PARTNER INTEGRATION OPERATING GUIDE

EDI / API Integration Onboarding Workflow

Initial contact through production rollout, hypercare, and transition to support

Version 1.0 21 August 2026 Owner: Ultra PRO Information Technology / EDI Support

This controlled workflow establishes the minimum delivery gates for ANSI X12 EDI, API and marketplace, and managed file transfer integrations involving Ultra PRO, Cleo Integration Cloud, ERPNext, Microsoft 365, and approved partner platforms.

> **Partner start point:** Email edisupport@ultrapro.com or use the Ultra PRO IT Microsoft Bookings service. Do not send passwords, tokens, private keys, certificates, or production payloads through ordinary email.

Document control

Field	Value
Document owner	Ultra PRO Information Technology / EDI Support
Primary audience	Ultra PRO business and technical teams; prospective and active integration partners
Applies to	New integrations, material scope expansions, platform migrations, and re-certifications
Review cadence	At least annually and after a material platform, control, or operating-model change
Public contact	edisupport@ultrapro.com
Classification	Partner-ready; do not add credentials, sensitive production data, or restricted audit evidence

Purpose and release condition

This workflow defines how an integration is qualified, designed, built, tested, approved, launched, stabilized, and transitioned. It provides the durable operating framework; each partner implementation also requires a scoped project record containing partner-specific documents, dates, owners, transaction sets or API objects, data rules, acceptance criteria, SLAs, and approvals.

> **Release condition:** No integration proceeds to production until partner guides and scope are approved; mapping and connectivity are proven; master data is ready; technical testing, partner certification, and business UAT are complete; operational owners, monitoring, rollback, and hypercare are confirmed; and the go/no-go record is approved.

How to use this guide

1. Use Sections 1-3 to identify the lane, systems, ownership model, and delivery gates.
2. Use Section 4 as the phase-by-phase execution playbook and evidence checklist.
3. Use Sections 5-8 for mapping, testing, security, cutover, operations, and KPI decisions.
4. Use the appendices as the partner intake, mapping, UAT, go/no-go, and hypercare working records.
5. Record unresolved partner-specific decisions in the project tracker; do not weaken a gate by leaving it implicit.

Contents

1. Integration operating model

1.1 Three integration lanes

Lane	Best fit	Common patterns	Primary controls
A - X12 / EDI	Retail and supply-chain standards with partner certification	850, 855, 856, 810, 846, 860/865, 997/999; AS2 or SFTP	Partner guide, envelope IDs, acknowledgments, control numbers, compliance clocks
B - API / marketplace	Business-object integration and platform APIs	Orders, inventory, items, shipments, returns, settlements; REST/JSON and webhooks	API contract, authentication, rate limits, idempotency, pagination, webhook verification
C - Managed file transfer	Scheduled structured exchange without a direct API or classic EDI program	CSV, XML, JSON, fixed width over SFTP	Naming, schema, control totals, encryption, archive, retry, quarantine, reconciliation

> **Hybrid implementations:** A single partner may use multiple lanes-for example X12 orders and invoices, an API for inventory, and SFTP for catalog or settlement files. Each flow receives its own owner, acceptance criteria, monitoring, and recovery path.

1.2 Environment and system touchpoints

Layer	Ultra PRO environment role	Onboarding decisions
Microsoft 365	Outlook/Bookings for scheduling; Teams and approved M365 locations for collaboration, meeting evidence, decisions, and partner artifacts	Meeting cadence, authorized participants, artifact owner, retention location, escalation channel
Cleo Integration Cloud	Managed connectivity, translation, validation, routing, monitoring, and operational visibility where applicable	Endpoint, connector, AS2/SFTP settings, maps, routes, monitor/trigger design, alerting, reprocessing
ERPNext	Primary business-system touchpoint for customer/vendor, item, order, inventory, fulfillment, invoice, and related master data	Doctype/API, required fields, status transitions, cross-references, warehouse/UOM logic, error behavior
Partner platforms	Partner EDI gateways, APIs, portals, marketplaces, WMS/TMS/3PL systems, or secure file endpoints	Implementation guide, test tenant, certification cases, identifiers, rate/volume constraints, support contacts
Operational teams	EDI Support, IT/application owners, eCommerce, Sales, Operations, Finance, and other owners resolve exceptions by responsibility	Named owner, service hours, aging target, escalation, manual fallback, recovery approval

1.3 Data flow and exception principles

- Validate transport, syntax, identity, schema, required business fields, and master-data references before committing a business transaction.

