

Oracle® Revenue Management and Billing for Financial Services

Version 2.2.4.2

Insurance User Guide

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Notices

Oracle Revenue Management and Billing Version 2.2.4.2 Insurance User Guide

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Preface

About this Document

This user guide will enable you to understand and use the insurance features of the Oracle Revenue Management and Billing application. The guide presents the functional capabilities and operational details of the Oracle Revenue Management and Billing application.

It explains all the screens related to the following insurance features in the application and contains procedures that you should know for performing various tasks in the application:

- Insurance Control Central
- Deferred Revenue Recognition
- Account Current
- Policy
- Pay Plan
- Group Billing
- List Bill Reconciliation
- Reporting

Additionally, this guide provides information on the control data that needs to be setup in order to use the functionality of the application.

Intended Audience

This guide is intended for the following audience:

- End-users
- Administrators
- Consulting Personnel

Document Organization

Each insurance feature is described in a separate chapter in this user guide. All the screens related to the feature and tasks related to the screen are explained in each chapter. This user guide contains the following chapters:

Chapter Number	Chapter Name	Chapter Description
Chapter 1	Insurance Control Central	Explains how to quickly search for and find the policy and/or account information. It also explains how to view: <ul style="list-style-type: none"> • Policies which are billed through an account • Financial and payment history of an account • Invoice schedule for an account • Contracts linked to an account • Bills generated for an account • Contracts associated with a policy • Financial transactions related to a contract • Invoice schedule for a contract (policy) • Billable charges created for a contract • Persons associated with a policy
Chapter 2	Deferred Revenue Recognition	Explains what deferred revenue recognition is and how to view the deferred revenue recognition schedule.
Chapter 3	Account Current	Explains what an external statement is and how to maintain external statements. It also explains when account current objects are created and how to edit, reconcile, or defer an account current object.
Chapter 4	Policy	Explains how to define and edit a policy. It also explains how to view the policies linked to an account or a person.
Chapter 5	Pay Plan	Explains how to define a pay plan template and a charge type, and how to link them to a contract type. It also explains how to generate an invoice schedule for a contract.
Chapter 6	Group Billing	Lists and describes the different types of bills that you can generate for group owners and individual policy holders.
Chapter 7	List Bill Reconciliation	Explains how to reconcile a list bill against the information received from a group customer.
Chapter 8	Reporting	Lists and describes how to execute ten sample reports provided with the Oracle Revenue Management and Billing application.
Appendix A	Most Commonly Used Tasks	Lists and describes some of the common tasks that are performed while using various functionality in the application.
Appendix B	Administration	Lists some of the administrative tasks.
Appendix C	Control Data	Lists the control data that needs to be setup in the Oracle Revenue Management and Billing application.

Conventions

The following conventions are used across the document:

Convention	Meaning
boldface	Boldface indicates graphical user interface elements associated with an action, or terms defined in the text.
<i>italic</i>	Italic indicates a document or book title.
Monospace	Monospace indicates information that an end-user needs to enter in the application.

Product Related Documents

You can refer to the following documents:

Document Name	Description
<i>Oracle Utilities User Guide</i>	Explains the basic concepts related to contracts, accounts, customers and billing.
<i>Oracle Revenue Management and Billing Framework</i>	Explains the framework and how to develop the application using the framework.
<i>Oracle Revenue Management and Billing Banking User Guide</i>	Describes the features available in the Banking module. It also contains procedures on how to execute various tasks related to the Banking module.
<i>Oracle Revenue Management and Billing Collections User Guide</i>	Describes the features available in the Collections module. It also contains procedures on how to execute various tasks related to the Collections module.
<i>Oracle Revenue Management and Billing Installation Guide</i>	Lists the pre-requisites, supported platforms, and hardware and software requirements for installing the Oracle Revenue Management and Billing application. It also explains how to install the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Quick Installation Guide</i>	Provides high-level information on how to install the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Upgrade Guide</i>	Lists the pre-requisites for upgrading the Oracle Revenue Management and Billing application from the current release to the new release or service pack. It also explains how to upgrade the Oracle Revenue Management and Billing framework, application, and its database.
<i>Oracle Revenue Management and Billing Upgrade Path Guide</i>	Highlights the framework releases and application service packs that needs to be installed while upgrading from one version to another.
<i>Oracle Revenue Management and Billing Database Administrator's Guide</i>	Provides detailed information on how to install the database for the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Reports Installation Guide</i>	Provides detailed information on how to configure the reporting feature in the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Data Migration Guide</i>	Provides detailed information on how to migrate data from one release to another.
<i>Oracle Revenue Management and Billing Release Notes</i>	Provides a brief description about the new features and enhancements in the release 2.2.4.0. It indicates the changes made to the existing screens in the Oracle Revenue Management and Billing application. It also highlights the bug fixes and known issues in the release 2.2.4.0.

Chapter 1

Insurance Control Central

Topics:

- [Insurance Control Central](#)
- [Control Central \(Policy Information\)](#)
- [Control Central \(Account Information\)](#)

Insurance Control Central allows you to quickly search for and find the policy and/or account information even if you have a small piece of data, such as a policy number, partial name or address, to begin your search. Based on the search criteria, the system returns a list of policy or account records that meet the search criteria. Besides viewing the account details, you can view all the policies which are billed through the account, financial and payment history of the account, invoice schedule for the account, contracts linked to the account, and the bills generated for the account.

Moreover, while viewing policy details, you can view contracts associated with the policy, financial transactions related to the contract, invoice schedule for the contract (policy), billable charges created for the contract, and the persons associated with the policy.

In other words, this feature allows you to drill down to see or act on all current and historical revenue management and billing details. This allows you to professionally and efficiently handle customer inquiries and complaints at the first point of contact, raising your customer service to previously unattainable levels and reducing the associated time and cost.

Insurance Control Central

The **Insurance Control Central** screen allows you to search for persons, policies, or accounts using the various search criteria. By default, whenever you login to the application, the **Insurance Control Central** screen appears. This screen consists of the following zones:

- [Search](#) on page 16

Through the **Insurance Control Central** screen, you can navigate to the following screens:

- [Control Central \(Policy Information\)](#) on page 23
- [Control Central \(Account Information\)](#) on page 38
- [Pay Plan](#) on page 131

Search

The **Search** zone allows you to search for persons, policies, or accounts using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Policy Number and Account ID (which are in different criteria groups), the system searches using Policy Number, which appears before Account ID.
- **Search Results** — The **Search Results** section displays the person, policy or account records depending on the search criteria. Further, the person and policy records are filtered based on the person's access group, while the account records are filtered based on the account's access group. This ensures that the user belonging to the respective access group can only view those records to which they have access.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 16
How to search for an account	Searching for an Account on page 18
How to search for a person	Searching for a Person on page 21

Searching for a Policy

Procedure

To search for a policy:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Insurance Control Central**.

The **Insurance Control Central** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Query Option	Used to indicate whether you want to search for a policy, person, or an account. Note: By default, the Policy option is selected. Note: The fields displayed in the Search Criteria section change depending on the query option selected.	Yes
Name	Used to specify the name of the person whose policies you want to search.	No
Policy Number	Used to specify the policy number. Note: The policy number is generated automatically by the external system when the policy is created.	No
Source	Used to specify the name of the external system from where the policy originated.	No
Address	Used to specify the address of the person whose policies you want to search.	No
City	Used to specify the city where the person whose policies you want to search resides.	No
Postal	Used to specify the postal code where the person whose policies you want to search lives in.	No
Phone Number	Used to specify the phone number of the person whose policies you want to search. Note: You must enter the phone number in the defined format.	No
Person ID Type	Used to select the identifier type based on which you want to search for policies of a person.	Yes (Conditional) Note: If you enter the identifier as a search criteria, you have to select the identifier type.
Person ID Value	Used to specify the ID linked to the person whose policies you want to search.	Yes (Conditional) Note: If you specify the identifier type as a search criteria, you have to enter the identifier.
Account ID	Used to search for policies which are billed through an account.	No

4. Ensure that the **Policy** option is selected from the **Query Option** list.

5. Enter the search criteria in any of the criteria groups.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Name	Displays the name of the person associated with the policy. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Person Role	Displays the role of the person with respect to the policy.
Policy Information	Displays information about the policy. Note: It has a link. On clicking the link, the Control Central (Policy Information) screen appears where you can view detailed information about the policy.
Policy Status	Displays the status of the policy.
Line of Business	Indicates the line of business for which the policy is created.
Policy View	On clicking the View (📄) icon, you can view the details of the policy.
Policy Edit	On clicking the Edit (✏️) icon, the Policy screen appears where you can edit the details of the policy.
Account ID	Displays the account through which the policy is billed. Note: It has a link. On clicking the link, the Control Central (Account Information) screen appears where you can view detailed information about the account.
Contract Information	Displays information about the contract. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Address	Displays the address of the person associated with the policy.
City	Displays the city where the person is located.
Postal	Displays the postal code where the person lives in.
Phone Number	Displays the phone number of the person. Note: This column appears in the Search Results section only when you search for policies using the Phone Number field.

Related Topics

For more information on...	See...
Insurance Control Central screen	Insurance Control Central on page 16

Searching for an Account

Procedure

To search for an account:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Insurance Control Central**.

The **Insurance Control Central** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Query Option	Used to indicate whether you want to search for a policy, person, or an account. Note: By default, the Policy option is selected. Note: The fields displayed in the Search Criteria section change depending on the query option selected.	Yes
Name	Used to specify the name of the person whose accounts you want to search.	No
Address	Used to specify the address of the person whose accounts you want to search.	No
City	Used to specify the city where the person whose accounts you want to search resides.	No
Postal	Used to specify the postal code where the person whose accounts you want to search lives in.	No
Phone Number	Used to specify the phone number of the person whose accounts you want to search. Note: You must enter the phone number in the defined format.	No
Person ID Type	Used to select the identifier type based on which you want to search for accounts of a person.	Yes (Conditional) Note: If you enter the identifier as a search criteria, you have to select the identifier type.
Person ID Value	Used to specify the ID linked to the person whose accounts you want to search.	Yes (Conditional) Note: If you specify the identifier type as a search criteria, you have to enter the identifier.
Account ID	Used to specify the account ID.	No
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) Note: If you enter the account identifier as a search criteria, you have to select the account identifier type.

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Value	Used to specify the value of the account identifier type.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.

4. Select the **Account** option from the **Query Option** list.
5. Enter the search criteria in any of the criteria groups.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Name	Displays the name of the person linked to the account. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Relationship Type	Displays the relationship type of the person linked to the account.
Person Type	Displays the type of person linked to the account.
Person ID Type	Displays the identifier type.
Person ID Value	Displays the identifier of the person linked to the account.
Division	Displays the division to which the account belongs.
Account ID	Displays the account ID. Note: It has a link. On clicking the link, the Control Central (Account Information) screen appears where you can view detailed information about the account.
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Account Identifier Type	Displays the account identifier type. Note: This column appears in the Search Results section only when you search for accounts using the Account Identifier Type and the Account Identifier Value fields.
Account Identifier Value	Displays the value of the account identifier type. Note: This column appears in the Search Results section only when you search for accounts using the Account Identifier Type and the Account Identifier Value fields.

Column Name	Column Description
Bill Type	Displays the type of bill, such as Direct, Broker, List, Split, or Self Administered Plan (SAP), generated for the account.
Address	Displays the address of the person linked to the account.
City	Displays the city where the person is located.
Postal	Displays the postal code where the person lives in.
Phone Number	Displays the phone number of the person. Note: This column appears in the Search Results section only when you search for accounts using the Phone Number field.

Related Topics

For more information on...	See...
Insurance Control Central screen	Insurance Control Central on page 16

Searching for a Person

Procedure

To search for a person:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Insurance Control Central**.

The **Insurance Control Central** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Query Option	Used to indicate whether you want to search for a policy, person, or an account. Note: By default, the Policy option is selected. Note: The fields displayed in the Search Criteria section change depending on the query option selected.	Yes
Person Type	Used to indicate the type of person.	No
Name	Used to specify the name of the person.	Yes (Conditional) Note: This field is required when you are using person type as a search criteria.
Address	Used to specify the address of the person.	No
City	Used to specify the city where the person resides.	No
Postal	Used to specify the postal code where the person lives in.	No

Field Name	Field Description	Mandatory (Yes or No)
Phone Number	Used to specify the phone number of the person. Note: You must enter the phone number in the defined format.	No
Person ID Type	Used to select the identifier type based on which you want to search for a person.	Yes (Conditional) Note: If you enter the identifier as a search criteria, you have to select the identifier type.
Person ID Value	Used to specify the ID linked to the person.	Yes (Conditional) Note: If you specify the identifier type as a search criteria, you have to enter the identifier.

4. Select the **Person** option from the **Query Option** list.
5. Enter the search criteria in any of the criteria groups.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Name	Displays the name of the person. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Address	Displays the address of the person.
City	Displays the city where the person is located.
Person Type	Indicates the type of person. Note: This column appears in the Search Results section only when you search for a person using the Person Type and/or the Name field.
Person ID Type	Displays the person identifier type. Note: This column appears in the Search Results section only when you search for a person using the Person ID Type and the Person ID Value fields.
Person ID Value	Displays the value of the person identifier type. Note: This column appears in the Search Results section only when you search for a person using the Person ID Type and the Person ID Value fields.
Phone Number	Displays the phone number of the person. Note: This column appears in the Search Results section only when you search for a person using the Phone Number field.

Column Name	Column Description
Postal	Displays the postal code where the person lives in. Note: This column appears in the Search Results section only when you search for a person using the Address, City or the Postal field.

Related Topics

For more information on...	See...
Insurance Control Central screen	Insurance Control Central on page 16

Control Central (Policy Information)

The **Control Central (Policy Information)** screen allows you to view detailed information about the policy. This screen consists of the following zones:

- [Policy Summary \(Current Term\)](#) on page 23
- [Policy Contract Financial History](#) on page 25
- [Policy Contract Details](#) on page 25
- [Pay Plan](#) on page 26
- [Invoice Schedule Versions](#) on page 28
- [Invoice Schedule](#) on page 29
- [Policy Billable Charges](#) on page 29
- [Policy Person Summary](#) on page 30

Policy Summary (Current Term)

The **Policy Summary (Current Term)** zone displays the current term details of the policy. This zone contains the following fields:

Field Name	Field Description
Source	Displays the name of the external system from where the policy originated.
Policy Number	Displays the policy number.
Policy Start Date	Displays the date from when the policy is effective.
Policy End Date	Displays the date till when the policy is effective.
Policy Status	Displays the status of the policy.
Policy Term	Indicates how many times a policy is renewed.
Main Subscriber	Displays the name of the person who is the main subscriber of the policy.
Policy Description	Displays the description of the policy.

