



# SAO FINANCIALS UPGRADE

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## CUSTOMER FILE CONSOLIDATION APPROACH

Version: 1.0

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**REVISION HISTORY**

REVISION NUMBER	DATE	COMMENT
V0.1	10/17/05	Draft Document
V1.0		Sign-Off Version

## 1.0 OVERVIEW

Each agency using the PeopleSoft Accounts Receivable application currently maintains customer records under their own SetID in the state's 7.02 PeopleSoft Financials application. As part of the SAO Financials Upgrade Project to version 8.8, the state has decided to consolidate customer records into a single 'STATE' SetID for the following reasons:

- A single customer file will provide the state with improved visibility into accounts receivable activity by customer on a state-wide basis. This will serve as a catalyst for more rigorous collection procedures and overall customer risk assessment and management.
- Reduce the duplicative work effort agencies put forth in maintaining the same customer information in multiple customer files.
- Improve data integrity. Centralizing the customer approval function allows the state to better enforce data entry standards and procedures (i.e. ensure naming conventions are followed, prevent duplicate entries and ensure that customers are created in the proper context (meet the state-wide definition of "customer")).
- InterUnit accounting is being implemented as part of the Financials upgrade. A single customer file will better facilitate the implementation of this functionality by simplifying the configuration and training efforts.
- A single customer file will simplify the state's PeopleSoft Billing implementation (the Billing module will be phased in, starting with DOAS as the pilot agency).

This approach document outlines the approach to consolidate the state's customer files into one SetID, the pre and post consolidation tasks, as well as the assumptions upon which the consolidation effort is based.

## 2.0 ASSUMPTIONS

- There are 75 Customer Files currently maintained under separate SetIDs in 7.02.
- There are approximately 52,107 total customer records across all SetIDs in 7.02.
- The customer consolidation effort applies to all customer files existing in 7.02, no exclusions.
- Only active customer records will be included in the STATE customer file.
- The only customer file that will be used in 8.8 is the STATE SetID.
- Customer records will be auto-numbered in the STATE SetID.
- A crosswalk will be developed mapping the old Customer IDs to the new auto numbered Customer IDs.
- The customer TIN will be the primary field used to consolidate customer records.
- Each agency will cleanup the customer records within their respective SetID in 7.02 by 12/23/05. This cleanup will include, but is not limited to, inactivating duplicate customers and customers no longer being used, conforming to naming conventions, and populating the Taxpayer ID Number (TIN) field for each active customer record.
- Existing transactions and records that contain Customer ID will need to be updated with the new (auto-numbered) Customer ID in the upgraded 8.8 application prior to go-live.
- Workflow is not being implemented as part of the Customer approval process.

- The only customer status agencies will have access to is 'Inactive'. Authorized SAO staff will have the ability to approve and inactivate customer records.
- SAO will develop the policies, procedures, and service levels related to centralized Customer Maintenance.
- A customization will be implemented in the 8.8 application to help detect duplicate Customers in 'Add' mode. This customization will also ensure that the TIN field is populated (required field).
- Vendor numbers will not be taken into consideration for possible 'cross' numbering.
- There will be common Bill To and Ship To ID's for all agencies.

### 3.0 CONSOLIDATION APPROACH

# 1. Identify Requi

## 1a) Conduct

### Customer File Fit/Gap

#### 1. Identify Requirements and Cleanup 7.02 Customer Data

- 1a) **Conduct Customer File Fit/Gap Session(s)** – All agencies will be invited to attend a Customer File fit/gap session where entering and maintaining customer information in 8.8 is compared and contrasted to the same functions in 7.02. The context for the 8.8 demo/discussion is that the customer data is consolidated and the customer approval function is centralized with SAO. The objectives of the fit/gap session(s) are to drive out requirements both for customer maintenance in 8.8 and the consolidation effort and to identify, analyze and resolve any system or business process gaps.

- 1b) **Develop Customer File Data Entry Standards and 7.02 Cleanup Instructions** – The customer file consolidation will develop data entry standards intended to normalize the customer data in 7.02 and to be used going forward in 8.8. The data entry standards cover naming conventions for customer information, data requirements (i.e. FEI number), and instruction on how and when to populate customer data fields. The cleanup instructions advise agencies on what to do in 7.02 to their respective customer files and are centered on two activities – inactivating duplicate customers and customers that are no longer used and cleaning up the data on active customers according to the data entry standards.
- 1c) **Cleanup Customer Data in 7.02 Production environment** – The agencies will cleanup the customer data in 7.02 according to the data entry standards and 7.02 cleanup instructions.

## 2. Consolidate and Test Customer Data

- 2a) **Extract and load 7.02 customer data in PS 8.8 CNV** – After the agencies have cleaned up the customer data in the 7.02 Production system, the project team will extract all active customers and load them into customer tables mirroring 7.02 in to the PS 8.8 CNV environment.
- 2b) **Consolidate 7.02 customer data in PS 8.8 CNV temp tables**– The data will be consolidated and further cleansed in PS 8.8 CNV temp tables. New, auto numbered Customer IDs and the “STATE” SetID will be assigned during the final cleanup process. Please refer to the Consolidation Process design document for further details on the consolidation logic and sequence.
- 2c) **Load consolidated customer data into 8.8 Test environment and convert AR Transactional Data** – Once the customer data has been consolidated, it will be loaded into the 8.8 test environment under the “STATE” SetID for functional testing. The Customer ID on the AR transactional data will also be converted to the new Customer Numbers.
- 2d) **Test customer file consolidation in 8.8 Test environment**– The AR and Billing Functional Teams have developed test conditions and test scripts to ensure the requirements for maintaining and utilizing the customer data have been met. These scripts will be executed during each pass of the Functional Test. Any defects identified during testing will be investigated, corrected and retested as appropriate.

