

Synergy Documents Integration

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Synergy Documents Integration

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Overview:

Synergy Documents Integration provides convenient access to documents and checks stored within an instance of Jack Henry's Synergy product. Searching within Synergy typically requires switching windows and navigating through a somewhat cumbersome search process. This integration provides quick access from the Relationship Profile and relevant results based on the active person or organization.

Key Benefits:

Synergy Documents Integration provides a shortcut for quickly and conveniently accessing documents relevant to a specific Relationship Profile within DNA.

It provides:

- Searching based on cabinet and/or document type
- Searching checks based on transaction amount, process date, or check number
- Opening multiple items simultaneously by launching the associated program based on file type (PDF, HTML, TXT, etc.)
- Printing multiple items simultaneously (PDF and Check Images only)

Processing:

Synergy Doc DB Config:

The Synergy DocDB Loader requires valid Synergy Documents/Checks configuration XML files. These are obtained from the CTI Setup menu within Synergy Org Administration. The Synergy export file format is quite complex and beyond the scope of this documentation. Please consult the Synergy documentation for more detail. Validation is performed on each file prior to loading.

Cabinet and type information is exported from Synergy and stored in a custom DNA table (OSIEXTN.SYNDOCDB). Perform the following steps at installation and whenever cabinet and/or type configurations are updated in Synergy.

Log into Synergy Org Administration. Navigate to CTI Setup > Document – Export.

Click Start Export. This will download an XML file. Rename the file to Documents.xml.

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	∱ Document - Import
	🛨 Document - Export
	Document - Filing Preferences
	Document - Index Order Groups
	🖅 Check - Setup
	Check - Assignments
	∱ Check - Import
	🛨 Check - Export



Navigate to CTI Setup > Check – Export.

Click Start Export. This will download an XML file. Rename the file to Checks.xml.

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Export Start Export

Navigate to the Batch Module > Load and Manage Files > Synergy DocDB Loader.

Browse to the Documents.xml file and ensure the "Type" is set to Documents. Click Process.

After getting confirmation of records loaded, repeat the process with the Checks.xml document. Be sure to change the Type to Checks.

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Tickler File Loader Synergy DocDB Loader File : VChecks.xml Browse Type Checks	
Tickler File Loader Synergy DocDB Loader File : Checks.xml Browse Type Checks	
Tickler File Loader Synergy DocDB Loader File: Vchecks.xml Browse Type Checks	

Synergy Service Account:

The Synergy Documents Integration app requires a Synergy user account to search and retrieve documents. Said user account should have access to any cabinets that will be included in search results. Perform the following steps to create and configure the account in Synergy and DNA:

Log into Synergy Org Administration.

Navigate to Administration > Users > Add

Synergy Documents Integration	Fiserv
Synergy Org Administration : Use 🗙 🕂	
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User Groups	
User List Categories	
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License Groups	

Provide a Username and Password. Set password to never expire since this is a service account. Add appropriate User Group.

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Details			
iave 🥑 Apply 🛛	Cancel		
ser Setup Assignme	ents Authorities View-Access Profiles		
Properties		User Group(s)	
💵 Map AD User		🕂 Add 🛛 💢 Delete	
lype:	User	Name	T Description
181	Enabled	TELLER	
ie:	SynServiceAccount		
otion:			
issword:			
Address:			
ense Group:	Default License Group		
in Options:	Must change password at next login Cannot change password		
	Password never expires		

Log back into DNA and create an External System called "Synergy" within the SAF module.

SAF > External System > Maintenance

Tickler C External	System Maintenance 💿
Form used to add	and edit external systems.
External Systems	*
Name	Description
DocuSign	DocuSign system
Synergy	Synergy
	Create Edit Delete
Details	
Name » S	lynergy
	Synergy
Description	
Close	Close O Clear O Review Process

Create an External System User within the SAF module.

SAF > External System > Users

The username/password must match the designated Synergy service account created earlier. The username must also match the value in the SYNU variable defined below.