Field Name	Field Description
Broker Name	Displays the name of the person who is the broker of the policy. Note: If the C1_POLPERROL feature configuration is not set and broker is not defined for the policy, you will not find any value against this field. For more information on how to set the C1_POLPERROL feature configuration, see Setting the C1_POLPERROL Feature Configuration on page 235.
Policy Type	Indicates whether the policy is auditable or non-auditable.
Operating Company	Displays the name of the operating company. Note: If the C1_POLPERROL feature configuration is not set and operating company is not defined for the policy, you will not find any value against this field. For more information on how to set the C1_POLPERROL feature configuration, see Setting the C1_POLPERROL Feature Configuration on page 235.
Bill Type	Indicates the type of bill, such as Direct, Broker, List, Split, or Self Administered Plan (SAP), generated for the account against which the policy is billed.
Underwriting Company	Displays the name of the underwriting company. Note: If the C1_POLPERROL feature configuration is not set and underwriting company is not defined for the policy, you will not find any value against this field. For more information on how to set the C1_POLPERROL feature configuration, see Setting the C1_POLPERROL Feature Configuration on page 235.
Equity Date	Displays a future date opted and agreed by an insured as cancellation date based on the excess premium paid to an insurance company. Note: The equity date is calculated using the equity days which is derived from the new business and endorsement premium booked in the system along with the payments received against the policy. The equity date changes depending on the value defined for the Equity Days Rounding option type in the C1_INSPARAMS feature configuration. You can specify either of the following values: <ul style="list-style-type: none"> • UP — Rounds the equity days up to the nearest whole number and then calculates the equity date. • DOWN — Rounds the equity days down to the nearest whole number and then calculates the equity date. • NEAR — Rounds the equity days to the nearest whole number and then calculates the equity date.
Total Billed Amount	Displays the total amount billed for the policy till date.
Total Commission	Displays the total commission retained by the broker for the policy.
Total Payment	Displays the total amount received for the policy till date.
Balance Amount	Displays the amount which is yet to be received from the customer.

Note: All the fields in the **Policy Summary (Current Term)** zone are read-only.

Related Topics

For more information on...	See...
How to view detailed information about the policy	Viewing Detailed Policy Information on page 30

Policy Contract Financial History

The **Policy Contract Financial History** zone lists the financial transactions related to the contract. You will not find any records in this zone if the financial transactions are not yet created for the contract. This zone contains the following columns:

Column Name	Column Description
Transaction Processing Date	Displays the date when the transaction was processed in the system.
Transaction Effective Date	Displays the date from when the transaction is effective.
Transaction Type	Indicates the type of financial transaction. The valid values are: <ul style="list-style-type: none"> • Adjustment • Adjustment Cancellation • Bill Segment • Bill Cancellation • Pay Segment • Pay Cancellation <p>Note: It has a link. On clicking the link, the Adjustment, Bill or Payment Events screen appears depending on the type of financial transaction.</p>
Transaction Amount	Displays the amount billed to the customer or received from the customer.
Amount Balance	Displays the resultant calculated current balance.
Payoff Amount	Displays the amount same as the transaction amount except for the Premium New Business and Endorsement adjustment types.
Payoff Balance	Displays the resultant calculated payoff balance.

Related Topics

For more information on...	See...
How to view detailed information about the policy	Viewing Detailed Policy Information on page 30

Policy Contract Details

The **Policy Contract Details** zone lists the contracts associated with the policy. This zone contains the following columns:

Column Name	Column Description
Contract ID	Displays the contract ID.
Contract Information	Displays information about the contract. In addition, this column has a context menu which helps in navigating to other screens in the application. <p>Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.</p>
Division	Displays the division for which the contract type is valid.

Column Name	Column Description
Contract Type	Displays the contract type (product) offered in the policy.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view detailed information about the policy	Viewing Detailed Policy Information on page 30
How to view detailed information about the account	Viewing Detailed Account Information on page 43

Pay Plan

A pay plan has a set of rules which are used for generating the invoice schedule for a contract (policy)¹. These rules are inherited from the default pay plan template defined for the contract type to which the contract belongs. You can edit these rules in the pay plan, if required. However, when you edit the rules, you are actually editing the pay plan and not the pay plan template. Also, the system uses the rules defined in the pay plan for generating the invoice schedule and not the rules defined in the template.

The **Pay Plan** zone allows you to view the rules defined in the pay plan. This zone contains the following fields:

Field Name	Field Description
Pay Plan ID	Displays the pay plan ID. Note: The pay plan ID is generated automatically when the contract is created. However, the pay plan ID is generated only when the default pay plan template is defined for the contract type to which the contract belongs.
Contract Information	Displays the information about the contract. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Pay Plan Template	Displays the code of the pay plan template from where these rules are inherited. Note: It has a link. On clicking the link, the Pay Plan Template screen appears with the details of the respective pay plan template.
Invoice Frequency	Indicates the frequency at which the invoice must be generated for a policy.
Down Payment Type	Indicates whether down payment for a policy must be a fixed amount or a percentage of the total premium.
Down Payment Value	Displays the fixed amount or percentage value depending on the down payment type selected.
Installment Amount Type	Indicates how the installment amount for a policy must be calculated. The valid values are: <ul style="list-style-type: none"> • Distribute — Used to distribute the total premium (less down payment) equally in the maximum available installments • Percentage — Used to invoice the specified percentage of the total premium in each installment • Fixed — Used to invoice the specified amount in each installment

¹ Here the assumption is one policy has only one contract.

Field Name	Field Description
Installment Amount Value	Displays the fixed amount or percentage value depending on the installment amount type selected.
New Business Installment Fee — One Time — Type	Indicates whether the new business one time installment fee must be a fixed amount or a percentage of the installment amount.
New Business Installment Fee — One Time — Value	Displays the fixed amount or percentage value depending on the new business one time installment fee type selected.
New Business Installment Fee — Recurring — Type	Indicates whether the new business recurring installment fee must be a fixed amount or a percentage of the installment amount.
New Business Installment Fee — Recurring — Value	Displays the fixed amount or percentage value depending on the new business recurring installment fee type selected.
Endorsement Installment Fee — One Time — Type	Indicates whether the endorsement one time installment fee must be a fixed amount or a percentage of the installment amount.
Endorsement Installment Fee — One Time — Value	Displays the fixed amount or percentage value depending on the endorsement one time installment fee type selected.
Endorsement Installment Fee — Recurring — Type	Indicates whether the endorsement recurring installment fee must be a fixed amount or a percentage of the installment amount.
Endorsement Installment Fee — Recurring — Value	Displays the fixed amount or percentage value depending on the endorsement recurring installment fee type selected.
Maximum Installments	Displays the maximum number of installments available for billing a policy.
Distribution Code	Displays the distribution code where revenue must be booked. Note: This distribution code is used for the fee bill segment in the bill.
Maximum Allowed Percentage	Displays the maximum percentage value that can be used for calculating bill charges.
Endorsement Rule	Indicates how an endorsement is applied to a policy. The valid values are: <ul style="list-style-type: none"> • Bill On Next Account Invoice Date — Used to bill the entire endorsement amount on the next invoice date of the account. • Bill On Next Policy Maturity Date — Used to bill the entire endorsement amount on the next maturity date of the policy. • Catch-Up — Used to distribute the endorsement amount amongst all the scheduled invoices. In case where the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy. • Spread Over — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.
Policy Invoice Rule	Indicates whether the policy can be billed in advance or not. The valid values are: <ul style="list-style-type: none"> • Get Next — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy. • Get Previous — Used to bill the unbilled invoices scheduled in the past.

Field Name	Field Description
Transaction Level Payment Distribution Rule	<p>Indicates how payments for a policy must be distributed automatically among the following components — Premium, Fees and Taxes. The valid values are:</p> <ul style="list-style-type: none"> • 1. Premium, Fees, Taxes • 2. Fees, Taxes, Premium • 3. Taxes, Premium, Fees • 4. Premium, Taxes, Fees • 5. Taxes, Fees, Premium • 6. Fees, Premium, Taxes
Remit Net Commission	Indicates whether the commission should be included in the total bill amount or not. If the value is set to Yes , the system will not include the commission in the total bill amount.

You will not find any rules defined in the **Pay Plan** zone if the default pay plan template is not yet defined for the contract type to which the contract belongs. You can edit the rules inherited by the pay plan from the pay plan template by clicking the **Edit** link in the upper-right corner of this zone.

Related Topics

For more information on...	See...
How to view an invoice schedule generated for a contract (policy)	Viewing Invoice Schedule Generated for a Contract (Policy) on page 135
How to edit a pay plan	Editing a Pay Plan on page 31

Invoice Schedule Versions

Every time you change the pay plan rules, a new invoice schedule is created. The **Invoice Schedule Versions** zone lists invoice schedules that are created for a contract (policy)². This zone contains the following columns:

Column Name	Column Description
Effective Date/Time	Displays the date and time from when the invoice schedule is effective.
Invoice Schedule ID	<p>Displays the invoice schedule ID.</p> <p>Note: The invoice schedule ID is generated automatically when the invoice schedule is created.</p>

You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

On clicking the **Broadcast** () icon corresponding to the invoice schedule, the **Invoice Schedule** zone appears with the details of the respective invoice schedule.

Related Topics

For more information on...	See...
How to view an invoice schedule generated for a contract (policy)	Viewing Invoice Schedule Generated for a Contract (Policy) on page 135

² Here the assumption is one policy has only one contract.

For more information on...	See...
How to edit an invoice schedule	Editing an Invoice Schedule on page 35

Invoice Schedule

The **Invoice Schedule** zone displays the invoice schedule generated for a contract (policy)³. This zone contains the following columns:

Column Name	Column Description
Maturity Date	Displays the date when the policy installment is due for settlement.
Charge Type	Indicates the type of charge (for example, Premium New Business, Fees, etc.)
Amount	Displays the amount that is due on the maturity date. Note: You can change the amount which is not yet invoiced and cancelled by clicking the Edit link in the upper-right corner of this zone.
Invoiced	Indicates whether the amount has been invoiced or not.

You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view an invoice schedule generated for a contract (policy)	Viewing Invoice Schedule Generated for a Contract (Policy) on page 135
How to edit an invoice schedule	Editing an Invoice Schedule on page 35

Policy Billable Charges

The **Policy Billable Charges** zone lists the billable charges created for the policy. The list includes the billable charges which are billed, cancelled, and which are created, but not yet billed against the policy. You will not find any records in this zone if the billable charges are not yet created for the contract. This zone contains the following columns:

Column Name	Column Description
Contract ID	Indicates the contract for which the billable charge is created.
Contract Type	Displays the type of contract.
Billable Charge ID	Displays the billable charge ID. Note: The billable charge ID is generated automatically when the billable charge is created.
Charge Type	Displays the type of charge for which the billable charge is created.
Start Date	Displays the starting date of the charge's bill period.
End Date	Displays the ending date of the charge's bill period.
Amount	Displays the billable charge amount.
Recurring	Indicates whether recurring bill segments must be created at the intervals defined in the bill period or at the set policy invoice frequency.

³ Here the assumption is one policy has only one contract.

Column Name	Column Description
Bill Period	Indicates the bill period used for specifying the intervals at which the recurring bill segments must be created.
Frequency	Indicates the policy invoice frequency at which the recurring bill segments must be created. Note: The policy invoice frequency is used in combination with the contract start date to arrive at the dates when the recurring bill segments must be created. For example, if the policy invoice frequency is monthly and the contract start date is 4 th October, the recurring bill segments will be created on 4 th of every month from October onwards.
Billable Charge Status	Indicates the current status of the billable charge. The valid values are: <ul style="list-style-type: none"> • Billed • Cancelled • Billable

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view detailed information about the policy	Viewing Detailed Policy Information on page 30

Policy Person Summary

The **Policy Person Summary** zone lists the persons associated with the policy. This zone contains the following columns:

Column Name	Column Description
Person ID	Displays the person ID.
Name	Displays the name of the person.
Person Role	Displays the role of the person with respect to the policy.
ID Type	Displays the primary ID type of the person.
ID Number	Displays the value of the primary ID type.
Main Subscriber	Indicates whether the person is the main subscriber of the policy or not.
Start Date	Displays the date from when the person is associated with the policy.
End Date	Displays the date till when the person is associated with the policy.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view detailed information about the policy	Viewing Detailed Policy Information on page 30

Viewing Detailed Policy Information

Procedure

To view detailed information about the policy:

1. Search for the policy in the **Insurance Control Central** screen.
2. In the **Search Results** section, click the link in the **Policy Information** column corresponding to the policy whose detailed information you want to view.

The **Control Central (Policy Information)** screen appears.

3. View the details of the policy in the **Policy Summary (Current Term)** zone.
4. View the contracts associated with the policy in the **Policy Contract Details** zone.
5. View the financial transactions related to the contract in the **Policy Contract Financial History** zone.
6. View the rules defined in the pay plan for generating the invoice schedule in the **Pay Plan** zone.
7. View the invoice schedule versions created for the contract (policy) in the **Invoice Schedule Versions** zone.
8. View the latest invoice schedule for the contract (policy) in the **Invoice Schedule** zone.
9. View the billable charges created for the contract in the **Policy Billable Charges** zone.
10. View the persons associated with the policy in the **Policy Person Summary** zone.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 16
Control Central (Policy Information) screen	Control Central (Policy Information) on page 23
Policy Summary (Current Term) zone	Policy Summary (Current Term) on page 23
Policy Contract Details zone	Policy Contract Details on page 25
Policy Contract Financial History zone	Policy Contract Financial History on page 25
Pay Plan zone	Pay Plan on page 26
Invoice Schedule Versions zone	Invoice Schedule Versions on page 28
Invoice Schedule zone	Invoice Schedule on page 29
Policy Billable Charges zone	Policy Billable Charges on page 29
Policy Person Summary zone	Policy Person Summary on page 30

Editing a Pay Plan**Prerequisites**

To edit a pay plan of a contract (policy)⁴, you should have:

- Default pay plan template defined for the contract type to which the contract belongs

Procedure

To edit a pay plan of a contract (policy):

1. Do either of the following:

⁴ Here the assumption is one policy has only one contract.

