

# Communication Results File - Strategic Communications Solution (SCS) - (100)

14.9 Minor - DLGCRFOT  
September 10, 2014



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Periodic revisions to this manual are issued to reflect technical changes and enhancements to the System, and to ensure that all information contained herein remains current and accurate.

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## Revision Guide 14.9 Minor Implementation

**Note**

The total record size has not changed.

Projects affecting this manual include the following:

Project	Type of Change
14_TD_018	Other - not implementation related

### Specific Project Changes

Field Updated	Old Length	New Length	Project
WHRC-CYCL-CODE-NR on <a href="#">page 9</a> . The picture clause has been corrected from a numeric field to an alphanumeric field.	2	2	14_TD_018



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# Introduction

## Communication Results File - Strategic Communications Solution (SCS)

The Communication Results File (CRF) provides clients access to marketing communication information to better analyze their marketing efforts and results. The D0, D3, and X0 segments of the CRF contain the records received from the Strategic Communications Solution (SCS) platform. These segments can contain data from a statement or letter perspective. This does not include letters generated from the Crown Letters platform.

This manual contains layout and field description of the information for the D0, D3, and X0 (Strategic Communications Solution) segments of the Communication Results File. These fields are contained in the DLGCRFOT copybook.

### Note

Refer to Technical Documentation manual 099, if you require layout and field description information for the Enterprise Statements segments of the Communication Results File.

The D0 segment contains qualifying information from DecisionQuest inserting and messaging. This includes results from Weight and White Space management, if the functionality is being used. This segment replaces the Enterprise Statements S0 segment when a client is utilizing DecisionQuest for decisioning on the SCS platform.

The D3 segment contains insert and mailing information results from the operations floor via FormScan. This information takes into account insert substitutions that may have occurred due to inventory shortages.

The X0 segment contains qualifying information from DecisionQuest when utilizing the eMessenger product.

The CRF will contain Documents Correspondence Director, Statement Correspondence Director, or eMessenger results obtained from DecisionQuest.

Once a day, the Communication Results program gathers up all the communication results for a particular client and creates a CRF, which is sent to a client's location for data warehousing and analysis.

## Communication Results File Start Up

The creation of the CRF is controlled by the Communication Results File parameter in the Activation Controls section (PF PC AC) of the PCF. Clients can set the PCF setting online.

The following needs to be completed before the CRF will be created.

### Note

The Communication Results File parameter was implemented at the agent level with a default value of zero (0) – do not create file. Therefore, the PCF passer to turn this on must be run at the agent level.

- The Client Specific Generation Data Group needs to be added to the Dataset Catalog, and a program request is required in order to do this.
- Paperwork needs to be submitted to File Management Services (FMS) requesting the creation of the outgoing JCL for the CRF.

### Note

Contact your Customer Operations contact for additional information on the CRF.

### Note

This manual meets First Data Corporation Monetary Field Expansion (MFE) standards.

# D0/X0 Dialogue Qualify Area

From	To	Field	Length	Picture
1	6302	WRHS-RECORD-OUT	6302	GROUP
1	98	WHRC-COMMON-AREA	98	GROUP
The fields contained within the common area repeat on all the Communication Results Segments.				
1	2	WHRC-RECORD-ID	2	X(2)
Code identifying the Communication Results Segment type				
Valid values are:				
D0 = Inserting and messaging				
X0 = eMessenger				
3	6	WHRC-CLIENT-ID	4	X(4)
Business Name: Client Identifier				
First Data-assigned identifier of the client				

From	To	Field	Length	Picture
7	43	WHRC-FULL-ACCT-ID	37	X(37)
		Business Name: Account 28 Identifier		
		Full account identifier		
		Valid values are:		
		Positions 7 to 10 = Account's assigned System number		
		Positions 11 to 14 = Account's assigned Principal number		
		Positions 15 to 18 = Account's assigned Agent number		
		Positions 19 to 34 = Assigned account number		
		Positions 35 to 43 = Spaces		
		Default value is:		
		Spaces		
		<b>Note</b>		
		Positions 35 to 43 are reserved for future expansion of the account identifier.		
44	51	WHRC-ACCT-SQNC-ID	8	9(8)
		Business Name: Account Sequence Number		
		Number used to differentiate between multiple copies of the same account statement		
52	76	WHRC-SUB-ACCT-ID	25	X(25)
		Business Name: Account Subordinate Identifier		
		Identifier of an account associated with another account for processing		



