**Summary of Files:**

|  |
| --- |
| **Cohort file (USCC > Kredos)**  **Performance file (USCC > Kredos)**  **Confirmation File (Kredos > USCC)**  **PA File for Care Team (Kredos > USCC)**  **PA File for Billing / Amdocs (Kredos > USCC)**  **Summary / Outreach File (Kredos > USCC)**  **Exiting File (Kredos > USCC)**  **Message Template file**    ***(NO Knockout files)*** |

**Updated Nov 15, 2024**

Adding a new field to the Cohort File:

USCC Data Specs Confirmation 111524.xlsx

Sample file that includes the PayPropensityScore field:

KAI\_cohort\_20241119\_174257\_TEST2

1. A Propensity-to-Pay score will be added to the daily ‘cohort’ file-
   1. Field name: PayPropensityScore
   2. Field format: Numerical, range 0—5, with four decimal digits (e.g. 2.7128).
2. Model development information that may be helpful-
   1. The scoring model was developed on accounts entering collections. The target variable was defined with the ‘6-month involuntary cancel’ criteria, with the 6-month window starting from the day of entry to collections. In other words, the model predicts the probability that a customer will not involuntarily canceled at the end of the six month period starting from collections entry. We then multiply the predicted probability by 5 to fit the score range of 0—5 for the cohort file.
   2. Higher scores mean higher probabilities to pay.
3. Operational Details-
   1. Although the model was developed on collections entries only, the scoring algorithm can be applied to the full base, so we should be able to score almost everyone in the cohort even on day one.

(*NOTE: The above information is different from what I communicated at the initial meeting earlier this week.*)

1. We plan to score the base daily using the customers’ information as of that day, so the scores in the cohort file may change from one day to the next.

**Updated Version Sept 30 2024**

**Changes:**

Exiting File Updates, removing some fields from the exiting file and providing more detail on how we will define the fields and population:

USCC Data Specs Confirmation 093024.xlsx

**For the exiting file, please use the following fields:**

AccountKey: Pull FinAcctNum from Cohort file

PlacementDate: Pull PlacementDate from Cohort file

Status: CustomerStatus? Populate "A", "C", or "S" for active canceled suspended; pull from Cohort file

ResolutionStatus: Enter "OnHold" for all records

CollEndTreatmentDate: Pull CollEndTreatmentDate from Cohort file

HoldType: Indicate either “EarlyCure” or “Evaluated” for all records

**Note**: We are removing the following fields, which are unnecessary:

CollSchedSuspDate, CollSchedCanDate, CollSchedWriteOffDate, CollSchedAgencyDate, CollNextStepStatus

**Logic for who is included in the file:**

All unique combinations of FinAcctNum + PlacementDate that had been included in a Cohort File during the prior month, based on the file date.

(Only the prior month; do not go back to program launch)

**Logic for who is indicated as “EarlyCure” (everyone else will be “Evaluated”):**

EarlyCure is defined by a unique combination of FinAcctNum + PlacementDate whose CollInd (on the Cohort file) changed to T on a file date that is EnterCollDate + 1 or EnterCollDate +2

(only use the date stamp; not the time stamp - the exact hours don’t matter)

**Updated Version: Aug 1, 2024**

Open USCC Data Specs Confirmation 080124.xlsx

USCC Data Specs Confirmation 080124.xlsx

02 Aug 2024, 12:37 AM

Changes:

For each of the two Payment Arrangement Files (Bulk\_PA and Payment\_Extensions), we would like to change the frequency so that they generate once every hour, every day (7 days a week).

JIRA: <https://kredosai.atlassian.net/browse/DEV-447>

@Inder Dhir @Shivaprasad MJ @Balaji Sridharan @Dave Thoms

**Updated Version: July 30, 2024**

Open USCC Data Specs Confirmation 073024.xlsx

USCC Data Specs Confirmation 073024.xlsx

30 Jul 2024, 08:12 PM

Change: Please include a blank record (row) for every Outreach Log, including empty files that only include the headers.

@Shivaprasad MJ @Balaji Sridharan @Dave Thoms

**Updated Version: July 23, 2024:**

USCC Data Specs Confirmation 072324.xlsx

**Exiting File: Customers\_Data**

We’d like to start sending the Existing File (Customers\_Data) to USCC following the specs included here.

There are two major changes:

1. For the HoldType field:
   1. LIST 1: Make a list of all unique combinations of FinAcctNum + EnterCollDate.
   2. LIST 2: “Evaluated” Make a separate list of all FinAcctNum + EnterCollDate in which EnterCollDate is at least two days prior to the file date. And the difference between these two lists are the “EarlyCure”
   3. Example: We received on 7/23 a file which has the following records. E.g. Record 1 is EnterCollDate 7/23, Record 2 is EnterCollDate 7/23, Record 3 is EnterCollDate 7/22, Record 4 is EnterCollDate 7/21, Record 5 is EnterCollDate 7/20, Record 6 is EnterCollDate 7/20. List 1 should include all 6 records. List 2 should include only Record 4, Record 5, and Record 6.
2. Please schedule this to run monthly (3rd of the month, starting Aug 3) And this will capture all of the FinAcctNums + EnterCollDate combinations from the month prior (for example, July 1 - 31)

The end product should be a single file indicating either “EarlyCure” or “Evaluated” for all records.

@Shivaprasad MJ

NO ACTION NEEDED - will discuss internally and with client before making changes:

**Exiting File: Customers\_Data**

1. Should change to monthly - Confirmed but we will make all the changes at once
2. What are we doing for HoldType? - Linnea will gather notes
3. Format in spec is: KAI\_customers\_Data\_yyyymmdd\_HHmmss.txt but currently using KAI\_customers\_Data\_yyyymmdd.txt - We will confirm with USCC first

**Outreach log:**

1. Showing “SMS Sent” and “Email sent” vs "SMS Delivered" or "Email Delivered" - Wait on this
2. Timing is just after 5pm PT / 7pm CT. Spec indicates 4pm PT / 6pm CT. Update spec? - Wait on this
3. Is there a reliable way to display the firstname in Title Case? - Discuss in team morning meeting first, add to Jira backlog?

Open Screenshot 2024-07-16 at 11.34.24 AM.png

**Updated Version on 6/24/24:**

Open USCC Data Specs Confirmation 062424.xlsx

USCC Data Specs Confirmation 062424.xlsx

24 Jun 2024, 08:18 PM

@Shivaprasad MJ @Kushwant Velagapudi (Unlicensed) @Dave Thoms @Balaji Sridharan @Inder Dhir

Two changes we’d like to make:

1. On the Payment Extensions file (PA > Care), we would like date included in the “Memo” field to reflect LastInstallmentDate. (It currently is showing the CreateDate.)
2. Return file / Outreach\_log: We would like this file to generate every day of the week, including Sundays. Currently, we are not sending on sundays. \*\*AND HOLIDAYS
3. We want to add a limitation so that only one successful cohort file processes per day. This is so they don’t send us two by accident. - DONE

We are ready to start populating the Message template file that’s included in the spec:

Open KAI\_collection\_communications\_6.17.24 (1).xlsx

KAI\_collection\_communications\_6.17.24 (1).xlsx

25 Jun 2024, 07:20 AM

Name and reference code are both going to display the messageID.

For emails, populate column C with the subject line.

For SMS message, populate column D with the full content of the SMS.

**Updated Version on 6/19:**

USCC Data Specs Confirmation 061924.xlsx

@Shivaprasad MJ @Kushwant Velagapudi (Unlicensed)

For these two files:

File F: uscc\_bulk\_pa\_KAI\_YYYYMMDDHHMMSS.csv.pgp

File E: KAI\_Payment\_Extensions\_yyyyMMdd\_HHmmss.txt.pgp

We would like to continue sending this file until 10:00pm CT daily. (previously it was 9:00pm CT).

Associated Jira Ticket: <https://kredosai.atlassian.net/browse/DEV-363>

**Updated Version on 6/17:**

Open USCC Data Specs Confirmation 061724.xlsx

USCC Data Specs Confirmation 061724.xlsx

17 Jun 2024, 09:47 PM

@Shivaprasad MJ @Kushwant Velagapudi (Unlicensed) @Balaji Sridharan @Ravi Vayuvegula (Unlicensed) @Dave Thoms

USCC would like us to delete their cohort files after 7 days (rather than simply archiving it).