If you want to	Then
Edit the pay plan details from the Pay Plan screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the Show Context Menu () icon in the Contract Information column corresponding to the policy whose pay plan you want to edit. A menu appears. 3. Click the Go To Insurance Pay Plan menu option. The Pay Plan screen appears. <p>OR</p> <ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the link in the Contract Information column corresponding to the policy whose pay plan you want to edit. The Contract screen appears. 3. Click the Show Context Menu () icon corresponding to the contract ID. A menu appears. 4. Click the Go To Insurance Pay Plan menu option. The Pay Plan screen appears.
Edit the pay plan details from the Control Central (Policy Information) screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the link in the Policy Information column corresponding to the policy whose pay plan you want to edit. The Control Central (Policy Information) screen appears.

2. Click the **Edit** link in the upper right corner of the **Pay Plan** zone.

A message appears indicating that a new invoice schedule will be created for the contract (policy) when you edit the pay plan.

3. Click **OK**.

The **Pay Plan** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Pay Plan ID	Displays the pay plan ID.	Not applicable
Contract Information	Displays the information about the contract.	Not applicable
Pay Plan Template	Displays the code of the pay plan template from where these rules are inherited.	Not applicable
Invoice Frequency	Used to modify the frequency at which the invoice must be generated for a policy. Note: When you modify the invoice frequency in a pay plan, the remaining unbilled amount is distributed across the future unbilled installments.	Yes
Down Payment Type	Used to indicate whether down payment for a policy must be a fixed amount or a percentage of the total premium.	No
Down Payment Value	Used to modify the fixed amount or percentage value depending on the down payment type selected.	No
Installment Amount Type	Used to indicate how to calculate the installment amount for a policy. You can select either of the following values: <ul style="list-style-type: none"> • Distribute — Used to distribute the total premium (less down payment) equally in the maximum available installments • Percentage — Used to invoice the specified percentage of the total premium in each installment • Fixed — Used to invoice the specified amount in each installment 	Yes
Installment Amount Value	Used to modify the fixed amount or percentage value depending on the installment amount type selected.	Yes
New Business Installment Fee — One Time — Type	Used to indicate whether the new business one time installment fee must be a fixed amount or a percentage of the installment amount.	No
New Business Installment Fee — One Time — Value	Used to modify the fixed amount or percentage value depending on the new business one time installment fee type selected.	No
New Business Installment Fee — Recurring — Type	Used to indicate whether the new business recurring installment fee must be a fixed amount or a percentage of the installment amount.	No
New Business Installment Fee — Recurring — Value	Used to modify the fixed amount or percentage value depending on the new business recurring installment fee type selected.	No

Field Name	Field Description	Mandatory (Yes or No)
Endorsement Installment Fee — One Time — Type	Used to indicate whether the endorsement one time installment fee must be a fixed amount or a percentage of the installment amount.	No
Endorsement Installment Fee — One Time — Value	Used to modify the fixed amount or percentage value depending on the endorsement one time installment fee type selected.	No
Endorsement Installment Fee — Recurring — Type	Used to indicate whether the endorsement recurring installment fee must be a fixed amount or a percentage of the installment amount.	No
Endorsement Installment Fee — Recurring — Value	Used to modify the fixed amount or percentage value depending on the endorsement recurring installment fee type selected.	No
Maximum Installments	Used to modify the maximum number of installments available for billing a policy.	No
Distribution Code	Used to modify the distribution code where revenue must be booked. Note: This distribution code is used for the fee bill segment in the bill.	Yes
Maximum Allowed Percentage	Used to modify the maximum percentage value that can be used for calculating bill charges.	No
Endorsement Rule	Used to indicate how an endorsement is applied to a policy. You can select either of the following values: <ul style="list-style-type: none"> • Bill On Next Account Invoice Date — Used to bill the entire endorsement amount on the next invoice date of the account. • Bill On Next Policy Maturity Date — Used to bill the entire endorsement amount on the next maturity date of the policy. • Catch-Up — Used to distribute the endorsement amount amongst all the scheduled invoices. In case where the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy. • Spread Over — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices. 	No

Field Name	Field Description	Mandatory (Yes or No)
Policy Invoice Rule	Used to indicate whether the policy must be billed in advance or not. You can select either of the following values: <ul style="list-style-type: none"> • Get Next — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy. • Get Previous — Used to bill the unbilled invoices scheduled in the past. 	Yes
Transaction Level Payment Distribution Rule	Used to indicate how payments for a policy must be distributed automatically among the following components — Premium, Fees and Taxes. You can select either of the following values: <ul style="list-style-type: none"> • 1. Premium, Fees, Taxes • 2. Fees, Taxes, Premium • 3. Taxes, Premium, Fees • 4. Premium, Taxes, Fees • 5. Taxes, Fees, Premium • 6. Fees, Premium, Taxes 	Yes
Remit Net Commission	Used to indicate whether the commission should be included in the total bill amount or not. If the value is set to Yes , the system will not include the commission in the total bill amount.	Yes

4. Modify the required details.
5. Click **Save**.

The changes made to the pay plan are saved and a new invoice schedule is created.

Related Topics

For more information on...	See...
Pay Plan screen	Pay Plan on page 131
Pay Plan zone	Pay Plan on page 26
Control Central (Policy Information) screen	Control Central (Policy Information) on page 23

Editing an Invoice Schedule

The system allows you to change the amount that is due on the maturity date in the invoice schedule. However, you can only change those amounts which are not yet invoiced and cancelled.

Procedure

To edit an invoice schedule of a contract (policy)⁵:

1. Do either of the following:

If you want to	Then
Edit the invoice schedule from the Pay Plan screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the Show Context Menu () icon in the Contract Information column corresponding to the policy whose invoice schedule you want to edit. A menu appears. 3. Click the Go To Insurance Pay Plan menu option. The Pay Plan screen appears. <p>OR</p> <ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the link in the Contract Information column corresponding to the policy whose invoice schedule you want to edit. The Contract screen appears. 3. Click the Show Context Menu () icon corresponding to the contract ID. A menu appears. 4. Click the Go To Insurance Pay Plan menu option. The Pay Plan screen appears.
Edit the invoice schedule from the Control Central (Policy Information) screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the link in the Policy Information column corresponding to the policy whose invoice schedule you want to edit. The Control Central (Policy Information) screen appears.

2. In the **Invoice Schedule Versions** zone, click the **Broadcast** () icon corresponding to the invoice schedule whose details you want to edit.

⁵ Here the assumption is one policy has only one contract.

The **Invoice Schedule** zone appears.

Note: You can only edit the latest invoice schedule.

- Click the **Edit** link in the upper right corner of the **Invoice Schedule** zone.

A message appears confirming whether you want to edit the latest invoice schedule.

- Click **OK**.

The **Edit Invoice Schedule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Pay Plan ID	Displays the pay plan ID.	Not applicable
Invoice Schedule ID	Displays the invoice schedule ID.	Not applicable

In addition, this screen contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Maturity Date	Displays the date when the policy installment is due for settlement.	Not applicable
Charge Type	Indicates the type of charge (for example, Premium New Business, Fees, etc.) associated with the contract.	Not applicable
Amount	Used to modify the amount that is due on the maturity date. Note: You can only change the amount which is not yet invoiced and cancelled.	Yes
Invoiced	Indicates whether the amount has been invoiced or not.	Not applicable
Status	Indicates whether the contract charge has been cancelled or not. The valid values are: <ul style="list-style-type: none"> Active — Indicates that the contract charge is active. Inactive — Indicates that the contract charge is cancelled. 	Not applicable

- Modify the amount wherever required.

Note: When you modify the amount, ensure that the total of all the installments for each charge type should be equal to the contract charge amount defined in the system.

- Click **Save**.

The changes made to the invoice schedule are saved.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 16
Pay Plan screen	Pay Plan on page 131
Invoice Schedule Versions zone	Invoice Schedule Versions on page 28
Invoice Schedule zone	Invoice Schedule on page 29
Control Central (Policy Information) screen	Control Central (Policy Information) on page 23

For more information on...	See...
How to cancel a contract charge	Cancelling a Charge on page 92

Control Central (Account Information)

The **Control Central (Account Information)** screen allows you to view detailed information about the account. This screen consists of the following zones:

- [Customer Information](#) on page 38
- [Policies Linked to Account](#) on page 39
- [Policy Contract Details](#) on page 25
- [Financial Transaction History](#) on page 40
- [Account Invoice Schedule](#) on page 41
- [Account Invoice Schedule Details](#) on page 42
- [Other Contracts Summary](#) on page 43

Customer Information

The **Customer Information** zone displays the details of the main customer linked to the account. This zone contains the following fields:

Field Name	Field Description
Account ID	Displays the account ID. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Main Customer	Displays the name of the main customer linked to the account. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Division	Displays the division to which the account belongs.
Address Line 1, Address Line 2, Address Line 3	Displays the address of the main customer. Note: These fields appear in this zone only when this data is available for the main customer in the system.
City	Displays the city where the main customer is located. Note: This field appears in this zone only when this data is available for the main customer in the system.
Postal	Displays the postal code where the main customer lives in. Note: This field appears in this zone only when this data is available for the main customer in the system.
Customer Class	Displays the customer class of the account.

Field Name	Field Description
Home Phone	Displays the home phone number of the main customer. Note: This field appears in this zone only when this data is available for the main customer in the system.
Work Phone	Displays the office phone number of the main customer. Note: This field appears in this zone only when this data is available for the main customer in the system.
Cellular Phone	Displays the cell phone number of the main customer. Note: This field appears in this zone only when this data is available for the main customer in the system.
Fax Number	Displays the fax number of the main customer. Note: This field appears in this zone only when this data is available for the main customer in the system.
Primary ID Type	Displays the primary identifier type of the main customer.
Primary ID Value	Displays the value of the primary identifier type.
Total Number of Policies	Displays the total number of policies which are billed through the account.
Email Address	Displays the e-mail address of the main customer. Note: This field appears in this zone only when this data is available for the main customer in the system.

Note: All the fields in the **Customer Information** zone are read-only.

Related Topics

For more information on...	See...
How to view detailed information about the account	Viewing Detailed Account Information on page 43

Policies Linked to Account

The **Policies Linked to Account** zone lists the policies which are billed through the account. You will not find any records in this zone if not even a single policy is billed through the account. This zone contains the following columns:

Column Name	Column Description
Source	Displays the name of the external system from where the policy originated.
Policy Information	Displays information about the policy. Note: It has a link. On clicking the link, the Control Central (Policy Information) screen appears where you can view detailed information about the policy.
Policy Status	Displays the status of the policy.
Line of Business	Indicates the line of business for which the policy is created.
Main Subscriber	Displays the name of the person who is the main subscriber of the policy. Note: It has a link. On clicking the link, the Person screen appears with the details of the main subscriber.

Column Name	Column Description
Person Role	Displays the role of the person with respect to the policy.
Policy View	On clicking the View (📄) icon, you can view the details of the policy.
Policy Edit	On clicking the Edit (✏️) icon, the Policy screen appears where you can edit the details of the policy.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

On clicking the **Broadcast** (📢) icon corresponding to the policy, the **Policy Contract Details** zone appears.

Related Topics

For more information on...	See...
How to view detailed information about the account	Viewing Detailed Account Information on page 43

Policy Contract Details

The **Policy Contract Details** zone lists the contracts associated with the policy. This zone contains the following columns:

Column Name	Column Description
Contract ID	Displays the contract ID.
Contract Information	Displays information about the contract. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Division	Displays the division for which the contract type is valid.
Contract Type	Displays the contract type (product) offered in the policy.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view detailed information about the policy	Viewing Detailed Policy Information on page 30
How to view detailed information about the account	Viewing Detailed Account Information on page 43

Financial Transaction History

The **Financial Transaction History** zone lists the financial transactions related to the account. You will not find any records in this zone if the financial transactions are not yet created for the account. This zone contains the following columns:

Column Name	Column Description
Transaction Processing Date	Displays the date when the transaction was processed in the system.

Column Name	Column Description
Transaction Effective Date	Displays the date from when the transaction is effective.
Transaction Type	Indicates the type of financial transaction. The valid values are: <ul style="list-style-type: none"> • Adjustment • Adjustment Cancellation • Bill Segment • Bill Cancellation • Pay Segment • Pay Cancellation
Transaction Amount	Displays the amount billed to the customer or received from the customer.
Amount Balance	Displays the resultant calculated current balance.
Payoff Amount	Displays the amount same as the transaction amount except for the Premium New Business and Endorsement adjustment types.
Payoff Balance	Displays the resultant calculated payoff balance.

On clicking the **View** (📄) icon corresponding to the financial transaction, the **Adjustment**, **Bill** or **Payment Event** screen appears depending on the type of financial transaction.

Related Topics

For more information on...	See...
How to view detailed information about the account	Viewing Detailed Account Information on page 43

Account Invoice Schedule

The **Account Invoice Schedule** zone indicates the total amount that will be billed to the main customer on the scheduled date. The amount and date changes depending on whether the bill cycle is defined for the account. If the bill cycle is defined for the account, the schedule date will be the windows start date defined for the bill cycle. The system will then consolidate the amounts due on the maturity dates which are earlier than or equal to the schedule date. However, if the bill cycle is not defined for the account, the system consolidates the amounts due on the same maturity dates.

The bill lead days defined for the account is also considered while calculating the total amount that will be billed to the main customer on the scheduled date. If the number of days between the bill cycle window start date and the maturity date is equal to or less than the bill lead days, then the system considers the past and future maturity dates, and accordingly consolidates the amounts. For example, consider the following invoice schedule is available for Policy 1 and Policy 2 in the system:

Policy Number	Maturity Date	Charge Type	Amount (in USD)
Policy 1	01-05-2011	Premium New Business	30
Policy 1	02-05-2011	Premium New Business	20
Policy 2	01-15-2011	Premium New Business	30
Policy 2	02-01-2011	Premium New Business	10

Now, note what will happen in the following two scenarios:

Scenario	What Happens
Bill Cycle – Monthly Window Start Date – 1 st of every month Bill Cycle Date – 02–01–2011 Bill Lead Days – 0	Consolidates the amounts due on – 5 th Jan 2011, 15 th Jan 2011, and 1 st Feb 2011 Invoice Schedule Amount on 02–01–2011 — 70 (Policy 1– 30, Policy 2 — 40)
Bill Cycle – Monthly Window Start Date – 1 st of every month Bill Cycle Date – 02–01–2011 Bill Lead Days – 10	Consolidates the amounts due on – 15 th Jan 2011, 1 st Feb 2011, and 5 th Feb 2011 Invoice Schedule Amount on 02–01–2011 — 60 (Policy 1– 20, Policy 2 — 40) Note: The amount due on 5 th Jan 2011 will not be considered because it has been billed in the previous month.

