Virgin Trains West Coast – Single Customer View (SCV)

ADR (Automatic Delay Repay) Inbound Feed - VTWC

Commercial in confidence

Author:

Russell Jackson – Solution Architect

Confidential

## Table of Contents

[Table of Contents 2](#_Toc522630092)

[Document Management 3](#_Toc522630093)

[1. Document Purpose 4](#_Toc522630094)

[2. Overview 4](#_Toc522630095)

[3. Functional Processing 4](#_Toc522630096)

[4. Field Mapping 6](#_Toc522630097)

## **Document** **Management**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version Control** | | |  |
| **Version** | **Date** | **Author(s)** | **Section Changed** |
| 0.1 | 20/08/2018 | Russell Jackson | Initial Draft |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Review** | | |
| **Version** | **Date** | **Review By** |
|  |  |  |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **Supporting Documents** | | |
| **Document Name** | **Document Purpose** | **Document Link** |
| Merkle VTWC Technical Design | Technical Specification | [Click here](https://teams.microsoft.com/_#/vsd/viewer/teams/https%3A~2F~2Fmerkleinc.sharepoint.com~2Fsites~2FVirginTrainsWestCoast-CRMProject~2FShared%20Documents~2FGeneral~2FDevelopment%20Documentation~2FDesign%20Documentation~2FTechnical%20Overview~2FVTWC%20-Process%20Overview%20v0.1.vsd?thread) |
| Address Matching, Merging and Cleansing - VTWCv2 | Address matching, merging and cleansing specification | [Click here](https://teams.microsoft.com/_#/docx/viewer/teams/https%3A~2F~2Fmerkleinc.sharepoint.com~2Fsites~2FVirginTrainsWestCoast-CRMProject~2FShared%20Documents~2FGeneral~2FDevelopment%20Documentation~2FDesign%20Documentation~2FTechnical%20Overview~2FAddress%20Matching%2C%20Merging%20and%20Cle) |
| Customer ToC+ VTWC | Functional information on handling customer and prospect information | [Click here](https://teams.microsoft.com/_#/docx/viewer/teams/https%3A~2F~2Fmerkleinc.sharepoint.com~2Fsites~2FVirginTrainsWestCoast-CRMProject~2FShared%20Documents~2FGeneral~2FDevelopment%20Documentation~2FDesign%20Documentation~2FTechnical%20Overview~2FCustomer%20ToC%2B%20VTWC.docx?threadId=19%3) |
| Journey, Journey Leg and Leg |  | [Click here](https://merkleinc.sharepoint.com/:w:/r/sites/VirginTrainsWestCoast-CRMProject/Shared%20Documents/General/Development%20Documentation/Design%20Documentation/Staging/TOC+/Merkle%20VTWC%20ToC+%20Journey,%20Journey%20Leg%20and%20Rail%20Leg.docx?d=w7b4d90c8514d4464af533e0735354fc2&csf=1&e=dSXCJJ) |
| Transactions |  | [Click here](https://merkleinc.sharepoint.com/:w:/r/sites/VirginTrainsWestCoast-CRMProject/Shared%20Documents/General/Development%20Documentation/Design%20Documentation/Staging/TOC+/Merkle%20VTWC%20TOC+%20Load%20Design%20-%20Transaction%20-%20v0.1.docx?d=wa6226e8a8f3a47bf90351003f8c19f7a&csf=1&e=nfYUFv) |

|  |  |  |
| --- | --- | --- |
| **Glossary of Terms** | | |
| **Term Name** | **Description** | **Acronym, Synonyms** |
| SCV | Single Customer View | SCV |
| Customer | A person who has registered with VTWC resulting in a record being created in Tracs. This record does not require the person to have made a purchase |  |
| Prospect | A person who has interacted with a VTWC system or is a prospect who VTWC wishes to communicate with. Prospects are linked to customers but held separately in the Single Customer View (SCV) |  |
| Guest Customer | A guest customer is a customer and is treated the same way, other than a flag indicating that the guest customer has been captured as a guest | Customer |

## Document Purpose

The intention of this document is to support the development, test and deployment of the ADR inbound feed.

As per all feeds, this document will support the processing of the ADR information from PreProcessing. schema objects through to Staging. schema objects.

The ingestion (Load) process populating the PreProcessing. schema objects is defined in a separate document [here](https://teams.microsoft.com/_).

## Overview

The ADR (Automatic Delay Repay) feed contains refund information which is leveraged to assist with the initial refund eligibility campaign activity. ADR data is also used as part of NAS Survey campaign suppressions

ADR gives automatic refunds to customers who have been delayed for more than 30 minutes. Refunds take between 5 - 7 working days to be processed by Trainline.

