



9.2 Message Center - Collections Letters

Purpose: Use this document as a reference for batch loading past due notifications (collections letters) into your students' Message Center.

Audience: Student Financials Staff, Collections Managers, Student Accounts.

-  You must have at least one of these local college managed security roles:
- ZZ HP Msg Center Config
- If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Message Center - Collections Letters

 This step should occur after the completion of the *Run the Communication Generation Process* step (#2) as outlined in the [QRG 9.2 Assigning and Sending SF Collections Communication](#).

Navigation: HighPoint > Message Center > Processes > Comm Gen Loader

1. The Comm Gen Message Loader run control search page displays.
2. Find or Add a **Run Control ID**. (Should be specific to letter number.)
3. Select the **Add** or **Search** button.

Comm Gen Message Loader

Find an Existing Value

Add a New Value

Run Control ID

Add

4. The Comm Gen Message Loader page displays.
5. In the *Query Information* section of the page:
 - a. Select the **Owner** - Public
 - b. Enter the **Query Name** - QCS_CC_MSGCTR_COMGENLOADER. The **Update Prompts** button will display.
6. Select the **Update Prompts** button.

Comm Gen Message Loader

Run Control ID EX-PASTDUE30MSGLDR Report Manager Process Monitor Run

Query Information ?

*Owner: Private

*Query Name: Query Manager

Thread Information

*Institution: Lower Columbia College

*Department:

*Regarding:

*Subject: ☐ Allow Replies

Thread Expiration ?

☒ Expire Thread When:

*Message Text: ?

Click on the link to view your letter: {{LETTER_LINK}}

Save Add Update/Display

7. The Query Prompts pagelet displays.
8. Enter the **Institution**.
9. Enter the **Letter code**.
10. Enter the **Min Comm Date**: If an account has or had an event ID/letter assigned on or after this date, then only those will only be included with this communication.
11. Enter the **Max Comm Date**: If an account has or had an event ID/letter assigned on or before this date, then only those will only be included with this communication.
12. Select the **OK** button.

The screenshot shows the 'Query Information' section of the Comm Gen Message Loader page. The *Owner is set to 'Public' and the *Query Name is 'QCS_CC_MSGCTR_COMGENLOADER'. An 'Update Prompts' button is visible. Below this is a 'Prompt Values' table with columns 'Field Name' and 'Value'. The 'Thread Information' section shows *Institution as 'Lower Columbia College', *Department as an empty dropdown, *Regarding as an empty dropdown, and *Subject as an empty text field. An 'Allow Replies' checkbox is at the bottom right. A 'Query Prompts' dialog box is open in the foreground, containing fields for Institution (WA140), Letter (BG4), Min Comm Date (01/01/2021), and Max Comm Date (01/19/2021), with OK and Cancel buttons.

13. The Comm Gen Message Loader page displays.
14. In the **Thread Information** section of the page:
 - a. Select the **Institution**: Select your institution.
 - b. Select the **Department**: Select "Accounting Services" - this field appears in the Student's Message Center.
 - c. Select the **Regarding** drop-down menu: Select "Outstanding Balance" - this field appears in the Student's Message Center.
 - d. Enter the **Subject**: Use a more detailed explanation for the message for tracking.
 - e. **Allow Replies** - Leave unchecked. Additional configuration is needed to utilize this feature, please see the QRG [9.2 Message Center - Managing Replies and Searching for Message Threads](#)
 - f. **Thread Expiration**: Select if you want the thread to expire and input time period information.

The screenshot shows the 'Thread Information' section with *Institution set to 'Clark College', *Department set to 'Accounting Services', *Regarding set to 'Outstanding Balance', and *Subject set to '*****EXAMPLE - Past Due Balance: 30 Days*****'. The 'Allow Replies' checkbox is unchecked. Below this is the 'Thread Expiration' section, which has a checked 'Expire Thread' checkbox, a 'When' dropdown set to 'Amount of Time', and a value of '1' in a text field with a 'Year(s)' dropdown.

15. In the **Message Text** section of the page:
 - a. Input the text viewed by the student in Message Center that contains a link to the actual letter. The message text can contain placeholders to customize the message with values

coming from the query results. LETTER_LINK text should be used and wrapped in curly brackets "{{" and "}}" in order to provide a space for the link to be selected by the student.

16. Select the **Save** button at the bottom of the page.

The screenshot shows a web-based text editor titled '*Message Text:'. It features a rich text toolbar with icons for undo, redo, bold, italic, underline, bulleted list, numbered list, link, unlink, and text color. Below the toolbar, the text area contains the following content: 'Click on the link to view your letter: {{LETTER_LINK}}', followed by a line of asterisks '**EXAMPLE**', and then a paragraph 'Your student account has a past due balance, therefore a hold has been placed barring college services.' ending with another line of asterisks '**'. At the bottom of the editor, there are three buttons: 'Save' (with a floppy disk icon), 'Add' (with a plus icon), and 'Update/Display' (with a refresh icon).

17. Review the page to ensure all fields are properly entered and all spelling/grammar is correct.
18. Select the **Run** button.