This zone contains the following columns:

Column Name	Column Description
Schedule Date	Displays the date when the main customer will be billed.
Amount	Displays the amount that will be billed to the main customer.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

On clicking the **Broadcast** () icon corresponding to the invoice schedule, the **Account Invoice Schedule Details** zone appears.

Related Topics

For more information on...	See...
How to view detailed information about the account	Viewing Detailed Account Information on page 43

Account Invoice Schedule Details

The **Account Invoice Schedule Details** zone lists the policies whose amounts are due on the maturity dates and are either billed or will be billed to the main customer on the scheduled date. This zone contains the following columns:

Column Name	Column Description
Policy Number	Displays the policy number.
Maturity Date	Displays the date when the amount is due for settlement.
Charge Type	Displays the type of charge associated with the contract.
Amount	Displays the charge amount.
Invoiced	Indicates whether the amount has been invoiced or not.
Contract ID	Displays the contract for which the charge is created.
Contract Type	Displays the contract type to which the contract belongs.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view detailed information about the account	Viewing Detailed Account Information on page 43

Other Contracts Summary

The **Other Contracts Summary** zone lists the contracts which are not associated with any policy, but are linked to the account. You will not find any records in this zone if the account has no such contracts associated with it. This zone contains the following columns:

Column Name	Column Description
Contract ID	Displays the contract ID. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Contract Type Description	Displays the description of the contract type to which the contract belongs.
Contract Status	Displays the status of the contract.
Division	Displays the division for which the contract type is valid.
Current Balance	Displays the resultant calculated current balance.
Payoff Balance	Displays the resultant calculated payoff balance.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view detailed information about the account	Viewing Detailed Account Information on page 43

Viewing Detailed Account Information**Procedure**

To view detailed information about the account:

1. Search for the account in the **Insurance Control Central** screen.
2. In the **Search Results** section, click the link in the **Account ID** column corresponding to the account whose detailed information you want to view.
The **Control Central (Account Information)** screen appears.
3. View the details of the main customer linked to the account in the **Customer Information** zone.
4. View the policies which are billed through the account in the **Policies Linked to Account** zone.
5. View the contracts associated with the policy in the **Policy Contract Details** zone.
6. View the financial transactions related to the account in the **Financial Transaction History** zone.
7. View the invoice schedule for the account in the **Account Invoice Schedule** zone.
8. View the contract charges due for settlement in the **Account Invoice Schedule Details** zone.

9. View the contracts which are not associated with any policy, but are linked to the account in the **Other Contracts Summary** zone.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 18
Control Central (Account Information) screen	Control Central (Account Information) on page 38
Customer Information zone	Customer Information on page 38
Policies Linked to Account zone	Policies Linked to Account on page 39
Policy Contract Details zone	Policy Contract Details on page 25
Financial Transaction History zone	Financial Transaction History on page 40
Account Invoice Schedule zone	Account Invoice Schedule on page 41
Account Invoice Schedule Details zone	Account Invoice Schedule Details on page 42
Other Contracts Summary zone	Other Contracts Summary on page 43

Chapter

2

Deferred Revenue Recognition

Topics:

- [Deferred Revenue Recognition Schedule](#)

Most often, insurance companies bill policies in installments, but Accounts Receivable (AR) and revenue for the total premium are booked as new business in the beginning of the policy term. Regulations, restrictions, or company policies may require that revenue for the total premium must be initially booked to the general ledger as deferred revenue. As time passes, the deferred revenue is realized as earned revenue. For example, the total premium for six months auto-policy (July 1 to Dec 31) is \$1200. When this new business is booked, the revenue of \$1200 is initially booked as deferred revenue. However, on July 31, August 31, September 30, October 31, November 30, and December 31, \$200 must be transferred from deferred revenue GL to earned revenue GL. In order to manage this process, financial transactions (also known as secondary adjustments) are created that transfer entries from deferred revenue GL to earned revenue GL.

A deferred revenue recognition schedule determines when these financial transactions (also known as secondary adjustments) must be created and posted. This schedule is created with a set frequency. On the recognition date, financial transaction is created to transfer a portion of deferred revenue to earned revenue. This financial transaction does not impact customer's account balance.

For more information on how to implement the Deferred Revenue Recognition functionality, see [Implementing Deferred Revenue Recognition](#) on page 226.

Deferred Revenue Recognition Schedule

The **Deferred Revenue Recognition Schedule** screen allows you to view the deferred revenue recognition schedule. This schedule indicates how and when the deferred revenue will be transferred to the earned revenue. This screen consists of the following zones:

- [Revenue Recognition Schedule Search](#) on page 46
- [Revenue Recognition Schedule Details](#) on page 47

Revenue Recognition Schedule Search

The **Revenue Recognition Schedule Search** zone allows you to search for financial transactions related to a policy, such as new business or endorsement adjustments and commission bill segments, that book revenue against deferred revenue. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Contract ID	Used to specify the contract (policy) ID.	No
Policy Number	Used to specify the policy number.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
FT ID	Displays the financial transaction ID.
Financial Transaction Type	Displays the type of financial transaction.
Freeze Date	Displays the date when the financial transaction was frozen in the system.
Accounting Date	Displays the date when the financial transaction was booked in the system.
Arrears Date	Displays the date from when the financial transaction starts aging.
Contract Information	Displays information about the contract. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Distribution Code	Displays the distribution code associated with the financial transaction type.

On clicking the **Broadcast** (🔔) icon corresponding to the financial transaction, the **Revenue Recognition Schedule Details** zone appears.

Related Topics

For more information on...	See...
How to search for the financial transactions related to a policy	Searching Financial Transactions Related to a Policy on page 47
How to view the deferred revenue recognition schedule	Viewing Deferred Revenue Recognition Schedule on page 48

Revenue Recognition Schedule Details

The **Revenue Recognition Schedule Details** zone displays the deferred revenue recognition schedule. The scheduled dates and amounts are calculated based on the parameters of an algorithm. This zone contains the following fields:

Field Name	Field Description
Financial Transaction ID	Displays the financial transaction ID.
Distribution Code	Displays the distribution code associated with the financial transaction type.

This zone contains the following columns:

Column Name	Column Description
Recognition Date	Displays the date when the revenue is recognized and earned.
Recognition Amount	Displays the amount earned on the recognition date.
Adjustment ID	<p>Displays the adjustment ID. This adjustment (also known as secondary adjustment) is created to transfer a portion of deferred revenue to earned revenue.</p> <p>Note: The adjustment ID appears only when the adjustment is created on the recognition date.</p> <p>Note: It has a link. On clicking the link, the Adjustment screen appears with the details of the respective adjustment.</p>

Related Topics

For more information on...	See...
How to view the deferred revenue recognition schedule	Viewing Deferred Revenue Recognition Schedule on page 48

Searching Financial Transactions Related to a Policy

Procedure

To search for financial transactions related to a policy:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Deferred Revenue Recognition** and then click **Deferred Revenue Recognition Schedule**.

The **Deferred Revenue Recognition Schedule** screen appears.

4. Enter the search criteria in the **Revenue Recognition Schedule Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

Related Topics

For more information on...	See...
Deferred Revenue Recognition Schedule screen	Deferred Revenue Recognition Schedule on page 46
Revenue Recognition Schedule Search zone	Revenue Recognition Schedule Search on page 46

Viewing Deferred Revenue Recognition Schedule**Procedure**

To view the deferred revenue recognition schedule:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Deferred Revenue Recognition** and then click **Deferred Revenue Recognition Schedule**.

The **Deferred Revenue Recognition Schedule** screen appears.

4. Search for the financial transactions related to a policy whose premium revenue is deferred in the **Revenue Recognition Schedule Search** zone.
5. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the financial transaction whose deferred revenue recognition schedule you want to view.

The **Revenue Recognition Schedule Details** zone appears.

6. View the deferred revenue recognition schedule in the **Revenue Recognition Schedule Details** zone.

Related Topics

For more information on...	See...
Deferred Revenue Recognition Schedule screen	Deferred Revenue Recognition Schedule on page 46
Revenue Recognition Schedule Search zone	Revenue Recognition Schedule Search on page 46
Revenue Recognition Schedule Details zone	Revenue Recognition Schedule Details on page 47
How to search for the financial transactions related to a policy	Searching Financial Transactions Related to a Policy on page 47

Chapter

3

Account Current

Topics:

- [External Statement Lifecycle](#)
- [Account Current Object Lifecycle](#)
- [External Statement Search](#)
- [External Statement Details](#)
- [Account Current](#)

An external statement is a broker's statement of account for an accounting period. This statement of account includes premium of all the policies handled by the broker. It may also include any commission which is retained by the broker. Brokers send these statements to the insurance carrier to inform them about the billing information of all the policies in each accounting period.

An external statement contains one or more external statement items. The billing information for each policy is encapsulated in an external statement item. Besides creating an external statement, Oracle Revenue Management and Billing (ORMB) allows you to upload external statements in the following ways:

- **Manual CSV File Upload** — Brokers can send a CSV file through e-mail. You can then upload this CSV file in ORMB using the **External Statement Import** functionality.
- **Automatic Upload** — Periodically, the system can monitor if an external statement has been placed in the appropriate path. If yes, the system will automatically upload the external statement through an XAI process. For more information on how to setup the automatic upload process, contact Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation or upgrade process.

During the external statement reconciliation, the external statement items are compared against the bill items and the account current objects are created.

For more information on how to implement the Account Current functionality, see [Implementing Account Current](#) on page 236.

External Statement Lifecycle

An external statement may have the following different statuses in its lifecycle:

Status	Description
Pending	Initially, when you create an external statement manually, upload the external statement through the automatic upload process, or import the details of an external statement through a CSV file, the status of the external statement is set to Pending . An external statement remains in the Pending status until the system finds a matching bill for it.
Reconciliation in Progress	When a matching bill is found for an external statement, the system changes the status of the external statement to Reconciliation in Progress . It reconciles the external statement items against the bill items and generates the account current objects. Alternatively, you can specify a matching bill and reconcile the external statement manually.
Bill Not Found	If a matching bill cannot be determined within a given number of days, the system changes the status of the external statement to Bill Not Found . You can also manually change the status of an external statement to Bill Not Found . Once the status of an external statement changes to Bill Not Found , To Do entries are created to inform the users so that they can take either of the following actions: <ul style="list-style-type: none"> • Specify a matching bill and reconcile the external statement manually • Cancel the external statement
Error	If the external statement validation fails during the automatic upload process, the system changes the status of the external statement to Error . Once the status of an external statement changes to Error , To Do entries are created to inform the users so that they can take either of the following actions: <ul style="list-style-type: none"> • Resolve the issue and save the changes made to the external statement • Cancel the external statement
Cancelled	Sometimes, you may receive erroneous or invalid statements which should not be processed. The system provides you with the ability to cancel these external statements. You can not only cancel external statements with the status as Error , but also those with the status as Pending , Bill Not Found , and Reconciliation in Progress . When you cancel an external statement, the status of the external statement changes to Cancelled .
Closed	You can close an external statement when all its account current objects are either Matched or Deferred . When you close an external statement, the status of the external statement changes to Closed .

Account Current Object Lifecycle

An account current object may have the following different statuses in its lifecycle:

Status	Description
Pending	Initially, when the account current object is created, its status is set to Pending . However, this is a transitory status (object in a transitory status never stays on that status). Once the status of the account current object changes to Pending , the system reconciles the external statement item against the bill item. Based on the comparison, it changes the status of the account current object to either of the following: <ul style="list-style-type: none"> • Matched • Unmatched • No External Item • Not Booked
Matched	If the gross or net amount of the external statement item and the bill item matches, the system changes the status of the account current object to Matched .
Unmatched	If the gross or net amount of the external statement item and the bill item does not match, the system changes the status of the account current object to Unmatched .
No External Item	If the system cannot find the external statement item for the policy that was billed, it changes the status of the account current object to No External Item . This normally happens when ORMB billed for a policy which is not communicated by the broker.
Not Booked	If the external statement item exist, but the policy is not yet billed, the system changes the status of the account current object to Not Booked . This normally happens when a broker issued a policy, but before ORMB received the new information from the external source (for example, Policy Admin System), a bill was already generated.
Deferred	You can defer the reconciliation of the account current objects with the status as Unmatched or No External Item to the next account current cycle. When you defer an account current object, the system changes the status of the account current object to Deferred .

External Statement Search

The **External Statement Search** screen allows you to search an external statement using the various search criteria. It also allows you to create and edit an external statement. This screen consists of the following zones:

- [External Statement Search](#) on page 51
- [External Statement Log](#) on page 53

External Statement Search

The **External Statement Search** zone allows you to search for external statements using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Statement ID	Used to specify the external statement ID. Note: The external statement ID is generated automatically when the external statement is created.	No
External Reference Number	Used to specify the external reference number of the external statement.	No

Field Name	Field Description	Mandatory (Yes or No)
Broker Name	Used to specify the broker whose external statements you want to search.	No
Status	Used to specify the status of the external statement. You can select either of the following values: <ul style="list-style-type: none"> • Bill Not Found • Cancelled • Reconciliation in Progress • Error • Pending • Closed 	No
Creation Date	Used to specify the date when the external statement was created in the system.	No
External Statement Date	Used to specify the date mentioned in the external statement.	No
Broker Account ID	Used to specify the broker's account ID whose external statements you want to search. Note: The broker's account ID is generated automatically when the broker's account is created.	No
Accounting Period (YYYY-MM)	Used to specify the accounting period for which the external statement will be or is reconciled.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
External Statement ID	Displays the external statement ID. Note: It has a link. On clicking the link, the External Statement Details screen appears with the details of the respective external statement.
Broker Account ID	Displays the broker's account ID.
Broker Name	Displays the name of the broker for whom the external statement is created.
Accounting Period	Displays the accounting period for which the external statement will be or is reconciled.
Status	Displays the status of the external statement.
Bill ID	Displays the Bill ID linked to the external statement.
External Reference Number	Displays the external reference number of the external statement received from the broker.
Create Date/Time	Displays the date and time when the external statement was created in the system.
External Statement Date/Time	Displays the date and time as mentioned in the external statement.
Gross Total Amount	Displays the gross total amount as mentioned in the external statement.

Column Name	Column Description
Edit	On clicking the Edit (✎) icon, the External Statement Edit screen appears where you can edit the details of the external statement. Note: You cannot edit the external statement with the status as Closed or Cancelled .

