see that troubleshooting and restore in case of any issue might take some time due to the number of teams involved. The recommendation is to have a central monitoring tool.
							
							DCE2 - SAP CAR & Retail: Environment Mapping - DCE 2.0 Home - PMI DCE Confluence
								• Important aspects to ta
								  • Reliability: Ensu case of any issu
								  • Security: securi strategy.
								  • Connectivity: it
								
								Need to work on the NFRs sp feedback.

9	Open points from Detailed Design meetings Recordings • PMI. OMNI - M01. Detailed Design of Order Export • PMI. OMNI - M02. Returns	• Hybris Status triggering the Export for Lending confirmation and Missing Delivery return scenarios (no logistic movements, no SHIPPED/RETURNED status).	20 Jun 2022	CLOSED	Vincenzo Miccoli		Update 27 Jun 2022 , Missing Delivery has Status RETURNED.	Order Export wil be triggered Missing Delivery has Status F

• PMI. OMNI - Detailed Design - M03. Field Coach • PMI. OMNI - M04	• Check the “authorization fields”. There is a new requirement to provide the PSP reference in the “AuthorizationRef field in Hybris. PSP reference needs to be specific for Order (different value in case of Refund)	20 Jun 2022	CLOSED	Francesca Versiglia Vincenzo Miccoli		30 Jun 2022 open points related to authorization fields discussed during Design meeting and it is pending to check which is the rule about PSP reference type. 05 Jul 2022 analysis in progress. 11 Jul 2022 Hybris order export payload - new fields to handle in Hybris • PSP overwriting logic needs to be confirmed by Data team. In case data team won’t confirm it Hybris needs to add an additional field to include the psp reference à deadline to discuss the data assessment is the end of this week (July 15) 13 Jul 2022 After Hybris discussion with data team, it has been decided to add a new field in the order export, called “PSPrequestID”.	It has been decided to add a

		• Add "Shipment Date" and “Return Date” in the order export.	20 Jun 2022	CLOSED	Vincenzo Miccoli Francesca Versiglia		05 Jul 2022 need to talk with commerce and logistics because Ipek said that she is not sure if all LSP is able to share the shipment date. Francesca to trigger the discussion. 11 Jul 2022 Hybris order export payload - new fields to handle in Hybris • shipping and return date confirmed > need to get a confirmation from the LSP that the date are localized • authorization date and time are confirmed to be included also in the return > need to get a confirmation from PSP that the date and time are localized 12 Jul 2022 shipping and return date > Arvato sends it with local time.	Shipping and return date > Ar
10	Risks	Collect risks from DCE2 (Accenture team) and add into the project tracker to follow-up on external dependencies	21 Jun 2022	CLOSED	Filip Hoffmann			Risk identified: Environment r
11	Ways of working	Align ways of working with Mulesoft team, i.e, how to manage the user stories.	27 Jun 2022	CLOSED	Eugenia Deambrosi		05 Jul 2022 User stories for Mulesoft created as part of Integration team and linked to the task created in Omni.	User stories for Mulesoft crea

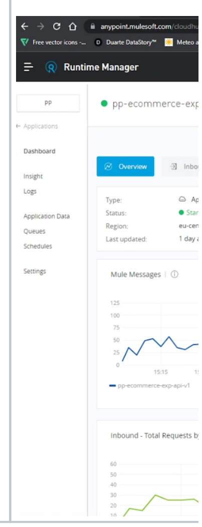
		Align ways of working with Hybris team, i.e, how to manage the user stories which have development.	12 Jul 2022	OPEN	Francesca Versiglia		15 Jul 2022 mail sent by Gaia stating that we need to move our user stories to DCE2. OMNI JIRA project user stories - there is a constraint in Bitbucket to merge the code of OMNI and DCE2. 21 Jul 2022 for sprint 63 let's create stories in DCE2 to avoid impact on the plan and in parallel let's talk with DevOps team to understand how we can move forward using OMNI stories. Eugenia Deambrosi to set up the call. 29 Jul 2022 as we have a workaround and we will only have 1 user story pending in OMNI. Meeting scheduled for 13 Sep 2022 15 Sep 2022 ticket raised in qbranch. 20 Sep 2022 Call with support team to explain details, they will come back beginning of next week. 25 Oct 2022 As per RITM0110328, the conditon /rule set in the DCE20 bitbucket project have to be changed to be allowed to create a branch through OMNI jira project. RITM0115298 raised to implement the change, anyway as for Phase 2 & 3 we are going to create stories of DCE2, this request is not priority it is just to have the JIRA project ready for the future.	
		Define ceremonies for built phase	11 Jul 2022	CLOSED	Luca Barachini			All ceremonies are scheduled

12	Communication	How/who/what /how often we're going to share project status update.	01 Jul 2022	CLOSED	Eugenia Deambrosi Filip Hoffmann Luca Barachini		Meeting scheduled for 06 Jul 2022 07 Jul 2022 first draft created and shared with Omni team. Information and format shared it is ok. Important: when the report will be shared on a week where the sprint closed, then they would like to see how the sprint was, what was planned during the Sprint, what has been accomplished and what not, so we should add some chart showing that info. 12 Jul 2022 need to agree on audience to deliver the weekly report.	Project status update will be s It will be shared with Omni tea
13	Mulesoft Design	Collect technical requirements for SCPI interface: endpoints, authentication, certificate if needed, etc.	04 Jul 2022	CLOSED	Eugenia Deambrosi		06 Jul 2022 meeting between EPAM and SCPI scheduled on 07 Jul 2022 08 Jul 2022 key generated shared by Sudheer and endpoint details shared by Evgenii.	Information about interface de
14	Detailed Solution Design	Solution Design on Hybris side to be completed	30 Jun 2022	CLOSED	Francesca Versiglia	OMNI-931 - Enabling Invoicing capabilities into S4 Retail EPIC CLOSED	Details of configuration/extention of hybris are intended to be provided . 12 Jul 2022 user stories created. Filip to provide acceptance criteria. 26 Jul 2022 Filip to discuss with Fra this week.	Solution Design completed ar
15	MuleSoft design	Is it not required to update Integration: Document Management - DCE 2.0 Home - PMI DCE Confluence?	20 Jul 2022	CLOSED	Edoardo Solari			Confluence page updated.

16	Go-Live date	Invoicing engine cannot be changed during the month, it means that by Nov 1st CZ and SK needs to start using Retail for the invoice generation. So, we need to think about how this can be implemented, if we need to have a dedicated release or if there is any other option.	20 Jul 2022	CLOSED	Luca Barachini Eugenia Deambrosi Vincenzo Miccoli		29 Jul 2022 Topic to be discussed with Release Management team on the next meeting on 04 Aug 2022 04 Aug 2022 As per the meeting with Sara, she confirmed that we can have a dedicated release of OMNI go-live on October 31st.	We can have a dedicated rele
17	Confluence migration	Migrate pages (Business Flows) 3.0 Core Documents - DCE 2.0 Home - PMI DCE Confluence to the new Omni Space here: 03.3.7 OM - Business Flows - OmniChannel - PMI DCE Confluence	29 Jul 2022	CLOSED	Vincenzo Miccoli		Content migrated, it is pending to adjust some format, like numbering.	Content migrated to OMNI pr
18	Engagement of market for UVT	Understand how to approach and engage people from the market, who will be involved in this activity.	26 Jul 2022	CLOSED HIGH PRIORITY	Vincenzo Miccoli		02 Aug 2022 Haladova-Pisko, Maria; Jasifko, David are the contacts from the market for UVT. Vincenzo to schedule a meeting to share the test strategy and plan and get aligned. 15 Sep 2022 Vincen to schedule meeting for next week. Meeting scheduled on 23 Sep 2022	Meeting with business took pl Mariia Dodiuk will coordinate

19	Feature activation document ation	Document which changes we need to do in Hybris and MuleSoft to enable invoicing capability on the next markets.	02 Aug 2022	CLOSED	Eugenia Deambrosi		02 Aug 2022 Eugenia to schedule meeting with Dorde. Dorde is on holidays until 29 Aug 2022 , meeting scheduled for 31 Aug 2022 29 Aug 2022 as of 01 Sep 2022 Dorde will change the position, need to identify who will take his role. 11 Oct 2022 Waiting for Elvira to provide FDK template.	Omnichannel - Enable SAPR
20	Chapter Assessme nt	Follow up on assessment completion	04 Aug 2022	CLOSED HIGH PRIORITY	Vincenzo Miccoli		04 Aug 2022 Following assessment tasks are pending: ▪ OMNI-955 Security > added the fix version to the epic as requested. It is assigned to Roberto Oguntuyi ▪ OMNI-956 DevOps > assigned toLuigi Romano ▪ OMNI-951 E2E Test Scenarios > assigned to Ipek Kilic . She is out of office until 08 Aug 2022 . Vincenzo/Giorgio to have a call with her to review the test cases. 18 Aug 2022 DevOps assessment is completed. Waiting for security and E2E Test Scenarios. Sudhir to complete the security assessment for Hybris stories. 23 Aug 2022 Sudhir to contact Marcelo to understand how security assessment in Hybris stories should be completed. 21 Sep 2022 security assessment complete. Only open assessment is the E2E Test Scenarios which will be closed once test plan for R67 is created. Vincenzo Miccoli to follow up with Ipek. 05 Oct 2022 Vincen to schedule a session with Ipek to share E2E test status.	

21	Connectivity check	First order export test to be done in QA environments as of August 15th. Need to check about environments & type of testing readiness.	05 Aug 2022	CLOSED	Giorgio Pillitteri		05 Aug 2022 since the testing will be done in QA we need @Evgenii Shirokikh to provide all information for connection (e.g. end point, certificate, etc) to MS team 23 Aug 2022 R65 code changes should be available in QA by today EoD. Meeting scheduled for 24 Aug 2022 to do the test all together. 26 Aug 2022 First connectivity test perform. Hyrbis > MS > SCPI > S4Retail connectivity works fine. Some adjustments needed on SCPI to be able to generate the invoice and test the way back. 01 Sep 2022 Connectivity test successfully completed from Hybris > MuleSoft > SCPI > S4Retail. Need to wait for SCPI and S4Retail development in order to complete the E2E test from S4Retail > SCPI > MuleSoft > S3 folder. 14 Sep 2022 Test successfully completed. Invoice generated and uploaded into S3 folder. Pending to check if PDF is available on website. 16 Sep 2022 Fix on S4Retail required because invoice is not available on website due to incorrect invoice number (additional "0" at the beginning)	Test successfully completed.
22	Omni JIRA project	It is not possible to create Test Case templates in OMNI project	04 Aug 2022	CLOSED	Giorgio Pillitteri		04 Aug 2022 RITM0103777 raised in Qbranch. 05 Aug 2022 The Test case template has been enabled in OMNI project in Jira dev environment. Asked Giorgio to test and confirm to Ritu Y.	As confirmed by Giogio, it is r

23	Invoicing Monitoring	Dashboards creation in Kibana. How can we use the information that we have in the logs to create dashboards in Kibana for the monitoring of the invoicing process of CZ and SK	18 Aug 2022	IN PROGRESS	sudhir Soni	OMNI-1061 have permission to view it.	Meeting scheduled with Sudhir on 30 Aug 2022 Sudhir waiting to get access to Kibana. 15 Sep 2022 only one query is pending to be defined. 18 Oct 2022 waiting for Sudhir to provide pending query. Invoicing Monitoring (Hybris – S4Retail) - OmniChannel - PMI DCE Confluence 18 Oct 2022 for failed cases, meaning for the orders for which the invoice is not generated, it is required to adjust the logging on MuleSoft because currently this information is not available. Gaetano to provide high level estimation.	
		Hybris Telemetric - how to monitor the performance of the order export process.	18 Aug 2022	OPEN	sudhir Soni		Interfaces Monitoring (Hybris – S4Retail) - OmniChannel - PMI DCE Confluence 18 Oct 2022 Sudhir to check if there is anything available in Hybris.	
		MuleSoft Telemetric - how to access the current MuleSoft monitoring and how to monitor the performance of the order export process.	18 Aug 2022	CLOSED	Edoardo Solari		18 Oct 2022 API monitoring is enabled by default on Anypoint.	API monitoring is enabled by 

24	Integration	SCPI URL and certificate for PP and Prod to be configured in MuleSoft	14 Sep 2022	CLOSED	Edoardo Solari		14 Sep 2022 CPI PROD environment is available, only QA box is missing. Endpoint setup is the configuration, so definitely CPI PROD will be configured at UAT completion. UVT start Oct 13th, means the latest date to confirm UVT environment readiness its Oct 12th . For PROD – there is a cutover, starting Nov 3rd . By these dates such technicalities like URL's and SSL's should be ready changed and maintained. 15 Sep 2022 User stories for certificate and SCPI configuration will be moved to production within R67 instead of R65. 05 Oct 2022 Need to have URL & certificate for production by 07 Oct 2022	URL & certificate for PP and I
25	CZ&SK Postal code incorrect format	There are currently several orders failed in S4Retail because of this issue. As I understood, there is already a validation in Production which prevents this from happening, but for consumer accounts created before this validation the issue still persist.		CLOSED	Przemyslaw Kozlowski		20 Oct 2022 We were not able to find relevant ticket, but before creating one: • For LSP – all addresses should pass regex on entry screen in format XXX XX. • With EPAM team check possibility to change validation so that postal code does not exceed 6 signs only; from the consumer perspective it will be still fine. 21 Oct 2022 We do not know how many accounts can still have old format, the only ticket we were able to find together with David is: [DCE20HOME-208867] DH - DCE- Address: Postal code fix for CZ and SK - PMI DCE JIRA	Decision was to request to sw do for now, impact on consun currently exists on the front e

		It is a known issue but it didn't have an impact in P1 because we are taking this data only if consumer wanted to get the invoice, but as in S4Retail they will take this data for ALL orders (3k+ per day), it might have a big impact. Do you have any information or recall any discussion about this issue? Is it possible to investigate how many consumer accounts like that we might have in PROD for CZ and SK?						
26	Error handling	Some times, SCPI errors are not in JSON format as expected, they are in txt which MuleSoft is not able to handle at the moment.	26 Oct 2022	CLOSED	Edoardo Solari	DCE20HOME-300432 - [ORDER] - Omnichannel - Changing error handling logic to accept 500 txt response from CPI CLOSED	26 Oct 2022 the reason why we are continuously re-pushing the message to CPi is because MuleSoft does not handle txt message as of now (confirmed with our dev team); Evgenii already told us that SCPI cannot fix in time for the release; now we are analyzing how much effort would be for us to handle txt messages, but as I said, we never did that and we expected Json as usual, so we are just strting the analysis	Workaround implemented on

R67 - OmniChannel Enabling Invoicing capabilities into S4 Retail

Role	Name
Lead Solution Manager of the EPIC	Eugenia Deambrosi
Solution design -functional	Francesca Versiglia
Solution design - dev	sudhir Soni

1. Links

Topic	Link	Notes
Business requirement	Business Design - Enabling Invoicing Capabilities into S4 Retail for CZ/SK	
CONSOGV ticket	CONSGOV-7731 - [Omni DCE2] Phase 1 // Enabling Invoicing capabilities into S4 Retail CLOSED	
EPIC	OMNI-931 - Enabling Invoicing capabilities into S4 Retail EPIC CLOSED	
Architecture		
Data	GM	

UX	N/A	

2. Assumption

First pilot Market:

CZ

SK

DCE2 Orders active in CZ/SK:

Sales order

Return

Replacement

DCE2 Channels active in CZ/SK:

Website

CSC

FieldCoach

RetailPos

Indirect retailer

EndlessAisle

EndlessAisleRetail

BrandretailPOS order export flow is not in scope for this epic.

First pilot market (CZ and SK) are integrated with Adyen PSP and to met the requirement of including PSP reference as part of the Hybris payload we'll ensure to populate the reference only for Adyen Market, for all the others PSP to be addressed in the future with a proper assessment.

New fields requested for SAP Retail will be populated in Hybris payload in the global payload (no difference for the Market that will be integrated with Retail), the mapping logic will be handled completely in MS ensuring that the new fields will be sent only to SAP Retail without touching the AS IS mapping to SAP P1.

3. Impacted Component

#	Component	Impact
1	HYB	• new target orchestration configuration • order export enhancement
2	MS	• new order export interface with SCPI • new mapping vs SAPRETAIL

4. Solution

The objective is to integrate S4 Retail into DCE2 landscape in order to enable the B2C invoicing capabilities. Therefore, S4 Retail will replace SAP P1 for invoicing purposes.

The impacted flow will be Hybris order export only with the objective of allowing SAP Retail to generate invoices replacing the as is SAP P1.

Finance requirements:

New attributes to be added in the payload from Hybris

Integration with SAP Retail through MS having it as a new target system to receive order export from Hybris

Enhancement of the existing fields adjusted: Authorization Time / Authorization Date / Authorization Amount

4.1. Order export to be enhanced

Existing attribute: logic to be enhanced

Order payload

new logic to be developed for authorizationDate and authorizationTime correspond to the time received from PSP and saved on **paymentTransaction type: CAPTURE**

adding the Shipping date that will be populated only at SHIPPED status from the LSP (leveraging on the existing integration I07 API)

Return payload

authorizationDate, authorizationTime correspond to the time received from PSP and saved on **payment Transaction type: REFUND_FOLLOW_ON**

adding the Return date that will be populated only at RETURNED status from the LSP (leveraging on the existing integration I07 API)

new logic to be developed in case of partial refund –paymentdetails attributes need to be always populated accordingly with the refund details. In details populate the "authAmount" with only the value refunded (take the value from the **paymentTransaction type: REFUND_FOLLOW_ON**

New attributes to be added

Attribute	New attribute in Hybris -Y/N	New fields in Paylod	Rule
Shipping date	Y	ShippingDate	Once Hybris receives the field form LSP at SHIPPED status it is populated in the order and then it can be added as a new field in the payload - No Data change needed for all the scenarios without the LSP we send the original order creation date
Return date	Y	ReturnDate	Once Hybris receives the field form LSP at RETURNED status it is populated in the return and then it can be added as a new field in the payload for all the scenarios without the LSP we send the return creation order date
PSP Reference	Y	PSPrequestId	**Scenario 1 – autocapture** Assumption for adyen PSP REF- capture and PSP REF – authorization are always the same Solution is to add a new field and populate it with PSP REF– capture that is already available in Hybris **Scenario 2 – capture at shipping** Assumption for adyen PSP REF- capture and PSP REF – authorization are always the same Solution is to add a new field and populate it with PSP REF – capture that is already available in Hybris **Scenario 3 – refund** Solution is to add a new field and populate it with PSP REF – refund that is already available in Hybris

4.2. New target orchestration configuration

1. Define a new target orchestration system= SAP Retail - SAPRETAIL
2. Configure the new target orchestration system: substitute FSP with the new one only for CZ and SK market

Confluence page for reference of the AS IS configuration for CZ and SK https://confluence.pmidce.com/display/DCE20HOME/V.II+Market+configurations+-+New+orchestration+from+R3

5. User stories

Key	Summary	T	Created	Updated	Due	Assignee	Reporter	P	Status	Resolution
DCE20HOME-287349	[ORDER][PP][PROD] - Omnichannel - Update SSL certificate for CPI in PP and PROD env		Oct 04, 2022	Nov 14, 2022		Tom Den Ouden	Edoardo Solari		CLOSED	Done
DCE20HOME-270352	[OMNI] Configure SAPRETAIL in orchestration table - R67		Jul 14, 2022	Nov 21, 2022		Eugenia Deambrosi	Francesca Versiglia		CLOSED	Done
DCE20HOME-268397	[ORDER] - Omnichannel - certificate configurability and enhancing token caching logic		Aug 11, 2022	Nov 14, 2022		Tom Den Ouden	Edoardo Solari		CLOSED	Done
DCE20HOME-268396	[ORDER] - Omnichannel - 1:1 mapping in cpi-sys-api		Aug 11, 2022	Nov 14, 2022		Tom Den Ouden	Edoardo Solari		CLOSED	Done
DCE20HOME-262036	[OMNI] Order export enhancement - paymentDetails		Jul 12, 2022	Sep 06, 2022		Eugenia Deambrosi	Francesca Versiglia		CLOSED	Done
DCE20HOME-262035	[OMNI] Order export enhancement - adding new fields		Jul 12, 2022	Sep 06, 2022		Eugenia Deambrosi	Francesca Versiglia		CLOSED	Done
DCE20HOME-260135	[OMNI] Data change - returnProcess		Jul 12, 2022	Sep 06, 2022		Eugenia Deambrosi	Francesca Versiglia		CLOSED	Done
DCE20HOME-260128	[OMNI] New target orchestration		Jul 12, 2022	Sep 06, 2022		Eugenia Deambrosi	Francesca Versiglia		CLOSED	Done
DCE20HOME-253058	[ORDER] - Omnichannel - S4 Retail integration		Jun 30, 2022	Nov 14, 2022		Tom Den Ouden	Edoardo Solari		CLOSED	Done

9 issues

6. Open Points

ID	Hybris Field	Description	Status	Comment
01	**Authorization Code**	Hybris Cart ID	CLOSED	as is no changes
02	**Authorization Ref**	PSP Reference ID	CLOSED	Finance team is having problem with the reconciliation New requirement from finance team is to have the PSP reference is sales order and return
03	**Authorization Date**	Authorization Timestamp	CLOSED	authorization date of payment transaction (PSP and also CEGID) - not localized SimpleDateFormat("yyyy-MM-dd'T'HH:mm:ss'Z'"); new finance requirement to have the date and time also for refund transaction
04	**Authorization Time**	Authorization Timestamp	CLOSED	authorization date of payment transaction (PSP and also CEGID) - not localized SimpleDateFormat("yyyy-MM-dd'T'HH:mm:ss'Z'"); new finance requirement to have the date and time also for refund transaction
05	**Shipment Date**	Date of shipment provided by LSP	CLOSED	New finance requirement
06	**Return Date**	Date of return provided by LSP	CLOSED	New finance requirement

R65 Summary - Silent Go-Live

Summary

Order export enhancement to add new fields, update the return process, create new target orchestrations and improve the payment details.

List of User Stories, Tasks, and Bugs included in this Release

Key	Summary	T	Assignee	Status	Fix Version/s
DCE20HOME-275773	[OMNI] Wrong filling logic for statuses different from Shipped and Returned		Eugenia Deambrosi	CLOSED	HYBR_R65_Sept_22
DCE20HOME-262036	[OMNI] Order export enhancement - paymentDetails		Eugenia Deambrosi	CLOSED	HYBR_R65_Sept_22
DCE20HOME-262035	[OMNI] Order export enhancement - adding new fields		Eugenia Deambrosi	CLOSED	HYBR_R65_Sept_22
DCE20HOME-260135	[OMNI] Data change - returnProcess		Eugenia Deambrosi	CLOSED	HYBR_R65_Sept_22
DCE20HOME-260128	[OMNI] New target orchestration		Eugenia Deambrosi	CLOSED	HYBR_R65_Sept_22
DCE20HOME-253058	[ORDER] - Omnichannel - S4 Retail integration		Tom Den Ouden	CLOSED	MUS_R65_Sept_22

6 issues

Testing Phase

	Status	Comments

System Test	COMPLETED	Test performed in DEV, QA and PreProd.
System Integration Test	COMPLETED	
E2E Test	COMPLETED	3. Website - ZUP - Replacement Upgrade - Invoice is not generated due to not marked box on Front End - "Invoice Requested". Some configurations were not prepared correctly on front end and it is not an issue on SAP side, as the option is available in production. Unable to retest the Scenario of Replacement Upgrade due to Master Data Issue (price of the new order is still 0). 9. Field Coach - ZLD - Lending Placement - issue fixed on last day of Sprint. Test covered as part of regression test on the following test case: [DCE20HOME-274028] [DE] [SC] Pay per link - Lending order by Store Coach - PayPal - PMI DCE JIRA 10. Website - ZRA - Lending Return - This Test Case is directly related to Test Case no 9. 23. Indirect retail- Self Service Lending - Lending capability is already tested within the E2E Test Plan.
Regression Test	COMPLETED	All channels were successfully tested at least with one scenario. LSP test for DE and UK successfully completed.

02. Test Plan & Execution - OmniChannel - PMI DCE Confluence

Execution Dashboards: OMNI_OMS_Phase1_R65_ExecutionStatus - PMI DCE JIRA

Open Defects

Defect	Status	Actions / Decisions
DCE20HOME-278649 - [DE][REG][CEAPP] Send PPL button doesn't work - nothing happen CLOSED	COMPLETED	Issue with product variants have been fixed, waiting for approval. Test covered as part of regression test on the following test case: [DCE20HOME-274028] [DE] [SC] Pay per link - Lending order by Store Coach - PayPal - PMI DCE JIRA Test case 9. Field Coach - ZLD - Lending Placement is failed due to this bug. However, Lending capability is already tested within the E2E Test Plan.
DCE20HOME-280970 - [OMNI] [E2E] [PP] ZRF Missing Delivery - Refund confirm CTA not working during checkout CLOSED	ACCEPTED	Test case 14. Website - ZRF - Missing delivery - Refund impacted by this bug on checkout. Workaround: corrective order.

DCE20HOME-278321 - SIT | [QA][SK][SAP] SFTP connection between SAP and Mulesoft not working [waiting for SAP feedback] CLOSED	ACCEPTED	It should be fixed for R67 testing phase but it is not a blocker for this release as we were able to perform the tests in PP.
DCE20HOME-277446 - [AEM] (DEV-QA-PP) - Dropdown menu is not working in the payment section CLOSED	COMPLETED	Issue has been fixed, waiting approval.
DCE20HOME-272734 - Remove Interstitial Login | additional fix CLOSED	COMPLETED	Test case 23. Indirect retail- Self Service Lending marked as not applicable, as Lending capability is already tested within the E2E Test Plan.

GO/No-Go decision

Enhanced order export has been successfully processed by MuleSoft and SAP P1.

No major issues have been identified.

All channels have been tested.

LSP test for CZ, DE, UK successfully completed.

Decision is to **GO** with the silent Go-Live on R65.

R67 Summary - Business Go-Live

Summary

Configuration in Hybris in order to enable invoicing capability for CZ and SK in S4Retail.

Configuration of SCPI URL and certificate in MuleSoft to be able to send the order export for invoicing to SCPI and S4Retail instead of SAP P1 for CZ and SK.

List of User Stories, Tasks, and Bugs included in this Release

Key	Summary	T	Assignee	Status	Fix Version/s	Version (Not-Prod)
DCE20HOME-300432	[ORDER] - Omnichannel - Changing error handling logic to accept 500 txt response from CPI		Tom Den Ouden	CLOSED	MUS_R67_Nov_22	PP#20221031
DCE20HOME-293098	[ORDER] - Omnichannel - orderType is transformed in order proc api during export to SAPRETAIL		Tom Den Ouden	CLOSED	MUS_R67_Nov_22	QA#20221014 PP#20221025
DCE20HOME-287902	[OMNI] wrong shipping date in Hybris order export payload		Eugenia Deambrosi	CLOSED	HYBR_R66.1_Nov_22	QA#20221010 PP#20221025
DCE20HOME-287349	[ORDER][PP][PROD] - Omnichannel - Update SSL certificate for CPI in PP and PROD env		Tom Den Ouden	CLOSED	MUS_R67_Nov_22	PP#20221011 PP#20221025
DCE20HOME-270352	[OMNI] Configure SAPRETAIL in orchestration table - R67		Eugenia Deambrosi	CLOSED	HYBR_R66.1_Nov_22	QA#20221010 PP#20221025
DCE20HOME-268397	[ORDER] - Omnichannel - certificate configurability and enhancing token caching logic		Tom Den Ouden	CLOSED	MUS_R67_Nov_22	QA#20220825 PREPROD#20220905 PREPROD#20220915 PP#20221011
DCE20HOME-268396	[ORDER] - Omnichannel - 1:1 mapping in cpi-sys-api		Tom Den Ouden	CLOSED	MUS_R67_Nov_22	QA#20220825 PREPROD#20220905 PP#20221011

7 issues

E2E & SIT Test Execution status

IN PROGRESS Test in progress by Omni team.

IN PROGRESS Test in progress by S4Retail team.

E2E Test Case	DCE2 Status	S4Retail Staus	Comments	Defect*
[DCE20HOME-285227] 04. [CZ] Website - ZTA. R01 - Sales Order / CoD / Multicategory / Discount Item-Header - PMI DCE JIRA	PASSED	BUSINESS PASSED	29 Sep 2022 Order details sent to S4Retail • SSHR-1102 >Tax ID(or VAT Reg No) does not appears in partner address data. Pending to receive a copy of original order but from CPI. • SSHR_1082 > Invoice layout verification	~~SSHR-1102~~ SSHR-1082
[DCE20HOME-285228] 05. [SK] Website - ZTA. R01 - Sales Order / Card Payment / Multicategory / Header Discount - PMI DCE JIRA	PASSED	BUSINESS CONDITIONALLY PASSED	30 Sep 2022 Order details sent to S4Retail DCE2 Cannot input card details during checkout - issue resolved on 05 Oct 2022 Order is failed in S4 with the error that article “shipping fee” is not maintained for storage location 06 Oct 2022 retest done on DCE2 and order details sent to S4Retail	~~DCE20HOME-286272~~ SSHR-1032
[DCE20HOME-285229] 06. [CZ] Website - ZTA. R01 - Sales Order / CoD / Single item / Full Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	30 Sep 2022 Order details sent to S4Retail • SSHR-1077 > Invoice not received on Mulesoft. • SSHR-1126 > VAT calculation for 100% discount item is missing	SSHR-1077 SSHR-1126
[DCE20HOME-285230] 07. [CZ] Website - ZTA. R01 - Sales Order / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS CONDITIONALLY PASSED	30 Sep 2022 Order details sent to S4Retail • SSHR-1081 > Link / invoice layout not available in the SD document flow • SSHR-1124 > Incorrect presentation of UoM in the journal entry • SSHR-1125 > Not displayed quantity on SO general view	SSHR-1081 SSHR-1124 SSHR-1125

[DCE20HOME-285231] 08. [SK] Website - ZTA. R01 - Sales Order / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS CONDITIONALLY PASSED	Idoc SO: 1633031; Invoice generated and received on mulesoft • SSHR-1078: Missing VPRS condition in plant SK40 • SSHR-1081: Link/Invoice layout not available in the SD document flow • Detected difference on VAT after discount 33.06 S4 vs 33.07 Hybris. It is a rounding difference between Hybris and Payload. To be checked on DCE side.	SSHR-1078 SSHR-1081
[DCE20HOME-285232] 09. [SK] Website - ZTA. R01 - Sales Order / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Idoc SO: 1633032; Invoice generated and received on mulesoft. Missing VPRS condition in plant SK40	SSHR-1078
[DCE20HOME-285233] 18. [CZ] Coach - ZTA. R01 - Sales Order / Card Payment / Single item / Full Discount - PMI DCE JIRA	PASSED	BUSINESS CONDITIONALLY PASSED	06 Oct 2022 issue should be fixed, test case ready for retesting. 06 Oct 2022 retest done on DCE2 and order details sent to S4Retail • DCE2HOME-287335 > Field Coach checkout is missing CTA "Place Order". The bug is fixed only for carts where there are no promotions applied. • SSHR-1108 > Major There is no output message defined for invoices of distribution channel 06	DCE20HOME-287335 SSHR-1108
[DCE20HOME-285234] 19. [SK] Coach (Endless Aisle) - ZTA.R01 - Sales Order / Card Payment / Multicategory / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	05 Oct 2022 Order details sent to S4Retail Idoc received but with error "Batch DK000912.01 SK34 FL-0000000 does not exist", need to be reviewed on S4Retail side.	SSHR-1090
[DCE20HOME-285235] 21. [SK] Website - ZKL /ZRA.R04 - Replacement / No Payment / Single item / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	04 Oct 2022 Order details sent to S4Retail	

[DCE20HOME-285236] 25. [SK] Website - ZUP. R01 - Replacement Upgrade / Card Payment / Multiple items / Header Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Test case will not be executed. Replacement upgrade not activated in SK in QA and it was verified that no ZUP order were done in production, there is only one done during smoke tests. 13 Oct 2022 this scenario will be tested in PP as it is important to have this capability tested for Trade-In implementation Order has been created but before fulfilling it we are waiting for the fix of the Mulesoft bug which right now would expose a different order type. (DCE20HOME-293098) 26 Oct 2022 Issue fixed, order sent to S4Retail for verification.	DCE20HOME-293098
[DCE20HOME-285237] 27. [CZ] Coach - ZKL /ZRA.R04 - Replacement / No Payment / Multiple items / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	05 Oct 2022 Order details sent to S4Retail Incorrect sold-to party. There is opposite mapping between E-com and Coach customer. There is a bug in CPI, mapping for Czech was incorrect.	SSHR-1084
[DCE20HOME-285238] 31. [CZ] Coach - ZUP /ZRA.R01 - Replacement Upgrade / Card Payment / Single item / Header Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	05 Oct 2022 Order details sent to S4Retail In the price schema in the order export there is a mistake in Net Calculation: discounted amount (1192) - VAT calculated on Gross (258.6) = 933.4. Point already raised to Marcin Przygoda during execution with SAP P1. Marcin Przygoda: could you please provide details on this logic which was already known? Incorrect sold-to party.	SSHR-1084
[DCE20HOME-285239] 33. [CZ] Website - ZKL. R05 - Replacement Accessory / No Payment / Single item / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Incorrect sold-to party. There is opposite mapping between E-com and Coach customer. There is a bug in CPI, mapping for Czech was incorrect.	SSHR-1084
[DCE20HOME-285246] 36. [CZ] Website/CSC - ZRA.R08 - Return / CoD / Multicategory / Discount Item-Header - PMI DCE JIRA	PASSED	BUSINESS PASSED	06 Oct 2022 retest done on DCE2 and order details sent to S4Retail S4Retail status: Fail • SSHR-1113 > No Credit note output for coaches	SSHR-1113

[DCE20HOME-285244] 40. [SK] Website - ZRA. R08 - Partial Return / Card Payment / Multiple items / Item Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	06 Oct 2022 retest done on DCE2 and order details sent to S4Retail • SSHR-1113 > No Credit note output for coaches	SSHR-1113
[DCE20HOME-285242] 41. [CZ] Website - ZRA. R08 - Return Partial / Card Payment / Single item / Header Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	06 Oct 2022 Order details sent to S4Retail	
[DCE20HOME-285240] 42. [CZ] Website - ZRS. R13 - Missing Delivery (Corrective) / No Payment / Missing item / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Not able to create a case by a customer care agent in QA. In PP this scenario is working, so workaround would be to do the test directly in PP. As agreed this case will be executed in Pre-Prod. Order has been created but before fulfilling it we are waiting for the fix of the Mulesoft bug which right now would expose a different order type. (DCE20HOME-293098) 26 Oct 2022 issue fixed, order sent for S4Retail verification. There is an error on SCPI.	DCE20HOME-289023 DCE20HOME-293098
[DCE20HOME-285245] 43. [SK] Website - ZRF. R14 - Missing Delivery (Refund) / Card Payment / Missing item / Item Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Not able to create a case by a customer care agent in QA. In PP this scenario is working, so workaround would be to do the test directly in PP. As agreed this case will be executed in Pre-Prod. Order has been created but before fulfilling it we are waiting for the fix of the Mulesoft bug which right now would expose a different order type. (DCE20HOME-293098)	DCE20HOME-289023 DCE20HOME-293098
[DCE20HOME-285241] 44. [SK] Website - ZRA. R16 - Undelivered / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Adyen slovakia has finished the available founds in the PMI account hence the refund is failing. 10 Oct 2022 Order details sent to S4Retai	DCE20HOME-287942
[DCE20HOME-285247] 48. Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	DESCOPED	DESCOPED	This was an additional requirement from S4Retail team to have 3 digits after comma based on some technical issue occurred in the past. However, currently it cannot be replicated as Hybris does a rounded to 2 digits. Przemek to share the details and discuss with SCPI team if it can be replicated from their side.	
[DCE20HOME-285243] 50. [CZ] Website - ZTA. R01 - Sales Pre Order / Card Payment / Single item / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	06 Oct 2022 Order details sent to S4Retail S4Retail status: Ready for review	

[DCE20HOME-270590] [CZ][SIT][CEApp][FC] ZTA order placement - PMI DCE JIRA	PASSED			
[DCE20HOME-270404] [SK][SIT][WEB] ZTA order placement - PMI DCE JIRA	PASSED			
[DCE20HOME-270401] [CZ][SIT][WEB] ZTA order placement - PMI DCE JIRA	PASSED			
[DCE20HOME-270586] [SK][SIT][CEApp][FC] ZTA order placement - PMI DCE JIRA	PASSED			DCE20HOME-294289
[DCE20HOME-270406] [SK][SIT][WEB] ZRA order placement - PMI DCE JIRA	PASSED			DCE20HOME-293207
[DCE20HOME-270405] [CZ][SIT][WEB] ZRA order placement - PMI DCE JIRA	PASSED			DCE20HOME-292816

* if defect ID starts with DCE2HOME means that is it a defect on DCE2 side, if it starts with SSHR means that it is a defect on SCPI/S4Retail side.

Additional test cases added on 07 Oct 2022

E2E Test Case	DCE2 Status	S4Retail Status	Comments	Defect*
[DCE20HOME-289086] 04.1 [SK] Website - ZTA. R01 - Sales Order / CoD / Multicategory / Discount Item-Header - PMI DCE JIRA	PASSED	BUSINESS PASSED	10 Oct 2022 Order details sent to S4Retail S4Retail status: BUSINESS PASSED	
[DCE20HOME-289098] 05.1 [CZ] Website - ZTA. R01 - Sales Order / Card Payment / Multicategory / Header Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	10 Oct 2022 Order details sent to S4Retail S4Retail status: BUSINESS PASSED	
[DCE20HOME-289087] 07.1 [SK] Website - ZTA. R01 - Sales Order / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	10 Oct 2022 Order details sent to S4Retail S4Retail status: IT PASSED	
[DCE20HOME-289099] 08.1 [CZ] Website - ZTA. R01 - Sales Order / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	10 Oct 2022 Order details sent to S4Retail S4Retail status: BUSINESS PASSED	
[DCE20HOME-289101] 09.1 [CZ] Website - ZTA. R01 - Sales Order / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS CONDITIONALLY PASSED	10 Oct 2022 Order details sent to S4Retail • We are not able to add to cart ILUMA products for CZ, we are opening a bug	Bug to be opened on DCE2

[DCE20HOME-289102] 21.1 [CZ] Website - ZKL /ZRA.R04 - Replacement / No Payment / Single item / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	No CTAs are available to proceed in the checkout. 14 Oct 2022 Order details sent to S4Retail	DCE20HOME-289959
[DCE20HOME-289091] 33.1 [SK] Website - ZKL.R05 - Replacement Accessory / No Payment / Single item / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Not able to create a case by a customer care agent in QA. In PP this scenario is working, so workaround would be to do the test directly in PP. 14 Oct 2022 Order details sent to S4Retail	DCE20HOME-289023
[DCE20HOME-289093] 36.1 [SK] Website/CSC - ZRA.R08 - Return / CoD / Multicategory / Discount Item-Header - PMI DCE JIRA	PASSED	BUSINESS PASSED	10 Oct 2022 Order details sent to S4Retail S4Retail status: IT Testing	
[DCE20HOME-289095] 42.1 [SK] Website - ZRS.R13 - Missing Delivery (Corrective) / No Payment / Missing item / No Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Not able to create a case by a customer care agent in QA. In PP this scenario is working, so workaround would be to do the test directly in PP. As agreed this case will be executed in Pre-Prod. Order has been created but before fulfilling it we are waiting for the fix of the Mulesoft bug which right now would expose a different order type. (DCE20HOME-293098)	DCE20HOME-289023 DCE20HOME-293098
[DCE20HOME-289104] 43.1 [CZ] Website - ZRF.R14 - Missing Delivery (Refund) / Card Payment / Missing item / Item Discount - PMI DCE JIRA	PASSED	BUSINESS PASSED	Not able to create a case by a customer care agent in QA. In PP this scenario is working, so workaround would be to do the test directly in PP. As agreed this case will be executed in Pre-Prod. Order has been created but before fulfilling it we are waiting for the fix of the Mulesoft bug which right now would expose a different order type. (DCE20HOME-293098) 26 Oct 2022 issue fixed, order sent for S4Retail verification. There is an error on SCPI.	DCE20HOME-289023 DCE20HOME-293098
[DCE20HOME-289106] 44.1 [CZ] Website - ZRA.R16 - Undelivered / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS CONDITIONALLY PASSED	10 Oct 2022 Order details sent to S4Retail S4Retail status: IT PASSED	
[DCE20HOME-296614] 07.2 [PP][SK] Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount - PMI DCE JIRA	PASSED	BUSINESS CONDITIONALLY PASSED	Test case to test the shipping date issue. Sales order flow successfully tested, waiting for credit note to be uploaded into S3 folder.	

Testing Phase Summary

02. Test Plan & Execution - OmniChannel - PMI DCE Confluence

	Status	Comments
System Test	COMPLETED	
System Integration Test	COMPLETED	Execution Dashboards: OMNI_OMS_Phase1_R67_ExecutionStatus - PMI DCE JIRA
E2E Test	COMPLETED	Execution Dashboards: OMNI_OMS_Phase1_R67_ExecutionStatus - PMI DCE JIRA
Regression Test	COMPLETED	Execution Dashboards: OMNI_OMS_Phase1_R67_ExecutionStatus - PMI DCE JIRA
UVT	COMPLETED	Execution Dashboards: OMNI_OMS_Phase1_R67_UVTExecutionStatus - PMI DCE JIRA

Open Defects

There are no open issues related to this implementation.
However, there are 3 open points discovered during the testing phase related to a misconfiguration even in Hybris/AEM production:

Defect	Status	Actions / Decisions
DCE20HOME-292816 - [E2E][PP][SK][WEB] - Credit note not available for download in My Returns section CLOSED	CLOSED	27 Oct 2022 Test cases have been successfully executed, return order created on DCE2, credit note generated in S4 retail and available in S3 folder, but it is not available on the website. Please note that considering that it is not related to the project implementation, it is not a stopper for Go-Live. Will go with November release = R67
DCE20HOME-303397 - Incorrect labels for credit note download CLOSED	CLOSED	27 Oct 2022 Test cases have been successfully executed, return order created on DCE2, credit note generated in S4 retail and available in S3 folder, but it is not available on the website. Please note that considering that it is not related to the project implementation, it is not a stopper for Go-Live. Will go with November release = R67
DCE20HOME-280511 - [R68][Global][All channels] - Missing product image and details on My Returns section CLOSED	CLOSED	03 Nov 2022 The ticket has been assessed by product team, worked on (already in DEV) and will go with the next planned release = R68 (in December)

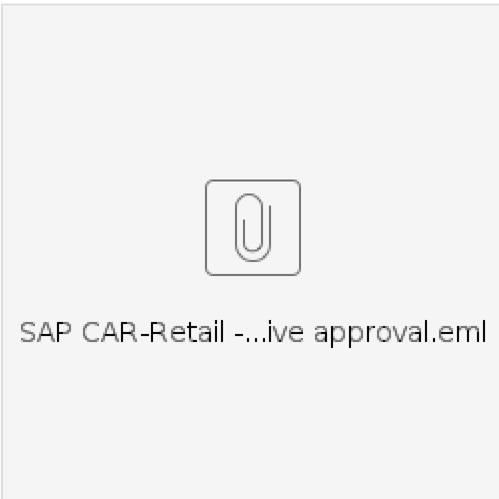
GO/No-Go decision

Go/No Go meeting scheduled for Nov 3rd 3PM (S4Retail) and 3.30PM (DCE2).

All channels have been tested.

There are few remaining defects to be corrected, but there is clear plan to resolve them before go-live date (planned for Nov. 10th5:00AM), thus we concluded they are not a blocker for go-live decision.

Decision is to **GO** with business Go-Live on R67 planned for November 10th.



Quality Assurance

01. Test approach

-

Objective

The key objective of this document is to decide what to test, when to test, who is going to test & how to test and gather all the information at one place. It ensures all the requirements given in the acceptance criteria have been tested as per the approach specified in the document. The documents referred to prepare this test approach are as below

- Business Design - Enabling Invoicing Capabilities into S4 Retail for CZ/SK
- R67 - OmniChannel Enabling Invoicing capabilities into S4 Retail - OmniChannel - PMI DCE Confluence
- 2022.06 Phase 1 DCE2 and S4Retail Invoicing - OmniChannel - PMI DCE Confluence

Order Management OM Product

Background

The current as-is invoicing solution SAP P1 is unable to meet the demands expected for the DCE2 markets as we rollout to other new markets. As a result of this constraint a new solution to deliver the Invoicing capability will be implemented. The initial solution will be piloted in 2 markets (Czech Republic and Slovakia) already existing on the DCE2 platform, post the pilot other markets will be migrated onto the new solution.

Product Objective

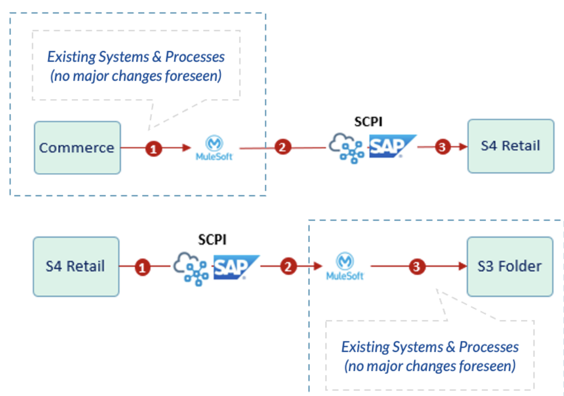
The one of the objective of OmniChannel Program is to integrate SAP CAR/S4 Retail into the DCE2 Landscape. The overall OM product is composed by the following phases:

1. Phase 1: Invoicing on S4 Retail
2. Phase 2: Check-out unification
3. Phase 3: SAP CAR integration and Inventory management

Currently the focus and the scope of OM product is only Phase 1 to enable to invoicing capability with S4 Retail and replace SAP P1. Rest of the capabilities like Inventory Management responsibility, financials and reconciliations will be integrated with SAP P1 As-IS.

The invoicing process is composed by 3 flows:

1. **Order export:** from DCEx to S4 Retail to generate the invoice.
2. **Invoice Generation:** from S4 Retail to DCEx to store invoice in S3 and
3. **Invoice Retrieval:** the invoice is retrieved by DCEx in order update Order in consumer portal and send it to final customer.



Engaged/Impacted Systems	
Platform	**Impact**
Hybris	Addition fields to be added for export Existing fields adjustments
MuleSoft	MuleSoft to generate an output interface in order to call the SCPI specific endpoint in order to export the order data.

SCPI	Expose Rest API endpoint for MuleSoft to connect to in order to export the order data

Scope

In Scope
The features which needs to be tested in OmniChannel invoicing Enabling Invoicing capabilities into S4 Retail includes: Changes in Hybris for addition of new fields and existing fields modifications Hybris Order export by MuleSoft, no change in data transformation logic Order Export to S4 Retail through SCPI data transformation logic Invoice generation in S4 Retail for CZ and SK, for other markets remains as it is. All generated Invoice upload from S4 Retail to S3 folder through SCPI & MuleSoft Consumption of Invoices by DCE2 Validation for E2E monitoring **Markets**: CZ & SK **Active Order type:** Sales order, Return & Replacements

	Test phases	Env	WEB	FC	SSR
R65	SYS	DEV /QA	SK ZRA	CZ ZTA	NA
	SIT	QA	SK ZKL, SK ZRS	SK ZTA, SK ZKL	NA
	E2E	QA	CZ ZKL, CZ ZTA, SK ZRA, SK ZUP	SK ZKL, SK ZTA, SK ZRS, DE ZKL, DE ZTA, DE ZRS	NA
	REG	PP	DE ZTA, DE ZRA, DE ZKL, DE ZLD, DE ZRS, MEX ZTA, UK ZTA, UK ZKL	DE ZTA, DE ZKL, DE ZLD, UK ZTA	DE ZFG
	E2E	PP	CZ ZKL, CZ ZTA, SK ZRA, SK ZUP	SK ZKL, SK ZTA, SK ZRS, CZ ZKL, CZ ZTA, CZ ZRS	NA
R67	SYS	DEV /QA			NA
	SIT	QA	CZ ZTA, CZ ZRA, SK ZTA, SK ZRA	CZ ZTA, SK ZTA	NA
	REG	PP	DE ZTA, DE ZRA, DE ZLD, DE ZL2, DE ZL3, MEX ZTA, UK ZTA, UK ZKL	DE ZTA, DE ZKL, DE ZLD, UK ZTA	DE ZFG
	E2E	PP	SK ZKL, SK ZTA, SK ZRS, SK ZRA	CZ ZKL, CZ ZTA, SK ZUP	NA

***Note**: Channels Brand Retail & Indirect Retail are not applicable*

***Reference pages**: Country and Order Type*

List of products confirmed by LSPs in the markets (CZ/SK/DE/UK) are as:

Out Scope
The features will not be tested as part of Product OM testing includes: Brand Retail Channel the B2C invoice will be issued by CEGID (AS-IS process) SAP P1 inventory management, Financial and reconciliations B2B operations are out of scope as SAP P1 will keep managing the inbound processes for all channels Phase 2: Check-out unification Phase 3: SAP CAR integration and Inventory management Checkout process Mobius solution implementation not part of phase 1 Invoice consumption for DCS/DCE1/B2B systems

Assumptions

Assumptions from implementation document

These are the assumption from Business Design - Enabling Invoicing Capabilities into S4 Retail for CZ/SK The objective of below table is to consider all the points and agree the scope of testing across all testing phases.

#	Assumption	Test coverage	Test Phases
1	Phase 1 – Invoicing on S4 Retail includes all the scenarios related to Direct Models in which PMI sells to B2C customer. The invoice is issued on SAP P1 in the current AS-IS solution and will be issued on S4Retail for pilot markets (CZ & SK).	Yes	E2E/REG /UVT
2	SAP P1 will have Inventory Management responsibility, financials and reconciliations.	Yes	E2E/UVT
3	In the AS-IS solution, in Brand Retail channel the B2C invoice is issued by CEGID and not sent to SAP P1. For this reason, this channel will be out of scope, and there are not integrations needed with S4 Retail.	Yes	REG
4	The checkout process is not impacted by this implementation.	Yes	REG
5	In the AS-IS model the trigger statuses for the Order Export to SAP P1 are SHIPPED and RETURNED. In general, Hybris generates the Order Export for different target systems in different statuses. For the Pilot Markets, target system "FSP" will be replaced with S4 Retail target system value, for all statuses and capabilities.	Yes	SYS/SIT /E2E/REG /UVT
6	The data transformation logics that in the AS-IS model are coded in Mulesoft will be shifted to SAP CPI.	Yes	SYS/SIT /E2E/REG /UVT
7	For markets where the invoicing is in charge on S4 Retail, the Order export from Hybris to S4 Retail must be disabled. There is no possibility to have part of channels/order types invoicing on S4 Retail and part on SAP P1.	Yes	SYS/SIT /E2E/REG /UVT
8	The order will be in any case sent from S4 Retail to SAP P1 for the inventory alignment.	Yes	E2E/UVT
9	The process of Invoice retrieval from S3 Folder to DCE2 has no changes within the Invoicing implementation.	Yes	E2E/REG /UVT
10	For corner cases where the Return is exported before the Refund, fields related to payment (refund) will be not available.	Yes	E2E/UVT
11	The adjustments on Hybris for the Order Export will be market/capability independent. New fields added will be filtered by Mulesoft for DCE2 Markets.	Yes	SYS/SIT /REG
12	No changes will be introduced on the sales order export for DCE1/DCS/B2B Cloud Craze	Not in scope	
13	In case of Cancellation before shipment, no order export for Credit Note generation is needed (the reason is that the Credit Note is not needed itself).	Yes	REG
14	DCE2 must retrieve the invoice generated to be sent to the final customer through Salesforce Marketing Cloud. This process has no changes within the Invoicing implementation.	Yes	E2E
15	SAP CAR will not be implemented in this Phase 1	Not in scope	
16	B2B operations are out of scope as SAP P1 will keep managing the inbound processes for all channels (and B2B invoicing).	Not in scope	
17	Invoice archival to Mobius is not in scope of Phase 1	Not in scope	

Test phases

The general test approach we have been following to test products is same as DCE2 16. Quality Assurance

	Test phases	Env	High level test scope
R65	SYS	DEV /QA	Changes in hybris commerce, Story level
	First order	QA	Connectivity test between DEV environments that aims to export an Order from Hybris and generate the invoice in S4 Retail 1. Order export used will not be the TO-BE payload 2. Scope is not to test the Order Export but validate that the messages are successfully exchanged
	SIT	QA	Scope is to test that the existing functionalities (Order Export to SAP P1 for DCE2 Markets) are working without errors, to ensure that the existing functionalities (Order Export to SAP P1 for DCE2 Markets) are working without errors.
	E2E	QA	Scope is to perform a functional test to ensure that the existing functionalities (Order Export to SAP P1 for DCE2 Markets) are working without errors.
	REG	PP	Scope is to test that the existing functionalities (Order Export to SAP P1 for DCE2 Markets) are working without errors, to ensure that the existing functionalities (Order Export to SAP P1 for DCE2 Markets) are working without errors.
	E2E	PP	Scope is to test the business process with the AS-IS functionality (Order Export to SAP P1) with the TO-BE payload.
R67	SYS	DEV /QA	Configure SAPRETAIL in orchestration table
	SIT	QA	Scope is to test the full integration system connectivity between Hybris - S4 Retail using the TO-BE payload in the Pilot Markets
	REG	PP	Scope is to test that the existing functionalities (Order Export to SAP P1 for DCE2 Markets) are working without errors.
	E2E	PP	Scope is to test the new Order Export / Invoice Generation / Invoice Retrieval with S4 Retail integration for the entire list of capabilities included into the Pilot Markets scope.

Regression Testing:

For this project Regression team will perform test during two sprints - R65 and R67

Mandatory TCs were identified and are marked by label REG_SAP_MustHave. Based on capacity we might check impacted flows also for other markets, those are marked by label REG_SAP_NiceToHave.

Non Functional	
Performance test	Security test
NFRs are specified in the following page: NFRs - Epic OMNI-931 - Invoice generation The invoice functionality is mostly asynchronous, therefore there is no impact on testing.	Security assessment details are available in the following page Security Assessment [GM] : Enabling Invoicing capabilities into S4 Retail - DCE 2.0 Home - PMI DCE Confluence

Test Timelines and Environment

Timeline

Silent Go Live R65

Dates	System test	System test	System test	Sys Int test	E2E Test	E2E Test	Regression Test
Test Environment	**DEV**	**QA**	**PP**	**QA**	**QA**	**PP**	**PP**
Planned Start Date	17 Aug 2022	25 Aug 2022	06 Sep 2022	25 Aug 2022	25 Aug 2022	06 Sep 2022	08 Sep 2022
Planned End date	24 Aug 2022	02 Sep 2022	21 Sep 2022	31 Aug 2022	02 Sep 2022	21 Sep 2022	14 Sep 2022
Actual Start Date	18 Aug 2022	26 Aug 2022	12 Sep 2022	26 Aug 2022	26 Aug 2022	08 Sep 2022	08 Sep 2022
Actual End Date	25 Aug 2022	29 Aug 2022	20 Sep 2022	12 Sep 2022	08 Sep 2022	23 Sep 2022	27 Sep 2022

Business Go Live R67

Dates	System test	Sys Integration test	E2E Test	Regression Test	UVT
Test Environment	DEV/QA	QA	QA	PP	PP
Planned Start Date	22 Sep 2022	29 Sep 2022	29 Sep 2022	20 Oct 2022	13 Oct 2022
Planned End date	28 Sep 2022	12 Oct 2022	12 Oct 2022	26 Oct 2022	02 Nov 2022
Actual Start Date	11 Oct 2022	29 Sep 2022	29 Sep 2022	28 Oct 2022	13 Oct 2022
Actual End Date	11 Oct 2022	01 Nov 2022	03 Nov 2022	04 Nov 2022	03 Nov 2022

Testing Tools & Resources

Testing tools		
Test Type	Functional	Non Functional
Manual	Functional requirements will be tested manually on all test phases IT test, SIT test, Regression test, e2e test and UVT	NA
Automation	Java Script, PactumJS for API testing, Cucumber (BDD), Mocha, Chai, Post-Man , Browser Stack test suits	NA

Resources					
#	Test Phases	Hybris	MuleSoft	SAP P1	S4 Retail
1	SYS/SIT	Snehal Kaustubh Kajale Swarni ma B. Singh	Edoardo Solari	Przemyslaw Kozlowski Marcin Przygoda Malgorzata Zajezierska	Przemyslaw Kozlowski Evgenii Kravchenko Kristina Koronevich @agnieszka.blicharska@pmi.com
2	SIT	Karolina RuszczakAleksandra Skowronek Tomasz Lis Vandana Jayaprakash			
3	E2E	Vincenzo Miccoli Giorgio Pillitteri Przemyslaw Kozlowski Marcin Przygoda Malgorzata Zajezierska			
4	REG	Dagmar Buckova			
5	NFR	Mattia Piraccini			
6	Security	Roberto Oguntuyi			
7	LSP	Bilyana Asparuhova			

Test Scenarios

Most of the test case have been written as per the guidelines Test Design BDD approach & Test naming conventions

Refer 02. Test Plan & Execution for all the test cases executed for Order Management System (OMS) Phase 1: Invoicing on S4 Retail

Test Data

Environment - DCE 2.0 Home - PMI DCE Confluence

Test users & passwords - DCE 2.0 Home - PMI DCE Confluence

B2C CustomerCare Test User Credentials - DCE 2.0 Home - PMI DCE Confluence

3. QA - DCE 2.0 Home - PMI DCE Confluence

JIRA Labelling

Test case labelling formate for JIRA filtering and dashboard purpose is OMNI_OMS_Phase1_relno_[TestPhase]_[Env]. Please use these labeling for TP/TCT/TC and raising BUGS.