I have updated the file specifications doc to reflect this!

-Linnea

**Updated Version on 6/12:**

@Shivaprasad MJ @Kushwant Velagapudi (Unlicensed) @Ravi Vayuvegula (Unlicensed) @Dave Thoms @Balaji Sridharan

Open USCC Data Specs Confirmation 061224.xlsx

USCC Data Specs Confirmation 061224.xlsx

13 Jun 2024, 03:22 AM

Updates made for the PA > Care (Payment Extensions file)

1. Headers should be in ALL CAPS
2. Pipe-delimited
3. Formatting for the PayInstallDate1 and PayInstallDate2 - should have dashes
4. Several changes to content, as shown in the Jun 12 File Updates page: <https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/59047946>

**Updated Version on 6/7:**

@Shivaprasad MJ @Kushwant Velagapudi (Unlicensed)

@Ravi Vayuvegula (Unlicensed) @Dave Thoms

Open USCC Data Specs Confirmation 060724.xlsx

USCC Data Specs Confirmation 060724.xlsx

07 Jun 2024, 08:19 PM

Highlighted in red in the document:

Two changes for File A, the Cohort file:

1. We will remove the .txt extension from the file name. It will now be: KAI\_cohort\_yyymmdd\_HHmmss.pgp
2. We will include a final record at the end of the file showing the total record count. Here is an example:

Open kai\_cohort\_20240502\_123310 (4)

kai\_cohort\_20240502\_123310 (4)

07 Jun 2024, 08:20 PM

**Updated Version on 6/3:**

Open USCC Data Specs Confirmation 060324 v2.xlsx

USCC Data Specs Confirmation 060324v2.xlsx

04 Jun 2024, 08:11 AM

@Shivaprasad MJ @Kushwant Velagapudi (Unlicensed)

**Changes:**

**All files: Headers should be in all uppercase when we are using headers**

(Note that their cohort files may not be in all caps)

**Additional changes:**

1. On the cohort file (File A):
   1. All dates for YYYYMMDD will be *without* slashes. Please use the **YYYYMMDD** format rather than YYYY/MM/DD. Can be an invalid record if doesn’t fit this format
2. On the confirmation file (File C):
   1. Use the correct file name
   2. No end delimiter
   3. No underscore between date and time in file name
   4. SNAPSHOT\_SDT value in form of YYYYMMDD (no dashes and no additional timestamp)
3. On the KAI\_Payment\_Extensions\_yyyyMMdd\_HHmmss file (File E)
   1. Use the specified format for Create Date: YYYY-MM-DD HH:MM:SS
   2. Use dashes instead of slashes for PayInstallDate1, PayInstallDate2, and LastInstallmentDate: YYYY-MM-DD
   3. All payment fields should have “$” sign (will need to have two digits after the dot, so it’s formatted as a currency, e.g. $9.20, not 9.2
4. On the bulk PA file (File F)
   1. Remove headers
5. On the outreach log file (File I)
   1. Remove the last underscore in the file name. E.g. KAI\_Kredos\_outreach\_log\_20240529113045.csv (previously it had been KAI\_Kredos\_outreach\_log\_20240529\_113045.csv)

**Updated Version on 5/28:**

USCC Data Specs Confirmation 052824.xlsx

Changes:

1. Added “Population” field on each file to show who should be included
2. All files should have consistent encryption extension using .pgp
3. Updated file naming convention for PA > Billing (Amdocs file): uscc\_bulk\_pa\_KAI\_20240508073019.csv is the correct name
4. Summary/Return File will be .csv (not .txt)

@Shivaprasad MJ @Kushwant Velagapudi (Unlicensed) @Ravi Vayuvegula (Unlicensed) @Dave Thoms

**Please make sure that each point is checked and incorporated**

Notes from Client:

1. Consistent encryption extension that will be used in production (**PGP ONLY**)
2. PA Extension and File format needs to be corrected:

a.                   The date format on the 5/27 and 5/28 seems to be off, the 5/23 file was correct.

b.                   KAI\_Payment\_Extensions\_yyyyMMdd\_HHmmss.txt

c.                   .txt extension

1. PA Bulk File format needs to be corrected:
2. uscc\_bulk\_pa\_KAI\_20240508073019.csv
3. .csv extension
4. New naming convention per 5/14/24 email.
5. Since there will be several changes, the team asked if the Outreach log can come as a .csv instead of .txt?
   1. KAI\_Kredos\_outreach\_log\_ yyyymmdd\_HHmmss
   2. Request to change to .csv instead of .txt

**Updated Version on 5/23:**

Open USCC Data Specs Confirmation 052324.xlsx

USCC Data Specs Confirmation 052324.xlsx

23 May 2024, 11:29 PM

**Changes Made:**

On each file, I’ve added a note of which SFTP it is associated with. For example:

Open Screenshot 2024-05-23 at 1.29.52 PM.png

@Kushwant Velagapudi (Unlicensed) @Shivaprasad MJ

**Updated Version on 5/21:**

USCC Data Specs Confirmation 052124.xlsx

Changes Made:

On File I, “SMSCopy” field: I added a note that we will need to remove carriage returns when the message content goes into this field, so it doesn’t create problems. This note is highlighted in red -Linnea

@Kushwant Velagapudi (Unlicensed) @Shivaprasad MJ small update

Prior Version:

USCC Data Specs Confirmation 052024.xlsx

Attached are updated file specs as of May 20, 2024

@Kushwant Velagapudi (Unlicensed) @Shivaprasad MJ

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| **Issue** | **TEMPLATE** |
| **Date Identified** |  |
| **What Happened / How Was It Discovered:** |  |
| **Impact** |  |
| **Root Cause** |  |
| **Interim Fix** |  |
| **Resolution & Prevention:** |  |
| **Resolution Date** |  |
| **DEV-###** |  |
| **Client-Facing Summary** |  |

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| **Issue** | **Null Values in Outreach Log (2nd time)** |
| **Date Identified** | Apr 30, 2025 |
| **What Happened / How Was It Discovered:** | Gunnu at USCC let Ryan know they have been receiving inconsistent formats. We looked into this and discovered the null values had reappeared. |
| **Impact** |  |
| **Root Cause** | It turns out there were some accounts for which they needed to receive an email (since they are in suspend or cancel), but that didn’t have a valid e-mail. |
| **Interim Fix** |  |
| **Resolution & Prevention:** | These records should be written to the invalid file instead.  Open IMG\_6514.HEIC |
| **Resolution Date** |  |
| **DEV-###** |  |
| **Client-Facing Summary** |  |

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| **Issue** | **Outreach Log File Inconsistencies** |
| **Date Identified** | Apr 29, 2025 |
| **What Happened / How Was It Discovered:** | Gunnu sent Ryan a note.    Linnea and Michael reviewed prior issues and files to start with the known prior issues:    **Main issues:@**  CR + LF (CR was missing on some files, but should be present)  Extension: .crlf (should NOT be present)  Null values (should not be present)  Additional row at the end (should be present)  Process on all days, including sundays (will be empty on sundays)  Includes headers (should be present) |
| **Impact** | The inconsistencies cause USCC to manually update / process. |
| **Root Cause** | TBD |
| **Interim Fix** |  |
| **Resolution & Prevention:** | Linnea and @Aslı Ateş to create a test that runs every time we do a deployment to test for all of the known prior outreach log problems. |
| **Resolution Date** |  |
| **DEV-###** | Historical Jiras:  <https://kredosai.atlassian.net/browse/DEV-711>  <https://kredosai.atlassian.net/browse/DEV-704>  <https://kredosai.atlassian.net/browse/DEV-697>  <https://kredosai.atlassian.net/browse/DEV-674>  <https://kredosai.atlassian.net/browse/DEV-429>  <https://kredosai.atlassian.net/browse/DEV-383>  <https://kredosai.atlassian.net/browse/DEV-375> |
| **Client-Facing Summary** | Linnea sent to Ryan on Apr 29, 2025  We looked at some of the files and so far what we've found recently is that the null records are reappearing on the file. We're looking into the root cause of this right now. If Gunnu has other specific inconsistencies that have occured in the last month or so, he is welcome to send any additional thoughts or concerns that he's seeing, in case we don't see it on our side.  That being said, I know the outreach log has been an ongoing source of inconsistencies and manual updates. We have a new QA expert that is going to set up automated tests to detect the unwanted null values, as well as any of the other prior issues, such as the CR+LF and .crlf format issues, and ensuring that there's an empty row at the end of the file, etc.  I will send another update tomorrow as I know more. |

