

***FICOMP***



***FICOMP-IM***

**AIS**

**Acquisition  
Information System**

**Administrator's  
Guide**

**April 2007**

*committed to*

*your success<sup>SM</sup>*

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## Overview

The FICOMP-NS Acquisition Information System (AIS) is database driven client-server software providing up-to-date information for external acquisitions performance reporting. The system contains key application characteristics, demographic information, and corresponding Client performance information, enabling analysis of acquisition campaigns from a marketing, credit, and financial perspective.

The AIS system provides detailed statistical reports of all Client accounts less than 24 months old. The system is comprised of a client application, a server executable, an administrator's tool, and a database.

This document describes the administrator's role in maintaining the AIS system and populating the system's database with data.

## Role of the Administrator

The administrator of the AIS system is responsible for providing access to users, importing data into the database, troubleshooting, and upgrading the database as required for maintaining the system.

The majority of the administrator's work will be done using the administration tool included with the server software. The administration tool has the following capabilities:

- Starting and stopping the server
- Importing new account application data
- Importing account performance data
- Maintaining the users and passwords list
- Viewing update history
- Importing database file

Importing new account and performance data capabilities will be used frequently. However, capabilities such as starting the server and importing the database file will probably be used infrequently.

These capabilities are described in greater detail throughout the manual.

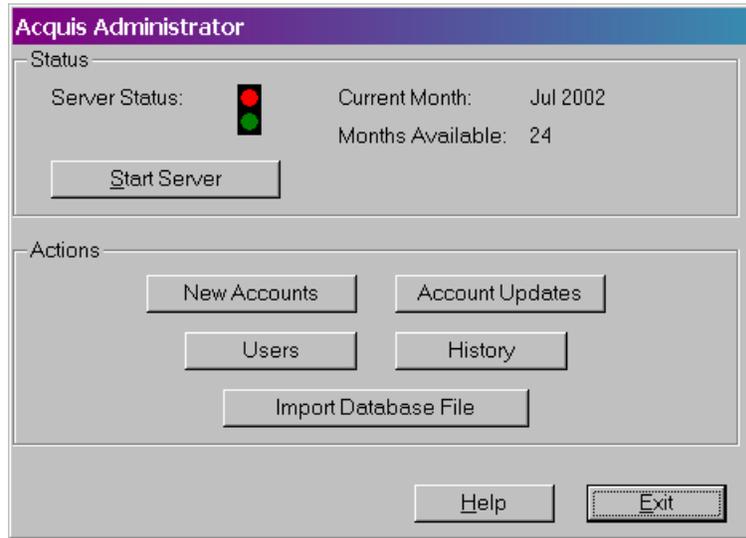
In addition to the functions that the AIS administration tool provides, the AIS administrator is responsible for ensuring that users have a functioning connection between their computer and the server on which AIS resides. This connection is a standard TCP/IP network connection comprised of the name or IP address of the server and the port number used by the AIS server program.

When the AIS software is first installed, the connectivity information will automatically be installed on both the server and the client machine. If the network name of the AIS server computer changes for any reason, the new server name and port number must be communicated to all users of the system.

If the AIS server's name changes, the user will receive an error message notifying them that the server was not found when they start the client application. The user should then change the connection parameters and input the new name of the server and its port number.

## AIS Administrator Dialog Box

The administration tool is provided with the server software required to install AIS. When the tool is launched, the AIS administrator will see a dialog box with several buttons on it. These buttons provide the functionality of the administration tool and are illustrated below:



**Figure 1: AIS Administrator Dialog Box**

You will notice that the AIS Administrator dialog box is divided into two main sections, Status and Actions. The Status portion of the box shows the administrator the current running status of the server and the available months that the data on the system represent. The Actions portion of the box provides the following tools:

- Add and update account information and users
- View history of new account and updated files imported
- Import a database file

These sections are described in greater detail on the following pages.

### Status

The Status section of the AIS Administrator dialog contains the following elements:

- Server Status
- Current Month
- Months Available
- Either a Start Server or Stop Server button

#### Server Status

The status of the server is represented as an icon with a red and a green circle in a black rectangular box. If the red circle is glowing, the server is not currently running. If it is green, the server is running.



