Print Advance Online Proofing
& E-Statement Divert
Presentation

Prepared for Internal Use Only

October 2019

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Advance Online Proofing (AOLP)

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Overview

Advance Online Proofing:

- Advance Online Proofing (AOLP) offers the ability to review all printed and/or eStatement posted documents online for all statement, notice or tax applications. **Note**: Paper and eStatements requires separate approval process.

- Once processing is completed, the financial institution (FI) is notified to log online to review their documents via InfoTRAC AOLP.

- Using the InfoTRAC job tracking system, the FI team can drill down to search either by account and/or SSN, if applicable, for each individual document.

- In addition, there is an option to have a targeted sample PDF proof file made available against a list of specific accounts, random 30 account or any additional business rules; This is customization and will be quoted per hour. No longer will IS team create a sample proof file as a default.

- Our role-based access for the InfoTRAC platform can control which FI users can perform online proofing/approval.

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9/23/2019

Overview cont…

Advance Online Proofing w/ Divert Feature:

- Divert feature is automatically enabled and installed with Advanced Online Proofing. This divert feature must be installed with Advanced Online Proofing since it requires to go through the <u>same</u> approval process workflow.
- This feature enables the FI to divert individual mail pieces from our print stream and/or the eStatements as well.
- The FI team can select one or more documents and initiate the divert. As a standard, there is a limit of **25** pieces. eStatements has the same limitation.
- After the cycle is approved, a divert report is made available online for the client to see which accounts they've elected to be diverted.

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Legacy Online Proofing

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Advance Online Proofing

- Paper statement has no divert option to enable. It is controlled from print side processing scripts.
- We just need to enable Print Online Proofing as shown below.

☑ ⊞ Print Online Proofing
    Reminder Schedule (Hour): 0 to 23

- E-statement Divert and E-statement Online Proofing has to enabled manually per client.
- This can be found on feature settings option as shown below.

☑ ⊞ E-Statement Divert
☑ ⊞ E-statement Online Proofing
    Reminder Schedule (Hour): 0 to 23

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Advance Online Proofing cont…

Advance Online Proofing cont…

This is where the Proof file is located, should the client have a proof file setup. Proof file now customized option (i.e. no longer a standard feature).

This is where you can selectively choose which documents you want to be diverted.

Advance Online Proofing cont…

When the cycle is approved; this is where the divert report is located. PC will include this report in the docket.

Diverted mail pieces are flagged when the cycle is approved.

Advance Online Proofing cont…

InfoTRAC Paper - Divert Report

Total # Piece: 3
CID: frst
App Name: Stmt - ML Escrow Analysis
JOB ID: 129307-C01.01-V22166
Proc ID: 685928
Instruction: Shred the document
Comments: Test Global Ops Phase 3

2D	ACCT#	NAME
k0q4a00001	124659249	
k0q4a00027	225958053	
k0q5a00002	225979216	

Operator Signature:_____ **Date:** _____
As Assignee:_____ **Date:** _____

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Advance Online Proofing cont…

E-Divert:

• E-divert check box will be visible for jobs that are released to customer as highlighted below.

• Below e-job will not show divert check boxes when we look at details page because divert option is shown only when customer is trying to approve job. Below job is still pending with internal team review.

Advance Online Proofing cont…

• In order to divert any document, we have to select divert check boxes. All accounts will show divert boxes column.

	Total	Posted	Failed
Accounts:	112838	112838	0
Email:	0	0	0
Images:	408314	-	-
Insets:	0	-	-

Name	Account	Acc. Type	Job Type		Divert
BARBARA D VIERRA	606518	NA	posted		
Jonathan D Freeman	606519	NA	posted		☑
JARRED T BERGER	606520	NA	posted		☐
EVERETTE-HARPER HOLLINWADE	606521	NA	posted		☐
ELIAS MUSCUTT	606522	NA	posted		

Advance Online Proofing cont…

- After e-job is approved, we can see diverted documents and divert report as below.

InfoTRAC > Job Status > eStatement > **Job Details**
This job **Approved** by aridd on Mon, Sep 9 2019 at 12:11:11 PDT

	Total	Posted	Failed
Accounts:	112838	112838	0
Email:	0	0	0
Images:	400214	-	-
Inserts:	0	-	-

Search Account: [ ] Search   **Search Email:** [ ] Search

Name	Account	Acc. Type	Job Type			Divert
BARBARA D VIERRA	606518	NA	posted		📄	Diverted
Jonathan D Freeman	606519	NA	posted		📄	Diverted
JARRED T BERGER	606520	NA	posted		📄	
EVERETTE-HARPER HOLUBWADE	606521	NA	posted		📄	

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Advance Online Proofing cont…

InfoTrac E-Divert report:

Total # Piece: 2
CID: oscu
App Name: Stmt
JOB ID: 131582-C00.01-V21052
P JOB ID: 178199

Doc ID	ACCT#	NAME
171159716	606518	BARBARA D VIERRA
171159717	606519	Jonathan D Freeman

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Advance Online Proofing cont…

> Start DEMO

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Application Logic - Flowchart

INFOTRAC ADVANCE ONLINE PROOFING – PRINT DIVERT PROCESS/STATE FLOW DIAGRAM
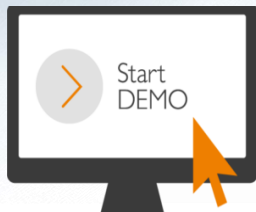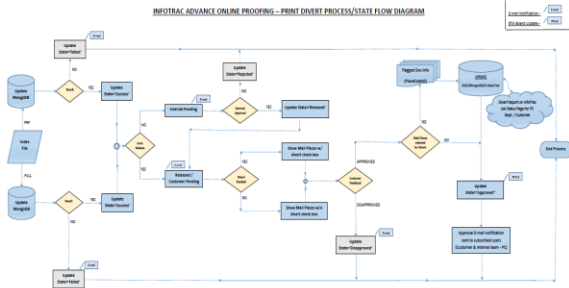
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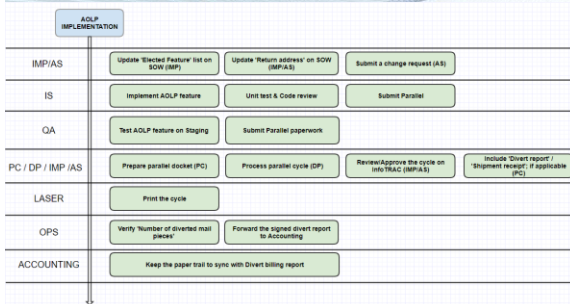
Application Logic – Flowchart cont…

Process stages

STATE	STATE_DESCRIPTION	TEMPLATE_ID
submitted	Job submitted to IndexFileProcessor	N/A
warning	Job was not accepted/processed by IndexFileProcessor	jobStatusOLP.warning.notification
success	Mongo DB file upload success	N/A
failed	Process failed with fatal error	jobStatusOLP.failed
internal_pending	Internal review/release pending	jobStatusOLP.readyForRelease
released	Internal team released the job	jobStatusOLP.release
rejected	Internal team rejected the job	jobStatusOLP.rejected
customer_pending	Customer review/approval pending	jobStatusOLP.release
approved	Customer approved the job	jobStatusOLP.approved
disapproved	Customer disapproved the job	jobStatusOLP.disapproved
delete	Job deleted	N/A

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Implementation workflow

IMP/AS	Update 'Elected Feature' list on SOW (IMP)	Update 'Return address' on SOW (IMP/AS)	Submit a change request (AS)		
IS	Implement AOLP feature	Unit test & Code review	Submit Parallel		
QA	Test AOLP feature on Staging	Submit Parallel paperwork			
PC / DP / IMP /AS	Prepare parallel docket (PC)	Process parallel cycle (DP)	Review/Approve the cycle on InfoTRAC (IMP/AS)	Include 'Divert report' / 'Shipment receipt': if applicable (PC)	
LASER	Print the cycle				
OPS	Verify 'Number of diverted mail pieces'	Forward the signed divert report to Accounting			
ACCOUNTING	Keep the paper trail to sync with Divert billing report				

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Feature Checklist

InfoIMAGE Features/Services	Enabled	Comments
InfoTRAC Portal	**Enabled**	
a. Alerts	Enabled	
b. Account Center	Enabled	
c. Activity Trac	☐ Yes ☐ No	
d. eSelective Inserts enabled on Activity Trac form	☐ Yes ☐ No	If InfoDocs Insert is NOT enabled.
e. Inventory	Enabled	
f. Message Manager 3.0	☐ Yes ☐ No	
g. Online Proofing Elected	☐ Yes ☐ No	
h. Mail Tracking	☐ Yes ☐ No	
i. Extended Tracking	☐ Yes ☐ No	
Electronic Tabs		
a. InfoDocs Reports	Enabled	
b. InfoDocs Account Management	Enabled	
c. InfoDocs Insert	☐ Yes ☐ No	If eSelective is NOT enabled
InfoTRAC 3.0	**Enabled**	
a. Extended Tracking	☐ Yes ☐ No	
b. Online Proofing	☐ Yes ☐ No	
c. Advanced Online Proofing	☐ Yes ☐ No	
• Sample Proof File	☐ Yes ☐ No	
• Divert Mail Pieces	☐ Yes ☐ No	
c. Mail Tracking	☐ Yes ☐ No	
d. Message Manager 3.0	☐ Yes ☐ No	
• Additional Message Criteria (>5)	☐ Yes ☐ No	
• Additional Message Area (>2)	☐ Yes ☐ No	
e. ActivityTRAC	☐ Yes ☐ No	
• Permanent Inserts	☐ Yes ☐ No	
Preprinted Materials	☐ Yes ☐ No	
Householding	☐ Yes ☐ No	
Combined Statement Design	☐ Yes ☐ No	
Reports	☐ Yes ☐ No	
a. Unknown Mail Codes Report	☐ Yes ☐ No	
b. Unknown Product Type Code Report	☐ Yes ☐ No	
c. Unknown App Code Report	☐ Yes ☐ No	
d. Custom Invalid Address Report	☐ Yes ☐ No	
e. Other Custom Report	☐ Yes ☐ No	
Archival Services	☐ Yes ☐ No	
a. FTP PDF Archival	☐ Yes ☐ No	
• Pull from InfoIMAGE client pick up	☐ Yes ☐ No	
• Push to 3rd Party location	☐ Yes ☐ No	
b. CD/DVD Archival	☐ Yes ☐ No	
Certified Mail	☐ Yes ☐ No	