From	To	Field	Length	Picture
77	78	WHRC-CYCL-CODE-NR	2	X(2)
		Business Name: Cycle Schedule Type Code		
		Code of working day statement cycle schedules		
		Valid values are:		
		00 - 99		
79	86	WHRC-RUN-DT	8	X(8)
		Run date when the Communication Results File was created		
		Format is:		
		CCYYMMDD		
87	90	WHRC-RUN-TM	4	X(4)
		Run time when the Communication Results File was created		
		Format is:		
		HHMM		
91	98	WHRC-ACCT-CYCL-DT	8	X(8)
		Date when the account's statement was cycled by First Data		
		Format is:		
		CCYYMMDD		
<b>99</b>	<b>6302</b>	<b>WHD0-TCDP-DILG-QUAL-AREA</b>	<b>6204</b>	<b>GROUP</b>
<b>99</b>	<b>272</b>	<b>WHD0-DILG-AREA</b>	<b>174</b>	<b>GROUP</b>
99	106	WHD0-PRNT-FORM-CD	8	X(8)
		Business Name: Statement Form Type Code		
		User-defined code determining which statement form type to use		
		Default value is:		
		Spaces		

From	To	Field	Length	Picture
107	114	WHD0-PHYS-FORM-CD  Business Name: Statement Form Type Code  User-defined code indicating which statement form type to use  Default value is: Spaces	8	X(8)
115	119	WHD0-FIRST-CHCK-NR  Business Name: Coupon First Check Number  Number on the first coupon or check issued for an account	5	9(5)
120	122	WHD0-CHCK-ISSD-CT  Business Name: Check Issued Count Number of checks printed	3	9(3)
123	124	WHD0-PRNT-FLAG-CD  Business Name: Statement Print Code  Code determining if a statement is to be printed on hard copy or not printed at all  Valid values are: 01 = Statement not printed 02 = Statement printed on hard copy  Default value is: Zeroes	2	9(2)

From	To	Field	Length	Picture
125	125	WHD0-PRNT-HOLD-CD	1	X
<p>Business Name: Statement Hold Destination Code</p> <p>Code representing the appropriate person, department, or location to receive billing statements</p> <p>Valid values are:</p> <p>1 = Send statement to customer for 1 billing cycle</p> <p>2 = Send statement to customer for 2 billing cycles</p> <p>3 = Send statement to customer for 3 billing cycles</p> <p>4 = Send statement to customer for 4 billing cycles</p> <p>5 = Send statement to customer for 5 billing cycles</p> <p>6 = Send statement to customer for 6 billing cycles</p> <p>7 = Send statement to customer for 7 billing cycles</p> <p>8 = Send statement to customer for 8 billing cycles</p> <p>9 = Send statement to customer for 9 billing cycles</p> <p>C = Send hardcopy statements to issuer</p> <p>D = Send to First Data Client Services due to invalid strategy</p> <p>E = Send to First Data Client Services due to invalid promotion</p> <p>H = Statement sent to issuer not sent to customer</p> <p>I = Send statement to issuer due to dispute</p> <p>N = Send statement to customer when W = Produce CIS statement and archival</p> <p>Continued next page...</p>				

From	To	Field	Length	Picture
		R = Returned mail - Do not send copy to customer		
		S = Send hard copy statement to First Data Fraud Management		
		V = Send hardcopy of statement with enlarged print		
		Y = Send hard copy statement to issuer		
		Default value is:		
		Space		