Since the server runs as a Windows NT service in Windows NT, 2000, or XP, it is subject to the rules of all Windows NT services. The three main states of a service are stopped, running, and paused. The icon will show red if the server is in any state other than the running state.

When the AIS server is installed, it is also started, and will automatically be started every time the host is booted. The service can only be shut down using the services control panel built into the Windows operating system. The "Stop Server" button on the administrator dialog box puts the AIS server in the paused state. While in the paused state, the server still runs, and still handles requests from instances of the AIS client program, but all requests are returned with an error declaring that the service is currently unavailable.

The "Start Server" button on the administrator dialog box can only resume the server from a paused state. It cannot start the server if it is currently in the stopped state.

### **Current Month**

The Current Month element displays the most recent month for which performance data was received.

### **Months Available**

The Months Available element displays the number of months that the data in the system represents. If the system is installed without data already compiled, this will start at 0, and grow by 1 for each month that performance data is received. Only 24 months of data is stored on the system, so this number will never exceed 24.

### **Start Server or Stop Server**

The button directly below the server status icon is labeled "Start Server" when the service is paused or stopped and "Stop Server" when the service is running. The "Start Server" button will start the server if it is in a paused state, and the "Stop Server" button will pause the service if it is in the running state. The installation program automatically starts the AIS server after installation. The server remains running at all times after that, but is paused and resumed whenever data is imported. Because of this automation, the administrator will rarely need to use this button to start or stop the server.

## **Actions**

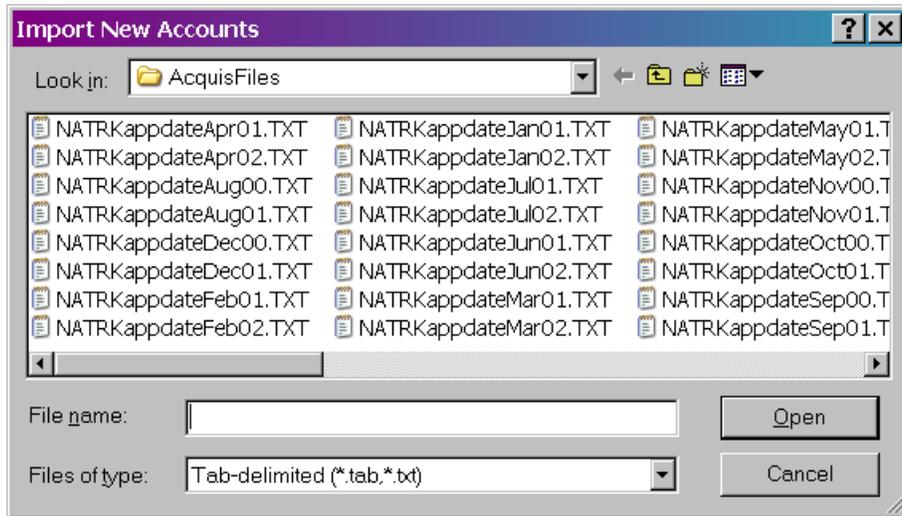
The Actions section of the AIS Administrator dialog box contains the following buttons:

- New Accounts button
- Account Updates button
- Users button
- History button
- Import Database File button

### **New Accounts**

The New Accounts button allows the AIS administrator to import new account application data into the system. Before any account's performance data can be accepted by AIS, the account's application data must be initialized. The New Accounts process accomplishes this task.

Selecting this button opens the dialog box illustrated Figure 2.

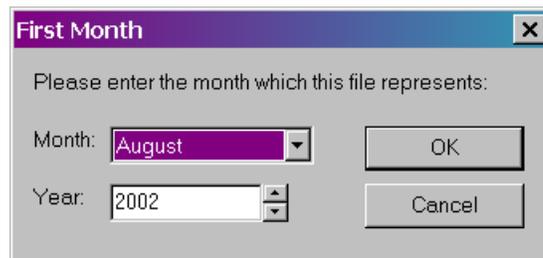


**Figure 2: Import New Accounts Window**

For information regarding creating a file with New Accounts application data, refer to the [New Account File Layout](#) section on page 10.