On a daily basis, the information is supplied in two files;

* Cash
* Refund

However, the VTWC system and campaign management teams only require the Cash file to fulfil the necessary operations. The Refund files should be deleted from the SFTP folder when received.

The ADR data is extracted out of the ADR system and supplied to Merkle by the Train Line (TL) company (the information was originally meant to come from Celaton, but was redesigned to come from TL)

Celaton atomically delay repay identify customers for should get a refund. Don’t ring the centre.

## Functional Processing

The following information is a high level functional approach.

The following information does not support the actions carried out by the Merkle campaign management team. Campaign management activitues will be captured in a separate document.

|  |  |
| --- | --- |
| **Ref** | **Description** |
| REF-001 | Data ingestion into the PreProssing. schema. Process documented [here](https://teams.microsoft.com/_) |
| REF-002 | Insert data into [Staging].[Stg\_ARDData] table |
| REF-003 | Flag those records that has a matching TCSTransactionID in the IsProcessed flag |
| REF-004 | Create an alert to notfiiy the Database Manager the number of unmatch TSCTransactionID there have been |
| REF-005 | Truncate ADR PreProcessing tables |
| REF-006 | Add number of transactionID matches to audit log |
| REF-007 | Update system processing audit log |

## Field Mapping

The information supplied will be inserted into a newly created table named; [Staging].[STG\_ADRCash]

This feed is an incremental insert and update feed.

|  |  |  |  |
| --- | --- | --- | --- |
| **Feed Details** | | | |
| **Feed ID/#:** | 11 | **Feed Format** | Delimited |
| **Feed Name** | Cash | **Field Delimiter** | , |
| **Feed Source** | TL | **Record Delimiter** | CRLF |
| **Frequency** | Daily | **Header/Footer/Both** | Header |
| **Input/Output** | Input | **Text Qualifiers** | No |
| **Output Recipient** | Merkle | **Encryption** | Other |
| **CDI Processing** | No | **Delivery Mechanism** | Merkle SFTP |
| **Update Critical** | Yes | **File Location** | 0 |
| **Incremental / Full Refresh** | Incremental | **Contact Information** | N |
| **Physical File Naming Convention** | Cash\_ddMMyy\_HHmmss.csv | **Count file received** | No |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Inbound Field\_Name** | **[PreProcessing.[ADR Cash]** | **Field\_Data\_type** | **Length** | **Mandatory** | **Staging. Filenames and Fields** | **Business Rules** |
| sTransactionId | sTransactionId | Appears to be a 9-digit integer string | 9 |  |  |  |
| sTracsTrId | sTracsTrId | Appears to be a 10-digit integer string | 10 |  | Match on TCSTransactionID Map to Staging.STG\_SalesTransaction.[EXTReference] | Match on TCSTransactionID Map to Staging.STG\_SalesTransaction.[EXTReference] |
| iTotalDelayMinutes | iTotalDelayMinutes | Integer minutes | 3 |  | [Staging].[STG\_ADRCash].iTotalDelayMinutes |  |
| sADRGroup | sADRGroup | String | 7 |  | [Staging].[STG\_ADRCash].sADRGroup |  |
| fRefundAmount | fRefundAmount | Floating-point pounds |  |  | [Staging].[STG\_ADRCash].fRefundAmount |  |
| sDepartureStation | sDepartureStation | Trainline value (could be changed to 3-letter CRS code) |  |  | [Staging].[STG\_ADRCash].sDepartureStation |  |
| sDestinationStation | sDestinationStation | Trainline value (could be changed to 3-letter CRS code) |  |  | [Staging].[STG\_ADRCash].sDestinationStation |  |
| dtScheduledDepart | dtScheduledDepart | dd/mm/yyyy HH:MM:SS |  |  | [Staging].[STG\_ADRCash].dtScheduledDepart |  |
| dtScheduledArrive | dtScheduledArrive | dd/mm/yyyy HH:MM:SS |  |  | [Staging].[STG\_ADRCash].dtScheduledArrive |  |
| dtProcessed | dtProcessed | dd/mm/yyyy HH:MM:SS |  |  | [Staging].[STG\_ADRCash].dtProcessed |  |
| sVTCaseNumber | sVTCaseNumber |  |  |  | [Staging].[STG\_ADRCash].sVTCaseNumber |  |
| sJourneyReference | sJourneyReference | Appears to be a 9-digit integer string | 9 |  | [Staging].[STG\_ADRCash].sJourneyReference |  |