From	To	Field	Length	Picture
126	127	WHD0-STMT-TYPE-CD	2	9(2)
Business Name: Statement Type Code				
Code representing the type of billing statement				
Valid values are:				
0 = Bulk mail hold code statement				
1 = Company card statement				
2 = Special case statement				
3 = Hold code statement				
4 = Zero balance statement				
5 = Account transfer statement				
6 = Security statement				
7 = Regular mail statement				
8 = Bulk mail statement				
9 = Regular mail (enlarged print) statement				
10 = Federal Express				
11 = Bulk Federal Express				
12 = Airborne				
13 = Bulk Airborne				
14 = Certified Mail				
15 = Bulk Certified Mail				
16 = Standard A				
17 = UPS				
18 = Bulk UPS				
19 = DHL				
20 = Bulk DHL				
21 = Priority Mail				
22 = Bulk Priority Mail				
23 = IMEX				
24 = Full Rate				
Default value is:				
00				

From	To	Field	Length	Picture
128	135	WHD0-LGCL-PAGE-CT  Business Name: Output Job Logical Page Total Count  Count of total logical pages produced via a program and its input data	8	9(8)
136	143	WHD0-PHYS-PAGE-CT  Business Name: Output Job Total Physical Page Count  Count of total physical pages produced via a program and its input data	8	9(8)
144	160	WHD0-CHCK-ACCT-NR	17	X(17)
161	210	WHD0-CHCK-PAYEE-NM  Business Name: Customer Print-Ready Name  Customer name	50	X(50)
211	213	WHD0-COPN-ISSD-CT  Business Name: Coupon Issued Count  Revolving billing record number of coupons issued	3	9(3)
214	216	WHD0-INSR-CT  Business Name: Statement Insert Count  Number of inserts accompanying the statement	3	9(3)

From	To	Field	Length	Picture
217	218	WHD0-INSR-WT-CD	2	X(2)
		Business Name: Insert Strategy Weight Criteria Code		
		Code identifying the total statement inserting weight package		
		Valid values are:		
		1 = 1 ounce		
		2 = 2 ounces		
		3 = 3 ounces		
		NA = Not using - everything will get mailed		
		NI = Next increment		
219	220	WHD0-DPLX-PRNT-DSCL-ID	2	X(2)
		Business Name: Disclosure Identifier		
		Disclosure identifier assigned to an overlay which contains disclosure information to be printed on the back of the statement		
		<b>Note</b>		
		This can only be used for clients on Correspondence Director who utilize duplex technology.		
221	223	WHD0-CUST-STMT-FRMT-CD	3	9(3)
		Business Name: Statement Format Code		
		Code determining the Correspondence Director format used to produce a document		
224	231	WHD0-OUTR-ENVL-ID	8	X(8)
		Business Name: Statement Envelope Name		
		Code identifying the envelope used to mail the statement		

From	To	Field	Length	Picture
232	239	WHD0-RMTT-ENVL-ID  Business Name: Remittance Envelope Identifier  Code identifying the envelope to be used to mail the remittance	8	X(8)
240	244	WHD0-ITEM-THICKNESS-NR  Business Name: Mail Piece Thickness  Total statement inserting thickness package	5	9v9999
245	245	WHD0-THCK-MGMT-CD  Business Name: Thickness Management Code  Code identifying if this mail piece had thickness management switch turned on Valid values are: N - Thickness management not used Y - Thickness management used	1	X
246	265	FILLER	20	X(20)
266	266	WHD0-TC-AREA-CD  Business Name: DecisionQuest Area Code  Code determining the DecisionQuest area that is currently being processed  <b>Note</b>  This code is displayed as a hexadecimal number, and must be converted to decimal for interpretation.	1	X
267	269	WHD0-DILG-CTGR-CT  Business Name: DecisionQuest Statement Category Count  Number of categories through which an account traversed for the decision results	3	9(3)