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| **Issue** | **Null Values in Outreach Log** |
| **Date Identified** | Mar 4, 2025 |
| **What Happened / How Was It Discovered:** | Gunnu noticed that there were a few null records included on the outreach log for Feb 27 2025 |
| **Impact** | There were 3 null values at the start of the outreach log. The inconsistencies cause USCC to manually update / process. |
| **Root Cause** | From Shiva:  We have configured Experiments for Canceled\_LowDPD with 2 sequences one for deferitstate 1 and 0 but ALL Message templates for Canceled\_LowDPD are created only with deferitstate 0 Thats why its causing these issues |
| **Interim Fix** |  |
| **Resolution & Prevention:** | Shiva updated the treatmentgroups  From 1 to 0 for deferitstate |
| **Resolution Date** |  |
| **DEV-###** |  |
| **Client-Facing Summary** |  |

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| **Issue** | **CR + LF Issue: CR missing from Outreach Log** |
| **Date Identified** | 11/22/24 |
| **What Happened / How Was It Discovered:** | Gunnu notified Ryan, who notified Linnea on 11/22 that the file format had changed from CR and LF to only LF. |
| **Impact** | The outreach log generated by KredosAi on 11/21 did not include CR. |
| **Root Cause** | The code to generate the output file was using a third party library to format the CSV data. As part of a security upgrade, the version of the third party library was upgraded which changed the default line ending from CR+LF to only LF. While the security upgrade was tested extensively for logic and data, the current tests did not catch that the line ending changed. |
| **Interim Fix** | We uploaded a file that was manually corrected and then implemented a permanent (automated) fix. |
| **Resolution & Prevention:** | To fix the issue, Kredos added explicit configuration to use CR + LF as the line ending. In addition, Kredos also added tests to verify the line ending of the data file. |
| **Resolution Date** | Nov 23, 2024 |
| **DEV-###** | [DEV-674](https://kredosai.atlassian.net/browse/DEV-674) |
| **Client-Facing Summary** | USCC 112224 RCA CR LF Outreach Log.docx |

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| **Issue** | **SFTPCloud Down** |
| **Date Identified** | Nov 8, 2024 |
| **What Happened / How Was It Discovered:** | Discovery: Michael Randolph at USCC let us know (8:17am PT) they couldn’t connect to the [sftp.uscc.kredosai.com](http://sftp.uscc.kredosai.com/) server - they were getting an authentication error. T-Mobile also later reported they were having issues. Lane also notified Kredos at 8:22am PT that a Bulk PA file was missing.    Notes from Inder (Internal): <https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/231571457> |
| **Impact** | Files were not able to be transferred in either direction, causing a delay in the cohort file as well as PA files. |
| **Root Cause** | We had switched over the owner on our SFTP which deleted the instance and users.  Message from Adrian at SFTPCloud: “The problem was caused by an issue with our payment provider and it was triggered when we changed the owner. The issue is now fixed and to improve things for the future, we will update our metadata backup policy to allow us to restore the users of an instance instantly.” |
| **Interim Fix** | N/A |
| **Resolution & Prevention:** | Michael at USCC confirmed at 9:51am PT that the SFTP connection was working again. Lane also confirmed at 10:23am PT that he received the Bulk PA files that he had been missing.    Resolution:  Kredos needed to re-create the instance and users in SFTP cloud.    From Inder to SFTP Cloud:  “Our customers are using our DNS names which are CNAMEd to our SFTPCloud instance domain, so it works well.  It would be good to offer some sort of built in external monitoring of the SFTP instances into the platform.  The change took place several hours ago but we found out only when our customers complained.  The SFTPCloud already has the connection and usernames, so the external monitoring only needs a password/private key - which could be integrated into the existing UI. The key thing is for that monitoring to be executed outside of your existing infrastructure - so that it mimicks an actual SFTP Client.  I’m sure all of your customers will appreciate this optional additional monitoring feature if you offer it, and your platform will benefit from the additional trust and reduced MTTR in case of unexpected failures like this one.” |
| **Resolution Date** | Nov 8, 2024 |
| **DEV-###** | <https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/231571457> |
| **Client-Facing Summary** | USCC 110824 RCA SFTP Connection.docx |

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| **Issue** | **Return File Was Not Sent (Didn’t process on time)** |
| **Date Identified** | Oct 23, 2024 |
| **What Happened / How Was It Discovered:** | Vassar notified us the morning of 10/23 that the Return File took too long to process the night before, so it never got sent (the 10/22 file). Shiva / Linnea / Dave discussed, then |
| **Impact** | Estimated that three return files (outreach logs) will not process on time. 10/22, 10/23, and 10/24. The plan is to resume return files on Friday, 10/25 and then send retroactive files for the three that were missed, to get the data caught up. |
| **Root Cause** | TBD - sounds like data piled up and was clogging up the system now that we’re several months into the program |
| **Interim Fix** | Correct the issue then send retroactive files |
| **Resolution & Prevention:** | Fix the file processing |
| **Resolution Date** |  |
| **DEV-###** |  |
| **Client-Facing Summary** | Initial message from Linnea to Ryan on 10/23:  Dave and I just got off a call with our dev team as they have been working on this issue overnight. Here's the overview of what's happening:  The return file started yesterday but was unexpectedly slow in processing, and didn't complete on time. Our dev team identified the root cause, and have a plan in place to return to normal processing speeds. They are working on the solution right now and will test in staging first, to confirm everything is working as expected.  They plan to launch the fix in production on Friday, meaning that we would have the return files working again by Friday evening.  We will also be sending retroactive files for the three days that are impacted by this (Tues, Wed, and Thurs) so no data is missed. |

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| **Issue** | **20k+ PA records from spinning process** |
| **Date Identified** | Aug 23, 2024 |
| **What Happened / How Was It Discovered:** | When presenting weekly data, we noticed that the PA completion %s were way over 100%. In digging into the raw data, Dave discovered that a couple PAs had over 20k records associated with them.  “We noticed this morning that the August vintage showed more than 100% PA setup rate, so I was just looking at the performance file to see if I could understand what was happening.  What I found is that a single account has 20,560 separate PA setup records— all with very slightly different timestamps— for exactly the same amount of $89.78 on 8/14.”  This was caused by two PA links going to the same customer on different days and when they set up two different PAs, this data caused a looping effect in the USCC system.    Notified Client during call on Aug 21, 2024. Dave followed up by email with account details:  *Following up on the examples I mentioned in our call:*  *852825301 on 8/17*  *855625072 on 8/14*  *Both had over 20k PA set instances on those days.* |
| **Impact** | USCC’s system went into a loop. From Ryan: “Because the API call that processes the Bulk PA file is multithreaded, this has led to separate threads picking up the two records and causing a lock, and it gets caught in an infinite loop trying to reprocess the records. This leads to the accounts creating around 300k payment arrangement entries and 1.2mil memos, which is further causing issues when the account is viewed in CIM as it can crash the ABP and CRM/UIF weblogics due to volume” |
| **Root Cause** | Customer selected multiple PAs (from separate links) and these conflicting entries caused the excessive records to be produced. |
| **Interim Fix** | Identifying the full scope of the issue, correcting the data in reporting. USCC is also implementing a patch on their side. |
| **Resolution & Prevention:** | Kredos will implement additional de-duping logic on both sides.  USCC is also implementing new de-duping logic.  Kredos will recommend how to handle duplicates: highest amount, lowest amount, most recent, etc. |
| **Resolution Date** |  |
| **DEV-###** |  |
| **Client-Facing Summary** | We discussed in our client call on Aug 28.  From Ryan on Sept 4:  There were duplicate payment arrangements in the PA Bulk files -- 852825301 on the 17th and 855625072 on the 15th. Because the API call that processes the Bulk PA file is multithreaded, this has led to separate threads picking up the two records and causing a lock, and it gets caught in an infinite loop trying to reprocess the records. This leads to the accounts creating around 300k payment arrangement entries and 1.2mil memos, which is further causing issues when the account is viewed in CIM as it can crash the ABP and CRM/UIF weblogics due to volume.We’re opening an internal defect to enhance the script to clean duplicate entries from the file, as well as a patch defect (below) to clean up the duplicate data from collections and memos and leave only the most recent record. In the meantime, can you please work with your internal teams to also implement some duplicate checks prior to sending the file?Please let us know how you want us to handle potential records if we have the same account number but different amounts (so the input record won’t be a true duplicate line). Reject both? Process higher / lower amount? Take latest record? etcFor account 852825301:Duplicate entries in uscc\_bulk\_pa\_KAI\_20240817080051.csvFor account 855625072:Duplicate entries in uscc\_bulk\_pa\_KAI\_20240814180052.csvEXAMPLE: Total Records are :6 Thread:        i: 0   data[0]: 2         855625072,1,31,CA,89.78,89.78,GROUP 1 - OPTION A,20240822        855769644,1,31,CA,142.74,142.74,GROUP 1 - OPTION A,20240822 Thread:        i: 1   data[1]: 1         855625072,1,31,CA,89.78,89.78,GROUP 1 - OPTION A,20240822 Thread:        i: 2   data[2]: 1        854127467,2,5,CA,176.03,88.02,GROUP 1 - OPTION B,20240828 Thread:        i: 3   data[3]: 1        854212229,1,31,CA,287.61,287.61,GROUP 1 - OPTION A,20240828 Thread:        i: 4   data[4]: 1        815674625,1,31,CA,166.70,166.70,GROUP 1 - OPTION A,20240922[@Dave Thoms](mailto:davet@kredosai.com) – Is there a way Kredos can dedup the records per file before sending to USCC to eliminate this issue from happening? We have a process in place if records come in and a PA is already established or was established from a previous file. |

