Aimia Loyalty Platform – SaaS: Member Total Deletion and Purge File

Revision 1 – 04/21/2021

This document describes the Aimia Loyalty Platform – SaaS (ALP SaaS) Member Total Deletion and Purge File process.

Contents

Document Control

Iteration – Date	Revision
Revision 1 – 04/21/2021	• Initial document revision

The 'Member Total Deletion and Purge' file **is used to permanently remove loyalty** member accounts from the **ALP SaaS** system. This is NOT REVERSABLE! Once the members are purged from the system, there is no recovery path! It is highly recommended that you review the members you are going to remove with the appropriate staff before you proceed with executing this feature.

Member Total Deletion and Purge Process

1. Once the Member Total Deletion and Purge file is uploaded to ALP SaaS it is placed in the Import Queue for processing. The Import Queue is processed in the order in which the file have been uploaded. Files are processed one at a time.
2. There are two steps in the Member Total Deletion and Purge file process
   a. The first step marks the loyalty to member record as deleted and begins the process of deleting the members information. Note, all member information is not deleted in this step.
   b. The second step is remove all remaining data for the member that were marked as deleted in the first step. This occurs at the top of each hour via the Purge of Deleted Members job. Once this step completes all member information is deleted.

Member Total Deletion and Purge Instructions

1. Create an unformatted text file of the Member Account Ids that you want removed from the system. Files should not exceed more than 15,000 Account Ids. If you wish to remove more, you will need to create multiple files.

   a. File Structure

DATA COLUMN	DATA TYPE	DATA REQUIRED?	FORMATTING	NOTES
Account Id	Alphanumeric	Yes		

   b. File Notes:

       i. No header. First record is processed.

       ii. ALP SaaS Support must be contacted via Email with the proposed deletion file attached, in order to get this file specification enabled for your database.

       iii. A single file should not contain more than 15,000 members. Subsequent files should not be imported until the prior file has completed processing. This includes both the file import and the top of the hour Purge of Deleted Members job

       iv. Account Ids with some non-alphanumeric characters are not supported. Please contact support for more information.

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