You can also create an external statement by clicking the **Add** link in the upper right corner of this zone. On clicking the **Broadcast** (📢) icon corresponding to the external statement, the **External Statement Log** zone appears.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53

External Statement Log

A log entry is created when the external statement is created and each time its status is changed. The **External Statement Log** zone allows you to view these log entries. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed.
Details	Displays the details of the action performed.
User	Displays the ID of the user who has performed the action.
Log Type	Displays the type of the log entry.

By default, the **External Statement Log** zone does not appear in the **External Statement Search** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the external statement in the **External Statement Search** zone.

Related Topics

For more information on...	See...
How to view the log of an external statement	Viewing Log of an External Statement on page 57

Searching for an External Statement

Procedure

To search for an external statement:

1. Do either of the following:

If you want to	Then
Search for an external statement from the External Statement Search screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Actions/Navigation area. A list appears. 2. Select the Main Menu option from the list.

If you want to	Then
	<p>3. From the Main Menu, select Account Current and then click External Statement.</p> <p>The External Statement Search screen appears.</p>
Search for an external statement from the Account Current screen	<p>1. Click the Menu link in the Actions/Navigation area.</p> <p>A list appears.</p> <p>2. Select the Main Menu option from the list.</p> <p>3. From the Main Menu, select Account Current and then click Account Current.</p> <p>The Account Current screen appears.</p>

2. Enter the search criteria in the **External Statement Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear.

Related Topics

For more information on...	See...
External Statement Search screen	External Statement Search on page 51
Account Current screen	Account Current on page 67
External Statement Search zone	External Statement Search on page 51

Creating an External Statement

Procedure

To create an external statement:

1. Click the **Menu** link in the **Actions/Navigation** area.
- A list appears.
2. Select the **Main Menu** option from the list.
 3. From the **Main Menu**, select **Account Current** and then click the **Add** (+) icon corresponding to **External Statement**.

The **Create External Statement** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Statement ID	Data appears against this field only while editing and not while creating an external statement.	Not applicable
Status	Data appears against this field only while editing and not while creating an external statement.	Not applicable
Broker Account ID	Used to specify the broker's account ID.	Yes
Broker Name	Used to specify the name of the broker for whom the external statement is created.	Yes
External Reference Number	Used to specify the external reference number of the external statement received from the broker.	No
Sub Broker ID	Used to specify the sub broker ID.	No
Bill ID	Used to specify the bill ID that you want to link to the external statement. Note: You cannot link the external statement to a bill that is already linked to another external statement.	No
Accounting Period	Used to specify the accounting period for which the external statement will be reconciled. Note: By default, the current day, month, and year are displayed in this field.	Yes
External Statement Date/Time	Used to specify the date and time as mentioned in the external statement.	No
Gross Total Amount	Used to specify the gross total amount as mentioned in the external statement.	No

Tip: Alternatively, you can access the **Create External Statement** screen by clicking the **Add** link in the upper right corner of the **External Statement Search** or the **External Statement Details** zone.

- Enter the required details.

Note: You can search for a bill and the broker's account by clicking the **Search** (🔍) icon corresponding to the respective field.

- Click **Save**.

The external statement is created with the status as **Pending**. The external statement ID is generated automatically when the external statement is created.

Related Topics

For more information on...	See...
External Statement Search zone	External Statement Search on page 51
External Statement Details zone	External Statement Details on page 58
How to search for the broker's account	Searching for an Account on page 221
How to search for a bill	Searching for a Bill on page 222

Editing an External Statement

Procedure

To edit an external statement:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the **Edit**  icon in the **Edit** column corresponding to the external statement whose details you want to edit.

The **External Statement Edit** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Statement ID	Displays the external statement ID. Note: The external statement ID is generated automatically when the external statement is created.	Not applicable
Status	Displays the status of the external statement.	Not applicable
Broker Account ID	Used to modify the broker's account ID.	Yes
Broker Name	Used to modify the name of the broker for whom the external statement is created.	Yes
External Reference Number	Used to modify the external reference number of the external statement.	No
Bill ID	Used to modify the bill ID that you want to link to the external statement. Note: You cannot link the external statement to a bill that is already linked to another external statement.	No
Accounting Period	Used to modify the accounting period for which the external statement will be reconciled.	Yes
External Statement Date/Time	Used to modify the date and time as mentioned in the external statement.	No
Gross Total Amount	Used to modify the gross total amount as mentioned in the external statement.	No

Note: You cannot edit the external statement with the status as **Closed** or **Cancelled**.

Tip: Alternatively, you can access the **External Statement Edit** screen by clicking the **Edit** link in the upper right corner of the **External Statement Details** zone.

3. Modify the required details.

Note: You can search for a bill and the broker's account by clicking the **Search**  icon corresponding to the respective field.

4. Click **Save**.

The changes made to the external statement are saved.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53

For more information on...	See...
External Statement Search zone	External Statement Search on page 51
External Statement Details zone	External Statement Details on page 58
How to search for the broker's account	Searching for an Account on page 221
How to search for a bill	Searching for a Bill on page 222

Viewing Log of an External Statement

Procedure

To view the log of an external statement:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the external statement whose log you want to view.

The **External Statement Log** zone appears.

3. View the log entries in the **External Statement Log** zone.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Log zone	External Statement Log on page 53

Importing an External Statement

Procedure

To import the details of an external statement:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Account Current** and then click **External Statement Import**.

The **File Upload** window appears.

Tip: Alternatively, you can access the **File Upload** window by clicking the **Import** button in the **Create External Statement** screen.

4. Click **Browse**. The **Choose File** dialog box appears.
5. Browse to the location where you have saved the CSV file.
6. Select the CSV file and click **Open**.
7. Click **Submit** in the **File Upload** window.

If the CSV file is in the desired format, it is uploaded successfully, and the details of an external statement are imported in ORMB. For more information about the CSV file format, see [CSV File Format](#) on page 240.

Related Topics

For more information on...	See...
How to create an external statement	Creating an External Statement on page 54

External Statement Details

The **External Statement Details** screen allows you to view the details of the external statement. You can also edit, reconcile, close, reopen, and cancel the external statement through this screen. It consists of the following zones:

- [External Statement Details](#) on page 58
- [External Statement Items](#) on page 59

External Statement Details

The **External Statement Details** zone allows you to view the details of the external statement. This zone contains the following fields:

Field Name	Field Description
External Statement ID	Displays the external statement ID. Note: The external statement ID is generated automatically when the external statement is created.
Broker Account ID	Displays the broker's account ID.
Broker Name	Displays the name of the broker for whom the external statement is created.
External Reference Number	Displays the external reference number of the external statement received from the broker.
Sub Broker ID	Displays the sub broker ID.
Bill ID	Displays the Bill ID linked to the external statement.
Accounting Period	Displays the accounting period for which the external statement will be reconciled.
Create Date/Time	Displays the date and time when the external statement was created in the system.
External Statement Date/Time	Displays the date and time as mentioned in the external statement.
Gross Total Amount	Displays the gross total amount as mentioned in the external statement.
Source Flag	Displays how the external statement was created (that is, through Manual Key-in, CSV File Upload, or through Automatic Upload).
Status	Displays the status of the external statement.

This zone contains the following buttons:

Button Name	Button Description
Reconcile	Reconciles the external statement items against the bill items and generates account current objects. During this process, the status of the external statement is changed to Reconciliation in Progress . Note: You must link the external statement to a bill before clicking the Reconcile button.
Unlink	Removes the link between the external statement and the bill, and changes the status of the external statement to Pending . During this process, the account current objects associated with the external statement are deleted.
Reopen	Reopens the closed external statement. During this process, the link between the external statement and the bill is removed, and the account current objects associated with the external statement are deleted.
Go To Account Current	Opens the Account Current screen where you can view the account current objects associated with the external statement.
Bill Not Found	Changes the status of the external statement to Bill Not Found .
Invalidate	Cancels the external statement and changes the status of the external statement to Cancelled .
Close Statement	Closes the external statement and changes the status of the external statement to Closed .
Mark Pending	Removes the link between the external statement and the bill, links the external statement to the new bill, and reconciles the external statement items against the new bill items. During this process, the old account current objects are deleted and the new objects are created. Note: You must ensure that the new bill is created in the system before clicking the Mark Pending button.

You can also create or edit the external statement by clicking the **Add** link or the **Edit** link, respectively, in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to create an external statement	Creating an External Statement on page 54
How to edit an external statement	Editing an External Statement on page 56
How to reconcile an external statement manually	Reconciling an External Statement on page 64
How to remove a link between an external statement and a bill	Removing a Link between an External Statement and a Bill on page 65
How to reopen an external statement	Reopening an External Statement on page 66
How to cancel an external statement	Cancelling an External Statement on page 66
How to close an external statement	Closing an External Statement on page 65

External Statement Items

The **External Statement Items** zone allows you to filter the external statement items based on the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Number	Used to specify the policy number.	No
Binder Number	Used to specify the binder number.	No
Name	Used to specify the name of the policy holder.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
External Statement Item ID	Displays the external statement item ID. Note: The external statement item ID is generated automatically when the external statement item is created.
Policy Number	Displays the policy number.
Binder Number	Displays the binder number.
Name	Displays the name of the policy holder.
Gross Amount	Displays the gross total amount of the policy.
Commission Percentage	Displays the commission retained by the broker in percentage.
Commission	Displays the commission retained by the broker in amount.
Net Amount	Displays the net amount which is gross amount minus commission.
Edit	On clicking the Edit (✏️) icon, the Edit External Statement Item screen appears where you can edit the details of the external statement item. Note: You cannot edit the items when the status of an external statement is either Closed or Cancelled .
Delete	On clicking the Delete (🗑️) icon, you can delete the item from the external statement. Note: You cannot delete the items from an external statement with the status as Closed .

You can also create an external statement item by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to filter the external statement items	Filtering External Statement Items on page 61
How to add an external statement item	Adding an External Statement Item on page 61
How to edit an external statement item	Editing an External Statement Item on page 62
How to delete an external statement item	Deleting an External Statement Item on page 63

Viewing the External Statement Details

Procedure

To view the external statement details:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement whose details you want to view.

The **External Statement Details** screen appears.

3. View the items of the external statement in the **External Statement Items** zone.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Items zone	External Statement Items on page 59

Filtering External Statement Items

Procedure

To filter the external statement items:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement whose details you want to view.

The **External Statement Details** screen appears.

3. Enter the search criteria in the **External Statement Items** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Refresh**.

The search results are filtered based on the specified criteria.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Items zone	External Statement Items on page 59

Adding an External Statement Item

Procedure

To add an item in the external statement:

1. Search for the external statement in the **External Statement Search** screen.

- In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement whose details you want to edit.

The **External Statement Details** screen appears.

- Click the **Add** link in the upper right corner of the **External Statement Items** zone.

The **Add External Statement Item** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Statement ID	Data appears against this field only while editing and not while adding an external statement item.	Not applicable
External Statement Item ID	Data appears against this field only while editing and not while adding an external statement item.	Not applicable
Policy Number	Used to specify the policy number.	No
Binder Number	Used to specify the binder number.	No
Name	Used to specify the name of the policy holder.	No
Gross Amount	Used to specify the gross total amount of the policy. It includes fees and taxes.	No
Commission Percentage	Used to specify the commission retained by the broker in percentage.	No
Commission	Used to specify the commission retained by the broker in amount.	No
Net Amount	Used to specify the net amount which is gross amount minus commission.	No

Note: You cannot add items when the status of an external statement is either **Closed** or **Cancelled**.

- Enter the required details.
- Click **Save**.

The item is added in the external statement.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Items zone	External Statement Items on page 59

Editing an External Statement Item

Procedure

To edit an item in the external statement:

- Search for the external statement in the **External Statement Search** screen.
- In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement whose details you want to edit.

The **External Statement Details** screen appears.

- In the **External Statement Items** zone, click the **Edit** (✎) icon in the **Edit** column corresponding to the external statement item whose details you want to edit.

The **Edit External Statement Item** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Statement ID	Displays the external statement ID. Note: The external statement ID is generated automatically when the external statement is created.	Not applicable
External Statement Item ID	Displays the external statement item ID. Note: The external statement item ID is generated automatically when the external statement item is created.	Not applicable
Policy Number	Used to modify the policy number.	No
Binder Number	Used to modify the binder number.	No
Name	Used to modify the name of the policy holder.	No
Gross Amount	Used to modify the gross total amount of the policy.	No
Commission Percentage	Used to modify the commission retained by the broker in percentage.	No
Commission	Used to modify the commission retained by the broker in amount.	No
Net Amount	Used to modify the net amount which is gross amount minus commission.	No

Note: You cannot edit items when the status of an external statement is either **Closed** or **Cancelled**.

- Modify the required details.
- Click **Save**.

The changes made to the external statement item are saved.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Items zone	External Statement Items on page 59

Deleting an External Statement Item

Procedure

To delete an external statement item:

- Search for the external statement in the **External Statement Search** screen.

2. In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement whose details you want to edit.

The **External Statement Details** screen appears.

3. If required, filter the external statement items in the **External Statement Items** zone.

4. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the external statement item that you want to delete.

A message appears confirming whether you want to delete the external statement item.

Note: You cannot delete the items from an external statement with the status as **Closed**.

5. Click **OK**.

The item is deleted from the external statement.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Items zone	External Statement Items on page 59
How to filter the external statement items	Filtering External Statement Items on page 61

Reconciling an External Statement

During batch processing, when a matching bill is found for an external statement, the system creates account current objects for the external statement and changes the status of the external statement to **Reconciliation in Progress**. If a matching bill cannot be determined within a given number of days, the system changes the status of the external statement to **Bill Not Found**.

Alternatively, you can specify a matching bill and reconcile the external statement manually.

Procedure

To reconcile an external statement manually:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement that you want to reconcile.

The **External Statement Details** screen appears.

3. Click **Reconcile** in the **External Statement Details** zone.

The external statement is reconciled and the account current objects are created. The status of the external statement is changed to **Reconciliation in Progress**.

Note: You must link the external statement to a bill before clicking the **Reconcile** button.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58

For more information on...	See...
External Statement Details zone	External Statement Details on page 58

Removing a Link between an External Statement and a Bill

Procedure

To remove a link between an external statement and a bill:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement whose details you want to edit.

The **External Statement Details** screen appears.

3. Click **Unlink** in the **External Statement Details** zone.

A message appears confirming whether you want to remove the link between the external statement and the bill, and delete the account current objects associated with the external statement.