- Reject, quarantine, or hold unknown or invalid values according to the agreed business rule; never silently coerce material identifiers.
- Preserve the original partner message, translated representation, ERPNext or application result, acknowledgment, correlation identifier, and recovery history as applicable.
- Route each exception to the team that can correct its cause. EDI Support coordinates; business departments own business-data decisions within their area.
- Reprocessing must be controlled, idempotent where possible, and evidenced so duplicates and partial updates do not create financial or fulfillment risk.

2. Roles and responsibility model

Every implementation assigns named people to these roles. One person may fill more than one role, but accountability may not be left blank.

Role	Accountability
Ultra PRO integration owner / EDI Support	Owns intake, coordination, lane assignment, technical delivery record, issue routing, evidence completeness, cutover coordination, and transition to support.
Ultra PRO business owner	Owns business scope, priority, expected outcome, acceptance criteria, UAT approval, manual-process retirement, and business exception decisions.
ERPNext / application owner	Owns target object behavior, field and status rules, application access, performance, deployment, and application-level defect resolution.
Department exception owner	Owns correction and aging of exceptions within eCommerce, Sales, Operations, Finance, item/master data, or another assigned area.
Information Security / IT	Approves transport, identity, secret handling, access, data classification, risk exceptions, and production security readiness.
Cleo or implementation delivery team	Configures approved endpoints, maps, routes, monitoring, testing support, defect correction, and deployment evidence where engaged.
Partner business owner	Confirms partner business scope, compliance requirements, certification timing, operating contacts, and business acceptance.
Partner technical lead	Provides guides/specifications, test connectivity, identifiers, samples, technical approvals, certification results, and production endpoint details.
Change / release approver	Confirms gate evidence, residual risk, production window, rollback authority, communication, and go/no-go decision.

2.1 Gate RACI

Decision / evidence	A	R	C / I
Scope and business acceptance criteria	Business owner	EDI Support + partner leads	Application owner; affected departments
Connectivity and security design	Information Security / IT	EDI Support + partner technical lead	Cleo delivery; application owner
Mapping and master-data rules	Business owner	EDI Support + application owner	Department exception owners; partner
Technical test completion	Integration owner	EDI Support / delivery team	Partner technical; application owner
Partner certification	Partner business owner	Partner technical + EDI Support	Ultra PRO business owner
Business UAT	Ultra PRO business owner	Business testers	EDI Support; partner; application owner
Production go/no-go	Change / release approver	Integration owner	All owners and support teams
Hypercare exit	Integration + business owners	EDI Support	Partner; exception owners; application owner

3. Lifecycle summary and planning ranges

The table is a planning baseline, not a promise. Activities overlap when dependencies allow. Partner queues, certification programs, complex master data, security review, or scope changes can extend elapsed time.

#	Phase	Typical range	Primary output	Gate
01	Initial contact & triage	1-2 business days	Intake record and owner	Request acknowledged and assigned
02	Scope & readiness	3-10 business days	Scope, lane, owners, dependencies	Discovery baseline approved
03	Connectivity & data review	3-10 business days	Security/connectivity design	Design approved; secure exchange defined
04	Mapping & business rules	5-15 business days	Mapping specification and test cases	Business and technical rules approved
05	Configuration & development	5-20 business days	Non-production flow and runbook draft	Build complete
06	Connectivity & functional test	5-10 business days	Technical test evidence and defect log	Exit criteria met
07	Partner certification	5-20+ business days	Partner validation/sign-off	Certification accepted

#	Phase	Typical range	Primary output	Gate
08	Business UAT	3-10 business days	UAT evidence and approval	Business acceptance complete
09	Cutover readiness	2-5 business days	Go/no-go, rollback, hypercare plan	Production approved
10	Production rollout	One agreed window	Production validation evidence	First transactions reconciled
11	Hypercare & transition	5-10 business days	Stabilization report and support handoff	Hypercare exit approved

3.1 Partner-facing planning bands

Band	Indicative range	Typical characteristics
Focused file or API flow	4-6 weeks	One or two low-complexity objects; ready specification; standard authentication; available test contacts
Standard EDI onboarding	6-10 weeks	Common X12 set; partner certification; ERPNext mapping; business UAT; cutover and hypercare
Multi-flow program	10-16+ weeks	Multiple documents, locations, complex master data, custom APIs, external dependencies, or phased rollout

4. Phase-by-phase execution playbook

> **Evidence rule:** A phase is not complete because a meeting occurred or a configuration exists. The named output and exit criteria must be recorded in the project artifact location.