The selected file can be either a tab-delimited or comma-delimited file. Select the appropriate option under the "Files of type:" drop-down box. A third option, "All Files (\*.\*)", can be used if your input file uses a different extension, however, alternate extensions must be tab-delimited files.

After selecting the appropriate file, the program will attempt to open and process the file provided. If this is the first time a file is imported into the system, the dialog box illustrated in Figure 3 will appear.

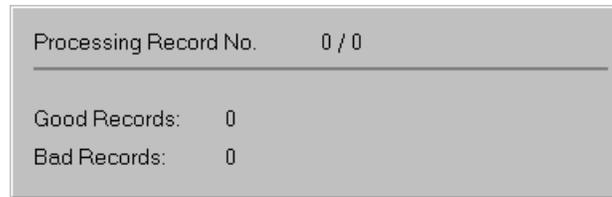


**Figure 3: First Month Setup Dialog Box**

Choose the month and year that the data represents (this is typically not the same as the month in which the data is imported). This will be used as a baseline to validate all future file imports.

If there is a problem with the format of the data, an alert will appear (refer to [Appendix 1: New Account Import Errors](#)). If the file is accepted, the message

illustrated in Figure 4 will appear and display the progress of the file being imported to set up the new account.



**Figure 4: Import Progress Dialog Box**

The message illustrated in Figure 5 indicates that the file import was completed successfully.



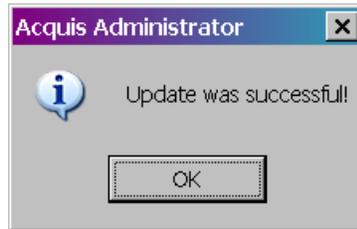
**Figure 5: Import Successful Dialog Box**

### **Account Updates**

The Account Updates button in the Action section of the AIS Administrator dialog box allows the administrator to update performance data for accounts that were previously initialized (see the New Accounts section on page 3 for additional information).

For information on creating a file with performance data, refer to the [Update File Format](#) section on page 12.

When the Account Updates button is selected, an account dialog box similar to the dialog box described in the New Accounts section will appear (refer to the [New Accounts](#) section for details). Follow the same steps described for adding new accounts to update existing accounts in the AIS database. When the account is updated successfully, the message illustrated in Figure 6 will appear.

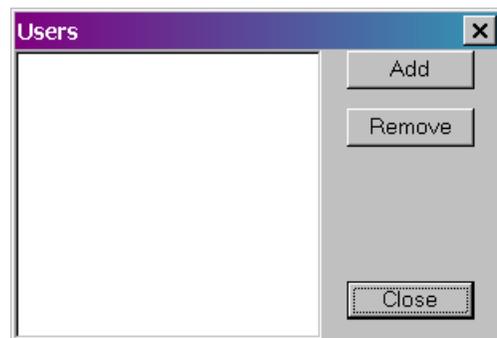


**Figure 6: Update Successful Dialog Box**

Refer to [Appendix 2: Performance Import Errors](#) for additional details regarding problems with importing and updating performance data.

### **Users**

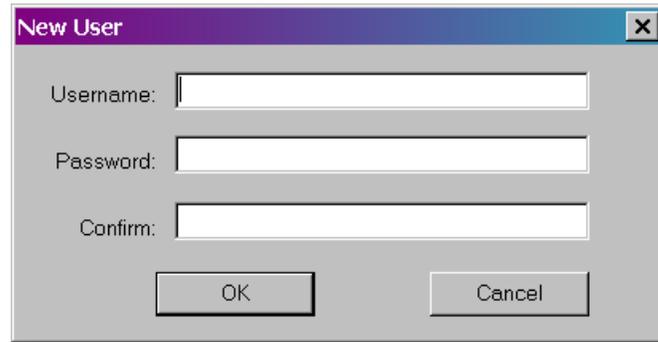
The Users button in the Action section of the AIS Administrator dialog box allows the administrator to provide users with access to the system by assigning usernames and passwords. Selecting the "Users" button displays the dialog box illustrated in Figure 7.



