



CIF Change Monitor

CIFChangeMonitor.dnax

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Overview:

The CIF Change Monitor DNAapp is an online application that allows the User to proactively review and monitor person and organization CIF (Customer Information File) records that have had recent updates such as address changes, phone number changes, email address changes, and keyword/password changes.

This allows a Financial Institution an on-demand channel to quickly review these CIF changes without having to request, run, and review batch or reporting system files and reports, and also put the changes in east-to-read formats for the old vs. new values. The Financial Institution may also easily place warning flags on the person CIF changes to alert other Users (call center, branch personnel, etc.) of recent changes.

Key Benefits:

The CIF Change Monitor DNAapp provides the Financial Institution with flexible setup, review, and simplified processing. Other benefits include:

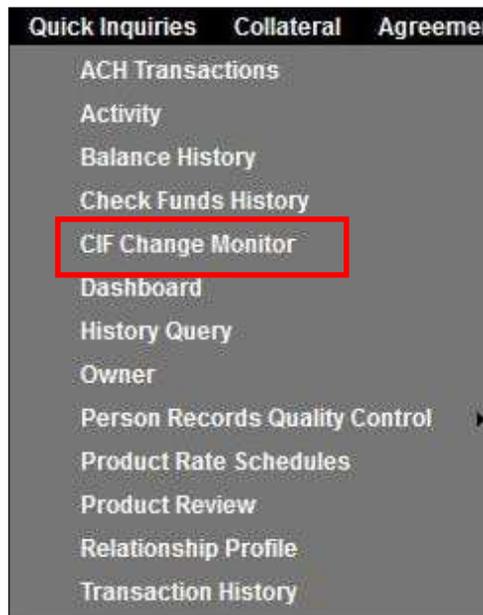
- The ability to query online for both person and organization records that have had recent CIF changes.
- Only changes to records with current data are picked up, so new persons and organizations are filtered out. This allows the Monitor to focus strictly on where data was changed from a previous value.
- Flexibility to choose which types of addresses and phone numbers will be checked for record updates.
- Institution-level setting to control which label will be displayed for the CIF Change Monitor screen for the keyword (often defaulted as Mother's Maiden Name, Keyword, or Password) so a Financial Institution may have the screen reflect their choice of description for this field. This dynamic display helps make it simple for a user to quickly note if a customer or member has recently updated this information, which comes in handy when working in the call center or at the branch.
- Functionality to "mix/match" for the queries so a User may select one, some, or all of the changed conditions values to query against.
- Ability to add warning flags on one, some, or all of the person CIF changes that may need additional monitoring with one-click functionality. This will help alert other areas that a change has taken place and they may wish to carefully review when assisting the customer or member.
- Security controls that work with standard DNA authorizations to separate the screen functionality into query/review and query/review/flag maintenance, if desired.
- Full activity and audit tracking of warning flag placements and releases.
- Easy-to-read details of "old vs. new" values, such as an old phone number and a new phone number so a User can find out right away what was updated, where it was done, and who did it, without having to go to the activity query screens or reports.
- Being able to monitor CIF changes in real-time via screen access, versus having to work off batch reports.

Processing:

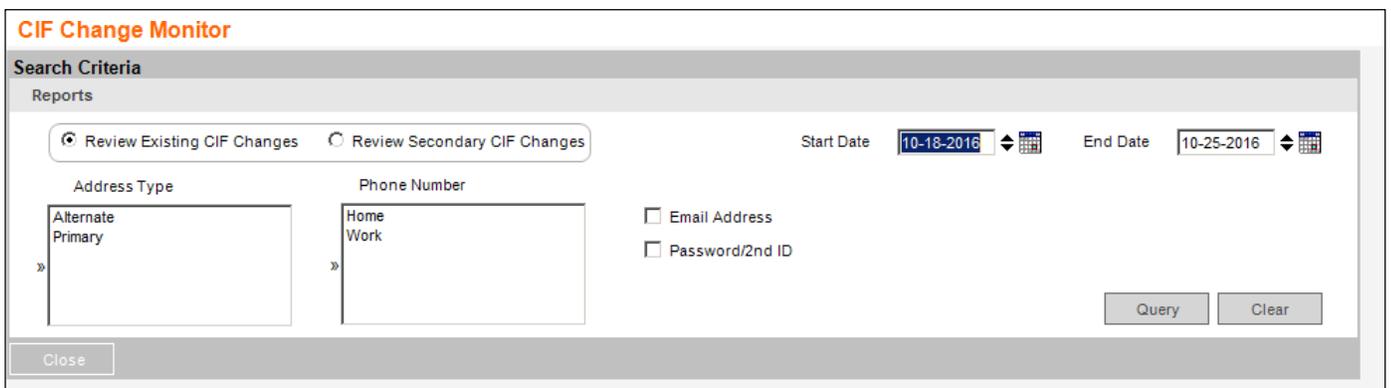
The CIF Change Monitor application is designed for Financial Institutions to utilize online functionality via a screen application to best monitor certain CIF activities.

To gain access to the CIF Change Monitor application, the User must be granted the “Relationship Profile” Authorization Item and the “CMAI – CIFChangesMonitor App Auth” Authorization Profile to perform the adding and releasing of warning flags using this screen.

To first access the screen, the User will go to the Relationships Module > Quick Inquires > CIF Change Monitor.



Upon selecting this item, the new screen will be presented. Below is the default view of the CIF Change Monitor screen when the User selects the menu item.



Note: The second checkbox when the Review Existing CIF Changes radio button is selected (shown as Password/2nd ID in the above example) is a dynamic label that is derived from the value for the *Cust Keyword Institution Option*. For purposes of this document, the term Keyword will be used to describe this field.

Institution Option

Selection Criteria

Institution Option Category: <None>

Institution Options

Values

Code	Description	In Use YN	Value	Data Type
KCOB	Keep ChargeOff...	Yes	Yes	Yes/No
KEYW	Description of C...	Yes	Mother's Maiden Name	String
LAIT	Loan Accrued In...	No	No	Yes/No
LEDR	Max Days Back ...	Yes	62	Integer
LMGD	Max Allotment L...	Yes	10	Integer
LMIC	Limit Products o...	No	No	Yes/No

Auto Hide Create Edit Delete

Edit Institution Option

Option Code: KEYW Option On

Description: Description of Cust Keyword

Data Type: String

Option Value: Mother's Maiden Na

Close Close Clear Review

Note: If the *Description of Cust Keyword Institution Option* is turned off (Option On check box is unchecked), the radio button will default with the name Keyword and will be greyed out on the screen.

To create a query, the User will first select one of the two radio buttons; Reviewing Existing CIF Changes or Review Secondary CIF Changes.

- The Review Existing CIF Changes radio button is used to identify any changes to the CIF record for the Primary Address, Phone Number, Email Address and/or the Keyword.

Note: The Primary Address and Phone Number are defined by the Primary Address Code and Primary Phone Number Code calculation variables.

- The Review Secondary CIF Changes radio button is used to identify any changes to the CIF Record for the Secondary Address, Phone Number and Email Address.

Note: The Secondary Address and Phone Number are defined by the Secondary Address Code and Secondary Phone Number Code calculation variables.

After selecting the radio button that represents the type of change to search by, the User will select which component(s) of the CIF record(s) they wish to query.

The CIF Record components the User can query for are Address Type, Phone Number, Email Address, and Keyword (only if Review Existing CIF Changes). Once the User has selected their search criteria they will select the Query button to display the Records List.

If there are no records found based on the criteria selected when the Query button is selected, the message “No records found.” is displayed.