Tickler 😳 External Us	er Maintenance 😳		
Form used to add and edit external system users.			
External System Users			
External System	External User Id	Inactive Date	Effective Date
DocuSign			5/15/2017 12:00
Synergy			2/12/2020 12:00
		Create Edit	Delete
User Details			
External System 🏾 » S	iynergy 🗸 🗸	Effective Date » 02/12/20)20 🗢 🏢
External User Id »		In active Data	
Password »	****		▼ (1111)
Re-enter Password »			
Close		● Close 🔵 Clear 🔵 Rev	view Process

Synergy Hitlist View:

Synergy Documents Integration also requires a specific Hitlist View in order to properly parse index information related to retrieved documents and checks.

Follow these steps to create it:

Login into Synergy User Client. Navigate to Functions > Setup > Hitlist View Maintenance



Click Add > General.

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Hitlist View Maintenance	
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Document Set	
 Retention Monitoring * Default Document Set * 	
* Default General Search *	

Enter "DNASearch" for the Name. Click "Edit" under View Tab(s).

Hitlist View Setup	×
🔚 Save 🔘 Apply 🖍 Cancel 📀 Refresh	
Settings	
Name: DNASearch	
Category: * Default *	•
View Tab(s)	
+ Add Zedit 👘 Copy 🗙 Delete	
All	
Edit	
	\square
Index Filter(s)	
+ Add 🗙 Delete	

Use the "Add" button to effectively mirror the columns below. NOTE: The names of these indexes will correspond to the FI's unique index names, not necessarily those listed below. The indexes selected *must* match the index names specified in the variables listed later in this guide.

Also, the DATE (item 14) and TRX DATE (item 16) indexes listed below are exempt from this

rule. These two indexes can be set to anything appropriate (date). However, the order is absolutely critical.

From this point, click Next, Finish, and Save to complete the task.

Columns			
🗕 Add 🔀 Delete			
Name	Column Type	Always Visible	
Name/Text	Information Column		
Institution	Information Column		
Application/Cabinet	Information Column		
Report/Type	Information Column		
Creation Date	Information Column		
Report Date	Information Column		
ACCOUNT NUMBER	Index		
CHECK NUMBER	Index		
MEMBER NAME	Index		
MEMBER NUMBER	Index		
LOAN NUMBER	Index		
DOCUMENTNAME	Index		
DOCUMENT TYPE	Index		
DATE	Index		
SOCIAL SECURITY NUMBER	Index		
TRX DATE	Index		
PROCESS DATE	Index		
AMOUNT	Index		
Modified Date	Information Column		v

Category Code	Description
SYNI	Synergy Documents Integration

Type Code	Description
SYND	Synergy Documents

Variable	Code	Description	Data Type	Default Value
Synergy Documents Username	SYNU	Username for the Synergy service account.	STR	Username
Synergy Documents Cabs	SYCA	Pipe delimited list of Cabinets to include on the Documents screen.	STR	SIGNATURE CARDS
Synergy Statements Cabs	SYSC	Pipe delimited list of Cabinets to include on the Statements screen.	STR	STMT
Synergy Check Cabs	SYCC	Pipe delimited list of Cabinets to include on the Checks screen.	STR	CHECKS
Synergy Account Number Index	SYAN	Name of relevant Account Number index in Synergy.	STR	ACCOUNT NUMBER
Synergy Member Number Index	SYMN	Name of relevant Member Number index in Synergy.	STR	MEMBER NUMBER
Synergy Member Name Index	SMNA	Name of relevant Member Name index in Synergy.	STR	MEMBER NAME
Synergy SSN Index	SYSS	Name of relevant Social Security Number index in Synergy.	STR	SOCIAL SECURITY NUMBER
Synergy Check Amount Index	SCKA	Name of relevant check amount index in Synergy.	STR	AMOUNT
Synergy Check Number Index	SCKN	Name of relevant check number index in Synergy.	STR	CHECK NUMBER
Synergy Check Proc Date Index	SCPD	Name of relevant check process date index in Synergy.	STR	PROCESS DATE

Synergy STMT Minor List	SYSA	Pipe delimited list of minors to filter by when populating account list on Statements screen.	STR	SHRE BSAV
Synergy API URL	SYAU	Endpoint URL for the Synergy SIMNET API Service	STR	https://localhost/simn et/simnet_session.as mx

Authorizations:

The Documents, Checks, and Statements screens require the Relationship Profile authorization item (RS).