**Figure 7: Users Window**

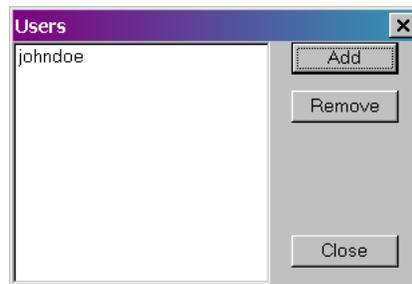
In the Users dialog box, selecting the "Add" button will allow the administrator to add a user by providing a username and password. Confirmation of the password is also required, as illustrated in Figure 8.

**Note:** Usernames and passwords are case-sensitive.



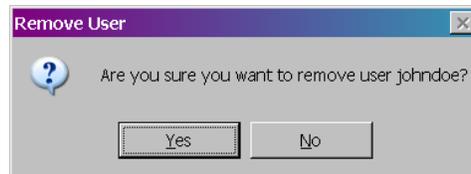
**Figure 8: New User Dialog Box**

Once the user information is entered into the AIS system, the new user will be displayed in the list of users setup to access the system, as illustrated in Figure 9.



**Figure 9: Users Window with New User Added**

To remove a user from the AIS system access list, select the user to be deleted, and then select the "Remove" button. A message to verify the removal of the user will appear, as illustrated in Figure 10.

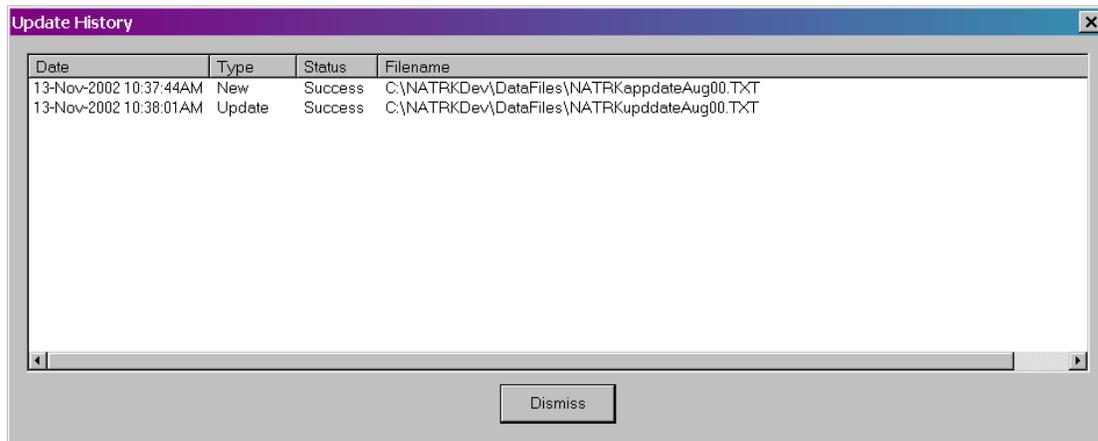


**Figure 10: Remove User Dialog Box**

Select the "Yes" button and the user will be removed from the access list.

## History

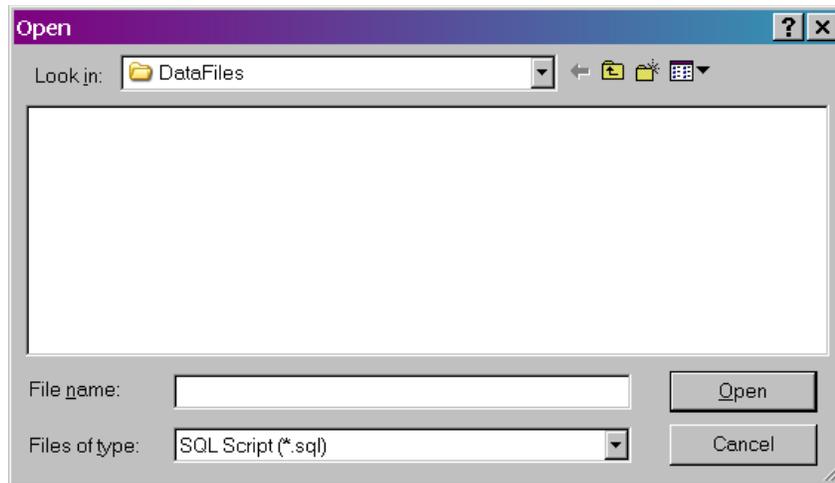
The History button in the Action section of the AIS administrator displays the history of updates made to the system. Every time a new accounts file or performance file is processed, an entry is added to the history table. Selecting the "History" button displays the dialog box illustrated in Figure 11.