01 Initial contact and triage

Typical elapsed time: 1-2 business days **Accountable owner:** Ultra PRO integration owner / EDI Support

Objective: Create a traceable request, identify urgency and business intent, and assign an owner.

Inputs

- Partner email to edisupport@ultrapro.com or Microsoft Bookings appointment
- Company, partner type, contacts, requested outcome, target window

Required actions

- Acknowledge the request and create the intake record
- Identify the Ultra PRO business sponsor and affected departments
- Classify new onboarding, scope expansion, migration, defect, or re-certification
- Schedule discovery and provide the safe-data reminder

Outputs

- Assigned intake record
- Discovery meeting and requested pre-read list

Exit criteria

- Owner assigned
- Business sponsor identified
- Request type and priority recorded
- Partner knows the next step

02 Scope and readiness

Typical elapsed time: 3-10 business days **Accountable owner:** Ultra PRO business owner

Objective: Define the problem, lane, flows, value, constraints, owners, and readiness before solution design.

Inputs

- Partner implementation guide, API documentation, or file schema
- Business process, current manual work, volumes, SLAs, and desired dates

Required actions

- List every document, API object, or file and its direction

- Define what connected means in plain business language
- Identify partner portal/certification steps and external queues
- Assign business, technical, application, master-data, exception, and escalation owners
- Record dependencies, assumptions, exclusions, manual fallbacks, and retired manual steps

Outputs

- Scope baseline
- Lane assignment
- Partner guide register
- Acceptance criteria draft
- Dependency and owner list

Exit criteria

- No unknown in-scope flow
- Owners are named
- Guide/specification is current
- Target date is treated as conditional until planning completes

03 Connectivity and data review

Typical elapsed time: 3-10 business days; may run with Phase 02 **Accountable owner:** Information Security / IT

Objective: Approve how systems authenticate, connect, protect data, and exchange non-production and production material.

Inputs

- Lane and flow inventory
- Partner connectivity questionnaire
- Data classification and volume

Required actions

- Select AS2, SFTP, HTTPS/API, or approved alternative
- Define certificate, SSH key, OAuth, mTLS, API credential, IP allowlist, and rotation needs
- Separate test and production endpoints, identities, folders, and secrets
- Confirm secure delivery method for samples, credentials, certificates, and restricted evidence
- Define retention, archive, quarantine, logging, and sensitive-field handling

Outputs

- Approved connectivity/security design
- Credential and certificate ownership record
- Environment matrix

Exit criteria

- Authentication and encryption approved
- Secret exchange and storage defined
- No secret is stored in source control or ordinary project notes

04 Mapping and business rules

Typical elapsed time: 5-15 business days **Accountable owner:** Ultra PRO business owner

Objective: Translate partner intent into deterministic data, validation, master-data, and exception behavior.

Inputs

- Approved scope and guide
- ERPNext/application schema
- Representative sanitized samples
- Code and cross-reference lists

Required actions

- Map every required and conditional field source-to-target
- Define customer/vendor, item/SKU, location, warehouse, UOM, case-pack, currency, date/time, and status cross-references
- Define defaults, transformations, validation, acknowledgments, duplicates, idempotency, sequencing, and partial-failure behavior
- Assign unknown-value and exception owners
- Write positive, negative, recovery, reconciliation, and performance test scenarios
- Confirm item/catalog flow required before order processing

Outputs

- Versioned mapping specification
- Master-data plan
- Exception matrix
- Test scenario catalog

Exit criteria

- Business and application owners approve rules
- All unknown values have an agreed stop/hold/reject behavior
- Test cases prove the acceptance criteria

05 Configuration and development

Typical elapsed time: 5-20 business days **Accountable owner:** Ultra PRO integration owner

Objective: Implement the approved design in non-production with observability and recovery built in.

