Store Migration SOP

Migration of a store from the legacy system to the New ERP.

Field	Details
Document Version	1.0
Status	Draft
Process Owner	ERP / IT Team
Applicable To	Store Migration
Purpose	Standardize the process of migrating a store from the existing/legacy system to the New ERP.

1. Purpose

The purpose of this SOP is to define a standard and controlled process for migrating a store from the existing system to the New ERP.

This process ensures that:

- The store is correctly created and configured in the New ERP.
- Required integrations are configured correctly.
- Distribution logic is enabled.
- Store synchronization is completed successfully.
- GST, prefix, employee, middleware, mall, and other required configurations are completed.
- The store is ready for business operations in the New ERP.

2. Scope

This SOP applies to all stores that are being migrated from the existing/legacy system to the New ERP.

The migration process includes:

1. Store creation in New ERP
2. Unicommerce configuration
3. Distribution logic enablement
4. Store synchronization
5. Middleware sync and configuration
6. GST configuration
7. Store prefix configuration
8. Store employee mapping
9. Mall integration, where applicable

3. Pre-Migration Requirements

Before starting the migration, confirm the following information:

- Store name
- Existing store code
- Store location
- Store type
- Whether the store is Omnichannel
- Whether the store is located in a mall
- Store employees/users
- Required GST details
- Required store prefix
- Required integration details

Tip: The migration should preferably be performed after the store has completed its normal business operations for the day.

4. Store Migration Process

Step 1 – Create Store in New ERP

1. Check whether the store already exists in the New ERP.
2. If the store does not exist, create the store in the New ERP.
3. The **same store code as the existing system must be maintained**.
4. Verify the store name and other basic store details.
5. Save the store configuration.
6. Note the **Facility Code / Facility Number generated by the New ERP**.

Validation:

- Store created successfully.
- Store code matches the existing system.
- Facility code/number is generated successfully.

Step 2 – Configure Store in Unicommerce

1. Take the **Facility Code / Facility Number generated by the New ERP**.
2. Open Unicommerce.
3. Check whether the corresponding store/facility already exists.
4. If it does not exist, create the store/facility.
5. If it already exists, update the existing store/facility with the required facility information.
6. Verify that the Unicommerce facility corresponds to the correct store.

Validation:

- Correct store is mapped.
- Facility code is correct.
- No duplicate facility is created.
- Store/facility is active as required.

Step 3 – Enable Distribution Logic

1. Inform the **Distribution Team** that the store is being migrated to the New ERP.
2. Request the Distribution Team to enable the required **distribution logic from the New ERP** for the particular store.
3. Provide the required store details.
4. Wait for confirmation from the Distribution Team.
5. **Do not proceed without confirmation**, wherever the distribution logic is a migration dependency.

Validation:

- Distribution Team has confirmed that the required logic is enabled.
- Store is correctly identified in the distribution configuration.

Step 4 – Complete Store Synchronization

This activity should be performed **at night after all store operations for the day are completed**.

1. Confirm that the store has completed its daily operations.
2. Ensure that the required migration prerequisites are completed.
3. Start the complete store synchronization process.
4. Perform the required synchronization activities, including:
    - Item name mapping
    - Initial store sync
    - Other applicable store synchronization activities
5. Monitor the synchronization process until completion.
6. Verify that there are no synchronization errors.

Important: The synchronization should be performed only after the store's daily operations are completed to avoid conflicts between ongoing store operations and migration activities.

Step 5 – Middleware (Sync → Configure → Verify)

1. **Wait for replication:** after the store is created in ERP/Unicommerce, allow ~15 min for it to replicate into BigQuery (the middleware syncs from BigQuery).
2. **Sync:** open the Middleware → **Outlets** → **Sync from ERP** → review the preview → **Apply**. The store now exists as an outlet (Unicommerce-enabled by default). Check the status; resolve any skipped/failed records.
3. **Configure:** open that outlet and set/verify the following, then **Save**:
    - **Facility Code** = the Unicommerce facility id (numeric, not the short code)
    - Outlet **Active**
    - **Unicommerce** = ON
4. **Verify:** confirm the settings are applied, and check the **Manifest sync** page. A 403/quarantined row means the facility code or Unicommerce access is wrong (fix → **Retry**); otherwise the scheduler will include it automatically.