**Figure 11: History Window**

### Import Database File

The Import Database File button in the Action section of the AIS Administrator dialog box will only be used in special circumstances, such as the receipt of technical support or upgrades from FICOMP-NS. Selecting the "Import Database File" button displays the dialog box illustrated in Figure 12.



**Figure 12: Open Window For Import Database File Action**

All database files will be provided by FICOMP-NS. This action should NOT be used to experiment with the AIS system.



## New Account File Layout

All import files for the AIS system are delimited files. The delimiters for these files can either be commas or tabs. For tab delimited files, the files should be named with the extension ".tab" or ".txt". For comma delimited files, the extension should be ".csv".

The new accounts file contains standard initial account information (e.g., demographics) required by the AIS system and populated in a certain set of account fields. Other account fields can be added at the request of the Participant, usually before the AIS system is delivered and installed.

The new accounts file contains one header record, and the remaining records in the file contain new account data. The AIS administrator can determine the order of the fields in the record. The header record of the file contains the names of all the fields in the file in the order that they exist in each record.

For example, a portion of the header record might look like the following:

```
APP_ID,CUST_AGE,LOC_INIT
```

If the header record looks like this, then the corresponding section of each record would match the order of the header record, for example:

```
APPA18239870,23,2000  
APPB18239907,47,3500
```



Table 1: Required New Account Fields lists the fields required to submit the file to the AIS system. All of the fields listed in this table must always be present, even if the Participant's market does not capture these fields on the application.

**Table 1: Required New Account Fields**

<b>Field Description:</b>	<b>Name:</b>	<b>Type:</b>	<b>Format:</b>	<b>Lowest Value:</b>	<b>Highest Value:</b>
Application ID	APP_ID	Text		1 char	20 chars
Time At Bank	BANK_TM	Integer	yymm	0	9911
Card Number	CARD_NUM	Text		0 char	19 chars
Channel Code	CHAN_COD	Text		0 char	20 chars
Customer Age	CUST_AGE	Integer	N	0 (blank)	255
Direct Debit Intent	DDINTENT	Boolean	0 or 1	0 (false)	1 (true)
Decision	DECISN	Text	A, C, or D	1 char	1 char
Decision Date	DEC_DT	Date	mm/dd/ccyy		
Decision Reason	DEC_RSN	Text		0 char	
Education	EDUCATION	Text		0 char	10 chars
Time Employed	EMP_TM	Integer	yymm	0	9911
Final Application Risk Score	FINAL_SC	Float	n.dddd	Blank or 0.0	1.0
Postal Code	HZIP	Text		0 char	15 chars
Income	INCOME	Integer	No decimal	0	999,999,999
Industry Code	IND_CODE	Text		0 char	5 chars
Job Code	JOB_CODE	Text		0 char	5 chars
Initial Line Of Credit	LOC_INIT	Integer	No decimal	0	999,999,999
Marital Status	MARITAL	Text	S,M,D,W,C	0 char	1 char
Membership Rewards	MREWARDS	Boolean	0 or 1	0 (false)	1 (true)
Own/Rent Code	OWN_RENT	Text	0,1,2	0 char	1 char
Product	PRODUCT	Text		0 char	6 chars
Review Code	REV_CODE	Integer		0	99
Self Employed	SELF_EMP	Boolean	0 or 1	0 (false)	1 (true)
Time Self-Employed	SELF_TM	Integer	yymm	0	9911
Gender	SEX	Text	M,F,U	0 char	1 char
Source Code	SOURCE	Text		0 char	10 chars
Supp Cards Requested	SUPP_REQ	Integer		0	99
Tradeup From Lower Card	XREF	Boolean	0 or 1	0 (false)	1 (true)



## Update File Format

The update file contains all of the performance data for the accounts already initialized in the AIS system (refer to the [New Accounts](#) section for details on importing new accounts). These files are delimited files, like the new accounts files, and follow the same rules regarding delimiters and file names as those described in the [New Account File](#) Layout section on page 10.

