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# FACS Configuration

User defined Window CU34901 field name SendGrid\_ph# has the toll free number which will go on the email. Logic block on FACS to determine which eligible clients and only send those clients.

FACS Letter process will generate a file at 2.00 AM this file will be placed on WASQL02P.e-r-solutions.com ([\\wasql02p.e-r-solutions.com\FACS\_EMAIL](file:///\\wasql02p.e-r-solutions.com\FACS_EMAIL)). Only letter codes that are there in the F\_Client\_Letter\_SendGrid\_Xref.

Table will be extracted out form staging table and put in send\_email table. There will be a separate file for Revspring and Separate for Send Grid.

# Domain Configuration

The following 3 domains have been created

|  |  |  |
| --- | --- | --- |
| Domain Name | IP address | Purpose |
| t.convergentusa.com | 167.89.50.194 | Transactional Domain. Low Interaction |
| Notification.convergentusa.com | 149.72.201.31 | Sending of bounced credit card and NSF |
| Alerts.convergentusa.com | 149.72.242.5 | High Interaction |

# Unsubscribe Rule

We will be leveraging Global Unsubscribe where if a consumer unsubscribe from any email stream they will be unsubscribed from all email

# Server Configuration

|  |  |  |
| --- | --- | --- |
| Server Name | IP Address | Purpose |
| Wa-latdev-01 |  | Development |
| Wa-appemail-dmz |  | Web Hook and Production |
| Wasql01p |  | Database server |
| Wasqldev01.ahc.com |  | Development SQL Server |

# Event Notification

SendGrid send us the following events, based on these events the application will be calling the FACS Webservice which will do the actions described in FACS Action.

URL to which SendGrid will post Messages are

**https://emailwebhook.convergentusa.com/Sendgridcallback/api/response**

|  |  |  |
| --- | --- | --- |
| **SendGrid Notification** | **Explanation** | **FACS Action** |
| Pre-Processing | Any letter dropped from processing   * State Restriction   + NY * Invalid Email Domain   + Field 65   + Whitelisted domains only * Letter Code * Invalid Collector Phone Number * Invalid Collector Name * Sendgrid Domain Not Defined for Client * Duplicate- Same Letter sent in last 7 days. This will be a parameter that will depend on letter number | Update FACS with a Note “Sendgrid Email not sent due to Pre-processing failure” with Reason  Report for daily failures in pre processing.  UDW-113 Field 23 – Put the date of the failed pre processing |
| Processed | SendGrid is ready to send email | No action Needed |
| Dropped | SendGrid had dropped message for various reason   * Invalid Header * Spam Content * Unsubscribe Address * Bounced Address * Spam Reporting Address * Invalid Email * Recipient List Over Quota | Update FACS with a Note “SendGrid Email not sent <<add drop reason>>”  Remove email address from UDW 113 field 01.  Dropped reason code to go in UDW 113 field 24  If unsubscribe copy email to UDW 978 in an open field 1-7  If unsubscribe add Date in UDW 113 field 19 |
| Delivered | SendGrid had delivered the message | Update FACS with a Note “SendGrid Email sent with <<date and time with time zone notation>>”  Add date in UDW 113 field 21  Add letter number in field UDW 113 field 18 |
| Deferred | Receiving Server had temporarily rejected the message | No Action Needed on FACS |
| Bounce | Email message bounced | Update FACS with a Note “SendGrid Email bounced”  Remove email address from UDW 113 field 01  Add date UDW 113 field 22 |
| Open | User had opened HTML email | Update FACS with a Note “SendGrid Email Opened <<date and time with time zone notation>>””  Update UDW 113 field 20 with date |
| Click | Recipient has clicked on a link on the email | Update FACS with a Note “SendGrid Email link clicked<<date and time with time zone notation>>”  Update UDW 113 field 35 with date |
| Spam Report | Recipient Marked email Spam | Update FACS with a Note “SendGrid Email marked as Spam by customer”  Remove email address from UDW 113 field 01.  Copy email to window 978 in an open field 1-7  Update UDW 113 field 34 with date |
| All Unsubscribe | Receipt clicked on unsubscribe link | Update FACS with a Note “SendGrid Email Unsubscribe”  Remove email address from UDW 113 field 01.  If unsubscribe copy email to window 978 in an open field 1-7  If unsubscribe add Date in UDW 113 field 19 |