This is from the SOW

Billing

Divert Report

08/19/2019

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Report Type : Divert Summary
CID : EWBB
APP : dla
Date Range : 04/01/2019 - 04/30/2019

MAIL_PIECE_ID	JOB_ID	DT_JOB_ID	ACCOUNT_NUMBER	USER_ID	PULL_INSTRUCTIONS
stl4a00009	stl	130946-C05.01-V20518	0	shailendrar	Send back to the bank
stl4a00020	stl	130946-C05.01-V20518	0	shailendrar	Send back to the bank
stl4a00025	stl	130946-C05.01-V20518	0	shailendrar	Send back to the bank

TOTAL: 3

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Setup Instructions

Pre-requisite

- The application has to have InfoTRAC & extended tracking enabled.
- mail_full_serv must be set to 'ASE3' or 'ASE4'
- Delete or set job_prf ='n' as olp & job_prf both cannot be set to 'y'
- In case of e-statement AOLP job control file has to be setup to autopost i.e. (e_automate)
- To enable AOLP only "OLP" flag needs to be set in a print control file i.e. olp="y"

```
#J41028, Turn on advance online proofing
olp="y"
prf_p1_ovl="WFOOP5"
prf_p2_ovl="WFCUG1"
prf_p3_ovl="EMPTY"
e_automate="s"
new_envelope_structure="y"
ENV1="5011"
ENV2="5011"
ENV3="5011"
ENV4="4406"
mail_full_serv='ASE3'
```

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Setup Instructions cont…

Proof Index txt: The proof index txt file describe the context of the processing job and the txt & pdf file names.
- {cid}{jid}{YYYYMMDDHHMMSS}.prf.txt

Proof txt file: The TXT record describe the contents of the actual document
- {cid}{jid}{seg}{cycle}.prf.{YYYYMMDDHHMMSS}

PDF file: The PDF document file
- {cid}{jid}{seg}{cycle}.prf.pdf.{YYYYMMDDHHMMSS}

Formdef: The previous AOLP version was supporting statements only the Print file content and did not include Preprint artwork (if any). By using Formdef Preprint artwork can be included for all the InfoTRAC statements.

```
estmt_format_dfa="OSCUMS21"
pdf_format_dfa="OSCUMS21"
ind_pdf_format_dfa="OSCUMS21"
print_dfa="OSCUMS22"
print_formdef="F1XXXMS2.FDF"
profile="/home/isis/userisis/pdec.prf"
PP1="3061"
PP2="4000"
new_envelope_structure="y"
ENV1="4401"
ENV2="4402"
```

Setup Instructions cont…

AOLP - Flags

Parameter Name	Arguments	Description	Dependencies
olp (mandatory)	y: yes n: no default: N/A	When this field is present and the value set to 'y', then this job requires online proofing. If this field is not present OR if the value is 'n', there is no Online Proofing needed	None
olp_prf_file (optional)	y: yes n: no default: n	If value set to 'y', [the proof file with specified accounts needs to be processed] If this field is not present OR if the value is 'n', [Do not process the proof file]	olp
olp_auto_rel (optional)	y: yes n: no default: y	If value set to 'n', then this job requires internal review before making this file available to client. If this field is not present OR if the value is 'y', there is no need for internal review. Immediately inform customer to review the file.	olp
olp_int_dist (optional)	<email ids> default: DP email id	List of internal email addresses that need to be notified; if not defined the default email id is: "dp@infoimageinc.com"	olp; olp_auto_rel
olp_divert (optional)	y: yes n: no default: y	If value set to 'n', [the job does not have a divert feature]. If this field is not present OR if the value is 'y', [divert feature is enabled]	olp