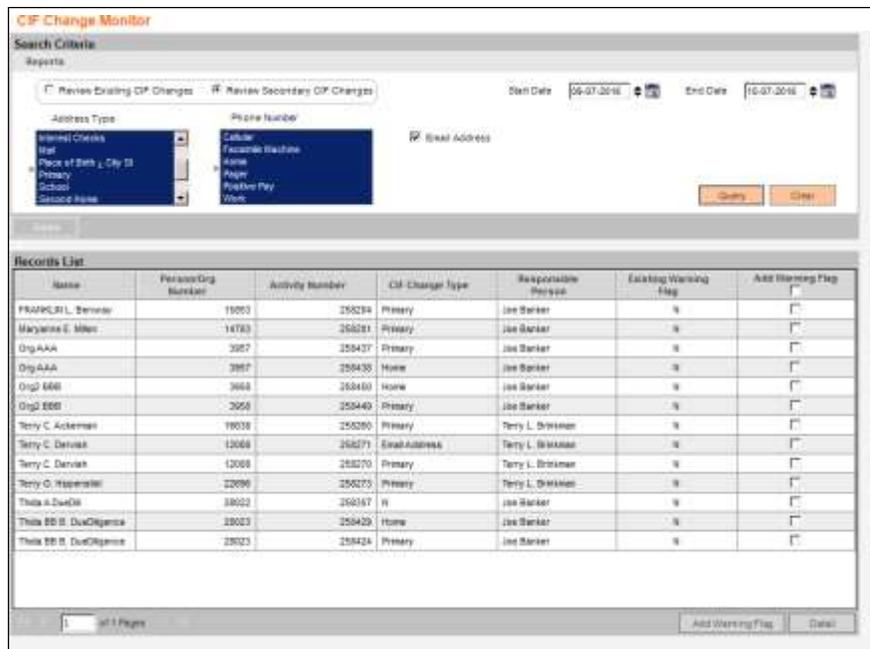
The screenshot displays the 'CIF Change Monitor' application interface. At the top, there is a 'Search Criteria' section with two radio buttons: 'Review Existing CIF Changes' (unselected) and 'Review Secondary CIF Changes' (selected). Below these are three checkboxes for search criteria: 'Address Type' (checked), 'Phone Number' (checked), and 'Email Address' (unchecked). The 'Address Type' dropdown menu is open, showing 'Primary' selected. The 'Phone Number' dropdown menu is also open, showing 'Cellular', 'Home', and 'Work' options. There are 'Start Date' and 'End Date' fields, both set to '03-07-2016'. A 'Query' button and a 'Clear' button are visible. Below the search criteria is a 'Records List' section with a table header containing columns: Name, Personal Number, Activity Number, CIF Change Type, Responsible Person, Existing Warning Flag, and Add Warning Flag. The table body is empty. A message box with an information icon and the text 'No records found.' is overlaid on the table, with a 'OK' button below it.

The number of records displayed on the page is determined by the Records Per Page calculation variable. This variable can contain a value between 16 and 99 with the default set to 16 records per page. Based on the number of records displayed per page, a scroll bar may appear on the right side of the Records List to allow the User to see and work all records on that individual page.

Note: The default value of 16 is used for the examples within this section of the User Manual.

Note: Selection of multiple Address Types and Phone Numbers for the Query will make response times longer, and this is largely dependent upon the financial institution’s database size and performance. As the process is similar to a large Transaction History Query, the response time may take some time to retrieve the desired records.

If there are 16 records or less found based on the criteria selected when the Query button is selected, the Records List will bring back and display the first 16 records and will sort the list in alphabetical order by lower case Name.

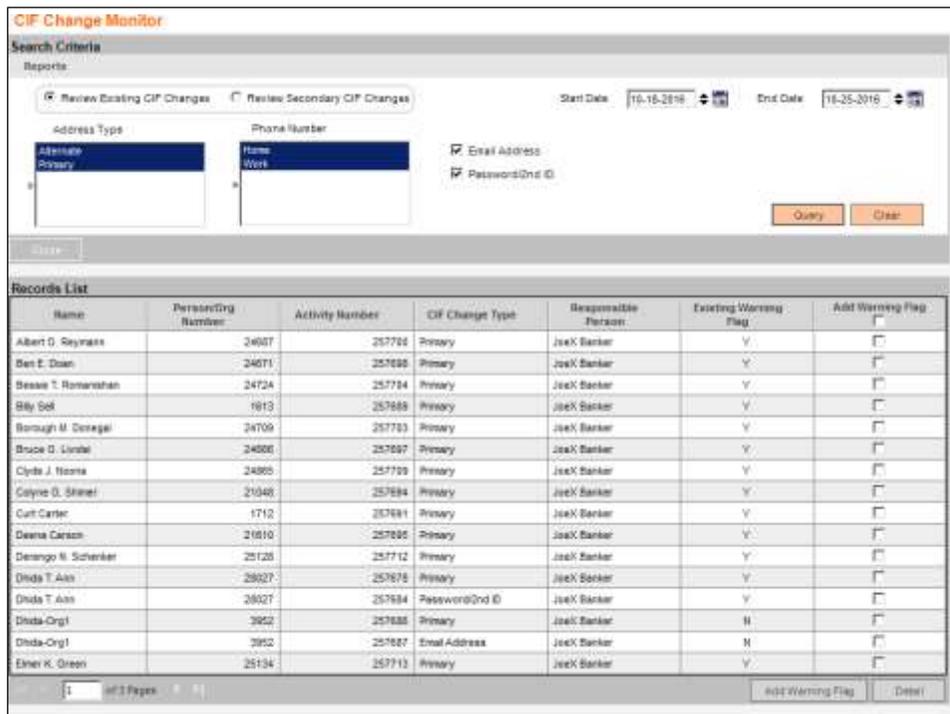


If there are more than 16 records found when the Query button is selected, a message is triggered; “Search result found x,xxx records displaying in y,yyy pages.” where the ‘y,yyy’ value is the ‘x,xxx’ value divided by 16 (the value in the Records Per Page calculation variable).



When the User clicks 'OK' to close the message, the data grid will show only the 1st page of the results which contain the first 16 records and will sort the list in alphabetical order by lower case Name.

Each page will contain 16 records and the number of pages displayed will depend on the number of records returned.



If multiple pages are returned, the User can access the pages by doing one of the following:

- Click an arrow (>) to go to the next page.
- Click an arrow (>>) to go to the last page.
- Click an arrow (<) to go to the previous page.
- Click an arrow (<<) to go to the first page.
- Input the number in the text box of the paging control field, select the Tab or Enter key, and the User will be brought to that specific page directly.

Once the User selects the page they wish to work, they can view the Detail of the CIF change for an individual record or they can add warning flags to the specified Person Records.

If the User wishes to review additional detail regarding the CIF changes that have occurred, the User will select the Detail button. The Detail button will only be enabled once a record is selected from the Records List.

The screenshot shows the 'CIF Change Monitor' interface. At the top, there are search criteria options: 'Reverse Existing CIF Changes' (selected) and 'Reverse Secondary CIF Changes'. Below this are date pickers for 'Start Date' (10-10-2018) and 'End Date' (10-25-2018). There are also dropdowns for 'Address Type' (Primary selected) and 'Phone Number' (Home selected). Checkboxes for 'Email Address' and 'Password/ID' are also present. A 'Query' button is visible. Below the search area is a 'Records List' table with columns: Name, Person/Org Number, Activity Number, CIF Change Type, Responsible Person, Existing Warning Flag, and Add Warning Flag. The table contains 17 rows of data, with the second row (San E. Diaz) highlighted in orange. At the bottom right of the table, there is an 'Add Warning Flag' button and a 'Detail' button.

Name	Person/Org Number	Activity Number	CIF Change Type	Responsible Person	Existing Warning Flag	Add Warning Flag
Albert O. Raymond	24007	257700	Primary	Joak Banker	Y	<input type="checkbox"/>
San E. Diaz	24671	257688	Primary	Joak Banker	Y	<input type="checkbox"/>
Bessie T. Romanishan	24724	257704	Primary	Joak Banker	Y	<input type="checkbox"/>
Billy Dell	1613	257688	Primary	Joak Banker	Y	<input type="checkbox"/>
Borough M. Donegal	24785	257703	Primary	Joak Banker	Y	<input type="checkbox"/>
Bruce O. Livelle	24888	257687	Primary	Joak Banker	Y	<input type="checkbox"/>
Clyde J. Hoops	24886	257709	Primary	Joak Banker	Y	<input type="checkbox"/>
Clyde G. Shiner	21648	257684	Primary	Joak Banker	Y	<input type="checkbox"/>
Carl Corber	1712	257681	Primary	Joak Banker	Y	<input type="checkbox"/>
Denis Carson	21618	257686	Primary	Joak Banker	Y	<input type="checkbox"/>
George N. Cohenkoff	25129	257712	Primary	Joak Banker	Y	<input type="checkbox"/>
Glida T. Aon	28027	257676	Primary	Joak Banker	Y	<input type="checkbox"/>
Glida T. Aon	28027	257684	Password/ID	Joak Banker	Y	<input type="checkbox"/>
Glida-Drg1	3662	257686	Primary	Joak Banker	N	<input type="checkbox"/>
Glida-Drg1	3662	257687	Email Address	Joak Banker	N	<input type="checkbox"/>
Glenn K. Green	25124	257713	Primary	Joak Banker	Y	<input type="checkbox"/>