The Synergy Doc DB Loader screen requires the File Loader authorization item (FLOD).

Screens:

- Documents: Provides access to general documents based on FI-defined cabinet list.
- Checks: Provides access to checks based on FI-defined cabinet list.
- Statements: Provides access to statements only based on FI-defined cabinet list.
- Synergy DocDB Loader: Allows loading Synergy configuration XML files. Required at initial installation and whenever cabinet/type changes are made in Synergy.

Navigation:

Relationships > Quick Inquiries > Relationship Profile > More > Synergy > Synergy Documents Relationships > Quick Inquiries > Relationship Profile > More > Synergy > Synergy Checks Relationships > Quick Inquiries > Relationship Profile > More > Synergy > Synergy Statements Batch > Load and Manage Files > Load Synergy Doc DB

nergy Documents					
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Document Results Doc Name RECEIPTS	Doc Type RECEIPTS	Member Number	Member Name	AcctNbr	Export Date Added 7/16/2020 12:00:00 AM
Document Results Doc Name RECEIPTS RECEIPTS	Doc Type RECEIPTS RECEIPTS	Member Number	Member Name	AcctNbr	Date Added 7/16/2020 12:00:00 AM 7/16/2020 12:00:00 AM
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Document Results Doc Name RECEIPTS RECEIPTS Risk Based Pricing Notice Consumer lending Plan Ad	Doc Type RECEIPTS RECEIPTS LOAN DOCS LOAN DOCS	Member Number	Member Name	AcctNbr	Date Added 7/16/2020 12:00:00 AM
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Field Listing (Documents Screen):

Field	Description				
Search Criteria					
Member Number	Member Number based on active person/org in Relationship Profile.				
TaxId	TaxId of active person/org in Relationship Profile.				
AcctNbr	List of owned accounts for the active person/org. All selected by default.				
Cabs	Shows a list of available Synergy cabinets to choose from.				
Types	Show a list of available Synergy types to choose from. Filtered based on selections in Cabs field.				
Search Button	Searches based on specified criteria.				
Open Button	Documents/Statements screens only. Opens selected items in				
	appropriate applications based on Windows defaults.				
Print Button	Prints selected PDF items or Check items. When called from the				
	Documents or Statements screens, it prints to the default system				
	printer. When called from the Checks screen, a printer selection prompt is shown.				
Export Button	Export selected PDF items or Check items. Prompts for a destination folder.				
Document Results					
Doc Name	Synergy built-in field for Document Name				
Doc Туре	Synergy document type				
Member Number	Index value corresponding to member number. Configured via variable				
	below.				
Member Name	Index value corresponding to member name. Configured via variable below.				

AcctNbr	Index value corresponding to account number. Configured via variable below.
Date Added	Picked from several potential values specified in the Synergy Hitlist View. Defaults to Synergy "Time Created" if none of the relevant date indexes have values.