Step 6 – GST Configuration

1. Configure the required GST details for the store.
2. Verify the GST configuration against the applicable store/business information.

3. Ensure that the correct GST configuration is associated with the store.
4. Validate the configuration before the store is considered ready for operation.

Validation:

- GST configuration is available.
- Correct GST details are mapped.
- No configuration error is reported.

Step 7 – Store Prefix Configuration

1. Configure the required **store prefix** in the applicable system.
2. Verify that the prefix is associated with the correct store.
3. Ensure that the prefix follows the required business convention.
4. Save and validate the configuration.

Step 8 – Store Employee Mapping

1. Identify the employees/users who belong to the store.
2. Map the required employees to the newly migrated store.
3. Verify employee/store associations.
4. Confirm that the required users have appropriate access to the store.
5. Remove or update incorrect mappings, if applicable.

Validation:

- All required employees are mapped.
- Employees are mapped to the correct store.
- Required access is available.

Step 9 – Mall Integration Configuration

1. Check whether the store is located inside a **mall**.
2. If the store is a mall store, configure the required **Mall Integration**.
3. Verify all required mall-specific configuration.
4. Test/validate the integration.
5. If the store is not located in a mall, mark this step as **Not Applicable (N/A)**.

5. Final Migration Validation

Before declaring the store migration complete, verify the following:

#	Validation	Status
1	Store created in New ERP	☐
2	Same store code maintained	☐
3	ERP Facility Code/Number captured	☐
4	Unicommerce store/facility configured	☐

#	Validation	Status
5	Distribution logic enabled	☐
6	Distribution Team confirmation received	☐
7	Complete store sync completed	☐
8	Item name mapping completed	☐
9	Initial store sync completed	☐
10	Middleware sync and configuration completed	☐
11	Omnichannel/Non-Omnichannel configuration verified	☐
12	GST configuration completed	☐
13	Store prefix configured	☐
14	Store employee mapping completed	☐
15	Mall integration completed, if applicable	☐
16	No critical migration errors	☐

6. Migration Completion Criteria

A store should be considered **successfully migrated** only when all applicable configuration and synchronization activities have been completed and validated.

The migration owner should confirm that:

- The store exists correctly in the New ERP.
- The store code is correct.
- Unicommerce is correctly configured.
- Distribution logic is enabled and confirmed.
- Store synchronization is completed.
- Middleware sync and configuration are completed.
- GST configuration is completed.
- Store prefix is configured.
- Store employees are mapped.
- Mall integration is configured where applicable.
- No critical migration issue remains open.

7. Exception Handling

If any issue is identified during migration:

1. Stop the affected migration activity where necessary.
2. Record the issue.
3. Identify the responsible team.

4. Resolve the issue.
5. Re-run the affected synchronization/configuration.
6. Validate the result again.
7. Continue with the migration only after successful validation.

Warning: Critical issues should be escalated to the relevant ERP/IT or business owner before proceeding.

8. Post-Migration Monitoring

After migration, monitor the store to ensure that normal operations are functioning correctly.

Check, as applicable:

- Store access
- Employee access
- Product/item availability
- Store synchronization
- Distribution
- Middleware integration
- Unicommerce integration
- GST-related processing
- Mall integration
- Other store-specific integrations

Any issue identified after migration should be recorded and assigned to the appropriate team for resolution.

9. Migration Sign-Off

Store Details

Store Name: _____
Store Code: _____
ERP Facility Code: _____
Migration Date: _____
Migration Owner: _____

Sign-Off

Area	Status	Owner	Confirmation
ERP Store Creation	☐ Complete		
Unicommerce	☐ Complete		
Distribution Logic	☐ Complete		
Store Sync	☐ Complete		

Area	Status	Owner	Confirmation
Middleware	☐ Complete		
GST	☐ Complete		
Prefix	☐ Complete		
Employee Mapping	☐ Complete		
Mall Integration	☐ Complete / N/A		

Final Migration Status:

☐ Completed
☐ Completed with Issues
☐ Pending
☐ Failed / Rollback Required

Business/Store Confirmation: _____

ERP/IT Confirmation: _____

Date: _____