4. Click **OK**.

The link between the external statement and the bill is removed, and the status of the external statement is changed to **Bill Not Found**.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Details zone	External Statement Details on page 58

Closing an External Statement

You can close an external statement only when all its account current objects are either **Matched** or **Deferred**.

Procedure

To close an external statement:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement that you want to close.

The **External Statement Details** screen appears.

3. Click **Close Statement** in the **External Statement Details** zone.

A message appears confirming whether you want to close the external statement.

4. Click **OK**.

The external statement is closed. Also, note that only the **Reopen** button is enabled and the remaining buttons are disabled in the **External Statement Details** zone.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Details zone	External Statement Details on page 58

Reopening an External Statement

You can reopen an external statement which is closed. While reopening an external statement, the link between the external statement and the bill is removed, and the account current objects associated with the external statement are deleted.

Procedure

To reopen an external statement:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement that you want to reopen.

The **External Statement Details** screen appears.

3. Click **Reopen** in the **External Statement Details** zone.

A message appears confirming whether you want to remove the link between the external statement and the bill, and delete the account current objects associated with the external statement.

4. Click **OK**.

The external statement is reopened. The link between the external statement and the bill is removed, and the status of the external statement is changed to **Bill Not Found**.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Details zone	External Statement Details on page 58

Canceling an External Statement

Sometimes, you may receive erroneous or invalid statements which should not be processed. The system provides you with the ability to cancel these external statements. You can not only cancel external statements with the status as **Error**, but also those with the status as **Pending**, **Bill Not Found**, and **Reconciliation in Progress**. When you cancel an external statement with the status as **Reconciliation in Progress**, the link between the external statement and the bill is removed, and the account current objects associated with the external statement are deleted.

Procedure

To cancel an external statement:

1. Search for the external statement in the **External Statement Search** screen.
2. In the **Search Results** section, click the link in the **External Statement ID** column corresponding to the external statement that you want to cancel.

The **External Statement Details** screen appears.

3. Click **Invalidate** in the **External Statement Details** zone.

A message appears confirming whether you want to cancel the external statement.

4. Click **OK**.

The external statement is cancelled. Also, note that all the buttons in the **External Statement Details** zone are disabled.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
External Statement Details screen	External Statement Details on page 58
External Statement Details zone	External Statement Details on page 58

Account Current

The **Account Current** screen allows you to view the account current objects created for an external statement on reconciliation. You can also edit, reconcile, defer, and delete the account current objects through this screen. It consists of the following zones:

- [External Statement Search](#) on page 51
- [Account Current](#) on page 69
- [Account Current Details](#) on page 70
- [Account Current Log](#) on page 71
- [Account Current — Discrepancy List](#) on page 71

External Statement Search

The **External Statement Search** zone allows you to search for external statements using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Statement ID	Used to specify the external statement ID. Note: The external statement ID is generated automatically when the external statement is created.	No
External Reference Number	Used to specify the external reference number of the external statement.	No
Broker Name	Used to specify the broker whose external statements you want to search.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	Used to specify the status of the external statement. You can select either of the following values: <ul style="list-style-type: none"> • Bill Not Found • Cancelled • Reconciliation in Progress • Error • Pending • Closed 	No
Creation Date	Used to specify the date when the external statement was created in the system.	No
External Statement Date	Used to specify the date mentioned in the external statement.	No
Broker Account ID	Used to specify the broker's account ID whose external statements you want to search. Note: The broker's account ID is generated automatically when the broker's account is created.	No
Accounting Period (YYYY-MM)	Used to specify the accounting period for which the external statement will be or is reconciled.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
External Statement ID	Displays the external statement ID. Note: It has a link. On clicking the link, the External Statement Details screen appears with the details of the respective external statement.
Broker Account ID	Displays the broker's account ID.
Broker Name	Displays the name of the broker for whom the external statement is created.
Accounting Period	Displays the accounting period for which the external statement will be or is reconciled.
Status	Displays the status of the external statement.
Bill ID	Displays the Bill ID linked to the external statement.
External Reference Number	Displays the external reference number of the external statement received from the broker.
Create Date/Time	Displays the date and time when the external statement was created in the system.
External Statement Date/Time	Displays the date and time as mentioned in the external statement.
Gross Total Amount	Displays the gross total amount as mentioned in the external statement.

Column Name	Column Description
Edit	On clicking the Edit (✎) icon, the External Statement Edit screen appears where you can edit the details of the external statement. Note: You cannot edit the external statement with the status as Closed or Cancelled .

You can also create an external statement by clicking the **Add** link in the upper right corner of this zone. On clicking the **Broadcast** (📢) icon corresponding to the external statement, the **External Statement Log** zone appears.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53

Account Current

The **Account Current** zone allows you to view the account current objects associated with the external statement. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section allows you to filter the account current objects based on the various search criteria. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Number	Used to specify the policy number.	No
Status	Used to specify the status of the account current object. You can select either of the following values: <ul style="list-style-type: none"> • Deferred • Matched • Unmatched • Not Booked • Pending • No External Item 	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Policy Number	Displays the policy number for which the account current object is created.
Billed Gross Amount	Displays the gross total amount of the policy that is billed.
Billed Commission Amount	Displays the commission (retained by the broker) that is billed.
External Item ID	Displays the external statement item ID for which the account current object is created on reconciliation.
External Item Gross Amount	Displays the gross total amount of the policy as stated in the external statement item.

Column Name	Column Description
External Item Commission Amount	Displays the commission retained by the broker as stated in the external statement item.
Status	Displays the status of the account current object.
Edit	On clicking the Edit (✎) icon, the Edit Account Current Object screen appears where you can edit the details of the account current object. Note: You cannot edit the details of an account current object when its status is either Matched or Not Booked .
Delete	On clicking the Delete (🗑) icon, you can delete the account current object. Note: You can only delete an account current object with the status as Not Booked .

You can edit, reconcile, and defer multiple account current objects at once by clicking the **Quick Edit** link in the upper right corner of this zone. By default, the **Account Current** zone does not appear in the **Account Current** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the external statement in the **External Statement Search** zone.

Related Topics

For more information on...	See...
How to filter the account current objects	Filtering Account Current Objects on page 73
How to edit an account current object	Editing an Account Current Object on page 75
How to delete an account current object	Deleting an Account Current Object on page 77

Account Current Details

The **Account Current Details** zone allows you to view the details of the account current object. This zone contains the following fields:

Field Name	Field Description
Policy Details	Displays information about the policy for which the account current object is created. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract (policy).
Received Payments	Displays the payment applied to the contract (policy).
Comments	Displays the comments maintained for the account current object. Note: By default, the comments maintained while creating the account current object are reflected in this field. However, once the billing analyst has changed the comments while editing, reconciling, or deferring the account current object, the same are reflected in this field.

By default, the **Account Current Details** zone does not appear in the **Account Current** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the account current object in the **Account Current** zone.

Related Topics

For more information on...	See...
How to view the details of the account current object	Viewing the Account Current Object Details on page 74

Account Current Log

A log entry is created when the account current object is created and each time its status is changed. The **Account Current Log** zone allows you to view these log entries. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed.
Details	Displays the details of the action performed.
User	Displays the ID of the user who has performed the action.
Log Type	Displays the type of the log entry.

By default, the **Account Current Log** zone does not appear in the **Account Current** screen. It appears only when you click the **Broadcast** (🔊) icon corresponding to the account current object in the **Account Current** zone.

Related Topics

For more information on...	See...
How to view the log of an account current object	Viewing Log of an Account Current Object on page 74

Account Current — Discrepancy List

The **Account Current — Discrepancy List** zone allows you to view the discrepancies reported while creating the account current objects. These discrepancies are then communicated to the broker for corrections.

Once the discrepancies are resolved by the broker, the correct gross amount, commission and the net amount are either updated in the external statement or in the bill depending upon the agreement between the broker and the insurance company.

The discrepancies are either reported on the net or the gross amount. If the **Net Comparison Indicator** of the policy is set to **Yes**, the net amount of the external statement item is compared against the net amount of the bill item. If the **Net Comparison Indicator** of the policy is set to **No**, the gross amount of the external statement item is compared against the gross amount of the bill item.

This zone contains the following columns:

Column Name	Column Description
Policy Number	Displays the policy number for which the account current object is created.
Billed Gross Amount	Displays the gross total amount of the policy that is billed.
Billed Commission Amount	Displays the commission (retained by the broker) that is billed.
External Item ID	Displays the external statement item ID for which the account current object is created on reconciliation.
External Item Gross Amount	Displays the gross total amount of the policy as stated in the external statement item.
External Item Commission Amount	Displays the commission retained by the broker as stated in the external statement item.
Status	Displays the status of the account current object.

By default, the **Account Current — Discrepancy List** zone does not appear in the **Account Current** screen. It appears only when you click the **Broadcast** (🔊) icon corresponding to the external statement in the **External Statement Search** zone.

Related Topics

For more information on...	See...
How to view the account current discrepancy list of an external statement	Viewing Account Current Discrepancy List on page 75

Searching for an External Statement

Procedure

To search for an external statement:

1. Do either of the following:

If you want to	Then
Search for an external statement from the External Statement Search screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Actions/Navigation area. A list appears. 2. Select the Main Menu option from the list. 3. From the Main Menu, select Account Current and then click External Statement. The External Statement Search screen appears.
Search for an external statement from the Account Current screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Actions/Navigation area. A list appears. 2. Select the Main Menu option from the list. 3. From the Main Menu, select Account Current and then click Account Current. The Account Current screen appears.

2. Enter the search criteria in the **External Statement Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear.

Related Topics

For more information on...	See...
External Statement Search screen	External Statement Search on page 51
Account Current screen	Account Current on page 67
External Statement Search zone	External Statement Search on page 51

Viewing Account Current Objects

Procedure

To view account current objects associated with an external statement:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** (🔊) icon corresponding to the external statement whose account current objects you want to view.

The **Account Current** zone appears.

3. View the account current objects associated with the external statement in the **Account Current** zone.

Tip: Alternatively, you can view the account current objects associated with the external statement by clicking the **Go To Account Current** button in the **External Statement Details** screen.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current zone	Account Current on page 69

Filtering Account Current Objects

Procedure

To filter the account current objects:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** (🔊) icon corresponding to the external statement whose account current objects you want to view.

The **Account Current** zone appears.

3. Enter the search criteria in the **Account Current** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Refresh**.

The search results are filtered based on the specified criteria.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current zone	Account Current on page 69

Viewing the Account Current Object Details

Procedure

To view the account current object details:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the external statement whose account current object details you want to view.
The **Account Current** zone appears.
3. Click the **Broadcast** (🔔) icon corresponding to the account current object whose details you want to view.
The **Account Current Details** zone appears.
4. View the details of the account current object in the **Account Current Details** zone.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current zone	Account Current on page 69
Account Current Details zone	Account Current Details on page 70

Viewing Log of an Account Current Object

Procedure

To view the log of an account current object:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the external statement whose account current object details you want to view.
The **Account Current** zone appears.
3. Click the **Broadcast** (🔔) icon corresponding to the account current object whose log you want to view.
The **Account Current Log** zone appears.
4. View the log entries in the **Account Current Log** zone.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53

For more information on...	See...
Account Current zone	Account Current on page 69
Account Current Log zone	Account Current Log on page 71

Viewing Account Current Discrepancy List

Procedure

To view the account current discrepancy list of an external statement:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the external statement whose discrepancy list you want to view.

The **Account Current — Discrepancy List** zone appears.

3. View the discrepancies reported while creating the account current objects in the **Account Current — Discrepancy List** zone.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current — Discrepancy List zone	Account Current — Discrepancy List on page 71

Editing an Account Current Object

Procedure

To edit an account current object:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the external statement whose account current object you want to edit.

The **Account Current** zone appears.

3. Click the **Edit** (✎) icon in the **Edit** column corresponding to the account current object whose details you want to edit.

The **Account Current Item** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account Current ID	Displays the account current object ID. Note: The account current object ID is generated automatically when the account current object is created.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
External Statement ID	Displays the external statement ID. Note: The external statement ID is generated automatically when the external statement is created.	Not applicable
Accounting Period (YYYY-MM)	Displays the accounting period for which the external statement is reconciled.	Not applicable
Policy Number	Displays the policy number for which the account current object is created.	Not applicable
Status	Displays the status of the account current object.	Not applicable
Comments	Used to modify the comments while editing, reconciling, or deferring the account current object.	No
Policy Details	Displays the contract ID.	Not applicable
Gross Amount (Billed)	Used to modify the gross total amount of the policy that is billed. It includes fees and taxes.	Yes
Commission (Billed)	Displays the commission (retained by the broker) that is billed.	Not applicable
Net Amount (Billed)	Displays the net amount that is billed.	Not applicable
Received Payments	Displays the payment applied to the contract (policy).	Not applicable
External Statement Item ID	Displays the external statement item ID for which the account current object is created on reconciliation.	Not applicable
Gross Amount	Used to modify the gross total amount of the policy stated in the external statement item. It includes fees and taxes. Note: If the Net Comparison Indicator of the policy is set to No , the gross amount of the external statement item is compared against the gross amount of the bill item on reconciliation.	Yes
Commission	Used to modify the commission stated in the external statement item.	No
Net Amount	Displays the net amount as stated in the external statement item. Note: If the Net Comparison Indicator of the policy is set to Yes , the net amount of the external statement item is compared against the net amount of the bill item on reconciliation. Also, the net amount is calculated automatically when you modify the gross amount.	Not applicable

Note: You cannot edit the details of an account current object when its status is either **Matched** or **Not Booked**.

4. Modify the required details.
5. Click **Update**.

The changes made to the account current object are saved.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current zone	Account Current on page 69

Deleting an Account Current Object

Procedure

To delete an account current object:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the external statement whose *account current* object you want to delete.

The **Account Current** zone appears.

3. If required, filter the account current objects in the **Account Current** zone.
4. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the account current object that you want to delete.

A message appears confirming whether you want to delete the account current object.

Note: You can only delete the account current object with the status as **Not Booked**.

5. Click **OK**.

The account current object is deleted.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current zone	Account Current on page 69
How to filter the account current objects	Filtering Account Current Objects on page 73

Reconciling an Account Current Object

Procedure

To reconcile an account current object:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the external statement whose *account current* object you want to reconcile.

The **Account Current** zone appears.

- Click the **Edit** (✎) icon in the **Edit** column corresponding to the account current object that you want to reconcile.

The **Account Current Item** screen appears.

Note: You cannot reconcile an account current object with the status as **Not Booked**.