# Template Definition

Template Name

* R2003 – Contact Us
* R2007- NSF Payment Received
* R2008-Credit/Decline
* R2080 -80% Settlement
* R2194-90% Settlement
* R2200- Generic SIF no % quoted

|  |  |  |  |
| --- | --- | --- | --- |
| **Letter Number** | **Client ID** | **Domain** | **Type** |
| R2003 | SPT | Notification | Contact Us |
| R2080 | SPT | Notification | 80% Settlement |
| R2194 | SPT | Notification | 90% Settlement |
| R2200 | SPT | Notification | Generic SIF |
| R2003 | T1 | Notification | Contact Us |
| R2080 | T1 | Notification | 80% Settlement |
| R2194 | T1 | Notification | 90% Settlement |
| R2200 | T1 | Notification | Generic SIF |
| R2003 | TME | Transactional | Contact Us |
| R2080 | TME | Transactional | 80% Settlement |
| R2194 | TME | Transactional | 90% Settlement |
| R2200 | TME | Transactional | Generic SIF |
| R2003 | VEA | Transactional | Contact Us |
| R2080 | VEA | Transactional | 80% Settlement |
| R2194 | VEA | Transactional | 90% Settlement |
| R2200 | VEA | Transactional | Generic SIF |
| R2003 | VEN | Notification | Contact Us |
| R2080 | VEN | Notification | 80% Settlement |
| R2194 | VEN | Notification | 90% Settlement |
| R2200 | VEN | Notification | Generic SIF |
| R2003 | VEM | Notification | Contact Us |
| R2080 | VEM | Notification | 80% Settlement |
| R2194 | VEM | Notification | 90% Settlement |
| R2200 | VEM | Notification | Generic SIF |
| R2003 | VES | Notification | Contact Us |
| R2080 | VES | Notification | 80% Settlement |
| R2194 | VES | Notification | 90% Settlement |
| R2200 | VES | Notification | Generic SIF |
| R2003 | VEO | Notification | Contact Us |
| R2080 | VEO | Notification | 80% Settlement |
| R2194 | VEO | Notification | 90% Settlement |
| R2200 | VEO | Notification | Generic SIF |
| R2003 | ECH | Notification | Contact Us |
| R2080 | ECH | Notification | 80% Settlement |
| R2194 | ECH | Notification | 90% Settlement |
| R2200 | ECH | Notification | Generic SIF |
| R2007 | DEF | alerts | Bounced NSF |
| R2008 | DEF | alerts | Bounced Credit Card |

# Field Mapping

## **Template Name R2003 (Limited Contact Email)**

|  |  |  |  |
| --- | --- | --- | --- |
| Template Variable Name | Database Column Name (STG\_SentLetters) | Field Position in file STG\_SentLetters | Comments |
| {{convergent\_account}} | Account\_Num | 4 |  |
| {{Subject}}  {{creditor\_name}} | Client\_Name | 5 |  |
| {{Subject}} | Client\_Account\_Num | 7 | Subject line is using last 4 of client account # which will need to be calculated |
| {{First\_Name}} | Debtor\_First\_Name | 13 |  |
| {{Last\_Name}} | Debtor\_Last\_Name | 14 |  |
| {{Current\_Balance}} | Total\_Balance\_Ind | 19 |  |
| {{Collector\_Name}} | Collector\_Name | 26 |  |
| {{Phone}} | Colector\_Phone | 27 | ( Need to add info to use a default # if no value. Also if no EXT need to program to remove Extension |
|  | E\_Notice\_Email | 47 |  |
|  | Send\_E\_Notice\_Flag | 65 | Ok to email must be a Y showing it is allowed domain that is personal email domain and not in NY with **some email rules checks such as @ and .** |
| {{MM}} | MM | F\_MiniMiranda\_ByState |  |
| {{State\_Backer}} | State\_Backer | F\_MiniMiranda\_ByState |  |
| {{current\_date}} | GetDate() |  | Put Current Date |
| {{Payment\_URL}} | Payment\_URL | F\_Client\_Letter\_SendGrid\_Xref | App Config |
| Unsubscription\_URL |  |  | App Config |

## **Template Name R2080 (Generic\_for\_SIF\_Offer\_With%)**

|  |  |  |  |
| --- | --- | --- | --- |
| Template Variable Name | Database Column Name (STG\_SentLetters) | Field Position in file STG\_SentLetters | Comments |
| {{convergent\_account}} | Account\_Num | 4 |  |
| {{Subject}}  {{creditor\_name}} | Client\_Name | 5 |  |
| {{Subject}} | Client\_Account\_Num | 7 | Subject line is using last 4 of client account # which will need to be calculated |
| {{First\_Name}} | Debtor\_First\_Name | 13 |  |
| {{Last\_Name}} | Debtor\_Last\_Name | 14 |  |
| {{Current\_Balance}} | Total\_Balance\_Ind | 19 |  |
| {{Collector\_Name}} | Collector\_Name | 26 |  |
| {{Phone}} | Colector\_Phone | 27 | ( Need to add info to use a default # if no value. Also if no EXT need to program to remove Extension |
|  | E\_Notice\_Email | 47 |  |
|  | Send\_E\_Notice\_Flag | 65 | Ok to email must be a Y showing it is allowed domain that is personal email domain and not in NY with **some email rules checks such as @ and .** |
| {{MM}} | MM | F\_MiniMiranda\_ByState |  |
| {{State\_Backer}} | State\_Backer | F\_MiniMiranda\_ByState |  |
| {{current\_date}} | GetDate() |  | Put Current Date |
| {{Payment\_URL}} | Payment\_URL | F\_Client\_Letter\_SendGrid\_Xref | App Config |
| Unsubscription\_URL |  |  | App Config |
| {{ Reduced\_Balance}} | PercentageSettlement \* Total\_Balance\_Ind |  | Calculated Item |
| {{Percentage\_of\_TotalBalance}} | PercentageSettlement | F\_Client\_Letter\_SendGrid\_Xref |  |

