ERP-1533 System Interface - Customer.tab interface to Maestro

Status	Approved
Owner	BROWN-ext, Kevin
Stakeholders	NARAHARI-ext, Bhargavi GARG-ext, Praful
Jira Request ID	ERP-1212 - Jira project doesn't exist or you don't have permission to view it.
Jira Development ID	ERP-1533 - Jira project doesn't exist or you don't have permission to view it.

High- Level Specification

Implementing System	Kinaxis Maestro
Invoked by/Invokes	ERP-1520 - Jira project doesn't exist or you don't have permission to view it.
Business Process Reference	04.04.06.01. Data provisioning ERP to Maestro

Functional Overview

A Customer is a consumer of an independent demand item and may be a consumer, a distributor, service center, or a plant identifier for inter-plant orders.

Scope and Objectives

The scope of this interface is between Global Integration Suite and Maestro. This document includes details of the Customer.tab object.

The objective is to populate the Customer and it's referenced tables based on the file provided by Global Integration Suite.

Process Flow Diagram

draw.io

Source page access restriction: Click the link below to check if the page is accessible.

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Step	Description

1	Global Integration Suite transfers transformed Composites / Rest of World data from S/4, and performs some formatting, and sends the data to Maestro.
3	Transferred files will be sent to Maestro's Client SFTP server. This sits outside of the Maestro firewall and is accessible by client using a user id/ password. Files are transferred from this component to the Planning Server SFTP by a Kinaxis automatic process once the trigger file has been placed (see below)
4	Files are moved to this SFTP server automatically, where they await loading into Maestro.
5	Maestro uses the configured DSM (Data Sources and Mapping) setup to load the data into the Customer table, with the load initiated either manually or through a scheduled system task.
6	The Data Tables which store information in Maestro

Assumptions

- Data will only come from Global Integration Suite into the Global Data Source, set up in Maestro.

Dependencies

See OnHand.tab System Interface document for dependencies.

Security, Integrity and Controls

See Application Architecture Kinaxis Maestro for security requirements for SFTP/REST based authentication and security.

Configuration Requirements

The Data Sources and Mapping for this interface should be configured once, according to the structure in the Data Structure section below.

The Data Model needs to be configured with the Syway-specific fields shown in the Data Model Custom Fields section below.

Special Requirements

None

Design Rationale

The base of this design has been taken from the existing Maestro implementation, as designed during the Advanced Planning System (APS) Project.

A fit-gap analysis was undertaken within Syway, and changes were identified which have been incorporated into the Syway spec as shown.

API Use

The data object provided by either Integration Suite will be **consumed** by Maestro.

For more information see the Data Integration Document.

Data Structure

The following Maestro fields will be populated by the file provided by Integration Suite:

Column Number	Field Name	Technical Field Name	Data Type	Key	Field Type	Autocreate	Description
1	Id	Id	Reference	Y	ExtractField	Default	A value that uniquely identifies the Customer
2	Name	Name	Reference	N	ExtractField	Default	The Customer name
3	GBU	GBU.Id	String	N	ExtractField	No	Global Business Unit id
3	GBUCountryGBU	GBUCountry.GBU.Id	Reference	N	ExtractField	No	GBUCountry Global Business Unit id
4	Country	Country.Id	Reference	N	ExtractField	No	A unique identifier associated with this country or market.
4	GBUCountryCountry	GBUCountry.Country.Id	Reference	N	ExtractField	No	GBUCountry country identifier

5	CustomerShipTo	CustomerShipTo.Id	Reference	N	ExtractField	No	The CustomerShipTo id
6	AccountManager	AccountManager.Id	Reference	N	ExtractField	No	Account Manager ID from SAP
7	TeamCluster	TeamCluster.Id	Reference	N	ExtractField	Yes	The TeamCluster id
8	CEMSegment	CEMSegment.Id	Reference	N	ExtractField	Yes	The CEMSegment id
9	GrpOfActivity	GrpOfActivity.Id	Reference	N	ExtractField	Yes	The GrpOfActivity id
10	Activity1	Activity1.Id	Reference	N	ExtractField	Yes	The Activity1 id
11	CustomerSoldTo	CustomerSoldTo.Id	Reference	N	ExtractField	No	The CustomerSoldTo id
12	SpecCombo	SpecCombo.Id	Reference	N	ExtractField	Yes	The SpecCombo id

File Formats

See *File Formats - SFTP* section in the Data Integration Document.

Data Model Customer table settings:

Allow Data update to:			**Currency**	
Insert, Modify and Delete records	**Insert and Modify records only**	**Allow automatic record creation**	**Determined by Maestro**	**Expression**
-	Y	N	Y	-

Data Model Customer custom fields:

Field name	**Description**	**Data type**	**Key**
AggregationLevel	Name of the Aggregation level this customer represent (only applicable to customer generated in Kinaxis)	String	N
SupplyOnly	Supply Only Customer	Boolean	N
UserId	User/Admin id	String	N
AccountManager	Account Manager ID from SAP	Reference	N
Activity1	Activity1	Reference	N
CEMSegment	CEMSegment	Reference	N
Currency	Local Currency for MTP	Reference	N
CustomerShipTo	CustomerShipTo	Reference	N
CustomerSoldTo	CustomerSoldTo	Reference	N
GBU	GBU	Reference	N
GBUCountry	GBUCountry	Reference	N
GrpOfActivity	GrpOfActivity	Reference	N
Source	Source of this record: Interface/User	Reference	N
SpecCombo	Contains the Spec Combo for Composites customers	Reference	N
TeamCluster	TeamCluster	Reference	N

Processing Logic

See *Processing Logic - SFTP* section in the Data Integration Document.