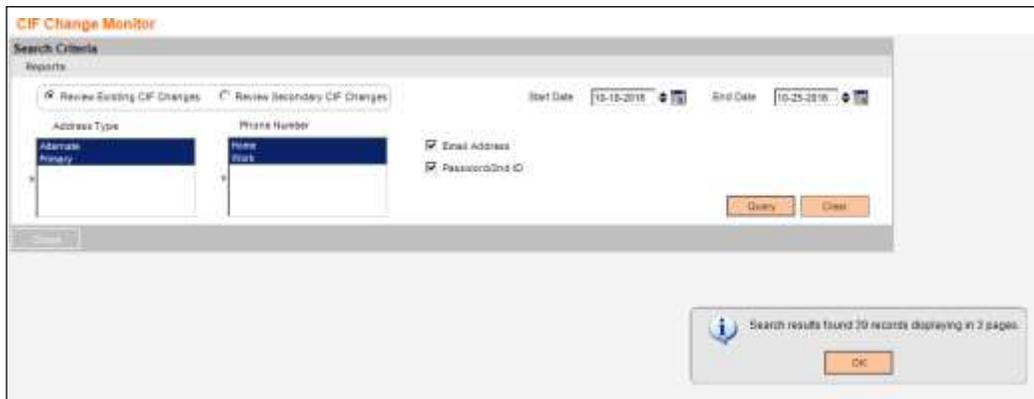
Once the User has selected the Detail button the CIF Change Monitor Detail screen will be displayed.

The screenshot shows the 'CIF Change Monitor Detail' screen. It features a table titled 'Change Information' with columns: Activity Number, Activity Time, Branch, Table, Column, Old CIF Value, and New CIF Value. The table contains 7 rows of data. Below the table is a 'Close' button.

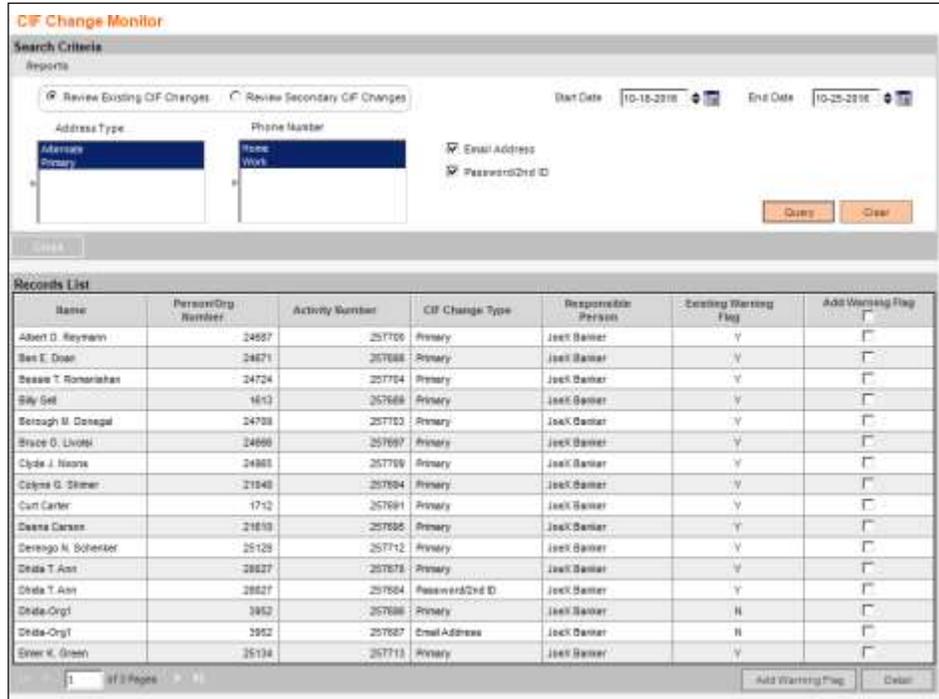
Activity Number	Activity Time	Branch	Table	Column	Old CIF Value	New CIF Value
257688	09:23:35 PM	Peabody Branch	ADDRLine	Net		4 888 Ave
257688	09:23:35 PM	Peabody Branch	ADDRLine	Text		NET
257688	09:23:35 PM	Peabody Branch	ADDRLine	Text	42 188 Ave	
257688	09:23:35 PM	Peabody Branch	COMPADDR	AddrLineText	42 188 Ave	
257688	09:23:35 PM	Peabody Branch	COMPADDR	City	Georgetown	
257688	09:23:35 PM	Peabody Branch	COMPADDR	StateCode	CT	
257688	09:23:35 PM	Peabody Branch	COMPADDR	ZipCode	06013	

The screen will display all the old and new CIF values that are associated to the CIF record for a given Activity Number. The User will have the capability to review this information before and after a record has been flagged.

Once the User selects the Close button, the User is returned to the CIF Change Monitor screen with the corresponding message displayed based on the search criteria selected.



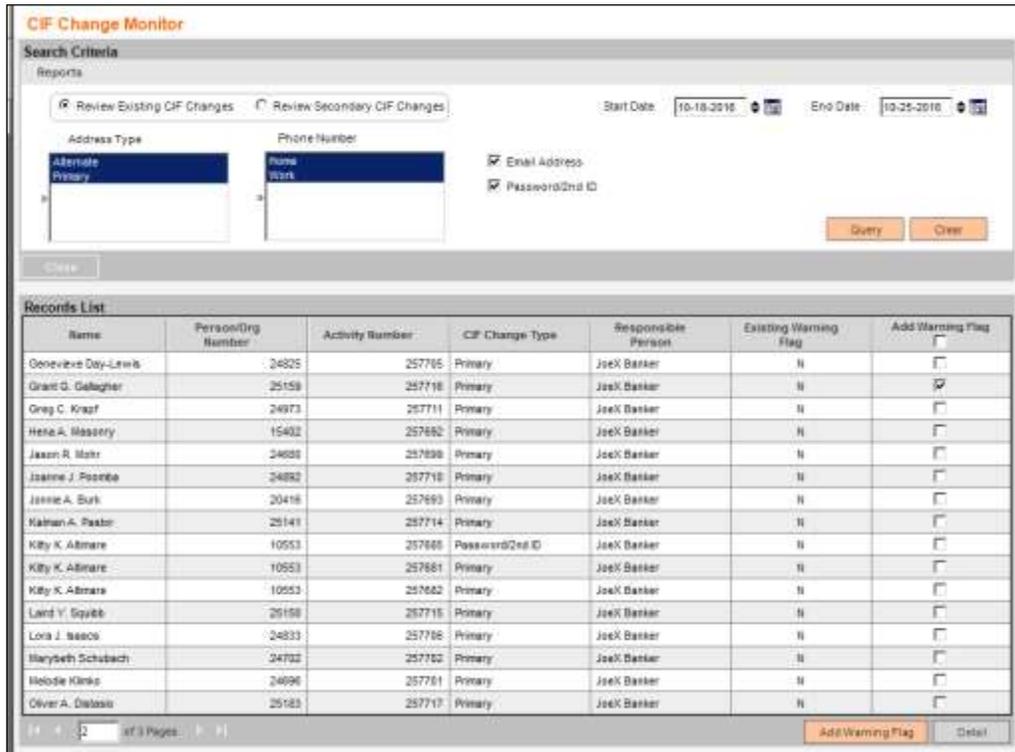
Once the User selects the OK button, the Records List will display based on the original criteria selected.



Note: If Record has previously been flagged, the Existing Warning Flag column will display a “Y”. If Record has not been flagged yet the field value will be “N”.

