FactorSoft™

• Release v4.7

Notes XML Importer User Guide

Limitations on Maintenance Services

The FactorSoft™ application is intended for use in accordance with the standards and processes described within this documentation. Efforts to investigate and/or repair FactorSoft™ application or data integrity issues caused by activities or integrations outside of the intended use of the FactorSoft™ platform will be subject to the then-current Jack Henry Professional Services billable hourly rate.

Standard Maintenance Services (Technical Support) does not include the following:

Investigation and Remediation of errors and data integrity issues caused, contributed to, or by any of the following:

- a software program that was not originally provided by Jack Henry

  - third-party automation, BOT/Screen Scraping technology, custom importers, or any other integration with FactorSoft™ that was not created by or in conjunction with Jack Henry.

- any modification not provided by Jack Henry to the software or standard database schema

  - the addition of custom database elements including triggers, stored procedures, tables, and columns

  - the alteration of standard FactorSoft™ triggers, tables, columns, stored procedures and indexes

  - the execution of T-SQL scripts resulting in changes to the data stored within the FactorSoft™ database

- equipment, software, networks or any other infrastructure in the customer's environment that does not meet the minimum requirements described within the then-current FactorSoft™ product documentation

Please note that if you are exploring possibilities with third-party software providers or considering altering the FactorSoft database in any way, it is strongly recommended that you discuss your plans with the FactorSoft™ support team before making any commitments or changes. As your software partner, we may be able to help solve your business problem in a way that does not introduce risk, data corruption, or system instability.

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Notes XML Importer

The Notes XML Importer is an automated process in FactorSoft where the Engine imports XML files containing Verification/Collection/Post-Verification Notes and stores the data in the database. Notes XML Importer (**VerNote Import**) must be turned on in the Control File.

Once imported, the data populates on the **Invoice Queue**, **Collection/Verification Queue**, **ClientWeb**, **Dispute Report** screens and the **Collection Notes Report**.

SEPARATELY LICENSED ADD-ON MODULE

This feature is only available as a separately licensed upgrade.
For more information, contact your Jack Henry[TM] representative at lendinginfo@jackhenry.com

System Preferences

To configure the Notes XML Importer, set the following System Preferences in the **Identification/system constants** > Interface parameters > **Notes XML Importer** folder:

Preference	Description
Folder to Watch	Enter the unique and fully qualified folder location in which to receive import files to be processed by the Engine.
Skip Bad Notes	Select True/False a. If True and the file contains a bad note/notes, the system will import all the notes except for the bad note/notes. b. If False and the file contains a bad note/notes, the system will fail the entire file.
Successful import report emails	Enter Email address of the recipient to receive successful import file messages.
Failed import report emails	Enter Email address of the recipient to receive failed import file messages.

File Specifications

The Notes XML Importer file format is:

Field	Element	Type	Length	Description
Header Elements				
	File/NoteCount	Numeric		Indicates total number of notes contained in the import file
	File Info Group	Date Time		YYYYMMDD HHMMSS
Collection/Verification/Post-Verification Notes Elements				
Type of Message	Collection Note, Verification Note, Post-Verification Note			
Date Created	CreateDate	dateTime		YYYY-MM-DDTHH:MM:SS.mmm
Invoice Key	Invoice Key	PK		Must match on InvoiceKey and Invoice Number, or Note is considered bad.
Invoice Number	Invoice Key	NVarchar	30	Enter Invoice Number to associate notes.
Response Key	VerReceiveKey	PK		Must match on VerReceiveKey and Description, or Note is considered bad.
Response Message	VerReceiveKey	NVarchar	40	Setup in **Tables** > **Data Entry** > **Verification/Collection Messages**
Method Key	VerMethodKey	PK		Must match on VerMethodKey and Description, or Note is considered bad.
Method Type	VerMethodKey	NVarchar	40	Setup in **Tables** > **Date**

Field	Element	Type	Length	Description
				Entry > **Contact Methods**
Debtor's Contact	Contact Key	Alphanumeric		Must exist in database
W/P or C/B Status	PromiseDate	Smallint	1	Will Pay =1, Call Back = 2, No date = 0
W/P or C/B Date	PromiseDate	DateTime	23	YYYY-MM-DDTHH:MM:SS.mmm
Tickler	Tickler	Boolean	5	If True or 1, then the file must have a PromiseDate DateType and Date/Time Stamp. DateType= WillPay or CallBack If Blank, false or 0 (zero), then PromiseDate DateType and Date/Time Stamp is not required.
Note	NoteText	Alphanumeric	500	Enter the Note associated with specified invoice.

NOTE

Any combination of Notes (Verification/Collection/Post-Verification) can be imported into FactorSoft using the Notes XML Importer. Additionally, there is no limit to the number of notes that can be in a single file.

Sample File

The file name should be in the following format: NoteDateTime.xml [**NoteYYYYMMDDHHMMSS.xml**] Below is a sample of a Note XML Import file.

```xml
<?xml version="1.0" encoding="UTF-8"?>

-<File NoteCount="3">
    <FileInfoGroup FileTime="085201" FileDate="20200205"/>
    -<CollectionNotes>
        -<CollectionNote>
            <CreateDate>2020-02-05T01:01:01-06:00</CreateDate>
            <Invoice Key="432">2420-1</Invoice>
            <VerReceive Key="7">Delivery confirmation & Acknowledge</VerReceive>
            <VerMethod Key="3">Email</VerMethod>
            <Contact Key="7"></Contact>
            <PromiseDate DateType="WillPay">2020-02-25T01:01:01-06:00</PromiseDate>
            <Tickler>false</Tickler>
            <NoteText>COLLECTION NOTE TEST: This is a test of the collection notes. This is only a test. </NoteText>
        </CollectionNote>
    </CollectionNotes>
    -<VerificationNotes>
        -<VerificationNote>
            <CreateDate>2020-02-05T02:01:01-06:00</CreateDate>
            <Invoice Key="433">2420-2</Invoice>
            <VerReceive Key="1">OK to buy</VerReceive>
            <VerMethod Key="4">Phone</VerMethod>
            <Contact Key="18">2055556789</Contact>
            <PromiseDate DateType="CallBack">2020-01-31T02:01:01-06:00</PromiseDate>
            <NoteText>VERIFICATION NOTE TEST: This is a test of verification notes. This is only a test. </NoteText>
        </VerificationNote>
    </VerificationNotes>
    -<PostVerificationNotes>
        -<PostVerificationNote>
            <CreateDate>2020-02-05T03:01:01-06:00</CreateDate>
            <Invoice Key="438">2520-4</Invoice>
            <VerReceive Key="4">Denied</VerReceive>
            <VerMethod Key="5">Fax</VerMethod>
            <Contact Key="20">2055551234</Contact>
            <NoteText>POST-VERIFICATION NOTE TEST: This is a test of the post-verification notes. This is only a test. </NoteText>
        </PostVerificationNote>
    </PostVerificationNotes>
</File>
```