- Modify the required details.
- Click **Reconcile**.

A message appears confirming whether you want to reconcile the account current object.

- Click **OK**.

The external statement item is reconciled against the bill item. If the gross or net amount of the external statement item and the bill item matches, the system changes the status of the account current object to **Matched**. However, if it does not match, the system changes the status of the account current object to **Unmatched**.

Note: If the **Net Comparison Indicator** of the policy is set to **Yes**, the net amount of the external statement item is compared against the net amount of the bill item on reconciliation. Otherwise, the gross amount of the external statement item is compared against the gross amount of the bill item on reconciliation.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current zone	Account Current on page 69

Deferring an Account Current Object

Procedure

To defer an account current object:

- Search for the external statement in the **Account Current** screen.
- In the **Search Results** section, click the **Broadcast** (📡) icon corresponding to the external statement whose account current object you want to defer.

The **Account Current** zone appears.

- Click the **Edit** (✎) icon in the **Edit** column corresponding to the account current object that you want to defer to the next account current cycle.

The **Account Current Item** screen appears.

Note: You cannot defer an account current object with the status as **Not Booked**.

- Modify the comments, if required.
- Click **Defer**.

A message appears confirming whether you want to defer the account current object.

- Click **OK**.

The account current object is deferred to the next account current cycle.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current zone	Account Current on page 69

Using the Quick Edit Functionality

Oracle Revenue Management and Billing (ORMB) allows you to edit, reconcile, and defer multiple account current objects at once using the **Quick Edit** functionality.

Procedure

To use the **Quick Edit** functionality:

1. Search for the external statement in the **Account Current** screen.
2. In the **Search Results** section, click the **Broadcast** () icon corresponding to the external statement whose account current objects you want to edit.

The **Account Current** zone appears.

3. Click the **Quick Edit** link in the upper right corner of the **Account Current** zone.

The **Account Current Quick Edit** screen appears. It contains the following columns:

Field Name	Field Description	Mandatory (Yes or No)
Select	Used to select one or multiple account current objects for editing, reconciling, or deferring.	Yes
Policy Number	Displays the policy number for which the account current object is created.	Not applicable
Gross (Billed)	Used to modify the gross total amount of the policy that is billed. It includes fees and taxes.	Yes
Commission (Billed)	Displays the commission charged by the broker that is billed.	Not applicable
Net Amount (Billed)	Displays the net amount that is billed.	Not applicable
Deferred Gross (Billed)	Displays the billed gross amount that was deferred in the last account current cycle.	Not applicable
Deferred Commission (Billed)	Displays the billed commission that was deferred in the last account current cycle.	Not applicable
External Item Gross	Used to modify the gross total amount of the policy stated in the external statement item. It includes fees and taxes. Note: If the Net Comparison Indicator characteristic type of the contract is set to N , the gross amount of the external statement item is compared against the gross amount of the bill item on reconciliation.	Yes
External Item Commission	Used to modify the commission stated in the external statement item.	Yes

Field Name	Field Description	Mandatory (Yes or No)
External Item Net	Displays the net amount as stated in the external statement item. Note: If the Net Comparison Indicator characteristic type of the contract is set to Y , the net amount of the external statement item is compared against the net amount of the bill item on reconciliation. Also, the net amount is calculated automatically when you modify the gross amount.	Not applicable
External Item Deferred Gross	Displays the external statement item gross amount that was deferred in the last account current cycle.	Not applicable
External Item Deferred Commission	Displays the external statement item commission that was deferred in the last account current cycle.	Not applicable
External Item Deferred Net	Displays the external statement item net amount that was deferred in the last account current cycle.	Not applicable
Status	Displays the status of the account current object.	Not applicable
Received Payments	Displays the payment applied to the contract (policy).	Not applicable

Note: The account current objects with the status as **Matched** or **Not Booked** will not appear in the **Account Current Quick Edit** screen.

4. Do either of the following:

If you want to edit	Then
An account current object	Select the Select check box corresponding to the account current object whose details you want to edit.
All the account current objects	Select the Select All check box.

The **Billed Gross**, **External Item Gross**, and the **External Item Commission** fields are enabled.

5. Modify the required details.

6. Click **Update**.

The changes made to the account current objects are saved.

Related Topics

For more information on...	See...
How to search for an external statement	Searching for an External Statement on page 53
Account Current zone	Account Current on page 69

Chapter

4

Policy

Topics:

- [Policy](#)
- [Policy Search](#)
- [Policy View](#)
- [View Policies Linked to an Account](#)
- [View Policies Linked to a Person](#)
- [Policy Person Role](#)
- [Policy Cancellation Reason](#)
- [Policy Reinstatement Reason](#)

Policy is a contract of insurance, describing the term, coverage, premiums and deductibles. It is issued by the insurance company to the insured. When someone buys an insurance policy, the value he or she receives is the insurance company's promise to pay for the specified kinds of losses. Policy is a contract that can be enforced in the court of law. All rules of contract law apply to insurance policies along with special terms and conditions that distinguish insurance policies from other contracts. Policies are issued for the various lines of business, such as property and casualty, life, and health.

Oracle Revenue Management and Billing is a standalone billing system responsible for the premium billing and other charges. The information about the policies which are to be billed is received from an external system, such as Policy Administration System.

A set of people, such as subscriber, dependents, brokers, underwriting companies, operating companies, employee, and employers, are associated with the policy. The system allows you to associate these persons with the policy. Also, a policy must be linked to an account against which the policy is to be billed. Otherwise, a bill for a policy will not get generated in the system.

Each policy must be linked to at least one contract. Otherwise, there will be nothing on which a bill can be based. A policy without a person, account and contract cannot exist in Oracle Revenue Management and Billing.

Policy

The **Policy** screen allows you to create or edit a policy. Using this screen, you can associate persons and contracts with the policy, define characteristics for the policy and the policy — person combination, and define charges for the contracts associated with the policy.

This screen consists of the following tabs:

- [Policy](#) on page 82
- [Policy Characteristics](#) on page 83
- [Policy Persons](#) on page 84
- [Policy Contracts](#) on page 85

Policy

The **Policy** tab allows you to create and edit a policy for various lines of business, such as Health, Life, Property and Casualty. This tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy ID	Displays the policy ID. Note: The policy ID is generated automatically when the policy is created.	Not applicable
Line of Business	Used to indicate the line of business for which the policy is created. You can select either of the following values: <ul style="list-style-type: none"> • Health Care • Life • Property & Casualty 	Yes
Source	Used to specify the name of the external system from where the policy originated.	Yes
Policy Number	Used to specify the policy number. Note: The policy number is generated automatically by the external system when the policy is created.	Yes
Policy Description	Used to specify the description for the policy.	No
Policy Term	Used to indicate how many times a policy is renewed.	No
Policy Status	Used to indicate the status of the policy.	Not applicable
Policy Start Date	Used to specify the date from when the policy is effective.	Yes
Policy End Date	Used to specify the date till when the policy is effective. Note: The policy end date cannot be earlier than the policy start date.	Yes
Policy Renewal Date	Used to specify the date from when the policy is renewed.	No

Field Name	Field Description	Mandatory (Yes or No)
Policy Type	Used to indicate the type of policy. You can select either of the following types: <ul style="list-style-type: none"> • Auditable — Used when the policy premium can be audited in future. • Non-Auditable — Used when the policy premium will not be audited in future. 	Yes (Conditional) Note: This field is required when you create a policy for the Property and Casualty line of business.
Net Comparison Indicator	Used to indicate how the external statement item must be compared against the bill item on reconciliation. By default, No is selected. You can select either of the following values: <ul style="list-style-type: none"> • Yes — Used when you want the net amount of the external statement item to be compared against the net amount of the bill item. • No — Used when you want the gross amount of the external statement item to be compared against the gross amount of the bill item. Note: This field appears only when you select the Property and Casualty option from the Line of Business list.	Yes

This tab contains the following buttons:

Button Name	Button Description
Save	Used to save the details of the policy.
Cancel	Used to exit from the Policy screen.

Related Topics

For more information on...	See...
How to create a policy	Creating a Policy on page 86
How to edit a policy	Editing a Policy on page 94

Policy Characteristics

The **Policy Characteristics** tab allows you to define characteristics for the policy. This tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the policy.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Value	Used to specify the value for the characteristic type. Note: When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.

This tab contains the following buttons:

Button Name	Button Description
Save	Used to save the details of the policy.
Cancel	Used to exit from the Policy screen.

Related Topics

For more information on...	See...
How to create a policy	Creating a Policy on page 86
How to edit a policy	Editing a Policy on page 94
How to define characteristics for the policy	Defining Characteristics for the Policy on page 87

Policy Persons

The **Policy Persons** tab allows you to associate persons with the policy. This tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person	Used to specify the person ID.	Yes
Policy Person Role	Used to specify the role of the person with respect to the policy.	Yes
Main Subscriber	Used to indicate whether the person is the main subscriber of the policy or not. You can select either of the following values: <ul style="list-style-type: none"> • Yes • No Note: You can only define one person as the main subscriber of the policy.	Yes
Start Date	Used to specify the date from when the person is associated with the policy. Note: The start date cannot be earlier than the policy start date or later than the policy end date.	Yes
End Date	Used to specify the date till when the person is associated with the policy. Note: The end date cannot be earlier than the start date or later than the policy end date.	No

Field Name	Field Description	Mandatory (Yes or No)
Characteristic	On clicking the Add () icon, the Policy Person Characteristics section appears where you can define characteristics for the person with respect to the policy.	Not applicable

The **Policy Person Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person ID	Displays the person ID.	Not applicable
Effective Date	Used to specify the date from when the characteristic is effective for the policy — person combination.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy — person combination.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy — person combination.
Characteristic Value	Used to specify the value for the characteristic type. Note: When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy — person combination.

This tab contains the following buttons:

Button Name	Button Description
Save	Used to save the details of the policy.
Cancel	Used to exit from the Policy screen.

Related Topics

For more information on...	See...
How to create a policy	Creating a Policy on page 86
How to edit a policy	Editing a Policy on page 94
How to associate a person with the policy	Associating a Person with the Policy on page 88
How to define characteristics for the policy — person combination	Defining Characteristics for the Policy — Person Combination on page 89

Policy Contracts

The **Policy Contracts** tab allows you to associate contracts with the policy. This tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to specify the account against which you want to bill the policy.	Yes
Contract Type	Used to specify the contract type (product) that you want to offer in the policy. Note: If default pay plan template is not defined for the contract type, the Contract Charges link does not appear when you save the details of the policy.	Yes
Start Date	Used to specify the date from when the contract is effective. Note: The start date cannot be earlier than the policy start date or later than the policy end date.	Yes
Expiration Date	Used to specify the date till when the contract is effective. Note: The expiration date cannot be earlier than the start date or later than the policy end date.	Yes
Contract ID	Displays the contract ID. Note: The contract ID is generated automatically when the contract is created. Note: The Contract ID field appears only when you save the details of the policy.	Not applicable
Contract Status	Displays the status of the contract. By default, when the contract is created, the status is set to Active . Note: The Contract Status field appears only when you save the details of the policy.	Not applicable

The **Contract Charges** link appears when you save the details of the policy. However, it appears only when default pay plan template is defined for the contract type associated with the policy. On clicking the **Contract Charges** link, you can define, edit and cancel the charges associated with the contract.

This tab contains the following buttons:

Button Name	Button Description
Save	Used to save the details of the policy.
Cancel	Used to exit from the Policy screen.

Related Topics

For more information on...	See...
How to create a policy	Creating a Policy on page 86
How to edit a policy	Editing a Policy on page 94
How to associate a contract with the policy	Associating a Contract with the Policy on page 89
How to associate charges with the contract	Associating Charges with the Contract on page 90

Creating a Policy

Procedure

To create a policy:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Customer Information** and then click the **Add** (+) icon corresponding to **Policy**.
The **Policy** screen appears.
4. Enter the details of the policy in the **Policy** tab.
Note: The policy end date cannot be earlier than the policy start date.
5. Define characteristics for the policy, if required.
6. Associate persons with the policy and define characteristics for the policy — person combination.
7. Associate contracts with the policy and charges with the contracts.
8. Click **Save**.

The policy is created with the status as **In Force**.

Related Topics

For more information on...	See...
Policy screen	Policy on page 82
Policy tab	Policy on page 82
Policy Characteristics tab	Policy Characteristics on page 83
Policy Persons tab	Policy Persons on page 84
Policy Contracts tab	Policy Contracts on page 85
How to define characteristics for the policy	Defining Characteristics for the Policy on page 87
How to associate a person with the policy	Associating a Person with the Policy on page 88
How to define characteristics for the policy — person combination	Defining Characteristics for the Policy — Person Combination on page 89
How to associate a contract with the policy	Associating a Contract with the Policy on page 89
How to associate charges with the contract	Associating Charges with the Contract on page 90

Defining Characteristics for the Policy**Prerequisites**

To define characteristics for the policy, you should have:

- Characteristic types defined in the application

Procedure

To define characteristics for the policy:

1. Click the **Policy Characteristics** tab in the **Policy** screen.

The **Policy Characteristics** tab appears.

2. Enter the required details.

Note: When you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the policy, click the **Plus** (+) icon and repeat step 2.

Note: However, if you want to remove a characteristic from the policy, click the **Minus** (=) icon corresponding to the characteristic.

4. Click **Save**.

The characteristics are defined for the policy.

Related Topics

For more information on...	See...
Policy screen	Policy on page 82
Policy Characteristics tab	Policy Characteristics on page 83
How to search for a predefined characteristic value	Searching for a Predefined Characteristic Value on page 215

Associating a Person with the Policy

Prerequisites

To associate a person with the policy, you should have:

- Persons and policy person roles defined in the application

Procedure

To associate a person with the policy:

1. Click the **Policy Persons** tab in the **Policy** screen.

The **Policy Persons** tab appears.

2. Enter the required details.

Note: You can search for a person by clicking the **Search** (🔍) icon corresponding to the **Person** field.

3. If you want to associate more than one person with the policy, click the **Plus** (+) icon and repeat step 2.

Note: However, if you want to remove a person from the policy, click the **Minus** (=) icon corresponding to the person ID. Once you associate a person with the policy, you cannot remove the person from the policy.

4. Click **Save**.

The persons are associated with the policy.