Inputs

- Approved map, connectivity design, master-data plan, and test cases
- Non-production endpoints and credentials

Required actions

- Configure Cleo endpoints, connectors, monitors/triggers, maps, routes, and alerts as applicable
- Implement ERPNext/API operations with validation, status, and error handling
- Implement acknowledgment, retry, idempotency, archive/quarantine, and correlation
- Create monitoring views and actionable notifications
- Draft runbook, recovery, deployment, and rollback procedures
- Peer review maps, code, configuration, and secrets handling

Outputs

- Deployable non-production solution
- Peer-review evidence
- Runbook and deployment package draft

Exit criteria

- Build matches approved design
- Observability and recovery are testable
- No credentials or secrets are embedded in source or static artifacts

06 Connectivity and functional testing

Typical elapsed time: 5-10 business days **Accountable owner:** Ultra PRO integration owner

Objective: Prove each component and end-to-end technical path before partner certification and business acceptance.

Inputs

- Non-production build
- Test scenarios and sanitized test data
- Partner test endpoint

Required actions

- Prove DNS/network, authentication, certificates/keys, folders, and permissions
- Test valid transactions end to end through Cleo and ERPNext or the approved target
- Test syntax/schema failures, required-field failures, unknown items, duplicate messages, out-of-order events, timeouts, partner/API errors, and replay

- Validate acknowledgments, alerts, correlation, archive, quarantine, retry, and controlled reprocessing
- Reconcile input, output, acknowledgment, and business-record counts
- Track defects to closure or approved risk

Outputs

- Executed technical test record
- Defect and evidence log
- Performance/volume observation

Exit criteria

- Critical and high defects closed
- No unexplained count or status variance
- Negative and recovery tests pass
- Partner certification entry criteria met

07 Partner certification

Typical elapsed time: 5-20+ business days **Accountable owner:** Partner business owner

Objective: Complete the partner's formal validation program and obtain approval to proceed.

Inputs

- Technical test completion
- Partner certification plan/portal
- Required test identifiers and cases

Required actions

- Schedule the partner test window
- Execute cases exactly as required and preserve portal/report evidence
- Resolve mapping, compliance, envelope, timing, and business-rule failures
- Repeat only controlled cases and reconcile results
- Obtain certification, waiver, or documented equivalent approval

Outputs

- Partner certification evidence
- Open exception/waiver record
- Production prerequisites from partner

Exit criteria

- Required cases accepted
- Partner authorization recorded

- Production IDs/endpoints and switch procedure confirmed

08 Business user acceptance testing

Typical elapsed time: 3-10 business days **Accountable owner:** Ultra PRO business owner

Objective: Prove that the integration produces correct business outcomes and supportable exceptions.

Inputs

- Technical and certification evidence
- Business acceptance criteria
- Named business testers

Required actions

- Execute end-to-end scenarios in business terms
- Validate ERPNext documents, statuses, customer PO references, items, UOM, pricing, warehouse, inventory, shipment, invoice, and finance outcomes as applicable
- Validate exception queues, aging, correction, reprocessing, and reconciliation
- Confirm the manual steps retired at go-live and the fallback retained
- Record evidence, defects, training needs, and residual risks

Outputs

- Signed UAT record
- Updated runbook/training
- Residual-risk disposition

Exit criteria

- Business owner approves
- Support and exception owners demonstrate the process
- Critical/high defects are closed
- Manual/fallback responsibilities are explicit

09 Cutover readiness

Typical elapsed time: 2-5 business days **Accountable owner:** Change / release approver

Objective: Confirm people, production configuration, data, monitoring, communications, rollback, and hypercare are ready.

Inputs

- UAT approval
- Partner production approval

- Production endpoints and secrets
- Runbook and deployment package

Required actions

- Complete production credential/certificate exchange and validation
- Load and approve production cross-references and master data
- Freeze versions and confirm peer-reviewed deployment steps
- Confirm service hours, SLAs, chargeback/compliance clocks, alert recipients, and escalation
- Define first-transaction validation and reconciliation
- Define rollback triggers, authority, steps, data treatment, and communication
- Staff the launch and hypercare window; send partner and internal communications

Outputs

- Completed go/no-go checklist
- Approved deployment and rollback plan
- Hypercare roster and communication

Exit criteria

- All mandatory evidence approved
- No expired/untested production credential
- Rollback is executable
- Owners are available in the launch window

10 Production rollout

Typical elapsed time: One agreed change window **Accountable owner:** Ultra PRO integration owner

Objective: Enable production safely, validate first transactions, and preserve the ability to recover.