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| **Issue** | **PA FILES: TIMING & ENCRYPTION ERRORS** |
| **Date Identified** | Aug 2, 2024 |
| **What Happened / How Was It Discovered:** | At 8:23am CT, Lane notified Kredos that the 8:00am CT Bulk PA file was missing. Dave responded that the file had been delayed.  At 9:17am CT, Michael also notified Kredos that the KAI\_Payment\_Extensions\_20240802080829.txt.pgp file could not be decrypted. |
| **Impact** | Both 8:00am PA files (Bulk PA and Payment Extensions) were unable to be decrypted. |
| **Root Cause** | We were testing a scheduler process that had to do with encryption and that needed to be tested in production.  The intent was for that test to be completed overnight prior to the generation of files, but the test went longer than expected and impacted the generation of the PA files at 8:00 AM Central time, resulting in a delivery delay and encryption with a test key.  No other processes were impacted, and those files have since been corrected and placed into the SFTP server. |
| **Interim Fix** | N/A |
| **Resolution & Prevention:** | Kredos uploaded new files with the correct encryption key. Kredos will be more intentional with timing for running any tests in the production environment. |
| **Resolution Date** | Aug 2, 2024 |
| **DEV-###** | N/A |
| **Client-Facing Summary** | Open |

|  |  |
| --- | --- |
| **Issue** | **Records didn’t process** |
| **Date Identified** | Jul 24, 2024 |
| **What Happened / How Was It Discovered:** | Balaji noticed the messages weren’t going out that day |
| **Impact** | No messages went out on 7/24. These scheduled treatments will be ignored.    Open  Based on averages for the week, we would estimate that 5457 SMS and 485 Emails were not sent. |
| **Root Cause** | There was a default value of 5 minutes that triggered the consumer failure, leading to messages being reprocessed again and again.  From Inder:  I'm pretty sure this is the problem ... these logs started coming only today onwards .. need to figure out why this is happening. 2024-07-22T16:13:02.666Z ERROR 3939203 --- [tainer#22-0-C-1] o.a.k.c.c.internals.ConsumerCoordinator : [Consumer clientId=consumer-com.vassarlabs-13, groupId=com.vassarlabs] Asynchronous auto-commit of offsets failed: Offset commit cannot be completed since the consumer is not part of an active group for auto partition assignment; it is likely that the consumer was kicked out of the group.. Will continue to join group.  Because the updated offset is not able to be committed .. the consumer reads from the older value of the offset - thus duplicating messages  ShivaP: If your consumer takes a long time to process messages, consider increasing the max.poll.interval.ms setting to ensure that the consumer is not considered dead during long processing times.This might help us to fix  Inder:  this is the start of the errors ...  2024-07-24T13:37:34.577Z WARN 3939203 --- [ com.vassarlabs] o.a.k.c.c.internals.ConsumerCoordinator : [Consumer clientId=consumer-com.vassarlabs-12, groupId=com.vassarlabs] consumer poll timeout has expired. This means the time between subsequent calls to poll() was longer than the configured [max.poll.interval.ms](http://max.poll.interval.ms/), which typically implies that the poll loop is spending too much time processing messages. You can address this either by increasing [max.poll.interval.ms](http://max.poll.interval.ms/) or by reducing the maximum size of batches returned in poll() with max.poll.records. 2024-07-24T13:37:34.577Z INFO 3939203 --- [ com.vassarlabs] o.a.k.c.c.internals.ConsumerCoordinator : [Consumer clientId=consumer-com.vassarlabs-12, groupId=com.vassarlabs] Member consumer-com.vassarlabs-12-aeae12b2-7071-4379-9c5f-b3eb6957fd00 sending LeaveGroup request to coordinator [b-3.uscellularkredosaiprod.ojmb19.c2.kafka.us-east-2.amazonaws.com:9092](http://b-3.uscellularkredosaiprod.ojmb19.c2.kafka.us-east-2.amazonaws.com:9092/) (id: 2147483644 rack: null) due to consumer poll timeout has expired.  [max.poll.interval.ms](http://max.poll.interval.ms/)  <https://github.com/confluentinc/kafka-connect-jdbc/issues/917>  kafka-topics='/usr/local/kafka-server/bin/kafka-topics.sh  --bootstrap-server [uscellularkredosaiprod.ojmb19.c2.kafka.us-east-2.amazonaws.com:9092](http://uscellularkredosaiprod.ojmb19.c2.kafka.us-east-2.amazonaws.com:9092/)'kafka-offset='/usr/local/kafka-server/bin/kafka-run-class.sh kafka.tools.GetOffsetShell --broker-list [uscellularkredosaiprod.ojmb19.c2.kafka.us-east-2.amazonaws.com:9092](http://uscellularkredosaiprod.ojmb19.c2.kafka.us-east-2.amazonaws.com:9092/)'  spring.kafka.consumer.properties.max.poll.interval.ms=300000 # default value  <https://kafka.apache.org/documentation/#consumerconfigs_max.poll.interval.ms>  <https://strimzi.io/blog/2021/01/07/consumer-tuning/> |
| **Interim Fix** | Shiva changed the code to set a property to 3,600,000 ms (1hr) and redeployed the latest code from Mon and ran the file. |
| **Resolution & Prevention:** | Decision: We will not reprocess these records and send on 7/25 for two reasons:   1. We don’t allow for more than one file to process in a day 2. The DUN computation logic would change for yesterdays file given the date change, and that would have resulted in 2 messages going out to the same folks today. So this will be treated as an unplanned holiday (like Sunday) for the system   **It would be ideal to have better alerts in place so we can identify these issues sooner - TBD on this** |
| **Resolution Date** | Jul 25, 2024 |
| **DEV-###** |  |
| **Client-Facing Summary** | Open  **Issue Summary**: Kredos discovered on 7/24 that no messages had gone out that day and that the file processing was spinning.  **Timeline**: Discovered on 7/24/24. Resolved overnight on 7/24/24. Processes confirmed to be working as expected on 7/25/24. Kredos notified USCC on 7/25/24.  **Root Cause**: There was a configuration bug within the code that was deployed on Sunday, 7/21/24. It was a volume-related bug that was unique to some of the customization we’ve put in place here.  **Impact**: Messages scheduled for 7/24 were not sent, and were not rescheduled for the following day. (They were skipped.) The sequencing that Kredos has in place is very resilient, so a single missed message is expected to have very minimal impact.  **Preventative Measures**: Configuration has been updated to resolve the bug. Kredos will be monitoring the file processing for the near future to ensure the fix is working as expected. Kredos is also developing updates to automated alerts in order to identify file processing errors sooner, allowing all parties to react sooner as well. |

