



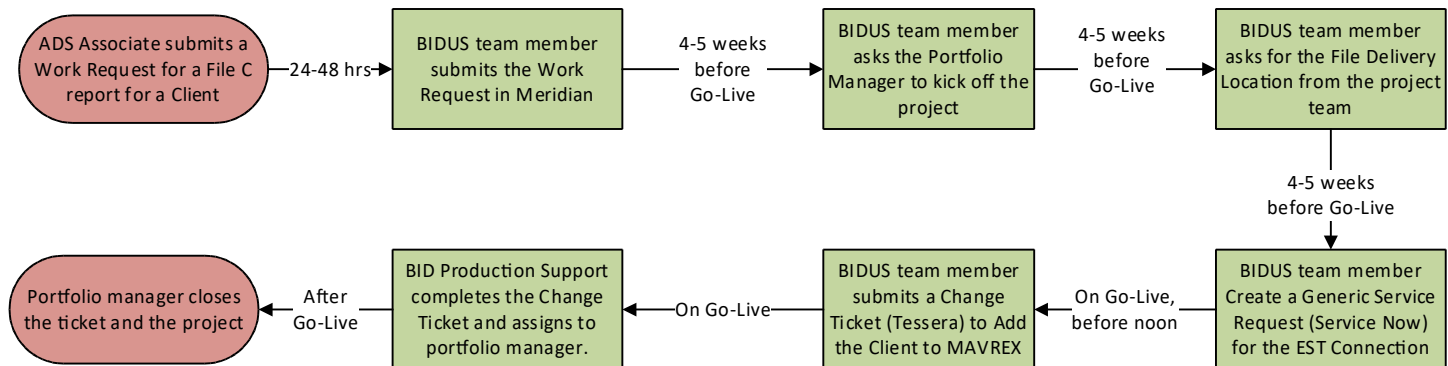
Daily Application Volume File C Procedures

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Overview

The Daily Application Volume File C report provides key acquisition metrics (enters, duplicates, pending, declined, approved, and active) by Region, District, Store, Associate and Application Type. This report provides these details to stores so that they can run incentive programs for store associates and view application details down to the associate/app level.

This process flow displays the steps for setting up a File C transmission for a new client:



NOTES:

- The process for setting up a File C transmission for an existing client varies slightly, as the EST connection may already be established and there is no “go-live” date.
- The BID User Support team member that created the work request will also be the point of contact for the project.
- Document each step that you complete in the “Status” column for the project in the [SharePoint project list](#).

Obtaining the File Delivery Location

NOTE: If necessary, schedule a Skype session to go over the initial file requirements. The Project Manager or requester may have input on if a Skype session is necessary, or if e-mail communication is sufficient.

The first communication for App Vol File C projects should include the following stakeholders:

- Project Requester (typically from Client Partnerships)
- EST Production Support Analyst
- Project Manager
- Tools and Reporting Analyst (should be able to provide additional details, if necessary)
- Portfolio Manager

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Below is an example Initial Request for information:

Hello,

Going forward, [BID User Support](#) will be the main point of contact for App Vol File C projects.

The go-live date for the <client> App Vol File C transmission is <date>, with the first production file run being <date>. Before this date, we would like the get the EST connection set up. Please let us know the **location where this file is to be delivered daily**.

We are assuming that you already have the File C layout and sample file. If you do not have these, please let us know and we can send them to you.

Let us know if you have any additional questions.

Thank you,

BID User Support

NOTES:

- When you send this initial communication, there will most like be follow up communications and questions from the project team. Address these communications/questions as necessary.
- When possible, add the file location to the Work Request details.

Creating a Generic Service Request (Service Now) for the EST Connection

The purpose of the Generic Service Request is to give the EST Production Support team instructions on where to create the EST Connection, as well as any special instructions on what to do with the file. Here is an example of how this ticket should be filled out (using IKEA):

Service Request Details (Short Description)

EST Setup for Ikea. COG.Infra.Manage.File Transfer

Description

Please open a request for the **COG.Infra.Manage.File Transfer group**.

File Transfer Group

Our Linux server will be transferring the file **ADS_IKP_DAILY_APPVOL_FILEC_*.DAT** to **/retunix/appvol/**. Please create a copy of these files and **ship to \\scadfs1\CAD4NAM\Client Sales\Matchstick\Projekt Card Daily App Report**, and send another copy to the client directory **/retc0470/from_alliance/**.

This request should include the following information (color coded):

- **The assignment group** (COG.Infra.Manage.File Transfer group)
- **The file name**

NOTE: The client abbreviation ('IKP' in the file name above) can be found in the **DIVNID_DIV_IDNT** table. If the file is for a new client and the abbreviation is not yet listed in the **DIVNID_DIV_IDNT** table, check with SDS to see when this abbreviation will be available.

- **The source of the file for EST** – This will always be **/retunix/appvol/**

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- The delivery location
- Any “special” instructions – In the above example, “ship to [\\scadfs1\CAD4NAM\Client Sales\Matchstick\Projekt Card Daily App Report\](#)” would be the special instructions.

NOTE: If the EST File Transfer group asks what type of encryption to use, ask them to mirror the encryption standards this client has established for other outbound files.

Submitting a Change Ticket (Tessera) to Add the Client to MAVREX

IMPORTANT! For new clients, BID User Support must submit this ticket to BID Production Support **before noon, on the client’s go-live date**. Make sure that you include the client division number/s.

The following screenshot shows how to fill out the ticket to add the Client to MAVREX:

New Change Ticket

Due Date: 2018-05-05 Assigned To: Production Support Department: Production Project: Other AdHoc Request

Submit **Clear**

Title: Client Add to MAVREX (WR-2018-00358)

Description: Please add DIV_NO 478 to the MAVREX process.

Go-Live: 05/05/2018 - This change request must be fulfilled before COB today.

For Production Support - In a putty session as dwadmin, please type: filec
This will run the File C utility.
Follow the prompts to update the divisions for File C (MAVREX)

When finished running the File C utility, reassign this ticket to Chris Fisher (do not close the ticket).

Attachments: Browse...

Please add DIV_NO 478 to the MAVREX process.
Go-Live: 5/2/2018 - This change must be fulfilled by COB today.
For Production Support - In a putty session as dwadmin, please type: filec
This will run the File C utility.
Follow the prompts to update the divisions for File C (MAVREX)
When finished running the File C utility, reassign this ticket to Chris Fisher (do not close the ticket).

Result: The process for establishing the Daily Application Volume File C is now complete.