Inputs

- Approved go/no-go
- Frozen deployment package
- Partner and internal readiness

Required actions

- Record the final go decision and start time
- Deploy or enable production in the approved sequence
- Validate transport, authentication, route, map, ERPNext/application commit, acknowledgment, and downstream business result
- Reconcile first-transaction counts and timestamps
- Watch alerts, SLA clocks, duplicate/partial failure indicators, and partner portal results

- Invoke rollback when a trigger is met; document every deviation

Outputs

- Production validation record
- Issue/deviation log
- Launch communication

Exit criteria

- First agreed transaction set/object succeeds end to end
- Counts and statuses reconcile
- No unresolved critical failure
- Business and technical owners accept launch continuation

11 Hypercare and transition

Typical elapsed time: 5-10 business days **Accountable owner:** Integration + business owners

Objective: Stabilize the integration, baseline performance, close known issues, and transition to normal support.

Inputs

- Production validation
- Hypercare plan
- Known issue and risk log

Required actions

- Review failures, acknowledgments, counts, SLA aging, and support tickets daily
- Route exceptions to named departments and verify recovery
- Tune thresholds and alerts without hiding failures
- Close defects or accept residual risks with owners/dates
- Confirm runbook, access, contacts, dashboards, certificate expiry, and maintenance ownership
- Measure retired manual work and baseline KPIs
- Hold hypercare exit review and hand off to EDI Support operations

Outputs

- Stabilization report
- Final runbook and support matrix
- KPI baseline
- Hypercare exit approval

Exit criteria

- No open critical/high defect

- Transaction and acknowledgment success is stable
- Exception backlog is within target
- Support team can monitor, recover, escalate, and reconcile

5. Integration patterns and examples

5.1 Common X12 transaction set

Transaction	Direction example	Business purpose	Typical ERPNext / process touchpoint
850	Partner → Ultra PRO	Purchase order	Sales Order creation or hold; customer/item/location validation
855	Ultra PRO → Partner	PO acknowledgment	Accepted/rejected/changed quantity and date response
856	Ultra PRO → Partner	Advance ship notice	Delivery/Shipment data, carton/pallet hierarchy, tracking
810	Ultra PRO → Partner	Invoice	Sales Invoice and financial totals; tax/freight/allowance rules
846	Ultra PRO → Partner	Inventory advice	Available-to-sell by approved warehouse/location
860 / 865	Bidirectional	PO change and response	Controlled change to Sales Order with status/exception rules
940 / 945	Ultra PRO ↔ fulfillment	Warehouse shipping order/advice	Fulfillment request and confirmation
997 / 999	Bidirectional	Functional acknowledgment	Syntax/implementation acknowledgment; not business acceptance

5.2 API and marketplace patterns

- Order ingestion: create or update the approved ERPNext object with partner order ID, customer PO reference, timestamps, item/UOM, pricing, ship-to, and requested dates.
- Inventory publication: calculate the approved available-to-sell quantity from the right warehouse set and publish on the agreed schedule or event.
- Shipment and tracking: send carrier, tracking, ship date, items, quantities, packages, and status; design webhook retry and signature verification.
- Item/catalog: define owner and path for SKUs, names, descriptions, attributes, images, case packs, and corrections before orders containing those items are accepted.
- Returns, cancellations, settlements, and fees: map platform-specific objects to the correct operational and financial process; do not force non-EDI marketplace data into an unrelated X12 model.
- Technical controls: OAuth 2.0 or approved credential, mTLS where required, rate limit/backoff, pagination, idempotency key, replay window, webhook verification, and version compatibility.

5.3 Managed file transfer pattern

Decision	Required definition
Transport and identity	SFTP host/port, SSH key, user, allowlist, test and production separation, rotation owner
File contract	Schema/version, encoding, delimiter, quoting, header/trailer, date/time zone, decimal rules, nulls, maximum size
Naming and folders	Inbound/outbound/archive/quarantine paths, file pattern, uniqueness, completion marker, duplicate behavior
Schedule	Time zone, frequency, cutoffs, holidays, late/missing file threshold, backfill
Integrity and recovery	Checksum or control totals, row counts, acknowledgment, retry, partial failure, replay, retention
Business reconciliation	Expected totals and statuses, recipient of exceptions, aging, correction and sign-off