## 3. Maintain Consolidated Customer Data

- 3a) **Migrate consolidated customer data to 8.8 CFG environment** – It is the intention to identify and resolve all identified defects with the customer consolidation during the 1<sup>st</sup> pass of the functional test. After the first pass, the final customer data will be migrated to 8.8 CFG environment. This environment houses the state’s pristine 8.8 configuration data and will be the basis for configuration in the 8.8 Production environment.

- 3b) **Sync customer data in 8.8 CFG with current 7.02 Production customer data** – Because agencies will continue to add and update customer information in 7.02 after the cut is taken for the initial consolidation in Step 2a, there will be a delta between the customer data in 7.02 Production and that in the 8.8 CFG environment. It is anticipated that this gap will be small enough that the delta customer data can be manually keyed into the 8.8 CFG environment to bring it current. The project team will run queries to determine the following changes:
- New customers - this will be determined by evaluating the 'Add Date' field on the Customer Table
  - Updated customer information – this will be determined by evaluating the 'Last Maintained Date' on the Customer Table
- 3c) **Provide agencies with crosswalk of old Customer IDs to new Customer IDs** – In 7.02, agencies are able to create their own Customer numbers as long as they are unique within their SetID. Since the consolidated customer file will be auto numbered, the project team will need to provide each agency with a crosswalk of their old 7.02 Customer ID to the new consolidated Customer ID. The agencies will need to in turn update their billing systems with the new consolidated Customer ID.
- 3d) **Maintain customer information in 8.8 CFG environment in parallel to 7.02 Production**– A process will be put in place to periodically sync the customer data in the 8.8 CFG environment with the data in 7.02 so that at the cutover to go-live, the 8.8 consolidated customer file is current.

#### **4. Migrate Consolidated Customer Data and Convert AR Transactional Data in 8.8 Production**

- 4a) **Migrate consolidated customer data to 8.8 Production** – During the final move to production, the Customer Table will be migrated from the 8.8 CFG environment to the 8.8 Production environment.
- 4b) **Convert Customer IDs on AR transactional data in 8.8 Production** – As part of the final move to production, the script to convert the Customer IDs on the AR transactional data will be run in the 8.8 Production Environment. Recall that these scripts were previously tested in 2d.

#### **4.0 IMPACTS & CONSIDERATIONS**

- Business Process Considerations
  - **Roles & Responsibility Changes**
    - Need to define the new customer maintenance business processes:
      - Adding customers
      - Approving customers
      - Updating customer information
      - Inactivating customers

- SAO will need to define and assign the roles and responsibilities for the Customer File support team
- SAO will need to develop a Service level agreement for completing centralized customer maintenance functions.
- **Organizational Changes**
  - Going forward, the state intends to utilize the customer file in the traditional sense. SAO will develop the standard definition of a “customer”. SAO will need to ensure that agencies have an alternative mechanism to track information previously tracked in AR using customers in a non-traditional sense.
- Technical Considerations
  - **Configuration**
    - Operator Preferences – update agency operator preferences to only have access to enter customer records with status of ‘Inactive’.
    - TableSet Sharing – update each business unit to point to the ‘STATE’ SetID for Customer Information.
    - InterUnit – For each internal (agency) customer, associate the corresponding Vendor ID to facilitate InterUnit accounting.
  - **On-line Modifications**
    - Detect Duplicate Customers – a PeopleCode edit will be developed to 1) ensure the TIN field is populated on customer records, and 2) to check to see if the TIN is already assigned to an existing customer record. If so, the existing Customer ID will be displayed.
  - **Conversion**
    - Convert Customer IDs on AR Transactional Data – a batch program will be developed to update the Customer ID field on existing transactions in the 8.8 application to reflect the new, auto numbered Customer ID. A listing of the table requiring update will be included in the design specification for this conversion program.
  - **Interfaces/Batch**
    - Scripts (SQR) will be developed to load the consolidated customer records into 8.8 under the ‘STATE’ SetID.
    - [Phil please verify] The Direct Journal AR interface program will need to be modified to only validate Customer IDs against State SetID.
  - **Reports/Queries**
    - Queries to extract customer records out of 7.02
    - Queries to identify new customer records created in 7.02 since snap shot taken for initial consolidation
    - Queries to identify customer records updated in 7.02 since snap shot taken for initial consolidation

- Integration Considerations
  - Agencies will need to update their billing systems with the new auto numbered Customer IDs particularly if receivable information is interfaced into PeopleSoft AR.
  - AR direct journal interfaces - input files must utilize new Customer IDs.
  - The Customer file is shared by both the PeopleSoft Billing and Accounts Receivable modules.
  
- Schedule & Budget Considerations
  - **Key Dates:**
    - 12/23/05 - Cleanup in 7.02 complete (Agencies)
    - 1/27/06 - Customer file consolidation complete (Project)
    - 3/30/06 - Complete Functional Test Pass 1
    - 4/7/06 - Migrate consolidated customer file to 8.8 CFG
    - 4/8/06 - 6/30/06 - Synchronize and maintain customer data in 8.8 CFG
  
- Go-Live Considerations
  - The consolidated customer file maintained in the 8.8 CFG environment must be migrated to the 8.8 Production environment during the final move to production.
  - Prior to releasing the 8.8 production system to end-users, the script to convert the old Customer IDs to the new Customer IDs must be run.