The update file contains one header record, and the remaining records in the file contain performance data records. The header record consists of three items: File ID, month, and year.

The file ID is created by using the number of months from the beginning of the system’s records, starting with 1 as the month and year chosen when applying the first new accounts file. The month is a numeric value 1-12, and the year is the 4-digit numeric year. An example of the file ID in a header record for a file applied immediately after a new accounts file is defined in August 2002 would be:

1, 8, 2002

All fields in the file must be submitted in the order described in Table 2. All fields in the record must be defined, even if the Participant’s market does not utilize this field.

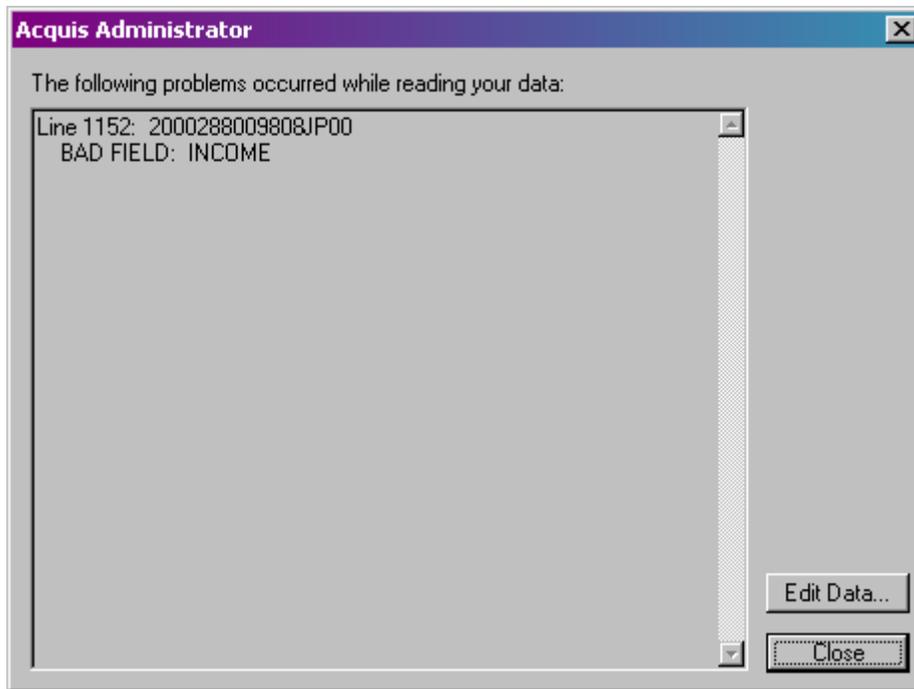
**Table 2: Required Performance Data Fields**

Field Description	Type	Format	Lowest Value	Highest Value
Card number	Text		0 char	19 chars
Cancel date	Date	mm/dd/yyyy		
Cancel code	Integer	0=not canceled, 1=canceled voluntary, 2=canceled derog	0	2
Collection amount	Integer	No Decimal	0	999,999,999
Collection location	Text		0 char	5 chars
Collection status	Text		0 char	1 char
Account age	Integer	0=inactive, 1=current, 2=30+ days late, 3=60+ days late, 4=90+ days late, 5=120+ days late	0	9
Balance	Integer	No Decimal	0	999,999,999
Cash	Integer	No Decimal	0	999,999,999
Balance Transfer	Integer	No Decimal	0	999,999,999
Revolve	Boolean	0=false, 1=true	0	1
Spending	Integer	No Decimal	0	999,999,999
Line of credit	Integer	No Decimal	0	999,999,999

## Appendix 1: New Account Import Errors

The "New Accounts" action can recover from some errors in certain instances. For example, some of these instances include data of the wrong type for a certain field and missing data in fields that require data. When a record encounters bad data, the "Bad Records" count will increment by one (1). If any error is common to the first 10 records in the file, the import is halted and the error reported, giving the administrator the opportunity to fix all the data in the file.

If only a few records are bad, or if the errors are widely varied, the administrator is given the opportunity to fix those errors as soon as the good records have imported successfully. The dialog box illustrated in Figure 13 appears, giving the administrator the option to either change the data or not import those records.

