

SEBIS Mailing Guide

02/08/2024 6:04 pm EST

Sebis to SedonaOne Reconciliation Process

After a document is mailed in SedonaOne and uploaded to the Sebis FTP server, SedonaOne marks the status as "Pending". This is the initial status for all documents. Then the following steps will occur:

1. Everyday at around 1am, Sebis will take the documents from the server and process it.
 - If a pending document is valid and can be processed, they will assign a "Y" status to indicate "Processing" that document.
 - If a previously "Processing" document has now been handed off to USPS, they will mark that document with "M" indicating "Mailed".
 - If a pending document is invalid and cannot be processed, they will assign a "N" status to indicate "Missing"
 - A small number of pending documents could also be lost during the upload process, so they didn't make it to the FTP server at all and Sebis doesn't process them and thus have no record in the tracking file. These will all be marked Missing
2. Sebis will then generate an invoice tracking file with the statuses of all the documents that they have processed, and upload it to the /work directory of the FTP server.
3. At around 1:30pm ET, SedonaOne runs an automated background job to pull in the invoice tracking files uploaded to /work, and use them to update the statuses of all "Pending" dealer documents. "Y" gets set to "Processing", "N" is "Missing".
4. After a day or two, when Sebis has processed the batch and handed it off to USPS, they will upload a second confirmation tracking file, which the SedonaOne job will read and mark all Processing documents to "Mailed" if the status in the file is "M".
 - Very rarely, there may be a "partial printing", where 99% of the batch is printed and mailed, but there are a few documents needing additional repairs/processing before they are ready to be mailed. These documents are marked "N" temporarily, but they are NOT set to "Missing" by SedonaOne (big difference between how the invoice and confirmation files are handled). Eventually when Sebis does mail them, they will update the file to change all those "N" statuses to "M", at which point SedonaOne reads them and updates the Status to Mailed.
5. For any documents marked "Missing" in the Invoice Tracking file(either assigned "N" or doesn't exist in tracking

files), They will be appear under the Invoices Not Yet Delivered tab in SedonaOne, and the dealer will be able to redeliver.