nergy Checks					
Search Criteria					
Account	Ibr EDEE ACT		9	earch	
Account				Print	
A Objects Neural				erinit.	
Check Num	ber			export	
Chask Dasult List					
Check Result List	Doc Type	AcctNbr	Amount	Process Date	
Check Result List Doc Name CHECK#: 498	Doc Type CLEARED DRAFTS	AcctNbr	Amount 126.10	Process Date	^
Check Result List Doc Name CHECK#: 498 CHECK#: 497	Doc Type CLEARED DRAFTS CLEARED DRAFTS	AcctNbr	Amount 126.10 27.31	Process Date 10/06/2020 10/05/2020	^
Check Result List Doc Name CHECK#: 498 CHECK#: 497 CHECK#: 496	Doc Type CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS	AcctNbr	Amount 126.10 27.31 750.00	Process Date 10/06/2020 10/05/2020 10/02/2020	^
Check Result List Doc Name CHECK#: 498 CHECK#: 497 CHECK#: 496 CHECK#: 495	Doc Type CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS	AcctNbr	Amount 126.10 27.31 750.00 25.00	Process Date 10/06/2020 10/05/2020 10/02/2020 09/03/2020	^
Check Result List Doc Name CHECK#: 498 CHECK#: 497 CHECK#: 496 CHECK#: 495 CHECK#: 494	Doc Type CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS	AcctNbr	Amount 126.10 27.31 750.00 25.00 750.00	Process Date 10/06/2020 10/05/2020 10/02/2020 09/03/2020 09/01/2020	
Check Result List Doc Name CHECK#: 498 CHECK#: 496 CHECK#: 495 CHECK#: 495 CHECK#: 494 CHECK#: 491	Doc Type CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS	AcctNbr	Amount 126.10 27.31 750.00 25.00 750.00 19.68	Process Date 10/06/2020 10/05/2020 10/02/2020 09/03/2020 09/01/2020 08/04/2020	^
Check Result List Doc Name CHECK# 488 CHECK# 486 CHECK# 484 CHECK# 484 CHECK# 481 CHECK# 481	Doc Type CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS CLEARED DRAFTS	AcctNbr	Amount 126.10 27.31 750.00 25.00 750.00 19.68 750.00	Process Date 1006/2020 10/05/2020 10/02/2020 09/03/2020 09/03/2020 09/04/2020 08/04/2020	~

Field Listing (Checks Screen):

Field	Description			
Search Criteria				
Member Number	Member Number based on active person/org in Relationship Profile.			
Taxld	TaxId of active person/org in Relationship Profile.			
AcctNbr	List of owned accounts for the active person/org. All selected by default.			
Amt	Checks screen only. Specify check amount to search.			
Check Number	Checks screen only. Specify check number to search.			
Cabs	Shows a list of available Synergy cabinets to choose from.			
Types	Show a list of available Synergy types to choose from. Filtered based			
	on selections in Cabs field.			
Search Button	Searches based on specified criteria.			
Open Button	Documents/Statements screens only. Opens selected items in			
	appropriate applications based on Windows defaults.			
Print Button	Prints selected PDF items or Check items. When called from the			
	Documents or Statements screens, it prints to the default system			
	printer. When called from the Checks screen, a printer selection prompt			
	is shown.			
Export Button	Export selected PDF items or Check items. Prompts for a destination			
	folder.			
Check Result List				
Doc Name	Synergy built-in field for Document Name			
Doc Type	Synergy document type			
AcctNbr	Index value corresponding to account number. Configured via variable			
	below.			

Amount	Check screen only. Amount of check transaction.
Process Date	Check screen only. Process Date of check transaction.