From	To	Field	Length	Picture
270	272	WHD0-DILG-RSLT-CT  Business Name: Method Identifier Count Count of method identifiers for an account that is cycling	3	9(3)
<b>273</b>	<b>302</b>	<b>WHD0-DILG-CTGR-QUAL-AREA</b>	<b>30</b>	<b>GROUP</b>
273	302	WHD0-DILG-DRVR-CRTR-ID  Business Name: DecisionQuest Criteria Set Identifier Client-defined identifier of the Decision Quest (DQ) driver criteria set used by the account	30	X(30)
<b>303</b>	<b>6302</b>	<b>WHD0-DILG-RSLT-AREA</b>	<b>6000</b>	<b>GROUP</b>
<b>303</b>	<b>332</b>	<b>WHD0-DILG-RSLT-GR</b>  Occurs 0 to 200 times <b>Note</b> The number of occurrences depends on the contents of the WHD0-DILG-RSLT-CT field.	<b>30</b>	<b>GROUP</b>
303	305	WHD0-MTHD-TYPE-NMRC-CD  Business Name: Method Type Numeric Code Code determining the type of method in a numeric format	3	9(3)
306	313	WHD0-MTHD-NM  Business Name: Method Name Name representing a method	8	X(8)
314	321	WHD0-TEXT-ID  Business Name: Advertising Message Text Pointer Identifier Identifier of the textual pointer for a specific advertising message	8	X(8)

From	To	Field	Length	Picture
322	322	WHD0-MNDT-OPTN-CD  Business Name: Method Mandatory/ Optional Code  Valid values are: M = Item is mandatory, and will be placed on the document or in the package. O = Item is optional, and will only be placed on the document or in the package if space allows.	1	X
323	323	WHD0-TYPE-CD  Business Name: Method Type Code  Code representing what type of action was included with a method  Valid values are: A = Document Overlay, with or without an attached text message. C = Coupon overlay, with or without an attached text message. M = Document Page Overlay, with or without an attached text message. T = Marketing Message text only. X = Check overlay, with or without an attached text message.  Default value is: Space	1	X

From	To	Field	Length	Picture
324	324	WHD0-SENT-CD	1	X
<p>Business Name: Method Send Code</p> <p>Code determining how a method is sent</p> <p>Valid values are:</p> <p>If the method is an insert, the following values apply.</p> <p>M = Insert was over client insert maximum, and was disqualified for the account's statement insert setup.</p> <p>N = Corresponding Insert Name field contained blanks.</p> <p>T = Insert was over DQ qualified package thickness maximum, and was disqualified from the account's statement insert setup.</p> <p>W = Insert was over DQ qualified package weight maximum, and was disqualified from the account's statement insert setup.</p> <p>X = Insert was over physical inserting machine maximums, and was disqualified from the account's statement insert setup. (Applies to mandatory inserts only)</p> <p>Y = Included in account's statement insert setup.</p> <p>If the method is not an insert, the following values apply.</p> <p>D = Item was not included due to it being undefined within Correspondence Director.</p> <p>L = Item was not included due to business logic within Correspondence Director</p> <p>M = Item was over client maximum, and was not included on the document.</p> <p>Y = Item was included on the document.</p> <p>W = Item was not included due to white space management.</p> <p><b>Note</b></p> <p>This field will not contain any values on X0 records.</p>				

From	To	Field	Length	Picture
325	326	WHDO-PCKT-NR  Business Name: Method Pocket Number Number identifying the pocket placement for the method	2	9(2)
327	329	WHDO-OCCR-NR  Business Name: Method Occurrence Number Number of times this method should appear on the document	3	9(3)
330	332	WHDO-OCCR-SENT-NR  Business Name: Method Occurrence Sent Count Count of times this method occurred on the document  <b>Note</b> If the method is mandatory, this number will match the number in the WHDO-OCCR-NR field.	3	9(3)

## D3 Dialogue Final Area

From	To	Field	Length	Picture
<b>1</b>	<b>446</b>	<b>WHD3-RECORD</b>	<b>446</b>	<b>GROUP</b>
1	98	WHD3-COMMON-AREA	98	X(98)
		The fields contained within the common area repeat on all the Communication Results Segments.		
<b>99</b>	<b>446</b>	<b>WHD3-STMT-FINL-AREA</b>	<b>348</b>	<b>GROUP</b>
99	106	WHD3-SHIP-DT	8	X(8)
107	110	WHD3-SHIP-TM	4	X(4)
<b>111</b>	<b>446</b>	<b>WHD3-ENVL-INSR-ID-GR</b>	<b>336</b>	<b>GROUP</b>
<b>111</b>	<b>446</b>	<b>WHD3-INSERT-NAME-GR</b>	<b>28</b>	<b>GROUP</b>
		Occurs 12 times		
111	130	WHD3-INSERT-NR	20	X(20)
131	138	WHD3-INSERT-NM	8	X(8)