Test Phases	JIRA labeling	
	Rel 65	Rel 67
SYS	OMNI_OMS_Phase1_R65_SYS_DEV, OMNI_OMS_Phase1_R65_SYS_QA, OMNI_OMS_Phase1_R65_SYS_PP	OMNI_OMS_Phase1_R67_SYS_DEV, OMNI_OMS_Phase1_R67_SYS_QA, OMNI_OMS_Phase1_R67_SYS_PP
SIT	OMNI_OMS_Phase1_R65_SIT_QA	OMNI_OMS_Phase1_R67_SIT_QA
REG	OMNI_OMS_Phase1_R65_REG_PP	OMNI_OMS_Phase1_R67_REG_PP
E2E	OMNI_OMS_Phase1_R65_E2E_QA, OMNI_OMS_Phase1_R65_E2E_PP	OMNI_OMS_Phase1_R67_E2E_QA, OMNI_OMS_Phase1_R67_E2E_PP
UVT		OMNI_OMS_Phase1_R67_UVT_PP

Test plan & Execution

02. Test Plan & Execution

Defects

03. Defect Tracker

Risk, Issues & Dependencies

Risk

Issues

Dependencies

- Regression team needs contact person, who can check invoice (based on order) in SAP, as we do not access.

Answer by Przemek Kozlowski: Marcin and Malgorzata will ensure that all activities on SAP P1, including invoice creation, are completed. Later on invoice has to be checked on consumer account directly, once data is sent by SAP to AWS.

02. Test Plan & Execution

Silent Go live - Release R65

Planned Start Date: 17/08/2022 - **Planned End Date:** 24/08/2022

Key	Summary	T	Assignee	P	Status	Requirement
DCE20HOME-270646	[OMNI][DEV] Order export enhancement - paymentDetails		Swarnima B. Singh		PASS	DCE20HOME-262036
DCE20HOME-266567	[OMNI][DEV] Order export enhancement - adding new fields in Lending Order		Swarnima B. Singh		PASS	DCE20HOME-262035
DCE20HOME-266535	[OMNI][DEV] Order export enhancement - adding new fields - Sales Order		Swarnima B. Singh		PASS	DCE20HOME-262035
DCE20HOME-265010	[OMNI] [DEV] Data change - returnProcess		Swarnima B. Singh		PASS	DCE20HOME-260135
DCE20HOME-264997	[DEV] [OMNI] New target orchestration		Swarnima B. Singh		PASS	DCE20HOME-260128

5 issues

Planned Start Date: 25/08/2022 - **Planned End Date:** 02/09/2022

Key	Summary	T	Assignee	P	Status	Requirement
DCE20HOME-272959	[QA] [OMNI] Order export enhancement - adding new fields		Swarnima B. Singh		PASS	DCE20HOME-262035
DCE20HOME-272956	[QA][OMNI] Data change - returnProcess		Swarnima B. Singh		PASS	DCE20HOME-260135
DCE20HOME-272947	[QA][OMNI] Order export enhancement - paymentDetails		Swarnima B. Singh		PASS	DCE20HOME-262036
DCE20HOME-272943	[QA][OMNI] New target orchestration		Swarnima B. Singh		PASS	DCE20HOME-260128

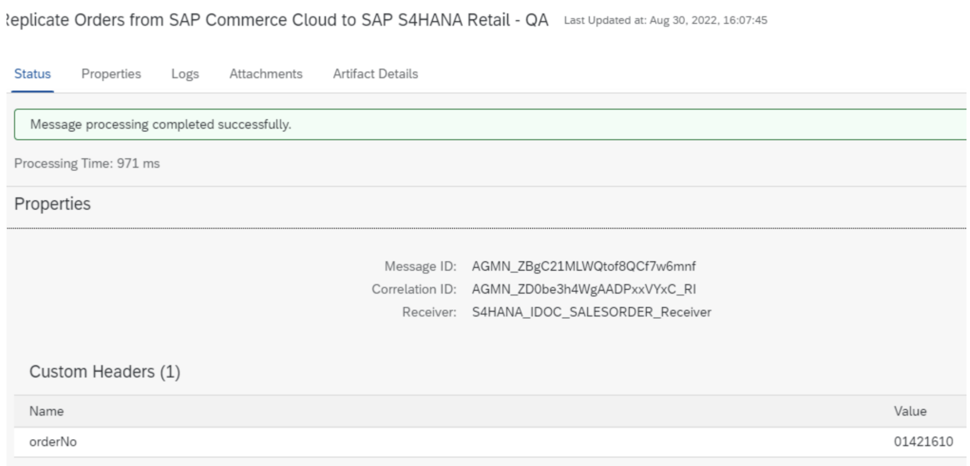
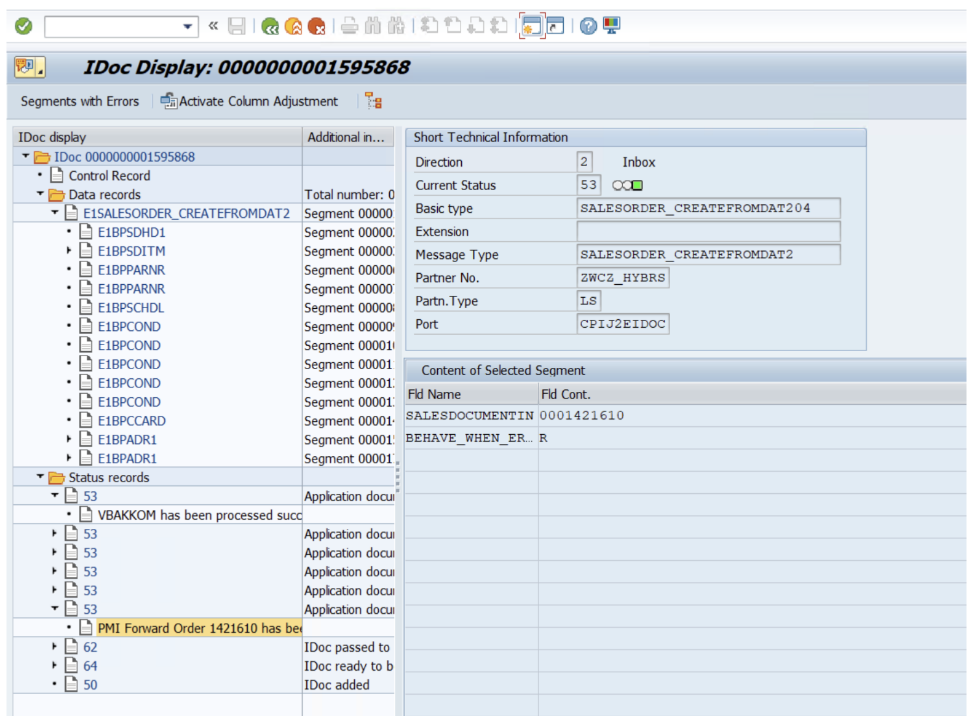
4 issues

Planned Start Date: 06/09/2022 - **Planned End Date:** 21/09/2022

Key	Summary	T	Assignee	P	Status	Requirement
DCE20HOME-284715	[SMOKE] - [CZ][OMNI] Order export enhancement - PaymentDetails		Swarnima B. Singh		PASS	DCE20HOME-262035
DCE20HOME-284714	[SMOKE] - [CZ][OMNI] Order export enhancement - adding new fields		Swarnima B. Singh		PASS	DCE20HOME-262035
DCE20HOME-284713	[SMOKE] - [CZ][OMNI] Data change - ReturnProcess		Swarnima B. Singh		PASS	DCE20HOME-262035
DCE20HOME-281200	[SK][ST][WEB][ZKL][REL65][OMNI] Replacement Order		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-281145	[SK][ST][WEB][REL65][OMNI] New target orchestration		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-281144	[SK][ST][WEB][ZTA][REL65][OMNI] Order export enhancement - PaymentDetails		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-281142	[SK][ST][WEB][ZRA][REL65][OMNI] Data change - ReturnProcess		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-281139	[SK][ST][WEB][ZTA][REL65][OMNI] Order export enhancement - adding new fields		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-277170	[CZ][ST][WEB][ZLD][REL65][OMNI] Order export enhancement - PaymentDetails		Roopi Kudesia		NOT APPLICABLE	DCE20HOME-262035
DCE20HOME-277168	[CZ][ST][CEAPP-FC][ZLD][REL65][OMNI] Order export enhancement - adding new fields		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-277152	[CZ][ST][WEB][REL65][OMNI] New target orchestration		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-277147	[CZ][ST][WEB][ZTA][REL65][OMNI] Order export enhancement - PaymentDetails		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-277138	[CZ][ST][WEB][ZRA][REL65][OMNI] Data change - ReturnProcess		Roopi Kudesia		PASS	DCE20HOME-262035
DCE20HOME-277137	[CZ][ST][WEB][ZTA][REL65][OMNI] Order export enhancement - adding new fields		Roopi Kudesia		PASS	DCE20HOME-262035

14 issues

Hybris > MuleSoft > SCPI > S4Retail connectivity test successfully completed, invoice created in S4Retail. **PASS**

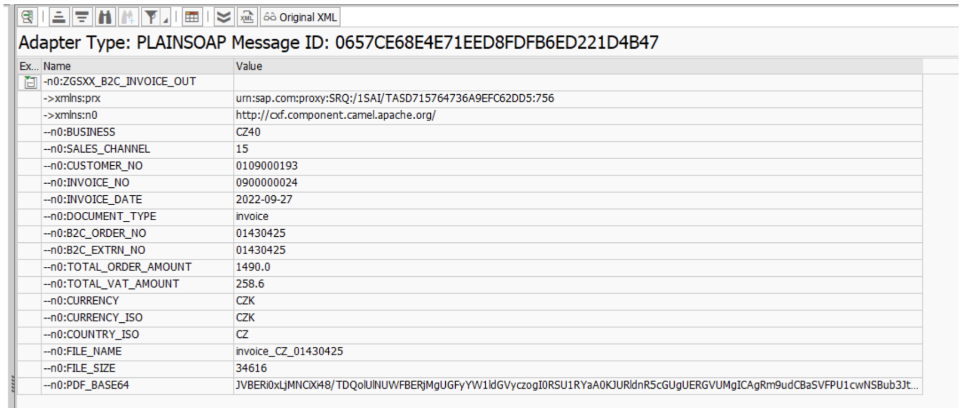
<table>
<tr><td>New order created in Hybris and sent to CPI through MuleSoft</td><td>9F
{
"responseMessage": "The order [01421610] has been sent successfully to S/4HANA! The IDoc number is [0000000001595868]",
"responseStatus": "Success"
}
0</td></tr>
<tr><td>Message logged in CPI QA</td><td>
</td></tr>
<tr><td>Idoc processed and invoice created in S4Retail</td><td>
</td></tr>
</table>

S4->CPI->Mulesoft > S3 folder > web connectivity test successfully completed, invoice uploaded into My Orders section and visible for the customer.

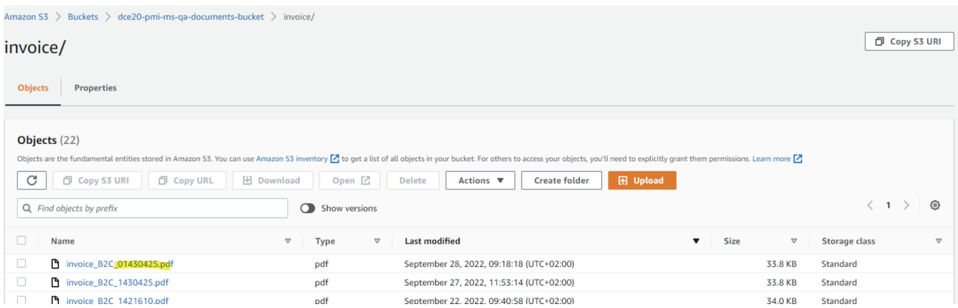
PASS

Invoice was uploaded into S3 folder but it is not available on the web. Some corrections needed in S4Retail because the orderNo sent to MuleSoft to upload the invoice to S3, contains two “0” in front of the Hybris orderNo.

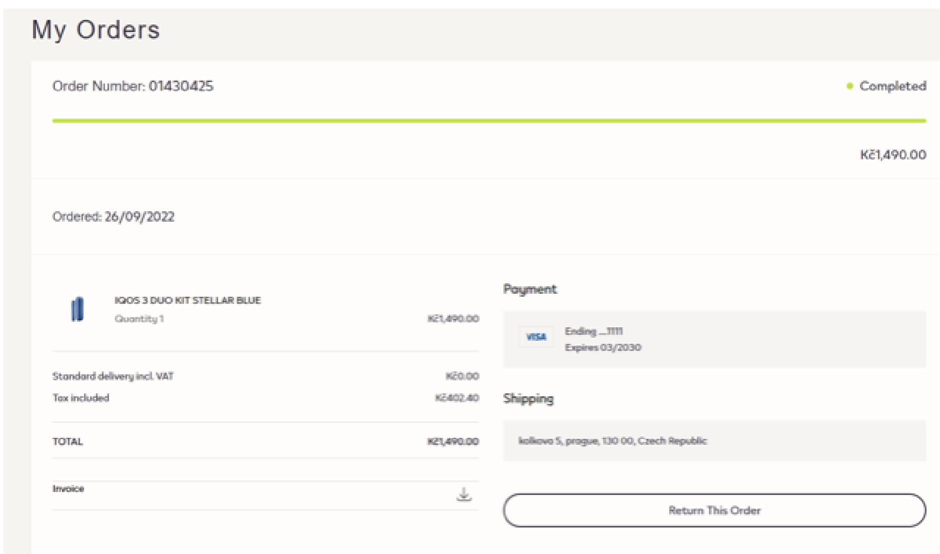
Invoice for sales order 01430425 generated in S4Retail



Invoice uploaded in S3 folder



Invoice uploaded correctly into the My Orders section



Planned Start Date: 25/08/2022 - **Planned End Date:** 31/08/2022

Key	Summary	T	Assignee	P	Status	Requirement
DCE20HOME-272199	[SK][SIT][CSC][ZRS] Missing Delivery R13		Shubam Singhal		PASS	DCE20HOME-268396 DCE20HOME-262035 DCE20HOME-260128 DCE20HOME-253058
DCE20HOME-271991	[SK][SIT][FC][ZTA] Standard Order R01		Tomasz Lis		PASS	DCE20HOME-268396 DCE20HOME-262035 DCE20HOME-260128 DCE20HOME-253058
DCE20HOME-271890	[SK][SIT][WEB][ZKL] Replacement Order ZKL R04		Balachander Ashok		PASS	DCE20HOME-268396 DCE20HOME-262035 DCE20HOME-260128 DCE20HOME-253058
DCE20HOME-271577	[SK][SIT][FC][ZKL] Replacement Order ZKL R04		Shubam Singhal		PASS	DCE20HOME-268396 DCE20HOME-262035 DCE20HOME-260128 DCE20HOME-253058

4 issues

Test Plan: DCE20HOME-273351 - **Planned Start Date:** 25/08/2022 - **Planned End Date:** 02/09/2022

Key	Summary	T	Assignee	P	Status	Requirement
DCE20HOME-273960	11. Website - ZRA - Partial Return		Vincenzo Miccoli		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-273959	13. Website - ZRA - Undelivered Return		Vincenzo Miccoli		NOT APPLICABLE	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-273958	8. Field Coach - ZKL - Replacement		Vincenzo Miccoli		NOT APPLICABLE	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-273956	5. Website - ZL2 - Lending automatic confirmation		Vincenzo Miccoli		NOT APPLICABLE	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-273955	4. Website - ZLD - Lending placement		Vincenzo Miccoli		NOT APPLICABLE	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-273360	1. Website - ZTA - Sales Order		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128

6 issues

Planned Start Date: 08/09/2022 - **Planned End Date:** 14/09/2022

Must have

Key	Summary	T	Assignee	P	Status	Resolution	Linked Issues

DCE20HOME-274058	[DE][WEB] Normal Order Return: completed successfully	Dagmar Buckova		PASS	Done	
DCE20HOME-274055	[DE] [SFSC] Order on Behalf using Promo code	Dagmar Buckova		PASS	Done	
DCE20HOME-274053	[DE][SFSC] Order creation_Pay per link by CSC agent_Paypal	Dagmar Buckova		PASS	Done	
DCE20HOME-274051	[DE][SFSC] Return Lending Order: Successful return	Dagmar Buckova		PASS	Done	
DCE20HOME-274044	[DE][WEB] Order Placement - Klarna - Slice it payment	Dagmar Buckova		PASS	Done	DCE20HOME-282992 , DCE20HOME-278061 , DCE20HOME-277446
DCE20HOME-274043	[DE][WEB]Lending Order Placement - Paypal via Adyen payment method	Dagmar Buckova		PASS	Done	DCE20HOME-278193
DCE20HOME-274042	[DE][WEB] Order placement - PayPal payment	Dagmar Buckova		PASS	Done	DCE20HOME-278193
DCE20HOME-274038	[DE][SFSC] Lending order_Pay per link_Invalid Credit Card	Dagmar Buckova		PASS	Done	
DCE20HOME-274037	[DE][WEB] Lending order - return it	Dagmar Buckova		PASS	Done	
DCE20HOME-274036	[DE] [WEB] Replacement	Dagmar Buckova		PASS	Done	DCE20HOME-278250
DCE20HOME-274033	[DE][WEB] Lending Order Placement: Invalid Credit Card	Anna Kuczaty		PASS	Accepted	DCE20HOME-278012
DCE20HOME-274031	[DE] [WEB] Lending Order Placement - Klarna payment method	Anna Kuczaty		PASS	Done	DCE20HOME-278061 , DCE20HOME-277446
DCE20HOME-274030	[DE][SFSC] Lending order_Pay per link_Klarna payment method	Anna Kuczaty		PASS	Done	DCE20HOME-277592
DCE20HOME-274029	[DE] [SFSC] Order Management: Order Cancellation (CREATE > CANCEL)	Aleksandra Stempin		PASS	Done	
DCE20HOME-274025	[DE][WEB] Order placement - Credit Card Payment	Anna Kuczaty		PASS	Done	
DCE20HOME-274024	[DE] SSR at Home - Market B - Eligible New Customer - Consumables - ZFG creation	Anna Kuczaty		PASS	Done	DCE20HOME-282992 , DCE20HOME-279912
DCE20HOME-274022	[DE] [SFSC] Order Placement_Pay per link by CSC agent_Klarna	Dagmar Buckova		PASS	Done	

DCE20HOME-274021	[DE][WEB] Lending Order Placement: Credit Card		Dagmar Buckova		PASS	Done	
DCE20HOME-274020	[DE][SFSC]Lending order_Pay per link by CSC agent_Paypal		Dagmar Buckova		PASS	Done	
DCE20HOME-274018	[DE] SSR at Indirect Retail Buying - Market B - Ineligible Returning Customer (existing linked device)		Rupan Boominathan		PASS	Done	DCE20HOME-272734

Showing 20 out of 28 issues

Nice to have

Key	Summary	T	Assignee	P	Status	Resolution	Linked Issues
DCE20HOME-275259	[DE][FC] Endless Aisle(Normal Order Placement): Existing Consumer by FC with promo code		Unassigned		BLOCKED	Unresolved	DCE20HOME-280666
DCE20HOME-275258	[DE][SFSC] Order Management: COMPLETED > RETURN (within Return Period)		Anna Kuczaty		PASS	Done	
DCE20HOME-274050	[DE][WEB] Lending Order: Expired Order (FR = 15 days)		Anna Kuczaty		PASS	Done	
DCE20HOME-274034	[DE][FC] -Endless Aisle order - New Customer - Credit Card		Anna Kuczaty		PASS	Done	
DCE20HOME-274026	[DE][FC] Endless Aisle order - New Customer -Paypal		Anna Kuczaty		PASS	Done	
DCE20HOME-274016	[DE] [FC] -Endless Aisle order - Registered Customer - Credit Card		Anna Kuczaty		PASS	Done	DCE20HOME-278386
DCE20HOME-274004	[CZ] Replacements - CSC Agent		Dagmar Buckova		PASS	Done	
DCE20HOME-273999	[CZ] Returns - CSC Agent		Marcin Przygoda		PASS	Done	DCE20HOME-280511
DCE20HOME-273998	[CZ] Orders - WEB		Anna Kuczaty		PASS	Done	
DCE20HOME-273995	[MX] Replacements - CSC Agent		Anna Kuczaty		PASS	Done	DCE20HOME-280495 , DCE20HOME-280506
DCE20HOME-273994	[MX] Endless Aisle - CeApp - FC		Paulina Pawlak		PASS	Accepted	DCE20HOME-277991
DCE20HOME-273992	[MX] Replacements - WEB		Anna Kuczaty		PASS	Done	

12 issues

Test Plan: DCE20HOME-264536 - **Planned Start Date:** 06/09/2022 - **Planned End Date:** 21/09/2022

Key	Summary	T	Assignee	P	Status	Requirement
DCE20HOME-273788	20. Self Service Registration - Free gift		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135
DCE20HOME-273787	21. CSC - ZTA - Sales Order - PPL -Order level promotion - Click and Collect		Vincenzo Miccoli		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135

DCE20HOME-273786	19. Field Coach - Accessory Replacement		Vincenzo Miccoli		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135
DCE20HOME-273785	17. CSC -Manual refund		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135
DCE20HOME-273784	18. CSC - ZTA - Sales Order with PPL + item level promo+ Cancellation within the grace period		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135
DCE20HOME-273783	23. Indirect retail- Self Service Lending		Giorgio Pillitteri		NOT APPLICABLE	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135
DCE20HOME-273782	22. Website - ZL3 - Unpaid Lending		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135
DCE20HOME-273781	16. Website - ZTA - Sales order with Promotions		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135
DCE20HOME-264554	15. Website - ZRS - Missing delivery - Corrective Order		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264553	12. Website - ZRA - Return Order		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264552	3. Website - ZUP - Replacement Upgrade		Giorgio Pillitteri		NOT APPLICABLE	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264551	14. Website - ZRF - Missing delivery - Refund		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264550	1. Website - ZTA - Sales Order with order level promotion		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264549	8. Field Coach - ZKL - Replacement		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264548	4. Website - ZLD - Lending placement		Edoardo Solari		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264547	9. Field Coach - ZLD - Lending Placement		Giorgio Pillitteri		NOT APPLICABLE	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128

DCE20HOME-264546	13. Website - ZRA - Undelivered Return		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264545	10. Website - ZRA - Lending Return		Giorgio Pillitteri		NOT APPLICABLE	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264544	11. Website - ZRA - Partial Return		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128
DCE20HOME-264543	5. Website - ZL2 - Lending automatic confirmation		Giorgio Pillitteri		PASS	DCE20HOME-262036 DCE20HOME-262035 DCE20HOME-260135 DCE20HOME-260128

Showing 20 out of 23 issues

R65 Execution Dashboard

OMNI_OMS_Phase1_R65_ExecutionStatus - PMI DCE JIRA

Business Go live - Release R67

Planned Start Date: 22/09/2022 - **Planned End Date:** 28/09/2022

Key	Summary	T	Created	Updated	Due	Assignee	Reporter	P	Status	Resolution

No issues found

Planned Start Date: 29/09/2022 - **Planned End Date:** 12/10/2022

Key	Summary	T	Created	Updated	Due	Assignee	Reporter	P	Status	Resolution
DCE20HOME-270590	[CZ][SIT][CEApp][FC] ZTA order placement		Aug 19, 2022	Oct 12, 2022		Paulina Pawlak	Karolina Ruszczak		PASS	Done
DCE20HOME-270586	[SK][SIT][CEApp][FC] ZTA order placement		Aug 19, 2022	Oct 31, 2022		Katarzyna Szwedo	Karolina Ruszczak		PASS	Done
DCE20HOME-270406	[SK][SIT][WEB] ZRA order placement		Aug 18, 2022	Nov 02, 2022		Katarzyna Szwedo	Karolina Ruszczak		PASS	Done
DCE20HOME-270405	[CZ][SIT][WEB] ZRA order placement		Aug 18, 2022	Nov 02, 2022		Paulina Pawlak	Karolina Ruszczak		PASS	Done
DCE20HOME-270404	[SK][SIT][WEB] ZTA order placement		Aug 18, 2022	Oct 04, 2022		Katarzyna Szwedo	Karolina Ruszczak		PASS	Done
DCE20HOME-270401	[CZ][SIT][WEB] ZTA order placement		Aug 18, 2022	Oct 05, 2022		Paulina Pawlak	Karolina Ruszczak		PASS	Done

6 issues

Planned Start Date: 29/09/2022 - **Planned End Date:** 12/10/2022

Key	Summary	T	Created	Updated	Due	Assignee	Reporter	P	Status	Resolution
DCE20HOME-296614	07.2 [PP][SK] Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount		Oct 20, 2022	Nov 03, 2022		Vincenzo Miccoli	Giorgio Pillitteri		PASS	Done
DCE20HOME-289106	44.1 [CZ] Website - ZRA.R16 - Undelivered / Card Payment / Multicategory / Item Discount		Oct 07, 2022	Nov 04, 2022		Giorgio Pillitteri	Giorgio Pillitteri		PASS	Done
DCE20HOME-289104	43.1 [PP][CZ] Website - ZRF.R14 - Missing Delivery (Refund) / Card Payment / Missing item / Item Discount		Oct 07, 2022	Nov 03, 2022		Vincenzo Miccoli	Giorgio Pillitteri		PASS	Done
DCE20HOME-289102	21.1 [PP][CZ] Website - ZKL/ZRA.R04 - Replacement / No Payment / Single item / No Discount		Oct 07, 2022	Nov 03, 2022		Giorgio Pillitteri	Giorgio Pillitteri		PASS	Done
DCE20HOME-289101	09.1 [CZ] Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount		Oct 07, 2022	Nov 04, 2022		Vincenzo Miccoli	Giorgio Pillitteri		PASS	Done
DCE20HOME-289099	08.1 [CZ] Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount		Oct 07, 2022	Nov 04, 2022		Vincenzo Miccoli	Giorgio Pillitteri		PASS	Done

DCE20HOME-289098	05.1 [CZ] Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Header Discount		Oct 07, 2022	Nov 04, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-289095	42.1 [PP][SK] Website - ZRS.R13 - Missing Delivery (Corrective) / No Payment / Missing item / No Discount		Oct 07, 2022	Nov 03, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-289093	36.1 [SK] Website/CSC - ZRA.R08 - Return / CoD / Multicategory / Discount Item-Header		Oct 07, 2022	Nov 04, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-289091	33.1 [PP][SK] Website - ZKL.R05 - Replacement Accessory / No Payment / Single item / No Discount		Oct 07, 2022	Nov 03, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-289087	07.1 [SK] Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount		Oct 07, 2022	Nov 04, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-289086	04.1 [SK] Website - ZTA.R01 - Sales Order / CoD / Multicategory / Discount Item-Header		Oct 07, 2022	Nov 04, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-285247	48. Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount		Sep 28, 2022	Nov 04, 2022	Giorgio Pillitteri	Giorgio Pillitteri	=	NOT APPLICABLE	Won't Do
DCE20HOME-285246	36. [CZ] Website/CSC - ZRA.R08 - Return / CoD / Multicategory / Discount Item-Header		Sep 28, 2022	Nov 04, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-285245	43. [PP][SK] Website - ZRF.R14 - Missing Delivery (Refund) / Card Payment / Missing item / Item Discount		Sep 28, 2022	Nov 04, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-285244	40. [SK] Website - ZRA.R08 - Return Partial / Card Payment / Multiple items / Item Discount		Sep 28, 2022	Nov 04, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-285243	50. [CZ] Website - ZTA.R01 - Sales Pre Order / Card Payment / Single item / No Discount		Sep 28, 2022	Nov 04, 2022	Giorgio Pillitteri	Giorgio Pillitteri	=	PASS	Done
DCE20HOME-285242	41. [CZ] Website - ZRA.R08 - Return Partial / Card Payment / Single item / Header Discount		Sep 28, 2022	Nov 08, 2022	Vincenzo Miccoli	Giorgio Pillitteri	=	PASS	Done

DCE20HOME-285241	44. [SK] Website - ZRA.R16 - Undelivered / Card Payment / Multicategory / Item Discount		Sep 28, 2022	Nov 04, 2022	Giorgio Pillitteri	Giorgio Pillitteri		PASS	Done
DCE20HOME-285240	42. [PP][CZ] Website - ZRS.R13 - Missing Delivery (Corrective) / No Payment / Missing item / No Discount		Sep 28, 2022	Nov 03, 2022	Vincenzo Miccoli	Giorgio Pillitteri		PASS	Done

Showing 20 out of 33 issues

Planned Start Date: 20/10/2022 - **Planned End Date:** 26/10/2022

Key	Summary	T	Created	Updated	Due	Assignee	Reporter	P	Status	Resolution
DCE20HOME-296831	[DE] Orders - CeApp - SC		Oct 20, 2022	Oct 30, 2022		Neha Shinde	Dagmar Buckova		PASS	Done
DCE20HOME-296830	[DE] Device Lending - CeApp - SC		Oct 20, 2022	Oct 30, 2022		Neha Shinde	Dagmar Buckova		PASS	Accepted
DCE20HOME-296829	[DE] SSR Indirect Retail Buying - Market B - Eligible New Customer		Oct 20, 2022	Nov 01, 2022		Preethi Chandrasekar	Dagmar Buckova		PASS	Done
DCE20HOME-293786	[DE] SSR at Home - Market B - Eligible New Customer - Consumables - ZFG creation		Oct 14, 2022	Oct 31, 2022		Preethi Chandrasekar	Dagmar Buckova		PASS	Done
DCE20HOME-293581	[UK] Replacements - WEB		Oct 14, 2022	Nov 04, 2022		Devi Medapareddy	Dagmar Buckova		PASS	Done
DCE20HOME-293579	[UK] Orders - WEB		Oct 14, 2022	Nov 04, 2022		Devi Medapareddy	Dagmar Buckova		PASS	Done
DCE20HOME-293575	[MX] Orders - WEB		Oct 14, 2022	Nov 04, 2022		Anna Kuczaty	Dagmar Buckova		PASS	Done
DCE20HOME-293570	[DE] Replacements - CeApp - FC		Oct 14, 2022	Nov 04, 2022		Anna Kuczaty	Dagmar Buckova		PASS	Done
DCE20HOME-293569	[DE] Device Lending - CeApp - FC		Oct 14, 2022	Nov 04, 2022		Anna Kuczaty	Dagmar Buckova		PASS	Done
DCE20HOME-293568	[DE] Endless Aisle - CeApp - FC		Oct 14, 2022	Nov 04, 2022		Anna Kuczaty	Dagmar Buckova		PASS	Done
DCE20HOME-293565	[DE] Device Lending - WEB		Oct 14, 2022	Nov 01, 2022		Uma Dasari	Dagmar Buckova		PASS	Done
DCE20HOME-293564	[DE] Orders - WEB		Oct 14, 2022	Oct 30, 2022		Uma Dasari	Dagmar Buckova		PASS	Done
DCE20HOME-293563	[DE] Returns - WEB		Oct 14, 2022	Nov 02, 2022		Uma Dasari	Dagmar Buckova		PASS	Done

13 issues

Planned Start Date: 13/10/2022 - **Planned End Date:** 02/11/2022

Key	Summary	T	Created	Updated	Due	Assignee	Reporter	P	Status	Resolution
DCE20HOME-293205	104-105. Website - ZKL.R04 - Replacement / No Payment / Multiple items / No Discount		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		PASS	Done
DCE20HOME-293204	89. Website - ZTA.R01 - Sales Order / CoD / Single item / Full Discount		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		PASS	Done
DCE20HOME-293203	125. Website - ZRS.R13 - Missing Delivery (Corrective) / No Payment / Missing item / No Discount		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		PASS	Done
DCE20HOME-293202	99. Coach - ZTA.R01 - Sales Order / Card Payment / Multicategory / Discount Item-Header		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		PASS	Done
DCE20HOME-293201	94. Website_R01_multicategory_Card payment_discount type Header		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		PASS	Done
DCE20HOME-293200	120. Website - ZRA.R08 - Return / Card Payment / Multicategory / Item Discount		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		PASS	Done
DCE20HOME-293199	114-115. Coach - ZUP.R01 - Replacement Upgrade / Card Payment / Single item / Header Discount		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		NOT APPLICABLE	Won't Do
DCE20HOME-293198	106-107. Website - ZKL.R04 - Replacement / No Payment / Multiple items / No Discount		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		NOT APPLICABLE	Won't Do
DCE20HOME-293197	90. Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount		Oct 13, 2022	Nov 02, 2022		Przemyslaw Kozlowski	Vincenzo Miccoli		PASS	Done

DCE20HOME-293196	126. Website - ZRF.R14 - Missing Delivery (Refund) / Card Payment / Missing item / Item Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293195	100. Coach (Endless Aisle) - ZTA.R01 - Sales Order / PayperLink / Multicategory / Header Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293194	84. Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / No Discount		Oct 13, 2022	Nov 08, 2022	Vincenzo Miccoli	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293193	95. Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Header Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293192	121. Website - ZRA.R08 - Return / Card Payment / Multicategory / Header Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293191	116. Website - ZTA.R05 - Replacement Accessory / No Payment / Single item / No Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293190	108-109. Website - ZUP.R01 - Replacement Upgrade / Card Payment / Multiple items / Header Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293189	127. Website - ZRA.R16 - Undelivered / Card Payment / Multicategory / Item Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293188	91. Website - ZTA.R01 - Sales Order / Card Payment / Multicategory / Item Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done
DCE20HOME-293187	101. Coach - ZTA.R01 - Sales Order / Card Payment / Single item / Full Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done

DCE20HOME-293186	96. Coach - ZTA.R01 - Sales Order / Card Payment / Multicategory / No Discount		Oct 13, 2022	Nov 02, 2022	Przemyslaw Kozlowski	Vincenzo Miccoli	=	PASS	Done

Showing 20 out of 78 issues

R67 Execution Dashboard
OMNI_OMS_Phase1_R67_ExecutionStatus - PMI DCE JIRA

Product master data to be used during regression / E2E

Market	Product	Description
Germany	DK001649.03	KIT IQOS 3 DUO BLUE OPK 1
Germany	ME000969.11	HEETS Sienna Selection Pack
Germany	ME002125.11	HEETS Russet Selection Pack
Germany	ME001250.01	HEETS Turquoise Selection Pack
Germany	DA001075.06	IQOS™ 3 DUO Holder Stellar Blue
Mexico	DK001512.00	KIT IQOS 3 DUO GREY OPK 1
Mexico	DK001508.00	KIT IQOS 3 DUO BLUE OPK 1
Mexico	DK001511.00	KIT IQOS 3 DUO GOLD OPK 1
Mexico	DK000110.01	KIT IQOS 24PLUSWK OPK 1
Mexico	DR000056.02	ACC IQOS 10 CLEANING STICKS OPK 1
Mexico	DR000074.00	ACC IQOS 10 CLEANING STICKS OPK 1
Mexico	DK001507.00	KIT IQOS 24PLUSWK OPK 1
Mexico	DK001049.01	KIT IQOS (3.0 MULTI WHITE) OPK 1
Mexico	DK001504.00	KIT IQOS (2.4PLUS NAVY MOB KIT) OPK 1
Mexico	DR000063.02	ACC IQOS 30 CLEANING STICKS OPK 1
UK	DR000074.00	ACC IQOS 10 CLEANING STICKS OPK 1.

UK	DK000919.02	KIT IQOS 3 DUO BLUE OPK 1
UK	DF000155.00	IQOS Cap Marina
UK	DA000165.04	HOLDER IQOS (2.4PLUS NAVY S L U) OPK 1
UK	DN000055.02	ACC IQOS (PALE BLUE SLU) OPK 1.
UK	DF001411.03	IQOS 3 CAP BLOSSOM PINK [.] OPK 1
UK	DK000920.05	KIT IQOS 3 DUO GOLD OPK 1.
UK	DK000178.06	KIT IQOS (2.4PLUS NAVY MOB KIT) OPK 1
UK	DC000137.06	P CHGR IQOS (2.4PLUS WHITE S L U) OPK 1.
UK	ME000961.05	EHC1 HEETS TURQSEL MNT S50 PRI 20 SLI.
Czech	DK000912.00	KIT IQOS 3 DUO BLUE OPK 1
Czech	ME000945.04	EHC1 HEETS TURQSEL MNT S50 PRI 20 SLI
Czech	DK000912.02	KIT IQOS 3 DUO BLUE OPK 1
Czech	DK000138.09	KIT IQOS (2.4PLUS WHITE MOB KIT) OPK 1
Czech	DP000125.05	ACC IQOS CERAMIC TRAY BLACK OPK 1
Czech	ME000947.04	EHC1 HEETS AMBERSEL S50 PRI 20 SLI
Czech	ME000948.04	EHC1 HEETS SIENNASE S50 PRI 20 SLI
Czech	ME000946.04	EHC1 HEETS YELLOWSE S50 PRI 20 SLI
Czech	DK000911.00	KIT IQOS 3 DUO WHITE OPK 1
Czech	EQ000048.01	KIT IQOS VEEV MARINE BLUE OPK 1
Czech	DK000913.00	KIT IQOS 3 DUO GREY OPK 1
Czech	DS000229.00	IQOS TOP CHARGING DOCK CREAM OPK 1
Czech	DS000265.00	SIDE CHARGING DOCK CREAM OPK 1
Czech	DA001829.00	HOLDER LIL SOLID 2.0 STONE GREY OPK 1
Czech	DK000904.02	KIT IQOS 3 DUO GOLD OPK 1
Czech	DK000912.03	KIT IQOS 3 DUO BLUE OPK 1
Slovakia	ME000952.03	EHC1 HEETS SIENNASE S50 PRI 20 SLI
Slovakia	DK000139.08	KIT IQOS (2.4PLUS NAVY MOB KIT) OPK 1
Slovakia	DK000912.00	KIT IQOS 3 DUO BLUE OPK 1
Slovakia	MJ000810.00	CART VEEV CLASSIC BLOND 1.6% NP OPK 3

Slovakia	DA000128.05	HOLDER IQOS (2.4PLUS NAVY S L U) OPK 1
Slovakia	DF001281.05	IQOS (CAP BRILLIANT COPP) OPK 1
Slovakia	DF001129.00	IQOS CAP PEWTER(IQOS 3 M) OPK 1
Slovakia	DA001098.01	HOLDER IQOS 3 DUO GOLD OPK 1
Slovakia	ME001048.03	EHC1 HEETS BRONZESE S50 PRI 20 SLI
Slovakia	ME000951.03	EHC1 HEETS AMBERSEL S50 PRI 20 SLI
Slovakia	ME001049.03	EHC1 HEETS BLUESELE MNT S50 PRI 20 SLI
Slovakia	ME002099.02	EHC1 HEETS RUSSETS S50 PRI 20 SLI
Slovakia	DC000647.00	P CHGR IQOS 3 DUO GOLD OPK 1
Slovakia	MJ000811.00	CART VEEV GREEN MIX 1.6% NP MNT OPK 3
Slovakia	EQ000240.01	KIT IQOS VEEV MARINE BLUE OPK 1
Slovakia	ME000950.03	EHC1 HEETS YELLOWSE S50 PRI 20 SLI
Slovakia	DK000483.01	KIT IQOS (3.0 MULTI GREY) OPK 1

03. Defect Tracker

The defects logged during OMS product testing across all test phases for R67 are listed below.

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List of defects

T	P	Key	Status	Summary	Scrum Team	Assignee	Resolution	Labels	Last Comment
		DCE20HOME-307260	CLOSED	PROD configuration - 10th Nov- [E2E][PP][SK][WEB] - Credit note not available for download in My Returns section	Order Orch-Returns	Eugenia Deambrosi	Fixed	OMNI_OMS_Phase1_R67_E2E_QA OMNI_OMS_Phase1_R67_UVT_PP R67_E2E_QA_BLOCKING	Approving and closing based on the evidence provided
		DCE20HOME-307258	CLOSED	PROD configuration - 10th Nov- Incorrect labels for credit note download	Order Orch-Returns	Eugenia Deambrosi	Fixed	OMNI_OMS_Phase1_R67_UVT_PP	As confirmed by [~Maria.Haladova-Pisko@pmi.com], the issue is in Pre-Prod only. Prod configuration is fine so we continue the assessment and bugfixing on DCE20HOME-305103
		DCE20HOME-303838	CLOSED	[CZ][SK][PP] - Missing images of products for returns in the MyOrder section	Order Orch-Returns	Francesca Versiglia	Mitigated	OMNI_OMS_Phase1_R67_E2E_PP	ciao [~Giorgio.Pillitteri@contracted.pmi.com] this is a known bug we've already fix it and it will be deployed along with R68. Hence the fix will be available in PREPROD on Nov 11th here the link of the mentioned bug https://jira.pmidce.com/browse/DCE20HOME-280511 thanks
		DCE20HOME-303397	CLOSED	Incorrect labels for credit note download	Catalog-Cart	Benjamin Bell	Fixed	OMNI_OMS_Phase1_R67_UVT_PP	Approving and closing based on the evidence provided

		DCE20HOME-301687	CLOSED	[PP][SK][CSC]-Missing Delivery Refund - Unable to complete the checkout	Order Orch-Returns	Davide Treghini	Cannot Reproduce	OMNI_OMS_Phase1_R67_E2E_PP	Closing as per comment above
		DCE20HOME-300432	CLOSED	[ORDER] - Omnichannel - Changing error handling logic to accept 500 txt response from CPI	Middleware GM	Tom Den Ouden	Fixed	MUS-LR MUS-R67 OMNI_OMS_Phase1_R67_E2E_QA mus::team::order	Issue is resolved
		DCE20HOME-298426	CLOSED	Incorrect payment method submitted for sales on spot	Checkout	Przemyslaw Kozlowski	Rejected	OMNI_OMS_Phase1_R67_UVT_PP	As clarified with checkout team, there is no issue, this is the expected behaviour based on the current configuration.
		DCE20HOME-297837	CLOSED	[SK&CZ] [UVT] - SC - Qure Iluma Second lvl is missing 404	Website	Ashish Bhardwaj	Fixed	OMNI_OMS_Phase1_R67_UVT_PP UVT_GM22R67 UVT_GM22R67_Blocking	closed as confirmed by reporter
		DCE20HOME-296131	CLOSED	[E2E][CZ][PP]-Partial return authorization amount is wrong	OmniChannel	Francesca Versiglia	Rejected	OMNI_OMS_Phase1_R67_E2E_QA R67_E2E_QA_BLOCKING	rejecting the bug as per assumption agreed during the solution design with the finance team and reported also in the solution page [https://confluence.pmidce.com/pages/viewpage.action?pageId=494671406] within this first phase of Omnichannel enhancement, the logic introduced to satisfy finance requirement will consider only payment methods integrated with Adyen PSP, all the others PSP included non digital payments methods, need to be tackled separately with a proper assessment cc [~Maria.Deambrosi@pmi.com]
		DCE20HOME-295166	CLOSED	SK UVT Return order items do not display in MY ORDERS	Order Orch-Returns	Scheherazade Snow	Duplicate	OMNI_OMS_Phase1_R67_UVT_PP	Hi [~Maciej.Bloch@contracted.pmi.com] , This is a duplicate of the following ticket https://jira.pmidce.com/browse/DCE20HOME-280511. You can follow the progress on the ticket shared above, the team is analysing how to fix it. Closing a ticket as a duplicate. Thanks, Claudio

		DCE20HOME-295164	CLOSED	CZ UVT Delivery Fee wrongly calculated for orders below 1000 czk	Checkout	Maciej Bloch	Rejected	OMNI_OMS_Phase1_R67_UVT_PP	Not a bug as per [~Anna.Glab@contracted.pmi.com] comment.
		DCE20HOME-294380	CLOSED	[SK] [UVT] - Iluma device PLP is empty	Catalog-Cart	Benjamin Bell	Fixed	OMNI_OMS_Phase1_R67_UVT_PP UVT_GM22R67 UVT_GM22R67_Blocking	Approving and closing based on evidence and reporter feedback. Kind regards, Ben
		DCE20HOME-294289	CLOSED	To be closed as DUPLICATED [SK] [SIT] [QA] [CeApp/FC] Consumer can not add any products to the cart from Endless Aisle catalog	Catalog-Cart	Filippo D'Arrico	Duplicate	OMNI_OMS_Phase1_R67_SIT_QA R67_E2E_QA_BLOCKING	fix was provided in another ticket https://jira.pmidce.com/browse/DCE20HOME-287740 no prs or config adjustments made in this one thanks dani
		DCE20HOME-293207	CLOSED	[SK] [SIT] [QA] [WEB] Invoice.pdf is not displayed in My orders section	Order Orch-Returns	Claudio Li Vorsi	Rejected	OMNI_OMS_Phase1_R67_SIT_QA R67_E2E_QA_BLOCKING	closing the ticket as per above comment
		DCE20HOME-293098	CLOSED	[ORDER] - Omnichannel - orderType is transformed in order proc api during export to SAPRETAIL	Middleware GM	Tom Den Ouden	Fixed	MUS-R67 OMNI_OMS_Phase1_R67_E2E_QA mus::team::order	Issue is resolved

		DCE20HOME-292816	CLOSED	[E2E][PP][SK][WEB] - Credit note not available for download in My Returns section	BAU Middleware	Gaetano Nesci	Rejected	OMNI_OMS_Phase1_R67_E2E_QA OMNI_OMS_Phase1_R67_UVT_PP R67_E2E_QA_BLOCKING	Hello [~Damian.Jarzab@contracted.pmi.com] as shared via email please consider this configuration to be replicated in PROD on NOV 10th after the release in PROD. CTA needs to be enabled for both CZ and SK as you can find some comments above the configuration is set in AEM author under: My Account -My orders -Return Order Document Conf cc [~Paola.Lambri@pmi.com]
		DCE20HOME-292092	CLOSED	[QA][SK][CSC] - PLP of Accessory Replacement is missing	Catalog-Cart	Giorgio Pillitteri	Duplicate	OMNI_OMS_Phase1_R67_E2E_QA R67_E2E_QA_BLOCKING	duplicate of https://jira.pmidce.com/browse/DCE20HOME-291585
		DCE20HOME-289959	CLOSED	[E2E][CZ][QA][WEB] - Unable to finish the replacement checkout	Checkout	Giorgio Pillitteri	Cannot Reproduce	OMNI_OMS_Phase1_R67_E2E_QA R67_E2E_QA_BLOCKING	As per confirmation above, I'm closing this bug.
		DCE20HOME-289023	CLOSED	[E2E][SK][CZ][QA] - Cannot place a Missing Delivery Order through CSC agent	SF-Case and Knowledge Management	Giorgio Pillitteri	Mitigated	OMNI_OMS_Phase1_R67_E2E_QA R67_E2E_QA_BLOCKING	Test case executed in Pre-Prod without issues.
		DCE20HOME-287942	CLOSED	[E2E][SK][QA]-Undelivered Return - Refund unsuccessful	OmniChannel	Francesca Versiglia	Rejected	OMNI_OMS_Phase1_R67_E2E_QA R67_E2E_QA_BLOCKING	closing the bug as per comments above- RCA is related to Adyen temporary issue and the issue is no longer reproducible

Showing 20 out of 26 issues

The defects logged during OMS product testing across all test phases for R65 are listed below.

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List of defects

T	P	Key	Status	Summary	Scrum Team	Assignee	Resolution	Labels	Last Comment
		DCE20HOME-280984	CLOSED	[OMNI] [E2E] [PP] Return Date in the past	OmniChannel	Francesca Versiglia	Rejected	OMNI_OMS_Phase1_R65_E2E_PP R65_IT_Functional_Defects	Hello [~Vincenzo.Miccoli@contracted.pmi.com] [~Giorgio.Pillitteri@contracted.pmi.com] rejecting this bug since the test data used through postman in the I07 API (RETURNED) contains a return date in the past. Please retest the scenario using a correct test date. thanks cc [~Maria.Deambrosi@pmi.com]
		DCE20HOME-280970	CLOSED	[OMNI] [E2E] [PP] ZRF Missing Delivery - Refund confirm CTA not working during checkout	Order Orch-Returns	Claudio Li Vorsi	Cannot Reproduce	OMNI_OMS_Phase1_R65_E2E_PP R65_IT_Functional_Defects	Closing the ticket as the issue is not reproducible. CC: [~Giorgio.Pillitteri@contracted.pmi.com]
		DCE20HOME-279621	CLOSED	[OMNI] [E2E] [PP] Wrong valuation of the "Shipping date" in Hybris Payload for ZL2	OmniChannel	Francesca Versiglia	Rejected	OMNI_OMS_Phase1_R65_E2E_PP R65_IT_Functional_Defects	as discussed offline it is not a bug, shipping date can be ignored by third system if for a specific channel is not needed cc [~Vincenzo.Miccoli@contracted.pmi.com]
		DCE20HOME-278649	CLOSED	[DE][REG][CEAPP] Send PPL button doesn't work - nothing happen	Catalog-Cart	Benjamin Bell	Fixed	E2E_GM22R65 E2E_GM22R65_Blocking OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65	Approving and closing based on the attached test evidence and reporter feedback. Kind regards, Ben

		DCE20HOME-278392	CLOSED	[UK [IT] [WEB] [Reg] [Loyalty] The payments methods by credit card and paypal doesn't work	Catalog-Cart	Richa Singh	Rejected	FeatureActivationBugs OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65	Closing as per above comments
		DCE20HOME-278321	CLOSED	SIT | [QA][SK][SAP] SFTP connection between SAP and Mulesoft not working [waiting for SAP feedback]	OmniChannel	Francesca Versiglia	Mitigated	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65	closing the ticket as per comment above
		DCE20HOME-278250	CLOSED	[DE][WEB][FC][REG] - Can not make replacement order	Checkout	Leonardo Longoni	Cannot Reproduce	OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65	Closing as per comment above
		DCE20HOME-278193	CLOSED	[Global][REG][WEB] Paypal doesn't work - third part window is not opening	Checkout	Federico Ciccotti	Fixed	OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65	Closing now, thanks F
		DCE20HOME-277945	CLOSED	SIT || API || [QA][SK] For the Site Id "iqos-sk-B2C-customercare" requests getting 400 Bad Request	OmniChannel	Eugenia Deambrosi	Fixed	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65 SIT_GM22R65_Blocking noDeployNeeded	wrong configuration toggled off only in QA.
		DCE20HOME-277734	CLOSED	[DE] [REG] [SFSC] Replacement Order - Replacement is not for free.	Checkout	Federico Ciccotti	Fixed	ContextAware_Test OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65 Sprint_Breaker	Closing upon checking evidences provided. thanks F

		DCE20HOME-277592	CLOSED	[DE] [REG] [SFSC] Try Iqos redirect to maintainent page	Website	Ashish Bhardwaj	Fixed	OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65	approved and closed based on the confirmation
		DCE20HOME-277560	CLOSED	[DE] [REG] [SFSC] Cannot create order - PayPerLink option is not visible	Checkout	Monika Zarebska	Cannot Reproduce	OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65	Closing as per comment above.
		DCE20HOME-277446	CLOSED	[AEM] (DEV-QA-PP) - Dropdown menu is not working in the payment section	Checkout	Federico Ciccotti	Fixed	FeatureActivationBugs OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65	closed without the market check. this ticket has been waiting for some feeback for too long. F
		DCE20HOME-277112	CLOSED	[GLOBAL][PP][WEB]- Unable to place the order and stuck in checkout	Checkout	Claudia Cavalca	Cannot Reproduce	E2E_GM22R65 E2E_GM22R65_Blocking OMNI_OMS_Phase1_R65_E2E_PP REG_GM22R65_Blocking	Hi all, I'm closing this bug as it's not replicable anymore and it has been fixed in this bug DCE20HOME-273940. Thanks Claudia
		DCE20HOME-276783	CLOSED	SIT || API || [QA][SK] SFSC, For the Site Id "iqos-sk-B2C-customercare" requests getting 400 Bad Request	OmniChannel	Eugenia Deambrosi	Fixed	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65 SIT_GM22R65_Blocking	wrong configuration toggled off only in QA.
		DCE20HOME-275823	CLOSED	SIT || [QA][CZ] SFSC Supervisor can't search for users' accounts	B2B Customer Care	Paulina Kupisz	Rejected	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65	as per the reporter's comment in the TC, further configuration regarding this issue is not needed for SIT test execution anymore.
		DCE20HOME-275773	CLOSED	[OMNI] Wrong filling logic for statuses different from Shipped and Returned	OmniChannel	Eugenia Deambrosi	Fixed	OMNI_OMS_Phase1_R65_E2E_QA R65_IT_Functional_Defects	Approved based on team feedback and testing evidences.

		DCE20HOME-274783	CLOSED	SIT || [QA][SK] SFSC (Supervisor), Order Management deeplink not redirecting to Hybris page	SF-Case and Knowledge Management	Tomasz Lis	Rejected	CcrSP65 OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65 SIT_GM22R65_Blocking	Closing the bug as it's data issue
		DCE20HOME-273422	CLOSED	[SIT][WEB][SK][QA] [MULESOFT] order export fails on qa-Sapp1-sys-api with XML-MODULE: SCHEMA_NOT_HONOURED error	Middleware GM	Balachander Ashok	Rejected	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65	Hi All, As per above comments, I was able to send the correct payload and Order fulfillment successfully got processed. Closing this issue as this was related test data . [~Tomasz.Lis@contracted.pmi.com] [~Edoardo.Solari@contracted.pmi.com]
		DCE20HOME-273169	CLOSED	SIT | [QA][SK][SAP] SFTP connection between SAP and Mulesoft not working	OmniChannel	Eugenia Deambrosi	Mitigated	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65	Integration and network teams solved the issue and now the sites of qatransfer.pconnect.biz are accessible.

Showing 20 out of 22 issues

04. Test Execution with LSP Guidelines

The objective of this document is to create engagement plan with LSP before start of test execution and follow the guidelines during test execution. This document is one source of communication for Order fulfilment by LSP team.

Market	Test case ID	Material for stock aligned	LSP alignment Window
			//dates

Market	order type	order number	device codentify	current status	Action from LSP	TC	LSP comment				
UK	ZTA	18814144	T00ZWWGQTWQTJH	Created	Completed	DCE20HOME-293579					
UK	ZTA	18814145	T4T4E1T73XH4YG	Created	Completed	DCE20HOME-293579					
UK	ZKL	18814173		Created	Completed	DCE20HOME-293581					
DE	ZLD	18814343	T02B04W70X370G	Created	completed	DCE20HOME-293564	RECEIVED	PROCESSED	SHIPPED	COMPLETE	
UK	ZLD	18814628	THGGUUD7PBU119	created	completed	DCE20HOME-300117					
DE	ZTA	18814443	5JKDUU4B1VST	created	shipped	DCE20HOME-293568	RECEIVED	PROCESSED	SHIPPED		
DE	ZKL	18814717	T8BLC3DVMR4D6L	created	shipped	DCE20HOME-293570	RECEIVED	PROCESSED	SHIPPED		
DE	ZRA	18814718	T844CE20EAMCVU	created	shipped	DCE20HOME-293570	RECEIVED				RETURNED
MX	ZTA	18814410	0T8M6MFAJB0F	created	shipped	DCE20HOME-293575					
MX	ZTA	18814286		created	shipped	DCE20HOME-293575					
CR	ZTA	18817355	KM3QW7KZJGJS	Created	Completed	DCE20HOME-300314	RECEIVED	PROCESSED	SHIPPED	COMPLETED	
CR	ZTA	18817178	TB87KJXAPRHHP8	Created	Completed	DCE20HOME-300314	RECEIVED	PROCESSED	SHIPPED	COMPLETED	

CR	ZTA	18817181	T7FZCVES0N3SXB	created	Completed	DCE20HOME-300314	RECEIVED	PROCESSED	SHIPPED	COMPLETED	
MX	ZKL	18817241	T22Y1FYDSF2BF4	Created	Completed	DCE20HOME-300031	RECEIVED	PROCESSED	SHIPPED	COMPLETED	
MX	ZKL	18817363	T23REVT209JDS4	Created	Completed	DCE20HOME-300031	RECEIVED	PROCESSED	SHIPPED	COMPLETED	
MX	ZTA	18817726	T02F3R7QD8976D	Created	Completed	DCE20HOME-300030	RECEIVED	PROCESSED	SHIPPED	COMPLETED	

Market	Test case ID	Material for stock aligned	LSP alignment Window

Data share note:

Codentifys to be provided for every test order that contains kit/s or components.