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Member Number	r:	Cabs			Open
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Document Results					
Document Results	Doc Type	Member Number	Member Name	AcctNbr	Date Added
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Document Results Doc Name MASTERCARD STATEMEN MASTERCARD STATEMEN	Doc Type MASTERCARD STATEMENTS MASTERCARD STATEMENTS	Member Number	Member Name	AcctNbr	Date Added 9/16/2020 1:47:16 PM 8/18/2020 2:26:05 PM
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Document Results Doc Name MASTERCARD STATEMEN MASTERCARD STATEMEN MASTERCARD STATEMEN	Doc Type MASTERCARD STATEMENTS MASTERCARD STATEMENTS MASTERCARD STATEMENTS MASTERCARD STATEMENTS	Member Number	Member Name	AcctNbr	Date Added 9/16/2020 1:47:16 PM 8/18/2020 2:26:05 PM 7/13/2020 3:08:20 PM 6/30/2020 7:26:41 PM
Document Results Doc Name MASTERCARD STATEMEN MASTERCARD STATEMEN MASTERCARD STATEMEN STATEMENT-202005	Doc Type MASTERCARD STATEMENTS MASTERCARD STATEMENTS MASTERCARD STATEMENTS Statements	Member Number	Member Name	AcctNbr	Date Added 9/16/2020 1:47:16 PM 8/18/2020 2:26:05 PM 7/13/2020 3:08:20 PM 6/30/2020 7:26:41 PM 6/1/2020 6:00:21 PM
Document Results Doc Name MASTERCARD STATEMEN MASTERCARD STATEMEN MASTERCARD STATEMEN STATEMENT-202005 MASTERCARD STATEMEN	Doc Type MASTERCARD STATEMENTS MASTERCARD STATEMENTS MASTERCARD STATEMENTS Statements MASTERCARD STATEMENTS	Member Number	Member Name	AcctNbr	Date Added 9/16/2020 1:47:16 PM 8/18/2020 2:26:05 PM 7/13/2020 3:08:20 PM 6/30/2020 7:26:41 PM 6/1/2020 10:23:36 PM

Field Listing (Statements Screen):

Field	Description				
Search Criteria					
Member Number	Member Number based on active person/org in Relationship Profile.				
Taxld	TaxId of active person/org in Relationship Profile.				
AcctNbr	List of owned accounts for the active person/org. All selected by default.				
Cabs	Shows a list of available Synergy cabinets to choose from.				
Types	Show a list of available Synergy types to choose from. Filtered based on selections in Cabs field.				
Search Button	Searches based on specified criteria.				
Open Button	Documents/Statements screens only. Opens selected items in				
	appropriate applications based on Windows defaults.				
Print Button	Prints selected PDF items or Check items. When called from the Documents or Statements screens, it prints to the default system printer. When called from the Checks screen, a printer selection prompt is shown.				
Export Button	Export selected PDF items or Check items. Prompts for a destination folder.				
	Document Results				
Doc Name	Synergy built-in field for Document Name				
Doc Type	Synergy document type				
Member Number	Index value corresponding to member number. Configured via variable below.				
Member Name	Index value corresponding to member name. Configured via variable below.				

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AcctNbr	Index value corresponding to account number. Configured via variable below.
Date Added	Picked from several potential values specified in the Synergy Hitlist View. Defaults to Synergy "Time Created" if none of the relevant date indexes have values.

File Loader 🚨					
Synergy DocDB Loader					
File :		Browse			
Туре	Documents	~			
Close		Close Clear Review Process			

Field Listing (Synergy DocDB Loader Screen):

Field	Description	
DocDB Loader		
File	Path of file to load.	
Browse Button	Browse to file.	
Туре	Type of Synergy data to load. Document or Check.	

Additional Requirements:

- Fiserv DNA 4.4 or higher
- .NET Framework 4.5.2
- Synergy 2017 or higher

Licensing Considerations

Synergy Documents Integration requires a Synergy client license for each operation (search or retrieval). An error will be returned and displayed to the user if no such license is available.

Check Search Limitation

If the user doesn't specify a check number or check amount, the search will only return checks from the prior year (with a maximum count of 500). This is caused by a known bug in the <u>Synergy API and will be resolved in a future release.</u>

Configuration Checklist:

Item	Test Environment	Production Environment
Export Synergy Document and Check Configuration XML files from Synergy Org Administration		
Import Synergy Document and Check Configuration XML files into DNA via the Synergy DocDB Loader Screen		
Create and configure Synergy user account		
Create an appropriate Synergy Hitlist View		
Configure or verify remaining variables		
Authorizations		

Oracle Packages: OSIEXTN.PACK_SYNINTEGRATIONDOCSDB

Oracle Tables: OSIEXTN.SYNDOCDB

Revisions

Date	App Version #	Change
04/2020	1.0.0.1	Initial release.