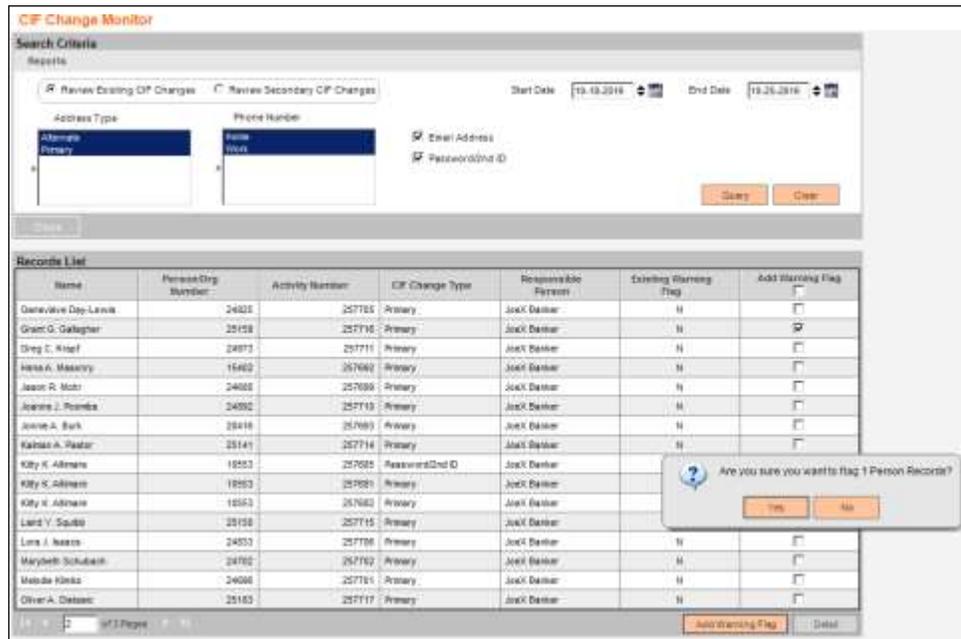
To add a warning flag to one or more Person Records, the User may select the checkbox located in the column header under ‘Add Warning Flag’ to select all Person Records on that page or select individual Person Records by selecting the checkbox on a given row.

Note: The “Add Warning Flag” button will only be enabled after at least one Add Warning Flag checkbox has been selected.



Once the records are selected, the User will select the Add Warning Flag button. A message will be triggered “Are you sure you want to flag xx Person Records?”

The User will select the Yes button to add the warning flags to the Person Records.



The corresponding warning flag as defined by the Exist Addr Upd Warning Flag Cd and New Sec Addr Warning Flag Cd calculation variables and the selection criteria will be added to the Person Record. The inactive date will automatically be set on the warning flag based on the Warning Flag Expiration Days calculation variable.

The User will be returned to the CIF Change Monitor screen.



Note: If there are more than 16 records (value based on Records Per Page calculation variable) returned, there will be multiple pages and the User will work one page at a time. If the checkbox is checked in the column header under the 'Add Warning Flag' on the first page, it will not select all of the records returned, it will only select all of the records on that specific page.

Note: If the User selects one or more of the Add Warning Flag checkboxes on the page displayed and does not click the Add Warning Flag button but then chooses to select another page, the checkboxes will be cleared. When the User returns to the original page they were working, the checkboxes are unchecked.

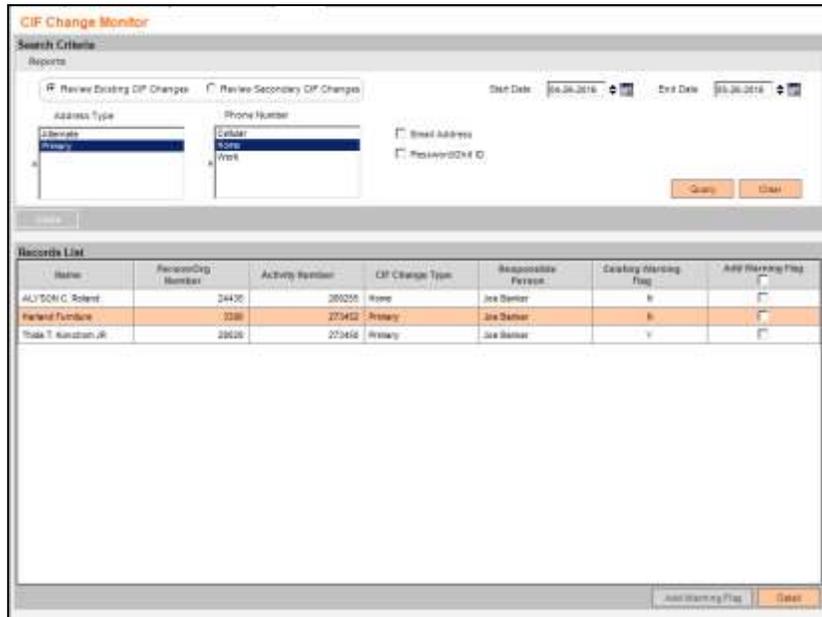
An online report is available which will display all Person Records that have been flagged (Existing Warning Flag = Y). The CIF Change Monitor Warning Flag Placement Report will be triggered when selected from the Reports menu.

Once selected, the online report will display on the screen.

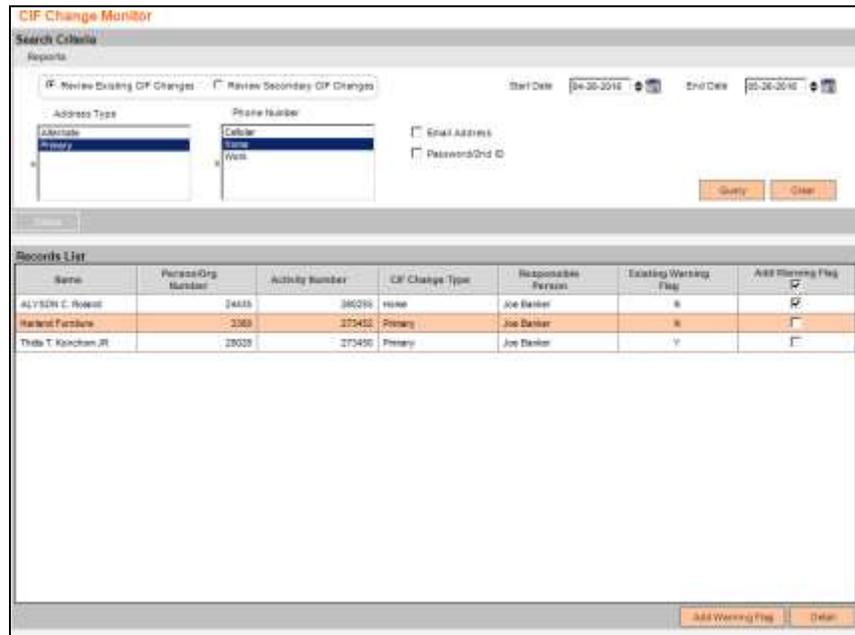
Bank:	Anywhere Financial	CIF Change Monitor Warning Flag Placement Report	Run Date:	05-27-2016
Report:	CIFCHGWARN		Post Date:	05-27-2016
			Page:	1 of 1
Person Number	Person Name	Warning Flag	Effective Date	
1151	Ananda A. Smith	Existing Address Change	11-13-2015	
Report Totals				
Total Number of Warning Flags Added:				1

Note: The specific warning flags that will be placed on the Person Records must be defined in the Calculation Variable setup. The respective Warning Flag codes must be entered in the Exist Addr Upd Warning Flag Cd and New Sec Addr Warning Flag Cd calculation variables.

The Organization Records will display in the Records List if they meet the criteria selected and behave the exact same as the Person Records.

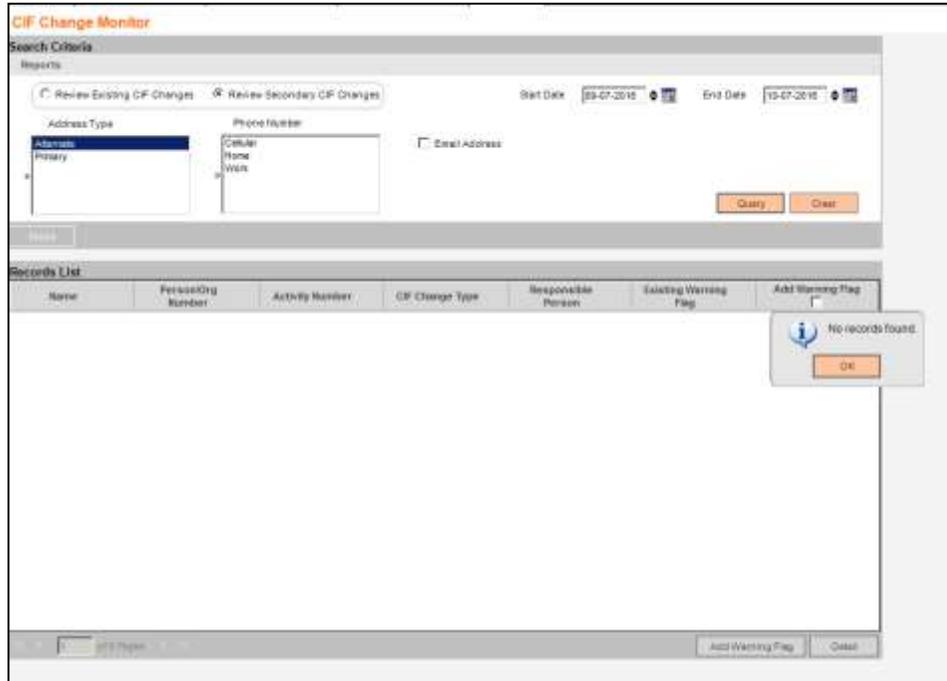


The 'Add Warning Flag' checkbox cannot be selected individually for an Organization Record. In addition, the 'Add Warning Flag' checkbox will not be checked for an Organization Record even if the checkbox is checked in the header of the Add Warning Flag Column which indicates to check 'All' of the records on the screen.