|  |  |
| --- | --- |
| **Issue** | **Cohort file didn’t process due to “major fault”** |
| **Date Identified** | 17 Jun 2024 |
| **What Happened / How Was It Discovered:** | File did not process - was notified by file alert email |
| **Impact** | Minimal; we were able to re-processes |
| **Root Cause** | There was a comma in the last name field “Jr, XXX” that affected that row and following rows to be structured incorrectly. USCC had included quotes around the value correctly, so Kredos needed to update code to pull this value correctly. |
| **Interim Fix** | Kredos made updates to file and reprocessed it so that the cohort data was successfully processed. |
| **Resolution & Prevention:** | Kredos updated the code to correctly consume values that include a comma in a within a single value of a comma-delimited file when quotes are surrounding those contents |
| **Resolution Date** | 17 Jun 2024 |
| **DEV-###** |  |

|  |  |
| --- | --- |
| **Issue** | **70 records did not receive sequences** |
| **Date Identified** | 17 Jun 2024 |
| **What Happened / How Was It Discovered:** | Kredos found while auditing the processing results from the first cohort file |
| **Impact** | Messages did not go out to some users |
| **Root Cause** | These were primarily related to voluntary cancel, in which users when from C > S (Cancel to Suspend) |
| **Interim Fix** |  |
| **Resolution & Prevention:** | They were canceled records in the case of voluntary cancels. We need to confirm that we’ve changed the scenario logic for voluntary cancel, and these people will go into the Presuspend scenario.  Dave is checking on 6/24 in the transformation file that the scenario for voluntary cancel goes to presuspend instead of cancel.  Confirmed on 6/24 that new logic has been implemented. |
| **Resolution Date** | 24 Jun 2024 |
| **DEV-###** |  |

|  |  |
| --- | --- |
| **Issue** | **Some users received duplicate messages in the same day** |
| **Date Identified** | 17 Jun 2024 |
| **What Happened / How Was It Discovered:** | Kredos found while auditing the messages that were sent out for launch day |
| **Impact** | Not the desired user experience |
| **Root Cause** | The issue was a bug in how we were managing the queue for messages to be sent later in the day after the send window opened for some time zones |
| **Interim Fix** |  |
| **Resolution & Prevention:** | This cause a subset of the ones that were in the delayed queue to be entered into the queue twice   * We deployed a fix last night (night of Jun 19) * There were no instances of duplicates today.   Confirmed by Dave on Jun 20 that duplicate issue was resolved |
| **Resolution Date** | 20 Jun 2024 |
| **DEV-###** |  |

|  |  |
| --- | --- |
| **Issue** | **Users received messages before day 3 of delinquency** |
| **Date Identified** | 18 Jun 2024 |
| **What Happened / How Was It Discovered:** | Jessica / Jie as USCC noticed that 32 people received messages when they had just been placed into delinquency the day prior |
| **Impact** | Users may have cured extra early |
| **Root Cause** | There was a user journey that wasn’t fully captured in the Scenario |
| **Interim Fix** |  |
| **Resolution & Prevention:** | Kredos implemented new logic in how the cohort file is being transformed to be processed: := IF PayArrInd == 'P' THEN 'PA'; ELSEIF CustomerStatus == 'A' THEN 'PreSuspend'; ELSEIF CustomerStatus == 'S' THEN 'Suspended'; ELSEIF (CustomerStatus=='C' AND CollNextStep=='S' AND NOT (PayArrInd == 'P')) THEN 'PreSuspend'; ELSEIF CustomerStatus == 'C' THEN 'Canceled'; ELSE 'exception’ |
| **Resolution Date** |  |
| **DEV-###** |  |

|  |  |
| --- | --- |
| **Issue** | **Extra cohort file sent to Kredos by accident** |
| **Date Identified** | 18 Jun 2024 |
| **What Happened / How Was It Discovered:** | Kredos found in SFTP and Ryan sent an email shortly afterward |
| **Impact** | Kredos process worked as designed |
| **Root Cause** |  |
| **Interim Fix** |  |
| **Resolution & Prevention:** | Kredos plans to implement additional logic that limits to one file per day |
| **Resolution Date** |  |
| **DEV-###** |  |

|  |  |
| --- | --- |
| **Issue** | **EnterCollDate errors** |
| **Date Identified** | 19 Jun 2024 |
| **What Happened / How Was It Discovered:** | Kredos discovered some records were not processing |
| **Impact** |  |
| **Root Cause** | * As part of consuming the cohort file, we have a process that evaluates any field we’ve identified as mandatory to ensure that it is populated and in the proper format * One of the mandatory fields was EnterCollDate, and our process was inadvertently reformatting the field on some of the records in the file and then rejecting those records as having the wrong format |
| **Interim Fix** |  |
| **Resolution & Prevention:** | Kredos updated the code |
| **Resolution Date** | 21 Jun 2024 |
| **DEV-###** |  |

|  |  |
| --- | --- |
| **Issue** | **Bulk PA file pulling CustomerID rather than FinAcctNum** |
| **Date Identified** | 20 Jun 2024 |
| **What Happened / How Was It Discovered:** | Kredos found while auditing the first Bulk PA records that the EntityID was pulling in CustomerID rather than FinAcctNum. There were 34 records impacted |
| **Impact** |  |
| **Root Cause** | Error in code |
| **Interim Fix** | Kredos audited Bulk PA file and found 34 that had been sent to USCC with the CustomerID instead of FinAcctNum |
| **Resolution & Prevention:** | Kredos updated the code to reflect FinAcctNum instead of CustomerID |
| **Resolution Date** | 21 Jun 2024 |
| **DEV-###** |  |

**JIRA:** N/A

**Context & objective:** Volume test for USCC. Balaji made 3 test files, each with 50 records - The order in which they should be processed is below. Note the cohort file date should be August 13, 2024 so pls.

**Completed by: Vikas**

**Testing start date: 08/13/2024**

**File used for testing:**  
USCC Test Dates File.xlsx 2024\_08\_13\_50\_Test\_File\_3.csv

2024\_08\_13\_50\_Test\_File\_2.csv 2024\_08\_13\_50\_Test\_File\_1.csv

**Expected Behavior:**  
**Cohort file date 08/13/2024**   
**Test file name:** **2024\_08\_13\_50\_Test\_File\_1**  
Dave - Receives 20 SMS  
10 SMS: TEST-Dave-1 to TEST-Dave-10 [Policy 901 DUN 33 Pre-Susp]

10 SMS: TEST-Dave-101 to TEST-Dave-110 [Policy 910 DUN 7 Pre-Susp]

Linnea – Receives 10 SMS and 10 emails  
10 SMS: TEST-Linnea-1 to TEST-Linnea-10 [Policy 902 DUN 8 Pre-Susp]  
10 Email: TEST-Linnea-101 to TEST-Linnea-110 [Policy 910 DUN 7 Pre-Susp]

Balaji - Receives 10 SMS  
10 SMS: TEST-Balaji-1 to TEST-Balaji-10 [Policy 904 DUN 8 Pre-Susp]  
**Test file name:** **2024\_08\_13\_50\_Test\_File\_2 [DUN 14 calculated based on PayInstallDate1] &**   
**Test file name:** **2024\_08\_13\_50\_Test\_File\_3 [DUN 13 calculated based on PayInstallDate2]**   
Receives 40 SMS and 10 Emails

A total of 80 SMS and 20 emails are queued.