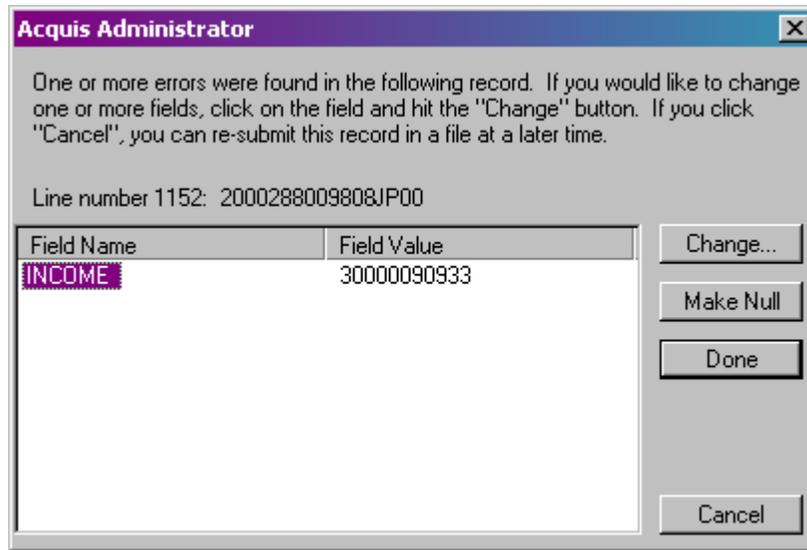


**Figure 13: Fix Error Dialog Box**

If the administrator chooses to close the dialog, the records that were bad must be identified and fixed. The fixed records can either be placed in a separate file and imported using the "New Accounts" action, or the fixes can be applied directly to the original file imported by AIS.

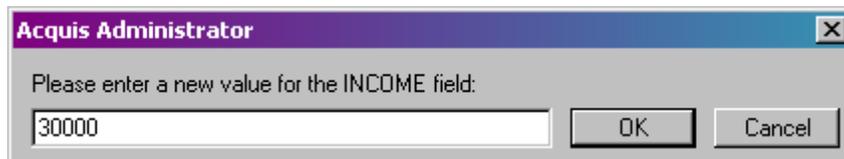
If the fix is applied directly to the original file imported by AIS, all records in the file will be reapplied. This action will take longer, but will have the same effect. If any records are not imported before performance updates are applied, errors will occur when updates for the missing records are processed.

If the administrator chooses to edit the incorrect data, the dialog box illustrated in Figure 14 appears.



**Figure 14: Edit Error Dialog Box**

The administrator then can choose to enter a new value or make the value null. To do this, first select the error that is to be changed by selecting on the field name. Then, to nullify the value, select the "Make Null" button. To change it, select the "Change..." button and the dialog box illustrated in Figure 15 will appear, accepting the new data:



**Figure 15: Change Error Dialog Box**

Select the "Done" button to finalize changes, or the "Cancel" button to avoid making any changes.

There are other errors from which the program cannot recover. These errors will prevent the inclusion of the new data and must be resolved before a successful import can take place.

## Incorrect Header

An incorrect new account header is one that is missing required fields or that contains invalid or blank field names. If a header is missing a required field, the administrator is alerted with the following message:



**Figure 16: Missing Fields Error Message**

If the header contains invalid or blank field names, the following message is displayed:



**Figure 17: Invalid Field Names Error Message**

## Appendix 2: Performance Import Errors

### Incorrect Header

A header is incorrect if it has the wrong format, too much information, or the wrong information. Some examples of incorrect headers are:

Example of Incorrect Header	Reason
1, August, 2000	Month should be numeric
1, 8/2000	Month and year should be separated by delimiter (tab or comma)
1, 8, 2000, August2000.csv	Too many fields
1, 8, 2000	Incorrect if the first month was not defined as August, 2000

When an incorrect or invalid header is encountered, the following error message will appear:



**Figure 18: Invalid Header Error Message**

To fix this problem, make sure the format of the header record is correct and that the ID corresponds to the month and year you are using for the file submitted.

Other header problems, for example a header containing too many fields or too few fields, will display the following error message:



**Figure 19: Bad Header Error Message**