6. Testing and business acceptance

6.1 Required test levels

Level	Purpose	Minimum evidence
Connectivity	Prove endpoint, network, identity, certificate/key, folder, and permission	Timestamped send/receive or API response; endpoint and environment identified
Component	Prove parser, schema, transformation, route, ERPNext/API operation, and acknowledgment	Input, output, result, log/correlation, and expected comparison
Negative/recovery	Prove reject/hold/quarantine, alerts, retries, duplicate protection, and controlled reprocessing	Failure injected; owner notified; correction and safe recovery evidenced
End to end	Prove partner-to-business-system-to-response flow	Partner result, Cleo result, ERPNext/application result, acknowledgment, reconciliation
Partner certification	Satisfy partner program	Portal/report approval, passed cases, waiver if any
Business UAT	Prove correct business outcome and operability	Named tester, case, expected/actual result, screenshots/records, approval
Production validation	Prove first live transactions and support readiness	Counts, timestamps, statuses, acknowledgment, business owner confirmation

6.2 Example acceptance criteria

Flow	Business acceptance criterion
Inbound EDI order	A valid 850 creates exactly one ERPNext Sales Order with the partner PO reference, correct customer, items, UOM, price, ship-to, warehouse and requested dates within the approved processing window; an agreed acknowledgment is returned.
Unknown item	An order with an unmapped partner item does not create a fulfillable order; it is held or rejected according to design, the item-data owner is alerted, and controlled recovery does not create a duplicate.
Inventory API	Available-to-sell for approved warehouses publishes on schedule; counts match the source calculation; rate limits and partial failures retry without overstating inventory.
Shipment/ASN	The outbound 856 or API shipment contains the correct order, items, shipped quantities, packages, carrier and tracking; partner acceptance is recorded before the compliance cutoff.
Invoice	The 810 or invoice API totals match the approved Sales Invoice, including currency, tax, freight and allowances; partner acknowledgment or rejection is monitored and owned.

6.3 Mandatory negative scenarios

- Invalid envelope, sender/receiver ID, message type, schema version, or signature
- Missing required field; invalid code, date, numeric precision, currency, or UOM

- Unknown customer/vendor, item/SKU, location, warehouse, ship-to, or cross-reference
- Duplicate message/file/order, reused control number, webhook replay, or repeated API request
- Out-of-order change, cancellation, shipment, invoice, or status event
- Partner/API timeout, rate limit, 4xx/5xx response, authentication expiry, or certificate/key failure
- ERPNext validation, permission, status-transition, record-lock, or partial-commit failure
- Late/missing file, truncated payload, mismatched row/control total, or wrong environment
- Alert failure, queue aging, failed retry, quarantine growth, and controlled replay after correction

7. Security, privacy, and trust

7.1 Minimum security practices

- Use approved encrypted transport: AS2, SFTP, HTTPS/TLS, or a documented approved alternative.
- Prefer workload or managed identity and short-lived tokens where supported. Store runtime secrets in an approved secret manager such as Azure Key Vault.
- Never commit secrets, certificates, private keys, production samples, restricted audits, or customer data to GitHub or static website assets.
- Separate test and production endpoints, identities, folders, credentials, maps/routes, logs, and data wherever applicable.
- Grant least-privilege access by role; review production permissions and revoke access when ownership changes.
- Define certificate/key/token rotation and expiry monitoring before go-live.
- Minimize sensitive fields and test with synthetic or sanitized data unless an approved exception exists.
- Retain and dispose of messages, logs, archives, quarantine files, and evidence according to approved business, legal, privacy, and security requirements.
- Report suspected integration security issues to EDI Support without including live secrets or sensitive payloads in the initial email.

7.2 Trust documents and compliance claims

> **Verification rule:** Do not publish a certification badge, SOC report, GDPR claim, penetration test, or other assurance statement until the evidence owner, Legal/Privacy, and Information Technology have confirmed accuracy, currency, redaction, and distribution rights.