Application Messages:

After the User selects the criteria and clicks the Query button, a message “No records found.” is displayed if there are no records that match the selection criteria.



After the User selects the criteria and clicks the Query button, a message is displayed, “Search result found x,xxx records displaying in y,yyy pages.” This message is to inform the User of the number of records and pages that will be displayed. The number of records displayed is determined by the value of the Records Per Page calculation variable.



After the Add Warning Flag checkbox is selected for all Person Records the User wishes to flag they will select the Add Warning Flag button. When the User selects the button a message will display, "Are you sure you want to flag [x] Person Records?"



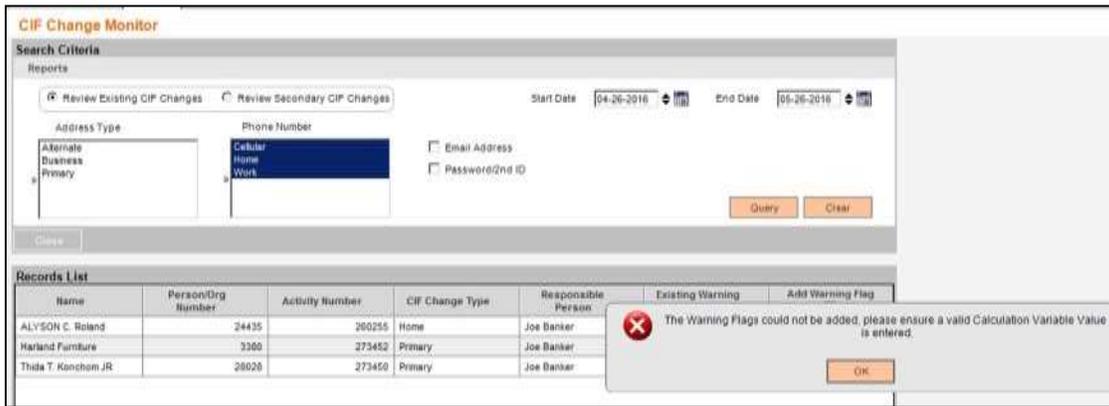
If the Core API 7772 has not been assigned to the User's auth profile and the User selects the Add Warning Flag button and attempts to add warning flags to the selected Person Records a message will be triggered: "The Warning Flags could not be added. User Does not have Authority to this interface."



If the Core API 7772 is assigned to the User's auth profile but does not have the needed auth permissions and selects the Add Warning Flag button and attempts to add warning flagsto the selected person records a message will be triggered: "The Warning Flags could not be added. User Does not have Authority for Transaction."



If a User attempts to add a warning flag to a person record when multiple values have been set for the Exist Addr Upd Warning Flag Cd or New Sec Addr Warning Flag Cd calculation variables, a message will be triggered: "The Warning Flags could not be added, please ensure a valid Calculation Variable Value is entered."



If a User attempts to add a warning flag to a person record when a value has been set for the Exist Addr Upd Warning Flag Cd or New Sec Addr Warning Flag Cd calculation variables that does not match a valid warning flag code in the Warning Flag table, a message will be triggered: "The Warning Flags could not be added. Invalid WarnFlagcd Provided in Request."



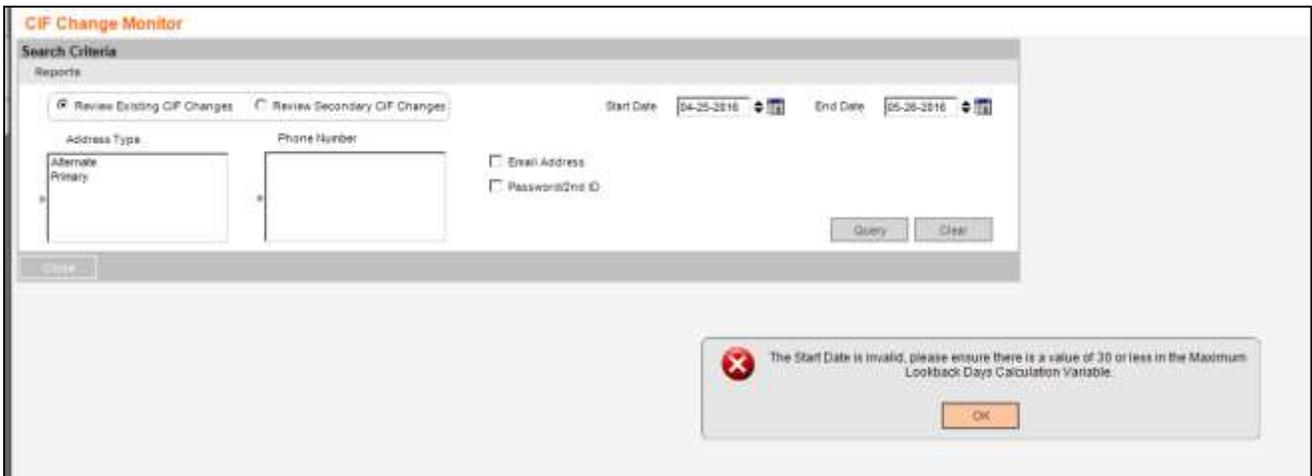
If a User selects the Review Existing CIF Changes radio button and enters valid Search Criteria and the Exist Addr Upd Warning Flag Cd calculation variable is null, when the User selects the Query button a message will be triggered: "Invalid WarnFlagcd Provided In Request."



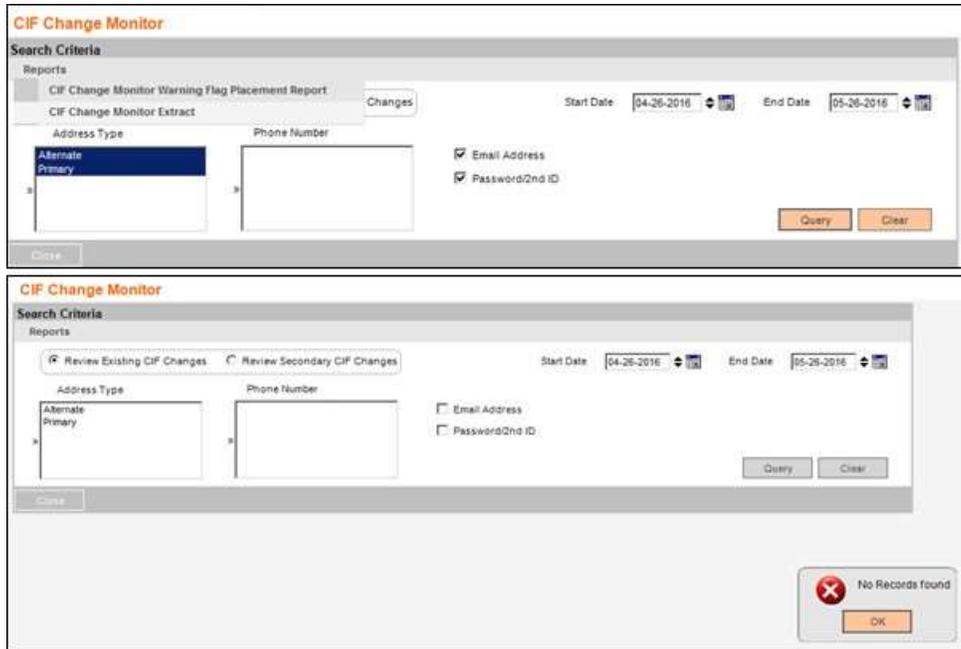
If a User selects the Review Secondary CIF Changes radio button, enters valid Search Criteria and the New Sec Addr Warning Flag Cd calculation variable is null, when the User selects the Query button a message will be triggered: "Invalid WarnFlagcd Provided In Request."