Number of test orders to be specified in advance

3 days to process test orders

Don’t use customer data such as “xyz” or “test”

Specify forward order number if the request is to process return order

Forward orders processed on day 1, returns are possible on day 2

ENV	Order Type	Order #	Order Reason	Ref Order	Test Case	Line Item 1	Line Item 2	Codentify	Current Status	LSP Status(RECEIVED, PROCESSED, SHIPPED, COMPLETE)			
PP	ZRA	18813114	R08	18797726		IQOS 3 DUO KIT STELLAR BLUE - G0000391	IQOS 3 DUO KIT BRILLIANT GOLD - G0000393	5JHAR1XUBCBZ 05KEEZWS8PKH	CREATED	RECEIVED	RETURNED		

05. Defects Analysis

R67 Defects analysis

Total defects	Valid Defects
Chart not exported. Please wait for the chart to fully load before exporting the page.	(see table below)

Key	Summary	T	Resolution	Labels
DCE20HOME-307260	PROD configuration - 10th Nov- [E2E][PP][SK][WEB] - Credit note not available for download in My Returns section		Fixed	OMNI_OMS_Phase1_R67_E2E_QA OMNI_OMS_Phase1_R67_UVT_PP R67_E2E_QA_BLOCKING
DCE20HOME-307258	PROD configuration - 10th Nov- Incorrect labels for credit note download		Fixed	OMNI_OMS_Phase1_R67_UVT_PP
DCE20HOME-303838	[CZ][SK][PP] - Missing images of products for returns in the MyOrder section		Mitigated	OMNI_OMS_Phase1_R67_E2E_PP
DCE20HOME-303397	Incorrect labels for credit note download		Fixed	OMNI_OMS_Phase1_R67_UVT_PP
DCE20HOME-300432	[ORDER] - Omnichannel - Changing error handling logic to accept 500 txt response from CPI		Fixed	MUS-LR MUS-R67 OMNI_OMS_Phase1_R67_E2E_QA mus::team::order
DCE20HOME-297837	[SK&CZ] [UVT] - SC - Qure Iluma Second lvl is missing 404		Fixed	OMNI_OMS_Phase1_R67_UVT_PP UVT_GM22R67 UVT_GM22R67_Blocking
DCE20HOME-294380	[SK] [UVT] - Iluma device PLP is empty		Fixed	OMNI_OMS_Phase1_R67_UVT_PP UVT_GM22R67 UVT_GM22R67_Blocking
DCE20HOME-293098	[ORDER] - Omnichannel - orderType is transformed in order proc api during export to SAPRETAIL		Fixed	MUS-R67 OMNI_OMS_Phase1_R67_E2E_QA mus::team::order
DCE20HOME-289023	[E2E][SK][CZ][QA] - Cannot place a Missing Delivery Order through CSC agent		Mitigated	OMNI_OMS_Phase1_R67_E2E_QA R67_E2E_QA_BLOCKING
DCE20HOME-287902	[OMNI] wrong shipping date in Hybris order export payload		Fixed	OMNI_OMS_Phase1_R67_UVT_PP

DCE20HOME-287740	[GLOBAL] [DEV] [QA]- Add to cart from PLP is not working		Fixed	OMNI_OMS_Phase1_R67_SIT_QA
DCE20HOME-287335	[E2E][FC][QA] Field Coach checkout is missing CTA "Place Order"		Fixed	OMNI_OMS_Phase1_R67_E2E_QA R67_E2E_QA_BLOCKING
DCE20HOME-286338	[E2E][FC][SK][QA] Field Coach endless aisle PLP is not available		Fixed	OMNI_OMS_Phase1_R67_E2E_QA
DCE20HOME-286272	|E2E||[WEB]||SK||CZ||QA| Cannot input card details during checkout		Fixed	OMNI_OMS_Phase1_R67_E2E_QA R67_E2E_QA_BLOCKING Sprint_Breaker

14 issues

R65 Defects analysis

Total defects	Valid defects
Chart not exported. Please wait for the chart to fully load before exporting the page.	(see table below)

Key	Summary	T	Resolution	Labels
DCE20HOME-278649	[DE][REG][CEAPP] Send PPL button doesn't work - nothing happen		Fixed	E2E_GM22R65 E2E_GM22R65_Blocking OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65
DCE20HOME-278193	[Global][REG][WEB] Paypal doesn't work - third part window is not opening		Fixed	OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65
DCE20HOME-277945	SIT || API || [QA][SK] For the Site Id "iqos-sk-B2C-customercare" requests getting 400 Bad Request		Fixed	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65 SIT_GM22R65_Blocking noDeployNeeded
DCE20HOME-277734	[DE] [REG] [SFSC] Replacement Order - Replacement is not for free.		Fixed	ContextAware_Test OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65 Sprint_Breaker
DCE20HOME-277592	[DE] [REG] [SFSC] Try Iqos redirect to maintainent page		Fixed	OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65
DCE20HOME-277446	[AEM] (DEV-QA-PP) - Dropdown menu is not working in the payment section		Fixed	FeatureActivationBugs OMNI_OMS_Phase1_R65_REG_PP REG_GM22R65
DCE20HOME-276783	SIT || API || [QA][SK] SFSC, For the Site Id "iqos-sk-B2C-customercare" requests getting 400 Bad Request		Fixed	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65 SIT_GM22R65_Blocking
DCE20HOME-275773	[OMNI] Wrong filling logic for statuses different from Shipped and Returned		Fixed	OMNI_OMS_Phase1_R65_E2E_QA R65_IT_Functional_Defects
DCE20HOME-273019	SIT || [QA][SK] CeApp (FC), Get Delivery Modes Request giving No Response Body		Fixed	OMNI_OMS_Phase1_R65_SIT_QA SIT_GM22R65
DCE20HOME-271924	Unable to open Login/Registration page in QA environment		Fixed	Blocker OMNI_OMS_Phase1_R65_SYS_QA S65_Candidate

10 issues

Retrospectives Phase 1

2022-09-02 Retrospective Sprint 64 (OmniChannel)

2022-07-04 Retrospective Sprint 61 (OmniChannel)

2022-09-26 Retrospective Sprint 65 (OmniChannel)

2022-10-17 Retrospective Sprint 66 (OmniChannel)

2022-11-09 Retrospective Sprint 67 (OmniChannel)

2022-07-25 Retrospective Sprint 62 (OmniChannel)

2022-07-04 Retrospective Sprint 61

Date	04 Jul 2022
Participants	Eugenia Deambrosi Filip Hoffmann Vincenzo Miccoli Luca Barachini

Retrospective

What went well

- Team got estabilished.
- Team collaboration and commitment.
- Meeting candence improved.
- Flexibility to change key focus & plans.
- Scope definition is closer to be fixed.
- Approach to detailed analysis and design with regular meetings and planned topics.

What didn't go well

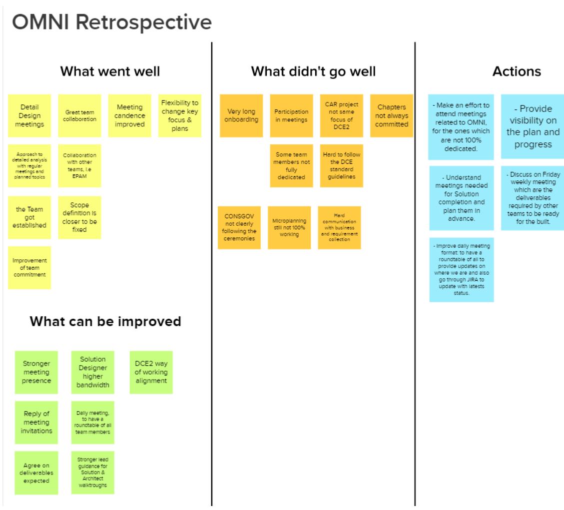
- Very long onboarding.
- Not dedicated team hence low participation in meetings.
- CAR project not same focus as DCE2.
- Hard to follow the DCE standard guidelines.
- Chapters not always committed.
- CONSGOV not clearly following the ceremonies.
- Microplanning stil not 100% working.
- Hard communication with business and requirement collection.

What can be improved

- Stronger meeting presence.
- Solution Designer higher bandwidth
- Daily meeting, to have a roundtable of all team members.
- Agree on deliverables expected.
- DCE2 way of working alingment.
- Stronger lead guidance for Solution & Architect walkthroughs.

Actions

- Make a effort to attend meetings related to OMNI, for the ones which are not 100% dedicated.
- Provide visibility on the plan and progress.
- Understand meetings needed for Solution completion and plan them in advance.
- Discuss on Friday's weekly meeting which are the deliverables required by other teams to be ready for the built.
- Improve daily meeting format: to have a roundtable of all to provide updates on where we are and also go through JIRA to update with latests status.



2022-07-25 Retrospective Sprint 62

Date	25 Jul 2022
Participants	Eugenia Deambrosi Luca Barachini Vincenzo Miccoli Francesca Versiglia sudhir Soni Filip Hoffmann Edoardo Solari

Retrospective

What did we do well?

- We gave OMNI the right visibility
- Close the Solution Design on time
- Team collaboration
- Stronger commitment and discussion closer to business for Business and Solution Design completion
- Better approach to work through Jira tickets and Conflu pages
- Got the understanding of requirements and technical aspects

What should we have done better?

- Difficulties in Testing Team engagement
- Testing approach still not clear (who does what)
- Monitoring and Error Handling topic is still open.
- Sprint-based plan is still not final
- Chapter assessment still open after the Solution completion
- Found some obstacles related to a misalignment between DCE & OMNI
- No contact with the Market
- Sudhir doesn't have access to Confluence.

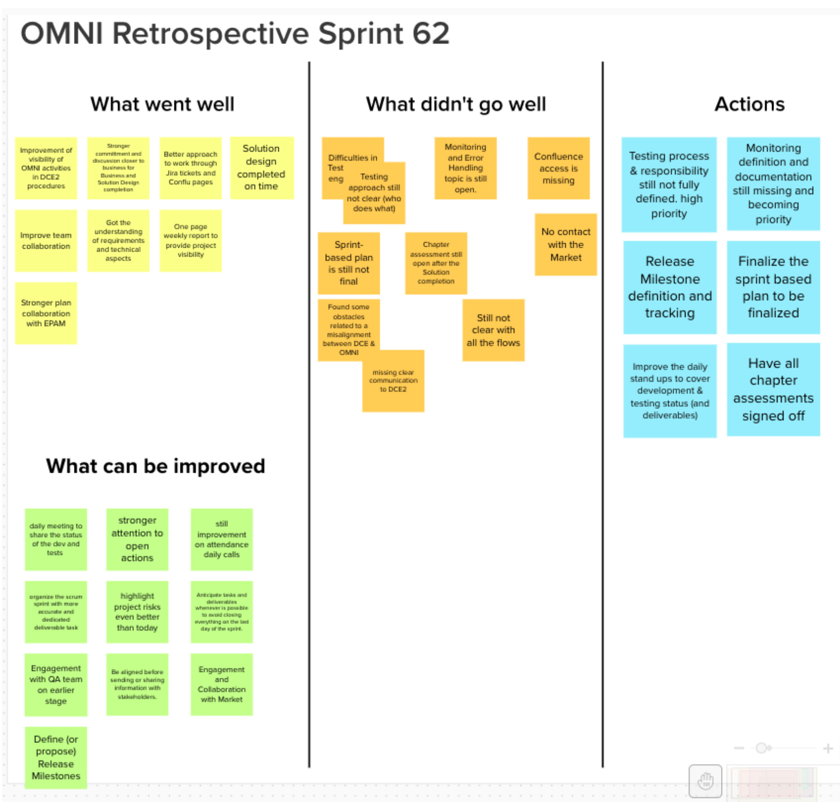
What can be improved?

- Daily meeting to share the status of the dev and tests
- Stronger attention to open actions
- Still improvement on attendance daily calls
- Highlight project risks even better than today
- Anticipate tasks and deliverables whenever is possible to avoid closing everything on the last day of the sprint.
- Engagement with QA team on earlier stage
- Be aligned before sending or sharing information with stakeholders.

- Engagement and Collaboration with Market
- Define (or propose) Release Milestones

Actions

- Improve the daily stand ups to cover development, deliverables & testing status.
- Define release milestones.
- Define testing process & responsibility HIGH PRIORITY
- Close Monitoring and Error Handling topic as soon as possible HIGH PRIORITY
- Filip Hoffmann to help with the access of sudhir Soni to Confluence as he is his supervisor.
- Finalize the sprint based plan by Friday Jul-29th
- Have all chapter assessment signed off by Friday Jul-29th



2022-09-02 Retrospective Sprint 64

Date	02 Sep 2022
Participants	Eugenia Deambrosi Luca Barachini Vincenzo Miccoli Leena Nikhar sudhir Soni

Retrospective

What did we do well?

- Development completed in Timely Manner
- Testing activities structured in terms of teams involvements, planning and scenario preparation
- Team provided their testing input in time, helped to put all info together
- Dashboards for monitoring test execution
- Strong collaboration between teams
- First connectivity test
- System test in time
- Knowledge transfer from Team
- Got to know people and very good collaboration

What should we have done better?

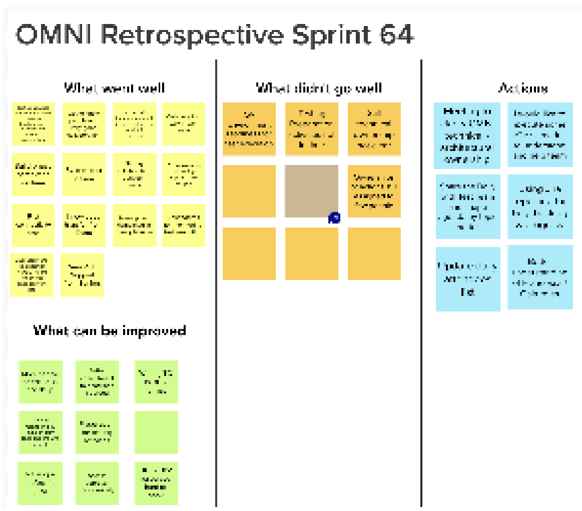
- QA Environment readiness for test execution
- Testing Preparation activities not in time
- Still technical ownership not clear
- Ownerships of actions still assigned to few people

What can be improved?

- More people 'speak up' in the daily
- Better commitment to deadlines (if agreed)
- Writing TC in BDD format
- Testing monitoring: 10 mins of daily checking the Jira report
- Preparation for testing activities
- Raising a defect in JIRA

Actions

- Meeting to clarify OMNI technical / architectural ownership
- Update daily attendees list
- Daily meeting agenda: use Jira reporting. 5/10 minutes for sprint tasks, then move to test execution and bugs.
- I would like to execute some e2e scenarios to understand and help team
- Better understanding of Francesca / Gaia roles



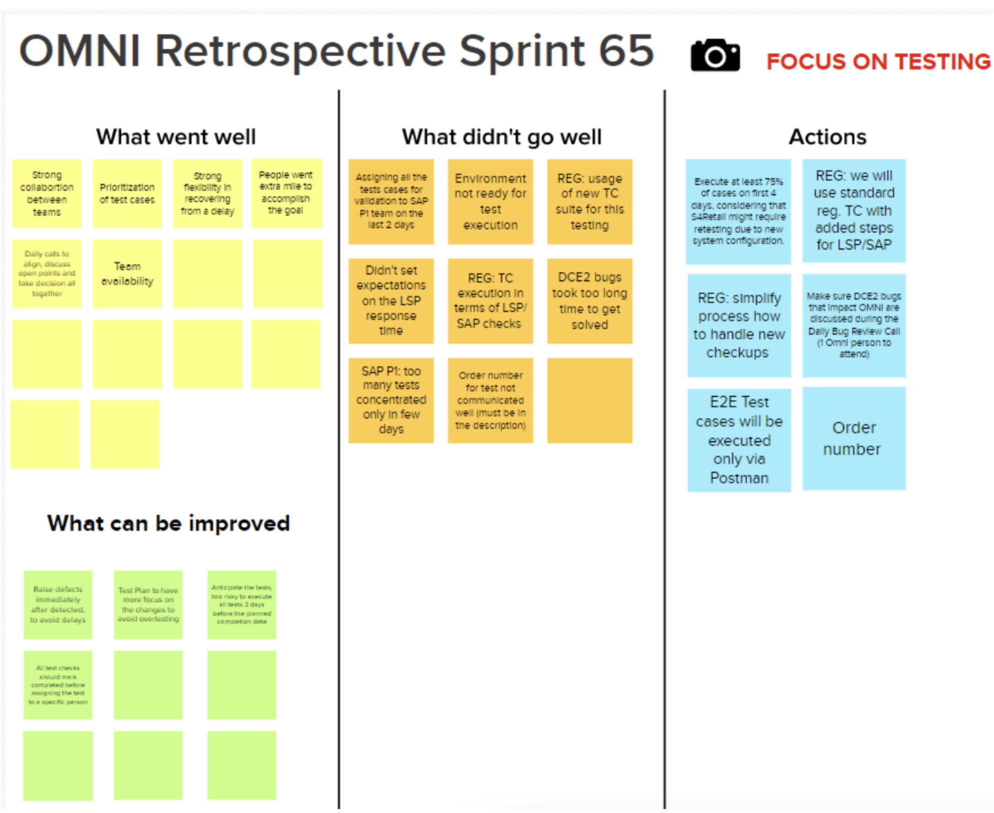
2022-09-26 Retrospective Sprint 65

Date	26 Sep 2022
Participants	Luca Barachini Vincenzo Miccoli Leena Nikhar sudhir Soni Francesca Versiglia Dagmar Buckova Marcin Przygoda

Retrospective

Actions

- Identify test priorities before the kick off in order to increase the efficiency. Let’s execute first all the tests that we believe to be *more relevant and complex*
- Anticipate as many test cases as we can (even before the kick off with Epam)
- Make sure we run few tests in QA before the kick off to *test the quality of the environment*
- In case of DCE2 issues that are blocking our progress, let’s make sure there is a strong follow up with DCE Bugfixing team in order to have resolution leadtime and impact.



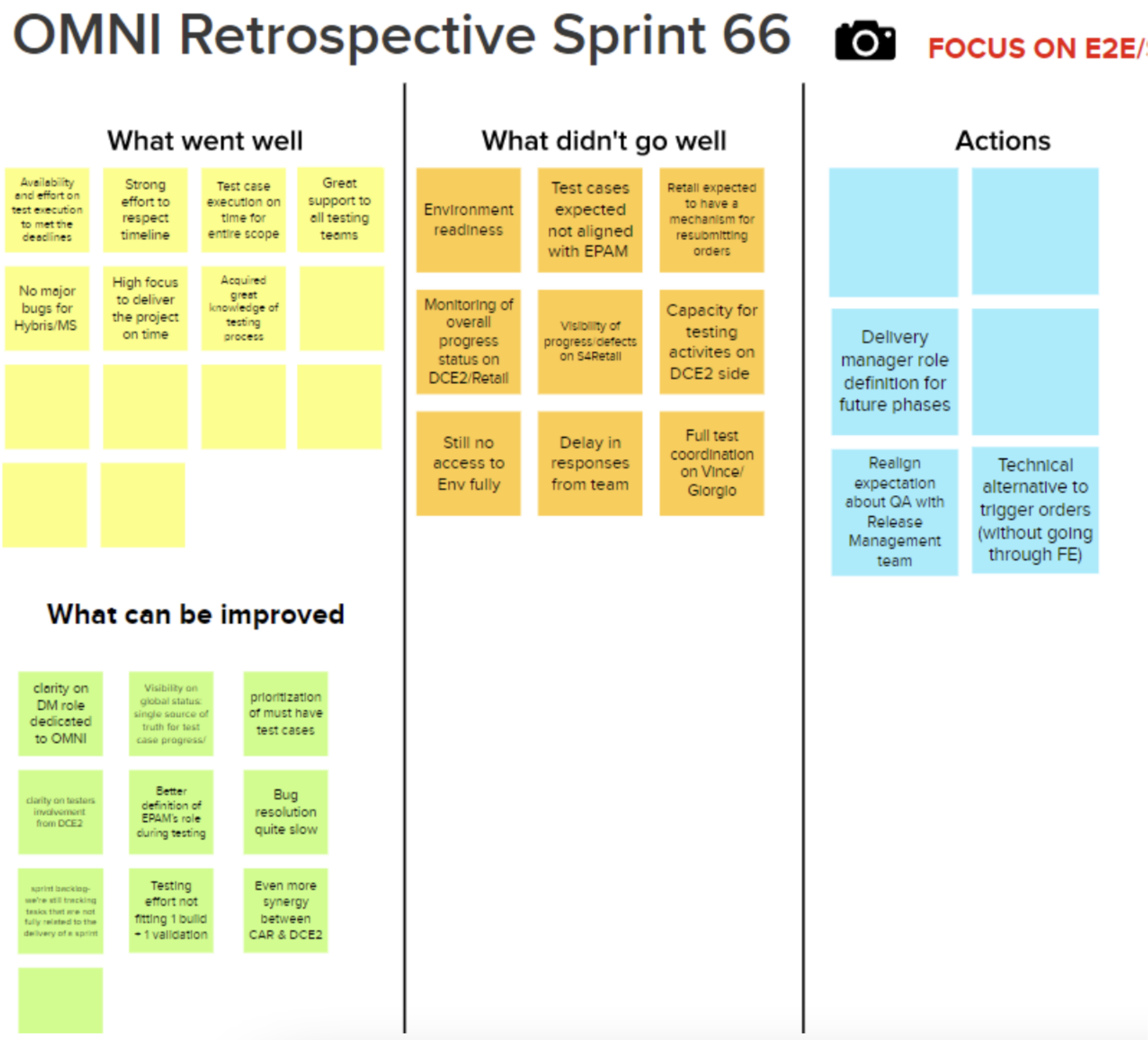
2022-10-17 Retrospective Sprint 66

Date	26 Sep 2022
Participants	Eugenia DeambrosiLuca Barachini Vincenzo Miccoli sudhir Soni Francesca Versiglia

Retrospective

Actions

- Realign expectation about QA with Release Management team.
- Explore technical alternatives to trigger orders (without going through front end).
- Accenture delivery manager role definition for future phases.


OMNI Retrospective Sprint 66
FOCUS ON E2E/
What went well
Availability and effort on test execution to met the deadlines
Strong effort to respect timeline
Test case execution on time for entire scope
Great support to all testing teams
No major bugs for Hybris/MS
High focus to deliver the project on time
Acquired great knowledge of testing process
What can be improved
clarity on DM role dedicated to OMNI
Visibility on global status: single source of truth for test case progress/
prioritization of must have test cases
clarity on testers involvement from DCE2
Better definition of EPAM's role during testing
Bug resolution quite slow
sprint backlog- we're still tracking tasks that are not fully related to the delivery of a sprint
Testing effort not fitting 1 build + 1 validation
Even more synergy between CAR & DCE2
What didn't go well
Environment readiness
Test cases expected not aligned with EPAM
Retail expected to have a mechanism for resubmitting orders
Monitoring of overall progress status on DCE2/Retail
Visibility of progress/defects on S4Retail
Capacity for testing activites on DCE2 side
Still no access to Env fully
Delay in responses from team
Full test coordination on Vince/ Giorgio
Actions
Delivery manager role definition for future phases
Realign expectation about QA with Release Management team
Technical alternative to trigger orders (without going through FE)

2022-11-09 Retrospective Sprint 67

Date	09 Nov 2022
Participants	Eugenia Deambrosi Luca Barachini Vincenzo Miccoli Leena Nikhar sudhir Soni Francesca Versiglia Edoardo Solari

Retrospective

What did we do well?

- R67 was completed successfully.
- Great team flexibility for reaching out goals
- Good efforts from QA team
- Guideline to share orders with LSP

What should we have done better?

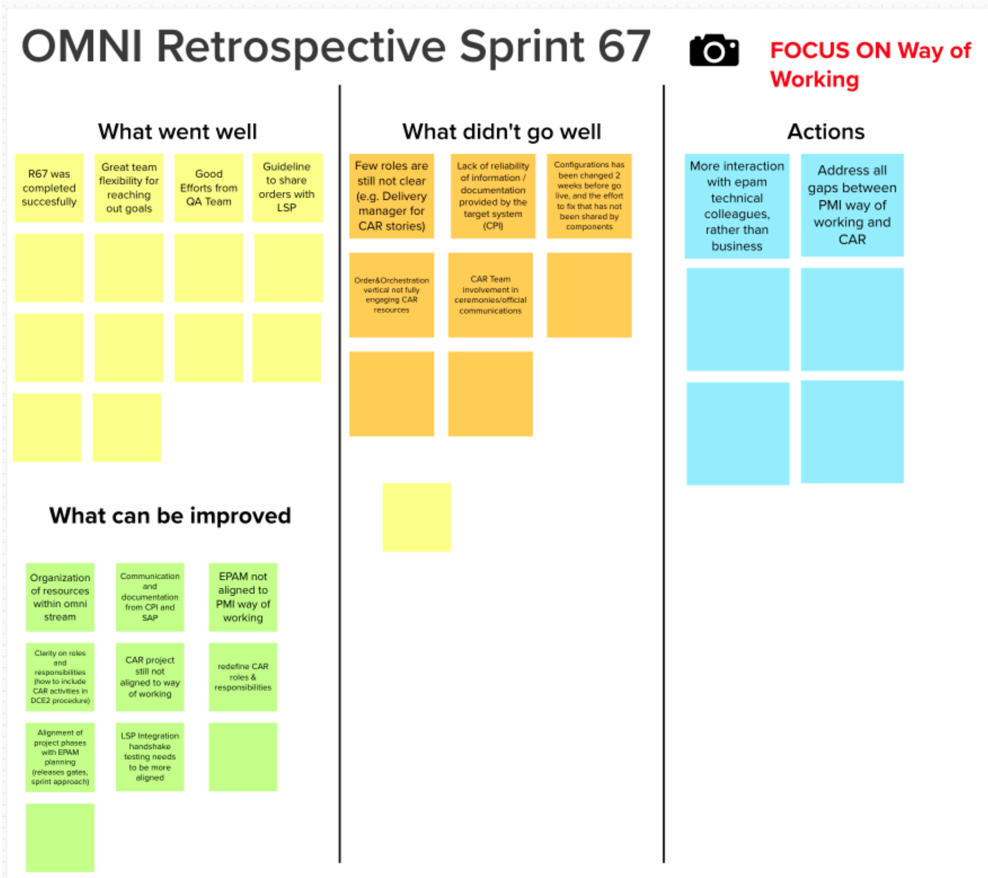
- Few roles are still not clear (e.g. Delivery manager for CAR stories)
- Lack of reliability of information/documentation provided by the target system (CPI)
- Configurations has been changed 2 weeks before Go-Live and the effort for fix that has not been shared by components. (MuleSoft error handling)
- Order&Orchestration vertical not fully engaging CAR resources
- CAR team involvement in ceremonies and official communications.

What can be improved?

- Organization of resources within OMNI stream
- Communication and documentation from CPI and SAP
- Clarify on roles and responsibilities (how to include CAR activities in DCE2 procedure)
- Alignment of project phases with EPAM planning (releases goles, sprint approach)

Actions

- More interaction with EPAM technical colleagues rather than business.
- Address all gaps between PMI way of working and CAR for next phases.



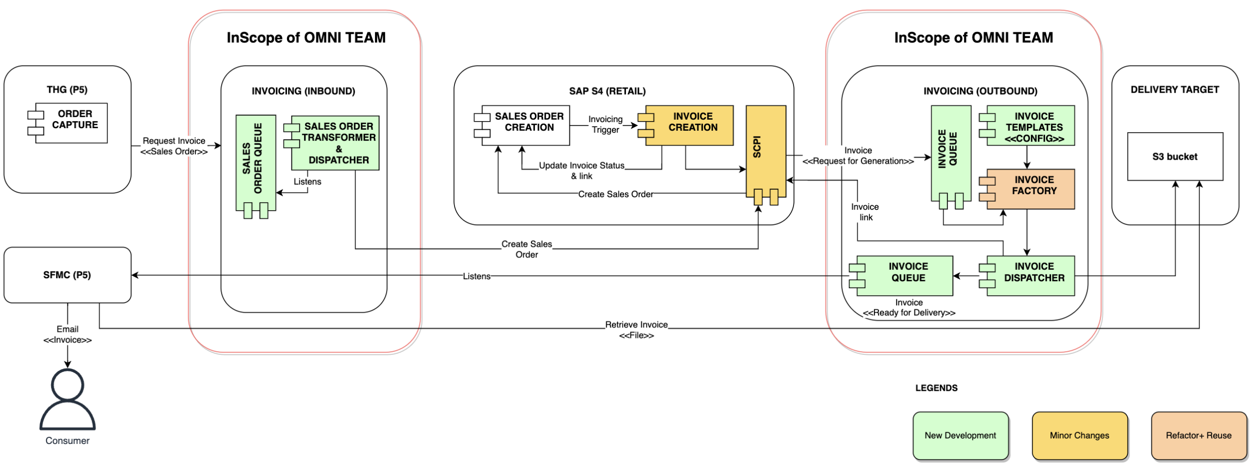
OMNI Retrospective Sprint 67
FOCUS ON Way of Working
What went well
R67 was completed succesfully
Great team flexibility for reaching out goals
Good Efforts from QA Team
Guideline to share orders with LSP
What didn't go well
Few roles are still not clear (e.g. Delivery manager for CAR stories)
Lack of reliability of information / documentation provided by the target system (CPI)
Configurations has been changed 2 weeks before go live, and the effort to fix that has not been shared by components
Order&Orchestration vertical not fully engaging CAR resources
CAR Team involvement in ceremonies/official communications
Actions
More interaction with epam technical colleagues, rather than business
Address all gaps between PMI way of working and CAR
What can be improved
Organization of resources within omni stream
Communication and documentation from CPI and SAP
EPAM not aligned to PMI way of working
Clarity on roles and responsibilities (how to include CAR activities in DCE2 procedure)
CAR project still not aligned to way of working
redefine CAR roles & responsibilities
Alignment of project phases with EPAM planning (releases gates, sprint approach)
LSP Integration handshake testing needs to be more aligned

2022.10 THG with LSP, OMS and FSP [cancelled]

DRAFT

1. High Level Plan

2. Architecture



Reference: 03.2.2.1.2.1 THG(P5) Invoicing - Application Arch - OmniChannel - PMI DCE Confluence

Solution Design - Enabling capabilities for THG

DRAFT

Main goal is to provide the Invoicing capability.

The current as-is invoicing solution P1 is unable to meet the demands expected for the DCE2 markets as we rollout to other new markets. As a result of this constraint a new solution to deliver the Invoicing capability will be implemented. The initial solution will be piloted in 2 markets (Czech Republic and Slovakia) already existing on the DCE2 platform, post the pilot other markets will be migrated onto the new solution.

Despite E2E integration test will be done, the aim of this article is to describe only the integration part from DCEx to S4Retail and back to deliver the invoicing capability.

1. Principles

1. Hybris will export the data “as raw as possible”.
2. The data transformations should happen preferably in SCPI.
3. Data mapping changes should be implemented as a configuration change to minimize downtime.
4. Monitoring needs to be cross-platforms.

2. Impacted Components

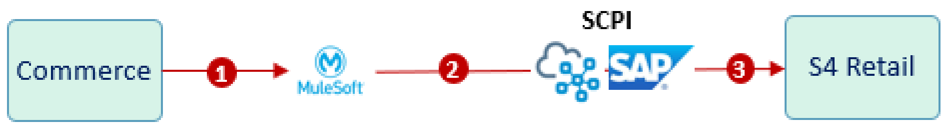
#	Platform	Impact
1	Hybris	Add additional fields to the order export (defined in the mapping documentation). Add new values in the Orchestration Table, to export data to Mulesoft > SCPI
2	Mulesoft	Mulesoft to generate an output interface in order to call the SCPI specific endpoint in order to export the order data
3	SCPI	Expose Rest API endpoint for mulesoft to connect to in order to export the order data

3. Logical

The invoicing process is composed by 3 flows:

1. Order export: from DCEx to S4 Retail to generate the invoice.
2. Invoice Generation: from S4 Retail to DCEx to store invoice in S3 and update Order in consumer portal.
3. Invoice Retrieval: the invoice is retrieved by DCE2 in order to be sent to final customer.

3.1. Order export



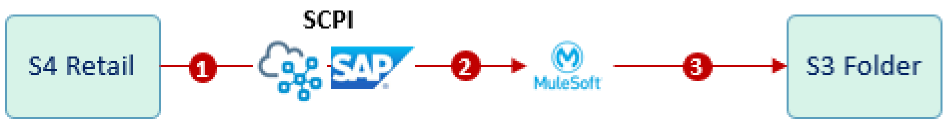
a. Hybris (commerce platform) drops the order export on an SFTP drive managed by PMI, **Mulesoft** picks up the files from the SFTP and routes it to SAP CPI.
   MS just serves as a pass through, all conversions and mappings will be done in SCPI.

b. When **SCPI** picks up the file from MS, it will be required to perform certain tasks which is the conversion of the File to an IDOC for S4 Retail to consume and process.
   It will be required to create new rest API call from Mulesoft to SCPI. The endpoint will be opened for a POST request with the message body in the exact same format coming to Mulesoft from Hybris (JSON).
   SCPI will transform the Sales.

c. **S4Retail** is the responsible for the invoice generation

3.2. Invoice Generation

Invoice generation leverages on existing interface exposed by DCE2 (via Mulesoft). The main idea is to avoid S4 Retail to directly save the invoice PDF on DCE2 S3 folder.
By using Mulesoft existing interface, the separation between the two platform landscapes will be maintained.
This is important so that, even in case of invoice generation process change on DCE2 (e.g. change of physical storage, change of retrieval process, change of naming convention), the logic will keep transparent to S4 landscape.



a. After invoice is generated in S4Retail, existing **Send Document Details from SAP** will be reutilised. Channel field (Free text) will be used to identify from where the invoice comes (SAP P1, Retail).

b. Mulesoft, as SCPI server in this scenario, will need to generate and provide new technical credentials to SCPI.

3.3. Invoice Retrieval

As in the actual solution, the commerce platform must retrieve the invoice generated to be sent to the final customer through Salesforce Marketing Cloud.
This process has no changes within the invoicing implementation.

4. Physical

4.1. Order export

In case of the order export the connectivity details provided by SCPI are as follows.

Rest endpoint: (POST) /TBD
Body: TBD

The structure of the body will have to reflect the logical mapping defined in TBlinked.

4.1.1. Order export - Hybris

In Hybris the main activities are:

4.1.1.1. Configuration of the target table with new destination (S4)

This involves creating a new Enum Value '**SAPRETAIL**' for Enum '**TargetOrchestrationSystemEnum**'.
This will be visible in Backoffice.

4.1.1.2. Population of statusDate from LSP during return for RETURNED status in ReturnRequest.

Added a new attribute in ReturnRequest in items.xml
Modified File - DefaultPmiOmsOrderStatusUpdateStrategy
The statusDate information is received in the format '2022-08-12T12:13:19Z' and has to be translated to java.util.Date Object using a Formatter with timezone set 'UTC' before saving it in the ReturnRequest.

4.1.1.3. Added 3 new fields to the Order Export Payload.

shippingDate in Order Class - **ExportOrderData**
Shipping Date is fetched from the List of Consignments from the Order .Populate the shipping date from any consignment available.
The shippingDate is formatted and sent to OrderExport afterwards.
If Shipping date is not available then Order Creation date is set as ShippingDate

b. returnDate - ExportOrderData
Populate the returnDate from ReturnRequest attribute 'returnDate' .
If returnDate is not available then ReturnRequest Creation Date is used.
The date is formatted before sending it in returnRequest Payload.

pspRequestId - used Inner Class - ExportPaymentDetailData
Case : RETURN
From PaymentTransactionEntry - Type : REFUND_FOLLOW_ON otherwise CAPTURE otherwise AUTHORIZATION

CASE : ORDER
From PaymentTransactionEntry - Type : CAPTURE otherwise AUTHORIZATION

4.1.1.4. Adjustments in AuthorizationDate and AuthorizationTime in Order Payload.

Need adjustments on the following attribute during OrderExport and ReturnExport.

Payload Attributes
authorisationDate
authorisationTime

Both are now populated from PaymentTransactionEntry in following manner - REFUND_FOLLOW_ON otherwise CAPTURE otherwise AUTHORIZATION.

4.1.1.5. Affected business Logic Classes -

Logical Classes	Data Classes
OrderExportBasicOrderPopulator	ExportOrderData
ReturnExportBasicPopulator	ExportPaymentDetailData
AbstractExportOrderPopulator	
DefaultPmiOmsOrderStatusUpdateStrategy	

4.1.2. Order export - MuleSoft

Omnichannel - S4 Retail integration through CPI endpoint - DCE 2.0 Home - PMI DCE Confluence

4.1.3. Order export - SCPI

4.2. Invoice generation

For what concerns the invoice generation, technical documentation of the interface is provided in here **Send Document Details from SAP**:

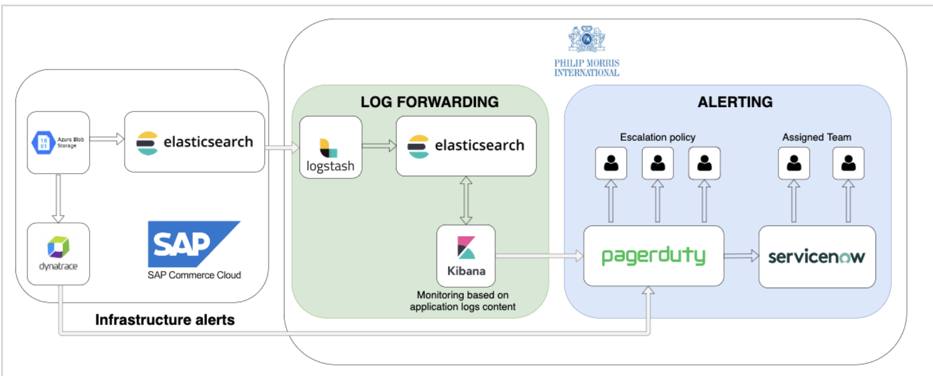
The channel field name dedicated to S4 in Hybris is : **SAPRETAIL (Refer Section - 4.1.1.1)**

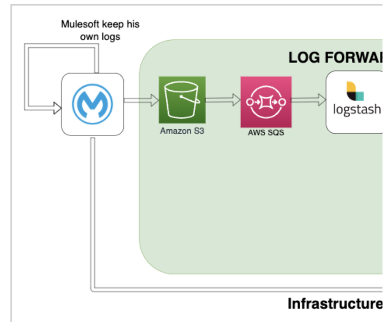
5. Logging, Monitoring and Alerting

The objective is to reuse what we have already in place.

As per the current process, the logs from Hybris and MuleSoft are centralizad in ElasticSearch and they can be visualised using Kibana.

In case of any error, Kibana watcher will communicate to Pager Dutty, who will escalate the alerts and send them by email or create a SRQ in SNow based on the configuration.

<table>
<tr><th>Hybris</th><th>MuleSoft</th></tr>
<tr><td>


</td><td>


MuleSoft doesn’t have communication with
SQS push the logs to elastic search.
</td></tr>
</table>

More information can be found in the following page: DevOps Assessment - integrate S4 Retail into DCE2 landscape - DCE 2.0 Home - PMI DCE Confluence

Monitoring will be implemented as the following processes:

Log files

Notification emails

On the involved applications the following will apply:

5.1. Hybris

Log generation is already existing for order export functionality as well as technical retry in case of order export failure to Mulesoft. Email notification can follow the existing rule applied currently for the order export.

Here the existing process.

Error Handling - Logging Aspects for SAP Commerce Cloud (CCv2) - DCE 2.0 Home - PMI DCE Confluence

Logging Areas	Description
OrderProcess XML - order-process return-process consingment-process	If Process ends in ERROR State , an automatic email is triggered to required recipients and Pager Duty Email (dce20-hybris-error-handling@pmi.pagerduty.com
Kibana Logging	Vaild for 1 Month - Not used by PagerDuty
HAC Logs (Directly stored in Hybris)	Needed if logs are older than 1 month in Kibana

Following an example of the ERROR log generate on Kibana for order export failure:

Error log example


```
{
    "_index": "log-dce20-hybris-prd-2022.08.08-000153",
    "_type": "_doc",
    "_id": "EAH8foIB1NydC1OZ80eg",
    "_version": 1,
    "_score": 1,
    "_ignored": [
        "message.keyword"
    ],
    "_source": {
        "message": "{\"logs\":{\"log\":\"\\u001b[m\\u001b[1;31mERROR [TaskExecutor-master-323082-ProcessTask
[13435982185398]] [MuleSoftIntegrationOrderExportServiceImpl] RequestBody = [{"shop":{"shopNo":"iqos-cz"},"
business":"iqos-cz","salesChannel":"B2C","orderType":"ZRA","orderReason":"R16","dispatchType":"01","orderNo":"
20823764","orderTimestamp":"2022-07-22T13: 43: 58Z","orderTimestampLocalized":"2022-07-22T14: 43: 58Z","
deliveryMode":"cz-consumer-delivery-standard","orderStatus":"CREATED","wbsElement":"","paymentDetail":
[{"paymentToken":"","cardOwner":"","authAmount":490.0,"authorisationCode":"19711309","authorisationDate":"2022-
07-07T22: 25: 49Z","authorisationTime":"2022-07-07T22: 25: 49Z","authorisationRef":"19711309","paymentType":"
PaymentOnDelivery"}],"salesPrice":{"currency":"CZK","net":404.96000000000004,"netOriginal":944.63,"gross":
490.0,"grossOriginal":1143.0,"subTotalGross":490.0,"vatValue":85.04,"carrierGross":0.0,"carrierNet":0.0,"
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lastName":"Vin\\u0161ov\\u00e1","company":"","street":"N\\u00e1rodn\\u00ed
        344/21","streetNo":"","building":"","digicode":"","addressExtension1":"","addressExtension2":"","
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PCE","entryStatus":"approved","salesPrice":{"currency":"CZK","net":244.46,"netOriginal":570.25,"netPerUnit":
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grossPerUnitOriginal":99.0,"vat":{"vatRate":21.0,"vatValue":14.73,"originalItemVatValue":34.36,"vatPerUnit":
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= , { "code": 400, "info": "FAILURE", "errors": [{ "errorCode": 400,
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ERROR [TaskExecutor-master-323082-ProcessTask [
13435982185398
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"dispatchType": "01",
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"discounts": [],
"appliedCoupons": []

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            "customerTyp": "B2C",
            "shippingAndBillingEqual": "true",
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                    "firstName": "Nicole",
                    "lastName": "Vin\\u0161ov\\u00e1",
                    "company": "",
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                    "streetNo": "",
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                    "digicode": "",
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                    "city": "Liberec ",
                    "region": "",
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                    "language": "cs",
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                    "addressType": "ShippingAddress",
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                    "language": "cs",
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                    "addressId": "9535853625367",
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                }
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        "batches": [],
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        "salesText": "Fiit Viola (Low) Pack",
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        "ean": "8595701500222",
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        "batches": [],
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        "quantityUnit": "PK",
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                            "grossOriginal": 198.0,
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[13435982185398]] [MuleSoftIntegrationOrderExportServiceImpl] RequestBody = [{"shop":{"shopNo":"iqos-cz"},"
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carrierVat":0.0,"salesVatRate":21.0,"discounts":[],"appliedCoupons":[]},"customer":{"customerNo":"anonymized","
customerTyp":"B2C","shippingAndBillingEqual":"true","addresses":[{"salutation":"mrs","firstName":"Nicole","
lastName":"Vin\\u0161ov\\u00e1","company":"","street":"N\\u00e1rodn\\u00ed,
            344/21","streetNo":"","building":"","digicode":"","addressExtension1":"","addressExtension2":"","
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street":"N\\u00e1rodn\\u00ed,
            344/21","streetNo":"","building":"","digicode":"","addressExtension1":"","addressExtension2":"","
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pickupPointId":""}]},"entries":[{"deliveryItemNumber":0,"orderItemType":"","orderAvailDateItem":"2022-07-22T13:
43: 58Z","articleNo":"DK001838.00","salesText":"lil Solid 2.0 Kit Cosmic Blue","quantity":1,"quantityUnit":"
PCE","entryStatus":"approved","salesPrice":{"currency":"CZK","net":244.46,"netOriginal":570.25,"netPerUnit":
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51.34,"originalVatPerUnit":119.75},"discounts":[]},"wbsElement":"","sellableProductCode":"S.01M8Z","
apportionedHeaderDiscount":394.20000000000005,"apportionedHeaderDiscountNet":325.79,"ean":"8595234391458","
globalProductCode":"G0000572","batches":[],"gcrsticketNo":""},{"deliveryItemNumber":1,"orderItemType":"","
orderAvailDateItem":"2022-07-22T13: 43: 58Z","articleNo":"ME004234.01","salesText":"Fiit Viola (Low) Pack","
quantity":3,"quantityUnit":"PK","entryStatus":"approved","salesPrice":{"currency":"CZK","net":
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109.32000000000001,"grossOriginal":255.0,"grossPerUnit":36.44,"grossPerUnitOriginal":85.0,"vat":{"vatRate":
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articleNo":"ME004233.01","salesText":"Fiit Regular Deep Pack","quantity":2,"quantityUnit":"PK","entryStatus":"
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hardAgeVerificationNeeded":"false","orderChannel":"WEBSITE","orderRefNo":"19711259","taxId":"","target":["LSP","
ADL","INTERACTION"],"placedBy":"anonymized","baseStore":"iqos-cz-B2C-web","fiscalEntityType":"","platform":
["A01"],"paymentStatus":"NOT_REFUNDABLE","isPayPerLink":false,"buyerName":"","invoiceRequired":false,"
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Span-Name=[PmiExportReturnAction] - Content-Type=[application/json] - X-Channel=[WEBSITE] - client_id=
[70b639f2220e4005a543e0ab5f129cce] - clientSecretPresent   ,   method = POST   ,   serviceName = Order
Service   ,   Taken=84 ms   ,   StatusCode =   ,   400 BAD_REQUEST   ,   ResponseFoundFromException
=   ,   {   "code": 400,   "info": "FAILURE",   "errors": [{   "errorCode": 400,
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        ]
    }
}

For what concerns monitoring, Hybris does not currently manage any notification mechanism.

Notification mechanism is provided by Kibana in couple with Pagerduty on specific error message instances.

5.2. MuleSoft

Currently MuleSoft has only infra monitor/alert and is applying the same logging that we have in place for all LSP, FSP, ESP…etc.
Notification for the single order in error is disabled for all the order export flows. The notification that is active is the one related to the queue threshold, which is triggered a notification message if the number of messages in the queue is reaching the configured threshold.

It is required to add notification and technical retry policy towards SCPI.

General rule is to apply 3 times retry policy.

Error Handling - Mulesoft - DCE 2.0 Home - PMI DCE Confluence

Example MUS queue monitoring email.pdf

5.3. SCPI

SCPI must log intaken orders within SCPI logging technology.

Mail notifications to implement depending on business and operational needs.

Retrial policy - ask epam

Evgenii Shirokikh to define monitoring approach in CPI and sharing response to Mulesoft.

6. NFRs

Following the link to the NFRs documentation: NFRs - Epic OMNI-931 - Invoice generation - DCE 2.0 Home - PMI DCE Confluence

Design Tracker // THG

Useful Links

CONSGOV:

[CONSGOV-9558] [Omni B2C THG] Phase 2 // Enabling Sales Orders capabilities into S4 Retail (LSP, FSP) - PMI DCE JIRA

[CONSGOV-9557] [Omni B2C THG] Phase 1 // Enabling Sampling capabilities into S4 Retail (LSP, FSP) - PMI DCE JIRA

EPIC:

JIRA BACKLOG:

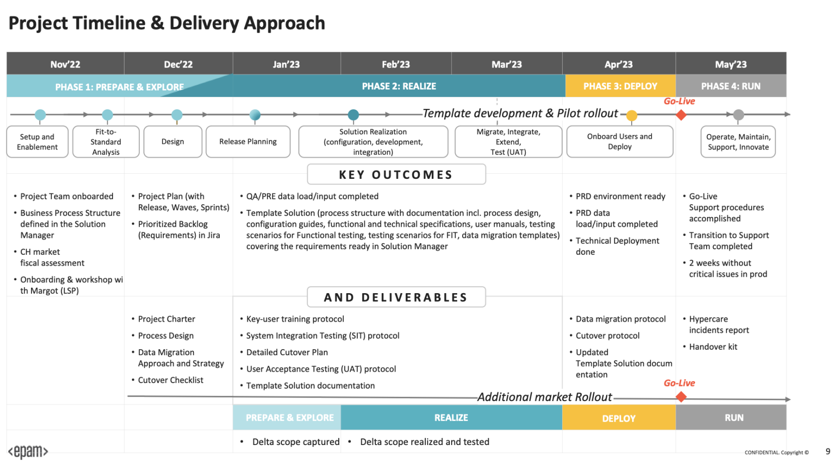
SOLUTION ARCHITECTURE: 01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence

SOLUTION DESIGN (DETAIL): Solution Design DRAFT.png IN PROGRESS

KICK OFF: S4 Retail Release 2 Kick-off Meeting 2022.10.21.pptx

MVP Solution (Sweden 2022.09), no Omni / S4Retail: THG MVP for Sweden 2022.09.jpg

Plan



Online discovery workshops – coming weeks

Topic	Key presenters	EPAM Counterpart	Tentative Date
Kick-off (who is who, Workshop Objectives, Schedule)	*Dziugas, Tariel*	*Tariel*	*21 October*
Solution Architecture	*Sathish, Arnab*	*Eduard*	*27 October*
Replenishment	*Lukasz, Arnab*	*Alex*	*27 October*
Master data alignments : SKU, Articles, EAN	*Gerardo , Arnab, Jean-Mi*	*Eduard*	*27 October*
Stock Availability check	*Gerardo, Arnab*	*Eduard*	*28 October*
Stock Management & Inventory Accounting	*Olena, Damian*	*Mikalai, Arka*	*28 October*
eCommerce processes: Sales, commercial returns, replacements	*Lukasz, Damian*	*Alex*	*2 November*
eCommerce processes: discounts, sampling orders, Invoicing	*Lukasz, Damian*	*Alex, Mikalai*	*3 November*
S/4 Retail Integration THG, LSP	*Sathish, Arnab*	*Eduard*	*4 November*
Environments (DEV, QA, PRE, PROD)	*Sathish, Arnab*	*Eduard*	*4 November*

Expected outcomes from online workshop sessions:

- Familiarize project team with scope of processes & their design;
- Document, design, and define the capabilities and business processes with relevant flows for P5-THG and LSP solution template in S/4 Retail;
- Assign ownership/responsibility to respective process areas
- Capture open questions and actions needed to finalize the requirements

Based on received input, EPAM team will prepare blueprints of the template solution.

Assumptions

THG will not consume info from SAP CAR (during the Checkout and Order Creation), **THG will have its own repository for Stock Management**.

THG Catalog won't have any PMI data (e.g., Global Article, Variant Code).

No Return Label since the Consumer won't ship back the products, but the Refund will happen. THG manages the return using the original order (no new order is created). This means no partial return is allowed.

Un-delivery will be triggered by LSP, with S4Retail. THG doesn't support this feature.

questThe **MVP for Denmark and Sweden** is about THG exporting data, using Jitterbit, to SAP P1. SAP P1 will then reuse some features to export this information to the LSP, for fulfillment purposes.

THG doesn't provide any feature for **Invoicing**, to be confirmed if DCE2 SFMC can be utilized, or a different solution might take place.

THG **Monitoring**, when sending Sales Orders to PMI, to be assessed if the DCE2 tech stack (ELK, Kibana, PagerDuty) can be utilized.

Operational emails: THG transactional e-mails - P5 Oral Smokeless Platform - PMI DCE Confluence

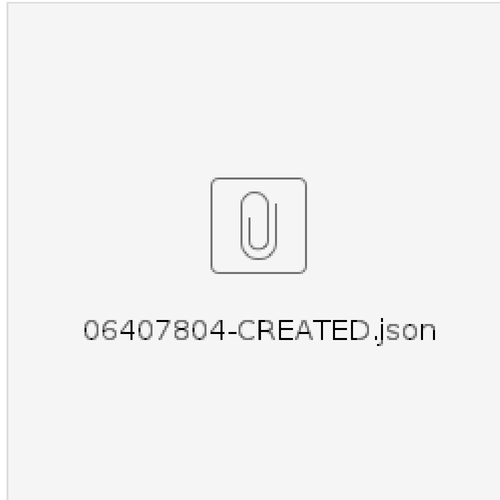
Design Tracker

OPEN | CLOSED | IN PROGRESS | FUTURE FEATURE | HIGH PRIORITY | OUT OF SCOPE

Topic	Description	Actions / Decisions
Plan & Go Live Confirmation	Confirmation of the Go Live for the first 2 markets (CH and PK)	IN PROGRESS 10 Oct 2022 meeting with Miguel happening this week.
RACI	RACI matrix for the project team	IN PROGRESS 10 Oct 2022 agreement between
	Clarify the scope of the MVP // Full List of Capabilities 1. Website / CSC - OmniChannel - PMI DCE Confluence	IN PROGRESS HIGH PRIORITY 10 Oct 2022 kick off.
		OPEN 27 Oct 2022 confirm THG's scope
Scope	Pre-Orders	OPEN 27 Oct 2022 confirm THG's scope
	Sampling *Sampling Solution Design [proposal] P5 OMS for THG Sampling Orders Solution Design.pptx*	IN PROGRESS HIGH PRIORITY 10 Oct 2022 define the scope for the MVP, Samp
DEEP & Environment set up	DEEP Account Creation - OmniChannel - PMI DCE Confluence	
OPEN QUESTIONS ON PROJECT SET UP		
	1	• Request LeaniX ID: LX04872

	2	• Request SOFY: IT Controls Governance - Solution Template - All Documents (sharepoint.com
	3	• Request DEEP account
	4	• Set up AWS services like SQS (once DEEP is set up, we can set up aws services)
	5	• Sprint Planning
	Define how the Catalog Export will work	IN PROGRESS features for the Omni Channel Catalog. 17 Oct 2022 automation between Omni Channel PIM and THG to be confirmed in the upcoming we PIM is just about to start. The Product Enrichment File (PEF) from THG will be considered when doing the Omni Channel PIM P5 category.
	Global Article Management	IN PROGRESS 24 Oct 2022 progress of the Global Article creation in MDG.
		Utilize the Global Article in THG. *Considering the Product ID in THG is something internally used, is it possible to define the Product* *only option is to utilize the Catalog Number field for this purpose?*
	Virtual Bundles // Product Set Confirm with THG, if this feature will exist, consuming stock from the "child articles".	11 Aug 2022 CLOSED It's very likely that THG will not support this feature. Dedicate Jean-Michael Diblik 11 Aug 2022 OUT OF SCOPE Prepare a diagram to explore options around creating a serv to Variant Codes. Gerardo Colace *Considering topics like Price per Item, Order Status Update, Taxes, Stock Export to THG, among ot* Very expensive/complex solution to build custom to bundle/unbundle, many considerations in many 18 Aug 2022 The solution is related to create a new BundleID. CLOSED

OPEN QUESTIONS ON CATALOG		
1		
	Define how the Stock Export will technically work	CLOSED 27 Oct 2022 Solution Architecture: S4Retail with SCPI.
		OPEN What's the Article ID to be used, considering THG is using the EAN (and D
		OPEN Assortment. For those cases where the same warehouse fulfills more that Marketplaces and Website), the option for "Virtual Warehousing" should be consider. *How SAP CAR or S4Retail will filter out the information about the assortment?* *Example: the same warehouse might fulfill P5 products, and P1 (not commercialized through THG).*
		CLOSED Stock Snapshot, S4Retail to expose the full stock. [confirmed]
		OPEN Check with THG if there's any control/fraud check that happens after the c S4Retail). The recommended approach is to have the Order Controls happening before the order is
		OPEN Frequency.
OPEN QUESTIONS ON STOCK		
1		

Downstream	Sales Order Export >> Fulfillment THG will send the Sales Orders to S4Retail, via Mulesoft, using API. 01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence ***Useful info*** *The MVP for Denmark and Sweden is about THG exporting data, using Jitterbit, to SAP P1. SAP P1 will then reuse some features to export this information to the LSP, for fulfillment purposes.*	Json example from S4  Minimum fields for creating and order in SAP  *Specs for DCE2: Document Sharing from LSP - DCE 2.0 Home - PMI DCE Confluence* *Details of the endpoints exposed by Mulesoft - https://confluence.pmidce.com/display/DCE20HOME/I07+Order+Update+LSP+REST+API* *Example files are available in this part https://confluence.pmidce.com/pages/viewpage.action?page RECEIVED, PROCESSED, SHIPPED, COMPLETED and RETURNED).*

Upstream	About the Order Status Update, S4Retail >> SCPI will call Mulesoft API, that will later do the Consumer Journey Orchestration (invoking THG to update the Order Status)	***Useful info*** 01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI *THG API docs: 3PL integration - API documentation - P5 Oral Smokeless Platform - PMI DCE Conf* ***Useful info*** *THG API docs: 3PL integration - API documentation - P5 Oral Smokeless Platform - PMI DCE Conf* *P5 Transactional Emails >> THG transactional e-mails - P5 Oral Smokeless Platform - PMI DCE Co* *Specs for DCE2: Document Sharing from LSP - DCE 2.0 Home - PMI DCE Confluence* *Details of the endpoints exposed by Mulesoft - https://confluence.pmidce.com/display/DCE20HOME /I07+Order+Update+LSP+REST+API* *Example files are available in this part https://confluence.pmidce.com/pages/viewpage.action?page RECEIVED, PROCESSED, SHIPPED, COMPLETED and RETURNED).*
	OPEN QUESTIONS ORDER CREATION	
		• Minimum data set to create an order in SAP - requested from Eduard from EPAM (email sent
	1	• Full Data Mapping between platforms Mulesoft <<>> S4 Retail • (1) S4Retail will receive all the updates and then, distribute them across the Commerce engin Extended Model Data • Do you remember what's the data that DCE2 is using when updating the Order Status ? Are we using ChannelAdvisorID or MarketplaceID (e.g., Amazon, eBay) ? **Warning: no VAT calculation in THG.** ~~***Extra Info: Order Extended Data Model***~~ ~~*(1) Marketplaces extended data model (2) Device Linking/Unlinking (3) Order Status Update (4) Inv / Marketplaces (6) something else from THG that DCE2 doesn't have/need*~~
		• Additionally, do you have the i04 template (between DCE2 and LSP), including the Marketpla If you have any specs, please share. Lukasz Polakowski provided example of DCE2: DCE 2 LSP Documentation - DCE 2.0 Home - PMI DCE Confluence

	2	• Full Data Mapping between THG <<>> Mulesoft Consider other fields that are not THG, that might be important to perform the Consumer Journey O CDP/DO, others).
	3	• Detailed Solution Design to define how THG >> Mulesoft >> SCPI >> S4Retail will work.
	4	• Explore options around reutilizing the Mulesoft APIs for DCE2 (for the i07 Sales Order Update *Specs for DCE2: LSP flows file based - I07 & I09 testing guide - DCE 2.0 Home - PMI DCE Conflue* Sales Order Update API, invoking DCE2 APIs, nothing different to be reused in the future?
		decide within PMI if: • (2) the Order Status will go to S4Retail and Commerce engine in parallel
		• Can Lukasz Polakowski send an example of how the trackingID and all data points is delivere • this has been provided example of DCE2: DCE 2 LSP Documentation - DCE 2.0 Home - PMI DCE Confluence
	Sales Orders vs Sampling vs Pre-Orders *Business Flows:* *1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence*	
	OPEN QUESTIONS ON ORDER TYPES	

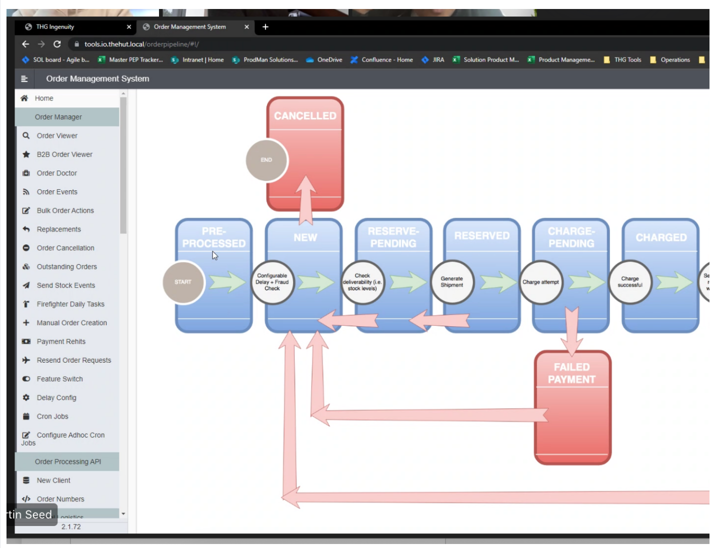
		• Define how S4Retail will manage the Order Types/Order Reasons, considering not only THG some topics like Sampling (not available in DCE2 at this moment).
		• Order Type/Reason/Channels: how to differentiate (in S4Retail) the different orders type (Pre to potentially customize the consumer journeys (and other features) [Arnab + EPAM] Speak t
		• Do we need to differentiate the interactions with the consumers, for each order type? Examples: • different emails • different notifications • special packaging • others This is dependent on CDP, hence in future backlog

S4Retail >> SCPI will call Mulesoft API, that will later do the Consumer Journey Orchestration (invoking THG to update the Order Status). We are expecting the following statuses to be exchanged between THG and S4 retail: Order received, Picked/Packed, Order Shipped, Order Delivered.

Mulesoft will send Order Status Update to CPI with order status information

Example files are available in this part https://confluence.pmidce.com/pages/viewpage.action?pageId=412126243 *(refer to the json – RECEIVED, PROCESSED, SHIPPED, COMPLETED and RETURNED).*

		Description	Th
1	RECEIVED	Order Received by LSP / Order created by THG	NEV *Ord
2	PROCESSED	Order Pick& Pack by LSP / Intermediate	REL *Ord
3	CANCELLED	Order Cancelled by S4 / Order cancelled initiated by customer on front end	CAN *Shi
4	SHIPPED	Order shipped by LSP	DISI *Shi
5	COMPLETED	Order Delivered to consumer	??? *Shi
6	UNDELIVERED	Order not delivered	MISI *Shi



ORDER RETURNED/REFUNDS

	ORDER UNDELIVERED Undelivered status will be triggered by LSP, with S4 retail. It also includes missing delivery and Replacements	Prepare the Solution Design Design Principles: 1. Return Order (R16) to be created by the S4Retail, once the LSP notifies the delivery has faile 2. S4Retail will send a message to the OmniChannel platform, including Sales Order and Returr 3. No Refunds for Sampling. **Consumer Journey Orchestration** OPEN 1. OmniChannel platform might update the Sales Order in THG, depending on the status that ar confirmed. 2. Refunds for Sales Orders: to be triggered from the OmniChannel platform into ORBIT (to be c 3. Email to Consumers, to be defined when/how. 4. Interactions with Consumers (CDP). 5. SF Service Cloud update.
	OPEN QUESTIONS ON ORDER STATUSES	
	1	• Request Unified Order Status Structure from EPAM
	2	• Request current Order Creation Json from THG
	3	• Partial Delivery / Partial Refund?: not a capability at the moment for DCE2 but, this is somethi the long-term view. Lukasz Polakowski How THG can handle Partial Deliveries. How Emails

	4	• Order Cancelation: what's the waiting time for the LSP to declare the order cannot be prepare
	5	• Clarify when THG will do the money capturing (1) order placement (2) order shipment [Selsa]
	6	• Order Cancelation: new flow to be created [Gerardo]
	10	• Order Undelivered Process Flow
	SFMC Integration Transactional emails are sent by THG: Order confirmation email is sent immediately after placing an order [THG transactional e-mails - P5 Oral Smokeless Platform - PMI DCE Confluence]()	
	OPEN QUESTIONS ON EMAILS	
		• Delivery Email: confirm if DCE2 is doing this at this moment. Check if THG can update the orc status?), plus the email. If not, let's send an email individually. [Natalia, THG, Ana]

		• Pick & Pack Email: at the moment, this feature is not part of the Consumer Journey in DCE2. the backlog. [future backlog]
		• Invoicing emails. Review what P5 is developing: Marketing Cloud + MuleSoft Integration to de Oral Smokeless Platform - PMI DCE Confluence Align with JM team when we can start worki and triggered on SFMC (component that we can re-use)
	OPEN QUESTIONS ON SFSC	
		• Confirm the use cases for SFSC - define when we create/update order in SC. Anastasiya Cha

	THG provides the Invoicing capabilities when THG is the merchant of records, if not, the feature is not available. The Invoicing feature for P5-THG is about sending the PDF file back to a dedicated S3 folder, like DCE2. Reuse the MuleSoft component for DCE2, to manage the orchestration of this feature with DCE2 and THG. S4->CPI->Mulesoft->AWS S3 bucket ***Useful info*** *P5 Solution Architecture >> P5 Solution Architecture.png* *DCE2 Invoicing with S4 Retail >> 2022.06 Phase 1 DCE2 and S4Retail Invoicing - OmniChannel - PMI DCE Confluence* **THG P5 Sweden Invoicing Solution:** *Marketing Cloud + MuleSoft Integration to deliver invoices for customers - P5 Oral Smokeless Platform - PMI DCE Confluence*  	IN PROGRESS HIGH PRIORITY Confirm how the feature will work, how the distril the Customer. **MVP** Email distribution for the invoice. Align with the MVP (Denmark) to see how this will work. Use P5 SFMC, as the email engine to communicate to the consumer. **Sample call from CPI to Mulesoft when an invoice is generated** 
	OPEN QUESTIONS ON INVOICING	
	1	• Can we see a sample call from CPI to Mulesoft when an invoice is generated? Is this a link or
	2	• Request from Eugenia a process flow in Invoicing DC2

	3	• Ask Ricardo if this is going to be a a new S3 bucket that we need to set up
	OPEN Explore options to integrate THG into the DCE2 monitoring platform, to have visibility on the processes that export data. *more info here: DevOps Assessment - integrate S4 Retail into DCE2 landscape - DCE 2.0 Home - PMI DCE Confluence*	
	OPEN QUESTIONS ON MONITORING AND OBSERVABILITY	
	1	• Explore options on Observability & Monitoring
	2	• Sales Order Creation acknowledgement. How S4Retail will confirm the Order are actually cre Explore options around utilizing the Sales Order Update message. How to get confidance that THG Retail
		• Consider error messaging - Ask Eugenia on what has been done for Dc2
		• Discuss scope

Complete Order Export - Sales Order CZ/SK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[
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                "returnDate":"2022-06-09T11:28:00Z",
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            "orderAvailDateItem": "2022-07-03T21:28:43Z",
            "articleNo": "DC000548.04",
            "salesText": "IQOS 3 DUO Pocket Charger Brilliant Gold",
            "serial": [
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                "grossPerUnitOriginal": 29.0,
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},
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"posName": "",
"lendingOrderStatus": "",
"isPartialReturn": "",
"externalReference": "",
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"marketplaceOriginalOrderCode": "",
"channelAdvisorOrderCode": "",
"channelAdvisorOriginalOrderCode": "",
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        "subReason": "",
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]
```