**Outcome / results:**

**Testing completion date:**

**JIRA:** N/A

**Context & objective:** Volume test for USCC. Balaji made 3 test files, each with 500 records - The order in which they should be processed is below. Note the cohort file date should be July 05, 2024 so pls. process it after midnight Central time -- or ideally sometime later in the evening your time on Friday, so it is morning Friday here in the US:

First: **2024\_07\_04\_500\_Test\_File\_1**

Second: **2024\_07\_04\_500\_Test\_File\_2**

Third: **2024\_07\_04\_500\_Test\_File\_3**

**Completed by:** Balaji & ShivaP

**Testing start date:** 07/05/24

**Files used for testing:**

Open

Open

Open

Open

**Expected behavior:**

**Cohort file date – July 05, 2024 – Central Time US**

**Test file name: 2024\_07\_04\_500\_Test\_File\_1**

Dave – Receives 200 SMS

·         100 SMS: First Name: TEST-Dave-1 to TEST-Dave-100 [Policy 901 DUN 33 Pre-Susp Reminder]

·         100 SMS: First Name: TEST-Dave-101 to TEST-Dave-200 [Policy 910 DUN 7 Pre-Susp Imminent]

Linnea – Receives 100 SMS and 100 emails

·         100 SMS: First Name : TEST-Linnea-1 to TEST-Linnea-100 [Policy 902 DUN 8 Pre-Susp Reminder]

·         100 Emails: First Name: TEST-Linnea-101 to TEST-Linnea-200 [Policy 910 DUN 7 Pre-Susp Imminent]

Balaji – Receives 100 SMS

·         100 SMS: First Name: TEST-Balaji-1 to TEST-Balaji-100 [Policy 904 DUN 8 Pre-Susp Reminder]

**Test file name: 2024\_07\_04\_500\_Test\_File\_2 [DUN 14 calculated based on PayInstallDate1]& 2024\_07\_04\_500\_Test\_File\_3 [DUN 13 calculated based on PayInstallDate2]**

Expected behavior

Dave – Receives 200 SMS all long horizon PAs

·         If PayInstall Date is 20240719 [DUN 14] PA Amount is $100

·         If PayInstall Date is 20240718 [DUN 13] PA Amount is $200

Linnea – Receives 100 SMS and 100 emails all long horizon PAs

·         If PayInstall Date is 20240719 [DUN 14] PA Amount is $100

·         If PayInstall Date is 20240718 [DUN 13] PA Amount is $200

Balaji – Receives 100 SMS all long horizon PAs

·         If PayInstall Date is 20240719 [DUN 14] PA Amount is $100

·         If PayInstall Date is 20240718 [DUN 13] PA Amount is $200

**Outcome / results:**

**Testing completion date:**

**JIRA:** <https://kredosai.atlassian.net/browse/DEV-368>

**Context & objective:** There is a constraint in the system that looks to ensure that DUN should always decrease (similar to the fact that DPD should always go up). I cannot recall why we implemented this - perhaps to ensure that improper records don't trigger multiple messages? . However, this is causing issues in the re-assignment logic. So, while the STOP condition was successfully fixed (i.e., sequence reassignment happens even after the last message in the sequence has been sent), and the sequence re-assignment happened as expected in the test, no PA message got sent out as the DUN for the PA scenario was greater than the DUN for the pre-suspend scenario -

I suggest we get rid of this constraint - the only implication is that should we for some reason get a corrupt record which shows increasing DUN, there would be messages that go out of order -

For example , If a ban with Policy\_901 shows up with a DUN of 30 - a reminder should go out

If the ban continues to be delinquent and shows up with a DUN of say 15 - a non-responder message goes out

if the ban continues to be delinquent and for some reason shows up again with a DUN of 30 -- a reminder sms will go out -- as there will be no DUN check in the system - i think this is fine

Goal is to confirm that removing the constraint fixes this problem

**Testing start date:** 07/01/24

**File used for testing:**

Open

**Expected behavior:** Two messages should be delivered to people on the file

**Outcome / results:**

Note: PA Link was not working: Went to 401 error. Need to fix in staging environment.

**Testing completion date:** 07/03/24

**Test completed by:** ShivaP

Formun Üstü

**USCC - Outreach Log Format PT IV (CR + LF)**

Formun Altı

Add

Apps

**Change reason**

Customer Specific

**Description**

Formun Üstü

@Shivaprasad MJ @michael

Completed & Verified - thank you

12/30/24

@Shivaprasad MJ @michael @Suresh

This is a followup to JIRA 704: [DEV-704: USCC - Outreach Log Format PT IIIDEPLOYED IN PROD](https://kredosai.atlassian.net/browse/DEV-704)

The two files we sent (Outreach logs for 11/21 and 11/22) are in the correct format, but we need to fix the name. It came across to USCC with .crlf at the end.

**Action Needed:**

1. Confirm the format exactly matches the outreach logs we normally send, including CR and LF
2. Resend these two Outreach Logs (11/21 and 11/22) without .crlf at the end of the name
3. Let Linnea know when it’s done so she can verify with USCC. Hoping to have these Monday morning, 12/30.

Here is an image of how they received it:

Open Kredos.PNG

Formun Altı

**Priority**

High

**Attachments**

2

Add Attachment

* Open image (39)-20241231-063847.png

image (39)-20241231-063847.png

31 Dec 2024, 09:42 AM

* Open Kredos.PNG

Kredos.PNG

28 Dec 2024, 08:43 PM

**Confluence content**

**mentioned on**

* [USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

[USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

Updated 20 hours ago

* + 

**Activity**

Show:

AllCommentsHistoryWork log

Newest first



Add a comment…

🎉 Looks good!👋 Need help?⛔ This is blocked...🔍 Can you clarify...?✅ This is on track