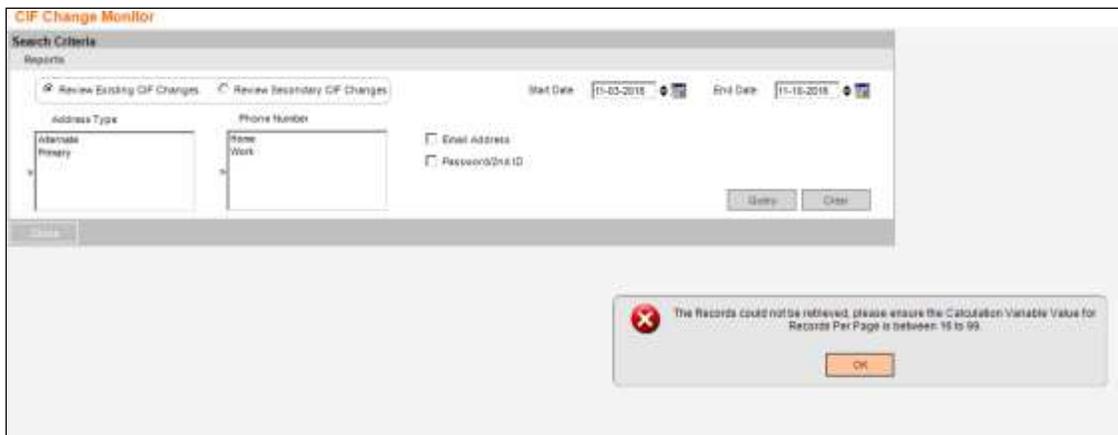
If a User adds a value greater than 30 for the Maximum Lookback Days calculation variable, when they access the CIF Change Monitor screen a message is displayed: "The Start Date is invalid, please ensure there is a value of 30 or less in the Maximum Lookback Days Calculation Variable."



If a User attempts to trigger the CIF Change Monitor extract when there are no applicable records, a message will be triggered when the menu item is selected, the message will read “No Records Found”



When a value of less than 16 or greater than 99 is entered in the Records Per Page calculation variable, when the User tries to access the CIF Change Monitor screen, a message is displayed: “The Records could not be retrieved, please ensure the Calculation Variable Value for Records Per Page is between 16 and 99.”



Variables

In order for this App to be customized for different Financial Institutions, a set of Configuration Variables has been created with default values populated into the database. A Financial Institution can assign different values according to its system settings. Calculation Categories:

An Institution level calculation category is required to associate the variables to the application. The following new calculation category code is used for that purpose.

Calculation Category Code	Description
CIFC	CIF Change Monitor

Calculation Types:

An Institution level calculation type is required to associate the variables to the application. The following new calculation type is used for that purpose.

Calculation Category Code	Calculation Type Code	Description (how used)	MjMiYN
CIFC	CIFC	CIF Change Monitor	N

Calculation Variables:

The following new Institution level calculation variables are required for the application. They are populated within the 'CIFC' calculation type.

Variable	Code	Description (how used)	Data Type	Default
Exist Addr Upd Warning Flag Cd	EAWF	Warning flag code used to flag a Record that has had existing information updated. User defined value. If Record has the defined flag, the "Existing Warning Flag" field will display "Y". Note: The warning flag must be marked as a Person Warning Flag.	STR	<null>

Variable	Code	Description (how used)	Data Type	Default
New Sec Addr Warning Flag Cd	NSAW	Warning flag code used to flag a Record that has had existing information updated. User defined value. If Record has the defined flag, the "Existing Warning Flag" field will display "Y". Note: The warning flag must be marked as a Person Warning Flag.	STR	<null>
Warning Flag Expiration Days	WFED	Value used to set inactive date on warning flags in the future. When a warning flag is placed on a Record this value will be used to set the inactive date: Current Calendar Date + calculation variable value= Inactive Date for placed warning flags. Example: Current Post Date is 5/1/2016 WFED value is 30. Inactive Date should be 5/31/2016	NUM	30
Primary Phone Number Code	PPNC	Comma delimited list where the user will enter the codes of the values which will display in the Phone Number selection box when the Review Existing CIF Changes radio button is selected. Note: Comma delimited list not to exceed 50 codes Note: Codes must be unique and not be associated to the Secondary Phone Number Code calculation variable.	STR	PER,BUS
Secondary Phone NumberCode	SPNC	Comma delimited list where the user will enter the codes of the values which will display in the Phone Number selection box when the Review Secondary CIF Changes radio button is selected. Note: Comma delimited list not to exceed 50 codes Note: Codes must be unique and not be associated to the Primary Phone Number Code calculation variable.	STR	<null>

Variable	Code	Description (how used)	Data Type	Default
Primary Address Code	PADC	Comma delimited list where the user will enter the codes of the values which will display in the Address Type selection box when the Review Existing CIF Changes radio button is selected. Note: Comma delimited list not to exceed 50 codes Note: Codes must be unique and not be associated to the Secondary Address Code calculation variable.	STR	PRI, ALT
Secondary Address Code	SADC	Comma delimited list where the user will enter the codes of the values which will display in the Address Type selection box when the Review Secondary CIF Changes radio button is selected. Note: Comma delimited list not to exceed 50 codes Note: Codes must be unique and not be associated to the Primary Address Code calculation variable.	STR	<null>
Maximum Look Back Days	MLBD	Value will be used to default the Start Date field. The value entered minus the Current Calendar Date will display on the CIF Change Monitor screen. Note: The maximum value for this calculation variable will be 30.	NUM	7
Resp Person to Exclude	RPEX	Comma delimited list where the application will exclude activity from the person numbers provided from being displayed or used within the application.	STR	<null>

Variable	Code	Description (how used)	Data Type	Default
Records Per Page	RDPP	<p>This value will determine the number of records displayed per page on the CIF Change Monitor screen. The value entered must be between the values of 16 to 99 with 16 the minimum and 99 the maximum value entered.</p> <p>If a value of less than 16 or greater than 99 is entered, when the User tries to access the CIF Change Monitor screen, an exception message will be raised.</p> <p>Note: Since Financial Institution may have multiple pages and each page of records must be “worked” separately, this calculation variable will allow the Financial Institution to have more than 16 records displayed if desired, so the User could “work” fewer pages.</p> <p>Note: To ensure performance is still within a high standard, the limit for the calculation variable value will be 99 records per page with the default set to 16 records per page.</p>	NUM	16

Institution Options

The Description of Cust Keyword Institution Option will be used within this application to define the “Keyword” Radio Button.

Institution Option

Selection Criteria

Institution Option Category: <None>

Institution Options

Values

Code	Description	In Use YN	Value	Data Type
KCOB	Keep ChargeOff...	Yes	Yes	Yes/No
KEYW	Description of C...	Yes	Mother's Maiden Name	String
LAIT	Loan Accrued In...	No	No	Yes/No
LEDR	Max Days Back ...	Yes	62	Integer
LMGD	Max Allotment L...	Yes	10	Integer
LMIC	Limit Products o...	No	No	Yes/No

Auto Hide Create Edit Delete

Edit Institution Option

Option Code » KEYW Option On

Description » Description of Cust Keyword

Data Type » String

Option Value » Mother's Maiden Na

Close Close Clear Review Process

This value will populate the Person Maintenance screen, if no value is entered in this field the Person Record will display on the CIF Change Monitor and be used to security purposes:

The screenshot shows the 'Edit Person' interface with a tabbed menu at the top containing 'Additional', 'Relationships', 'Services', 'Contact Management', and 'Transaction Expr'. The 'Person Information' section includes the following fields: 'Validated' (Yes), 'CIP' (text input), 'Salutation' (<None>), 'First Name' (Amanda), 'Middle Name / M.I.' (empty), 'Last Name' (Smith), 'Suffix' (empty), 'Nickname' (empty), 'Mother's Maiden Name' (empty, highlighted with a red box), and 'Tax ID' (123-45-6810).

The value will be used as the checkbox search option on the CIF Change Monitor screen:

The screenshot shows the 'CIF Change Monitor' search interface. It features a 'Reports' section with two radio buttons: 'Review Existing CIF Changes' (selected) and 'Review Secondary CIF Changes'. There are 'Start Date' and 'End Date' dropdown menus set to 05-20-2016 and 05-27-2016 respectively. Below these are two columns of checkboxes for 'Address Type' (Alternate, Primary) and 'Phone Number' (Work). A 'Mother's Maiden Name' checkbox is highlighted with a red box. 'Query' and 'Clear' buttons are located at the bottom right.

Note: If the *Description of Cust Keyword Institution Option* is turned off (Option On checkbox is unchecked), the radio button will default with the name Keyword and will be greyed out on the screen.

Activity:

This application updates the Activity tables when warning flags are added, using the following Activity Category and Activity Type:

Activity Category	Code	Activity Type	Code	Activity Subject
Person Maintenance	PMNT	Person Maintenance/Person	PERS	Person

Reports:

There will be one online popup report that may be produced.