---

AOLP Infrastructure
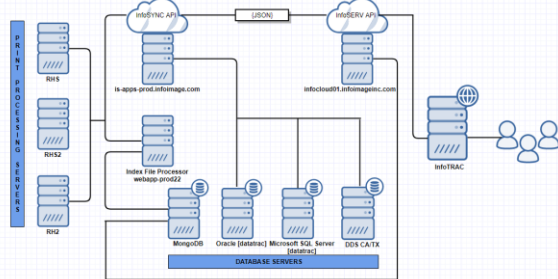
Misc. Enhancements

- **Reminder Email Scheduler:** A reminder email workflow is developed by ISD to notify customers about a job that is pending for review & approval. A single email reminder per CID/application will be sent. In case of Advance Online Proofing Infotrac will send two email reminders per CID/application (one for Paper and one for E job). This feature would **NOT** take effect on any of our existing Online Proofing client until CID/application is configured to receive reminder emails.

- **Job monitoring API**: The current handshake process between print & e-side does not have any checks & balance in place. A separate monitoring process is developed to consume output of the newly developed API & to notify the respective department via daily scheduled summary email with pending job details. Which would help reducing the number of missing SLA incidents. At present monitoring system is able to detect & report following incidents:
    - pieceCodeNotFound
    - IndexFileProcessorCommunicationError
    - unknownException

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Misc. Enhancements cont…

Piece code missing email

Reply Reply All Forward
Sun 8/18/2019 12:00 PM
data_center@infoimageinc.com
Alert - INFOTRAC-Extended Job Status outstanding PieceCode Issues
To   PC, Shailendra Rathore

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear PC Department,

This is a reminder email with a list of jobs that are still pending "Piece Code" update:

PREFIX	APP_ID	DT_JOB_ID	PROC_ID	PENDING_FROM_DATE	REPROCESSING_LINK
canamv1	Invoice - Credit Card	153717-C17.01-V22322	2185553	2019-08-17 08:20:53	Reprocess full file
gcbkml4	Invoice - Construction Loan Bills	153539-C17.01-V22100	2185604	2019-08-18 06:40:52	Reprocess full file

After you've updated the Piece ID Code, please click on the reprocessing link above corresponding to the job; If you don't see the word "Success" in the browser, please immediately contact Product Development team to research this issue and include a screen shot of what you are seeing in the browser.

Thank You,

IS Team
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Misc. Enhancements cont…

Pending job processing email

Reply Reply All Forward
Mon 8/19/2019 8:00 AM
data_center@infoimageinc.com
Alert - INFOTRAC-Extended Tracking Jobs - Pending updates from IndexFileProcessor API
To   IS, ISD, DP, Shailendra Rathore

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear ISD Department,

The following jobs are in submit state for more than 60 minutes & have not received any response from IndexFileProcessor.

PREFIX	APP_ID	DT_JOB_ID	PROC_ID	PENDING_FROM_DATE	REPROCESSING_LINK
washdla	Letter - Daily Notice	153834-C15.02-V22208	2185438	2019-08-16 12:01:29	Reprocess full file
bkfndla	Letter - Daily	153407-C16.02-V21199	2185443	2019-08-16 12:35:49	Reprocess full file

Please research & check the status

Thank You,

IS Team
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Common issues / FAQ

- **Transparent Key**: A PKEY flag is implemented on print side to toggle between transparency mode while converting AFP to PDF as some of the new setup require transparency mode turned ON in order to display the AFP contents correctly on InfoTRAC. *PKEY="TRANSPARENT"* can now be set in print control file. The flag has **No** dependency.

```
olp="y"
olp_prf_file="y"
olp_auto_rel="y"
olp_divert="n"
prf_p1_ovl="OSCSF5"
prf_p2_ovl="EMPTY"
print_formdef="F1XXXMS2.FDF"
pkey="transparent"
msg_mgr_t2="y"
total_msg_area="1"
img_msg_area="1"
mm2_grouping="y"
```

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Common issues / FAQ cont…

- **PKEY Example**:

PDF output with Undefined PKEY

2018 Totals Year-To-Date

| Fees Charged YTD | $0.00 | Interest Charge YTD | $0.00 |

PDF output with Defined PKEY

2018 Totals Year-To-Date

| Fees Charged YTD | $0.00 | Interest Charge YTD | $0.00 |

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Common issues / FAQ cont…

- Why AOLP icons are not visible on my InfoTRAC profile?
  - Enable Print Online Proofing in order to view the AOLP* icons (*Client Management -> $CID -> Feature Settings*):

- How to subscribe to receive AOLP alert emails?
  - Update your InfoTRAC profile (*My Profile -> Manage Alerts*) to receive the alert emails:

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