Material	Public site treatment	Controlled delivery
Approved public audit/certification file	Download may be enabled after approval and repository validation	Maintain owner, review date, scope, and approved public copy
Restricted audit report	Display request-access status; do not host publicly	Validate requester and purpose; NDA if required; use approved secure delivery
GDPR/privacy materials	Link the official Ultra PRO privacy notice; describe process accurately	Provide approved questionnaires or evidence; do not call GDPR a certification
Security assessment or penetration test	No findings or report published by default	Provide only an approved summary/report with use and retention restrictions
Continuity/recovery material	High-level control description only	Provide current approved summary when appropriate

7.3 Public privacy alignment

Public privacy reference: Ultra PRO privacy policy

The integration portal should remain a low-data entry point. It directs partners to email and Microsoft Bookings; initial messages must not include secrets or sensitive production data. Any future form, analytics, tracking, or restricted download service requires privacy and security review before deployment.

8. Cutover, hypercare, and steady-state support

8.1 Go/no-go checklist

Area	Required confirmation
Scope	Partner, flows, direction, volumes, IDs, guide versions, exclusions and acceptance criteria approved
Data	Production customer/vendor/item/location/warehouse/UOM cross-references approved and loaded
Security	Production identity, secrets, certificates/keys, allowlists and rotation ownership confirmed
Testing	Functional, negative, recovery, reconciliation, certification and business UAT evidence accepted
Operations	Monitoring, alerts, dashboards, queue aging, runbook, reprocessing and escalation proven
Compliance	Partner SLA/chargeback clocks, acknowledgments, retention and audit evidence requirements defined
Change	Deployment version/steps, window, approvals, freeze, communication and rollback approved
People	Partner and Ultra PRO business, integration, application, exception, security and escalation owners available
Hypercare	Daily review cadence, success thresholds, ticket route, known risks and exit criteria approved

8.2 Rollback triggers

- Critical security, authorization, data exposure, or wrong-environment condition
- Uncontrolled duplicates, partial commits, incorrect financial/fulfillment records, or corrupt master data
- Material transaction loss or unexplained reconciliation variance
- Sustained inability to acknowledge, ship, invoice, or meet a material partner compliance cutoff
- Monitoring/recovery unavailable or support ownership absent during the validation window
- Any predefined partner or change-approver stop condition

The rollback record states who may invoke it, technical steps, partner communications, treatment of in-flight and already-committed records, manual fallback, reconciliation, and criteria to attempt a new launch.

8.3 Hypercare cadence

Cadence	Required review
Launch window	First transactions, acknowledgments, ERPNext/application results, counts, timestamps, alerts and partner portal status
Daily	Success rate, failures, queue age, unresolved exceptions, retry/replay, manual interventions, partner issues, SLA/chargeback exposure

Cadence	Required review
Midpoint	Trend, threshold tuning, known defects, business outcomes, support readiness, certificate/token concerns, scope drift
Exit review	Exit thresholds, open risk acceptance, runbook/access/contact completeness, KPI baseline, support handoff and lessons learned

8.4 Support route

Steady-state partner and internal support begins with edisupport@ultrapro.com. The support record should include partner, environment, flow/document/API/file, message or correlation ID, UTC and local timestamp, business impact, expected vs. actual result, and safe evidence. Do not include credentials or restricted payload data in ordinary email.

9. Metrics and service management

Targets are partner- and flow-specific. The implementation record must replace each placeholder before production when the metric is material.

Metric	Definition	Target owner / placeholder
Technical success rate	Messages/files/API calls processed without technical failure ÷ total received/sent	Integration owner - set per flow
Business acceptance rate	Transactions accepted into the intended business state ÷ technically valid transactions	Business owner - set per flow
Acknowledgment timeliness	Time from receipt/send to required 997/999/855/partner response	Partner + integration owner - contract/guide
End-to-end latency	Partner event to committed ERPNext/application result or published response	Business owner - acceptance criterion
Exception age	Time open by severity and owning department	Department owner - service target
Reconciliation variance	Difference between expected input/output/acknowledgment/business-record counts or values	Integration + Finance/Ops - zero unexplained
Manual interventions	Count/time of manual exports, corrections, replay and portal work	Business owner - trend and retired-work goal
Chargeback/compliance exposure	Incidents or dollars tied to late/invalid documents or partner rules	Business/Finance owner - escalation threshold
Recovery effectiveness	Successful controlled recoveries without duplicate or residual business error	Integration owner - 100% safe recovery
Availability	Time flow is capable of meeting the agreed service schedule	Service owner - define support window

9.1 Review cadence

- Hypercare: daily review with named owners and dated actions.
- Steady state: exception and SLA review at the agreed operational cadence.
- Monthly/quarterly as material: success, latency, manual work, incidents, recurring root cause, partner changes, certificate/token expiry, and improvement backlog.
- Before any material partner guide, API version, ERPNext process, master-data, or platform change: impact analysis, regression plan, approval, deployment, and rollback.