High Level Implementation Plan

Roadmap

Sprint Planning

Consgovs + EPICs

Roadmap

Sprint Planning

based on capacity 2 weekly sprint and 40 points per sprint

Sprint	Points equivalent	Date	Feature Covered
0	Set up	14.12 - 27.12	Infra set up + Jira + Solution Design
1	34	11.01 - 24.01	Order Creation Downstream
2	42	25.01 - 07.02	Order Creation Downstream
3	40	08.02 - 21.02	Order Creation Upstream
4	40	22.02 - 07.03	Order Creation Upstream
5	54	08.30 - 21.03	Order Creation Upstream
6	40	22.03 - 04.04	Order Creation Upstream
7	20	05.04 - 18.04	Order Creation Upstream
8	34	19.04 - 02.05	Refunds
9	34	03.05 - 16.05	Returns
10	40	17.05 - 30.05	Invoicing
11	34	01.06- 13.06	Invoicing
12	34	14.06 - 27.06	Invoicing
SUM	**346**	**end of April**	**Sampling and eComm delivered for P5 product in Switzerland by the end of April**

Consgovs + EPICs

Consgov	Level 1 (epic)	Level 2 (Story)	Sprints	T-Shirt Size (based on Effort) WIP	Team	Useful Docs
Enabling sampling capabilities for P5 products [CONSGOV-9557] [Omni B2C THG] Phase 1 // Enabling Sampling capabilities into S4 Retail (LSP, FSP) - PMI DCE JIRA	Order Creation Downstream - Website [OMNI-1230] P5 with THG Website: Order Creation Downstream (Direct Sales Model) - PMI DCE JIRA --- 01 Omni Channel // B2C Website THG – integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence	Receive Order From THG	1	34	Merkle	
		Send Order Creation to S4 Retail (SCPI)	2	34	Merkle	
		Order Confirmation Email Sampling				
		Order Confirmation Email eComm				
		Order Creation in CDP				
		Order Creation in SFSC				
		Order Creation in SFMC				

Order Update Upstream Pick & Pack - Website Jira EPIC link: [OMNI-1231] P5 with THG Website: Order Update Upstream Pick & Pack (Direct Sales Model) - PMI DCE JIRA Business Flow: 2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence	Story: 1. Send update THG 2. Send email to Customer	3	20	Merkle	
Order Update Upstream Delivery Completed - Website Jira EPIC link: [OMNI-1232] P5 with THG Website: Order Update Upstream Completed (Direct Sales Model) - PMI DCE JIRA ----- Business Flow: 3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence	1. Send update THG 2. Send email to Customer	3	20	Merkle	
Order Update Upstream Shipment - Website Jira Epic link: [OMNI-1233] P5 with THG Website: Order Update Upstream Shipped (Direct Sales Model) - PMI DCE JIRA ----- Business flow: 3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence	1. Send update THG 2. Send email to Customer	5	34	Merkle	

	Undelivered - Website Jira Epic link: [OMNI-1234] P5 with THG Website: Order Undelivered (Direct Sales Model) - PMI DCE JIRA Business Flow: TBC	Missing Delivery - Website Replacements - website	6	20	Merkle	1.10 Missing Delivery (Partial or Total) - OmniChannel - PMI DCE Confluence 1.9 Undelivered Return - OmniChannel - PMI DCE Confluence
Enabling eComm capabilities for P5 products (Switzerland)	Refunds - Website	Automated Refunds	8	34	Merkle	
	Returns - Website	Automatic Returns	9	34	Merkle	
	Invoicing - Website	Invoicing Generation	10	34	Merkle	
		Invoicing Distribution	11	34	Merkle	
		Invoicing Storage on S3	12	20	Merkle	
		Tax Breakdown	12	13	Merkle	

Development Effort Indication

T-Shirt Size	Points equivalent
XS	5
S	13
M	20
L	34
XL	55
XXL	89
XXXL	144

List of Features

Feature Covered	
Pre-Order	
Order Confirmation Email	
Cancellation within Grace period	OOB with THG - 30 min after placing order
Infra set up + Jira + Solution Design	
Order Creation Downstream	
Order Creation Downstream	
Order Creation Upstream	
Order Creation Upstream	
Order Creation Upstream	
Order Creation Upstream	
Order Creation Upstream	
Refunds	
Returns	
Invoicing	
Invoicing	
Invoicing	
Sampling and eComm delivered for P5 product in Switzerland by the end of April	

Meeting Notes - 28.10.2022

Agenda :

Solution Architecture Arnab Bhattacharyya Sathish Kumar Ramadoss

Master Data Alignments : SKU, Articles, EAN

Stock Export

Catalogue Sync

Price / VAT Calculations

fyi Gerardo Colace

SKUs, Articles and EAN Jean-Michael Diblik Vaibhav Pant

Questions:

How does THG group managed cases like multiple EAN codes

How does the Website work, when listing those (multi-EAN) products?

How does THG work when a product has 2 EAN codes, at the same time

How the listing in the website works

Considering the Product ID in THG is something internally used, is it possible to define the Product ID with some PMI ID code or, the only option is to utilize the Catalog Number field for this purpose

Answer by Martin Seed (THG):

A Product ID, is a Reference produced upon creation of a product within THG systems, it is internally unique, but is not the EAN. (It is our internal Article Number). When creating a product in THG system we would look to assign your Article Number to a reference called “Catalog Number”

By definition an EAN code is unique, two different products cannot share the same EAN.

Our ERP system will not allow multiple articles to share the same EAN, it will an error message.

Stock Export

Questions: Arnab Bhattacharyya Gerardo Colace

Which platform will send the stock to THG, SAP CAR or S4Retail?

Which middleware is going to be used to connect to THG? and the respective monitoring/logging

Can this integration be utilized in 2023, for the DCE2 integration that will send the stock snapshot to Marketplaces?

How SAP CAR or S4Retail will filter out the information about the assortment?

Example: the same warehouse might fulfill P5 products, and P1 (not commercialized through THG).

Catalogue Sync

Catalog sync, to THG (if something will be automatic, for the MVP) Vaibhav Pant

Min Order Requirements to create an order in SAP

CPI Mapping_SA...EFROMDAT2.xlsx

THG Current Architecture

Logical Solution Architecture Landscape - P5 Oral Smokeless Platform - PMI DCE Confluence

04.02. P5 technical landscape - P5 Oral Smokeless Platform - PMI DCE Confluence

Data flows & files

THG data flows - P5 Oral Smokeless Platform - PMI DCE Confluence

Transactional Email:

THG transactional e-mails - P5 Oral Smokeless Platform - PMI DCE Confluence

Missing Features

OPEN | CLOSED | IN PROGRESS | FUTURE FEATURE | HIGH PRIORITY | KB FEATURE ACTIVATION

#	Topic	Description	Creation Date	Status	Owner	Comment & Next Steps	Final Solution
1	Multi Warehouse delivery, in S4Retail // for Indonesia		22 Sep 2022				
2	Geo-Based Location Delivery // for Indonesia	Is there a capability to support Geo-based Location delivery instead of address delivery? In Indonesia is very hard to find the address so they are using Geo-based location, selecting points in the map. If not, would it be possible to include a land mark to help carrier with customer information?	22 Sep 2022				
3	Returns and returns label	Consumer is willing to return the product - what is the consumer journey? How consumer obtains the return label to send back the goods to LSP warehouse? Once the goods are received, what will be the refund process (trigger, etc.)? Is there any specific that our LSPs needs to consider?	22 Sep 2022				
4	Cash On Delivery		22 Sep 2022				

Solution Design

Title	Approver Business	Approver IT	Epic Link	Owner	Status
Order Creation Downstream	Gerardo Colace	Sathish Kumar Ramadoss	OMNI-1230 - P5 with THG Website: Order Creation Downstream (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT	Gerardo Colace	IN PROGRESS **Tickets to be specked by 14 Dec 2022**
Order Status Upstream Completed	Gerardo Colace	Sathish Kumar Ramadoss	OMNI-1232 - P5 with THG Website: Order Update Upstream Completed (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT	Gerardo Colace	IN PROGRESS **Jira Stories to be defined by 15 Dec 2022**
Order Status Upstream Pick & Pack	Gerardo Colace	Sathish Kumar Ramadoss	OMNI-1231 - P5 with THG Website: Order Update Upstream Pick & Pack (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT	Gerardo Colace	IN PROGRESS **stories to be specked 16 Dec 2022**
Order Status Upstream Shipped	Gerardo Colace	Sathish Kumar Ramadoss	OMNI-1233 - P5 with THG Website: Order Update Upstream Shipped (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT	Gerardo Colace	IN PROGRESS **Jira tickets to be specked w/c 16 Dec 2022**
Invoicing Capabilities	Gerardo Colace	Sathish Kumar Ramadoss	OMNI-1237 - P5 with THG Website: Invoicing (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT	Gerardo Colace	READY FOR DEVELOPMENT **Jira Stories to be specked by** 21 Dec 2022
Order Status Upstream Undelivered	Gerardo Colace	Sathish Kumar Ramadoss	OMNI-1234 - P5 with THG Website: Order Undelivered (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT	Gerardo Colace	IN PROGRESS **Awaiting on Gerardo on BPR 21 Dec 2022**

Order Status Upstream Cancellation	Gerardo Colace	Sathish Kumar Ramadoss	TBC	Gerardo Colace	IN PROGRESS **Awaiting on Gerardo on BPR 2 9 Mar 2023**
Project Set up	Gerardo Colace	Sathish Kumar Ramadoss	TBC	Anastasiya Chakuryna	OPEN **On the backlog MVP + 1 31 Mar 2023**
SFSC Integration	Gerardo Colace	Sathish Kumar Ramadoss	TBC	Gerardo Colace	OPEN **On the backlog MVP + 1 31 Mar 2023**
SFMC Integration	Gerardo Colace	Sathish Kumar Ramadoss	TBC	Gerardo Colace	OPEN **On the backlog MVP + 1 31 Mar 2023**
Refunds / returns	Gerardo Colace	Sathish Kumar Ramadoss	OMNI-1200 - Returns/Refunds EPIC OPEN	Gerardo Colace	OPEN **On the backlog MVP + 1 31 Mar 2023**
Stock	Gerardo Colace	Sathish Kumar Ramadoss	TBC	Gerardo Colace	OPEN **On the backlog MVP + 1 30 Apr 2023**
Catalog	Gerardo Colace	Sathish Kumar Ramadoss	TBC	Gerardo Colace	OPEN **On the backlog MVP + 1 30 Apr 2023**

Incomplete Tasks

Description	Due date	Assignee	Task appears on

;log Grooming Anastasiya Chakuryna 15 Dec 2022	15 Dec 2022	Anastasiya Chakuryna	Project Set up
Dashboard Set up Anastasiya Chakuryna 19 Dec 2022	19 Dec 2022	Anastasiya Chakuryna	Project Set up
dmap Confirmation Anastasiya Chakuryna 20 Dec 2022	20 Dec 2022	Anastasiya Chakuryna	Project Set up
Jp services like SQS, SNS Ricardo Cadima 21 Dec 2022	21 Dec 2022	Ricardo Cadima	Project Set up
ɹr Type/Reason/Channels: how to differentiate (in S4Retail) the different orders type (Pre Orders, Sampling, Sales ɹrs) to potentially customize the consumer journeys (and other features) [Arnab + EPAM] Speak to Arnab and M Gerardo Colace 22 Dec 2022	22 Dec 2022	Gerardo Colace	Order Creation Downstream
Dec 2022 Full Data Mapping between platforms Mulesoft <<>> S4 Retail Ricardo Cadima	22 Dec 2022	Ricardo Cadima	Order Creation Downstream
;4Retail will receive all the updates and then, distribute them across the Commerce engines, considering the Order nded Model Data Ricardo Cadima 22 Dec 2022	22 Dec 2022	Ricardo Cadima	Order Creation Downstream
'ou remember what's the data that DCE2 is using when updating the Order Status ? Are we using nnelAdvisorID or MarketplaceID (e.g., Amazon, eBay) Ricardo Cadima 22 Dec 2022	22 Dec 2022	Ricardo Cadima	Order Creation Downstream
Data Mapping between THG <<>> Mulesoft Ricardo Cadima 22 Dec 2022	22 Dec 2022	Ricardo Cadima	Order Creation Downstream
iiled Solution Design to define how THG >> Mulesoft >> SCPI >> S4Retail will work. Ricardo Cadima 22 Dec 2022	22 Dec 2022	Ricardo Cadima	Order Creation Downstream

ore options around reutilizing the Mulesoft APIs for DCE2 (for the i07 Sales Order Update data flow). Ricardo ma 22 Dec 2022	22 Dec 2022	Ricardo Cadima	Order Creation Downstream
r Undelivered Process Flow Gerardo Colace 18 Jan 2023	18 Jan 2023	Gerardo Colace	Order Status Upstream Undelivered
r Cancelation: new flow to be created Gerardo Colace 18 Jan 2023	18 Jan 2023	Gerardo Colace	Order Status Upstream Completed
ve need to differentiate the interactions with the consumers, for each order type? Anastasiya Chakuryna 28 Feb 3	28 Feb 2023	Anastasiya Chakuryna	Order Creation Downstream
r Cancellation Process Flow Gerardo Colace 29 Mar 2023	29 Mar 2023	Gerardo Colace	Order Status Upstream Cancellation
ne business requirements for SFSC integration Gerardo Colace 31 Mar 2023	31 Mar 2023	Gerardo Colace	SFSC Integration
ne business requirements for SFMC integration Gerardo Colace 31 Mar 2023	31 Mar 2023	Gerardo Colace	SFMC Integration
ne business flow for returns and refunds Gerardo Colace 31 Mar 2023	31 Mar 2023	Gerardo Colace	Refunds / returns
ne OMNI requirements for stock management Gerardo Colace 30 Apr 2023	30 Apr 2023	Gerardo Colace	Stock

ɿe OMNI requirements for catalog management Gerardo Colace 30 Apr 2023	30 Apr 2023	Gerardo Colace	Catalog

Complete Tasks

Description	Due date	Assignee	Task appears on
ɹest LeaniX Anastasiya Chakuryna 09 Dec 2022	09 Dec 2022	Anastasiya Chakuryna	Project Set up
ɹest SOFY: IOT COntrol Governance Anastasiya Chakuryna 12 Dec 2022	12 Dec 2022	Anastasiya Chakuryna	Project Set up
ɹest from Eugenia a process flow for invoicing DC2 Anastasiya Chakuryna 12 Dec 2022	12 Dec 2022	Anastasiya Chakuryna	Invoicing Capabilities
Ricardo if there will be a new S3 bucket that we need to set up Anastasiya Chakuryna 12 Dec 2022	12 Dec 2022	Anastasiya Chakuryna	Invoicing Capabilities
ɹest DEEP Account Anastasiya Chakuryna 13 Dec 2022	13 Dec 2022	Anastasiya Chakuryna	Project Set up
ple call from CPI to Mulesfot when an invoice is generated Gerardo Colace 18 Jan 2023	18 Jan 2023	Gerardo Colace	Invoicing Capabilities
ɹest Unified Order Status Structure from EPAM			Order Status Upstream Shipped
ɹr Cancelation: what's the waiting time for the LSP to declare the order cannot be prepared. [Lukasz]			Order Status Upstream Shipped

al Delivery / Partial Refund?: not a capability at the moment for DCE2 but, this is something that should be idered for the long-term view. Lukasz Polakowski How THG can handle Partial Deliveries. How Emails will be , etc. [future backlog]	Lukasz Polakowski	Order Status Upstream Shipped
uest Unified Order Status Structure from EPAM		Order Status Upstream Completed
uest current Order Creation Json from THG		Order Status Upstream Completed
r Cancelation: what’s the waiting time for the LSP to declare the order cannot be prepared. [Lukasz]		Order Status Upstream Completed
al Delivery / Partial Refund?: not a capability at the moment for DCE2 but, this is something that should be idered for the long-term view. Lukasz Polakowski How THG can handle Partial Deliveries. How Emails will be , etc. [future backlog]	Lukasz Polakowski	Order Status Upstream Completed
uest Unified Order Status Structure from EPAM		Order Status Upstream Pick & Pack
r Cancelation: what’s the waiting time for the LSP to declare the order cannot be prepared. [Lukasz]		Order Status Upstream Pick & Pack
al Delivery / Partial Refund?: not a capability at the moment for DCE2 but, this is something that should be idered for the long-term view. Lukasz Polakowski How THG can handle Partial Deliveries. How Emails will be , etc. [future backlog]	Lukasz Polakowski	Order Status Upstream Pick & Pack
e how S4Retail will manage the Order Types/Order Reasons, considering not only THG but also DCE2. Also idering some topics like Sampling (not available in DCE2 at this moment).		Order Creation Downstream

ıum data set to create an order in SAP - requested from Eduard from EPAM (email sent 08/12)	Order Creation Downstream
tionally, do you have the i04 template (between DCE2 and LSP), including the Marketplaces fields.	Order Creation Downstream
ıe Order Status will go to S4Retail and Commerce engine in parallel	Order Creation Downstream

Catalog

Business Processes epic readiness

Epic Link	TBC
Owner	Gerardo Colace
Status	OPEN **On the backlog MVP + 1 30 Apr 2023**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	Process Flow	TBC

Catalog Description

OPEN ISSUES

	Question	Status	Owner
	• Define OMNI requirements for catalog management Gerardo Colace 30 Apr 2023		

Invoicing Capabilities

Business Processes epic readiness

OPEN IN PROGRESS READY FOR DEVELOPMENT DONE

Epic Link	OMNI-1237 - P5 with THG Website: Invoicing (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT
Owner	Gerardo Colace
Status	READY FOR DEVELOPMENT **Jira Stories to be specked by** 21 Dec 2022
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Delivery/Pick-Up Process Flow (Invoice generation)	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Link2	Invoicing Solution Sweden	Marketing Cloud + MuleSoft Integration to deliver invoices for customers - P5 Oral Smokeless Platform - PMI DCE Confluence
Link3	DC2 Invoicing	2022.06 Phase 1 DCE2 and S4Retail Invoicing - OmniChannel - PMI DCE Confluence

Invoicing Capability

THG provides the Invoicing capabilities when THG is the merchant of records, if not, the feature is not available.

The Invoicing feature for P5-THG is about sending the PDF file back to a dedicated S3 folder, like DCE2.

Reuse the MuleSoft component for DCE2, to manage the orchestration of this feature with DCE2 and THG.

S4->CPI->Mulesoft->AWS S3 bucket

Useful info

P5 Solution Architecture >> [P5 Solution Architecture.png]

DCE2 Invoicing with S4 Retail >> 2022.06 Phase 1 DCE2 and S4Retail Invoicing - OmniChannel - PMI DCE Confluence

THG P5 Sweden Invoicing Solution:

Marketing Cloud + MuleSoft Integration to deliver invoices for customers - P5 Oral Smokeless Platform - PMI DCE Confluence

MVP

Email distribution for the invoice.

Align with the MVP (Denmark) to see how this will work.

Use P5 SFMC, as the email engine to communicate to the consumer.

Integration Document Invoicing DC2

Sample call from CPI to Mulesoft when an invoice is generated

OPEN ISSUES

	Question	Status	Assignee	Due Date
10	• Sample call from CPI to Mulesfot when an invoice is generated Gerardo Colace 18 Jan 2023	DONE	Gerardo Colace	
11	• Request from Eugenia a process flow for invoicing DC2 Anastasiya Chakuryna 12 Dec 2022	DONE	Anastasiya Chakuryna	
12	• Ask Ricardo if there will be a new S3 bucket that we need to set up Anastasiya Chakuryna 12 Dec 2022	DONE	Anastasiya Chakuryna	

Order Creation Downstream

Business Processes epic readiness

Epic Link	OMNI-1230 - P5 with THG Website: Order Creation Downstream (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT
Owner	Gerardo Colace
Status	IN PROGRESS **Tickets to be specked by 14 Dec 2022**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	LSP Document Sharing	Document Sharing from LSP - DCE 2.0 Home - PMI DCE Confluence
Link3	i07 Order Update LSP Rest API	I07 Order Update LSP REST API - DCE 2.0 Home - PMI DCE Confluence
Link4	Order Example Files	API Integration/Possible Scenarios and Order Example Files (Reseller Model) - DCE 2.0 Home - PMI DCE Confluence
Link5	THG API Docs	3PL integration - API documentation - P5 Oral Smokeless Platform - PMI DCE Confluence

Link6	Order Placement - Online P5 with THG	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence

Order Creation Downstream

Sales Order Export >> Fulfilment

THG will send the Sales Orders to S4Retail, via Mulesoft, using API.

01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence

Useful info

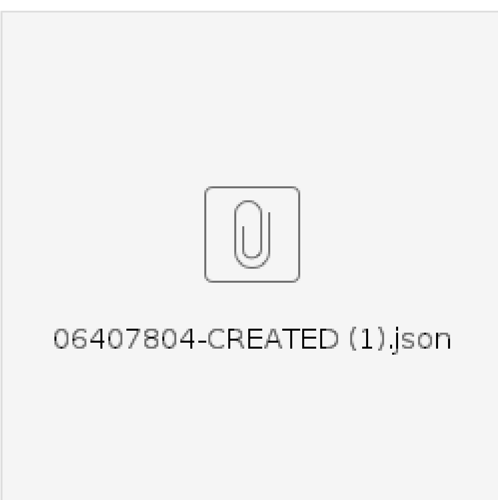
The MVP for Denmark and Sweden is about THG exporting data, using Jitterbit, to SAP P1. SAP P1 will then reuse some features to export this information to the LSP, for fulfillment purposes.

Specs for DCE2: Document Sharing from LSP - DCE 2.0 Home - PMI DCE Confluence

Details of the endpoints exposed by Mulesoft - https://confluence.pmidce.com/display/DCE20HOME/I07+Order+Update+LSP+REST+API

Example files are available in this part https://confluence.pmidce.com/pages/viewpage.action?pageId=412126243 (refer to the json – RECEIVED, PROCESSED, SHIPPED, COMPLETED and RETURNED).

Json example S4



Minimum fields for creating and order in SAP

CPI Mapping_SAL...OMDAT2 (1).xlsx

Sales Document Type corresponds to Order type or another meaning in THG. if I’m not mistaken it can be Sample, Pre-Order, Forward order. (99% Return is out of THG scope I believe).

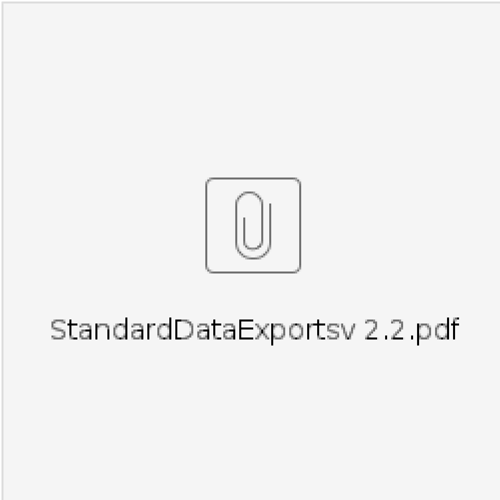
3 below field are static and can be filled by constants. For instance,

Sales Organization = CH40
Distribution Channel = 15
Division = 00

Sales Document Item is actually number of Order line item which uniquely identifies the items in a document. Can be 1,2,3,etc.

Target quantity unit of measure is ISO code of unit of measure of ordered line item. For instance PCE - piece, CT - Carton.

THG Standard Data Export



Standard Data Exports: (Attached) This is already transferred to PMI via SFTP, so you already have access to this data.

Whats in it?

1. Customers
2. Orders
3. Shipments
4. Returns
5. Refunds
6. CRM Opt-In Changes
7. CRM Engagement
8. Products
9. Stock Adjustments
10. Stock Receipts
11. Customer Deletes
12. Customer Profiling
13. Abandon Basket
14. SMS Sign Up
15. Email Sign Up

APIs (Via Middleware)

Whats in it?

https://api.thgingenuity.com/doc/overview

https://thehutgroup.github.io/Horizon-Public-Docs/

Order Creation Upstream

About the Order Status Update,

S4Retail >> SCPI will call Mulesoft API, that will later do the Consumer Journey Orchestration (invoking THG to update the Order Status)

Useful info

01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence

THG API docs: 3PL integration - API documentation - P5 Oral Smokeless Platform - PMI DCE Confluence

Useful info

THG API docs: 3PL integration - API documentation - P5 Oral Smokeless Platform - PMI DCE Confluence

P5 Transactional Emails >> THG transactional e-mails - P5 Oral Smokeless Platform - PMI DCE Confluence

Specs for DCE2: Document Sharing from LSP - DCE 2.0 Home - PMI DCE Confluence

Details of the endpoints exposed by Mulesoft - https://confluence.pmidce.com/display/DCE20HOME/I07+Order+Update+LSP+REST+API

Example files are available in this part https://confluence.pmidce.com/pages/viewpage.action?pageId=412126243 (refer to the json – RECEIVED, PROCESSED, SHIPPED, COMPLETED and RETURNED).

Order Types

Sales Orders vs Sampling vs Pre-Orders

Business Flows:

1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence

OPEN ISSUES

	Question	Status	Owner
1	• Minimum data set to create an order in SAP - requested from Eduard from EPAM (email sent 08/12)	DONE	Anastasiya Chakuryna
2	• **22 Dec 2022**Full Data Mapping between platforms Mulesoft <<>> S4 Retail Ricardo Cadima • (1) S4Retail will receive all the updates and then, distribute them across the Commerce engines, considering the Order Extended Model Data Ricardo Cadima 22 Dec 2022 • Do you remember what's the data that DCE2 is using when updating the Order Status ? Are we using ChannelAdvisorID or MarketplaceID (e.g., Amazon, eBay) Ricardo Cadima 22 Dec 2022 **Warning: no VAT calculation in THG.**	IN PROGRESS **07/12**	Ricardo Cadima
3	• Additionally, do you have the i04 template (between DCE2 and LSP), including the Marketplaces fields. If you have any specs, please share. Lukasz Polakowski provided example of DCE2: DCE 2 LSP Documentation - DCE 2.0 Home - PMI DCE Confluence	DONE	Gerardo Colace
4	• Full Data Mapping between THG <<>> Mulesoft Ricardo Cadima 22 Dec 2022 Consider other fields that are not THG, that might be important to perform the Consumer Journey Orchestration (e.g. SFMC, SFSC, CDP/DO, others)	IN PROGRESS awaiting availability from THG	Anastasiya Chakuryna Ricardo Cadima
5	• Detailed Solution Design to define how THG >> Mulesoft >> SCPI >> S4Retail will work. Ricardo Cadima 22 Dec 2022	IN PROGRESS	Anastasiya Chakuryna Ricardo Cadima
6	• Explore options around reutilizing the Mulesoft APIs for DCE2 (for the i07 Sales Order Update data flow). Ricardo Cadima 22 Dec 2022 *Specs for DCE2: LSP flows file based - I07 & I09 testing guide - DCE 2.0 Home - PMI DCE Confluence* Sales Order Update API, invoking DCE2 APIs, nothing different to be reused in the future?	IN PROGRESS	Ricardo Cadima
7	decide within PMI if: • (2) the Order Status will go to S4Retail and Commerce engine in parallel	DONE	Anastasiya Chakuryna

8	• Can Lukasz Polakowski send an example of how the trackingID and all data points is delivered to S4 • this has been provided example of DCE2: DCE 2 LSP Documentation - DCE 2.0 Home - PMI DCE Confluence	DONE	Anastasiya Chakuryna majority of LSPs can share the tracking link with the consumer
9	• Define how S4Retail will manage the Order Types/Order Reasons, considering not only THG but also DCE2. Also considering some topics like Sampling (not available in DCE2 at this moment).	DONE	Arnab Bhattacharyya
10	• Order Type/Reason/Channels: how to differentiate (in S4Retail) the different orders type (Pre Orders, Sampling, Sales Orders) to potentially customize the consumer journeys (and other features) [Arnab + EPAM] Speak to Arnab and EPAM Gerardo Colace 22 Dec 2022	IN PROGRESS	Gerardo Colace Anastasiya Chakuryna
11	• Do we need to differentiate the interactions with the consumers, for each order type? Anastasiya Chakuryna 28 Feb 2023 Examples: • different emails • different notifications • special packaging • others This is dependent on CDP, hence in future backlog	FUTURE FEATURE	Anastasiya Chakuryna

Order Status Upstream Cancellation

- Business Processes epic readiness
- Related artefacts
- OPEN ISSUES

Business Processes epic readiness

Epic Link	TBC
Owner	Gerardo Colace
Status	IN PROGRESS **Awaiting on Gerardo on BPR 29 Mar 2023**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence

Order Status Cancellation

OPEN ISSUES

	Question	Status	Owner
10	• Order Cancellation Process Flow Gerardo Colace 29 Mar 2023	IN PROGRESS	Gerardo Colace

Order Status Upstream Completed

Business Processes epic readiness

Epic Link	OMNI-1232 - P5 with THG Website: Order Update Upstream Completed (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT
Owner	Gerardo Colace
Status	IN PROGRESS **Jira Stories to be defined by 15 Dec 2022**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Order Example Files	API Integration/Possible Scenarios and Order Example Files (Reseller Model) - DCE 2.0 Home - PMI DCE Confluence
Link2	Creation /Placement Order Flow	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Link3	Fulfilment Order Flow	2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Link4	Delivery /Pick-Up Order Flow	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

Order Statuses

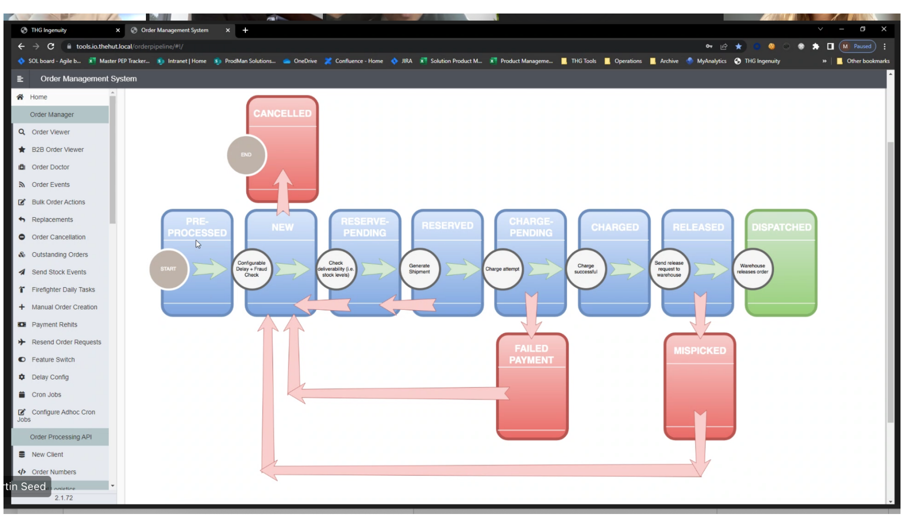
S4Retail >> SCPI will call Mulesoft API, that will later do the Consumer Journey Orchestration (invoking THG to update the Order Status). We are expecting the following statuses to be exchanged between THG and S4 retail: Order received, Picked/Packed, Order Shipped, Order Delivered.

Mulesoft will send Order Status Update to CPI with order status information

Example files are available in this part https://confluence.pmidce.com/pages/viewpage.action?pageId=412126243 (refer to the json – RECEIVED, PROCESSED, SHIPPED, COMPLETED and RETURNED).

		Description	THG STATUS
1	RECEIVED	Order Received by LSP / Order created by THG	NEW *Order level status
2	PROCESSED	Order Pick& Pack by LSP / Intermediate	RELEASED *Order level status
3	CANCELLED	Order Cancelled by S4 / Order cancelled initiated by customer on front end	CANCELLED *Shipment level status
4	SHIPPED	Order shipped by LSP	DISPATCHED *Shipment level status
5	COMPLETED	Order Delivered to consumer	??? *Shipment level status
6	UNDELIVERED	Order not delivered	MISPICKED *Shipment level status

THG Statuses



Order Statuses - process flows

THG (last update Nov-2022)

DIRECT SALES – Overview

- **Sales Orders** ACTIVE

The Sales flows below describe the process of the purchasing journey done via Website with Home Delivery.

L2 Capability	Link AS-IS
Creation/Placement	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Fulfillment	2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Delivery/Pick-Up	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

- **Sampling Orders** TO BE CONFIRMED

The Sampling flows below describe the process of the purchasing journey done via Website with Home Delivery.

L2 Capability	Link AS-IS
Creation/Placement	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Fulfillment	2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Delivery/Pick-Up	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

Info: [sampling] API Integration/Possible Scenarios and Order Example Files (Direct Model) - DCE 2.0 Home - PMI DCE Confluence

- **Sales Pre-Order** TO BE CONFIRMED

The Sales Pre-Order flow describes the process of the purchasing journey of a product that is on pre-sale. The order is placed on the Website with Home Delivery/Pick-up Points.

L2 Capability	Link AS-IS
Creation/Placement	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Fulfillment	2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Delivery/Pick-Up	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

Order Update Pick & Pack Status

OPEN ISSUES

	Question	Status	Owner
1	• Request Unified Order Status Structure from EPAM	CLOSED	Anastasiya Chakuryna
2	• Request current Order Creation Json from THG	IN PROGRESS	Anastasiya Chakuryna
3	• Partial Delivery / Partial Refund?: not a capability at the moment for DCE2 but, this is something that should be considered for the long-term view. Lukasz Polakowski How THG can handle Partial Deliveries. How Emails will be sent, etc. [future backlog]	FUTURE FEATURE	today THG doesn't handle partial deliveries
4	• Order Cancelation: what’s the waiting time for the LSP to declare the order cannot be prepared. [Lukasz]	CLOSED	Lukasz Polakowski it depends on the LSP, but usually its within the same day when order is exported to LSP
6	• Order Cancelation: new flow to be created Gerardo Colace 18 Jan 2023	OPEN	Gerardo Colace

Order Status Upstream Pick & Pack

Business Processes epic readiness

Epic Link	OMNI-1231 - P5 with THG Website: Order Update Upstream Pick & Pack (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT
Owner	Gerardo Colace
Status	IN PROGRESS **stories to be specked 16 Dec 2022**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	LSP Document Sharing	Document Sharing from LSP - DCE 2.0 Home - PMI DCE Confluence
Link3	i07 Order Update LSP Rest API	I07 Order Update LSP REST API - DCE 2.0 Home - PMI DCE Confluence
Link4	Order Example Files	API Integration/Possible Scenarios and Order Example Files (Reseller Model) - DCE 2.0 Home - PMI DCE Confluence

Link5	THG API Docs	3PL integration - API documentation - P5 Oral Smokeless Platform - PMI DCE Confluence
Link6	Order Placement - Online P5 with THG	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence

Order Statuses

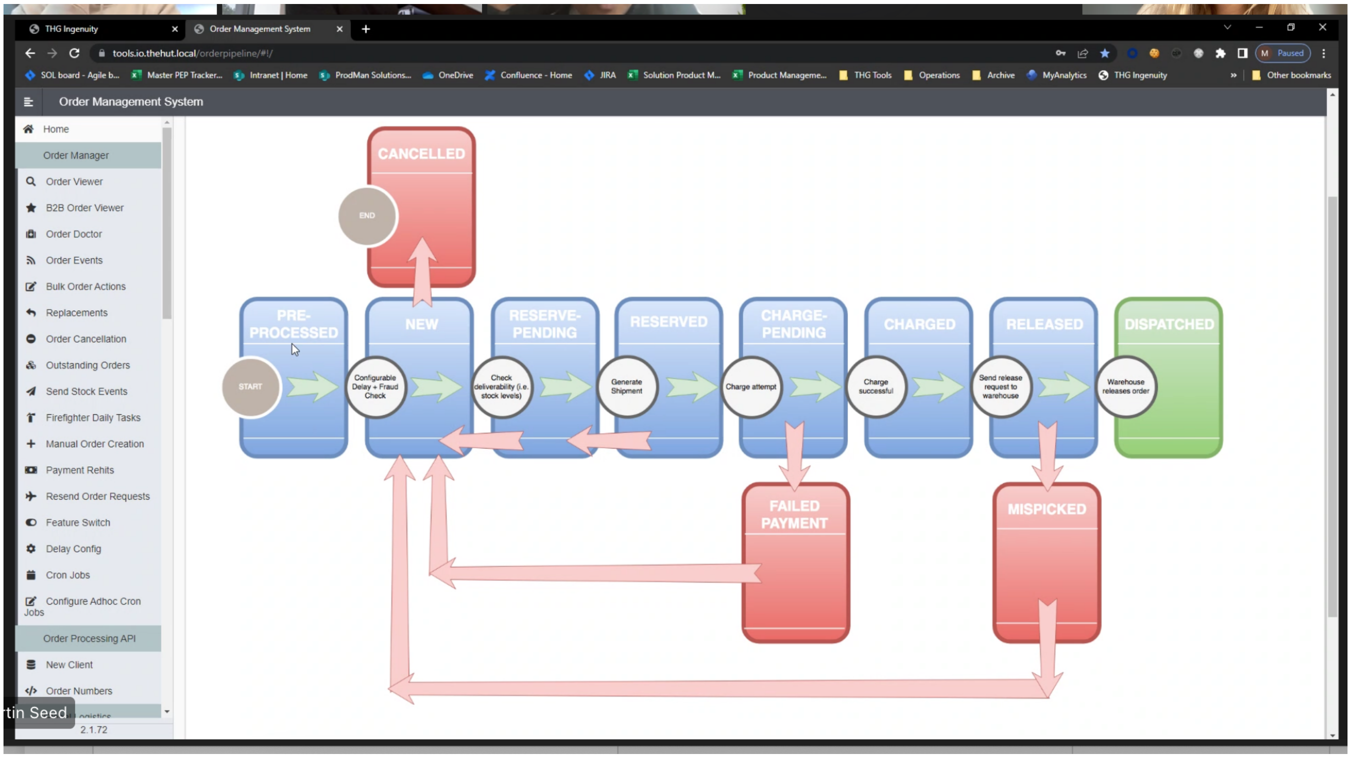
S4Retail >> SCPI will call Mulesoft API, that will later do the Consumer Journey Orchestration (invoking THG to update the Order Status). We are expecting the following statuses to be exchanged between THG and S4 retail: Order received, Picked/Packed, Order Shipped, Order Delivered.

Mulesoft will send Order Status Update to CPI with order status information

Example files are available in this part https://confluence.pmidce.com/pages/viewpage.action?pageId=412126243 (refer to the json – RECEIVED, PROCESSED, SHIPPED, COMPLETED and RETURNED).

		Description	**THG STATUS**
1	RECEIVED	Order Received by LSP / Order created by THG	NEW *Order level status
2	PROCESSED	Order Pick& Pack by LSP / Intermediate	RELEASED *Order level status
3	CANCELLED	Order Cancelled by S4 / Order cancelled initiated by customer on front end	CANCELLED *Shipment level status
4	SHIPPED	Order shipped by LSP	DISPATCHED *Shipment level status
5	COMPLETED	Order Delivered to consumer	??? *Shipment level status
6	UNDELIVERED	Order not delivered	MISPICKED *Shipment level status

THG Statuses



Order Statuses - process flows

THG (last update Nov-2022)

DIRECT SALES – Overview

- **Sales Orders** ACTIVE

The Sales flows below describe the process of the purchasing journey done via Website with Home Delivery.

L2 Capability	Link AS-IS
Creation/Placement	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Fulfillment	2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Delivery/Pick-Up	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

Sampling Orders TO BE CONFIRMED

The Sampling flows below describe the process of the purchasing journey done via Website with Home Delivery.

L2 Capability	Link AS-IS
Creation/Placement	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Fulfillment	2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Delivery/Pick-Up	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

Info: [sampling] API Integration/Possible Scenarios and Order Example Files (Direct Model) - DCE 2.0 Home - PMI DCE Confluence

Sales Pre-Order TO BE CONFIRMED

The Sales Pre-Order flow describes the process of the purchasing journey of a product that is on pre-sale. The order is placed on the Website with Home Delivery/Pick-up Points.

L2 Capability	Link AS-IS
Creation/Placement	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Fulfillment	2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Delivery/Pick-Up	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

Order Update Pick & Pack Status

OPEN ISSUES

	Question	Status	Owner
1	• Request Unified Order Status Structure from EPAM	CLOSED	Anastasiya Chakuryna

2	• Request current Order Creation Json from THG	IN PROGRESS	Anastasiya Chakuryna
3	• Partial Delivery / Partial Refund?: not a capability at the moment for DCE2 but, this is something that should be considered for the long-term view. Lukasz Polakowski How THG can handle Partial Deliveries. How Emails will be sent, etc. [future backlog]	FUTURE FEATURE	today THG doesn't handle partial deliveries
4	• Order Cancelation: what's the waiting time for the LSP to declare the order cannot be prepared. [Lukasz]	CLOSED	Lukasz Polakowski it depends on the LSP, but usually its within the same day when order is exported to LSP
5	• Clarify when THG will do the money capturing (1) order placement (2) order shipment [Selsa] Relevant for refunds and invoicing	IN PROGRESS	Selsa Pinto Anastasiya Chakuryna
6	• Order Cancelation: new flow to be created [Gerardo]	OPEN	Gerardo Colace
10	• Order Undelivered Process Flow	IN PROGRESS	Gerardo Colace

Order Status Upstream Shipped

- Business Processes epic readiness
- THG Statuses
- Order Statuses - process flows
- THG (last update Nov-2022)
- DIRECT SALES – Overview
- Sales Orders ACTIVE
- Sampling Orders TO BE CONFIRMED
- Sales Pre-Order TO BE CONFIRMED
- Order Update Pick & Pack Status
- OPEN ISSUES

Business Processes epic readiness

Epic Link	**OMNI-1233** - P5 with THG Website: Order Update Upstream Shipped (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT
Owner	Gerardo Colace
Status	IN PROGRESS **Jira tickets to be specked w/c 16 Dec 2022**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
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Link6	Order Placement - Online P5 with THG	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence

Order Statuses

S4Retail >> SCPI will call Mulesoft API, that will later do the Consumer Journey Orchestration (invoking THG to update the Order Status). We are expecting the following statuses to be exchanged between THG and S4 retail: Order received, Picked/Packed, Order Shipped, Order Delivered.

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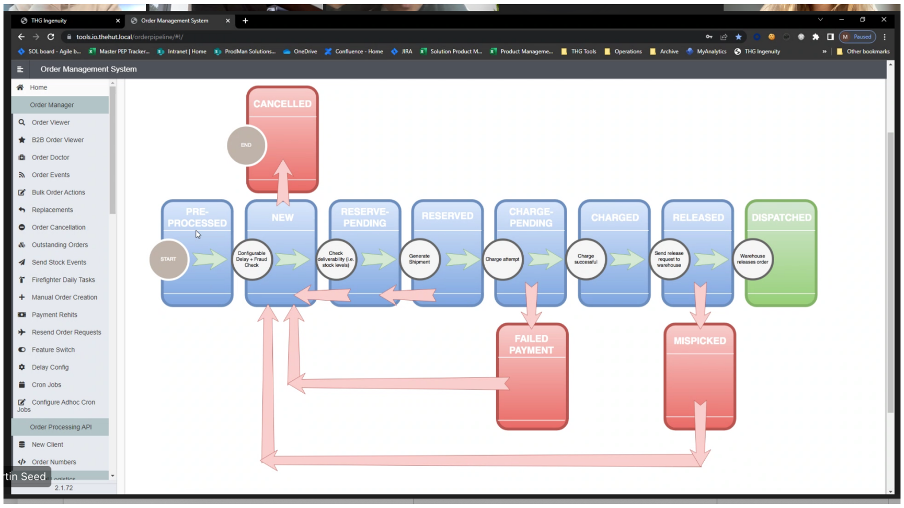
5	COMPLETED	Order Delivered to consumer	??? *Shipment level status
6	UNDELIVERED	Order not delivered	MISPICKED *Shipment level status

THG Statuses



Order Statuses - process flows

THG (last update Nov-2022)

DIRECT SALES – Overview

- ### Sales Orders ACTIVE

The Sales flows below describe the process of the purchasing journey done via Website with Home Delivery.

L2 Capability	Link AS-IS
Creation/Placement	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
Fulfillment	2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
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- ### Sampling Orders TO BE CONFIRMED

The Sampling flows below describe the process of the purchasing journey done via Website with Home Delivery.

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Info: [sampling] API Integration/Possible Scenarios and Order Example Files (Direct Model) - DCE 2.0 Home - PMI DCE Confluence

Sales Pre-Order TO BE CONFIRMED

The Sales Pre-Order flow describes the process of the purchasing journey of a product that is on pre-sale. The order is placed on the Website with Home Delivery/Pick-up Points.

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Delivery/Pick-Up	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

Order Update Pick & Pack Status

OPEN ISSUES

	Question	Status	Owner
1	• Request Unified Order Status Structure from EPAM	CLOSED	Anastasiya Chakuryna
2	• Request current Order Creation Json from THG	IN PROGRESS	Anastasiya Chakuryna
3	• Partial Delivery / Partial Refund?: not a capability at the moment for DCE2 but, this is something that should be considered for the long-term view. Lukasz Polakowski How THG can handle Partial Deliveries. How Emails will be sent, etc. [future backlog]	FUTURE FEATURE	today THG doesn't handle partial deliveries

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6	• Order Cancelation: new flow to be created [Gerardo]	OPEN	Gerardo Colace
10	• Order Undelivered Process Flow	IN PROGRESS	Gerardo Colace

Order Status Upstream Undelivered

Business Processes epic readiness

Epic Link	**OMNI-1234** - P5 with THG Website: Order Undelivered (Direct Sales Model) EPIC IN DESIGN & ASSESSMENT
Owner	Gerardo Colace
Status	IN PROGRESS **Awaiting on Gerardo on BPR 21 Dec 2022**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	LSP Document Sharing	Document Sharing from LSP - DCE 2.0 Home - PMI DCE Confluence
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Order Statuses

S4Retail >> SCPI will call Mulesoft API, that will later do the Consumer Journey Orchestration (invoking THG to update the Order Status). We are expecting the following statuses to be exchanged between THG and S4 retail: Order received, Picked/Packed, Order Shipped, Order Delivered.

Mulesoft will send Order Status Update to CPI with order status information

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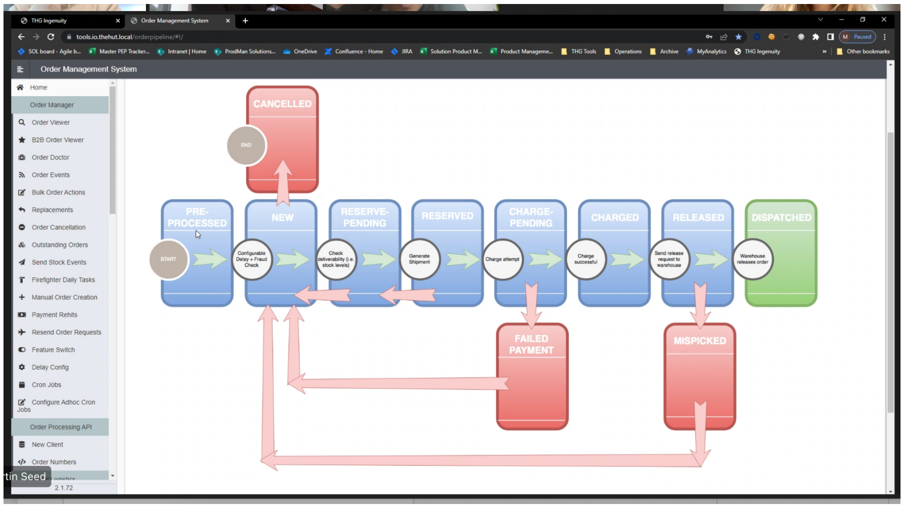
THG Statuses



Order Statuses - process flows

THG (last update Nov-2022)

DIRECT SALES – Overview

- ### Sales Orders ACTIVE

The Sales flows below describe the process of the purchasing journey done via Website with Home Delivery.