## Header Record

From	To	Field	Length	Picture
<b>1</b>	<b>36</b>	<b>HEDR-REC</b>	<b>36</b>	<b>GROUP</b>
<b>1</b>	<b>36</b>	<b>HEDR-REC-AREA</b>	<b>36</b>	<b>GROUP</b>
1	3	FILLER	3	X(3)
		Valid values are: H R		
4	11	HEDR-TRMS-RUN-DT	8	9(8)
		Business Name: File Transmission Header Run Date		
		Run date the header record was produced for the transmission file		
		Format is: CCYYMMDD		
		Default value is: Zeroes		
12	17	HEDR-TRMS-RUN-TM	6	9(6)
		Business Name: File Transmission Header Run Time		
		Run time the header record was produced for the transmission file		
		Format is: HHMMSS		
		Default value is: Zeroes		
18	19	FILLER	2	X(2)
		Constant value is: C		

From	To	Field	Length	Picture
20	27	HEDR-TRMS-CYCL-DT	8	9(8)
Business Name: File Transmission Header Cycle Date  Business cycle date the header record was produced for the transmission file  Format is: CCYYMMDD  Default value is: Zeroes				
28	28	FILLER	1	X
Valid values are: Space				
29	36	HEDR-TRMS-JOB-NM	8	X(8)
Business Name: File Transmission Header Job Name  First Data job name that produced the header record for the transmission file  Format is: XXXX9999  Default value is: Spaces				

# Trailer Record

From	To	Field	Length	Picture
<b>1</b>	<b>221</b>	<b>TRLR-REC</b>	<b>221</b>	<b>GROUP</b>
<b>1</b>	<b>221</b>	<b>TRLR-REC-AREA</b>	<b>221</b>	<b>GROUP</b>
1	2	FILLER	2	X(2)
		Valid values are: T		
3	10	TRLR-TRMS-RUN-DT	8	9(8)
		Business Name: File Transmission Trailer Run Date		
		Run date the trailer record was produced for the transmission file		
		Format is: CCYYMMDD		
		Default value is: Zeroes		
11	16	TRLR-TRMS-RUN-TM	6	9(6)
		Business Name: File Transmission Trailer Run Time		
		Run time the trailer record was produced for the transmission file		
		Format is: HHMMSS		
		Default value is: Zeroes		
17	17	FILLER	1	X
		Valid values are: Space		



From	To	Field	Length	Picture
18	25	TRLR-TRMS-CYCL-DT  Business Name: File Transmission Trailer Cycle Date  Business cycle date the trailer record was produced for the transmission file  Format is: CCYYMMDD Default value is: Zeroes	8	9(8)
26	26	FILLER  Valid values are: Space	1	X
27	34	TRLR-TRMS-JOB-NM  Business Name: File Transmission Trailer Job Name  First Data job name that produced the trailer record for the transmission file  Format is: XXXX9999 Default value is: Spaces	8	X(8)
35	35	FILLER  Valid values are: Space	1	X
<b>36</b>	<b>221</b>	<b>TRLR-RECD-ID-AREA</b>  Occurs 6 times	<b>31</b>	<b>GROUP</b>

From	To	Field	Length	Picture
36	37	TRLR-TRMS-RCRD-ID  Business Name: Trailer Transmission Record Identifier  Communication Results File record ID for a specific detail type record in the trailer record  Valid values are:  D0 = Information from DecisionQuest inserting and messaging  D3 = Insert and mailing information results from the operations floor via FormScan  X0 = eMessenger qualifying information from DecisionQuest when utilizing the eMessenger product  Spaces  Default value is:  Spaces	2	X(2)
38	46	TRLR-TRMS-RCRD-CT  Business Name: Trailer File Transmission Detail Record Count  Count of records for a specific detail record ID in the trailer record  Valid values are:  000000000 – 999999999  Default value is:  Zeroes	9	9(9)
47	66	FILLER  Valid values are:  Spaces	20	X(20)



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