Appendix A - Partner intake record

Field	Partner / project response
Company and partner role	
Ultra PRO business sponsor	
Partner business and technical contacts	
Requested business outcome / manual work to retire	
Target certification and go-live windows	
Lane(s): X12/EDI, API/marketplace, managed file transfer	
Transactions, API objects, or files and direction	
Implementation guide / API specification / schema version	
Estimated average and peak volume	
Preferred transport and authentication	
Test environment and certification program	
Material SLA, compliance, chargeback, or cutoff requirements	
Customer/vendor/item/location/ warehouse/UOM dependencies	
Exception and escalation contacts	
Dependencies, assumptions, exclusions, and risks	

Appendix B - Mapping and rule checklist

- Envelope, sender/receiver, partner/account, message/document/object, and environment identifiers
- Business key, partner PO/reference, control number, file ID, correlation ID, idempotency key, and duplicate window
- Customer/vendor, ship-to/bill-to, item/SKU/UPC, location, warehouse, carrier/service, UOM/case pack, currency and code cross-references
- Required/conditional fields, data types, lengths, code lists, precision, rounding, date/time zone, null/default behavior
- Order/change/cancel/ship/invoice/return/settlement status and sequencing rules
- Inventory available-to-sell calculation, warehouse scope, safety stock, schedule and stale-data behavior
- Item/catalog ownership, create/update/correction path, portal fallback, prerequisites for accepting orders
- Acknowledgment type, business response, error detail, timing, correlation and aging
- Validation, hold/reject/quarantine, business exception routing, correction authority, retry and controlled replay
- Archive, retention, encryption, masking, log fields, alert contents and restricted-data handling
- Reconciliation counts/totals, expected vs. actual evidence, manual fallback and manual-work retirement

Appendix C - UAT evidence record

Field	Record
Case ID and business scenario	
Flow / document / object / file	
Preconditions and master data	
Expected business result	
Actual result and identifiers	
Partner/Cleo/ERPNext evidence location	
Exception/recovery exercised	
Tester, date, environment	
Pass/fail and defect reference	
Business owner approval	

Appendix D - Go/no-go and hypercare record

Decision item	Owner	Status / evidence
Scope, guide versions, flow list and acceptance criteria approved		
Production endpoints, IDs, credentials, certificates/keys and allowlists validated		
Production master data and cross-references approved		
Technical, negative, recovery, reconciliation and certification tests passed		
Business UAT approved; critical/high defects closed		
Monitoring, alerts, queue aging, runbook and support access verified		
Partner SLA/compliance clocks and exception ownership confirmed		
Deployment sequence, version, window and freeze approved		
Rollback triggers, authority, steps, communication and data treatment approved		
Launch and hypercare owners available; communications sent		
Final go/no-go decision and timestamp		
Hypercare exit decision, KPI baseline and steady-state handoff		

Appendix E - Partner quick start

> **Start:** Email edisupport@ultrapro.com with your company, partner role, business and technical contacts, desired date, integration lane, flows, and a current guide/specification. Or schedule the EDI/API Integration service through Ultra PRO IT Microsoft Bookings.

What to send in the first email

- Company, partner role, Ultra PRO relationship, business owner, technical contact, and escalation contact
- Implementation guide, OpenAPI specification, schema, or safe public documentation link
- Transactions, API objects, or files; direction; estimated volume; desired certification and go-live windows
- Preferred AS2, SFTP, HTTPS/API, or other approved transport and test environment availability
- Non-sensitive identifiers and readiness dependencies; do not send secrets or production payloads

Typical planning ranges

Focused file/API: 4-6 weeks. Standard EDI onboarding: 6-10 weeks. Multi-flow programs: 10-16+ weeks. A committed schedule follows discovery and depends on scope, master data, security, partner certification, test readiness, and business UAT availability.

Reference links

Ultra PRO partner integration email

Ultra PRO public privacy policy

Ultra PRO website

Microsoft Bookings

> **Controlled updates:** This workflow is a living standard. Partner-specific scope, owners, dates, SLAs, transaction sets, item flows, and technical details belong in the implementation record and must be approved through the applicable gate.