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- ### Sampling Orders TO BE CONFIRMED

The Sampling flows below describe the process of the purchasing journey done via Website with Home Delivery.

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Info: [sampling] API Integration/Possible Scenarios and Order Example Files (Direct Model) - DCE 2.0 Home - PMI DCE Confluence

- **Sales Pre-Order** TO BE CONFIRMED

The Sales Pre-Order flow describes the process of the purchasing journey of a product that is on pre-sale. The order is placed on the Website with Home Delivery/Pick-up Points.

L2 Capability	Link AS-IS
Creation/Placement	1.a) Order Placement - Online (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED
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Delivery/Pick-Up	3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence TO BE REVIEWED

Order Update Pick & Pack Status

OPEN ISSUES

	Question	Status	Owner
10	• Order Undelivered Process Flow Gerardo Colace 18 Jan 2023	IN PROGRESS	Gerardo Colace

Project Set up

Business Processes epic readiness

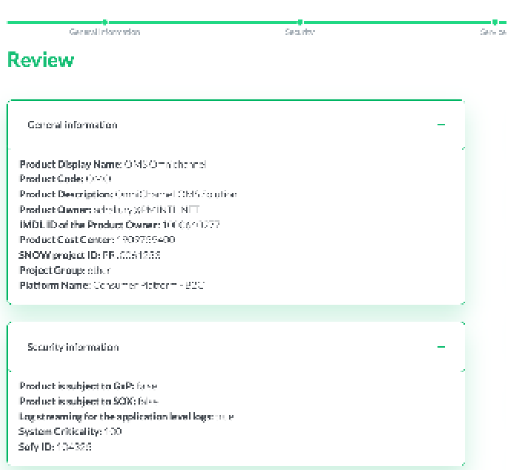
Epic Link	TBC
Owner	Anastasiya Chakuryna
Status	OPEN **On the backlog MVP + 1 31 Mar 2023**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1		
Link2		

Project Set Up

Deep Account request details:



Roadmap

TBC

Sprint Planning

based on capacity 2 weekly sprint and 40 points per sprint

Sprint	Points equivalent	Date	Feature Covered
0	Set up	14.12 - 27.12	Infra set up + Jira + Solution Design
1	34	11.01 - 24.01	Order Creation Downstream
2	42	25.01 - 07.02	Order Creation Downstream
3	40	08.02 - 21.02	Order Creation Upstream
4	40	22.02 - 07.03	Order Creation Upstream
5	54	08.30 - 21.03	Order Creation Upstream
6	40	22.03 - 04.04	Order Creation Upstream
7	20	05.04 - 18.04	Order Creation Upstream
8	34	19.04 - 02.05	Refunds
9	34	03.05 - 16.05	Returns
10	40	17.05 - 30.05	Invoicing
11	34	01.06- 13.06	Invoicing
12	34	14.06 - 27.06	Invoicing
SUM	**346**	**end of April**	**Sampling and eComm delivered for P5 product in Switzerland by the end of April**

Consgovs + EPICs

Consgov	Level 1 (epic)	Level 2 (Story)	Sprints	T-Shirt Size (based on Effort) WIP	Team	Useful Docs

Enabling sampling capabilities for P5 products [CONSGOV-9557] [Omni B2C THG] Phase 1 // Enabling Sampling capabilities into S4 Retail (LSP, FSP) - PMI DCE JIRA	Order Creation Downstream - Website [OMNI-1230] P5 with THG Website: Order Creation Downstream (Direct Sales Model) - PMI DCE JIRA --- 01 Omni Channel // B2C Website THG – integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence	Receive Order From THG	1	34	Merkle	
		Send Order Creation to S4 Retail (SCPI)	2	34	Merkle	
		Order Confirmation Email Sampling				
		Order Confirmation Email eComm				
		Order Creation in CDP				
		Order Creation in SFSC				
		Order Creation in SFMC				
	Order Update Upstream Pick & Pack - Website Jira EPIC link: [OMNI-1231] P5 with THG Website: Order Update Upstream Pick & Pack (Direct Sales Model) - PMI DCE JIRA Business Flow: 2.b) Order Fulfillment - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence	Story: 1. Send update THG 2. Send email to Custom er	3	20	Merkle	

Order Update Upstream Delivery Completed - Website Jira EPIC link: [OMNI-1232] P5 with THG Website: Order Update Upstream Completed (Direct Sales Model) - PMI DCE JIRA ----- Business Flow: 3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence	1. Send update THG 2. Send email to Customer	3	20	Merkle	
Order Update Upstream Shipment - Website Jira Epic link: [OMNI-1233] P5 with THG Website: Order Update Upstream Shipped (Direct Sales Model) - PMI DCE JIRA ----- Business flow: 3.b) Order Delivery - WareHouse Stock (P5 with THG) - DCE 2.0 Home - PMI DCE Confluence	1. Send update THG 2. Send email to Customer	5	34	Merkle	

	Undelivered - Website Jira Epic link: [OMNI-1234] P5 with THG Website: Order Undelivered (Direct Sales Model) - PMI DCE JIRA Business Flow: TBC	Missing Delivery - Website Replacements - website	6	20	Merkle	1.10 Missing Delivery (Partial or Total) - OmniChannel - PMI DCE Confluence 1.9 Undelivered Return - OmniChannel - PMI DCE Confluence
Enabling eComm capabilities for P5 products (Switzerland)	Refunds - Website	Automated Refunds	8	34	Merkle	
	Returns - Website	Automatic Returns	9	34	Merkle	
	Invoicing - Website	Invoicing Generation	10	34	Merkle	
		Invoicing Distribution	11	34	Merkle	
		Invoicing Storage on S3	12	20	Merkle	
		Tax Breakdown	12	13	Merkle	

Development Effort Indication

T-Shirt Size	Points equivalent
XS	5
S	13
M	20
L	34
XL	55
XXL	89

XXXL	144

List of Features

Feature Covered	
Pre-Order	
Order Confirmation Email	
Cancellation within Grace period	OOB with THG - 30 min after placing order
Infra set up + Jira + Solution Design	
Order Creation Downstream	
Order Creation Downstream	
Order Creation Upstream	
Order Creation Upstream	
Order Creation Upstream	
Order Creation Upstream	
Order Creation Upstream	
Refunds	
Returns	
Invoicing	
Invoicing	
Invoicing	
Sampling and eComm delivered for P5 product in Switzerland by the end of April	

OPEN ISSUES

	Question	Status	Owner
	• Request LeaniX Anastasiya Chakuryna 09 Dec 2022		

	• Request SOFY: IOT COntrol Governance Anastasiya Chakuryna 12 Dec 2022		
	• Request DEEP Account Anastasiya Chakuryna 13 Dec 2022		
	• Set Up services like SQS, SNS Ricardo Cadima 21 Dec 2022		
	• Backlog Grooming Anastasiya Chakuryna 15 Dec 2022		
	• Jira Dashboard Set up Anastasiya Chakuryna 19 Dec 2022		
	• Roadmap Confirmation Anastasiya Chakuryna 20 Dec 2022		

Refunds / returns

Business Processes epic readiness

Epic Link	OMNI-1200 - Returns/Refunds EPIC OPEN
Owner	Gerardo Colace
Status	OPEN **On the backlog MVP + 1 31 Mar 2023**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	Process Flow	TBC

Refunds & Return Description

OPEN ISSUES

	Question	Status	Owner
	• Define business flow for returns and refunds Gerardo Colace 31 Mar 2023		

SFMC Integration

Business Processes epic readiness

Epic Link	TBC
Owner	Gerardo Colace
Status	OPEN **On the backlog MVP + 1 31 Mar 2023**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	Process Flow	TBC

SFMC Description

OPEN ISSUES

	Question	Status	Owner
	• Define business requirements for SFMC integration Gerardo Colace 31 Mar 2023		

SFSC Integration

Business Processes epic readiness

Epic Link	TBC
Owner	Gerardo Colace
Status	OPEN **On the backlog MVP + 1 31 Mar 2023**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	Process Flow	TBC

SFSC Description

OPEN ISSUES

	Question	Status	Owner
	• Define business requirements for SFSC integration Gerardo Colace 31 Mar 2023		

Stock

Business Processes epic readiness

Epic Link	TBC
Owner	Gerardo Colace
Status	OPEN **On the backlog MVP + 1 30 Apr 2023**
Approver IT	Sathish Kumar Ramadoss
Approver Business	Gerardo Colace

Related artefacts

Link1	Solution architecture	01 Omni Channel // B2C Website THG -- integration with SAP CAR / S4Retail - OmniChannel - PMI DCE Confluence
Link2	Process Flow	TBC

Catalog Description

OPEN ISSUES

	Question	Status	Owner
	• Define OMNI requirements for stock management Gerardo Colace 30 Apr 2023		

Project Management

2023.03 CEGID integration with SAP CAR and S4Retail

1. Useful Links

CONSGOV:

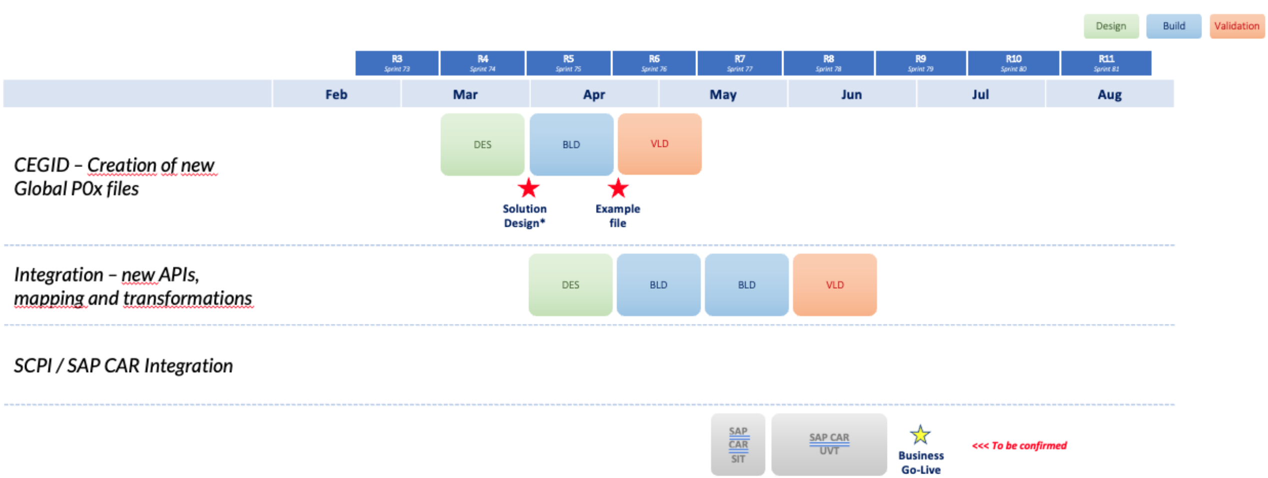
CONSGOV-5545 - [Omni CEGID] Integrate with SAP CAR and S4Retail // MVP IN DESIGN

EPIC:

JIRA BACKLOG:

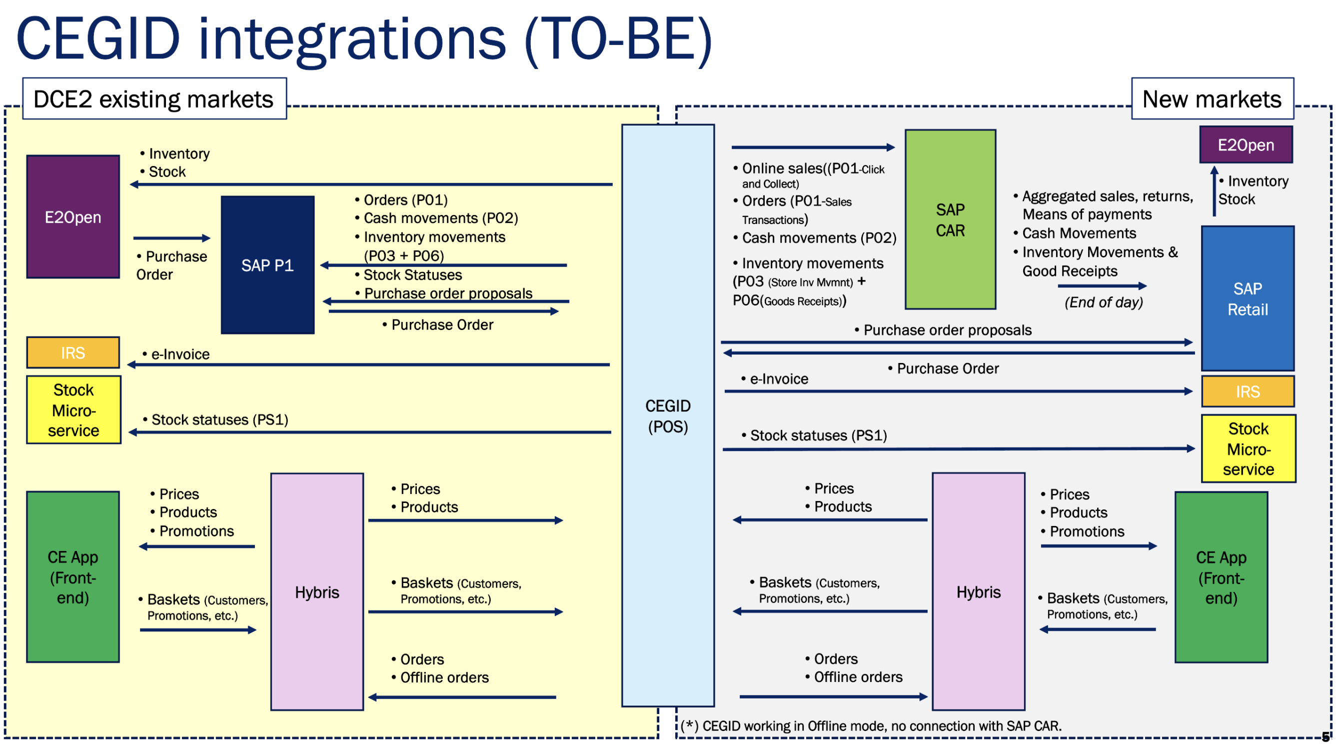
SOLUTION ARCHITECTURE: 03.3.2.03 Sol. Architecture CEGID with SAP CAR, S4 Retail - OmniChannel - PMI DCE Confluence

2. High Level Plan



- **Solution Design in Confluence describing new file structure and content*
- *DCE2 Release information >* 07.13 Release Management - DCE 2.0 Home - PMI DCE Confluence

3. Architecture



Solution Design - CEGID integration with SAP CAR and S4Retail

DRAFT

Main goal is to integrate CEGID with SAP CAR / S4Retail using file based approach.

1. Overview

In the current landscape, the key features in regards of CEGID integration are listed below:

CEGID is used as a Fixed POS and Mobile POS. On these 2 devices the available features are: sales, returns, replacements, promotions, receipt printing, cash management, availability of different payment methods, managing stock takes, transfers within stores/ warehouses, replenishments, goods receptions, reverse logistics to suppliers or warehouses, offline mode to perform transactions, reporting, tax calculations.

CEGID is integrated with Hybris, product and price master data is in PIM.

CEGID is integrated with SAP to send the information about sales, cash movements and stock statuses.

CEGID is integrated with Stock Microservice to send deltas of the stock every 15 minutes, and, at the end of the day, a full sync is sent.

CEGID operates in terms of EAN code.

2. Scope

Core Integration flow CEGID - SAP

This is to enable to core flow of sales (P01), cash movements (P02) and inventory movements (P03) and ensure that any market (standalone or DCE2) can send the data to SAP in case they are direct model

3. Principles

CEGID will expose all data available.

No customisation on CEGID.

No new capabilities will be implemented as part of this implementation.

4. Assumptions

CEGID integration with SAP P1 will not change/be impacted.

CEGID (almost) live streaming data through MuleSoft to Stock MiSe will not change/be impacted.

PDx files (PD2, PD3, PD6) will remain as today.

5. Impacted Components

#	Platform	Impact
1	CEGID	Generate new files containing all data available in CEGID and make files available on CEGID SFTP on hourly basis.
2	MuleSoft	Mulesoft to take CEGID file, transform it into current different files (P01, P02 and P03) and share them with SCPI.
3	SCPI	Expose Rest API endpoint for MuleSoft to connect to in order to export the data

6. Business Models

Below are mentioned the 3 business models and their CAR/Retail integration options:

models to integrate CEGID with SAPCAR-Retail.xlsx

Business Model	Description	Example	SAP integration for financial reconciliation (AS-IS)	Micro-Service integration for stock availability (AS-IS) (only in DCE2 markets, not standalone)	CAR/Retail integration for financial reconciliation (TO-BE)	Stock availability integration with CAR/Retail (TO-BE Option 1)	Stock availability integration with CAR/Retail (TO-BE Option 2)
Direct Model	PMI owns the stock PMI takes the payment	CH, MX	P01 (sales) P02 (cash) P03 (inventory)	PS1 (daily full stock snapshot) PS2 (delta stock snapshot)	P01 (sales) P02 (cash) P03 (inventory) (Or rather their API equivalent)	P01 P03 (Or rather their API equivalent)	PS1 (daily full stock snapshot) PS2 (delta stock snapshot)
Consignment Model	PMI owns the stock 3rd party takes the payment	CZ	P01 (sales) P03 (inventory)	PS1 (daily full stock snapshot) PS2 (delta stock snapshot)	P01 P03 (Or rather their API equivalent)	P01 P03 (Or rather their API equivalent)	PS1 (daily full stock snapshot) PS2 (delta stock snapshot)
Reseller		UK	None		None	P01	

Model	3rd party owns the stock 3rd party takes the payment			PS1 (daily full stock snapshot) PS2 (delta stock snapshot)		P03 (Or rather their API equivalent)	PS1 (daily full stock snapshot) PS2 (delta stock snapshot)

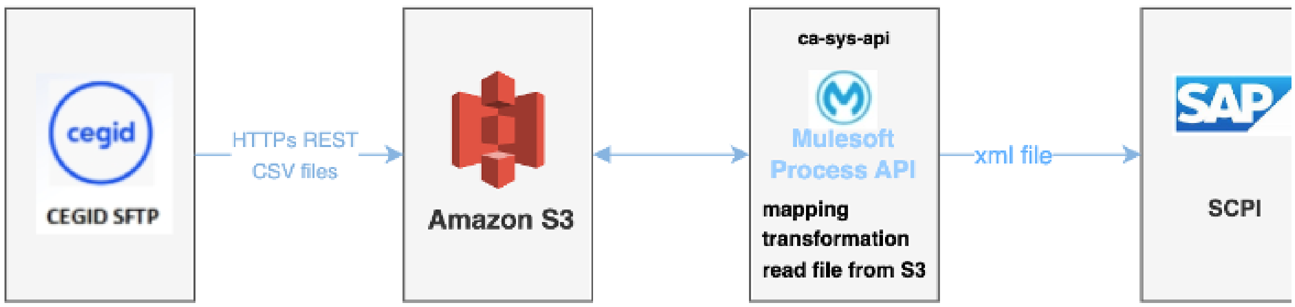
7. List of interfaces

	ID	Name/Description	From	To
Core Integration	P01	Sales	CEGID	SAP
	P02	Cash movements	CEGID	SAP
	P03	Inventory movements	CEGID	SAP
	PS1	Daily full stock status	CEGID	SAP
Stock status	PS1	Daily full stock status	CEGID	Stock MiSe
	PS2	Delta stock snapshot, every 15 minutes	CEGID	Stock MiSe
Integrated replenishment (via POP)	POP (P04)		CEGID	SAP
	PO (=PD2)		SAP	CEGID
	DN (PD3)		SAP	CEGID
	P06	PO confirmation	CEGID	SAP
Integrated replenishment (without POP) (= e2open flow)	PO (=PD6)		SAP (E2Open created PO in SAP)	CEGID
	DN		SAP	CEGID
	P06	PO confirmation	CEGID	SAP
Manual replenishment		Special input (manually in Cegid on specific movement reason that SAP maps)	SAP (manual creation of PO)	CEGID
	P03	Inventory movements	CEGID	SAP

8. Logical

The process is composed by 3 main flows:

1. File Generation (CEGID)
2. File Transformation (MuleSoft)
3. Files export to SCPI



8.1. File Generation (CEGID)

CEGID will expose all the available information in global P0x files (CSV format).

Global file will be available on CEGID SFTP on hourly basis.

Solution Design in Confluence describing new file structure and content expected by March 30th

8.2. File Transformation (MuleSoft)

Integration solution will take the file and share the content with CAR.

Integration of CEGID with SAPCAR will be done using S3 folders > Mulesoft > SCPI.

MuleSoft will be responsible to transform the file into the different files used today (P01, P02 and P03) and puse the files to S3.

8.3. Files export to SCPI

SAPCAR expects to receive the same format file that CEGID is currently exporting to SAP P1.

SAP CPI implicitly iterate over the file calling the SAP/BAPI/BAPI_POSTCR/CREATE

9. Physical

10. Logging, Monitoring and Alerting

11. NFRs

Solution Design Tracker - CEGID

Useful Links

CONSGOV:

CONSGOV-5545 - [Omni CEGID] Integrate with SAP CAR and S4Retail // MVP IN DESIGN

EPIC:

JIRA BACKLOG:

INTEGRATED PLAN: CEGID integration with SAP CAR Plan for 2023

Design Tracker

OPEN | CLOSED | IN PROGRESS | FUTURE FEATURE | HIGH PRIORITY

Topic	Description	Owner	Status	Actions / Decisions

Budget & Resources	Review budget and EPAM resources required for the implementation. Priority is to have someone to help us during the solution design. Resources needed: EPAM & business	Dziugas Barysas	CLOSED	18 Oct 2022 Dziugas to check and confirm. 26 Oct 2022 got profiles from EPAM, to be reviewed and confirm by end of his week. Still need to confirm with Przemek for finance team availabil 03 Nov 2022 budget is still not confirmed. 15 Nov 2022 Budget confirmed. 14 Mar 2023 Budget not released yet. 30 Mar 2023 Budget approved.
	MuleSoft Resources Allocate Accenture resources for implementation.	Eugenia Deambrosi	CLOSED	20 Mar 2023 requirements and implementation plan shared with Accenture. Proposal expected by 24 Mar 2023 30 Mar 2023 Edoardo Solari to help on the solution design during sprint 75.
Requirements	It is required to have a meeting with epam and finance team to define CAR technical requirements towards CEGID. SAP CAR/Retail team to come back with exact list of fields they need.	Dziugas Barysas	CLOSED	18 Oct 2022 Expectation is to have the field comparison by mid-November. 15 Nov 2022 Mapping work is in progress. Few meetings will be set up in the upcoming weeks. Workshop to be rescheduled for January. 01 Mar 2023 SAPCAR expects to receive the same format file that CEGID is currently exporting to SAP P1.
Scope	Argentina CEGID Go-live April/May. Will CEGID be ready by that time?	Eugenia Deambrosi	CLOSED	Argentina Go-live for brand retail is planned for October 2023
	Confirmation of the market (RO or CZ/SK)	Dziugas Barysas	CLOSED	14 Mar 2023 Decision of postponing or not Romania to happen on 21 Mar 2023 . Dziugas to share the outcome. 30 Mar 2023 Romania confirmed with only 1 store. **Go-Live postpones to August**

Plan	When migration to CEGID version 21 will happen?	Eugenia Deambrosi	CLOSED	May/Jun however as we are not going to use CEGID APIs, it shouldn't have impact on the project. As validated with Cegid and Business teams, this upgrade will be done progressively following this plan : • S75 : Upgrade of the Cegid TEST env. : IT tests • S76: Upgrade of the Cegid PPD and STG env. : Business then Markets tests • S77: Upgrade of the Cegid PROD env. (Target release: R7 (Jun 5 to Jun 8)) This upgrade should have no impact on current process and flows.
	Romania confirmed with only 1 store. **Go-Live postponed to August.** New delivery plan to be agreed.	Eugenia Deambrosi	IN PROGRESS	05 Apr 2023 plan adjusted. To be confirmed with CEGID and SAP CAR teams. R9 planned for July 17 to July 20 R10 planned for Aug 7 to Aug 10 06 Apr 2023 Dziugas to check Go-live date with Krzystof. (First 2 weeks of August).
Solution Architecture	Describing how each data flow /API will work, and the frequency (assuming not every piece of data needs to be real-time)	Gerardo Colace	CLOSED	09 Feb 2023 Tom shared proposal to use streaming solution. Solution Architecture to be approved. *Middleware to be utilized has to be defined.* 07 Mar 2023 As streaming solution is not ready, the solution architecture decision is to keep it simple use current MuleSoft responsibility to push t to S3, ***SAP CPI implicitly iterate over the file*** calling the SAP/BAPI/BAPI_POSTCR/CREATE > **Romania MVP.** Global files will be share by CEGID on hourly basis, MS will transform these files into the current file format (P01, P02 and P03) that CEGID is cur exporting to SAP P1 and SAP CAR will receive the same files. Frequency of below interfaces will be hourly ▪ Transactions – Q based, every hour (P01) ▪ Stock Movements – Q based, every hour (P03) ▪ Goods Receipts – File based, every hour (P06)

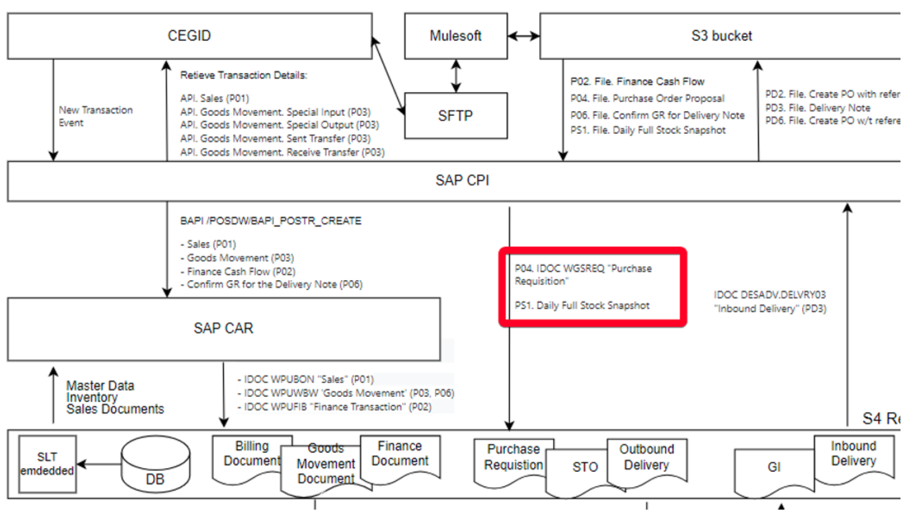
Master Data	- What's Article ID (from CEGID) you will use in SAPCAR? What's Store ID (from CEGID) you will use in SAPCAR? - Do you have any file that needs to go from CEGID into S4Retail, not to SAPCAR? If yes, which one?	Arnab Bhattacharyya	OPEN	- Article ID > To confirm if it is EAN and variant code, no Global Article. - Store ID > - S4Retail uses MDG ID > when store will be configured in CEGID it must put there SAPSTOREID, SAPWAREHOUSEID. Then all interfaces should send this and will receive this from Retail. Y2 ID (CEGID ID) cannot be MDG ID because it is autogenerated, hence SAPSOTREID and SAPWAREHOUSE ID will be needed. as we have today. - SAPSTOREID today is coming from CEGID and it should remain the same. - Files to S4Retail > PD2, PD3, PD6, P04 via S4Retail, rest of files via SAP CAR.

CEGID Solution Design	CEGID team to provide Solution Design if APIs or files will be used for the integration with SAP CAR.	Tom Den Ouden	IN PROGRESS	09 Feb 2023 • Current API-based solution doesn't meet the requirements from SAP CAR, as for getting all the information required multiple calls will have done. Based on this and on the DCX initiative to decouple frontend from backend, CEGID team shared a new proposal. • The concept is that CEGID will expose global files containing all the data, on hourly basis, that will get published on event streaming soluti consumers systems (SCPI/SAP CAR) can get the data based from there based on their needs. • Proposal to publish the data every 1 hour is because is a safe period of time for CEGID to create the files required. CEGID will not be able in a shorter period because the files are too big. • For the input side (PD2, PD3, PD6), CEGID doesn't have APIs for all functions, so it will remain with flat files. 16 Feb 2023 as per Arnab feedback, SCPI will be able to connect to Solance following the proposed approach by CEGID team. Waiting for soluti architecture approval. 20 Feb 2023 If SAPCAR will receive the stock transactions every hour, how then SAPCAR will be able to provide accurate sourcing recommenda when a consumer is trying to buy products, mainly for cross channel features (e.g. Website, Field Coaches) ? 02 Mar 2023 Future business design and applicability of click and collect process is not clear at this moment. For Czech & Slovakia, this will be ou scope. ▪ Closure of Solution architecture for Brand Retail integration (**Monochannel)** ▪ Solution design for **Omnichannel** eCommerce services to be parked for future discussion 07 Mar 2023 As streaming solution is not ready, the solution architecture decision is to keep it simple use current MuleSoft responsibility to push t to S3, ***SAP CPI implicitly iterate over the file*** calling the SAP/BAPI/BAPI_POSTCR/CREATE > **Romania MVP.** Global files will be share by CEGID on hourly basis, MS will transform these files into the current file format (P01, P02 and P03) that CEGID is cur exporting to SAP P1 and SAP CAR will receive the same files. 14 Mar 2023 CEGID team to provide Solution Design in Confluence describing new file structure and content > expected by 30 Mar 2023 CEGID team to provide example file > expected by 20 Apr 2023 03 Apr 2023 Solution Design not completed, full design expected by 19 Apr 2023 POS - Analysis streaming solution POS data - DCE 2.0 Home - PMI DCE Confluence
CEGID Solution Design	To confirm that CEGID integration with SAP P1 will not change/be impacted.	Tom Den Ouden	CLOSED	CONFIRMED. CEGID will export both the current files and also the new ones. Everything that is in use today, will stay as it is for now. The new files (1 file containing transactions and inventory movements and some additional files) will be added on top for SAP CAR integration.

<table>
<tr><td>CEGID Solution Design</td><td>To confirm that PDx files (PD2, PD3, PD6) will remain as today.</td><td>Tom Den Ouden</td><td>OPEN</td><td></td></tr>
<tr><td>MS Solution Design</td><td>Design session to be scheduled once we get the file structure and content information from CEGID and MS team is onboarded.</td><td>Eugenia Deambrosi</td><td>OPEN</td><td>20 Mar 2023 To be scheduled for 1st week of April.

03 Apr 2023 CEGID solution design not completed and Go-Live postponed.</td></tr>
<tr><td>Connectivity</td><td>How files will be shared with SAP CAR /S4Retail.</td><td>Edoardo Solari</td><td>IN PROGRESS</td><td>04 Apr 2023 S3 bucket like today, so we can later reuse it for Kinesis. It might be we need 2 buckets, one for SAPCAR, one for S4Retail.</td></tr>
<tr><td>SAP CAR Solution Design</td><td>Which files will go to SAPCAR or S4Retail?</td><td>Eduard Karanevich</td><td>CLOSED</td><td>06 Apr 2023 The PS1 and P04 are going to S4Retail.

P01, P02, P03 and P06 are going to SAP CAR.


</td></tr>
<tr><td>SAP CAR Solution Design</td><td>SAP CAR expected data structure.</td><td>Eduard Karanevich</td><td>OPEN</td><td>03 Apr 2023 To share confluence page with the S4 side (CPI) requirements specification.</td></tr>
</table>

SAP CAR Solution Design	Store Filtration	Arnab Bhattacharyya	OPEN	The filter won't be applied in Mulesoft, the guideline is to keep Mulesoft light. MS decompose (split) the extract from CEGID into individual transactions i.e., if an extract from CEGID has 20 transactions then with decompositi will receive 20 messages in the AMQ (Anypoint MQ). Thereby, the listener on your end can read the message & delegate it to SCPI or SAP PI for processing. This approach will continue even we move from queue-based communication to stream-based communication mechanism. Moreover, the logic to which transactions should be processed by S4 resides within SCPI/S4Retail team.

2023.03 Phase 2 DCE2 Improve Checkout using Bulk APIs and by having Early Reservations

1. Useful Links

CONSGOV:

Phase 2 // Step 1

CONSGOV-8984 - [Omni DCE2] Phase 2a // Improve Checkout using Stock with Bulk API IN DESIGN

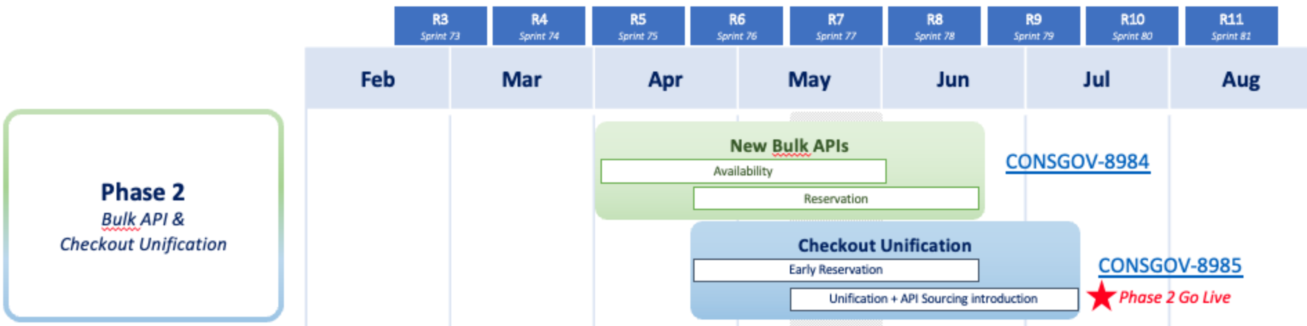
Phase 2 // Step 2

CONSGOV-8985 - [Omni DCE2] Phase 2b // Improve Checkout by having Early Reservations IN PRIORITIZATION

SOLUTION ARCHITECTURE: 03.3.2.01 Sol. Architecture DCE2 with SAP CAR, S4 Retail - OmniChannel - PMI DCE Confluence

2. High Level Plan

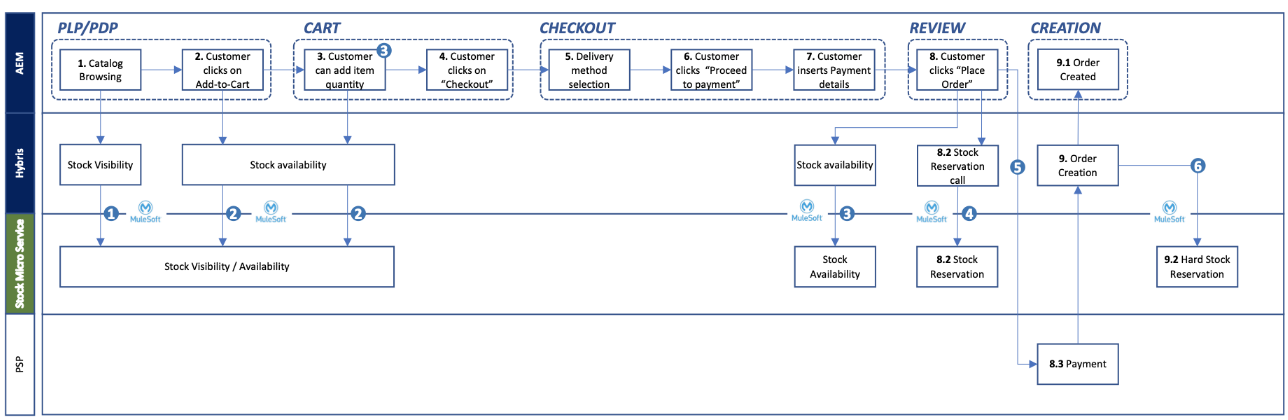
file is here: Omni Channel Plan for 2023



3. Architecture

file is here: Roadmap for 2022-2023 Full Version.pptx

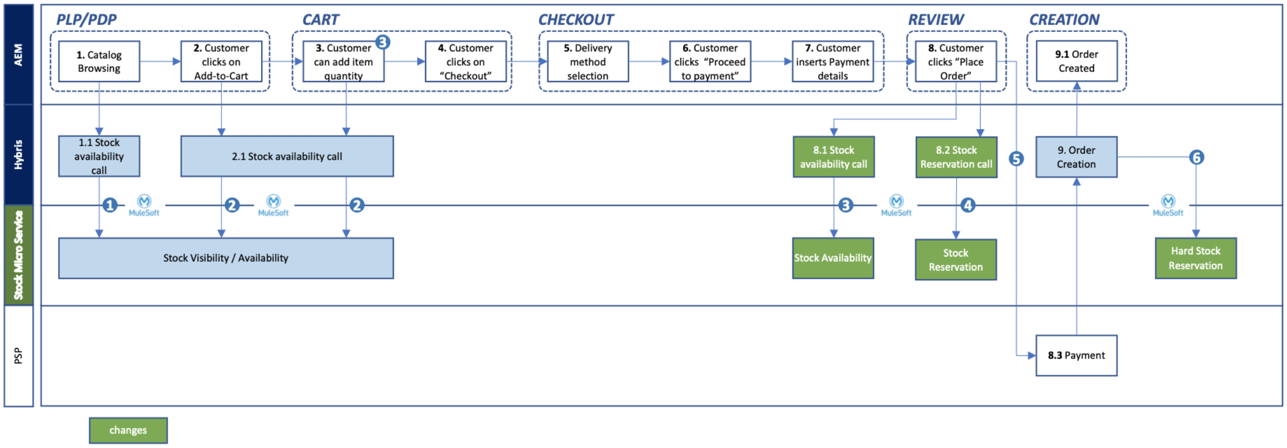
Checkout AS-IS (Remote Channel)



Stock Features

1) Stock Visibility, provides the quantities available, for the Catalog (e.g., PLP)
2) Stock Availability, confirmation if the quantities included in the Cart, are available
3) Sourcing, confirms where the items will be shipped from, and the ETA
4) Reservations / Abandoned Carts, managing the reservations

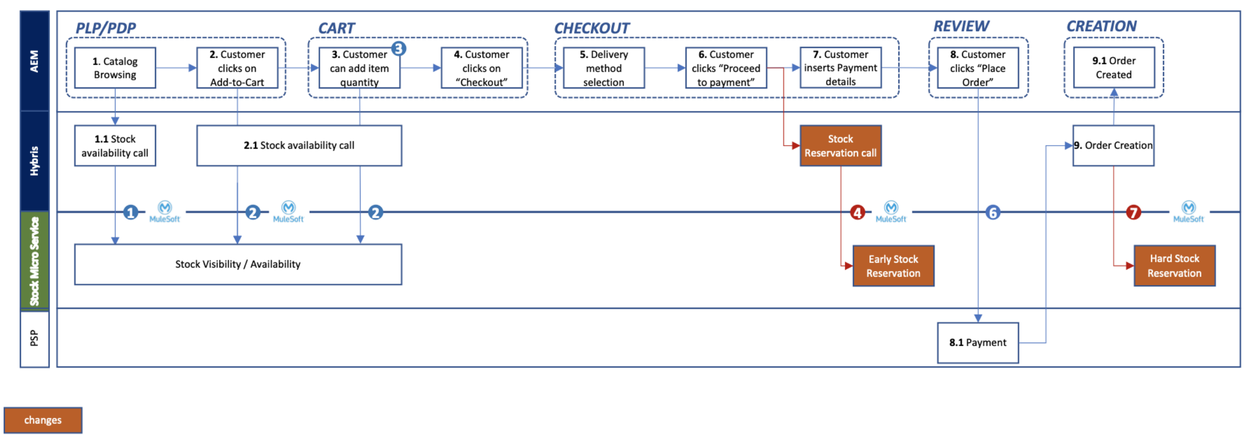
Step 1: Stock APIs in bulk



Scope

- Upgrade Stock APIs to manage multiple articles, per transaction
- Stock APIs represents about 35% of all the transactions happening in the Checkout
- Feature Activation, to progressively activate it

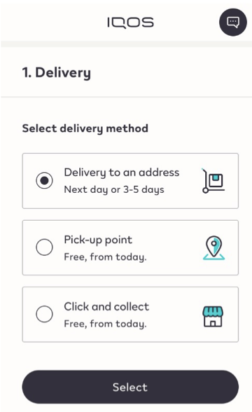
Step 2: Frictionless Checkout



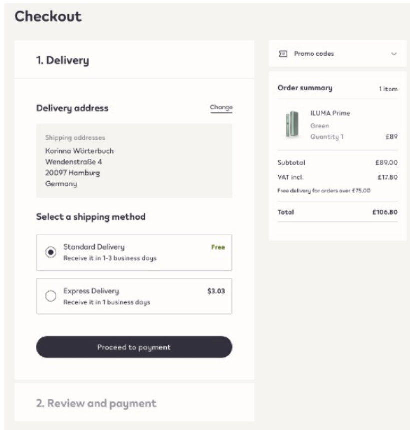
Scope

- Stock reservation will happen right after the Delivery Method
- Abandoned Cart & Reservations recurrent clean up

Step 2: Frictionless Checkout (details)

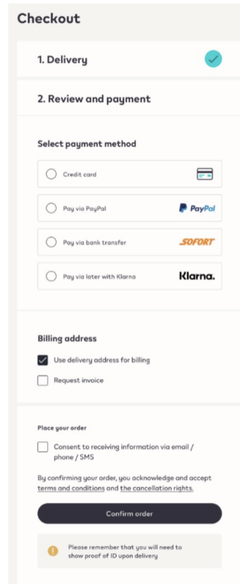


Stock check, depending on the Delivery Method



... once the consumer decides the Delivery Method, the Stock will be reserved for some minutes (Early Reservation)

TTL: to be discussed (Market/Channel config)



The reservation is now confirmed

Solution Design - Phase 2A DCE2 new Checkout with Stock MiSe with Bulk API

DRAFT

1. Overview & Scope

1.1. Target Release & Links

Hybris: Release 8

Mulesoft: Release 7

Type:

Enhancement

New Request

CONSGOV ticket: CONSGOV-8984 - [Omni DCE2] Phase 2a // Improve Checkout using Stock with Bulk API

Epic: OMNI-931 Enabling Invoicing capabilities into S4 Retail

Checklist:

Design reviewed with capability owner

1.2. Overview & Background

As per the current situation we can observe the following:

Long Content Processing in the PLP/Checkout driving some Abandoned Rates

Increased number of SKUs in the Catalog, combined with new categories

Stock APIs represents about 35% of all the transactions happening in the Checkout

30-35% of the Sales Orders are multi-item

Multi-Category checkout might represent more complexity, when using Stock services

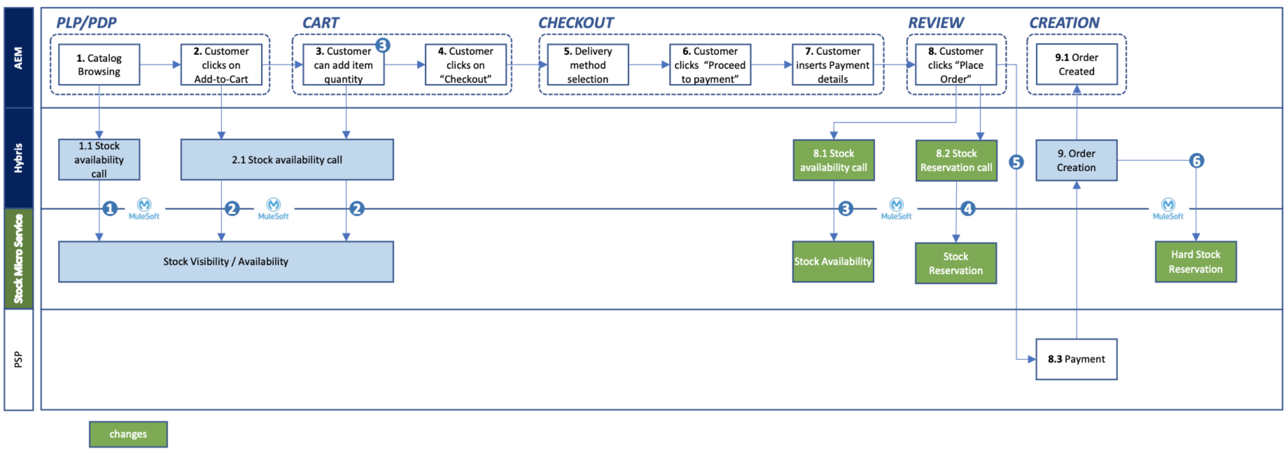
1.3. Objective

The objective of Phase 2 is to unify the checkout flow in order to mitigate the further introduction of SAP CAR. In order to achieve this, the phase 2 is divided in the following steps:

1. *Enhance the Stock APIs to operate in bulk, to manage multiple articles per transaction, aiming at improving the traffic (Front-End & Back-End) > F aster Checkout*
2. Improve performance

1.4. High Level Functional Description

Step 1: Stock APIs in bulk



Scope

- Upgrade Stock APIs to manage multiple articles, per transaction
- Stock APIs represents about 35% of all the transactions happening in the Checkout
- Feature Activation, to progressively activate it

1.5. High-Level planning

Vincenzo Miccoli

1.6. Assumption

Bulkification will be implemented in parallel to existing stock API V2 module already implemented in Hybris.

A feature toggle will be implemented to enable/disable bulkification / market . If bulkification is disabled then **StockMise V2** will be the default one.

Error Management of bulkification will be handled in same manner as of StockMise V2 implementation

1.7. Technical context

Upgrade Stock APIs to manage multiple articles, per transaction.

API	When it is used	Purpose
Get Available Quantities (PLP)	• When customer navigates on PLP	To get response of available quantities by global code
Get Available Quantities by Order Type	• When customer clicks on product and enters the PDP • When customer click on Add to Cart (on PLP, PDP, on cart to modify the quantities) • When customer places the Order	To get response of available quantities by variant code
Create Order Reservation	• When customer places the Order	To reserve the stock based on cart id (not yet an order even if in body parameters is specified order) and global code and variant code
Replace Order Reservation - Cart Id into Order No.	• When order is created in Hybris	To update the stock reservation "replacing" the cart id of the reservation into real order number after successful "create order reservation"
Update Order Reservation - Flag as exported	• When Hybris exports the order to the target systems	Flag to mark the order as exported or not.
Delete Order Reservation API	• When the payment is failed • When a fraud is detected • When customer cancels the order (within grace period)	To delete the order. The stock will be released and will be again available.

All channels and order types are in scope except for :

Returns & refunds

Lending ZL2, missing delivery refund (since they do not activate stock flows)

Feature Activation, to progressively activate it per market.

1.8. Impacted component

#	Platform	Impact
1	Hybris	Change the APIs from single-item to bulk items. Change the logic for managing the flow from multiple calls and rollback to single atomic call to StockMS
2	Mulesoft	Implement new bulk interface
3	Stock MicroService	Implement new bulk APIs and manage transactionality of the calls with multiple items

1.9. Dependencies & Constraints

2. Solution

2.1. High Level architecture

2.2. Solution overview

STOCK MISE

New Bulk APIs have been created in Stock MiSe:

Bulk API - Get quantity

Bulk API - Create reservations

Bulk API - Replace reservations

Bulk API - Update reservations

Bulk API - Delete reservations

Link to documentation > SVS - Design - Bulk APIs - DCE 2.0 Home - PMI DCE Confluence

2.3. Feature List

Topic	Requirement	Solution
Feature Toggle	A Configuration will be there on SAP Hybris Backoffice to ON/OFF the bulk API	
Bulk API on Hybris	These Calls on Hybris will be bulikfied	

2.4. Changes

2.4.1. Data Model

N/A

2.4.2. User interface and Business Process

N/A

2.4.3. Data

2.4.4. Security and role

N/A

2.4.5. Architecture/Interface

3. Logging, Monitoring and Alerting

3.1. Logging

Logging needs to be implemented for Bulkification for the following scenarios -

Topic	Desc
Logging for Switcher	A logging is needed to get the info the switcher is using which version of StockService (V2 or V3).

3.2. Error Handling

API	Exception Expected	AS IS	
Reservation	StockLevelServiceUnavailableException		
Reservation	ExecutionException		
Reservation	HttpStatusCodeException		

4. Reporting

5. NFRs

GM23.R8 - Phase 2a // Improve Checkout using Stock with Bulk API - DCE 2.0 Home - PMI DCE Confluence

6. Open Points

Phase 2a - Bulkification APIs - Solution Architecture

1. Goal

The goal of this page is to document E2E the flow of the stock related operations between FE (Browser), Hybris and StockMS.

2. References

Reference to StockMS APIs: Stock Visibility Microservice - Interfaces - v.2.2.0

Variants management: Managing Multiple Variant Codes at the same time in PIM and Stock Management

2.1. ZTA

2.1.1. Hybris APIs

4) /{{site_id}}/{userId}/paymentdetails GET

getSavedCarts (user) --->

5) **/{{site_id}}/{cartId}/paymentMode GET**

getPaymentModes (cartCode) showing of delivery information

6) **/{{site_id}}/{cartId}/paymentMode PUT**

setPaymentMode (cartCode)

~~6a) **/{{site_id}}/{cartId}/checkoutDetails POST** (should be get)~~

~~returns info on 3DS flow or not~~

~~7) /{{site_id}}/{cartId}/checkout/validate POST~~

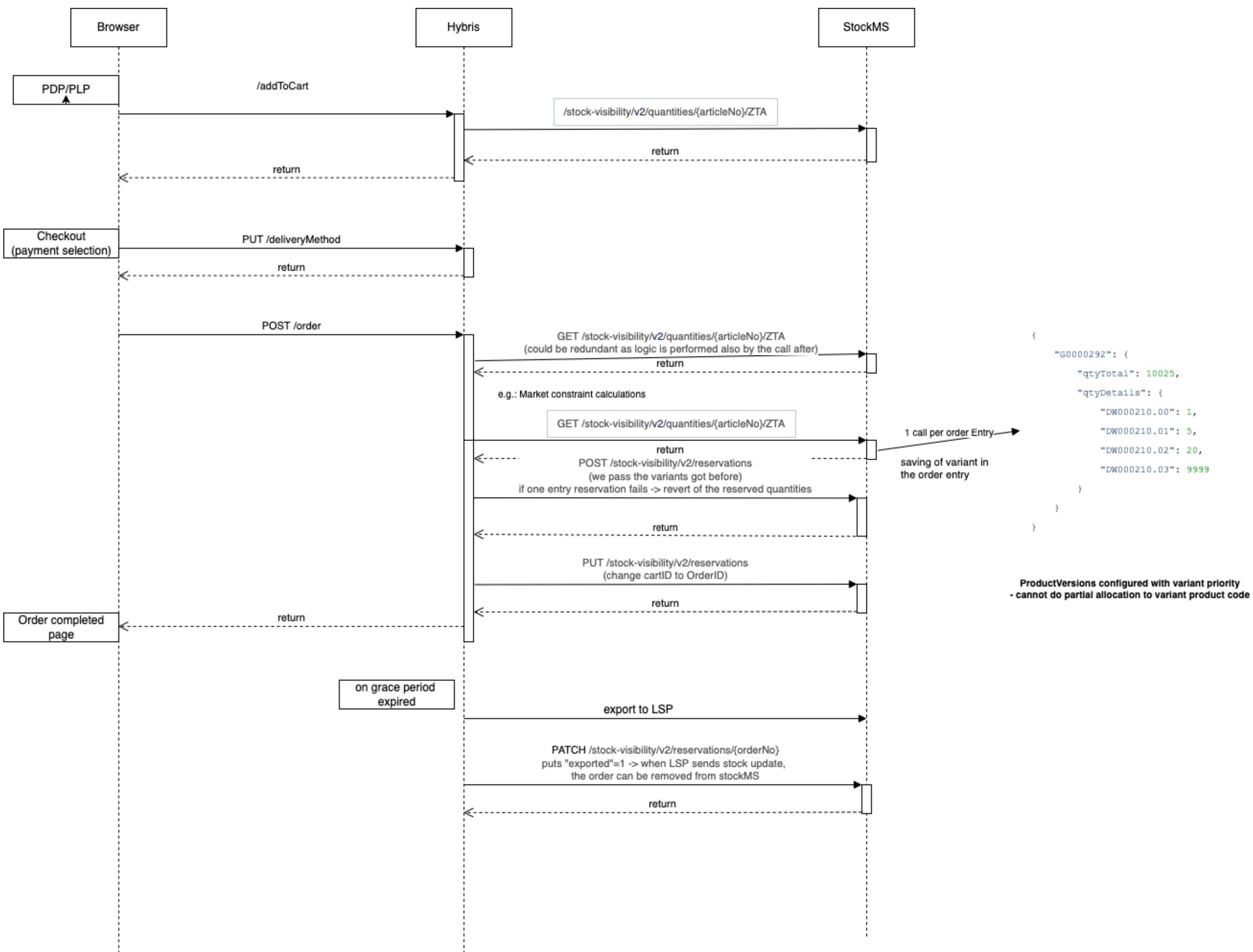
~~validate(3ds) (cartCode)~~

~~8) /{{site_id}}/{cartId}/worldpay-paymentdetails POST~~

~~setPaymentInfoXXX (cartCode)~~

9) **/{{site_id}}/orders** POST

placeOrder(cartCode)



3. In which classes is product availability implemented

1. What/Where is it done? Is it properly Isolated?
2. What is needed to change to bulk operation (assuming bulk API will be available)
    a. Call + error management
3. how much work to do the switch from single call to bulk or to isolate functionality?

3.1. ProductsController

3.1.1. #getStockData - GET /{{baseSiteId}}/products/{productCode}/stock/{storeName})

3.2. CartsController

3.2.1. #addPosPaymentDetails - POST /{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/pos-paymentdetails

3.2.2. #addNewPaymentInfo - POST /{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/paymentInfo

3.2.3. #addCartEntry - POST /{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries

3.2.4. #setCartEntry - PUT /{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries/{entryNumber}

3.3. OrdersController

3.3.1. #placeOrder - POST /{{baseSiteId}}/users/{{userId}}/orders

Phase 2a - Bulkification APIs - Technical Assessment - Impact on Hybris

This page list down the technical impacted areas on Hybris for introducing Bulk Operations for Stock API to SVS .

1. Overview

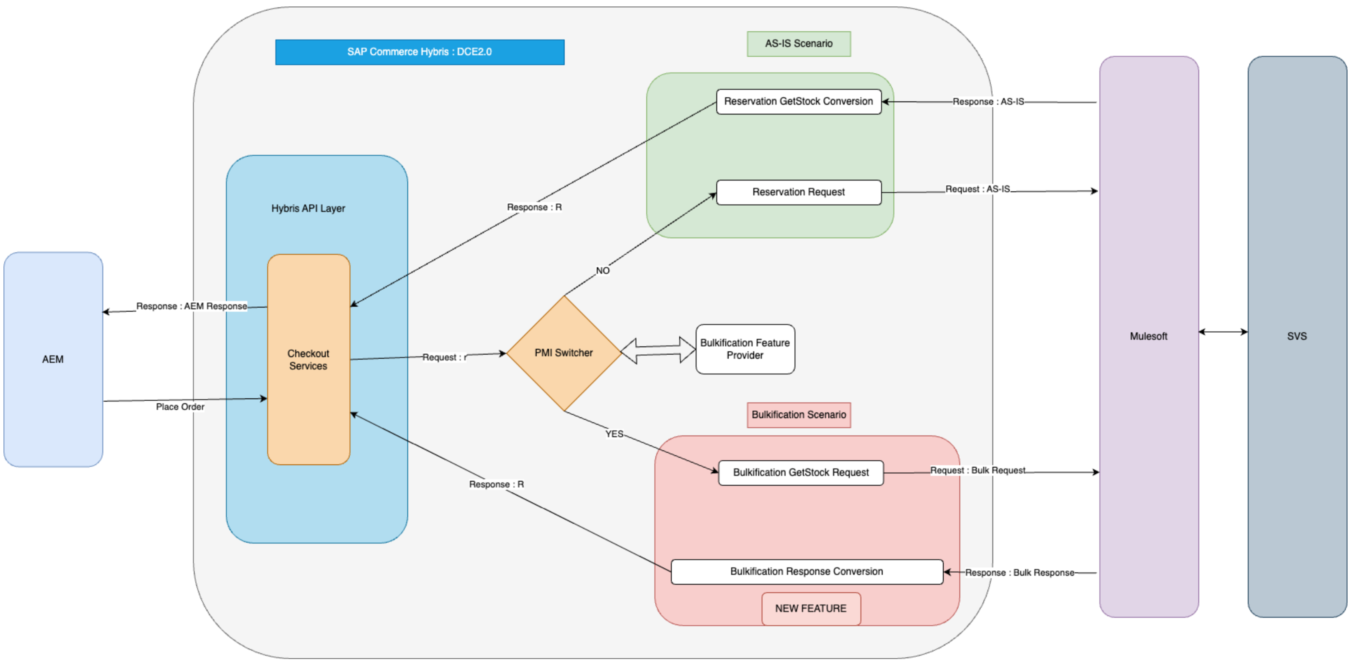
This space is to understand how Bulkification of StockMise will be implemented from SAP Hybris side. What are the key changes required to perform a bulkification call from Hybris Mulesoft StockMise.

