Narasimha SARMA (EXT)

From:	Keaton from Talend Support <stitchsupport@talend.com>
Sent:	Friday, October 20, 2023 9:39 AM
To:	Narasimha SARMA (EXT)
Cc:	stitchsupport@talend.com; Suchit Sharma; Nivedita PANTANGAY (EXT); Sathish Kumar (EXT); rumaan@chargebee.com
Subject:	Re: Stitch Integration- Missing Business Entity Details from Chargebee customers details

Hi Sanjeeva,

The **Chargebee** integration is a Community Integration, which means it was developed by a member of the Singer open source community and the code to run it is publicly available.

While Singer Community Integrations such as this one can be run within Stitch, they are not actively supported by our team. Maintenance (and Support) of Community integrations will be performed by the Singer community. This includes fixing bugs and adapting to new versions of third-party APIs.

To request support for this integration regarding this error, you have a few options forward and I have outlined them below:

1) You can open an "issue" on the integration repo

2) Reach out to the Singer Community via the Singer Slack group . Provide relevant Log lines from the **Extraction Logs** page within Stitch and a brief summary of the behavior, as well as any additional context you have surrounding its occurrence will be helpful for any community members who move to address the issue, and our Engineering team also periodically review issues and pull requests opened on Singer repositories.

3) Contribute to the code yourself by creating a pull request

A list of all the tables and data that the tables can replicate can be found in the Chargebee integration documentation.

Thank you,

Keaton

Keaton
Talend Support

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On Fri, Oct 20, 2023 at 08:04 AM, Nivedita PANTANGAY (EXT) <nivedita.patangay-ext@tunecore.com> wrote:

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+ Rumaan from Chargebee Team

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From: Narasimha SARMA (EXT) <narasimha.sarma-ext@tunecore.com>
Sent: Friday, October 20, 2023 8:00:50 AM
To: stitchsupport@talend.com <stitchsupport@talend.com>

Cc: Suchit Sharma <suchit.sharma@tunecore.com>; Nivedita PANTANGAY (EXT) <nivedita.patangay-ext@tunecore.com>; Sathish Kumar (EXT) <sathish.kumar-ext@tunecore.com>
Subject: Stitch Integration- Missing Business Entity Details from Chargebee customers details

Hi Team,

We are using Stitch to fetch data from Chargebee account to Snowflake. The Chargebee Customers details have Business Entity Details and we have selected all the columns from customers as part of integration configuration, however, we noticed the Business Entity details (Business Entity/Business Entity ID) are not being replicated to snowflake.

A warning message is noticed in the logs as below:
WARNING Removed paths list: ['business_entity_id', 'cf_people_id', 'tax_providers_fields'].

Could you please help us to get the Business Entity details from Chargebee Customers Details. Kindly, let us know if you need any more details from our end.

Thank You.

Regards,

Sanjeeva P.