# Data

In this training, we will continue to follow Jim, an Epicor Commerce administrator, as we influence various types of conversations between the ERP and Epicor Commerce as they relate messaging, ERP attribute mapping, and troubleshooting data upload.

Choose a topic to continue.

Objectives

* Messages
* Mapping
* Troubleshooting Data Upload

Messages

Messages are the backbone of Epicor Commerce functionality.

There are two types of messages communicated between the ERP and Epicor Commerce. Upload messages fetch data and return it to Epicor Commerce when there is an update in the ERP (either immediately or on a scheduled basis.) Upload messages handle information related to price, product, customer, suppliers, addresses, and contacts.

Request messages are sent by Epicor Commerce when users are questing for products. Request messages are related to customers searching for price, stock, or cart updates and will change as they browse and buy.

Most of the messaging has been set up by the implementation team but we recommend referencing the help center documentation to familiarize yourself with the following messages because enabling or disabling them can streamline the information available to your customer.

For upload messages, begin with

CPN

STK

ALT

CCCN

CUS

CUCO

For request messages, we recommend starting with

CUAD

CAAP

AST

CNC

GQR

BSV

MSQ

CRRS

CRRU

Tap the arrow to continue.

Mapping

Jim wants to create two dropdown options in the product detail page to narrow his customer’s search for a type of screw based on the surface (metal, wood, or drywall) and length (½ inch, one inch, or three inch). This way, a customer can specify exactly what they want; for example, a pack of 1” metal screws.

All of Jim’s screws have been assigned these attributes in the ERP but can’t be transferred properly until “Attribute Mapping” is configured in Epicor Commerce.

Directly transferring data between two systems is often like trying to fit a square peg into a round hole. Data mapping translates the information into a format that “fits” into the end destination.

Assuming you know the ERP code, mapping allows you to transfer specific information from your ERP to your site – even user defined fields.

As an example, we’ll walk you through ERP Attribute Mapping and how it relates to bundled or configurable products.

Ensure your attribute label, code, and value are in your ERP system. Say, for example, the SKU (12metalscrew) has the attribute code (screw\_type\_c) and the value (metal.)

To add ERP attribute mapping, navigate to Epicor > Mapping. Change “Mapping Type” to “ERP Attributes.” Select “Add Mapping.” The attribute code must match the code from your ERP system. In this case, input type will be a dropdown. Commas will separate terms, and this attribute will be listed first (higher numbers are higher priorities). Enable “Use in search” so the attribute value, metal, can be searched on the website and found by customers.

Select save.

Next, transfer the data from the ERP with an STK message.

Ensure your attribute specifications were mapped correctly. Navigate to Stores > Product. Search by attribute code, (screw\_type) and select the ERP attribute that was just transferred. Here, you should see the label, input type, and values of your attribute. If something is wrong, change the mapping and reprocess the STK message.

Navigate to Catalog > Products. Find and select your product. On the left side, the attributes display. Next to it, product values are displayed through the input type – dropdown.

In the front end, when a customer searches for a product attribute, for instance, metal, they will find your product!

In Epicor Commerce, products fall into one of several categories.

Simple products include most single item products uploaded from your ERP, for instance, a screw.

Grouped products are assigned in Epicor Commerce based on their attributes. Screws of different lengths.

Configurable products can be assigned different attributes like color or dimension. Metal screws or wood screws.

Finally, bundled products are sold as one inseparable unit. For instance, a furniture kit containing various screws.

Each product is given a code so it can be identified by Epicor Commerce as one of these options.

Although it’s typically best to build products in the ERP, using the “Add Product” button in Epicor Commerce enables you to build advanced bundled or configurable products. These bundled or configurable products consist of the individual child products.

After your products are uploaded, you can manage your catalogue tree from inside Epicor Commerce. Some ERP systems also support catalogue tree functionality.

Tap the arrow to continue.

Troubleshooting Data Upload

There are a few places where data may not be mapped correctly. Let’s examine how to check and troubleshoot these problems.

It is worth confirming the transfer of CUS (Customer Upload), STK (Product data), CAD (Customer address information), and CUCO (customer contact).

CUS and STK messages are similar.

Navigate to Epicor > Log. Filter under the “type” title with STK or CUS. View the status column and check for any entries that are not titled “success.” After this gives you a clue to the problem, select “Reprocess” from the action drop down to reprocess the data.

CAD errors can be resolved from the configuration menu through General > General. Verify the country, state, and locale options are correct.

CUCO errors can be resolved by looking at the Epicor Commerce response to upload messages.

Tap the arrow to continue.

Recap

We’ve covered how data is transferred through messaging, how to apply this through ERP data mapping, and how to troubleshoot data upload.

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