

Appendix 6a – Customer Facing Activities and Milestones

When the client is ready to initiate the Managed service, the following implementation activities are completed in collaboration with the Client and their customers as part of the implementation process.

- ✓ Responsible
- ✓ Assists

Activity	Milestones	TrueCommerce	Client
Initiation			
Project kick-off meeting	✓	✓	✓
Provide specifications for the interfaces to the Client's business system			✓
Confirm the document types (orders, invoices etc.) in a project scope and provide representative message samples			✓
Confirm list of customers and pilots			✓
Review and define client requirements – walkthrough of document flows and data		✓	✓
Create scope and design		✓	
Scope and design sign-off	✓		✓
Define test scenarios	✓	✓	✓
Provide test files for messages to be generated by the Client's business system			✓
Contact pilot customers for planning of test and test samples			✓
Creation of project plan and delivery date	✓	✓	
Implementation			
Set up communication		✓	✓
Create TrueCommerce EDI Hub		✓	
Develop transformation maps – integration maps and partner maps – to convert messages to and from the Client's format		✓	
Configure document flows			
Provide test files for each test case for messages to be imported into the Client's ERP (if applicable)		✓	
Test all integration maps that convert messages to and from the Client's in-house format and verify correct processing	✓	✓	✓
Sign off on ERP integration maps	✓		✓
Create portal user profiles		✓	
End-to-end flow testing with customers	✓	✓	✓
Sign off on customer test	✓		✓
Go-Live			
Agree on go-live date with Client		✓	✓

Training in TrueCommerce's tools and systems		✓	
Actual Go-Live	✓		
Transition to the TrueCommerce Managed Team		✓	✓
Hypercare		✓	✓
Project closing – sign off on service	✓	✓	✓