## **Template Name R2007 (NSF\_Payment)**

|  |  |  |  |
| --- | --- | --- | --- |
| Template Variable Name | Database Column Name (STG\_SentLetters) | Field Position in file STG\_SentLetters | Comments |
| {{convergent\_account}} | Account\_Num | 4 |  |
| {{Subject}}  {{creditor\_name}} | Client\_Name | 5 |  |
| {{Subject}} | Client\_Account\_Num | 7 | Subject line is using last 4 of client account # which will need to be calculated |
| {{First\_Name}} | Debtor\_First\_Name | 13 |  |
| {{Last\_Name}} | Debtor\_Last\_Name | 14 |  |
| {{Current\_Balance}} | Total\_Balance\_Ind | 19 |  |
| {{Collector\_Name}} | Collector\_Name | 26 |  |
| {{Phone}} | Colector\_Phone | 27 | ( Need to add info to use a default # if no value. Also if no EXT need to program to remove Extension |
|  | E\_Notice\_Email | 47 |  |
|  | Send\_E\_Notice\_Flag | 65 | Ok to email must be a Y showing it is allowed domain that is personal email domain and not in NY with **some email rules checks such as @ and .** |
| {{MM}} | MM | F\_MiniMiranda\_ByState |  |
| {{State\_Backer}} | State\_Backer | F\_MiniMiranda\_ByState |  |
| {{current\_date}} | GetDate() |  | Put Current Date |
| {{Payment\_URL}} | Payment\_URL | F\_Client\_Letter\_SendGrid\_Xref | App Config |
| Unsubscription\_URL |  |  | App Config |

## **Template Name R2008 (Credit\_Card\_Declined)**

|  |  |  |  |
| --- | --- | --- | --- |
| Template Variable Name | Database Column Name (STG\_SentLetters) | Field Position in file STG\_SentLetters | Comments |
| {{convergent\_account}} | Account\_Num | 4 |  |
| {{Subject}}  {{creditor\_name}} | Client\_Name | 5 |  |
| {{Subject}} | Client\_Account\_Num | 7 | Subject line is using last 4 of client account # which will need to be calculated |
| {{First\_Name}} | Debtor\_First\_Name | 13 |  |
| {{Last\_Name}} | Debtor\_Last\_Name | 14 |  |
| {{Current\_Balance}} | Total\_Balance\_Ind | 19 |  |
| {{Collector\_Name}} | Collector\_Name | 26 |  |
| {{Phone}} | Colector\_Phone | 27 | ( Need to add info to use a default # if no value. Also if no EXT need to program to remove Extension |
|  | E\_Notice\_Email | 47 |  |
|  | Send\_E\_Notice\_Flag | 65 | Ok to email must be a Y showing it is allowed domain that is personal email domain and not in NY with **some email rules checks such as @ and .** |
| {{MM}} | MM | F\_MiniMiranda\_ByState |  |
| {{State\_Backer}} | State\_Backer | F\_MiniMiranda\_ByState |  |
| {{current\_date}} | GetDate() |  | Put Current Date |
| {{Payment\_URL}} | Payment\_URL | F\_Client\_Letter\_SendGrid\_Xref | App Config |
| Unsubscription\_URL |  |  | App Config |