1.1. Assumptions

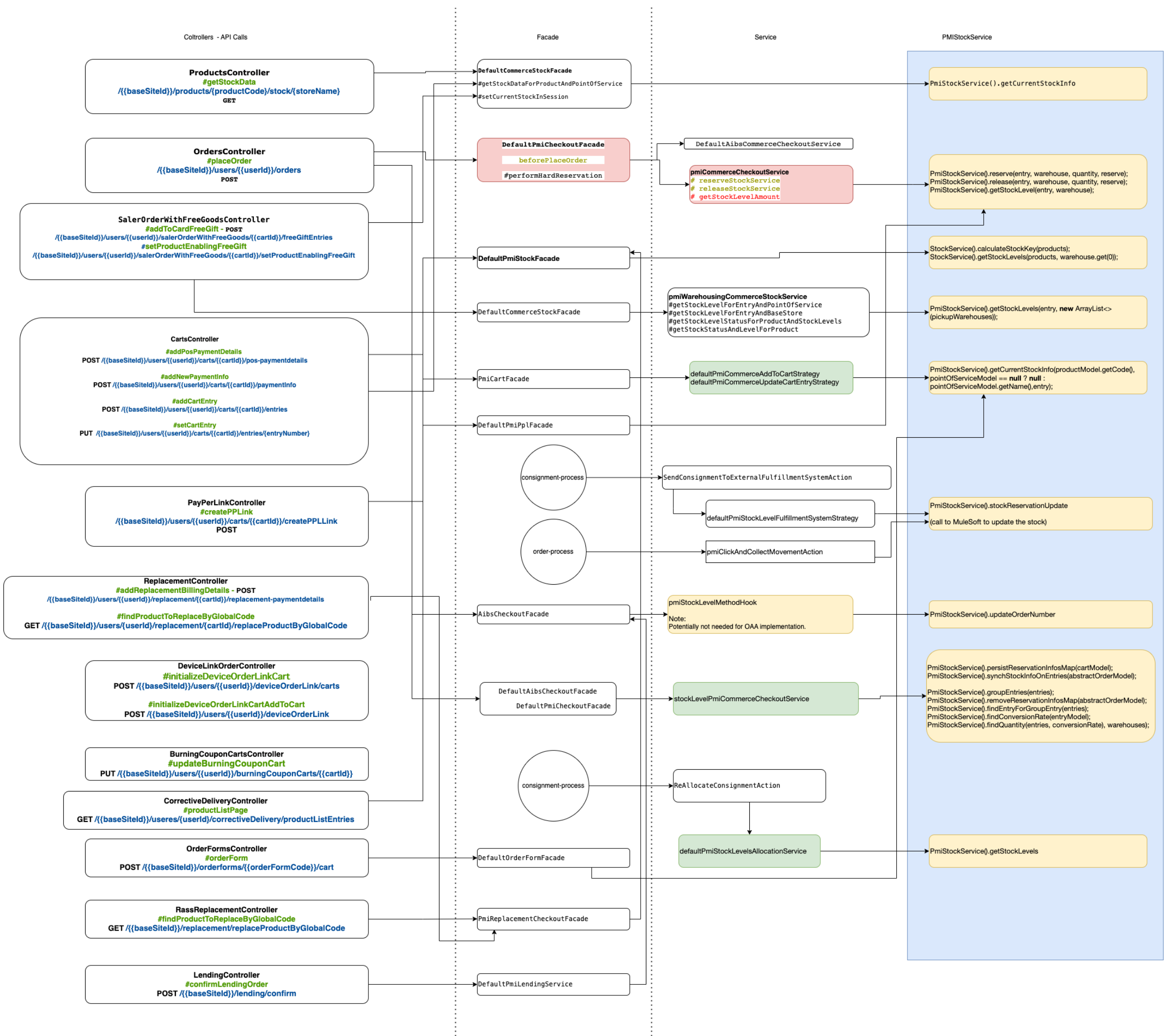
Bulkification will be implemented in parallel to existing stock API V2 module already implemented in Hybris.

A feature toggle will be implemented to enable/disable bulkification / market . If bulkification is disabled then **StockMise V2** will be the default one.

Error Management of bulkification will be handled in same manner as of StockMise V2 implementation



SAP Commerce Hybris : DCE2.0
AS-IS Scenario
Reservation GetStock Conversion
Reservation Request
Hybris API Layer
Response : R
NO
AEM
Response : AEM Response
Checkout Services
Request : r
PMI Switcher
Bulkification Feature Provider
Place Order
Bulkification Scenario
YES
Bulkification GetStock Request
Response : R
Bulkification Response Conversion
NEW FEATURE
Response : AS-IS
Request : AS-IS
Request : Bulk Request
Response : Bulk Response
Mulesoft
SVS



2. Feature Toggle : Bulkification

Feature Toggle for Bulkification is need at 2 levels

Feature Type	Scope	Description	Key	Value Type	Example
Global Enablement of Bulkification	Permanent	This configuration enables the bulkification feature in DCE 2.0 Landscape	enable.bulkification.api	boolean	true / false
Per Market Enablement of Bulkification	To be removed after successful testing	This configuration enables the bulkification feature per market in DCE 2.0 Landscape	enable.bulkification.api.markets	List of String	cz OR cz, de

2.1. Technical Implementation of Bulkification

The feature toggle will be implemented using the **Aibs Configuration Property** Feature provided by PMI SAP Commerce.

Bulkification can be enabled per market , so if bulkification is enabled for CZ then BulkApi v.30 will be used for operations other AS-IS calls will be used.

2.1.1. View Inside BackOffice

The Configuration looks like the way it is mentioned in above screenshot and can be changed at Runtime .

The Configuration is stored in Cache at JVM Level of 300 seconds , After that the values are fetched from Database , Simply means if there is a change in the configuration then it will take maximum of 300 seconds to get reflected.

Feature Toggle	Remarks
Impleemnted at Service layer , No Database changes needed	Yes
Needs Deployment	No
Needs Server Restart	No
Cache of Values	yes , 300 Seconds

3. Code base Impacted Areas

Impacted Area	Hybris API Endpoint	As Is	To be	Remarks

Get Stock Quantity	• PLP • place Order • SplitByCount	DefaultPmiIntegrationMulesoftV2StockService#getStockQuantityPerOrderType		This needs to be bulikified as multiple calls are performed at Place Order.
sourcing				
reservation				
deletion				

4. Impacted Hybris Services

5. Error Management

Error management of the Bulk API will also be implmented in the same fashion as of V2 , Like if the bulk call of 5 product

Api	As Is	To Be	Remarks	

<table>
<tr><td>@Override
public boolean performHardReservation(AbstractOrderModel cartModel) throws InvalidCartException {
List<AbstractOrderEntryModel> entries = getPmiStockHelper().filterEntriesForStock(cartModel.getEntries());
List<List<AbstractOrderEntryModel>> reservedEntries = new ArrayList<>();

Map<String, List<AbstractOrderEntryModel>> groupedEntries = getPmiStockService().groupEntries(entries);
Collection<WarehouseModel> warehouses = getWarehousesFromOrder(cartModel);

for (Map.Entry<String, List<AbstractOrderEntryModel>> mapEntry : groupedEntries.entrySet()) {
try {
reserveEntriesStock(mapEntry.getValue(), warehouses);
reservedEntries.add(mapEntry.getValue());
} catch (StockLevelNotFoundException | InsufficientStockLevelException exc) {
for (List<AbstractOrderEntryModel> reservedEntriesList : reservedEntries) {
releaseEntriesStock(reservedEntriesList, warehouses);
}
for(AbstractOrderEntryModel entry : mapEntry.getValue()) {
LOG.error("Cannot complete stock reservation for product: "
+ entry.getProduct().getCode()
+ " for quantity " + entry.getQuantity()
+ " on order " + cartModel.getCode());
}
LOG.error(exc.getMessage(), exc);

aibsPspMessageMappingService.thowAibsPaymentError(cartModel, configurationService.getConfiguration().getString(
"pmi.stock.reserve.failed.message"));
//throw new InvalidCartException("Hard reservation failed for cart " + cartModel.getCode());
}
}

getPmiStockService().persistReservationInfosMap(cartModel);//persist
return reservedEntries.size() == groupedEntries.size();
}</td><td>• Exceptions
• Release of the Stock
• Logging</td><td>• Handle Exceptions
• Logging</td><td>Handle the same as As IS</td><td></td></tr>
<tr><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td><td></td></tr>
</table>

6. Open Questions

Questions	Response
The current versions of the Stock API (v2.x) will still be available after bulkification ?	
The need of a switch to enable and disable bulkification , may be per market ? . Needs the AS IS Api to be available.	Yes, it will be only per market.
Review proposals for feature toggle and take a decision.	22 Dec 2022 Considering that the feature activation should be done only by market and based on pro&cons, option 2 is the preferable one.

Phase 2a - Meeting Minutes

Solution Design - Phase 2B DCE2 new Checkout Unification

DRAFT

1. Overview

As per the current situation we can observe the following:

Long Content Processing in the PLP/Checkout driving some Abandoned Rates

Increased number of SKUs in the Catalog, combined with new categories

30-35% of the Sales Orders are multi-item

Multi-Category checkout might represent more complexity, when using Stock services

The objective of Phase 2 is to unify the checkout flow in order to mitigate the further introduction of SAP CAR. In order to achieve this, the phase 2 is divided in the following steps:

1. *Enhance the Stock APIs to operate in bulk, to manage multiple articles per transaction, aiming at improving the traffic (Front-End & Back-End) > Faster Checkout*
2. *Implement the Early Reservations, to avoid having last-minute error due not enough stock by simplifying the stock management in the Checkout > Better Consumer Experience & Simpler and Frictionless Checkout*

Checkout Archetypes

Managed-Stock, refers to the platforms that will utilize all the Stock services, during PLP, PDP, Cart and Checkout (Remote Channels, *Remote with Cross-Channel features (e.g., Click and Collect)?,* F2F)

Third-Party, this is about the Commerce Platforms that will only utilize the Stock Visibility Export (e.g., Marketplaces)

Stock Features

Stock Visibility, provides the quantities (based on RSI) available, for the Catalog (e.g., PLP)

Stock Availability, confirmation if the quantities (actual available at DC) included in the Cart, are available

Sourcing, confirms where the items will be shipped from, and the ETA

Reservations / Abandoned Carts, managing the reservations

2. Scope

Checkout unification aims at bringing DCE2 to the same checkout operations that would be needed if CAR and Retail would be integrated.

Frictionless Checkout

Stock reservation will happen right after the Delivery Method

Abandoned Cart & Reservations recurrent clean up

3. Principles

4. Impacted Components

#	Platform	Impact
1		
2		
3		

5. Logical

6. ntroduction of soft reservation concept

Soft reservation allows the system to temporarily reserve stock that can later be officially booked for an order.

In CAR model soft reservation has a temporary availability and it is generally released automatically after a certain amount of time. This mechanism needs to be taken into consideration when during the checkout process in case the consumer abandons the checkout.

6.1. Soft reservation for home delivery

6.2. Soft reservation for F2F

Soft reservation for F2F experience changes from the previous one since there is a potential issue related to availability.

In the home delivery flow the stock levels are higher since they are defined at the central warehouse. For the F2F flows, stock availability is more restricted.

This means that an eventual soft reservation, if unfulfilled at the last moment of the checkout, could block some stock for other consumers that are purchasing at the same time.

There few possibilities:

Change the checkout modality depending on the channel. For example, letting home delivery flow to work on reservation and F2F work on realtime availability (as per current functionality)

Make soft reservation automatic clean-up time range lower for F2F scenarios.

Description	PROS	CONS
checkout mode channel dependent		Separated checkout processes
different cleanup time for home delivery and F2F		• Difficult to define a proper clean-up timing for F2F experience

7. Physical

8. Logging, Monitoring and Alerting

9. NFRs

Solution Design Tracker - Phase 2

Useful Links

CONSGOV:

CONSGOV-8984 - [Omni DCE2] Phase 2a // Improve Checkout using Stock with Bulk API
IN DESIGN

CONSGOV-8985 - [Omni DCE2] Phase 2b // Improve Checkout by having Early Reservations
IN PRIORITIZATION

Business Design page: [Omni DCE2] Phase 2a // Improve Checkout using Stock with Bulk API - DCE 2.0 Home - PMI DCE Confluence

EPIC:

DCE20HOME-330136 - [OMNI DCE2] - Phase2a - Bulkification API / Availability IN DESIGN & ASSESSMENT

DCE20HOME-330142 - [OMNI DCE2] - Phase2a - Bulkification API / Reservation IN DESIGN & ASSESSMENT

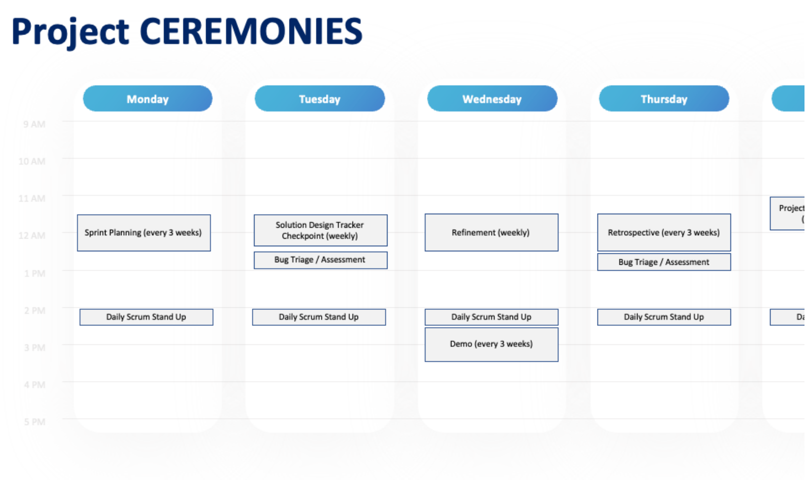
DCE20HOME-330149 - [OMNI DCE2] - Phase2a - Bulkification API / Delete Reservation
IN DESIGN & ASSESSMENT

JIRA BACKLOG: OMNI #SCRUM - OMS & Stock for DCE2 - Agile Board - PMI DCE JIRA

Design Tracker

OPEN | CLOSED | IN PROGRESS | FUTURE FEATURE | HIGH PRIORITY

Phase	Topic	Description	Status	Owner	Actions / Decisions

2	Wow	Schedule phase 2 kick off meeting for the DoR tasks completion	COMPLETED	Eugenia Deambrosi	Scheduled for 14 Mar 2023 based on participants availability
		Schedule the agreed ceremonies per sprint.	COMPLETED	Luca Inzerillo	23 Mar 2023 Invite Federico Cicotti and Luca Iavarone to Demo. Luca Inzerillo could you please check if this schedule works?  Solution Design checkpoint, Refinement and Retrospective already scheduled. Luca to schedule daily, demo, planning and weekly project update.
		Schedule meeting with checkout team	COMPLETED	Eugenia Deambrosi	23 Mar 2023 Luca Iavarone out of office. Federico to confirm once he is back to schedule new call. 29 Mar 2023 agreed to have weekly meeting to align and review solution design.

		Do we need any front-end developer for phase 2 or 3?	COMPLETED	Vincenzo Miccoli	14 Mar 2023 as per analysis done it might be required for small tasks ▪ Early reservation moved to Proceed to Payment + Configuration logic per market ▪ Introduce API call for sourcing ▪ Sourcing API Call to Hybris sudhir Soni to provide more details on the activities he foresee AEM support. 20 Mar 2023 Decision to be agreed based on feedback from Checkout team - capacity availability 29 Mar 2023 Checkout team might have capacity to support us on the 2 sprints needed as long as the CONSGOV is prioritized in th what it is the case.

2A	Solution Design	Feature Toggle How can we enable the new bulk APIs per market?	COMPLETED	sudhir Soni	22 Dec 2022 Proposed solution documented in Technical Assessment : New Bulkification API (v3.0) impact on Hybris - OmniChann Confluence. Proposal is to go with option 2. 06 Mar 2023 Validate solution with Palani Kumar (OMNI technical architect) and checkout team. Also to clarify: how changes will be implemented? Do we need a system downtime? Meeting scheduled with data team on 27 Mar 2023 Market specific feature to be detailed with Justyna 28 Mar 2023
		Feature Toggle	IN PROGRESS	sudhir Soni	Is there feature toggling working in how-swap mode? Does it require to restart the Hybris engine to take the new values?

Define the implementation of IPR, details here >>> POC for DCE2 and Integration Package for Retail (RIM) - OmniChannel - PMI DCE Confluence **2022-Q1 PoC Results and Conclusions: Accenture for PMI - SAP RIM Poc for CAR-Retail integration.docx**	IN PROGRESS	sudhir Soni Palani Kumar Pounraj	Meeting scheduled for 21 Mar 2023 21 Mar 2023 Need to validate with data team the point related to data model changes. 27 Mar 2023 data team to come back with the outcome of the analysis 28 Mar 2023 to test IPR in hotfix during 2nd week of April, based on hybris test progress. To align date with Bala and Antonio. Do we have all the required accesses to hotfix? 05 Apr 2023 email sent to Bala and Antonio to check the progress of hybris ugrade testing in hotfix and let us know once the enviror us. Details of execution and results to be documented here > Integration Package for Retail - POC 2023 - OmniChannel - PMI DCE Cor
Error Handling To document as part of the Solution Design how failures will be handled, mainly during the stock reservation call.	IN PROGRESS	sudhir Soni	As confirmed by Pietro: if we have 5 items in the cart and 1 is not available, reservation will not be created and exception will be trig Solution design to be completed accordingly 05 Apr 2023 Document the behavior of AS-IS monitoring to be replicated with the new version of API.

Order Number Digit Issue: 1. SAP Hybris has 7 digits order number 2. S4 Retail has 10 digits order number For Phase 1, a workaround has been implemented to overcome, adding 3 digits ("000") at the beginning of order number in Retail. Check if IPR has an OOTB capability to resolve the issue.	IN PROGRESS	sudhir Soni	28 Mar 2023 check the IPR capability.
Strategy to enable bulk apis - for which market will be enabled first, how are they going to be implemented in all markets?	OPEN	Vincenzo Miccoli Luca Inzerillo	05 Apr 2023 Discuss with Business to understand if there is any input. Order monitoring to keep track of order volume for each market.

		Cutover plan - is there anything to consider regarding current reservations and new way of creating the reservations?	OPEN	sudhir Soni Luca Inzerillo	
2A	CONSGOV	Complete the DoR assessment tasks which should be completed by 31 Mar 2023	IN PROGRESS	Eugenia Deambrosi Vincenzo Miccoli	28 Mar 2023 1. Security to be closed, push the team. 2. Data team to be closed with Justyna - meeting on 30 Mar 2023 to clarify toggle approach. 3. Mattia to close Data Architecture 30 Mar 2023 clarify which are the gates, activities and deadlines that will be hard stopper for us to move forward with our delivery pl 05 Apr 2023 Vincenzo to close EPIC level tasks

	Workshop preparation	1. Document how the synchronisation of Stock MiSe with SAP CAR will work for ALL channels. For which channels SAP CAR should send the info to Stock MiSe? 2. Business Process Flows review	IN PROGRESS HIGH PRIORITY	Luca Inzerillo	Please update flows in this presentation, using the template > Checkout flows B2C Checkout flows B2C.pptx 05 Apr 2023 Document the Inventory flows (Replenishments)
2A	Performance Test	Check availability with Sai	IN PROGRESS	Eugenia Deambrosi	Meeting scheduled with testing team on 30 Mar 2023 05 Apr 2023 Plan how to execute the tests
2B	Test Automation for check out	Understand what is currently available, for which markets, order type, channels, how many products per order. Check with check out team.	OPEN	Luca Inzerillo	Meeting scheduled with testing team on 30 Mar 2023

2A	CBG endpoints	Check if new CBG endpoints will be required after changing the APIs	OPEN	Eugenia Deambrosi	
2A	Rollback plan	How will it be in case there is any issue while enabling bulk APIs? Do we need a pre-approved CAB to act quickly?	OPEN	Vincenzo Miccoli	
2	Testing Strategy	To Follow up: • Business team to define which markets will be used for E2E test. • It is important to consider following scenarios:	OPEN	Vincenzo Miccoli Luca Inzerillo	

		• Different order types with 1 and multiple products. • Mix&match • Virtual service products, i.e. Indonesia.			

		For Bulkification: review and confirm E2E test prepared by BD team to confirm /adjust Regression test plan	OPEN		
2B	Solution Design	Reservations TTL parameter TTL should be considered per market but also per channel to be prepared for future implementation.	OPEN		21 Oct 2022 As discussed with Filipe Campos, for high level estimations following 2 options should be considered when preparing th market+channel and only channel. Once we go deeper into the solution design we can measure the pros and cons and decide.
		The proposal is to have a Cronjob in Hybris, to clean Abandoned Carts + Reservations in SVS. How we will get notified that the cronjob was executed and effectively deleted the reservations?	OPEN		

Abandoned cart Need to define how we will manage this point, considering the case with reservation and without reservation.	OPEN		Abandoned Cart - DCE 2.0 Home - PMI DCE Confluence Integration Flow: Abandoned Cart - DCE 2.0 Home - PMI DCE Confluence

		Clean up of reservations Solution Design for the clean up of reservations is already in place in the following link: GM22.R71 - TECH - Stock MiSE bulk order stock sync automation - DCE 2.0 Home - PMI DCE Confluence To confirm with Arnab: This remediation flow will most likely not be used for markets using SAP CAR as the Architecture will change and there’s a backdoor connectivity between SAP4Retail and SAP CAR when it comes to updating reservations. Meaning Hybris won’t have to call SAP CAR on these particular remediation actions.	OPEN		

2023.xx Phase 3 Integration DCE2 with SAP CAR and S4Retail for all the channels

DRAFT

1. Useful Links

CONSGOV:

CONSGOV-8986 - [Omni DCE2] Phase 3 // Integration DCE2 with SAP CAR and S4Retail for all the channels IN QUALIFICATION

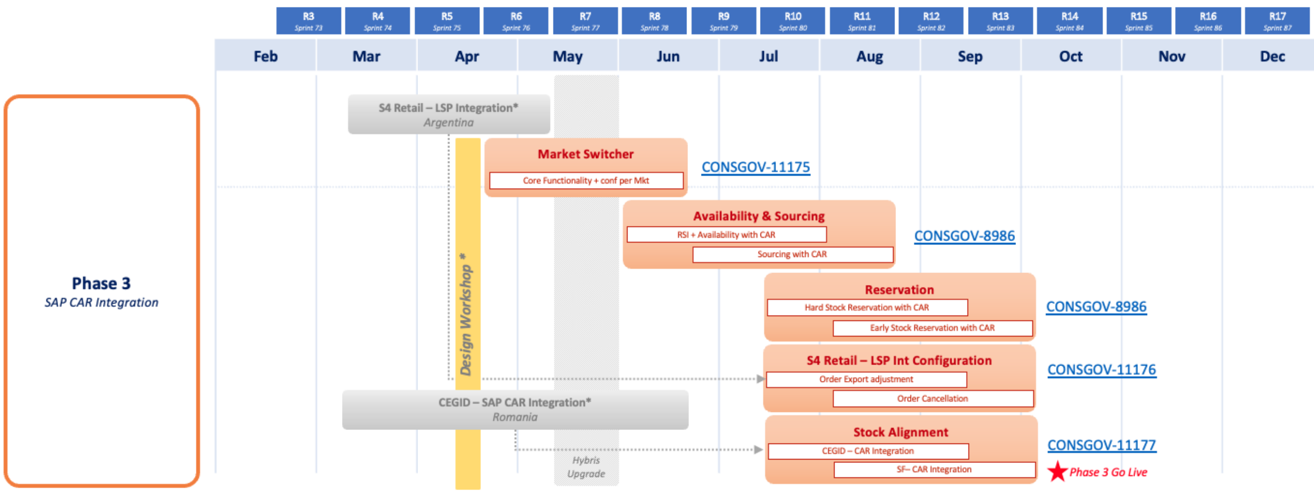
EPIC:

JIRA BACKLOG:

SOLUTION ARCHITECTURE: 03.3.2.01 Sol. Architecture DCE2 with SAP CAR, S4 Retail - OmniChannel - PMI DCE Confluence

2. High Level Plan

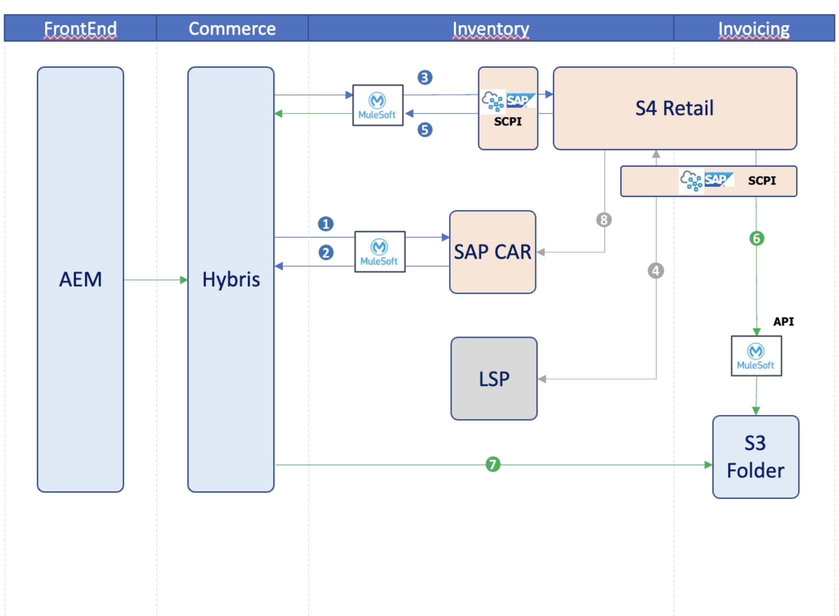
file is here: Omni Channel Plan for 2023



3. Architecture

file is here: Roadmap for 2022-2023 Full Version.pptx

SAP CAR integration for eCommerce & CCR

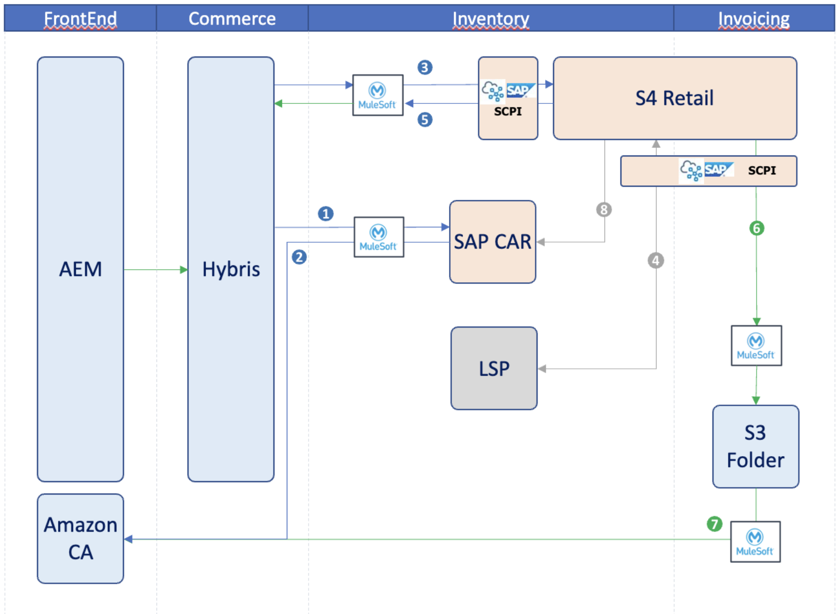


References

1. Stock Availability / Sourcing / Reservation
2. Stock Visibility / RSI
3. Order Export (Fulfilment) to S4Retail
4. Order Export to LSP / Order Update
5. Order Status update to eComm
6. Return Labels & Invoices Upload
7. Invoices Distribution
8. Order replication to SAP CAR / Stock snapshot replication

- changes
- existing feature
- non-DCE2 feature

SAP CAR integration for Marketplaces

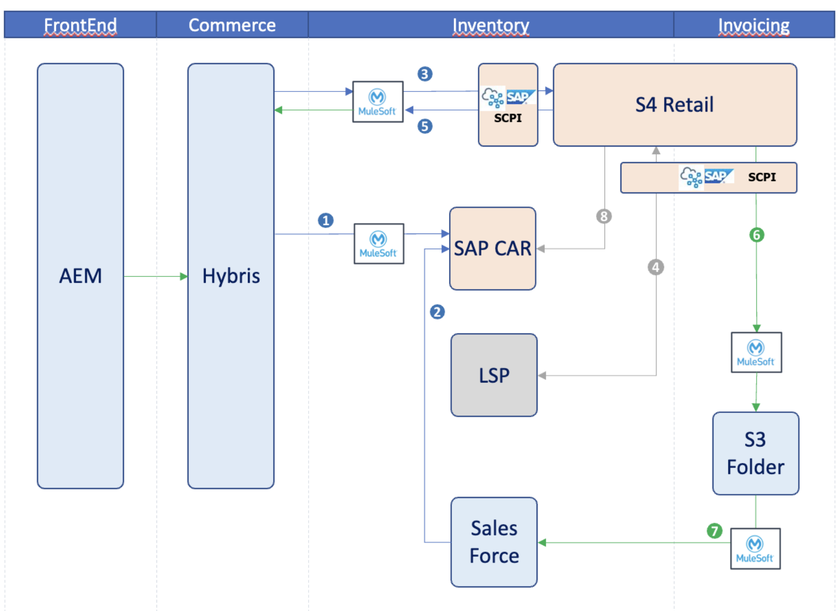


References

1. Stock Availability / Sourcing / Reservation
2. Stock Visibility / RSI
3. Order Export (Fulfilment) to S4Retail
4. Order Export to LSP / Order Update
5. Order Status update to eComm
6. Return Labels & Invoices Upload
7. Invoices Distribution
8. Order replication to SAP CAR / Stock snapshot replication

- changes
- existing feature
- non-DCE2 feature

SAP CAR integration for Field Coaches



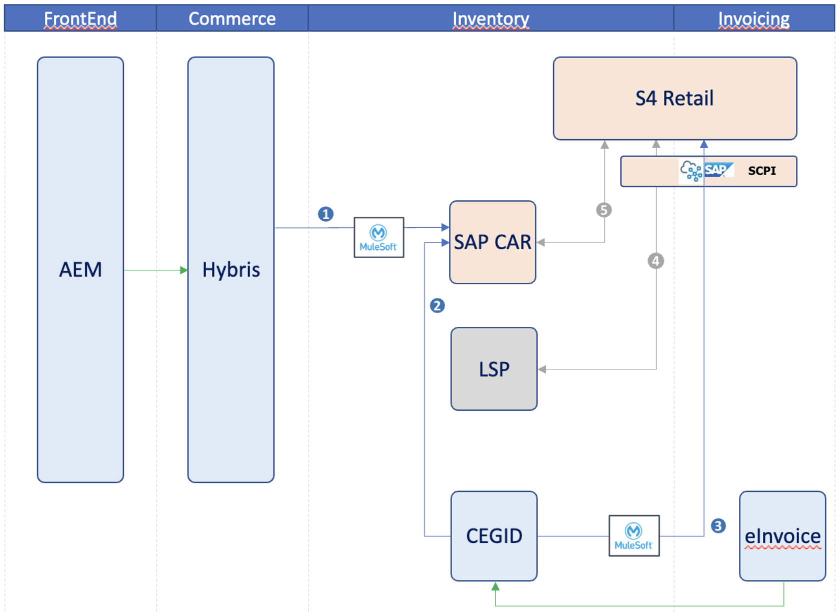
References

1. Stock Availability / Sourcing / Reservation
2. Stock Snapshot
3. Order Export (Fulfilment) to S4Retail (End.
4. Aisle)
5. Order Export to LSP / Order Update (End.
6. Aisle)
7. Order Status update to eComm (End. Aisle)
8. Invoices Upload

- Invoices Distribution
- Order replication to SAP CAR / Stock snapshot replication

- changes
- existing feature
- non-DCE2 feature

SAP CAR integration for Brand Retail



References

1. Stock Availability / Sourcing
2. Inventory & Sales Transaction (POSDTA)
3. Order Export and Incoming Orders
4. Order Fulfilment
5. Stock Snapshot replication

- changes
- existing feature
- non-DCE2 feature

[ideas for the Design Workshop] 2022-April (MVP Market: tbd)

Release Plan: https://pmicloud-my.sharepoint.com/:x:/g/personal/gcolace_pmintl_net/EemlV5uqr6RFnsfGjNNVe6IBpwQMnF_zRN9Pv5qVV6-15Q?e=mhFIqn

Scope for UK: DCE2 integrated with SAP CAR/Retail: 2022.03 UK Scope DCE2 with SAP CAR Retail.pptx

01. Warm Up Sessions [2022.04.11]

Agenda

Day 1 (2h max) - Solution Architecture overview, Integration approach (DCE2-CAR/Retail)

Day 2 (2h max) - Product Data (Articles Variants/Global ID), BP/Sites/Coaches. Approach and Integration

Day 3-4 (2h + 2h) - Ecommerce, Field Coaches. Brand Retail. Lending Process

Day 5 (2h) - Procurement Cycle. Cross system Replenishment Process. Cross system Order Fulfilment Process

Content

Day	Topic	Presenter (s)	Materials	Participants	Presentation time (minutes) / Discussion time (minutes)	Open questions - To be decided /clarified in this Session	Conclusions on this topic
Day 1	Solution Architecture	Yemi Fagbenro Arnab Bhattacharyya	Yemi Fagbenro Arnab Bhattacharyya 3.0.3 Omnichannel High Level Architecture - per Channel Market Switcher		e.g. 30/90		
Day 1	Integration Architecture *please add the links to the materials you'll present*	Yemi Fagbenro Arnab Bhattacharyya	Yemi Fagbenro Arnab Bhattacharyya Integration Approach				

Day 2	Product Data	Gerardo Colace Arnab Bhattacharyya	**Product Management Functional View** 2021.05 Articles.pptx Arnab Bhattacharyya Product - Article & SKU Management SAP CAR Retail - Article Management				
Day 2	BP/Sites/Coaches	Filip Hoffmann Arnab Bhattacharyya	Filip Hoffmann Arnab Bhattacharyya *https://wiki.app.pconnect.biz/x/Gw01C*				
Day 3	eCommerce + Lending	Vincenzo Miccoli	*Vincenzo Miccoli* 1. **Sales Order**: 1.1 Sales a. *Home Delivery* 2. **Lending**: 1.3 Lending a. *Home Delivery* 3. **Lending Confirmation:** 1.4 Lending Confirmation Sales (Sales after Lending) a. *Remote Confirmation* b. *Automatic Confirmation* 4. **Commercial Return**: 1.2 Commercial Return & Refund a. *Post back*				

Day 4	Brand Retail + Field Coaches	Vincenzo Miccoli	*Vincenzo Miccoli*
			
			1. **Sales Order**: 1.1 Sales
			   a. *Click & Collect Brand Retail*
			   b. *Click & Collect Indirect Retail*
			2. **Replacement**: 1.6 Replacement
			   a. *Home Delivery*
			3. **Undelivered**: 1.9 Undelivered Return
			4. **Under-delivery**: 1.10 Under - Delivery (Partial or Total)
			5. **Self Service Device Linking**: 1.8 Self Service
			   a. *at Home*				

Day 5	Procurement Cycle. Cross system Replenishment Process. Cross system Order Fulfilment Process	Evgenii Kravchenko who ?					

02. Detail Design Workshop [2022.04.19]

CAR Retail - Ons...- one pager.pptx

List of Topics & Decisions: https://pmicloud.sharepoint.com/:x:/r/teams/SAPCARRetail-PMIandVENDORS-SAPCARRetail-EU/Shared%20Documents/Workshop%20-%20Static%20Scope%20-%20Detailed%20Design/DCE2%20SAP%20Retail%20CAR%20-%20workshop%202022.04.19.xlsx?d=w61201b2f972f49fe881a4b3a2d2e4c55&csf=1&web=1

3.0.1 Workshop 2021.10 // DCE2 integration with S/4 Retail and SAP CAR

AS-IS

List of DCE2 Order Types and Business Flows: Workshop 2021.10 Orders Type per Channel agenda.xlsx

TO-BE

Solution Architecture per Channel link to be added

UK Scope link to be added

CONSGOV Tickets for DCE2 3.0.0 CONSGOV Tickets for DCE2

DCE2 Business Flows (Omni Channel) C. Business Flows details

WORKSHOPS and NEXT STEPS

1. **CAR / Reservation API**

Owner: Iuri

Deadline: 1st week of Nov

1. **CEGID Workshop**

Owner: Stefano

Deadline: 2st half of Nov

1. **Master Data --> Products Conversion**

Owner: Arnab / Gerardo

Deadline: Nov 15

1. **Master Data --> Store / Sites / Plant / etc**

Owner: Arnab / Gerardo

Deadline: Nov 15

1. **MDG Integration**

Owner: Zulehya / Gerardo

Deadline: Nov 15

UK Scope [draft]

01 Apr 2022 draft since a change in the market for the MVP

Overview

More documentation here

Parking Lot

Scope: to understand better

Overview

More documentation here

Scope Definition https://confluence.pmidce.com/pages/viewpage.action?pageId=329521533

CONSGOV Tickets (enhancements to current Capabilities/Features) 3.0.0 CONSGOV Tickets for DCE2

Detailed Scope DCE2 Capabilities with SAP Retail and CAR Sales Channel Integration Matrix UK.xlsx IN PROGRESS

Parking Lot

OPEN IN PROGRESS FINISHED PRIORITY IDEAS DECISION WORKSHOP Q&A BUSINESS

Channel	Topic	Description	Actions / Clarifications	Date
e-Commerce Direct Sales CSC Direct Sales	Scope		• Checkout Checkout eCommerce and Customer Care [draft] FINISHED • *Fulfillment of the WH, no need to be documented* • *Inventory Sync, not needed* • *Sales Sync, not needed* • Master data Product - Article & SKU Management IN PROGRESS	23 Feb 2022
Remote Coaches Direct Sales	Scope	FINISHED  		23 Feb 2022

Brand Retail Reseller Model	Scope	**Overall Understanding of the Brand Retail Reseller Model** IN PROGRESS models to integrate CEGID with SAPCAR-Retail.xlsx • Do we need a new Availability Call considering the data from CEGID will go into SAP CAR in a different way? Filip Hoffmann IN PROGRESS • Let's consider if this has an impact on the estimation for DCE2 (potentially implement 2 integrations). Mattia Piraccini OPEN	• Master data, Sites? **Business Partners** DECISION **Anil Naidu** • Checkout Inventory Flows - Brand Retail Reseller Model IN PROGRESS **Anil Naidu** • *Fulfillment, not needed* • Inventory Sync Inventory Flows - Brand Retail Reseller Model IN PROGRESS **Anil Naidu** • Sales Sync Inventory Flows - Brand Retail Reseller Model IN PROGRESS Anil Naidu	23 Feb 2022
Indirect Retail Reseller Model	Scope	**Overall Understanding of the Indirect Retail Reseller Model** The store (e.g., General Trade) is buying products from PMI or EZD (Distributor). The consumer is in a store buying a product from the retailer, and also paying to the retailer. No DCE2 for the retailer. No stock in DCE2, SAP CAR and S4 Retail for the Indirect Retailers. DECISION The retailer offers the consumer to do the registration himself/herself (aka Self Registration for Purchases), the consumer scans the QR code that identifies the retailer and then goes to the IQOS /VEEV Website, then the order is created to do the Device Linking (ZDE). This ZDE order doesn't go to S4 Retail. Then, the retailer gets the points in DTE/REEV (manually for the time being). • Self Registration for Device Linking (ZDE) 13.2 Self Service Device Linking / Indirect Retailer • No Free Gift Orders	• Clarify who's selling to the General Trade, it's a B2B transaction. OPEN WORKSHOP • Master data, **Business Partner** in SAP Retail FINISHED • Checkout for ZDE 13.2 Self Service Device Linking / Indirect Retailer FINISHED • Fulfillment, not needed • Inventory Sync, not needed • Sales Sync, not needed	23 Feb 2022
Indirect Retail Reseller Model	Lending	Clarify the Lending processes IN PROGRESS	Vincenzo Miccoli is this topic open or closed?	23 Feb 2022
Indirect Retail Reseller Model	Replenishment	Automated replenishment ? Check details with Jake Saul OPEN Filip Hoffmann		04 Mar 2022

Field Coaches Reseller Model	Scope	**Overall Understanding of the Field Coaches Reseller Model** The reseller company is buying products from PMI or EZD (Distributor). The Field Coaches are receiving stock transfers from the Field Coach Manager using DCE2. DCE2 and SAP CAR needs to have visibility of the stock. • Do we need to stock in S4 Retail or SAP CAR only? OPEN Arnab Bhattacharyya Filip Hoffmann Anil Naidu The consumer is buying a product from the Field Coach, and also paying to the Field Coach. The Field Coach is using DCE2 to perform the operation.	• Master Data config in SAP to represent the Field Coaches in the Reseller Model OPEN Arnab Bhattacharyya Filip Hoffmann Anil Naidu IN PROGRESS • Checkout • Fulfillment • Inventory Sync • Sales Sync • Master data	23 Feb 2022
Field Coaches Reseller Model	Integration DCE2 with SAP CAR /Retail	**Orders**: SF doesn't export any order to SAP. Hybris does. In the Reseller Model Hybris is sending the Reseller ID (coming from SF, through Hybris, into SAP). More info: GET Store Coach Store GUID & Field Coach Reseller ID	• Check with Hybris how the Reseller ID is exposed to SAP. OPEN **Mattia Piraccini** // apparently SAP doesn't need this data	23 Feb 2022
Field Coaches Reseller Model	Integration DCE2 with SAP CAR /Retail	**Stock Movements (event driven)** from SF to Stock MiSe and SAP, only the ones that are not connected to any type of Orders (Sales, Replacement) between storage locations. More info: https://confluence.pmidce.com/pages/viewpage.action?pageId=273634269	• Clarify if the Stock Inbound when the Field Coach receives stock from the Manager is included in this event. OPEN • To be reviewed: Lending Orders // Replacement Orders. OPEN	23 Feb 2022
Field Coaches Reseller Model	Integration DCE2 with SAP CAR /Retail	**Stock Aggregated Snapshot (once a day)** from SF to SAP and Stock MiSe, Mulesoft is triggering the query. Info going to SAP, this is per SF Warehouse. Info going to Stock MiSe, this per Field Coach.	• SF will send the data to SAP CAR and /or S4 Retail considering this is Reseller Model? OPEN • SF will send the stock data to SAP CAR /Retail, aggregated or per Field Coach? OPEN	23 Feb 2022
Field Coaches Reseller Model	Replenishment	Automated replenishment ? Check details with Jake Saul OPEN **Filip Hoffmann**		

Cross-Channel	Returns & Refunds	- **Sales Returns**:
		  - Allowed on the same channel of Sales, no cross channel returns allowed
		- **Lending Initiation**:
		  - At the moment only available for Website, live for Brand Retailer and Field coach scheduled for April/May.
		  - *Follow-up process*
		    - Manual Reconciliation for Brand Retail Reseller
		    - Manual Reconciliation for Field Coach Reseller
		    - Auto-replenishment for Indirect Retailer
		- **Lending Return**:
		  - Allowed via CSC with return to LSP, regardless of Lending initiation channel
		- **Replacement (and Service Return)**:
		  - Available for Website, CSC and Brand Retail
		  - For cross-channel (device bought online, replaced in Brand Retail Reseller), the Brand Retailer is manually refunded
		- **Replacement Upgrade**:
		  - Available for Website and CSC
		- **Refunds**:
		  - to be investigated
		
		More info here: PMI.CAR_Retail - Returns and Refunds Matrix_UK Scope.xlsx
			- Check the business flow for Returns via Field Coaches and Indirect Retailer Reseller OPEN Vincenzo Miccoli
			- Check the Refund process OPEN Vincenzo Miccoli
			- Check Reconciliation and Auto-replenishment OPEN Vincenzo Miccoli
				15 Mar 2022

Scope: to understand better

Lending compatible with reseller model https://jira.pmidce.com/browse/CONSGOV-3670

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Revised Lending Journey in Indirect Retail https://jira.pmidce.com/browse/CONSGOV-3267

LSP integration with XPO (SFTP) https://jira.pmidce.com/browse/CONSGOV-3017

Brand Retail with Lending, and the reconciliation, Lending is complex, money is captured by PMI using Pay Per Link.

Field Coaches with Lending, and the reconciliation, Lending is complex, money is captured by PMI using Pay Per Link.

Master Data alignment (between SAP Retail, B2B and B2C).

Overview

More documentation here

Parking Lot

Scope: to understand better

Overview

More documentation here

Scope Definition https://confluence.pmidce.com/pages/viewpage.action?pageId=329521533

CONSGOV Tickets (enhancements to current Capabilities/Features) 3.0.0 CONSGOV Tickets for DCE2

Detailed Scope DCE2 Capabilities with SAP Retail and CAR Sales Channel Integration Matrix UK.xlsx IN PROGRESS

Parking Lot

OPEN IN PROGRESS FINISHED PRIORITY IDEAS DECISION WORKSHOP Q&A BUSINESS

Channel	Topic	Description	Actions / Clarifications	Date
e-Commerce Direct Sales CSC Direct Sales	Scope		• Checkout Checkout eCommerce and Customer Care [draft] FINISHED • *Fulfillment of the WH, no need to be documented* • *Inventory Sync, not needed* • *Sales Sync, not needed* • Master data Product - Article & SKU Management IN PROGRESS	23 Feb 2022
Remote Coaches Direct Sales	Scope	FINISHED 		23 Feb 2022

Brand Retail Reseller Model	Scope	**Overall Understanding of the Brand Retail Reseller Model** IN PROGRESS models to integrate CEGID with SAPCAR-Retail.xlsx • Do we need a new Availability Call considering the data from CEGID will go into SAP CAR in a different way? Filip Hoffmann IN PROGRESS • Let's consider if this has an impact on the estimation for DCE2 (potentially implement 2 integrations). Mattia Piraccini OPEN	• Master data, Sites? **Business Partners** DECISION **Anil Naidu** • Checkout Inventory Flows - Brand Retail Reseller Model IN PROGRESS **Anil Naidu** • *Fulfillment, not needed* • Inventory Sync Inventory Flows - Brand Retail Reseller Model IN PROGRESS **Anil Naidu** • Sales Sync Inventory Flows - Brand Retail Reseller Model IN PROGRESS Anil Naidu	23 Feb 2022
Indirect Retail Reseller Model	Scope	**Overall Understanding of the Indirect Retail Reseller Model** The store (e.g., General Trade) is buying products from PMI or EZD (Distributor). The consumer is in a store buying a product from the retailer, and also paying to the retailer. No DCE2 for the retailer. No stock in DCE2, SAP CAR and S4 Retail for the Indirect Retailers. DECISION The retailer offers the consumer to do the registration himself/herself (aka Self Registration for Purchases), the consumer scans the QR code that identifies the retailer and then goes to the IQOS /VEEV Website, then the order is created to do the Device Linking (ZDE). This ZDE order doesn't go to S4 Retail. Then, the retailer gets the points in DTE/REEV (manually for the time being). • Self Registration for Device Linking (ZDE) 13.2 Self Service Device Linking / Indirect Retailer • No Free Gift Orders	• Clarify who's selling to the General Trade, it's a B2B transaction. OPEN WORKSHOP • Master data, **Business Partner** in SAP Retail FINISHED • Checkout for ZDE 13.2 Self Service Device Linking / Indirect Retailer FINISHED • Fulfillment, not needed • Inventory Sync, not needed • Sales Sync, not needed	23 Feb 2022
Indirect Retail Reseller Model	Lending	Clarify the Lending processes IN PROGRESS	Vincenzo Miccoli is this topic open or closed?	23 Feb 2022
Indirect Retail Reseller Model	Replenishment	Automated replenishment ? Check details with Jake Saul OPEN Filip Hoffmann		04 Mar 2022

Field Coaches Reseller Model	Scope	**Overall Understanding of the Field Coaches Reseller Model** The reseller company is buying products from PMI or EZD (Distributor). The Field Coaches are receiving stock transfers from the Field Coach Manager using DCE2. DCE2 and SAP CAR needs to have visibility of the stock. • Do we need to stock in S4 Retail or SAP CAR only? OPEN Arnab Bhattacharyya Filip Hoffmann Anil Naidu The consumer is buying a product from the Field Coach, and also paying to the Field Coach. The Field Coach is using DCE2 to perform the operation.	• Master Data config in SAP to represent the Field Coaches in the Reseller Model OPEN Arnab Bhattacharyya Filip Hoffmann Anil Naidu IN PROGRESS • Checkout • Fulfillment • Inventory Sync • Sales Sync • Master data	23 Feb 2022
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Master Data alignment (between SAP Retail, B2B and B2C).

Solution Design - Phase 3 Integration DCE2 with SAP CAR and S4Retail for all the channels

DRAFT

1. Overview

The objective is to introduce SAP CAR for inventory management and fully integrate it in all markets.

Develop the integration with SAP CAR + Market Switcher, to enhance Sourcing capabilities.

Cater enhanced capabilities (e.g., Shipment from Stores, Expedited Delivery, to be prioritized).

2. Scope

Scope of Phase 3 is to integrate SAP CAR capabilities (availability check, reservation, sourcing at the c heckout phase) in order to replace Stock MiSe functionalities.

S4 Retail will take over the inventory management.

Eugenia Deambrosi for your consideration, next year when this phase starts

OMS and Stock Flows (template for UK)

Sales Channel Integration Matrix UK.xlsx

Returns and Refunds Flows

PMI.CAR_Retail - Returns and Refunds Matrix_UK Scope.xlsx

3. Principles

4. Impacted Components

#	Platform	Impact
1		
2		
3		

5. Logical

6. Physical

7. Logging, Monitoring and Alerting

8. NFRs

Solution Design Tracker - Phase 3

Useful Links

CONSGOV:

CONSGOV-8986 - [Omni DCE2] Phase 3 // Integration DCE2 with SAP CAR and S4Retail for all the channels IN QUALIFICATION

EPIC:

JIRA BACKLOG:

SOLUTION ARCHITECTURE:

Website & CCR: 1. High Level Solution - eComm and CSC - OmniChannel - PMI DCE Confluence CLOSED

Marketplaces: 2. High Level Solution - Marketplaces - OmniChannel - PMI DCE Confluence CLOSED

add the remaining channels *IN PROGRESS*

Assumptions

SAP CAR will replace the Stock MiSe functionalities (not for Field Coaches)

The inventory capabilities will be managed by S4 Retail

Hybris will have the capabilities to switch from DCE2 landscape to Omnichannel depending on the market using the Market Switcher

Design Tracker

OPEN CLOSED IN PROGRESS FUTURE FEATURE HIGH PRIORITY

Topic	Channel	Description	When?	MVP?	Owner	Actions / Decisions

Hybris General	All	Define the implementation of IPR, details here >>> POC for DCE2 and Integration Package for Retail (RIM) - OmniChannel - PMI DCE Confluence **(1) 2022-Q1 PoC Results and Conclusions: Accenture for PMI - SAP RIM Poc for CAR-Retail integration.docx** **(2) SAP PMI_DCE2_RetailIntegrationModule_v1.0.pdf**	Pre-workshop, Hybris only	Yes	Eugenia Deambrosi	HIGH PRIORITY IN PROGRESS IPR to be tested on hotfix environment on second week of April.
Stock Visibility Services integration with SAP CAR *Stock Services*	Indirect Retailer	Define the Solution Design for **Indirect Retailer**	Pre-workshop	tbd	Eugenia Deambrosi	HIGH PRIORITY IN PROGRESS 19 Mar 2023 to be confirmed if, CZ/SK is using the Indirect Retailer channel and which markets are using which feature. 20 Mar 2023 the direction is to go with SAP CAR integration, the complexity is the master data process for Retailers. Meeting scheduled for 04 Apr 2023 05 Apr 2023 CZ&SK features to be confirmed with the market. However, understanding is that they are using RaaS but not SSR. RaaS > - Interaction activities: device linking, voucher burning, used device lending. - Stock Movement: C&C - Consignment stock management > implemented but NOT USED by any market. SSR > only interaction activities > device linking, voucher burning, used device lending and new device lending (not used).
Stock Visibility Services integration with SAP CAR *Stock Services*	Field Coaches	Define the Solution Design for **Field Coaches**	Pre-workshop	Yes	Giuseppe Inzerillo	IN PROGRESS 20 Mar 2023 The direction is to NOT GO with SAP CAR integration, same as today. SAP CAR not able to provide stock per FC. Document the Solution Design, for this channel.

SAP Commerce integration with SAP CAR *Checkout*	All	SAP Commerce mapping table, with SAP CAR (Sourcing Networks with Base Store?) **2022-April Proposal functional integration SAP Commerce with SAP CAR v1.pptx** **future capability, Order Splitting Split Delivery at Order Level.pptx**	Workshop	Yes		HIGH PRIORITY
SAP Commerce integration with SAP CAR *Checkout*	All	Define the list of interactions between DCE2 and SAP CAR during the checkout. (1) Availability happens when "Selecting Delivery Method" (2) Sourcing happens when "Proceed to Payment" (3) Cart Reservations happens when "Proceed to Payment" (4) Reservation Update happens when "Order was successfully created". (5) Cancellation of the Reservations (within Grace Period), triggered by SAP Hybris. (6) Cancel Reservations (for unfinished Carts), SAPCAR will clean up the reservations automatically, no need of having SAP Hybris to send the request to SAPCAR. The alignment between SAP Hybris and SAPCAR for the TTL of the Reservations. **1) Checkout flows B2C.pptx**	Pre-workshop	Yes	Giuseppe Inzerillo	HIGH PRIORITY IN PROGRESS 20 Mar 2023 Reservations: There is a process that will run every hour in S4Retail to clean up the reservations that were converted into order and update available stock to SAP CAR. Documentation in progress: Checkout flows B2C Document the Solution Design, for each channel. 05 Apr 2023 final version for the workshop to be shared by 07 Apr 2023
SAP Commerce integration with SAP CAR *Checkout*	Remote (Website, Customer Care)	Consider USA, where the availability of products can be different between states. It might require that Hybris and SAP CAR include one more field (e.g. State) when doing the Sourcing call. *To be confirmed if the products need to be displayed or not.*	Workshop	tbd		HIGH PRIORITY

SAP Commerce integration with SAP CAR *Checkout*	All	Performance / Stress Test for the SAP CAR connectivity *(Checkout queries)*	Pre-workshop	Yes	Eugenia Deambrosi	IN PROGRESS 22 Mar 2023 Clarify the scope for the for the Automation Test Team for DCE2. 30 Mar 2023 Scope of automated tests shared, need to review and plan accordingly. For performance test, is available only for cash on delivery scenarios.
SAP Commerce integration with SAP CAR *Checkout*	All	**Middleware** to integrate SAP Commerce with SAP CAR, using **Mulesoft**				CLOSED
SAP Commerce integration with S4Retail *Order Creation*	Marketplaces	SAP Commerce will update SAP CAR (Stock Decrease, no Reservation is needed) considering the order has already been placed in the Marketplaces. *It might happen there's an Out of Stock situation, error handling and monitoring to be in place for those cases.* Checkout TO-BE B2C Marketplaces 2023.03.pptx	Pre-workshop	No		CZ/SK is not using the Marketplaces feature at this moment.
SAP CAR Stock Export to ChannelAdvisor *Stock Export*	Marketplaces	RSI will not be used for Marketplaces, but quantities are needed. Define if the Stock Export feature will be implemented from: (1) Stock Visibility Services or (2) SAP CAR (3) S4Retail Considering that SAP CAR will be integrated with Stock Visibility Services and the API is already there (Stock Export to Mulesoft). • Assortment in SAP CAR needs to happen, to send the stock snapshot to ChannelAdvisor for those products that are commercialized in this channel. To be explored: Virtual Warehouse in SAP CAR due to the fact there's no assortment in SAP CAR. • Define how SAP CAR will expose this data, considering the Global Article concept.	Pre-workshop	No		CZ/SK is not using the Marketplaces feature at this moment.

SAP Commerce integration with S4Retail *Reservation Management*	Website and CCR	**Reservation Clean Up**, between S4Retail and SAPCAR. Order Replication frequency.	Pre-workshop	Yes	Giuseppe Inzerillo Arnab Bhattacharyya	HIGH PRIORITY OPEN 22 Mar 2023 it's important that Hybris and SAPCAR have the same value (TTL) for the reservation. SAPCAR doesn't need Hybris to provide the value in each API call. Hybris should only clean the reservations in SAP CAR if a consumer is cancelling the orders before the Grace Period. Confirm how often Hybris will export new orders to S4Retail (after the Grace Period is over) and confirm if there's any process that should happen different.
Stock Visibility Services integration with SAP CAR *Stock Visibility*	All	How Stock Visibility Services will be integrated with SAP CAR, to provide Stock Visibility/Availability features *(Search & Explore queries)* *The preference is to have SAP CAR exposing AtP info (not RSI) to Stock Services.* Checkout TO-BE B2C Marketplaces 2023.03.pptx *Features to be considered:* • *Stock Availability per Global Article/Channel/Market 10. Stock Movement - Field Coach // CT-App: Salesforce: Stock Management //* • *Multiple Variant feature to allow mapping the Global Article with EAN or Variant Codes* • *Details here https://confluence.pmidce.com/display/DCE20HOME/Stock+Visibility+Microservice+-+Configuration+Manual+Handbook*	Pre-workshop	Yes	Eugenia Deambrosi Arnab Bhattacharyya	HIGH PRIORITY IN PROGRESS 20 Mar 2023 get the volumes from AEM, to see how SAPCAR will perform (at scale). Stress Test in SAPCAR.

