SUPPRESSION and QA.

QA REQUIREMENT ALWAYS TO ASK IMP/BA regardless of what the SOW says…

**Definition of some SUPPRESSION related terms**

**E-Suppression** /**eSupp -** used to when the paper output is suppressed from printing and mailing because the Electronic output is made available to customer.

In the txt file the code to look for is “e” and is in the 53 column

**Electronic Suppression -** This is rarely used but some CID’s like FLCU will tell InfoIMAGE to those customers who want paper output in the mail we suppress their output on the Web interface which InfoIMAGE sometimes provides for clients

In the txt file the code value =”z” and the column to look for this is 345.

**Paperless file** - this is normally a file produced by our electronic side ( called ISD for now on) and this is produced for most CIDs who have Electronic services with us and customers have selected to have only Electronic output so every night at 1:30 am we have a batch program that produces a list of accounts to suppress from print.

The location of these files is in the insert files as EXAMPLE from SEFC

DDA - ESUP\_BY\_ACCT: /d/ftpbu/sefcbu/paperless/sefc\_paperless.7-1-2016.txt e

DLA ( daily letters one type) : ESUP\_BY\_ACCT: /d/ftpbu/sefcbu/paperless/sefc\_enotice\_paperless.7-18-2016.txt e

**Paperless.list** - this is a file maintained and used by Paper side to ensure that every application listed here has a Paperless file generated and used in the insert file . This file is maintained in both test and prod

/home/test/keep/paperless/paperless.list -🡪 test

/home/keep/paperless/paperless.list - 🡪 prod

**App code / Stmt type/Letter type** - This is used in suppression file produced by ISD if the client has suppression based on the application type like for Mortgage then the paperless file will contain

ACCOUNT NBR / suppression type/ APP TYPE

12345678| E | DD ( BANB DS1 is an example)

And the paper side get this app type comes from txt file columns 347-348

And the 312-314 is letter code

And 315-317 - app code but used when one dfa processes 2 different letters.

**eSup\_ignore -** This is a control file entry and is mainly used by DAILY LETTERS to tell the processing program which letters DO NOT GET SUPPRESSED even if the account number is listed in the Paperless file. The value to added to the list is from the TXT at the column 312-314

**LTR\_type :** This is used by old Daily letters - field 311 is used to denote letter code but that limits us to 1-9+A-Z,a-z and now we use the 312-314 gives us more leeway.

**Delivery Preference** - means the user wants Paper /Electronic /or Both

**Auth File /CIF file** - these terms are used interchangeably by ISD . We use this file to build the user profile and the account relationship for user. This helps us identify which account each user has access to when they login into eStatement. This file is also used for Direct Sign-On (DSO) setup where we validate the information entered by the user vs the information we capture from this file during DSO enrollment.

**Paperless file** from Client -- if we do delivery preference change by processing a file from the client then if the customer is moving to Electronic we require a valid email address.

**Paperless management coming from data file** – Sometimes the data file used by the Print side will have the information on the accounts that need to be “only Electronic” and when the Paper process send this information to ISD then the check for delivery preference = Electronic and then ISD will check if there is a valid email address and only turn that person to Electronic if it does.

**Pre-enrollment -** This is when ISD get a new client ( could be a CID we have been doing paper for a while and now they want InfoIMAGE Web offerings too. Or a new Client who is choosing to have ISD as part of their implementation. This will help us have a list of electronic customers and have a list of accounts for paperless even when the first data file drops from new clients or the first time we go live with suppression using the paperless file

**ECL -** is a file either from client or from paper side where we get email addresses for our e-side Database

**What questions to ask when doing QA for any application.**

1. **IS there Suppression?**
2. Ask If CID is new? Or is the CID new to our web offerings?
3. Is there an eSide ?
4. Do that have pre-enrollment file
5. When will they get the pre-enrollment file form the client?
6. When do we use the pre-enrollment for paperless management- remember there is a timing issue paperless file is generated at 1:30am every night and if the client send the pre-enrollment file after that the paperless file WILL NOT REFLECT the new paperless management we got in the pre-enrollment file so make sure you ask these questions
7. **What kinds of suppression exist for this CID and this application? SOW should have these**
8. Strings in address lines
9. Separate field with set of codes in data file –
10. Auth file or CIF file input
11. Pre-enrollment see above
12. **What is the format of the paperless file**
13. Is it just account number and the letter E like this

123134|E

1. Or is with stmt. type or app type

12345|DD

Make sure the correct format by having ISD generate a paperlees.txt . You can edit the file to add account and other details to check if it suppresses with the data file you are using to test but DO NOT create the paperless file yourself start with the one generated by prod ISD

1. **Does this application have several types of loans or letters**
2. **if yes does the suppression** differ for each type of letter or loan then check if the control file has esup\_ignore defined and if the correct format is letter code or loan type is used. To test
3. Find a data file that has one letter which can be suppressed and one letter that is listed in esup\_ignore
4. Make the same account get both these letters
5. Take the paperless.txt form ISD and add the account number in the right format
6. Ensure the paper SOW has this information clearly in the table of letters.
7. **Does this application have more than one way to apply suppression = for those who have electronic access ?**
8. From Data file – check is the SOW defines correctly
9. From Eside - check if the paperless file is generated by eside
10. If b then ensure that the application has been added to the /$home\_dir/keep/paperless/paperless.list
11. If no suppression ask the AC/Imp and programmer why there is no eSuppression?
12. **Is there any information flowing from the paper side to eSide from the data file ?**
13. Ask what information and what is the format
14. Ensure that it is in the SOW.
15. Ask how and when this update happens
16. **Does this application do 100% posting to eSide**
17. Make sure that is in the paper SOW
18. If some of them are suppressed form eside ask which and make sure it is done in the index file creation and also makes sure it is in the paper SOW
19. If there this suppression to eSide for all those who get who have chosen to get paper in the mail , make sure you verify the txt file column 345 it should be set to “z” for all those who are print and mail
20. **When we post statements to eSide we have to send emails to clients who are signed up for E-ONLY that the information they need is now on our web offerings.**
21. Ask if there is no email address what happens
22. Ask if email bounces what happens?
23. **Ask if there is ECL processing?**
24. From client and how often – make sure it is in the SOW for the Eside
25. Is there email information from paper side to eside if yes make sure it is documented in both eSide SOW and paper SOW
26. **ALWAYS check the DPVS in test to ensure the suppression is reported.**

Always make sure the programmer adds in the correct information for suppression

NEVER allow the programmer to create the paperless file always go to the source get a file then edit that file to make sure we can see suppression in test .

1. **Do we have a special file list of accounts provided by the client for suppression ?**

Ensure that the variable MC\_BY\_ACCT has been added to insert file of application with the mail code the client wants usually z or r the entry in insert looks like this

**MC\_BY\_ACCT:** */d/custdata/PROVHoldMail\_1009int.txt* **z**

Ensure that the DPVS in test reflects at least one of the accounts from the account list

Ask AC/Imp this I list is for one cycle ? or temporary…

1. **For Daily letters or any SOW check to see if all the letters/loans are being posted to eSide**

**If There are some like Address change letters which are usually NEVER posted make sure the programmer has added esup\_ignore in the control file and then check the fields 311-314 in the txt to make sure the “letter code “ is in those columns only then will the esup\_ignore work.**