The report (CIFCHGWARN.sqt) will show the Person Records that have had warning flags added and are active for a CIF change. The CIF Change Monitor Warning Flag Placement Report will be generated when selected from the Reports menu item. This report will be viewed online and will be displayed in PREVIEW mode.

Bank: Anywhere Financial	CIF Change Monitor Warning Flag Placement Report	Run Date: 05-27-2016	
Report: CIFCHGWARN		Post Date: 05-27-2016	
		Page: 1 of 1	
Person Number	Person Name	Warning Flag	Effective Date
1151	Amanda A. Smith	Existing Address Change	11-13-2015
Report Totals			
		Total Number of Warning Flags Added:	1

Field Listings

Field	Description
Body of Report	
Person Number	Person Number associated to the Person Record that has just been flagged.
Person Name	Name of the Person Record that's just been flagged.
Warning Flag	The name that corresponds to the Warning Flag Code defined in the No DOB Warning Flag Code, No Tax ID Warning Flag Code, or No Keyword Warning Flag Code Calculation Variable
Effective Date	The date the warning flag was created for the selected Person Record, the date should be less than or equal to the current post date of when the report was triggered.
Report Totals	
Total Number of Warning Flags Added	Total number of active flags on Person Records.

Extract File

The CIF Change Monitor Extract (CIFCHGEXTRACT.sqt) may be called from the Reports menu item on the CIF Change Monitor screen.

```

NAME|ADDR|CITY|STATE|ZIPCODE|COUNTRYCD|PERSPHONE|EXT|PERSEMAIL|WRNFLAGCD|WRNFLAGDESC|PLACEMENTDATE
ALYSON C. Roland|40 90th Ave. |Somers|CT|06071|USA|666-666-6666|||CIF2|Review Secondary CIF Changed|12-23-2014
Jesse C. Swain|30 Santa Ct. |Salem|CT|06420|USA|567-567-8903||jesscswain@hotmail.com|CIF1|Review Existing CIF Changed|12-23-2014
Jesse C. Swain|30 Santa Ct. |Salem|CT|06420|USA|567-567-8903||jesscswain@hotmail.com|CIF2|Review Secondary CIF Changed|12-23-2014
Rosalle J. Shoenaker|8 47th Ave. |1234 4505/2|Glastonbury|CT|06033|USA|203-555-1089||test@home.com|CIF1|Review Existing CIF Changed|12-23-2014
Shelli A. Swain|8 47th Ave. |1234 4505/2|Glastonbury|CT|06033|USA|203-555-1089||test@home.com|CIF1|Review Existing CIF Changed|12-23-2014
Shelli A. Swain|8 47th Ave. |1234 4505/2|Glastonbury|CT|06033|USA|203-555-1089||test@home.com|CIF2|Review Secondary CIF Changed|12-23-2014
    
```

Output File Layout – Pipe Delimited

Field Header	Field	Description
NAME	Person Name	Full Name of the Person Record that has been flagged.
ADDR	Person Address	Address associated to the Person Record.
CITY	City	City associated to the Person Record.
STATE	State	State associated to the Person Record
ZIPCODE	Zip Code	Zip Code associated to the Person Record
COUNTRYCD	Country Code	Country Code associated to the Person Record
PERSPHONE	Phone Number	Primary Phone Number associated to the Person Record. The Primary Phone Number is defined by the Institution Calculation Variable – Home Phone Use Code. If Person Record has no Phone Number this field will be blank.
EXT	Phone Extension	Extension (if applicable) to the Primary Phone Number associated to the Person Record. The Primary Phone Number is defined by the Institution Calculation Variable – Home Phone Use Code. If Person Record has no Phone Number this field will be blank.
PERSEMAIL	Email	The Home Email Address associated to the Person Record. The Home Email Address is defined by the Institution Calculation Variable - Home Email AddressUse Code. If Person Record has no Phone Number this field will be blank.
WRNFLAGCD	Warning Flag Code	Warning Flag Code which was placed on the Person Record

Field Header	Field	Description
WRNFLAGDESC	Warning Flag Description	Name of Warning Flag which was placed on the Person Record
PLACEMENTDATE	Warning Flag Placement Date	The effective date of the warning flag.

Screens:

CIF Change Monitor

Navigation: Relationships Module > Quick Inquiries > CIF Change Monitor

Screen Appearance:

The screenshot displays the 'CIF Change Monitor' application interface. At the top, there is a 'Search Criteria' section with a 'Reports' dropdown menu. Two radio buttons are present: 'Review Existing CIF Changes' (unselected) and 'Review Secondary CIF Changes' (selected). To the right, 'Start Date' is set to '09-27-2016' and 'End Date' is set to '10-07-2016'. Below these are two dropdown menus for 'Address Type' and 'Phone Number'. The 'Address Type' dropdown is open, showing options like 'Primary', 'School', 'Second Home', etc. The 'Phone Number' dropdown is also open, showing options like 'Cellular', 'Facsimile Machine', 'Home', etc. There is a checked checkbox for 'Email Address' and 'Query' and 'Clear' buttons. A 'Close' button is located below the search criteria section.

Below the search criteria is a 'Records List' table with the following columns: Name, Person/Org Number, Activity Number, CIF Change Type, Responsible Person, Existing Warning Flag, and Add Warning Flag. The table contains 16 rows of data.

Name	Person/Org Number	Activity Number	CIF Change Type	Responsible Person	Existing Warning Flag	Add Warning Flag
Beky Amico		23482	258547 Primary	Joe Banker	N	<input type="checkbox"/>
Billy Ahart		22792	258542 Primary	Joe Banker	N	<input type="checkbox"/>
BRENDA J. Albert		22151	258544 Primary	Joe Banker	N	<input type="checkbox"/>
BRENDA J. Albert		22151	258545 Alternate	Joe Banker	N	<input type="checkbox"/>
Christifer R. Abadesa		15736	258528 Alternate	Joe Banker	N	<input type="checkbox"/>
Christifer R. Abadesa		15736	258538 Primary	Joe Banker	N	<input type="checkbox"/>
Christifer R. Abadesa		15736	258527 Primary	Joe Banker	N	<input type="checkbox"/>
Christifer R. Abadesa		15736	258531 Alternate	Joe Banker	N	<input type="checkbox"/>
Clarence Agosto		2190	258534 Primary	Joe Banker	N	<input type="checkbox"/>
Clarence Agosto		2190	258535 Email Address	Joe Banker	N	<input type="checkbox"/>
Clarence Agosto		2190	258538 Cellular	Joe Banker	N	<input type="checkbox"/>
FRANKLIN L. Benway		15853	258204 Primary	Joe Banker	N	<input type="checkbox"/>
Maryanne E. Hben		14783	258201 Primary	Joe Banker	N	<input type="checkbox"/>
Melanie L. Adolf		12695	258513 Email Address	Joe Banker	N	<input type="checkbox"/>
Melanie L. Adolf		12695	258516 Alternate	Joe Banker	N	<input type="checkbox"/>
Melanie L. Adolf		12695	258514 Home	Joe Banker	N	<input type="checkbox"/>

At the bottom of the records list, there is a pagination control showing '1 of 3 Pages' and two buttons: 'Add Warning Flag' and 'Detail'.