## **Template Name R2194 (Generic\_for\_SIF\_Offer\_With%)**

|  |  |  |  |
| --- | --- | --- | --- |
| Template Variable Name | Database Column Name (STG\_SentLetters) | Field Position in file STG\_SentLetters | Comments |
| {{convergent\_account}} | Account\_Num | 4 |  |
| {{Subject}}  {{creditor\_name}} | Client\_Name | 5 |  |
| {{Subject}} | Client\_Account\_Num | 7 | Subject line is using last 4 of client account # which will need to be calculated |
| {{First\_Name}} | Debtor\_First\_Name | 13 |  |
| {{Last\_Name}} | Debtor\_Last\_Name | 14 |  |
| {{Current\_Balance}} | Total\_Balance\_Ind | 19 |  |
| {{Collector\_Name}} | Collector\_Name | 26 |  |
| {{Phone}} | Colector\_Phone | 27 | ( Need to add info to use a default # if no value. Also if no EXT need to program to remove Extension |
|  | E\_Notice\_Email | 47 |  |
|  | Send\_E\_Notice\_Flag | 65 | Ok to email must be a Y showing it is allowed domain that is personal email domain and not in NY with **some email rules checks such as @ and .** |
| {{MM}} | MM | F\_MiniMiranda\_ByState |  |
| {{State\_Backer}} | State\_Backer | F\_MiniMiranda\_ByState |  |
| {{current\_date}} | GetDate() |  | Put Current Date |
| {{Payment\_URL}} | Payment\_URL | F\_Client\_Letter\_SendGrid\_Xref | App Config |
| Unsubscription\_URL |  |  | App Config |
| {{ Reduced\_Balance}} | PercentageSettlement \* Total\_Balance\_Ind |  | Calculated Item |
| {{Percentage\_of\_TotalBalance}} | PercentageSettlement | F\_Client\_Letter\_SendGrid\_Xref |  |

## **Template Name R2200 (Generic\_for\_SIF\_Offer\_No%)**

|  |  |  |  |
| --- | --- | --- | --- |
| Template Variable Name | Database Column Name (STG\_SentLetters) | Field Position in file STG\_SentLetters | Comments |
| {{convergent\_account}} | Account\_Num | 4 |  |
| {{Subject}}  {{creditor\_name}} | Client\_Name | 5 |  |
| {{Subject}} | Client\_Account\_Num | 7 | Subject line is using last 4 of client account # which will need to be calculated |
| {{First\_Name}} | Debtor\_First\_Name | 13 |  |
| {{Last\_Name}} | Debtor\_Last\_Name | 14 |  |
| {{Current\_Balance}} | Total\_Balance\_Ind | 19 |  |
| {{Collector\_Name}} | Collector\_Name | 26 |  |
| {{Phone}} | Colector\_Phone | 27 | ( Need to add info to use a default # if no value. Also if no EXT need to program to remove Extension |
|  | E\_Notice\_Email | 47 |  |
|  | Send\_E\_Notice\_Flag | 65 | Ok to email must be a Y showing it is allowed domain that is personal email domain and not in NY with **some email rules checks such as @ and .** |
| {{MM}} | MM | F\_MiniMiranda\_ByState |  |
| {{State\_Backer}} | State\_Backer | F\_MiniMiranda\_ByState |  |
| {{current\_date}} | GetDate() |  | Put Current Date |
| {{Payment\_URL}} | Payment\_URL | F\_Client\_Letter\_SendGrid\_Xref | App Config |
| Unsubscription\_URL |  |  | App Config |

# Applications

**Sendgridcallback**

**This is the URL that SendGrid calls back.**

**Location-**C:\inetpub\wwwroot\Sendgridcallback

**Log File-**C:\inetpub\wwwroot\Sendgridcallback\Logs

-All these applications are scheduled in Task manager which runs every 3 minutes

**EmailResposeLogfileRead**

Reads the webhook event and updates DB.

**EventSendToFACS**

Read Database and update FACS post to the webservice

<http://wafacs:57772/csp/{namespace}/User.FACSDigital/> EMLNotify/{AccountNo}/{event}/{LetterNo}/{sg\_timestamp}/{reason}

**Unsubscribe\_eventsenttoFACS**

Unsubscribe event to read from Database and be sent to FACS.

# Database Structure

## Configuration Table

Table Name -F\_minimiranda\_bystate

This table has the mini miranda per state and if there is a state backer needed,

Table Name-F\_Template\_Xref

This table references Sendgrid Template ID and API Key to use and Template common name it also has a field which has Secondary Template

F\_IP\_POOL\_NAME\_AND\_FROM\_EMAIL\_Xref

This table has the various pool names and the from email from name. This has a direct relationship with domains.

F\_Client\_Letter\_SendGrid\_Xref

This has a reference between Template ID and letternumber

F\_Client\_Letter\_SendGrid\_Xref

This is the master table for all configuration

## Data Table

Inbound\_Email\_EventNotifcation – This table is populated with the data coming from the Sendgrid webhook.

Stg.STG\_SENTLetters- FACS file is loaded into this table.This is loaded on a daily basis

Send\_email\_prep- This is the table where we get data from Stg.STG\_SENTLetters for only letters codes that are in F\_Client\_Letter\_SendGrid\_Xref

Send\_email- This is the final table which the application reads to send to

Unsubscription\_history-This is the table which gets populated when some one unsubscribe from the portal.

## Stored Procedures

Bulk\_Load\_Email\_Data- Loads data from staging table Stg.STG\_SENTLetters into Send\_email table

## Functions

# FACS Test Account Number