More options

**Pro tip:** press M to comment



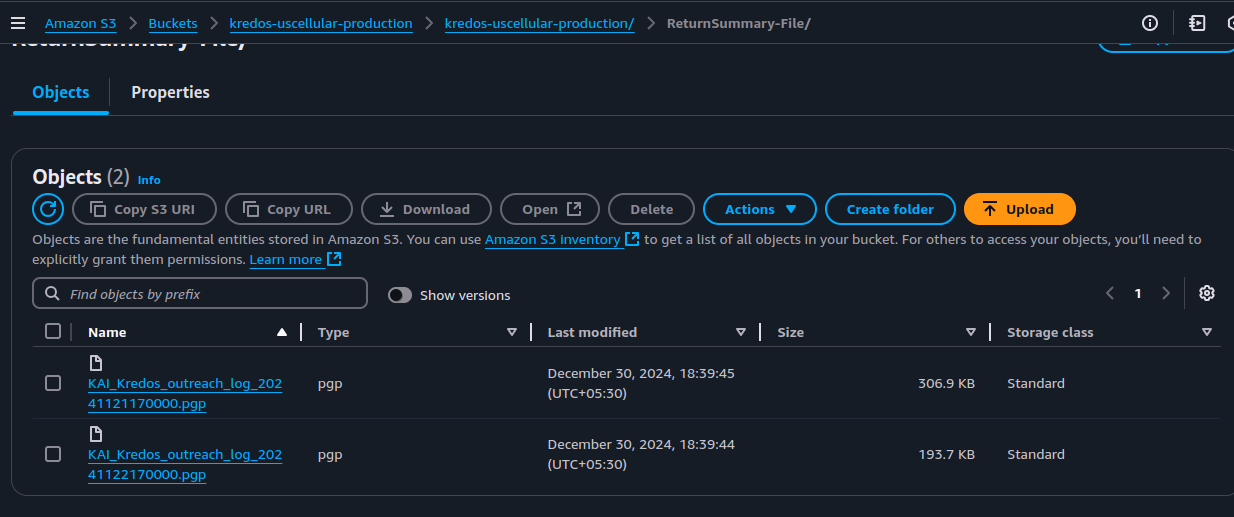
**vikas kotte**

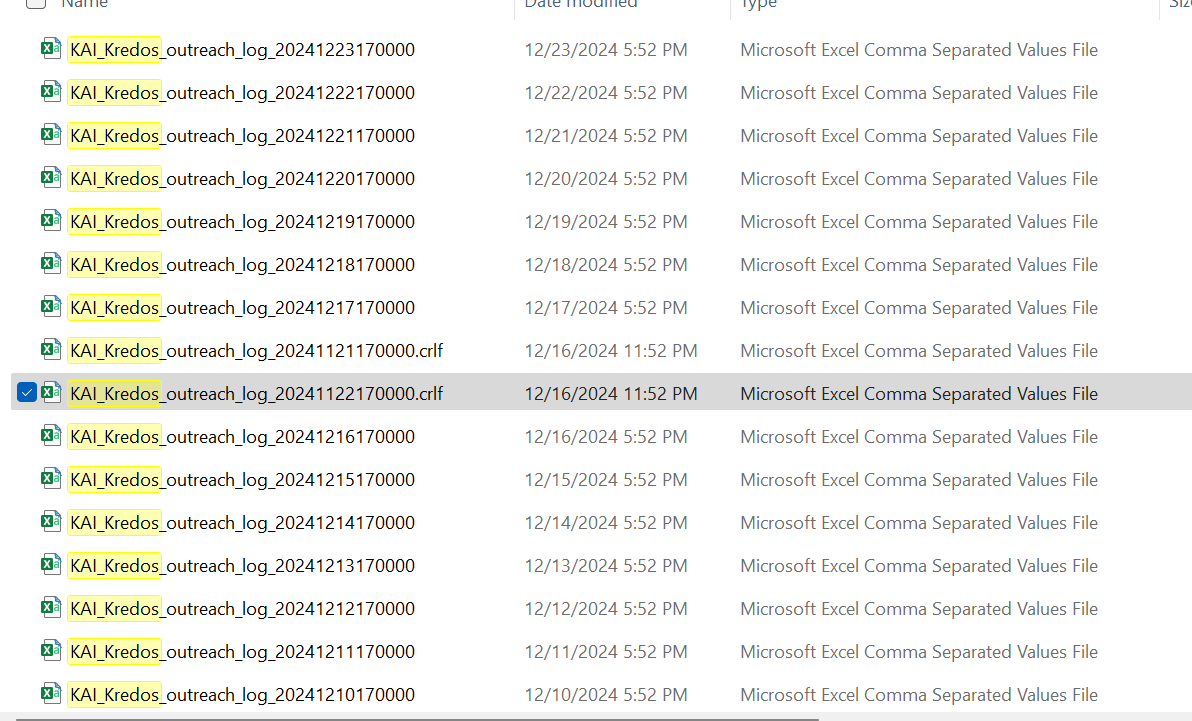
**December 30, 2024 at 10:42 PM**

Confirmed with Shiva prasad that the two Outreach Logs (uploaded on 11/21 and 11/22) were successfully uploaded to S3.

Open image (39)-20241231-063847.png

·Reply·Edit·Delete



 @michael @Shivaprasad MJ@Suresh

Needs to get done tonight: for dates **November 21 and 22**. Jay is meeting USCC tomorrow, and he would need this by the morning US East-Coast time. Many thanks.

PT III for Jira 674 <https://kredosai.atlassian.net/browse/DEV-674>

**Deadline**: This should be completed today (Dec 17 US / Dec 18 India)

We need to create corrected (including CR+LF) Outreach Log files for **11/21 and 11/22**. (Same exact task but with the November dates instead of October)

**Action Needed:**

1. Please create Outreach Log files for 11/21 and 11/22 that include both CR and LF in the formatting, and upload to the Outreach Log folder in the SFTP.
2. Send Linnea a note when these are done, so she can confirm that USCC has received them and that the formatting is correct.

Thanks! -Linnea

Formun Üstü

**USCC - Outreach Log Format: CR and LF to only LF (PT II for Jira 674)**

Formun Altı

Add

Apps

**Change reason**

Customer Specific

**Description**

**Update as of 12/10:**

No action needed. Task is completed and we are waiting for Verification from USCC.

-Linnea

​@michael ​@Suresh ​@Shivaprasad MJ

​@michael ​@Shivaprasad MJ

PT II for Jira 674 ​

[DEV-674: USCC - Outreach Log Format: CR and LF to only LFDEPLOYED IN PROD](https://kredosai.atlassian.net/browse/DEV-674)

**Deadline**: This should be completed today (Dec 9 US / Dec 10 India)

We need to create corrected (including CR+LF) Outreach Log files for 10/21 and 10/22. It sounds like the 10/22 file was never delivered, and the 10/21 file did not include CR.

**Action Needed:**

1. Please create Outreach Log files for 10/21 and 10/22 that include both CR and LF in the formatting, and upload to the Outreach Log folder in the SFTP.
2. Send Linnea a note when these are done, so she can confirm that USCC has received them and that the formatting is correct.

Thanks! -Linnea

SaveCancel

**Priority**

Highest

**Attachments**

5

Add Attachment

* Open image-20241216-065149.png

image-20241216-065149.png

16 Dec 2024, 09:55 AM

* Open KAI\_Kredos\_outreach\_log\_20241021190000.csv

KAI\_Kredos\_outreach\_log\_20241021190000.csv

10 Dec 2024, 10:19 AM

* Open KAI\_Kredos\_outreach\_log\_20241022190000.csv.pgp

KAI\_Kredos\_outreach\_log\_20241022190000.csv.pgp

10 Dec 2024, 10:19 AM

* Open KAI\_Kredos\_outreach\_log\_20241022190000.csv

KAI\_Kredos\_outreach\_log\_20241022190000.csv

10 Dec 2024, 10:19 AM

* Open KAI\_Kredos\_outreach\_log\_20241021190000.csv.pgp

KAI\_Kredos\_outreach\_log\_20241021190000.csv.pgp

10 Dec 2024, 10:19 AM

**Confluence content**

**mentioned on**

* [Linnea's To-Dos](https://kredosai.atlassian.net/wiki/spaces/~712020f1692cc16cf8469ebcdcc3201845692d/pages/93487126/Linnea+s+To-Dos)

[Linnea's To-Dos](https://kredosai.atlassian.net/wiki/spaces/~712020f1692cc16cf8469ebcdcc3201845692d/pages/93487126/Linnea+s+To-Dos)

Updated 2 hours ago

* + 
* [USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

[USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

Updated 20 hours ago

* + 

**Activity**

Show:

AllCommentsHistoryWork log

Newest first



Add a comment…

🎉 Looks good!👋 Need help?⛔ This is blocked...🔍 Can you clarify...?✅ This is on track

More options

**Pro tip:** press M to comment



**vikas kotte**

**December 15, 2024 at 10:55 PM**

Open image-20241216-065149.png

Confirmed with @Suresh that the return files for 10/21 and 10/22 were uploaded in the correct format (including CR+LF) and placed in the Outreach log folder on SFTP. Verified by Linnea, and as per her update, this ticket is now marked as task done.

·Reply·Edit·Delete



**Linnea Rooke**

**December 10, 2024 at 9:38 AM**

@Suresh @michael Thank you for this. I have sent USCC a note and will let you know as soon as they confirm they have received the files 

·Reply·Edit·Delete



**Suresh**

**December 9, 2024 at 11:19 PM**

@Linnea Rooke Here are the return files for 10/21 and 10/22 with correct format (including CR+LF).Also placed the files in Outreach log folder in SFTP  
KAI\_Kredos\_outreach\_log\_20241021190000.csv KAI\_Kredos\_outreach\_log\_20241021190000.csv.pgp KAI\_Kredos\_outreach\_log\_20241022190000.csv KAI\_Kredos\_outreach\_log\_20241022190000.csv.pgp

Formun Üstü

**USCC - Outreach Log Format: CR and LF to only LF**

Formun Altı

Add

Apps

**Change reason**

Customer Specific

**Description**

**Remaining Steps Needed as of 12/2:**

1. USCC to verify that they are receiving both CR and LF as expected.
2. No additional remaining steps for Vassar (as long as they are seeing CR and LF in their own review.)

​@Shivaprasad MJ ​@michael

**Remaining Steps Needed as of 11/26:**

1. Confirm that the Outreach Log now has both CR and LF, and that the fix is automated for all future files (not just a manual fix). Please also review the file from today (11/26) and yesterday (11/25) to verify.
2. ​@Inder Dhir to send notes that can be included in a client-facing Root Cause Analysis

-Linnea

​@Shivaprasad MJ ​@michael ​@Inder Dhir

Hi Team,

We received this message from USCC just now:

“It looks like the developer from Kredos changed the format for the outreach log file between 11/20 and 11/21.

The one from 11/20 has CR and LF, while the one from yesterday has only LF. Our process is having issue with the format changes.

The outreach log process should follow the exact same way it was done on 11/20 and for the last few months before.”

Can you look into the format and verify that what they’re seeing is correct (that the new outreach logs only have LF)? What’s the best way to resolve this?