Field Listing:

Field	Description
CIF Change Monitor	
Search Criteria	
Review Existing CIF Changes	<p>If the User wishes to bring back any records where changes have been made to the existing, primary CIF records for the options selected.</p> <p>If selected, records with changes made to the CIF Record as defined in the Primary Address Code, Primary Phone Number Code calculation variables Primary Email Address, or Keyword will display in the Records List data grid.</p> <p>If 1 or any combination of the Address, Phone Number, Email Address Keyword changes the record should display.</p> <p>Phone Types from the Phone Number selection box, any change that has occurred for that Phone Type will cause the record to display in the Records List grid. The values will display based on the values defined in the Primary Phone Number Code (PPNC) calculation variable.</p> <p>If the CIF change was processed by the Pers number defined in the Resp Person to Exclude (RPEX) calculation variable it will not display.</p>

Field	Description
Review SecondaryCIF Changes	<p>If user wishes to bring back any records where changes have been made to the secondary CIF records for the options selected.</p> <p>If selected, records with changes made to the CIF Record as defined in the Address based on the Secondary Address Code, Phone Numbers in the Secondary Phone Number Code calculation variables or secondary Email Address will display in the Records List data grid.</p> <p>Note: If a Secondary Record is not null before the information is updated, the record will not display on the screen.</p> <p>If the user selects one or more Address Types from the Address Type selection box, any new address with a previously null value for that address type will cause the record to display in the Records List grid. The values will display based on the values defined in the Secondary Address Code (SADC) calculation variable.</p> <p>If the user selects one or more Phone Types from the Phone number selection box, any new phone number with a previously null value for that phone type will cause the record to display in the Records List grid. The values will display based on the values defined in the Secondary Phone Number Code (SPNC) calculation variable.</p> <p>If the user selects the Email Address checkbox, any new Business Email for a person record with a previously null value for that Business Email will cause the record to display in the Records Listgrid. Organization Records will not be applicable for this field.</p> <p>If the CIF change was processed by the Pers number defined in the Resp Person to Exclude (RPEX) calculation variable it will not display.</p>
Start Date	Date field will be populated based on the Maximum Look Back Days. The date will be the Post Date minus the Maximum Look Back Days value.
End Date	Date field that will display the System Date as its default.
Address Type	<p>Selection box which will display the records in the following way depending on which radio button is selected:</p> <p>If Review Existing CIF Changes radio button is selected: All values entered in the Primary Address Code Calculation Variable.</p> <p>If Review Secondary CIF Changes radio button is selected: All values entered in the Secondary Address Code Calculation Variable.</p>

Field	Description
Phone Number	<p>Selection box which will display the records in the following way depending on which radio button is selected:</p> <p>If Review Existing CIF Changes radio button is selected: All values entered in the Primary Phone Number Code Calculation Variable.</p> <p>If Review Secondary CIF Changes radio button is selected: All values entered in the Secondary Phone Number Code Calculation Variable.</p>
Email Address	<p>When the Review Existing CIF Changes radio button is selected: The Primary Email Address as designated by the HEML or BEML Institution Option for Person Records and BEML for Organization Records</p> <p>For Review Secondary CIF Change an email address associated to the BEML Institution Option for Person Records will be the only applicable value.</p>
Keyword	<p>The checkbox will display the value entered in the Description of Cust Keyword (KEYW) Institution Option.</p> <p>If the User wishes to bring back records with an updated Keyword this checkbox will be checked.</p> <p>Field will not display when the Review Secondary CIF Changes Radio button is selected.</p>
Query <button>	<p>When the button is selected, the application will bring back all applicable records and populate the Records List table below.</p>
Clear <button>	<p>When the button is selected, all fields in the Search Criteria section of the screen will be their default values.</p>
Close <button>	<p>When selected, the screen is closed.</p>
Records List	
Name	<p>Name of the Record that is brought back on the query defined in the Search Criteria section of the screen.</p>
Person/Org Number	<p>Person or Organization Number associated to the Record that is brought back on the query defined in the Search Criteria section of the screen.</p>
Activity Number	<p>The DNA system assigned Activity Number for the CIF Change that has occurred and displaying the Records List based on the search criteria.</p> <p>Each line item will have its own unique Activity Number.</p>
CIF Change Type	<p>The part of the CIF record type that has been updated will display. The value in this column will be the same as the options selected in the selection box or Email Address checkbox (if selected).</p> <p>Note: If there are multiple changes that occurred for a single line item (more than 1 change with the same activity number) the first Change Type ID will be displayed if there are multiple components of the CIF Record that were changed associated to one activity number.</p>

Field	Description
Responsible Person	The name of the employee that processed the CIF Change will display.
Existing Warning Flag	Y/N field. If Record has previously been flagged, this field will display a "Y". If Record has not been flagged yet the field value will be "N".
Add Warning Flag	<p>Checkbox field will be used to check the line items the user wishes to flag. In the Column Header there will be a checkbox, if this checkbox is selected this will "check all" records that have an "N" in the Existing Warning Flag field.</p> <p>Note: This column will be disabled for all Organization Records, due to restrictions from the Core API warning flags can't be placed on Organization records.</p>
First Page Arrow(<<)	<p>When the arrow is selected, The User will be brought to the first page of the Records List.</p> <p>Note: This function is available when there are more than 16 records returned. The results will display 16 records per page.</p>
Previous Page Arrow(<)	<p>When the arrow is selected, The User will be returned to the previous page of the Records List.</p> <p>Note: This function is available when there are more than 16 records returned. The results will display 16 records per page.</p>
Page Control TextBox	<p>The User can enter the page number they wish to go to when there are multiple pages returned. Once the User enters the value, they can Tab or select the Enter key to advance to that page.</p> <p>Note: This function is available when there are more than 16 records returned. The results will display 16 records per page.</p>
Next Page Arrow(>)	<p>When the arrow is selected, The User will be advanced to the next page of the Records List.</p> <p>Note: This function is available when there are more than 16 records returned. The results will display 16 records per page.</p>
Last Page Arrow(>>)	<p>When the arrow is selected, The User will be brought to the last page of the Records List.</p> <p>Note: This function is available when there are more than 16 records returned. The results will display 16 records per page.</p>
Add Warning Flag <button>	When button is selected the Warning Flag will be created for all Person Records that have the Add Warning Flag checkbox "checked".
Detail <button>	<p>When button is selected the CIF Change Monitor Detail screen will be triggered, and it will display the Change Information regarding the selected line item in the Records List</p> <p>Button will not be enabled until a user has selected a row from the Records List.</p>

CIF Change Monitor Detail

Navigation: Relationships Module > Quick Inquiries > CIF Change Monitor > Select Detail button

Screen Appearance:

CIF Change Monitor Detail						
Change Information						
Activity Number	Activity Time	Branch	Table	Column	Old CIF Value	New CIF Value
261287	10/34/22 AM	Pineland Branch	AddrLine	Text	222 college	222 college way
261287	10/34/22 AM	Pineland Branch	COMPADDR	AddrLineText	5	
261287	10/34/22 AM	Pineland Branch	COMPADDR	AddrLineText	222 college	
261287	10/34/22 AM	Pineland Branch	COMPADDR	AddrLineText	1234	
261287	10/34/22 AM	Pineland Branch	COMPADDR	City	Grasse Pointe Shores	
261287	10/34/22 AM	Pineland Branch	COMPADDR	StateCode	MI	
261287	10/34/22 AM	Pineland Branch	COMPADDR	ZipCode	48236	

Field Listing:

Field	Description
CIF Change Monitor Detail	
Change Information	
Activity Number	<p>The DNA system-assigned activity number that was inserted into the database when processing the activity.</p> <p>When a record is selected from the records list, all changes made within the assigned activity number (applicable to our application) will display in the Change Information table regardless of Search Criteria entered.</p> <p>Note: Only rows that were updated will display in the grid, this differs from Activity currently as the “Key” rows displays and this makes the screen more difficult to understand for the user.</p>
Activity Time	The system assigned time stamp when the change occurred.
Branch	The branch name where the CIF Change activity was processed.
Table	<p>The DNA database table where the update has been processed.</p> <p>Each table that is updated as part of the associated selected record’s Activity Number will display.</p>
Column	<p>The column within the DNA database table where the update has been processed.</p> <p>Each column associated to the tables displaying that are updated that is associated to the selected record’s Activity Number will display</p>
Old CIF Value	<p>The previously saved value that has been updated on the selected CIF Record.</p> <p>This column will be null if the user has selected the Review Secondary CIF Changes radio button.</p>
New CIF Value	The newly updated value that the Old CIF Value was changed to.
Close <button>	When selected, user will be taken back to the CIF Change Monitor

Additional Requirements:

- DNA 4.6.1 or higher
- NET Framework 4.5.2
- Core API 2.8 or higher (available for download from the Extranet at <http://extranet.opensolutions.com/Lists/Downloads/Core%20API.aspx>)

Configuration Checklist:

Item	Test Environment	Production Environment
Set up the CIF Change Monitor calculation variable values		
Ensure the User has been granted 'CMAI – CIFChangesMonitor App AuthItem' Authorization Profile to consolidate with the Relationship Profile module to gain access and utilize the new CIF Change Monitor.		
Ensure Core API services are installed and running		
Ensure the CIFChangeMonitor.sqt application is in the DNACreator application directory (typically G:\OSI\Bank\Bat_exe\EXTNS)		

Revisions:

Date	App Version #	Change
10/2021	1.0.0.1	Updated to use Window Control vs the Core Control to correct an issue with DNA handling the coreBindingNavigator control, which caused the page feature to display a red 'x' and throw an unhandled exception error. There is a planned update in DNA 4.7.3 to address the Control issue; this application is being updated now to allow the application to be utilized before 4.7.3 is available.
03/2017	1.0.0.0	Application Created