Stock Visibility Services integration with SAP CAR *Stock Visibility*	All	Understand how the features provided by Stock Visibility Services will work, when having both SVS and SAP CAR covering "Search and Browse" and "Checkout" features respectively. *Features to be considered:* • *Stock Depletion feature (Heets, PK, CT)* • *Stock Import from different channels/platforms (e.g., CEGID, SF, LSP) using different ID (EAN, Variant Codes) Stock Import // DEPRECATED - PUSH TOPIC - Inventory Notification Change to Micro Service // CT-App: Salesforce: Stock Management // POS - Integration with PIM*	Pre-workshop	Yes	Arnab Bhattacharyya	HIGH PRIORITY OPEN
Stock Visibility Services integration with SAP CAR *Stock Visibility*	All	**SAP CAR delta replication** to Stock Visibility Services (frequency) Clarify the solution for each channel, considering the reservations are not working in the same way (DCX Brand Retail).	Pre-workshop	Yes	Eugenia Deambrosi Arnab Bhattacharyya	HIGH PRIORITY IN PROGRESS 20 Mar 2023 get the volumes from AEM, to see how SAPCAR will perform (at scale). Stress Test in SAPCAR. 1) using the stock notification event: for Field Coaches (SF >> MUS >> SVS) or Brand Retail (CEGID >> MUS >> SVS) ***preferred option*** 2) creating a new stock notification event, from SAPCAR >> SCPI >> MUS >> SVS (new end-point) 3) SVS requesting info to SAPCAR
Stock Visibility Services integration with SAP CAR *Other Features*	All	**Low Stock notification feature** How Stock Visibility Services will connect the Low Stock notification feature, once the info is coming for SAP CAR?	Pre-workshop	Yes	Eugenia Deambrosi	IN PROGRESS 22 Mar 2023 if SAPCAR / S4Retail doesn't have the feature, we can think of integrating SAPCAR with SVS to utilize the feature. To check if markets are using it. 03 Apr 2023 Bilyana to share feedback.

SAP Commerce integration with S4Retail *Master Data*	All	**Products** in S4Retail, considering the different Unit of Measure (PK, PCE, etc.).	Workshop	Yes		HIGH PRIORITY
SAP Commerce integration with S4Retail *Master Data*	All	**Replication with MDG/CLIPP** overall understanding: data mapping, frequency, bundles.	Workshop	Yes		HIGH PRIORITY
SAP Commerce integration with S4Retail *Master Data*	All	**Order Types management** in S4Retail (e.g., Click and Collect, Trade In, Sampling, Pre-Orders, etc.)	Workshop	Yes		HIGH PRIORITY

SAP Commerce integration with S4Retail *Master Data*	All	**mapping between Promo & WBS** in SAP Commerce and S4Retail ***Designing principle*** When SAP Commerce sends the Orders data to S4Retail for fulfillment processes, the orders should not be blocked because of some "promo/WBS master data" is not aligned between the platforms, since this is stopping the delivery to the consumers, affecting the SLA and NPS.	Workshop	tbd	Eugenia Deambrosi Arnab Bhattacharyya	OPEN 22 Mar 2023 discussion to have a preliminary design of the changes in the Promotions, for S4Retail to do a proper reporting. Meeting scheduled on 28 Mar 2023 Promo issue: While amounts for header discounts are distributed to items, Hybris is not providing the data in the payload which header discount was used. Hybris is providing the promo code and amounts at item level while at header level only provides the amount but not the promo code. *To be clarified: If we have the information at item level, why it is required to have it at header level as well? can we have more than 1 promo code at header level? how will it work?*
SAP Commerce integration with S4Retail *Master Data*	All	Multi-Platform **Stores Master Data Mapping** *for Click and Collect Brand Retail and Indirect Retailer* How SAP Commerce will be connected to the Store Locator, retrieving those StoreIDs, and later querying SAP CAR to check the Stock Availability? Two different scenarios/solutions, B2C Stores and B2B Retailers.	Workshop			HIGH PRIORITY
SAP Commerce integration with S4Retail *Master Data*	Website, CCR, Marketplaces	**Extended Attributes in the Order, when doing Creation and Update,** 1) how S4Retail will persist all the OrderID (and other attributes) that important to the Front-End, especially for Marketplaces. 2) how S4Retail will persist the different data points that the LSP will publish (e.g., Codentify, TrackingID, Return Label Link, others). This is information that the Front-End needs to run Consumer Journeys (e.g., Email to Consumers, Order Updates to Marketplaces, Invoice Uploads, others).	Pre-workshop	Yes	Vincenzo Miccoli	IN PROGRESS 22 Mar 2023 S4Retail has prepared the i07 (Sales Order Update) integration with Hybris, the data provided by the LSP to run some Consumer Journeys in DCE2 (i.e., Device Linking, Email to Consumers, others). No special actions are required, but the testing for ARG will help to conclude if any missing data is required. 31 Mar 2023 to validate with Arnab that S4Retail will send all the info required on the order status update.

SAP Commerce integration with S4Retail *Master Data*	All	Alignment on Sales Order field length between Hybris and S4Retail Order ID field length in Hybris is 7 characters and in SAP is 10 characters (standard length for orderID). Need to assess the impact as *it might need a change in the data model in Hybris.* This is required for CZ&SK but also for AR or any other market using the integration.	Pre-workshop	Yes	Vincenzo Miccoli	HIGH PRIORITY OPEN 22 Mar 2023 clarify if IPR is the solution to align Hybris and S4Retail data model. Consider how this might affect other platforms that are consuming Orders's data from Hybris (i.e., SalesForce, LSP, CEGID, CDP, SFMC, others).
Testing Strategy	All	Need to align on the testing strategy. The testing strategy for market activation and new capabilities is different: • Market activation: DEV > QA > STG > PROD • New capabilities: DEV > QA > PP > PROD AR UVT environment (DCE2) is STG. CZ/SK UVT environment (DCE2) is PRE-PROD. In S4Retail the UVT environment is QA.	Pre-workshop	Yes	Eugenia Deambrosi	ON HOLD 24 Mar 2023 We have 2 problems: 1. Cannot test on STG and PP at the same time. UVT execution timeline for both projects are planned at similar time, but we cannot test at the same time because we cannot connect 2 hybris (STG & PP) systems to 1 S4Retail (QA). 2. Argentina is a market activation with new capabilities, so, for example, LSP integration (new capability to be tested in PP) cannot be tested in Argentina (market activation to be tested in STG) To clarify with release management team how to handle this. 28 Mar 2023 AR on hold due to changes in policy by AR goverment.
SAP CAR Technical open points	All	Environments strategy What are and how many environments are we going to get from SAP? Where will be the instances located and will there be any regional instances?			Arnab Bhattacharyya	30 Mar 2023 comments from Iurii > There will be no regional instances but a global instance.
		What is the availability promise provided by SAP?			Arnab Bhattacharyya	30 Mar 2023 99.6% and rest 0.4% is reserved for the periodical maintenance.
		Is there a zero-downtime deployment strategy available?			Palani Kumar Pounraj	30 Mar 2023 SAP always aims for zero downtime. Mostly this is the case except for version changes. Action > Do internal assessment on response for #3 and see if this to be added as a new feature /requirement.

		PMI expectation is to have 100% availability for the customers to access the commerce system. What is SAP's strategy to support this?			Arnab Bhattacharyya	30 Mar 2023 In extreme cases where there is an unavailability of SAP CAR, have a temporary order taking mechanism without actual stock check or reservation based on a stock buffer and then reconfirm the orders post SAP CAR becomes available.
		What is the SLA per API request? does performance of the API calls abide the industry best practice standards?			Arnab Bhattacharyya	30 Mar 2023 Usually it is in milli seconds(ms). We(PMI) can do a detailed performance test for Czech market and assess it
		Is there any limitation on the volume of transactions that we can make when we go with performance testing? Note: We will let SAP know what we are going to do and the test paraments before we test to agree on a testing slot.			Arnab Bhattacharyya	30 Mar 2023 No such threshold in place. PMI can test with our own parameters.
		Why does SAP not allow (or advice) for not utilizing SAP CAR for non-transactional (PLP, PDP, etc.,) ?			Palani Kumar Pounraj Arnab Bhattacharyya	30 Mar 2023 SAP CAR could handle volumes of real time calls, but SAP proposes this is based on the understanding and experience with their past experiences. We need an internal discussion on this

Market Switcher

1. Introduction

The **"market switcher"** represents the solution approach that will be implemented to ensure that the existing DCE2 Commerce solution will cohabitate with the newly introduced SAP CAR & Retail within the same codebase mitigating the setup of a dual instance to deploy the Omnichannel features for DCE 2. The concept is termed as the **'Market Switcher'** in that it will switch the flow of system interactions based on specific set of attributes passed to the commerce application where the market switcher will be triggered. It is important to note that the market switcher scope is not only limited to the SAP Commerce platform but also impacts other components within the DCE2 landscape namely, Clientelling, Mulesoft, and CEGID POS.

Also, worth noting is the current 'Stock Microservices' that currently performs some of the features of the proposed new SAP CAR functionality. The target end state is the retirement of the below services performed by the Stock Microservices and replaced with SAP CAR/S4 Retail:

a service to check the quantity availability

a service to reserve the quantity

a service to cancel the reservation

a service to mark exported to the LSP the reservation

a service to update the stock quantities

a service to get the quantities of a list of products a service to get the quantity of a specific product

a service to know the product in which stores is available

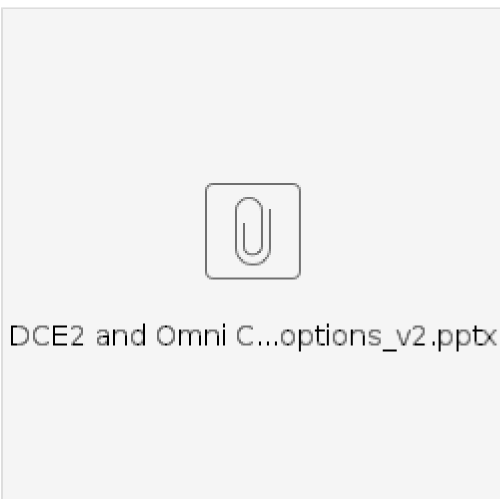
a service to update the SKUs of catalog

2. Approaches for CAR/Retail integration in DCE2

The attached ppt provides an overview of the two options considered for the implementation and integration of SAP CAR/Retail into existing DCE2 platform, namely:

Option 1: Create a second DCE2 Hybris instance where to apply from scratch the developments related to New markets based on CAR/Retail

Option 2: Keep the existing Hybris instance and implement the market switcher throughout the program application landscape **(preferred)**



3. Market switcher deep dive

The main focus of this page is the creation of a high level design for market switcher, and provide detailed solution design into the impacted processes, services and interfaces that will be required to change.

3.1. Impacted processes

The "market switcher" main impacted processes are:

Checkout flow (multiple channels and flows)

Post order flow

Product propagation

Stock Propagation

Attached is an excel file listing all the impacted DCE2 interfaces and the type of impact:

3.2. Technical Approach

The Market Switcher design assessment has been done taken into consideration the different layers that allows you to assess a specific component of the solution as opposed to the overall E2E systems landscape:

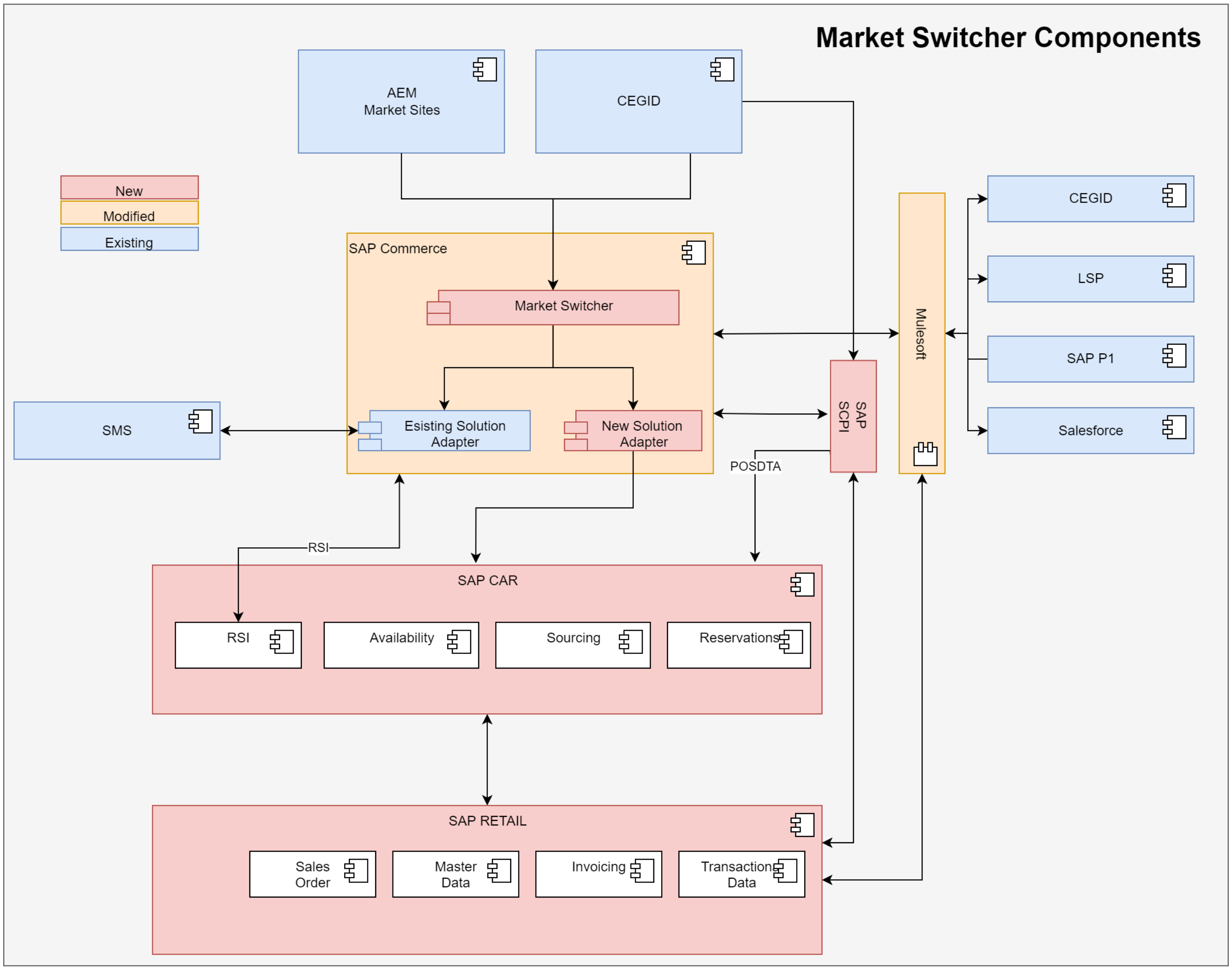
Applications View

Integration View

Data View

NFR's

Infrastructure - **No changes to existing DCE2 infrastructure expected**



4. Checkout flow (multiple channels and flows)

As regards the checkout flow, the main impact will be on Hybris side since the main checkout flows insist on the commerce platform via the AEM portal (which though does not provide any logic).

For such reason in the ppt below is described a high level design of the market switcher at hybris level.

4.1. Assumptions

Checkout APIs on Hybris side will not change between old and new markets. And following is a list of the endpoints called by the frontend that will have an impact in the implementation of the market switcher and in the integration with CAR/Retail.

31 Mar 2022Attention: Mattia Piraccini Francesca Versiglia francesca.versiglia@accenture.com

4.2. Implementation Approach

The delivery of the 'Market Switcher' is split into two facets:

Assumption: For the implementation and integration of DCE2 and SAP CAR/Retail, we will not have a scenario where SAP CAR and Stock Microservice will be used in the same market to fulfill different features.

> **Part 1:**The creation of the 'CORE' Switcher extensions and logic solely in SAP Commerce to continue to ensure that the existing markets and the call to StockMicroservices work, for the SAP CAR switch a default response would be sent back
>
> **Part 2**: The extended integration of the Market Switcher to trigger the call to SAP CAR/Retail to enable all the features as agreed in the business process flow covering (RSI, Availabity Check, Sourcing and Order Placement) with no effect on the existing market flow to Stock Microservice.

From a development point of view the extensions and the business logic will be what will be developed and tested, pending when we put in place the SAP CAR/Retail applications and connectivity is established.

Controller	Class method	Endpoint	HTTP Method

OrdersController	placeOrder	/{{baseSiteId}}/users/{{userId}}/orders	POST
	placeOrder	/{{baseSiteId}}/users/{{userId}}/orders	POST
PayPerLinkController	createPPLLink	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/createPPLLink	POST
CartsController	addPosPaymentDetails	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/pos-paymentdetails	POST
	addNewPaymentInfo	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/paymentInfo	POST
	addCartEntry - 728	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries	POST
	addCartEntry - 886	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries	POST
	setCartEntry - 938	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries/{{entryNumber}}	PUT
	setCartEntry 1201	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries/{{entryNumber}}	PUT
	setPickUpOrder	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/pickup-order	PUT
	updateCartEntry	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries/{{entryNumber}}	PATCH
	updateCartEntry	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries/{{entryNumber}}	PATCH
	removeCartEntry	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/entries/{{entryNumber}}	DELETE
	addProductSetCartEntry	/{{baseSiteId}}/users/{{userId}}/carts/{{cartId}}/product-set/entries	POST
ReplacementController	addReplacementBillingDetails	/{{baseSiteId}}/users/{{userId}}/replacement/{{cartId}}/replacement-paymentdetails	POST
	findProductToReplaceByGlobalCode	/{{baseSiteId}}/users/{userId}/replacement/{cartId} /replaceProductByGlobalCode	GET
SalerOrderWithFreeGoodsController	addToCartFreeGift	/{{baseSiteId}}/users/{{userId}}/salerOrderWithFreeGoods/{{cartId}} /freeGiftEntries	POST
DeviceLinkOrderController	initializeDeviceOrderLinkCart	/{{baseSiteId}}/users/{{userId}}/deviceOrderLink/carts	POST
	initializeDeviceOrderLinkCartAddToCart	/{{baseSiteId}}/users/{{userId}}/deviceOrderLink	POST
ReplacementController	addCartEntryReplacement	/{{baseSiteId}}/users/{{userId}}/replacement/{{cartId}}/replacementEntries	POST
BurningCouponCartsController	updateBurningCouponCart	/{{baseSiteId}}/users/{{userId}}/burningCouponCarts/{{cartId}}	PUT
OrderFormsController	orderForm	/{{baseSiteId}}/orderforms/{{orderFormCode}}/cart	POST
ProductsController	getStockData	/{{baseSiteId}}/products/{productCode}/stock/{storeName}	GET
RassReplacementController	findProductToReplaceByGlobalCode	/{{baseSiteId}}/replacement/replaceProductByGlobalCode	GET
CorrectiveDeliveryController	productListPage	/{{baseSiteId}}/useres/{userId}/correctiveDelivery/productListEntries	GET
LendingController	confirmLendingOrder	/{{baseSiteId}}/lending/confirm	POST

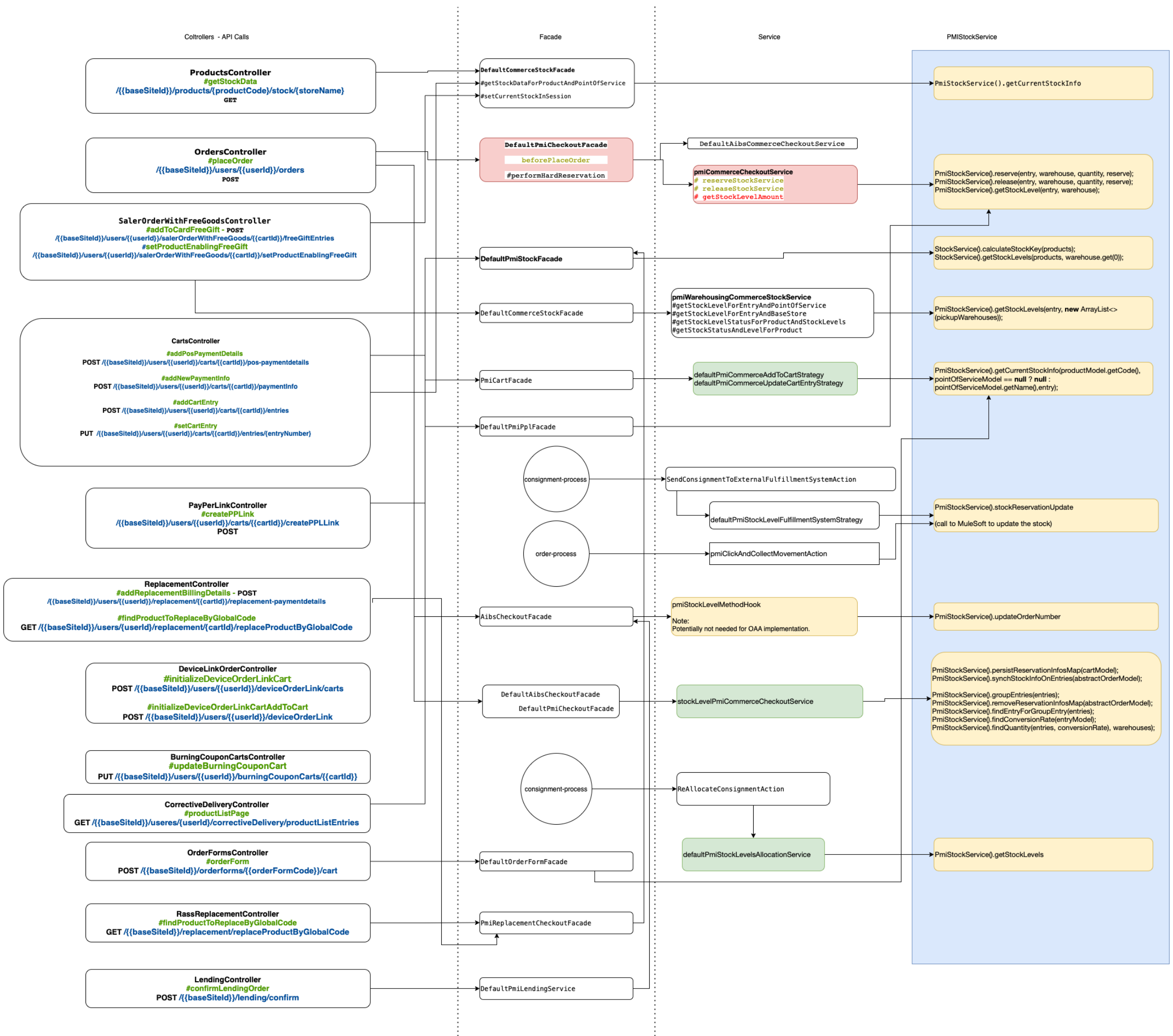
4.3. Code level diagram of the Impacted Hybris classes

The whole checkout flow is completely driven by frontend (AEM) and Hybris applications.

Especially, while FE layer collects the user input, Hybris performs both internal operations and connectivity with 3rd party applications (e.g. stock Mise) to fulfil processes and applications.

Therefore, the majority of the market switcher effort will be placed on Hybris side.

The following diagram defines the low level schema of the classes that are used when the aforementioned endpoints are touched.

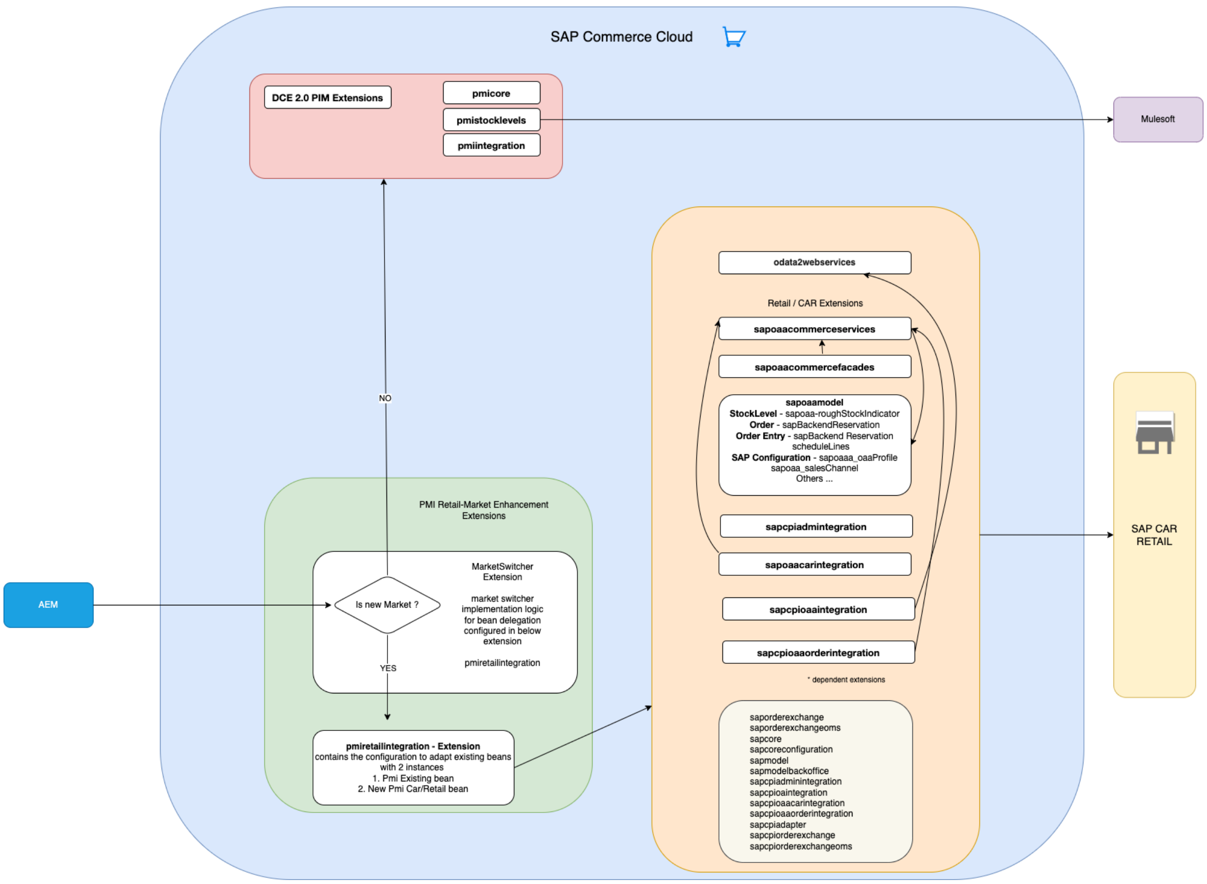


The market switcher on Hybris side will be applied to the selected classes indicated in the above schema (the ones in Red/Green/Yellow/Blue)

Following a detailed list of the impact foreseen in the market switcher implementation (independently of the usage of SAP RIM).

4.4. Market Switcher

In the given diagram another view of the market switcher integration



4.4.1. Implementation Summary

Market switcher will utilise the Spring BeanFactory concept (it enables you to create instances of different classes) , depending on the market the correct registered bean will be picked and handle the further delegation logic to correct implementation.

There will be 2 implementation of every area like for Sourcing, RSI enquiry, ATP requests to cater for the existing markets and new market.

Existing SAP Commerce Services (Existing).

CAR /Retail Services (New).

Note : RSI Import will not be affected by market switcher

Agenda is to integrate the MarketSwitcher logic and code enhancements to the existing PMI SAP Commerce codebase.While implementing the market switcher , initial proposal is to create 2 new extensions which will be included in the PMI extensions with the given purpose -

New Extensions	Description
marketswitcher	This extension provides the functionality of selection of bean based on the market request is made.
pmiretailintegration	This extension provides the configuration for the services to be available in 2 instances - 1. For Existing MuleSoft Service. 2. For new CAR / Retail Service.

Note -

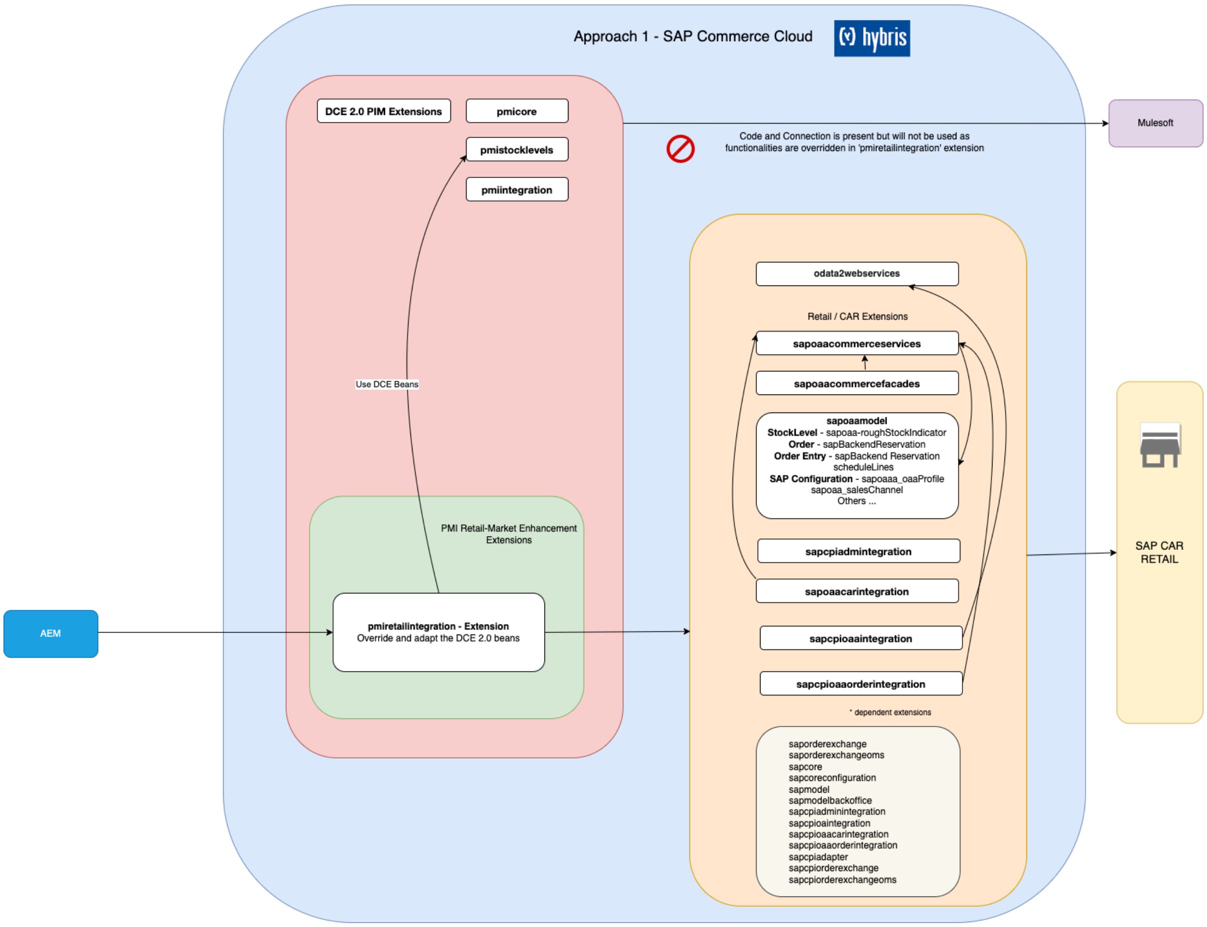
No enhancement will be done on existing commerce code base or extensions.

Existing code base will be modified to adapt market switcher changes, but those changes are generic and should not affect the existing functionality of the DCE 2.0 Codebase.

4.4.2. Market switcher exit strategy

This section describes 2 approaches that can be used to remove the **market switcher** and **Existing stock related logic** from Codebase. It means only CAR/Retail version of implementation will exist in the system. Just to reiterate the end state will no longer utilise the SMS and all code related to the strategies that exists in SAP Commerce. All markets moving forward will connect directly to SAP CAR & S4 Retail.

4.4.2.1. Approach 1



Removal of market switcher business logic and extension '**pmimarketswitcher'**.

Simplify the 2 instance/beans logic to Override the existing bean defined in PMI DCE 2.0 current code base. Modifications in '**pmiretailintegration'** extension.

No PMI DCE2.0 extension will be touched .

Remove market switcher configuration Database / Properties-file.

pmiretailintegration will be the part of existing code as another PMI extension.

Existing StockMicroservice / Mule-soft logic will stay in the DCE 2.0 code base but remain un-used as services are overridden in '**pmiretailintegration**'.

4.4.2.2. Approach 2

This approach is more into to make the changes directly into existing DCE 2.0 code base and removing the existing StockMicroservice functionality.

Removal of market switcher business logic and complete extension (**pmimarketswitcher** and **pmiretailintegration** both).

Change the services directly in DCE.20 extensions.

DCE2.0 extension will be touched and changed.

Remove market switcher configuration Database / Properties-file.

Existing StockMicroservice / Mulesoft logic will be removed in the DCE 2.0 code and all related components

Full regression testing is needed again as PMI current DCE2.0 extensions are modified directly this time.

4.4.3. Market switcher estimations

The estimations refer to a process model where the stock related calls remain the same of the existing process scope, specifically:

realtime stock check

hard stock reservation

order stock release

order confirmation

The excel above contains only an effort related to the implementation of the market switcher plus changes to apply to connect to CAR/Retail with the processes already in place(e.g. ATP / Hard reservation)

Following Integrations:

product import

RSI import

Soft reservation

Sourcing

Order export

Order Status Update

are not included in the excel estimations since they would not belong to the market switcher because they will be implemented on top of the existing processes only for the new markets.

5. Market switcher in non-related Hybris Applications

In the following sections, details of other impacted areas within the DCE2 applications involved in the implementation of the market switcher for the flows not related to checkout are explained

6. Post order flows

Post order flows are related to the propagation of the order, once created in Hybris, to the other applicat ions of DCE2.

There are two post order flows related to order propagation (see general concept on b. Website/LSP flow):

Outbound flow (aka Order export) propagation of the order from Hybris to other applications (LSP, ADL ,...)

Inbound flow (aka Order update)   propagation of the Order status from the LSPs to Hybris

In the link below there is a table describing the order types of DCE2 with the relative target applications.

V.II Market configurations - New orchestration from R3

All the order types (ZTA, ZLD, ZLD2, ZRA, ...) will share the same inbound/outbound flow between Hybris and Retail.

Note: at this stage it is still not defined which are the fields that will be used in the integration interface (Both inbound and outbound)

For UK the orchestration would look like as follows (DRAFT):

Base Store	**FulfillmentSystemConfig**	**Order Status**	**Order Type**	**TargetOrchestrationSystems**	**Reason**	**Delivery mode**	**Group**	**Env tracker STG**	**Env tracker PP**
iqos-gb-B2C-fieldCoach	dummyFulfillmentSystemConfig	CREATED	ZL3	FSP, ADL			285		

iqos-gb-B2C-customercare									
iqos-gb-B2C-endlessAisle									
iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-retailpos									
iqos-gb-B2C-web									
iqos-gb-B2C-fieldCoach	cef	SHIPPED	ZTA,ZLD,ZKL,ZL2,ZUP,ZRS,ZRF	FSP,FSL,ADL			275		
iqos-gb-B2C-fieldCoach	cef	COMPLETED, UNDELIVERED	ZTA,ZRA,ZLD,ZKL,ZUP,ZFG,ZRS,ZRF	ADL			277		
iqos-gb-B2C-fieldCoach	cef	COMPLETED	ZRA,ZLD,ZKL,ZUP	ADL,INTERACTION			278		
iqos-gb-B2C-fieldCoach	cef	`RETURNED	ZFG	FSP,FSL,ADL			280		
iqos-gb-B2C-retailpos	cegid	COMPLETED	ZRA,ZLD,ZKL,ZUP	ADL,INTERACTION			281		
iqos-gb-B2C-retailpos	cegid	COMPLETED, UNDELIVERED	ZTA	ADL,LOYALTY, INTERACTION			284		
iqos-gb-B2C-retailpos	cegid	SHIPPED	ZRA,ZLD,ZKL,ZUP,ZTA,ZFG,ZL2,ZRS,ZRF	ADL			286		
iqos-gb-B2C-web	decouple	CREATED	Zl2	ADL,INTERACTION			287		
iqos-gb-B2C-customercare									
iqos-gb-B2C-endlessAisle									
iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-web	decouple	CANCELLED	ZRA,ZLD,ZKL,ZL2,ZUP,ZRS,ZRF,ZFG	ADL,INTERACTION			288		
iqos-gb-B2C-customercare									
iqos-gb-B2C-endlessAisle									
iqos-gb-B2C-athome									
iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-web	decouple	CANCELLED	ZTA	ADL,LOYALTY, INTERACTION			289		
iqos-gb-B2C-customercare									
iqos-gb-B2C-endlessAisle									

iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-web	decouple	COMPLETED, UNDELIVERED	ZTA	ADL,LOYALTY			290		
iqos-gb-B2C-customercare									
iqos-gb-B2C-endlessAisle									
iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-web	decouple	RETURNED	ZRA	FSP,ADL,LOYALTY			292		
iqos-gb-B2C-customercare									
iqos-gb-B2C-endlessAisle									
iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-fieldCoach	cef	CREATED, CANCELLED	ZTA,ZLD,ZKL,ZL2,ZUP,ZFG, ZRS,ZRF,ZRA	ADL,INTERACTION			276		
iqos-gb-B2C-web	decouple	`RETURNED, SHIPPED	ZRS,ZRF,ZTA,ZLD,ZKL,ZL2, ZUP,ZFG	FSP,ADL			294		
iqos-gb-B2C-customercare									
iqos-gb-B2C-endlessAisle									
iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-athome									
iqos-gb-B2C-indirectretailersr									
iqos-gb-B2C-customercare	decouple	COMPLETED, UNDELIVERED	ZRA,ZLD,ZKL,ZL2,ZUP,ZRS, ZRF,ZFG	ADL			291		
iqos-gb-B2C-web									
iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-endlessAisleFieldCoach									
iqos-gb-B2C-athome									
iqos-gb-B2C-indirectretailersr									
iqos-gb-B2C-indirectretailersr	decouple	CREATED	ZDE,ZFG,ZL2,ZLD	ADL, INTERACTION			298		

iqos-gb-B2C-indirectretailersr	decouple	SHIPPED	ZFG,ZDE	ADL			298_a		
iqos-gb-B2C-athome	decouple	CREATED	ZTA,ZRA,ZLD,ZKL,ZUP,ZRS,ZRF,ZFG	S4Retail, ADL, INTERACTION			296		
iqos-gb-B2C-endlessAisle									
iqos-gb-B2C-endlessAisleRetailPOS									
iqos-gb-B2C-web									
iqos-gb-B2C-customercare									

6.1. Assumptions

Assumption is related to architectural landscape for existing and to be architectures (with processes and application involvements defined as per this phase of the program).

1. Existing architecture:
    a. Order Outbound (order export): Hybris Mulesoft Other systems (LSP, CDP)
    b. Order inbound (order update): LSP Mulesoft Hybris
2. New Architecture (supporting both legacy and new markets):
    a. Order Outbound (order export): Hybris ESB (SCPI???) SAP Retail LSP
    b. Order Outbound (order export): Hybris Mulesoft Other systems (CDP)
    c. Order inbound (order update): LSP Mulesoft SAP Retail ESB (SCPI???) Hybris

In New Architecture, the 2 Outbound Order flows (a & b) will exists in parallel.

NB: **Therefore, during export both outbound order process will execute in parallel from the Hybris System.**

6.2. Description

6.2.1. Order outbound flow

For the outbound flow, the market switcher will be implemented on Hybris side (via configuration) to allow the selection of the correct target systems once the order is exported to Mulesoft.

More specifically, the market switcher will realise the logic described in the assumptions at the different levels of the application landscape (especially Hybris and Mulesoft).

6.2.2. Order inbound flow

Concerning the inbound flow there are multiple cases to take into consideration:

1. One LSP for one market
2. One LSP for multiple markets
3. More LSP for one market

6.2.2.1. One LSP for one market

This case do not provide any sort of problem as, with the transition to CAR/Retail, the LSP will point back to Retail to update the order status

6.2.2.2. One LSP for multiple markets

This is the case managed by :

Arvato: will serve both DE and AT market

Kuehne Nagel: serving CZ and SK market

Jumia: Serves Morocco and Tunisia markets (via rest API)

For this case there are 2 scenarios to consider:

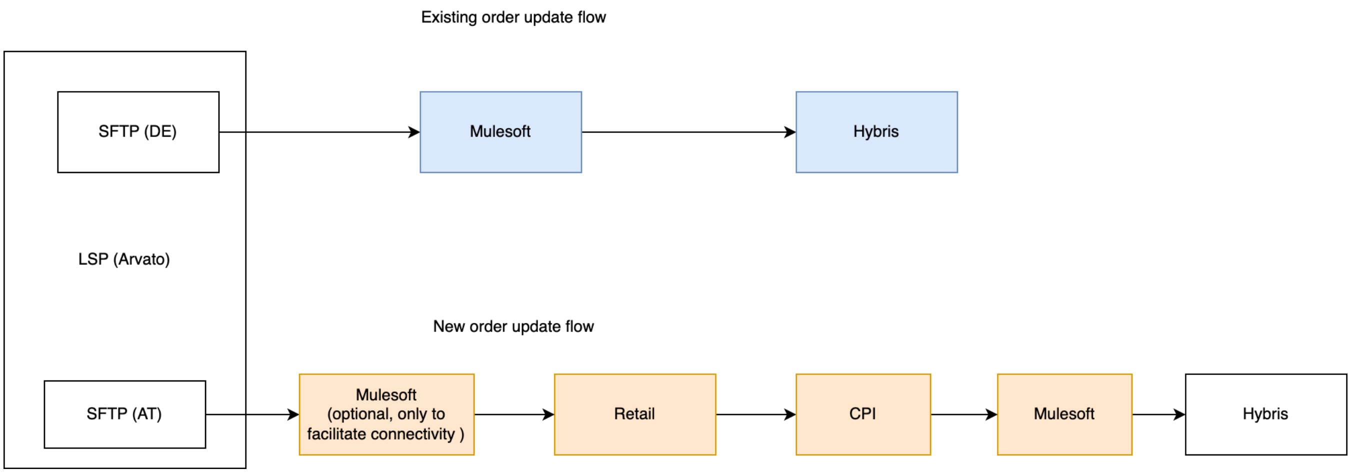
File transfer

API

In the case of file transfer (as in Arvato and Kuehne Nagel), there is no need to implement a market switcher as the updates for multiple countries are managed by posting different files in different SFTP folders.

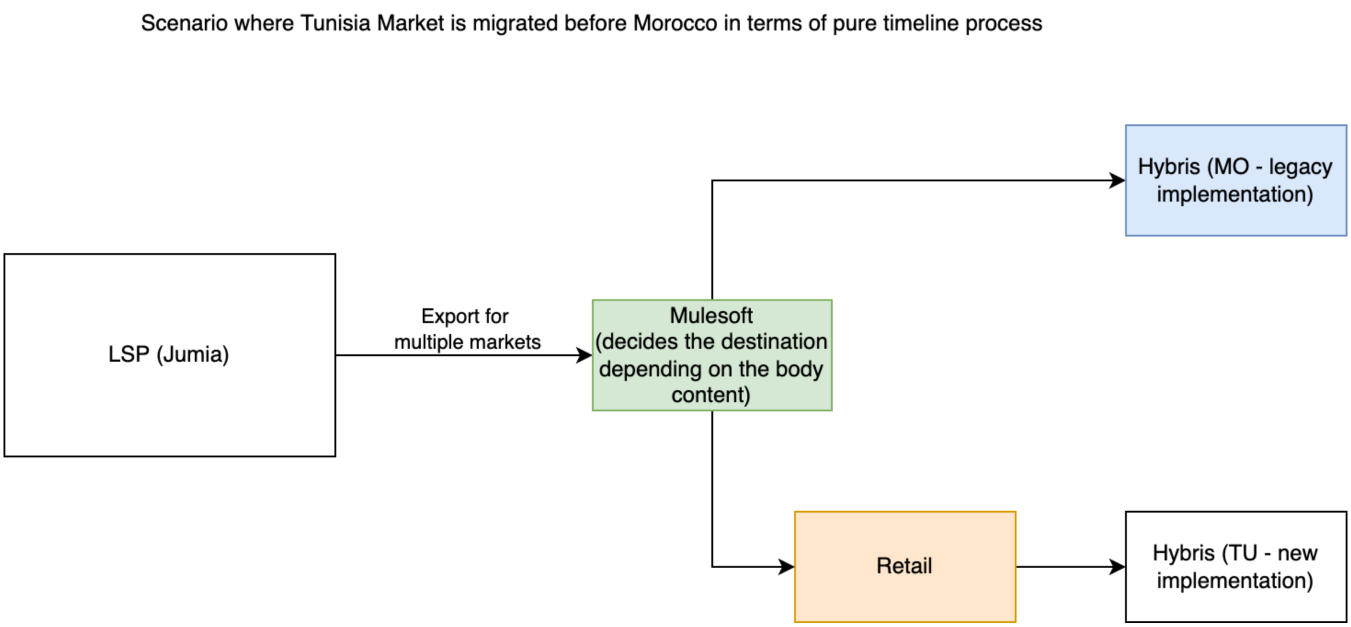
In the diagram below for example we assume DE as existing market and putting the file in the specific SFTP folder.

Even with the introduction of new AT market enabled with CAR/Retail, there is only the classic requirement of enabling the new interface (no switching logic required)



In the case of rest API flow, it is necessary to introduce a market switcher in case the LSP cannot send the update to multiple endpoints.

In the case of Jumia, the market is contained in the response body of the rest API call, therefore there is necessity to implement a market switcher at mulesoft side as follows.



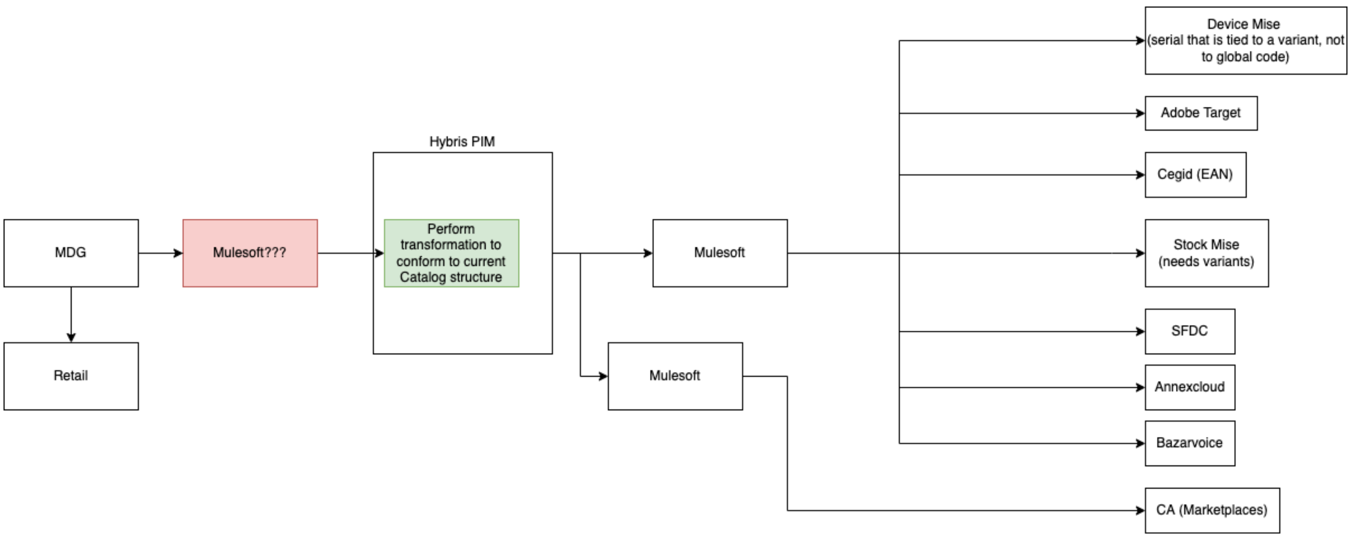
7. Product propagation

7.1. Assumptions

1. Hybris will continue to propagate the products to the existing DCE2 applications

2. Product catalog structure will not change with the introduction of CAR/Retail. Eventual changes will be managed in the connection between MDG and Hybris and mapped to the existing data structure.

7.2. Description



As per the diagram, the introduction of CAR/Retail does not impact existing processes as product transformation is performed at the root (only for new markets)

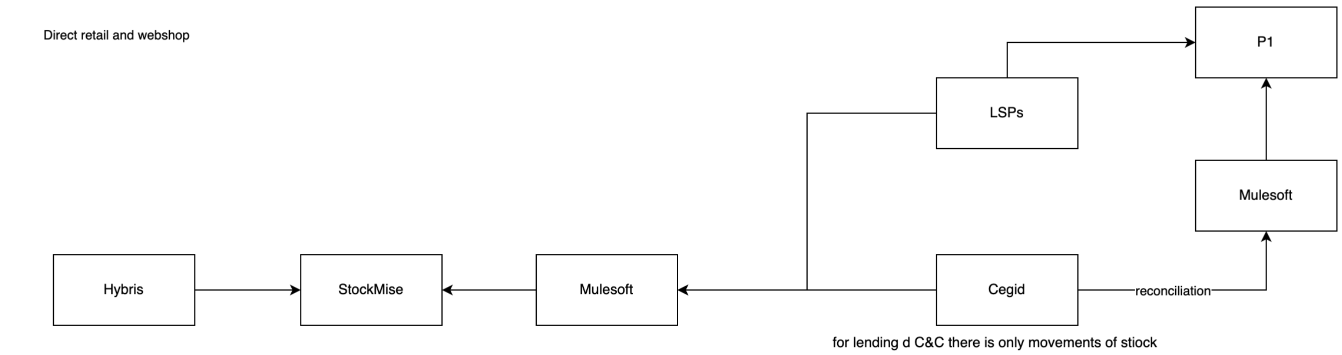
8. Stock Propagation

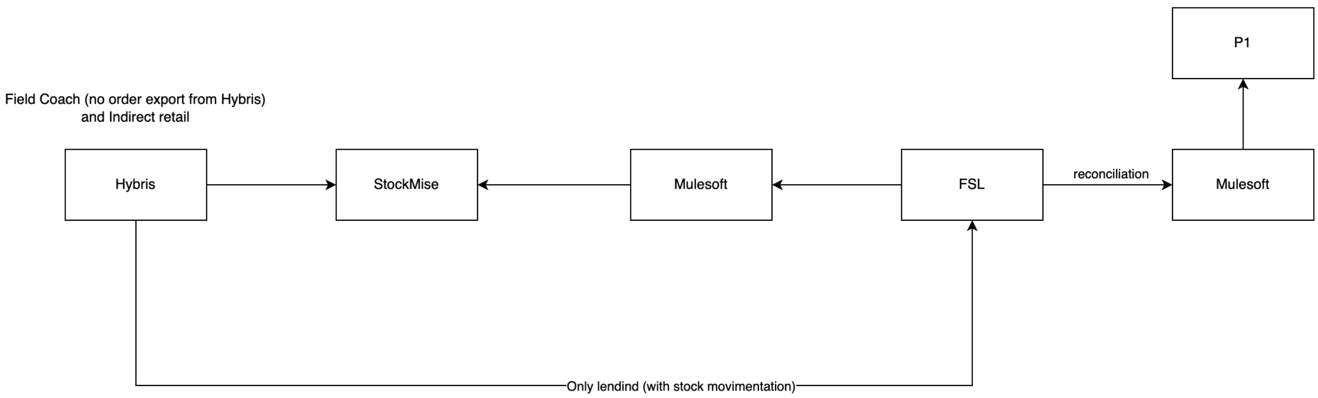
8.1. Assumptions

1. The Stock level will be managed by CAR/Retail for new markets
2. The Stock level will be managed by StockMise for existing markets

8.2. Description

8.2.1. As-is flows



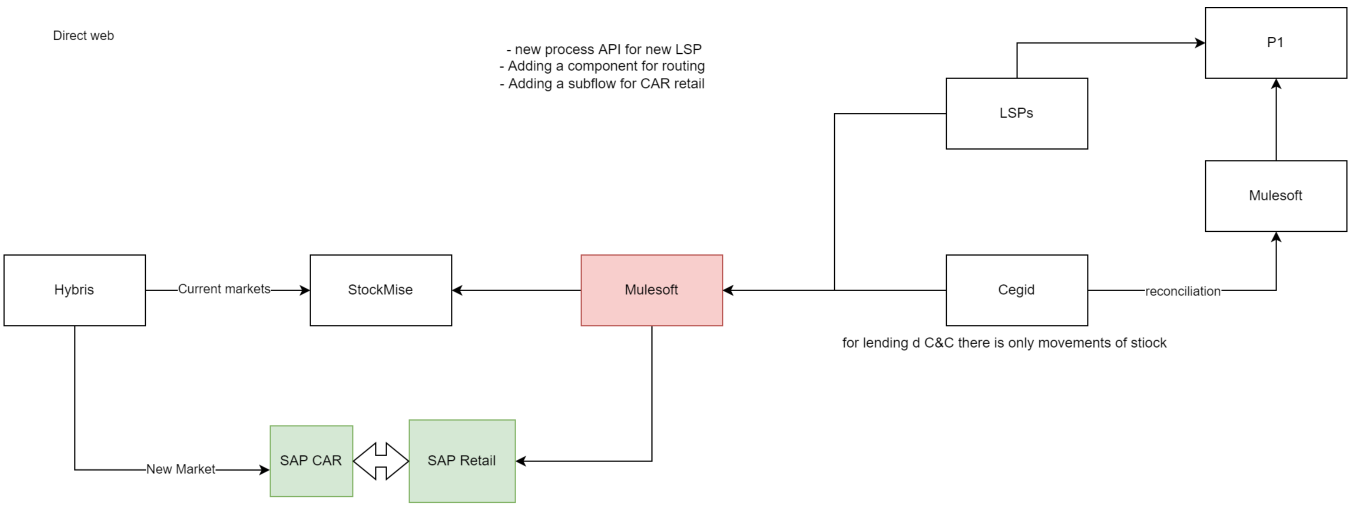


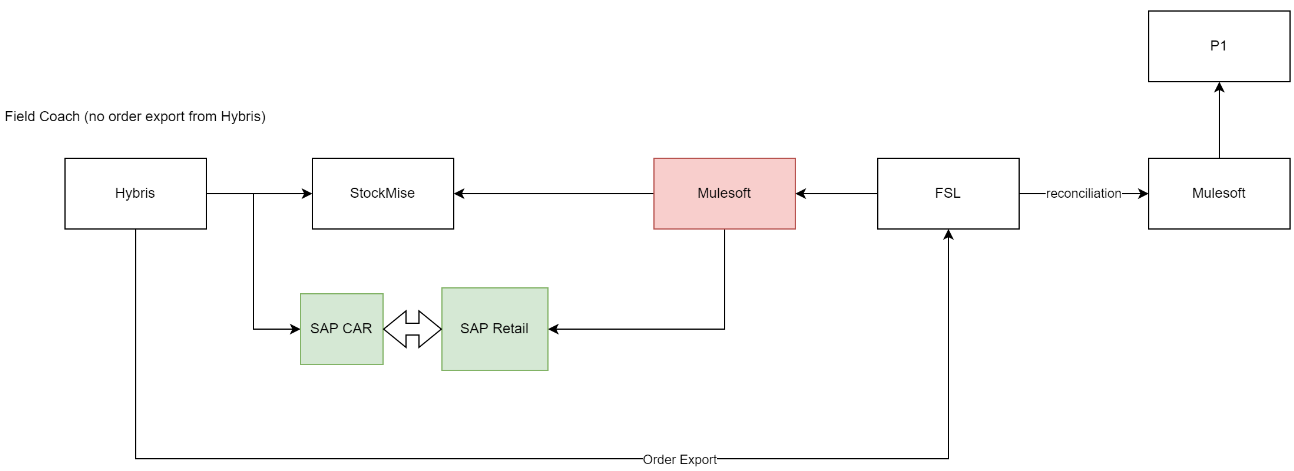
8.2.2. TO-BE flows

Depending on the technology of the sources, there are 2 possibilities on Mulesoft side:

1. Implementing the market switcher for the same source that targets multiple systems (both StockMS and CAR/Retail)
2. Implement additional integration between source systems (LSP, Cegid, FSL) and CAR/Retail target

- only in case additional fields will be required by new solution and
- Technical integration allows it (e.g. with separated files for markets)





9. Testing Scope

In order to test the full scope of the market switcher the testing approach will follow DCE2 standard processes with the following.

9.1. Existing markets

Full Regression Testing for Stock Related Functionalities

Stock propagation processes

Checkout (Reservation and Sourcing)

Order Export/Update processes

Note - NFR will be defined during development phase as part of the assessment and Solutioning Activities (as per DCE2 standard processes)

9.2. New Markets

Full Market Testing for Stock Related Functionalities

Product propagation

Stock propagation processes

Checkout (Reservation and Sourcing)

Order Export/Update processes

10. Note on NFRs

OMNI - NFRs: NFR's created to address the areas applicable to the Market Switcher.