Delta or Full Load Requirements

The preference is to do a partial load.

For more information on the difference between Full and Delta loads, see the *Full Loads and Delta Loads - SFTP* section in the Data Integration Document.

Interface Alert & Monitoring

See the *Interface Alert & Monitoring - SFTP* section in the Data Integration Document,

Language Requirements

None

User Interface Requirements

Not required.

Sequencing

Reference tables to support Customer table data have to be either loaded manually before loading the Customer table or at the same time as the Customer table is loaded or set to be created automatically in data model or in DSM.

Below tables need to be taken into account before Customer table data load:

Table	SyWay configuration
AccountManager	Auto create not allowed
Activity1	Set to allow automatic record creation
CEMSegment	Set to allow automatic record creation
Country	Auto create not allowed
CustomerShipTo	Auto create not allowed
CustomerSoldTo	Auto create not allowed
GBU	Auto create not allowed
GBUCountry	Auto create not allowed
GrpOfActivity	Set to allow automatic record creation
SpecCombo	Set to allow automatic record creation
TeamCluster	Set to allow automatic record creation

Volumetrics

Current APS Volume of Customer records is 32,978. Because APS makes up approximately 60% of Syway projected records, an expected estimate for Syway is therefore 52,765

This value is expected to grow by 1-2% per year.

Performance Consideration

N/A

Error Handling

See Interface Alert & Monitoring section.

Testing

How to Test

See OnHand.tab System Interface document for information on how to test.

There are no Customer-specific testing requirements.

Test Conditions and Expected Results

1	Data Load Successful	The Data in the data file matches the data in the Maestro table, and there are no errors.
2	Data File contains 0 records	The Data Update should fail with a status of Pending.
3	Data File contains invalid references (or other error)	The Data Update should Fail, the invalid references should be visible in the error log and the records with the error are not loaded into Maestro, and an alert is sent to the Admin team <Or whatever action is needed> Fields for Customer.tab which should be checked for invalid references are shown in the Data Structure table above as "Ref String" and are: AccountManager.Id Country.Id CustomerShipTo.Id CustomerSoldTo.Id GBU.Id GBUCountry.Id GBUCountry.Country.Id
4	Data file contains duplicates	The Customer.tab file must be checked further for data uniqueness with respect to the key fields, in case data is available in file but not in Maestro

Test Considerations/Dependencies

Dependent files should already be loaded into Maestro for these tests to complete. See Sequencing section above.

Other Information

Development Details

Package

Package Name	Parent Package

Other Development Objects

Object Type	Object Name	Purpose/High Level Logic	Design Rationale Reference

Appendix

See also

File	Modified

No files shared here yet.

Change log

Version	Published	Changed By	Comment
CURRENT (v. 13)	**Apr 02, 2026 14:28**	**KAVLEKAR-ext, Nihaal**	Updated the Delta or Full load Requirement section
v. 12	Mar 31, 2026 12:34	**KAVLEKAR-ext, Nihaal**	Updated the Delta or Full load Requirement section
v. 11	Mar 19, 2026 14:25	**KAVLEKAR-ext, Nihaal**	Updated the Assumptions section
v. 10	Mar 12, 2026 11:03	**KAVLEKAR-ext, Nihaal**	
v. 9	Feb 06, 2026 09:01	**KAVLEKAR-ext, Nihaal**	
v. 8	Feb 06, 2026 08:59	**KAVLEKAR-ext, Nihaal**	
v. 7	Feb 05, 2026 14:53	**KAVLEKAR-ext, Nihaal**	
v. 6	Feb 04, 2026 07:25	**KAVLEKAR-ext, Nihaal**	
v. 5	Feb 04, 2026 07:23	**KAVLEKAR-ext, Nihaal**	
v. 4	Feb 04, 2026 07:21	**KAVLEKAR-ext, Nihaal**	

Go to Page History

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

Apr 10, 2026	Actor	Type	Activity	Version
Approved	NARAHARI-ext, Bhargavi	State	changed state to Approved at 6:00 pm	v13
Lead Approval	NARAHARI-ext, Bhargavi	State	gave *POD Lead Review* approval at 6:00 pm	
Apr 07, 2026				
	JAIN-ext, Dhiraj	State	changed expiry date to '14 Apr, 2026 08:49 am' at 8:49 am	
		State	changed state to Lead Approval at 8:49 am	v13
Tech Review	JAIN-ext, Dhiraj	State	gave *Tech Review* approval at 8:49 am	
From Mar 12, 2026 to Apr 02, 2026				
	KAVLEKAR-ext, Nihaal	Edit	updated the page at 11:03 am	