The screenshot displays the 'Comm Gen Message Loader' configuration page. At the top, it shows 'Run Control ID BREXCOMGENLOADER30' and navigation links for 'Report Manager', 'Process Monitor', and a 'Run' button. Below this is a 'Query Information' section with a dropdown for '*Owner:' set to 'Public' and a text field for '*Query Name:' containing 'QCS_CC_MSGCTR_COMGENLOADER'. There are links for 'Query Manager', 'View IDs', and 'View Query', along with an 'Update Prompts' button. A 'Prompt Values' table is shown with columns 'Field Name' and 'Value'. The 'Thread Information' section includes dropdowns for '*Institution:' (Clark College), '*Department:' (Accounting Services), and '*Regarding:' (Outstanding Balance). The '*Subject:' field contains '*****EXAMPLE - Past Due Balance: 30 Days*****' and there is an 'Allow Replies' checkbox. The 'Thread Expiration' section has a checked 'Expire Thread' checkbox, a 'When:' dropdown set to 'Amount of Time', and a value of '1' with a unit dropdown set to 'Year(s)'. At the bottom, there is a '*Message Text:' section with a rich text editor containing the same text as in the previous screenshot: 'Click on the link to view your letter: {{LETTER_LINK}}', '**EXAMPLE**', and the paragraph about the past due balance.

19. The Process Scheduler Request page displays.
20. Select the **OK** button.

Process Scheduler Request

User ID CTC_BREED Run Control ID TEST

Server Name Run Date

Recurrence Run Time [Reset to Current Date/Time](#)

Time Zone

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	Comm Gen Message Center Loader	H_COMM_GEN	Application Engine	Web <input type="text"/>	TXT <input type="text"/>	Distribution

[OK](#) [Cancel](#)

21. The Comm Gen Message Loader page displays.
22. Select the **Process Monitor** link.
23. The **Process List** tab displays.
24. Upon completion of the process, select the **Details** link.

[Process List](#) [Server List](#)

View Process Request For

User ID Type Last Days [Refresh](#)

Server Name Instance From Instance To [Report Manager](#)

Run Status Distribution Status ☒ Save On Refresh

Process List

1-1 of 1 | [View All](#)

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	40454859		Application Engine	H_COMM_GEN	CTC_BREED	01/19/2021 11:46:15AM PST	Success	Posted	Details

25. The Process Detail page displays.
26. Select the **View Log/Trace** link.

Process Detail

Process

Instance

40454859

Type

Application Engine

Name

H_COMM_GEN

Description

Comm Gen Message Center Loader

Run Status

Success

Distribution Status

Posted

Run

Run Control ID

TEST

Location

Server

Server

PSUNX

Recurrence

Update Process

☐ Hold Request
 ☐ Queue Request
 ☐ Cancel Request
 ☐ Delete Request
 ☐ Re-send Content
 ☐ Restart Request

Date/Time

Request Created On

01/19/2021 11:48:05AM PST

Run Anytime After

01/19/2021 11:46:15AM PST

Began Process At

01/19/2021 11:48:14AM PST

Ended Process At

01/19/2021 11:48:28AM PST

Actions

[Parameters](#)
[Transfer](#)

[Message Log](#)
[View Locks](#)

[Batch Timings](#)
[View Log/Trace](#)

OK

Cancel

27. The View Log/Trace page displays.
28. Select the **output*****.log** file link.

View Log/Trace

Report

Report ID

1983602

Process Instance

40454845

[Message Log](#)

Name

H_COMM_GEN

Process Type

Application Engine

Run Status

Success

Comm Gen Message Center Loader

Distribution Details

Distribution Node

local

Expiration Date

02/14/2021

File List

Name	File Size (bytes)	Datetime Created
AE_H_COMM_GEN_40454845.log	192	01/15/2021 11:33:46.073070AM PST
output40454845.log	5,814	01/15/2021 11:33:46.073070AM PST

Distribute To

Distribution ID Type

-Distribution ID

User

CTC_BREED

Return

29. The **.log** file displays.
30. Confirm the number of accounts were processed to success.

```

*****
M e s s a g e   C e n t e r   -   C o m m   G e n
*****
Name: H_COMM_GEN v 20.2.0                      Instance: 40454845
*****

*****
RUN CONTROL PARAMETERS
*****
Oprid: CTC_BREED
Run Control ID: BRWA140TEST_0005
Query Owner: Public
Query Name: QCS_CC_MSGCTR_COMGENLOADER
Hash Signature: 7ZVrU0/9S2a0yjLeIcVvV6zbf+U=
Institution: WA140
Department: ACCOUNT
Regarding: Outstanding Balance
Subject: BR-TEST COM GEN Loader
Can Reply: N
Base URL: ../../../EMPLOYEE/SA/c/H_MSGCTR_STUDENT_MENU.H_MC_COMM_GEN.GBL?Page=H_MC_COMM_GEN&Action=U
Message Expires: Y
Expire after: 1 Year(s)
*****

Population count: 100

Processing Emplid: 20 14
Thread created.

Processing Emplid: 20 20
Thread created.

Processing Emplid: 20 33
Thread created.

Processing Emplid: 20 67
Thread created.

```

31. You have successfully loaded letters into the message center.
32. Process complete