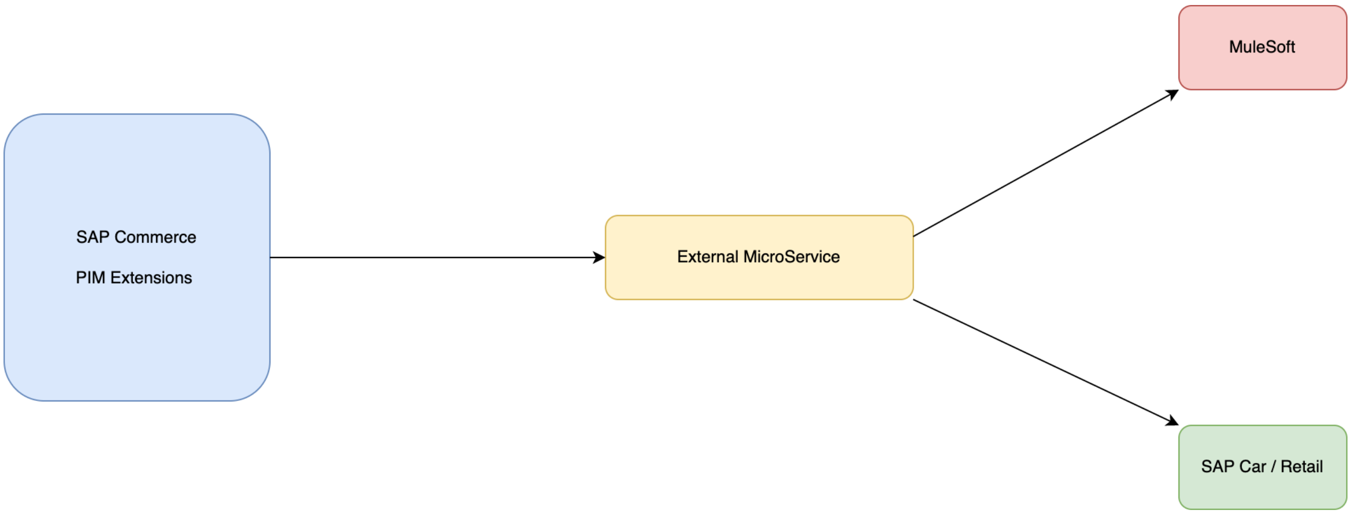
NFRs will be defined during implementation phase as part of the assessment and solutioning Activities (as per DCE2 standard processes)

Specific NFR's for this topic will be on Performance, Scalability, Stability and Maintainability

11. Alternative Solutions

As requested, following a possible approach using an externalised application/system to perform the market switcher functionalities.

11.1. External MicroService Approach (Not recommended)



This approach is to create an intermediate layer MicroService which will further delegate the call to either RIM or MuleSoft.

11.1.1. Assumptions

No SAP Retail / CAR extensions provided by SAP will be integrated in SAP Commerce DCE 2.0.

All CAR / Retail Sourcing , reservation , Order , Status API calls and other Business Logic will be implemented at External MicroService.

MuleSoft API calls from SAP Commerce needs to be shifted to External MicroServices.

A unified interface needs to created at SAP Commerce that can communicate to External MicroService and then delegation of call is performed based on the market.

There are lot of challenges listed below:

Challenges
New MicroService - Still a Microservice needs to be defined to create All CAR/Retail requests and response and adapt the response required by SAP Commerce
MuleSoft API calls are written directly in SAP Commerce services that needs to be adjusted
Product Import - The Product Import can not be handled at MicroService level. Still Products from CAR needs to be imported to SAP Commerce either via Generic Variant Approach provided by SAP extension or through a custom logic implementation.
Order Export and Status Update - The Order export / Status Update logic has to be written from scratch at both SAP Commerce and at External MicroService Level.

Commerce Design

Overview

This document describes the market switcher technical aspect to start the development .

Extensions

Below given extension are good to start with the development.

Name	Type	Description
pmimarketswitcher	core	This switcher will act as the purpose of request delegation to the
pmiretailintegration	web	Contains the new Retail Beans and classes definition , This extension will override the beans in order to incorporate the new Retail Functionality in the PIM DCE2.0 Codebase.

Data Model

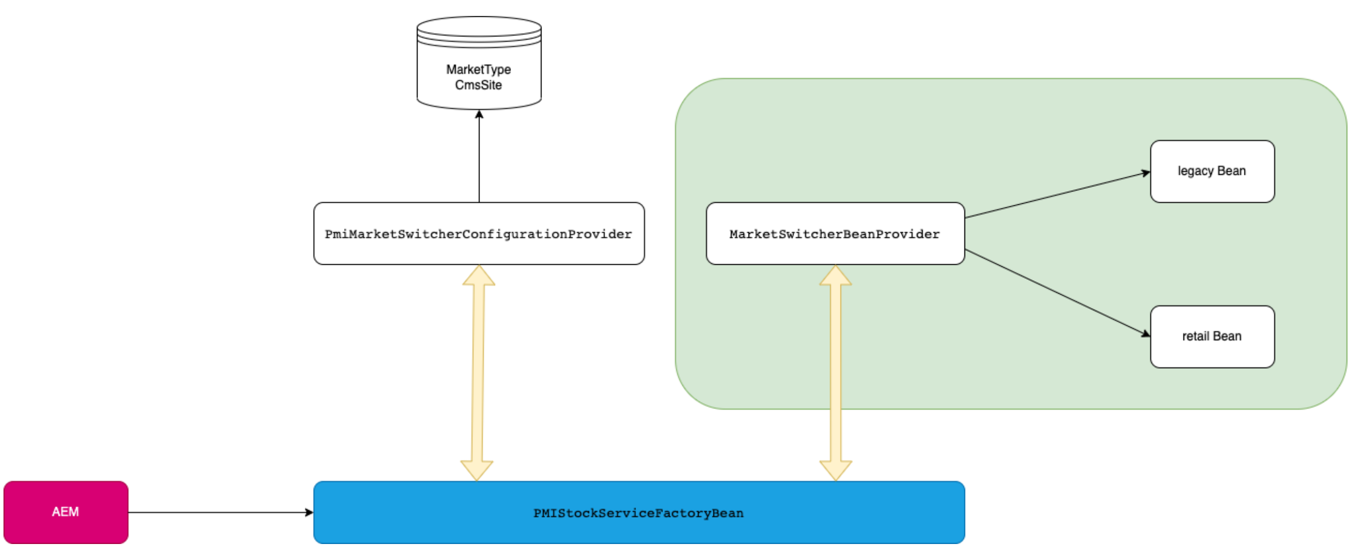
StockSystem - ENUM (New)

Code	Name
SVS	SVS
SAPCAR	SAP CAR

Country (Update)

Attribute Name	Type
stockSystem	ENUM

Switcher Design



Services

During the implementation of Market Switcher , the following services are needed -

Market Configuration

The Given Interface will provide the MarketType for each market , MarketType can be stored in database (CmsSite or BaseStore) or in the configuration (.properties file).

Switcher Configuration

```
public interface PmiMarketSwitcherConfigurationProvider
{
    MarketType getCurrentMarketType();
}
```

Based on the Market Type switcher will decide the target service to invoke for the execution and this will be decided for every request.

Bean Provider

This Interface will store the delegate bean instances based on Market Type so that Switcher can use this bean to invoke the appropriate call.

Bean Provider

```
public interface MarketSwitcherBeanProvider<T>
{
     T getBeanBasedOnMarketType();
}



public  class AbstractMarketSwitcherBeanProvider<K,B> implements MarketSwitcherBeanProvider<B>
{

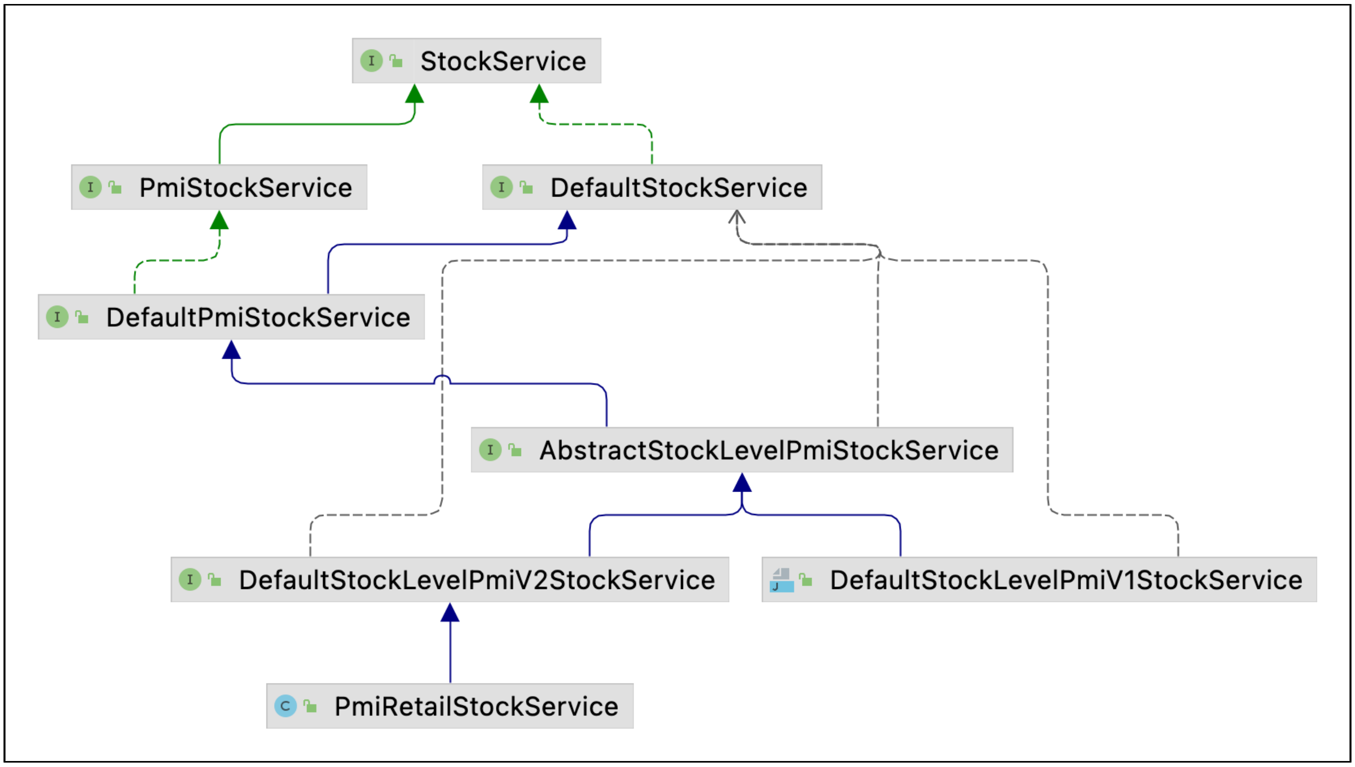
    private Map<K,B> delegateBeans ;

    @Resource
    private PmiMarketSwitcherConfigurationProvider pmiMarketSwitcherConfigurationProvider;

    @Override
    public B getBeanBasedOnMarketType()
    {
        return delegateBeans.get(pmiMarketSwitcherConfigurationProvider.getCurrentMarketType()) ;
    }

    public void setDelegateBeans(Map<K, B> delegateBeans) {
        this.delegateBeans = delegateBeans;
    }
}
```

StockService Dependency Diagram


StockService
PmiStockService
DefaultStockService
DefaultPmiStockService
AbstractStockLevelPmiStockService
DefaultStockLevelPmiV2StockService
DefaultStockLevelPmiV1StockService
PmiRetailStockService

OMNI and DCE2 - an intermediate approach

1. Motivation

Introduction of the OMNI project in DCE2 can cause an increase of the current complexity of the platform, leading to an increase of the complexity expected in the day by day management of the platform itself.

The criticality is related to mainly 2 specific points:

The introduction, with CAR/Retail, of a consumer flow which is different from the one existing today

The introduction in the landscape of an additional ESB - SCPI - responsible of the communication between:

Hybris and CAR/Retail

CAR/Retail other systems (e.g. LSP)

Hence, the necessity to review some architectural aspect of the solution defined so far to create an intermediate solution which will bring smaller impact on DCE2 during the transition phase.

2. Review of attention Points

Implementation phases

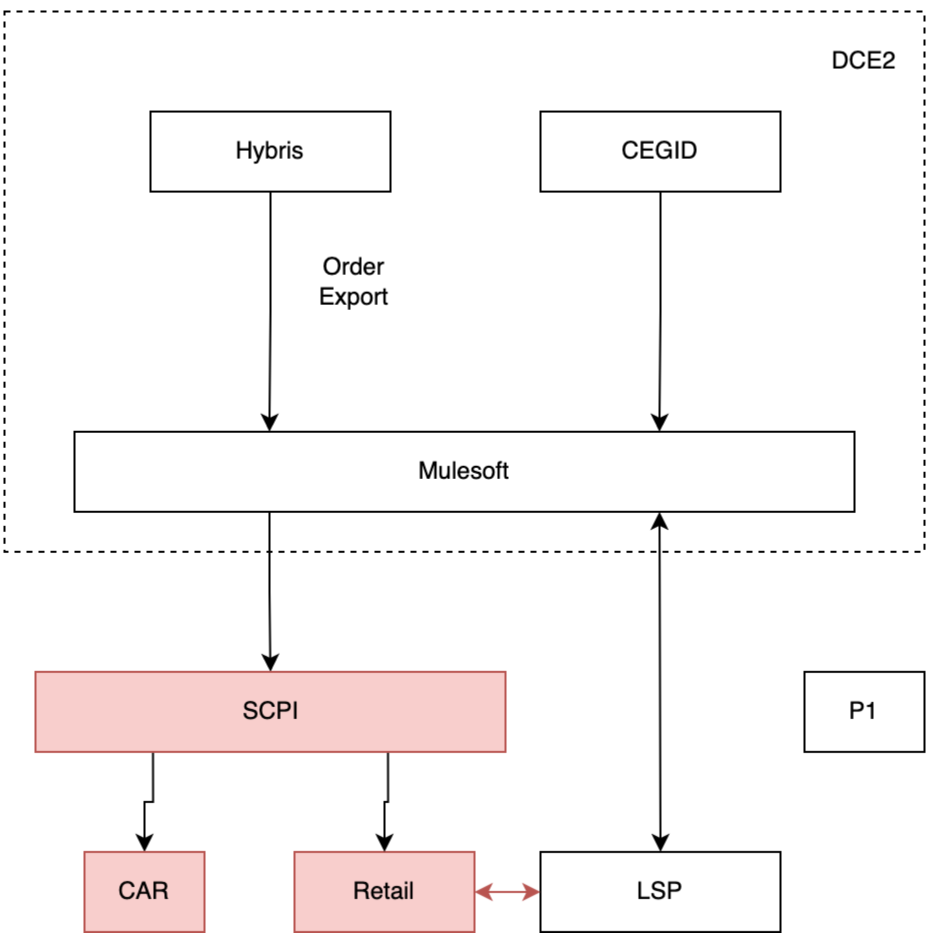
The definition of the progressive implementation phases can be found here: TBD

and can be summed up into :

1. Order export to Retail for Invoicing
2. Unification of the checkout process flow between current DCE2 and OMNI
3. Integration of CAR

The phases implementation also implicate the introduction of a components in phases/layers.

2.1. Order Export



2.2. Checkout phase

The implementation of the market switcher will still be necessary to make the 2 systems coexist.

However, StockMS flow and CAR/Retail OOB flow differ in terms of call type and timing:

Hybris	StockMS	CAR
• ATP (list of articles without variants) • ATP (list of articles with variants) • Reservation (one article with variants) • Cart ID update to order	• ATP (list of articles without variants) • ATP (list of articles with variants) • Reservation (with variant definition on Hybris) • Order placement • Order Update	• ATP (list of products) • Sourcing (soft reservation) - after delivery method selection • Order placement (hard reservation)

2.2.1. Proposal

The main point of the implementation action is to compare the calls of the 2 systems and map/unify them in order to have an identical flow approach without introducing any flow displacement.

The approach in this case is to:

map existing StockMS calls to CAR/Retail calls

In case of absence of some calls on StockMS, identify the possibility of adding extra calls on StockMS to mimic CAR behavior

In case of absence of calls on CAR, understand the gap and identify mock behavior on Hybris side

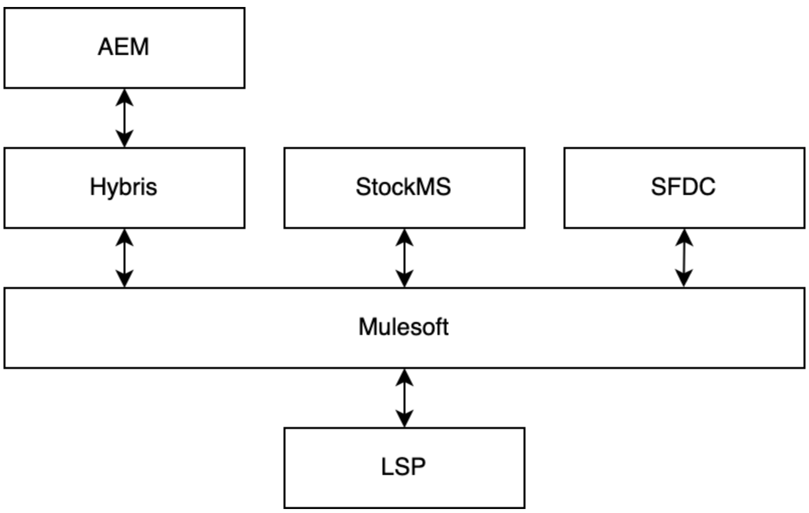
In the following page is described the current checkout process from stock mgmt perspective: Phase 2a - Bulkification APIs - Solution Architecture

2.3. ESB adoption scenarios

Current DCE2 gateway to external systems is Mulesoft.

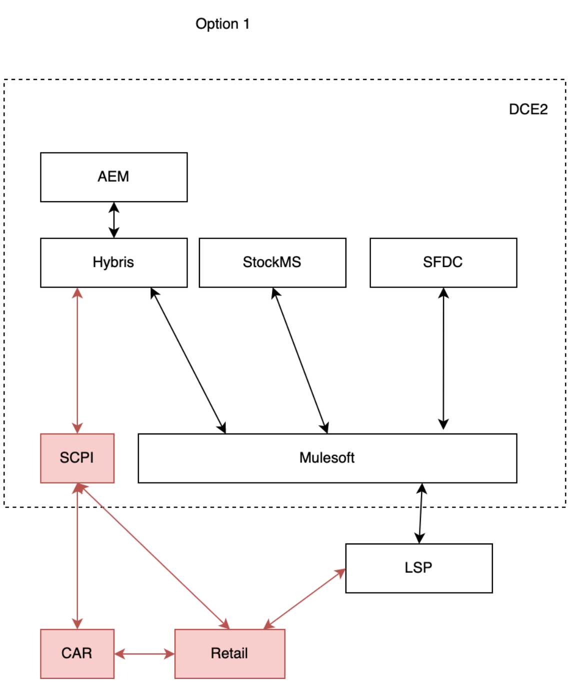
In the proposed architecture SCPI has been introduced as a parallel communication layer between SAP systems (Hybris, CAR and Retail) as well as middleware for the communication between CAR /Retail and other systems (e.g. LSP)

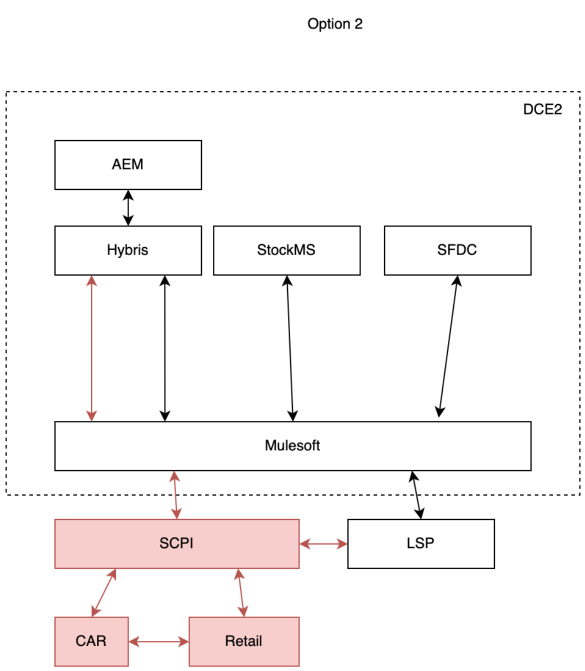
2.3.1. Current integration landscape



2.3.2. To be

There are 2 different possibilities:





2.3.3. Proposal

	Description	PROS	CONS

Option 1	Introduce SCPI as a parallel ESB in the DCE2 infrastructure	• Leverage on OOB modules provided by SAP for standard integration	• Introducing an external element in DCE2 platform • Increased complexity on troubleshooting errors
Option 2	Keep Mulesoft as the gatekeeper for DCE2 platform and allow integration with external systems through it	• Promote platform consistency and isolation • Reuse of existing integrations • Promote component based architecture • De-risk DCE2 deployment processes	• Eventual introduction of 2 ESB layers

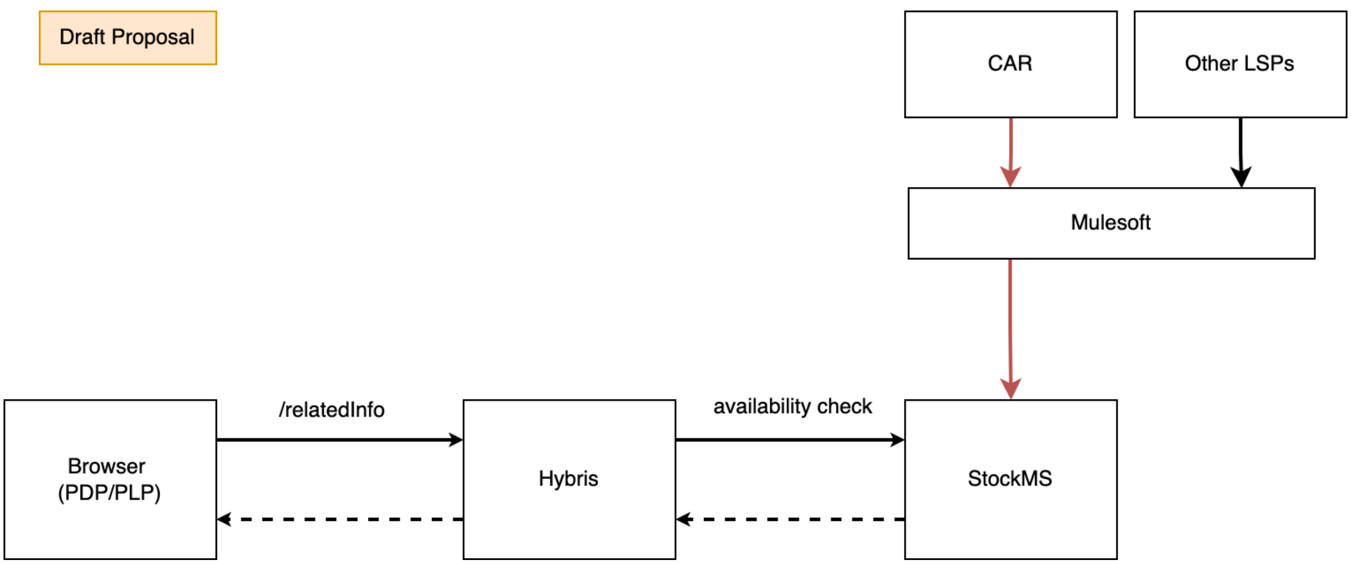
2.4. Stock availability

Current stock availability is managed via RT connectivity to StockMS.

The OOB solution for CAR/Retai is to introduce the concept of RSI as a caching mechanism across the systems. For DCE2 Landscape such concept still needs to be implemented in a discretionary way because of the requirements of the different channels (especially F2F channels require RT availability checks due to eventual scarcity of stock for specific products).

2.4.1. Proposal

The mitigation proposal is to unify the availability check through CAR with the one done via StockMS



Meeting Minutes

30-Mar-2023 Q&A about SAPCAR, integrated to DCE2 checkout

Below are the points discussed today. Please add to existing confluence space (if available) or let me where to update this and I will do it.

No.	Questions	Comments from Iurii
1	What are and how many environments are we going to get from SAP? Where will be the instances located and will there be any regional instances?	There will be no regional instances but a global instance.
2	What is the availability promise provided by SAP?	99.6% and rest 0.4% is reserved for the periodical maintenance.
3	Is there a zero-downtime deployment strategy available?	SAP always aims for zero downtime. Mostly this is the case except for version changes.
4	PMI expectation is to have 100% availability for the customers to access the commerce system. What is SAP's strategy to support this?	In extreme cases where there is an unavailability of SAP CAR, have a temporary order taking mechanism without actual stock check or reservation based on a stock buffer and then reconfirm the orders post SAP CAR becomes available.
5	What is the SLA per API request? does performance of the API calls abide the industry best practice standards?	Usually it is in milli seconds(ms). We(PMI) can do a detailed performance test for Czech market and assess it
6	Is there any limitation on the volume of transactions that we can make when we go with performance testing? Note: We will let SAP know what we are going to do and the test paraments before we test to agree on a testing slot.	No such threshold in place. PMI can test with our own parameters.
7	Why does SAP not allow (or advice) for not utilizing SAP CAR for non-transactional (PLP, PDP, etc.,) ?	SAP CAR could handle volumes of real time calls, but SAP proposes this is based on the understanding and experience with their past experiences.

Action items for us:

Do internal assessment on response for #3 and see if this to be added as a new feature/requirement. Eugenia Deambrosi

I still didn't get a clear answer or finished the conversation on the #7. But I feel like, there might be a business decision already in place agreeing to SAPs suggestion there. We need an internal discussion on this and the above action item. Eugenia Deambrosi

There are few more questions left for the SAP team, but we can put them as part of our NFR and get it clarified. Palani Kumar Pounraj

Retail Integration Package (RIM) // POC for DCE2

The focus of this page is to make available the artefacts that was produced as part of the proof of concept deliverable by Accenture. The POC was triggerred to enable PMI understand the value and applicability of the use of the Integration Package for Retail **(formerly known as RIM)** module in the implementation and integration of DCE2 and SAP CAR/Retail. The POC also focused on establishing that the current Commerce Code base will continue to function AS-IS without any interference based on the installation of the extension packages.

Key Decisions

1. SAP Retail Integration Pack will be used for the DCE2 and SAP CAR/Retail implementation
2. The installation of the packages will be on the newly migrated **SAP Commerce Cloud**, and will be installed on the Development environment in the first instance and then propagated to upstram environments
3. For what concerns DCE2 implementation, not all of the extensions OOTB will be installed on SAP Commerce Cloud, please see attached to understand the extensions that will be installed
4. The use of the Retail Integration Pack for Commerce Cloud also introduces the use of the SAP SCPI as an integration layer to enable the standard integration flows to work.
5. New data structures and tables are introduced as part of the installation of the extension packa

Context

The integration between SAP Commerce Cloud and SAP S/4HANA Retail features various replication processes that involve SAP S/4HANA, such as article replication, order replication, and so on. SAP provides the ability to use iFlows in this package to conveniently enable these data replications. The package also contains iFlows that provide routing and datastore access on SAP Cloud Integration, which are a prerequisite for data replication eg. use of the RSI functionality.

The IPR consists of extension packs and Integration flows that will be required E2E to make the new solutions integrate with DCE , key to note that based on decisions made by PMI we will not be leveraging all the extensions and integration flows for Integration between SAP Commerce Cloud and SAP S/4HANA backend systems: So the key ones in bold are the ones we will utilise for our solution.

Replication of Material (Matmas) IDocs from S/4HANA to SAP Commerce Cloud

Replication of Price Row and Discount Row (COND_A) IDocs from S/4HANA to SAP Commerce Cloud

Replication of B2B Customers via Data Replication Framework from S/4HANA to SAP Commerce Cloud

***Replicate-Order-Cancellations-From-SAP-Commerce-Cloud-To-SAP-S4HANA**

***Replicate-Orders-From-SAP-Commerce-Cloud-To-SAP-S4HANA**

***Replication of Stock Level (LOISTD) IDocs from S/4HANA to SAP Commerce Cloud**

Replicate Cart and Checkout Order Notifications From S4HANA To SAP Commerce Cloud

Replication of Order Notification (ORDERS) and Delivery (DELINF) IDocs from SAP S/4HANA to SAP Commerce Cloud

Replicate-B2C-Customer-From-SAP-Commerce-Cloud-To-S4HANA

Replication of B2C Customer Creation Confirmations from S/4HANA to SAP Commerce Cloud

***Replicate Invoice IDoc From S4HANA To SAP Commerce Cloud (TBC once market is selected)**

Route IDocs from S/4HANA to the appropriate processing IFlow listed above

*NB: DCE2 IPR extensions to be installed on SAP Commerce Cloud:

sapcpioaaintegration Extension

sapoaabackoffice Extension

sapoaacarintegration Extension

sapoaacommerceservices

sapoaamodel

sapcoreconfiguration

sapcore

sapmodel

sapoaacommercefacades

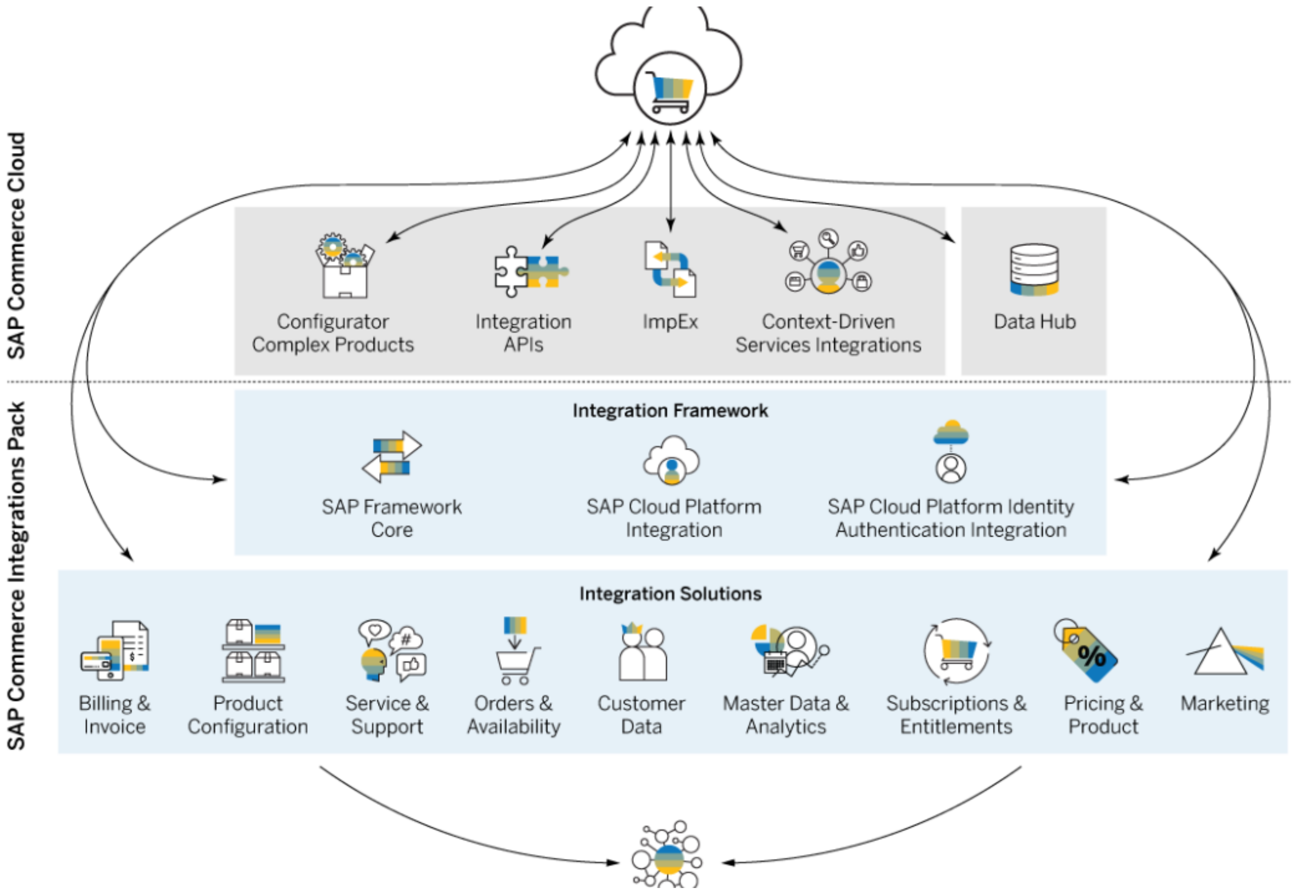
sapcpioaaintegration

sapcpioaaorderintegration

NB: Initial assessment conducted by SAP prior to the POC:

PMI_DCE2_RetailIntegrationModule_v1.0 (1).pdf

Picturial View of IPR



References:

The SAP Commerce Integration Extension Pack (2005) is available from SAP One support launchpad - https://launchpad.support.sap.com/

https://launchpad.support.sap.com/#/softwarecenter.

The component to search for is “CX COMMERCE INT EXT PACK 2005”. This contains the Retail Integration components.

SAP Retail Integration Module - SAP Help Portal

Integration Flow | SAP Commerce Cloud Integration with SAP S/4HANA Retail and SAP ERP | SAP API Business Hub

The following are the documents delivered as part of the RIM POC:

Accenture for PM...integration.docx

Discovery phase...POC for OMS.pdf

References:

The document below explain the changes introduced by IPR (RIM) Module for the Omni Project

Accenture for PMI - SAP RIM Poc for CAR-Retail integration (1).docx

Integration Package for Retail

BEFORE THE ARB PROCESSES THE REQUEST	
JIRA ISSUE *	<Include Jira Issue(s)>
PROBLEM STATEMENT *	**As part of the implementation of the DCE 2 and SAP CAR and SAP S4 Retail, there is a need to implement the use of the Integration Package for Retail aka (RIM). The Integration Package for Retail is a set of modules and extensions that enables the SAP Commerce application to utilise features of SAP CAR/S4 HANA Retail.** **The solution covers the following key areas:** • Article Management (the replication of article master data form SAP Retail to SAP Commerce) • ***Article Availability and Sourcing (integration with SAP CAR services and Rough Stock Indicator)** • ***SAP Retail Order integration** • OPP is currently not in scope ***NB: DCE2 IPR extensions to be installed:** • **sapcpioaaintegration Extension** • **sapoaabackoffice Extension** • **sapoaacarintegration Extension** • sapoaacommerceservices • sapoaamodel • sapcoreconfiguration • sapcore • sapmodel • sapoaacommercefacades • sapcpioaaintegration • sapcpioaaorderintegration **Assumptions**

	• To verify the usage and the impact of the SAP IPR component on the existing DCE2.0 environment namely SAP Commerce and other applications that utilises Order data • Validate the DCE2.0 code compatibility can coexist with Integration Package for Retail without disrupting existing market implementations • Understand the data model changes and the impact on AS-IS market implementation to ensure all functional and non-functional requirements are factored into consideration **Alternatives** • Custom built the required integration objects that will enable SAP Commerce to integrate with SAP CAR/Retail **References** • https://help.sap.com/docs/SAP_COMMERCE_INTEGRATIONS/f24ff5aa21a0405f816804fd1a1b2bc0/c9d0756a9fcf42c8ac6aa7291ebd2852.html?version=2005&locale=en-US • https://api.sap.com/package/SAPCommerceCloudIntegrationwithRetail/integrationflow
SUPPORTING DOCUMENTS	The supporting documents can be found in: Retail Integration Package (RIM) // POC for DCE2
GOVERNANCE BODY CRITERIA	
SCREENING BY * **(Facilitator, Deputy, Controller, EDA, ESA, SA, other)**	<Names>
InfoSec Representative	**InfoSec Engagement Leads for Projects** IT Platform: IT Consumer — InfoSec Engagement Lead: Esmerdag, Alparslan
InfoSec Outcome *	• **Green - No Risks** • **Amber - Needs Additional Action to Mitigate / Resolve Risk** • **Red - Needs Immediate Action to Mitigate / Resolve Risk** Attach InfoSec Assessment Report here.

Nested table in InfoSec Representative cell:

IT Platform	InfoSec Engagement Lead
IT Consumer	Esmerdag, Alparslan

AFTER THE ARB PROCESSES THE REQUEST

OUTCOME *	Based on the outcome of the POC it was decided that we will utilise the Integration Package for Retail.
JUSTIFICATIONS / OTHER COMMENTS	The rationale for the use of the Integration Package for Retail is based on: • Solution enables PMI to leverage new features introduced into the platform landscape across the various SAP Products • Reduces customization within the application landscape and makes solution maintainable • Aligns with PMI EA function on the principles for SAP to SAP Products

Integration Package for Retail - POC 2023

The goal is to understand if the usage of the SAP OOB RIM modules provides benefits compared to developing a full custom integration module and to confirm the compatibility with PMI DCE2 Hybris system.

Scope of the PoC

Implement IPR in a PMI system to validate the DCE2.0 code compatibility can coexist with Integration Package for Retail without disrupting existing market implementations (to be implemented in Hotfix environment)

Understand the data model changes and the impact on AS-IS implementation

Check if IPR has an OOTB capability to resolve the issue with the Order ID field length.

OMNI - Retail Integration Module Technical

Data Model Changes

Below are the data model changes provided by Retail Integration Module -

Stock Level - Update

Code	BackOffice Label	Type	Description
sapoaa_roughStockIndicator	Rough Stock Indicator	String	A visual or textual indication that shows whether an article is available or not, without listing the exact available quantity
sapoaa_roughStockIndicator_availabilityDate	Availability Date	Date	The date on which the item is available again

PointOfService - Update

Name	Type
sapoaa_cacShippingPoint	String

AbstractOder - Update

Name	Type
sapBackendReservation	Boolean
sapCosSystemUsed	Boolean
isCosOrderAcknowledgedByBackend	Boolean

Abstract Order Entries - Update

Name	Type
scheduleLines	ScheduleLine

sapSource	POS
sapVendor	Vendor
sapBackendReservation	Boolean

Sample Data

Stock Level Sample Data - populated by SAP CAR

Warehouse Code	Product	available	sapoaa_roughStockIndicator_availabilityDate	sapoaa_roughStockIndicator
pmi_warehouse_mx	B0000060	121	2022-05-01T00:00:00	Y
pmi_warehouse_mx	B0000061	12000		G
pmi_warehouse_mx	B0000062	0	2019-05-01T00:00:00	R

Retail Product Import to DCE2.0

Sample Payload from SCPI for Retail Article / Product that will be consumed in Hybris .


```
{
  "supercategories": [
    {
      "catalogVersion": {
        "catalog": {
          "id": "pmi-mx-ProductCatalog",
          "integrationKey": "TEST_KEY"
        },
        "active": true,
        "version": "Online",
        "integrationKey": "TEST_KEY"
      },
      "code": "pv-device",
      "integrationKey": "TEST_KEY"
    }
  ],
  "sapBlocked": true,
  "catalogVersion": {
    "catalog": {
      "id": "pmi-mx-ProductCatalog",
      "integrationKey": "TEST_KEY"
    },
    "active": true,
    "version": "Online",
    "integrationKey": "TEST_KEY"
  },
  "variantType": {
    "code": "DeviceColorVariantProduct",
    "integrationKey": "TEST_KEY"
  },
  "Europe1PriceFactory_PPG": {
    "code": "mexicopricegroup",
    "integrationKey": "TEST_KEY"
  },
  "sapBlockedDate": "2019-01-01T00:00:00",
  "sapEAN": "Test_sapEAN",
  "sapConfigurable": true,
  "approvalStatus": {
    "code": "Test_code",
    "integrationKey": "TEST_KEY"
  },
  "sapPlant": {
    "code": "Test_code",
    "vendor": {
      "code": "Test_code",
      "integrationKey": "TEST_KEY"
    },
    "localizedAttributes": [
      {
        "language": "en",
        "name": "Test_name"
      }
    ],
    "integrationKey": "TEST_KEY"
  },
  "pricerow": [
    {
      "unit": {
        "code": "Test_code",
        "unitType": "Test_unitType",
        "localizedAttributes": [
          {
```

```
          "language": "en",
          "name": "Test_name"
        }
      ],
      "integrationKey": "TEST_KEY"
    },
    "price": "123.0",
    "integrationKey": "TEST_KEY"
  }
],
"sapBaseUnitConversion": "123.0",
"Europe1PriceFactory_PTG": {
  "code": "Test_code",
  "integrationKey": "TEST_KEY"
},
"features": [
  {
    "product": {
      "supercategories": [
        {
          "catalogVersion": {
            "catalog": {
              "id": "Test_id",
              "integrationKey": "TEST_KEY"
            },
            "active": true,
            "version": "Test_version",
            "integrationKey": "TEST_KEY"
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          "code": "Test_code",
          "integrationKey": "TEST_KEY"
        }
      ],
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      "catalogVersion": {
        "catalog": {
          "id": "Test_id",
          "integrationKey": "TEST_KEY"
        },
        "active": true,
        "version": "Test_version",
        "integrationKey": "TEST_KEY"
      },
      "variantType": {
        "code": "Test_code",
        "integrationKey": "TEST_KEY"
      },
      "Europe1PriceFactory_PPG": {
        "code": "mexicopricegroup",
        "integrationKey": "TEST_KEY"
      },
      "sapBlockedDate": "2019-01-01T00:00:00",
      "sapEAN": "Test_sapEAN",
      "sapConfigurable": true,
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        "integrationKey": "TEST_KEY"
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        "code": "Test_code",
        "vendor": {
          "code": "Test_code",
          "integrationKey": "TEST_KEY"
        },
        "localizedAttributes": [
          {
            "language": "en",
            "name": "Test_name"
          }
        ],
        "integrationKey": "TEST_KEY"
```

```
    },
    "pricerow": [
      {
        "unit": {
          "code": "Test_code",
          "unitType": "Test_unitType",
          "localizedAttributes": [
            {
              "language": "en",
              "name": "Test_name"
            }
          ],
          "integrationKey": "TEST_KEY"
        },
        "price": "123.0",
        "integrationKey": "TEST_KEY"
      }
    ],
    "sapBaseUnitConversion": "123.0",
    "Europe1PriceFactory_PTG": {
      "code": "Test_code",
      "integrationKey": "TEST_KEY"
    },
    "Europe1PriceFactory_PDG": {
      "code": "Test_code",
      "integrationKey": "TEST_KEY"
    },
    "unit": {
      "code": "Test_code",
      "unitType": "Test_unitType",
      "localizedAttributes": [
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          "name": "Test_name"
        }
      ],
      "integrationKey": "TEST_KEY"
    },
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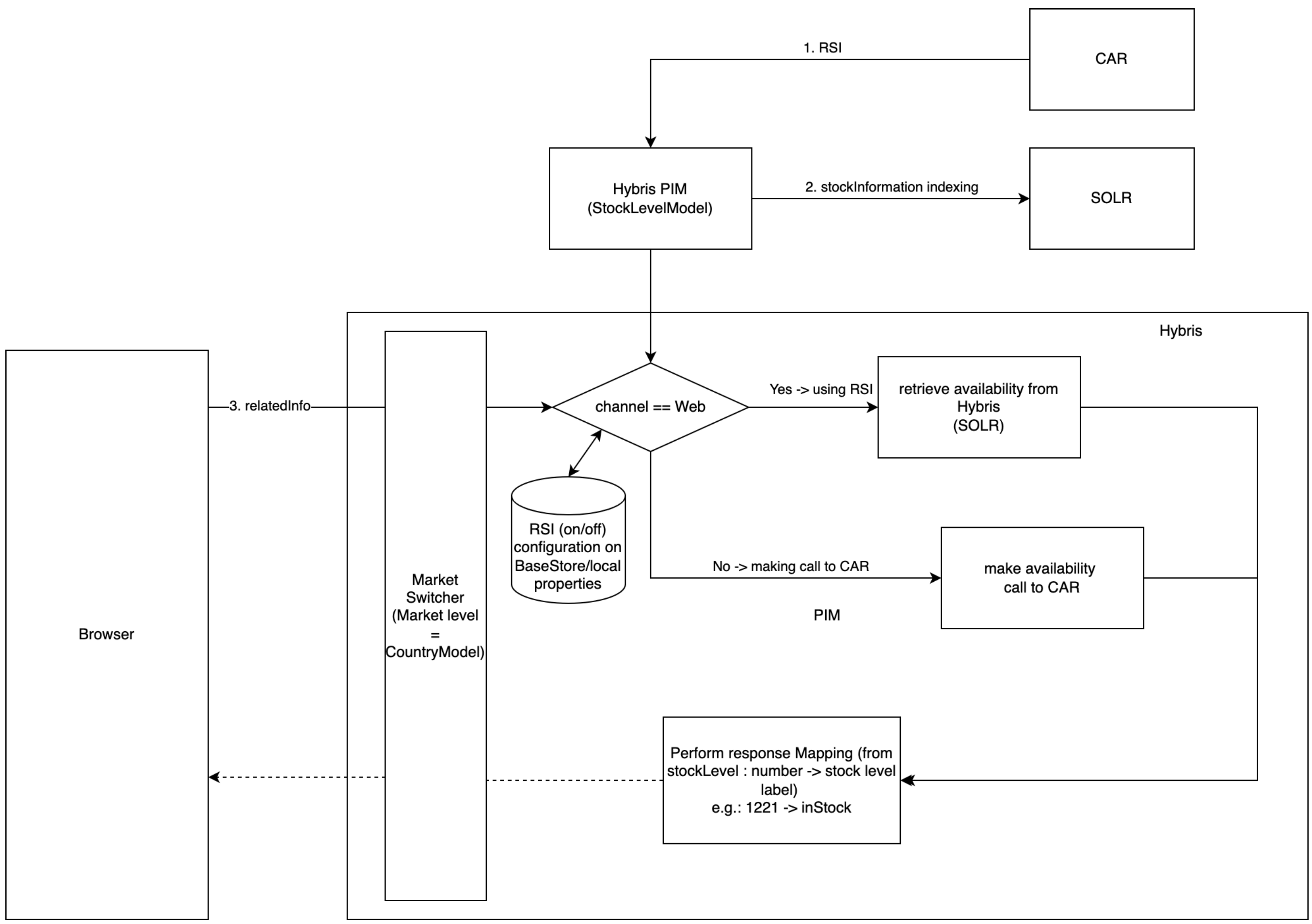
    "localizedAttributes": [
      {
        "language": "en",
        "name": "Test_name"
      }
    ],
    "integrationKey": "TEST_KEY"
  },
  "valuePosition": 123,
  "qualifier": "retailTest",
  "classificationAttributeAssignment": {
    "classificationAttribute": {
      "code": "Test_code",
      "systemVersion": {
        "catalog": {
          "id": "Test_id",
          "integrationKey": "TEST_KEY"
        },
        "version": "Test_version",
        "integrationKey": "TEST_KEY"
      },
      "integrationKey": "TEST_KEY"
    },
    "classificationClass": {
      "code": "Test_code",
      "catalogVersion": {
        "catalog": {
          "id": "Test_id",
          "integrationKey": "TEST_KEY"
        },
        "version": "Test_version",
        "integrationKey": "TEST_KEY"
```

```
          },
          "integrationKey": "TEST_KEY"
        },
        "integrationKey": "TEST_KEY"
      },
      "value": "Test_value",
      "integrationKey": "TEST_KEY"
    }
  ],
  "Europe1PriceFactory_PDG": {
    "code": "Test_code",
    "integrationKey": "TEST_KEY"
  },
  "unit": {
    "code": "pieces",
    "unitType": "pieces",
    "localizedAttributes": [
      {
        "language": "en",
        "name": "Piece"
      }
    ],
    "integrationKey": "TEST_KEY"
  },
  "code": "Test_code",
  "localizedAttributes": [
    {
      "language": "en",
      "name": "Test_name"
    }
  ],
  "integrationKey": "TEST_KEY"
}
```

Stock info

RSI management

1. RSI mgmt diagram



Stock Export : Amazon S3

Product Export

To Amazon

```
ExportProductsJob

        -> DefaultPmiIntegrationExportProductService

                -> ExportProductInfoPopulator
```

Analysis

* It converts the Data to JSON Format .

* Create a file with the JSON as input

* Export the file to Amazon Cloud .

Stock Export

Based on productAvailabilityGroup, country, BaseStore it find the correct product and then the Stock .

```
ExportStocksChannelAdvisorjob

        -> DefaultPmiIntegrationExportStockService

                -> exportStockChannelAdvisorProductConverter

                        -> ExportStockChannelAdvisorProductPopulator

                                -> Map<String, StockData> stockMap = pmiStockFacade.getStocks(products);

                                        -> getStockService().getStockLevels()

                                         private  Map<String,StockLevelModel> getStockInfo(List<ProductModel>
products) {
                                        if(CollectionUtils.isEmpty(products))
                                        {
                                            return new HashMap<>();
                                        }

                                        final BaseStoreModel baseStore = getBaseStoreService().
getCurrentBaseStore();
                                        List<WarehouseModel> warehouse = getWarehouseSelectionStrategy().
getWarehousesForBaseStore(baseStore);

                                                // Fetching warehouse from the list of warehouses in basestore
where attribute default=true .
                                        final Map<String, StockLevelModel> stockMap = getStockService().
getStockLevels(products, warehouse.get(0));

                                        return stockMap;
                                    }

// And finally we are using

String stockKey = getStockService().calculateStockKey(products);
```

Analysis

* It converts the Data to JSON Format .

* Create a file with the JSON as input

* Export the file to Amazon Cloud .

* Using the PmiStockService interface in the end.

Others

* Product Interest

* Abondened Carts

* Data Quality Index

Release Management information

Calendars & Helpful Links

2023 Calendar: Calendar 2023 - DCE 2.0 Home - PMI DCE Confluence

Product Launches: 2023 Product Launches - Digital Implementation - PMI DCE Confluence

Production Release Pipeline: 07.13.01.01 2023 Production Releases - DCE 2.0 Home - PMI DCE Confluence

Lower Environment Calendar and Environment Availability for releases: 07.13.02.02 2022 Lower Environments Release calendar - DCE 2.0 Home - PMI DCE Confluence

Product Group List: Product Groups and Products - List and Roles - DCE 2.0 Home - PMI DCE Confluence

Release Management Training: Summer 2022 IT Consumer Release Management Training.pdf

Delivery Managers RAG status and Spillover process: 07.13.04.03 Delivery Managers Guide (WIP)

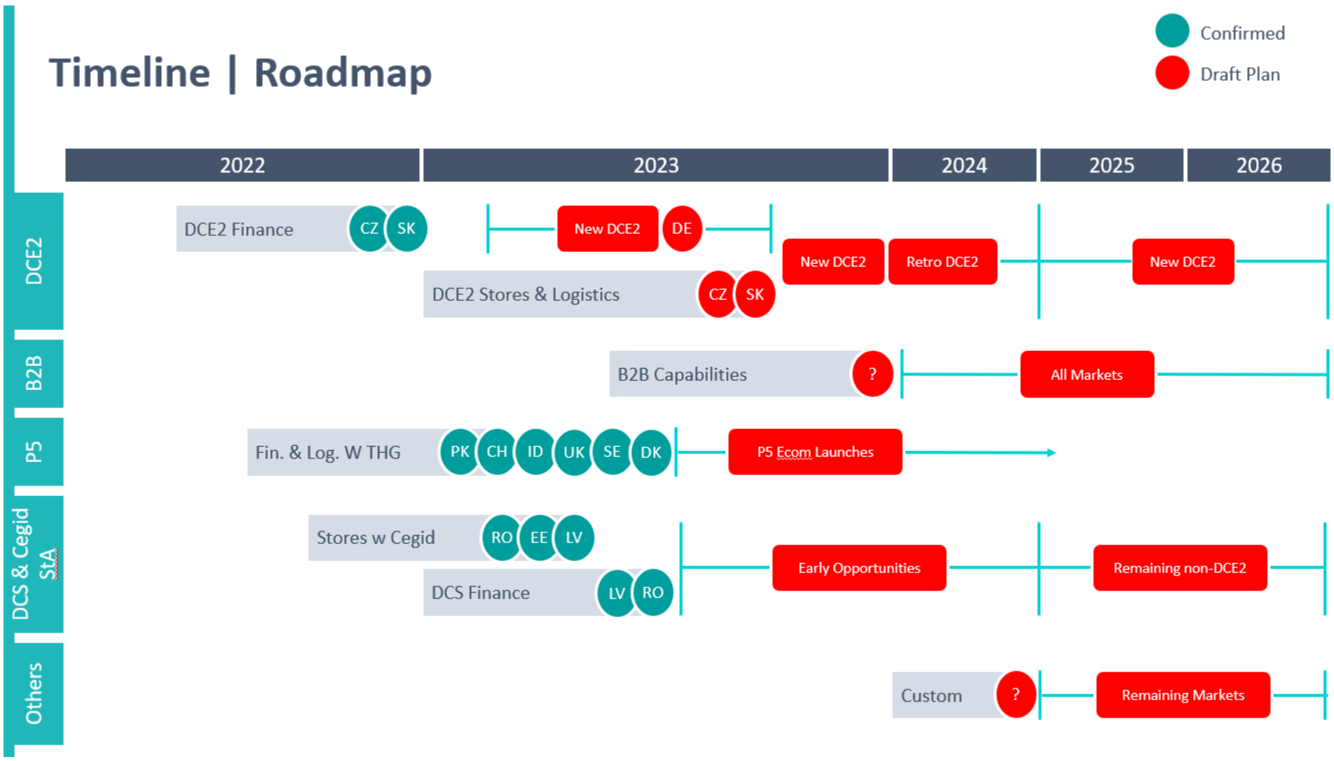
Upcoming Releases

G2 DATE > fix version and DoR is met at both Epic and ConsGov level

RELEASE	PRODUCTION RELEASE WINDOW	G2 DATE	G3 DATE	Build Sprint	*Build Sprint Dates*	Validation Sprint	*Validation Sprint Dates*	Fix Version
R3 2023 March	Mar 13 to Mar 16	Jan 18	Jan 20	SP72	*Jan 26 to Feb 15*	SP73	*Feb 16 to Mar 8*	R3.2023.Mar
R4 2023 Start of April	April 3 to April 5	Feb 8	Feb 10	SP73	*Feb 16 to March 8*	SP74	*Mar 9 to Mar 29*	R4.2023.StartOfApr
R5 2023 End of April	April 24 to April 27	Mar 1	Mar 3	SP74	*Mar 9 to Mar 29*	SP75	*Mar 30 to April 19*	R5.2023.EndOfApr
R6 2023 May	May 15 & May 16	Mar 22	Mar 24	SP75	*Mar 30 to April 19*	SP76	*Apr 20 to May 10*	R6.2023.May
R7 2023 Start of June	Jun 5 to Jun 8	Apr 12	Apr 14	SP76	*Apr 20 to May 10*	SP77	*May 11 to May 31*	R7.2023.StartOfJun

R8 2023 End of June	Jun 26 to Jun 29	May 3	May 5	SP77	*May 11 to May 31*	SP78	*June 1 to June 21*	R8.2023. EndOfJun
R9 2023 July	July 17 to July 20	May 24	May 26	SP78	*June 1 to June 21*	SP79	*Jun 22 to Jul 12*	R9.2023.July
R10 2023 Start of August	Aug 7 to Aug 10	Jun 14	Jun 16	SP79	*Jun 22 to Jul 12*	SP80	*Jul 13 to Aug 2*	R10.2023. StartOfAug
R11 2023 End of August	Aug 28 to Aug 31	July 5	July 7	SP80	*Jul 13 to Aug 2*	SP81	*Aug 3 to Aug 23*	R11.2023. EndOfAug
R12 2023 September	Sept 19 to Sept 21	Jul 26	Jul 28	SP81	*Aug 3 to Aug 23*	SP82	*Aug 24 to Sept 13*	R12.2023.Sept
R13 2023 Start of Oct	Oct 9 to Oct 12	Aug 16	Aug 18	SP82	*Aug 24 to Sept 13*	SP83	*Sept 14 to Oct 4*	R13.2023. StartOfOct
R14 2023 End of Oct	Oct 30 to Nov 2 (TBC)	Sept 6	Sept 8	SP83	*Sept 14 to Oct 4*	SP84	*Oct 5 to Oct 25*	R14.2023. EndOfOct
R15 2023 November	Nov 20 to Nov 23	Sept 27	Sept 29	SP84	*Oct 5 to Oct 25*	SP85	*Oct 26 to Nov 15*	R15.2023.Nov
R16 2023 December	Dec 11 to Dec 14	Oct 18	Oct 20	SP85	*Oct 26 to Nov 15*	SP86	*Nov 16 to Dec 6*	R16.2023.Dec
R1 2024	Jan 22 to Jan 25	Nov 29	Dec 1	SP87	*Dec 7 to Dec 27*	SP88	*Dec 28 to Jan 17*	R1.2024.Jan

03.3.8 OM - Product Roadmap



2022.07 Team Event in London

Topics for the Team Event // London 2022.07

PIM

* what's DAM role when it comes to delivering assets based on meta-data to cater (1) personalise experiences (2) manage different renditions

* Assortment Management, across B2B B2C

* other capabilities like Replacements, Cross/Up Selling