Thanks,

-Linnea  
  
  
​@michael  
**To fix this issue , we need to change the Delimiter method while writing data to csv with PrintWriter**  
  
**While fixing sonar Issues,**

team changed it to

CSVPrinter csvPrinter = new CSVPrinter(writer, CSVFormat.newFormat(',')))   
previously it is   
CSVPrinter csvPrinter = new CSVPrinter(writer, CSVFormat.DEFAULT.withDelimiter(','))) {  
  
so reverting back to have same format of Return File.

SaveCancel

**Priority**

High

**Attachments**

1

Add Attachment

* Open KAI\_Kredos\_outreach\_log\_20241129170000.csv

KAI\_Kredos\_outreach\_log\_20241129170000.csv

02 Dec 2024, 10:17 AM

**Confluence content**

**mentioned on**

* [USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

[USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

Updated 20 hours ago

* + 

**Activity**

Show:

AllCommentsHistoryWork log

Newest first



Add a comment…

🎉 Looks good!👋 Need help?⛔ This is blocked...🔍 Can you clarify...?✅ This is on track

More options

**Pro tip:** press M to comment



**Linnea Rooke**

**December 2, 2024 at 1:53 PM**

@vikas kotte Thanks for sending this. I’m not able to verify the formatting, but I have asked USCC to verify on their side.

·Reply·Edit·Delete



**vikas kotte**

**December 1, 2024 at 11:18 PM**

The issue has been resolved and deployed to production. Moving this ticket forward.

·Reply·Edit·Delete



**vikas kotte**

**December 1, 2024 at 11:17 PM**

Hi @Linnea Rooke , the issue has been fixed and deployed to production.   
We also ran test in the stg env for confirmation and generated the return file. Could you please verify it and confirm if everything looks okay?  
Return file: KAI\_Kredos\_outreach\_log\_20241129170000.csv

·Reply·Edit·Delete



**Linnea Rooke**

**November 26, 2024 at 9:44 AM**

@Shivaprasad MJ When you have a moment, can you confirm that this update is working correctly and automated at this point? Thanks!

·Reply·Edit·Delete

Formun Üstü

**USCC - Add blank record to all Outreach Log files**

Formun Altı

Add

Apps

**Change reason**

Customer Specific

**Priority**

Medium

**Description**

Formun Üstü

Hi Team,

Will you please include a blank record (row) for every Outreach Log, including empty files that only include the headers.

See updated specs here:

[USCC - File Specs](https://kredosai.atlassian.net/wiki/x/A4DrAQ)

Formun Altı

**Attachments**

1

Add Attachment

* Open image-20240808-130449.png

image-20240808-130449.png

08 Aug 2024, 04:07 PM

**Confluence content**

**mentioned on**

* [Linnea's To-Dos](https://kredosai.atlassian.net/wiki/spaces/~712020f1692cc16cf8469ebcdcc3201845692d/pages/93487126/Linnea+s+To-Dos)

[Linnea's To-Dos](https://kredosai.atlassian.net/wiki/spaces/~712020f1692cc16cf8469ebcdcc3201845692d/pages/93487126/Linnea+s+To-Dos)

Updated 2 hours ago

* + 
* [USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

[USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

Updated 21 hours ago

* + 
* [Meeting Notes](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/71467014/Meeting+Notes)

[Meeting Notes](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/71467014/Meeting+Notes)

Updated on Aug 2, 2024

* + 

**Activity**

Show:

AllCommentsHistoryWork log

Newest first



Add a comment…

🎉 Looks good!👋 Need help?⛔ This is blocked...🔍 Can you clarify...?✅ This is on track

More options

**Pro tip:** press M to comment



**Linnea Rooke**

**August 19, 2024 at 10:46 PM**

@Shivaprasad MJ I see the extra record on today’s file - looks great! Thanks to you and the team!

·Reply·Edit·Delete



**vikas kotte**

**August 14, 2024 at 4:44 AM**

Tested and Verified

·Reply·Edit·Delete



**Inder Dhir**

**August 13, 2024 at 11:17 PM**

Changing the status to **VERIFIED** in the new workflow.

·Reply·Edit·Delete



**vikas kotte**

**August 8, 2024 at 6:07 AM**

@Srikanth Kukunoor Generated the Outreach file with data and without data and then the file is generated with a blank record

Open image-20240808-130449.png

·Reply·Edit·Delete

Formun Üstü

**USCC - Outreach Log Headers**

Formun Altı

Add

Apps

**Description**

Formun Üstü

Hi Team 

Can you look into the headers for the USCC Outreach\_log (summary / end of day) file?

It should always include headers. However, it seems like for random files, the headers are missing. Can you look into this and determine why this is happening?

Thank you!

@shiva teja @Balaji Sridharan

Here’s what I’m seeing:

06/17 - Headers

06/18 - Headers

06/19 - Headers

06/20 - Headers

06/21 - Headers

06/22 - Headers

06/24 - No Headers

06/25 - No Headers

06/26 - Headers

06/27 - No Headers

06/28 - No Headers

06/29 - No Headers

07/01 - Headers

07/02 - No Headers

07/03 - No Headers

07/05 - Headers

07/06 - No Headers

07/08 - Headers

07/09 - No Headers

Formun Altı

**Priority**

Medium

**Confluence content**

**mentioned on**

* [USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

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Updated on Aug 2, 2024

* + 

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More options

**Pro tip:** press M to comment

Formun Üstü

**USCC - Process Outreach File on Sundays**

Formun Altı

Add

Apps

**Change reason**

None

**Description**

• Unsaved changes

Formun Üstü

USCC needs the Return File (Outreach\_log) to generate every day of the week, including Sundays and Holidays. See specs: [USCC - File Specs](https://kredosai.atlassian.net/wiki/x/A4DrAQ)

Will you also please encrypt and drop these two files (attached) for USCC to get us caught up?

Formun Altı

**Priority**

Medium

**Attachments**

2

Add Attachment

* Open KAI\_Kredos\_outreach\_log\_20240630190000.csv

KAI\_Kredos\_outreach\_log\_20240630190000.csv

03 Jul 2024, 11:29 PM

**Confluence content**

**mentioned on**

* [USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

[USCC - Issue Log](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/88145951/USCC+-+Issue+Log)

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[Meeting Notes](https://kredosai.atlassian.net/wiki/spaces/KredosAIDo/pages/71467014/Meeting+Notes)

Updated on Aug 2, 2024

* + 

**Activity**

Show:

AllCommentsHistoryWork log

Newest first



Add a comment…

🎉 Looks good!👋 Need help?⛔ This is blocked...🔍 Can you clarify...?✅ This is on track

More options

**Pro tip:** press M to comment

Formun Üstü

**USCC - Process Outreach File on Sundays**

Formun Altı

Add

Apps

**Change reason**

None

**Description**

• Unsaved changes

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Formun Altı

**Priority**

Medium

**Attachments**

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**Activity**

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Add a comment…

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More options

**Pro tip:** press M to comment

USCC - Send Constraints, Compliance, Holidays  
**Which time zones will be included?**

Hawaii, Alaska, Pacific, Mountain, Central, Eastern, Atlantic? AA?

|  |
| --- |
| **PT, MT, CT, ET** |

**Which locations will be excluded? (Any specific states?)**

|  |
| --- |
| **CA is excluded for now because of CA Debt Collector regulations.** |

**What is the acceptable send window for each time zone?**

|  |
| --- |
| **9:00am - 8:00pm local time** |

**How will location be identified in the treatment data? (and configured?)**

|  |
| --- |
| **Using both phone area code (NPA/Nxx) and billing state to determine the most conservative time window.** |

**Tranches:**

|  |
| --- |
| **We are sending messages starting at 10am PT** |

**Holidays:**

|  |
| --- |
| **These are the holidays we want to avoid sending any messages:**   * New Years Day   + Jan 1, every year * Memorial Day   + May 26, 2025   + May 25, 2026   + May 31, 2027   + May 29, 2028 * Independence Day   + July 4, every year * Labor Day   + September 2, 2024   + September 1, 2025   + September 7, 2026   + September 6, 2027   + September 4, 2028 * Thanksgiving Day   + November 28, 2024   + November 27, 2025   + November 26, 2026   + November 25, 2027   + November 23, 2028 * Christmas Day   + Dev 25, every year   **These are the days of the week we also want to avoid sending any messages:**   * ALL Sundays     **However, we can nourish PAs on Sundays** |