Related Topics

For more information on...	See...
Policy screen	Policy on page 82
Policy Characteristics tab	Policy Characteristics on page 83
How to search for a person	Searching for a Person on page 215

Defining Characteristics for the Policy — Person Combination

Prerequisites

To define characteristics for the policy — person combination, you should have:

- Characteristic types defined in the application

Procedure

To define characteristics for the policy — person combination:

1. Click the **Policy Persons** tab in the **Policy** screen.
The **Policy Persons** tab appears.
2. Click the **Add** () icon corresponding to the person for whom you want to define characteristics.
The **Policy Person Characteristics** section appears.
3. Enter the required details.

Note: When you select a predefined characteristic type, the **Search** () icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

4. If you want to define more than one characteristic for the policy — person combination, click the **Plus** () icon and repeat step 3.

Note: However, if you want to remove a characteristic from the policy — person combination, click the **Minus** () icon corresponding to the characteristic.

5. Click **Save**.

The characteristics are defined for the policy — person combination.

Related Topics

For more information on...	See...
Policy screen	Policy on page 82
Policy Persons tab	Policy Persons on page 84
How to search for a predefined characteristic value	Searching for a Predefined Characteristic Value on page 215

Associating a Contract with the Policy

Prerequisites

To associate a contract with the policy, you should have:

- Contract types defined in the application
- Default pay plan template defined for the contract type in case you want to associate charges with the contract

Procedure

To associate a contract with the policy:

1. Click the **Policy Contracts** tab in the **Policy** screen.
The **Policy Contracts** tab appears.

2. Enter the required details.

Note: You can search for an account and a contract type by clicking the **Search** (🔍) icon corresponding to the respective field.

3. If you want to associate more than one contract with the policy, click the **Plus** (+) icon and repeat step 2.

Note: However, if you want to remove a contract from the policy, click the **Minus** (=) icon corresponding to the contract ID. Once you associate a contract with the policy, you cannot remove the contract from the policy.

4. Click **Save**.

The contracts are created and associated with the policy.

Related Topics

For more information on...	See...
Policy screen	Policy on page 82
Policy Characteristics tab	Policy Characteristics on page 83
How to search for an account	Searching for an Account on page 216
How to search for a contract type	Searching for a Contract Type on page 217

Associating Charges with the Contract

Prerequisites

To associate charges with the contract, you should have:

- Charge types defined in the application

Procedure

To associate charges with the contract:

1. Click the **Policy Contracts** tab in the **Policy** screen.

The **Policy Contracts** tab appears.

2. Click the **Contract Charges** link corresponding to the contract ID whose charges you want to define.

Note: If default pay plan template is not defined for the contract type, the **Contract Charges** link does not appear when you save the details of the policy.

The **Contract Charges** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy ID	Displays the policy ID. Note: The policy ID is generated automatically when the policy is created.	Not applicable
Contract ID	Displays the contract ID. Note: The contract ID is generated automatically when the contract is created.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Charge Type	Used to specify the type of charge associated with the contract.	Yes (Conditional) Note: This field is required when you are associating a charge with the contract.
Start Date	Used to specify the date from when the charge is applicable.	Yes (Conditional) Note: This field is required when you are associating a charge with the contract.
Amount	Used to specify the charge amount.	Yes (Conditional) Note: This field is required when you are associating a charge with the contract.
Status	Displays the status of the charge. By default, when the charge is defined, the status is set to Active . Note: The Status field appears only when you save the contract charges.	Not applicable
Status Date	Displays the date from when the status was either changed to Active or Cancelled . Note: The Status Date field appears only when you save the contract charges.	Not applicable

In addition, it contains the **Cancel Charge** button corresponding to each charge. This button appears only when you save the charge details. On clicking the **Cancel Charge** button, you can cancel the charge.

- Enter the required details.
- If you want to associate more than one charge type with the contract, click the **Plus** (+) icon and repeat step 3.

Note: However, if you want to remove a charge type from the contract, click the **Minus** (=) icon corresponding to the charge type. Once you save the charges, you cannot remove a charge from the contract. However, you can cancel the charge.

- Click **Save**.

The charges are associated with the contract.

Related Topics

For more information on...	See...
Policy screen	Policy on page 82
Policy Contracts tab	Policy Contracts on page 85
How to cancel a charge	Cancelling a Charge on page 92

Cancelling a Charge

To cancel a charge, you should have:

- Adjustment cancel reasons defined in the application

Procedure

To cancel a charge:

1. Search for the policy in the **Insurance Control Central** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Policy Edit** column corresponding to the policy whose details you want to edit.

The **Policy** screen appears.

3. Click the **Policy Contracts** tab.

The **Policy Contracts** tab appears.

4. Click the **Contract Charges** link corresponding to the contract ID whose charges you want to cancel.

The **Contract Charges** screen appears.

5. Click **Cancel Charge** corresponding to the charge that you want to cancel.

A message appears confirming whether you want to cancel a charge. It also indicates that when you cancel a charge, invoice schedule will be updated and adjustment will be cancelled.

6. Click **OK**.

The **Adjustment Cancel Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy ID	Displays the policy ID. Note: The policy ID is generated automatically when the policy is created.	Not applicable
Contract ID	Displays the contract ID. Note: The contract ID is generated automatically when the contract is created.	Not applicable
Charge Type	Displays the type of charge associated with the contract.	Not applicable
Cancel Reason	Used to specify the reason that must be used when the adjustment is cancelled on cancelling a charge.	Yes

7. Select the reason from the **Cancel Reason** list.
8. Click **OK**.

The charge is cancelled. Its status is changed to **Cancelled** in the **Contract Charges** screen.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 94
Policy screen	Policy on page 82
Policy Contracts tab	Policy Contracts on page 85

Policy Search

The **Policy Search** screen allows you to search for policies using the various search criteria. This screen consists of the following zones:

- [Search](#) on page 93

Through the **Policy Search** screen, you can navigate to the following screens:

- [Policy View](#) on page 95
- [Policy](#) on page 82

Search

The **Search** zone allows you to search for a policy. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Number	Used to specify the policy number. Note: The policy number is generated automatically by the external system when the policy is created.	No
Source	Used to specify the name of the external system from where the policy originated.	No
Main Subscriber	Used to specify the name of the person who is the main subscriber of the policy.	No
Policy Description	Used to specify the description of the policy.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Policy Number	Displays the policy number.
Source	Displays the name of the external system from where the policy originated.
Policy Description	Displays the description of the policy.
Policy View	On clicking the View (📄) icon, you can view the details of the policy.
Policy Edit	On clicking the Edit (✎) icon, the Policy screen appears where you can edit the details of the policy.
Policy Start Date	Displays the date from when the policy is effective.
Policy End Date	Displays the date till when the policy is effective.
Policy Status	Displays the status of the policy.
Line of Business	Indicates the line of business for which the policy is created.

Column Name	Column Description
Main Subscriber	Displays the name of the person who is the main subscriber of the policy. Note: It has a link. On clicking the link, the Person screen appears with the details of the main subscriber.

You can also create a policy by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 94
How to view the details of a policy	Viewing the Policy Details on page 97
How to edit a policy	Editing a Policy on page 94

Searching for a Policy

Procedure

To search for a policy:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Customer Information** and then click **Policy**.

The **Policy Search** screen appears.

4. In the **Search** zone, enter the search criteria, such as the policy number, policy description, source, or the name of the person who is the main subscriber of the policy.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

Related Topics

For more information on...	See...
Policy Search screen	Policy Search on page 93
Search zone	Search on page 93

Editing a Policy

Procedure

To edit a policy:

1. Search for the policy in the **Insurance Control Central** or the **Policy Search** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Policy Edit** column corresponding to the policy whose details you want to edit.
The **Policy** screen appears.
3. Modify the details of the policy in the **Policy** tab, if required.
Note: The policy end date cannot be earlier than the policy start date.
4. Define characteristics for the policy, if required.
5. Associate persons with the policy and define characteristics for the policy — person combination, if required.
6. Associate contracts with the policy and charges with the contracts, if required.
7. Click **Save**.

The changes made to the policy are saved.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 94
Policy screen	Policy on page 82
Policy tab	Policy on page 82
Policy Characteristics tab	Policy Characteristics on page 83
Policy Persons tab	Policy Persons on page 84
Policy Contracts tab	Policy Contracts on page 85
How to define characteristics for the policy	Defining Characteristics for the Policy on page 87
How to associate a person with the policy	Associating a Person with the Policy on page 88
How to define characteristics for the policy — person combination	Defining Characteristics for the Policy — Person Combination on page 89
How to associate a contract with the policy	Associating a Contract with the Policy on page 89
How to associate charges with the contract	Associating Charges with the Contract on page 90

Policy View

The **Policy View** screen allows you to view the details of a policy. This screen consists of the following zones:

- [Policy Information](#) on page 95

Policy Information

The **Policy Information** zone displays information about the policy. This zone contains the following fields:

Field Name	Field Description
Policy ID	Displays the policy ID. Note: The policy ID is generated automatically when the policy is created.

Field Name	Field Description
Line of Business	Indicates the line of business for which the policy is created.
Source	Displays the name of the external system from where the policy originated.
Policy Number	Displays the policy number. Note: The policy number is generated automatically by the external system when the policy is created.
Policy Description	Displays the description of the policy.
Policy Term	Indicates how many times a policy is renewed.
Policy Status	Displays the status of the policy.
Policy Start Date	Displays the date from when the policy is effective.
Policy End Date	Displays the date till when the policy is effective.
Policy Renewal Date	Displays the date from when the policy is renewed.
Policy Type	Indicates whether the policy is auditable or non-auditable.
Net Comparison Indicator	Indicates how the external statement item is compared against the bill item on reconciliation. Note: This field appears only when the policy belongs to the Property and Casualty line of business.

Note: All the fields in the **Policy Information** zone are read-only.

In addition, this zone contains the following sections:

- **Policy Characteristics** — Lists the characteristics defined for the policy. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the policy.
Characteristic Type	Displays the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Policy Person** — Lists the persons associated with the policy. It contains the following columns:

Column Name	Column Description
Person	Displays the person ID.
Policy Person Role	Displays the role of the person with respect to the policy.
Main Subscriber	Indicates whether the person is the main subscriber of the policy or not.
Start Date	Displays the date from when the person is associated with the policy.
End Date	Displays the date till when the person is associated with the policy.
Characteristic	On clicking the Expand (☑) button, the Policy Person Characteristics section appears where you can view the characteristics defined for the policy — person combination. Note: You can hide the Policy Person Characteristics section by clicking the Collapse (☒) button.

- **Policy Contract** — Lists the contracts associated with the policy. It contains the following columns:

Column Name	Column Description
Contract ID	Displays the contract ID. Note: The contract ID is generated automatically when the contract is created.
Account ID	Displays the account against which the policy is billed.
Division	Displays the division for which the contract type is valid.
Contract Type	Displays the contract type (product) offered in the policy.
Start Date	Displays the date from when the contract is effective.
Expiration Date	Displays the date till when the contract is effective.
Contract Charges	On clicking the Broadcast () icon, the Contract Charges section appears where you can view the charges associated with the contract.

- **Contract Charges** — Lists the charges associated with the contract. It contains the following columns:

Column Name	Column Description
Contract ID	Displays the contract for which the charge is created.
Charge Type	Displays the type of charge associated with the contract.
Charge Amount	Displays the charge amount.
Start Date	Displays the date from when the charge is applicable.
Charge Status	Displays the status of the charge.

The **Edit** link appears in the upper-right corner of the **Policy Information** zone. On clicking the **Edit** link, the **Policy** screen appears where you can edit the details of the policy.

Related Topics

For more information on...	See...
How to view the details of a policy	Viewing the Policy Details on page 97

Viewing the Policy Details

Procedure

To view the details of a policy:

1. Search for the policy in the **Insurance Control Central** or the **Policy Search** screen.
2. In the **Search Results** section, click the **View** () icon in the **Policy View** column corresponding to the policy whose details you want to view.

The **Policy View** screen appears.

3. View the details of the policy in the **Policy Information** zone.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 94

For more information on...	See...
Policy View screen	Policy View on page 95
Policy Information zone	Policy Information on page 95

View Policies Linked to an Account

The **View Policies Linked to an Account** screen lists the policies which are billed through the account. This screen consists of the following zones:

- [Policy List for Account](#) on page 98

Policy List for Account

The **Policy List for Account** zone lists the policies which are billed through the account. This zone contains the following columns:

Column Name	Column Description
Policy Number	Displays the policy number.
Source	Displays the name of the external system from where the policy originated.
Policy Description	Displays the description of the policy.
Policy View	On clicking the View (📄) icon, you can view the details of the policy.
Policy Edit	On clicking the Edit (✏️) icon, the Policy screen appears where you can edit the details of the policy.
Policy Start Date	Displays the date from when the policy is effective.
Policy End Date	Displays the date till when the policy is effective.
Policy Status	Displays the status of the policy.
Line of Business	Indicates the line of business for which the policy is created.
Main Subscriber	Displays the name of the person who is the main subscriber of the policy. Note: It has a link. On clicking the link, the Person screen appears with the details of the main subscriber.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view policies linked to an account	Viewing Policies Linked to an Account on page 98

Viewing Policies Linked to an Account

Procedure

To view policies linked to an account:

1. Click the **Show Context Menu** () icon corresponding to the account ID whose details you want to view.
A menu appears.
2. Click the **Go To Policy** menu option.
The **View Policies Linked to an Account** screen appears.
3. View a list of policies which are billed through the account in the **Policy List for Account** zone.

Related Topics

For more information on...	See...
View Policies Linked to an Account screen	View Policies Linked to an Account on page 98
Policy List for Account zone	Policy List for Account on page 98

View Policies Linked to a Person

The **View Policies Linked to a Person** screen lists the policies to which the person is associated. This screen consists of the following zones:

- [Policy List for Person](#) on page 99

Policy List for Person

The **Policy List for Person** zone lists the policies to which the person is associated. This zone contains the following columns:

Column Name	Column Description
Policy Number	Displays the policy number.
Source	Displays the name of the external system from where the policy originated.
Policy Description	Displays the description of the policy.
Policy View	On clicking the View () icon, you can view the details of the policy.
Policy Edit	On clicking the Edit () icon, the Policy screen appears where you can edit the details of the policy.
Policy Start Date	Displays the date from when the policy is effective.
Policy End Date	Displays the date till when the policy is effective.
Policy Status	Displays the status of the policy.
Line of Business	Indicates the line of business for which the policy is created.
Person Role	Displays the role of the person with respect to the policy.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to view policies linked to a person	Viewing Policies Linked to a Person on page 100

Viewing Policies Linked to a Person

Procedure

To view policies linked to a person:

1. Click the **Show Context Menu** () icon corresponding to the person ID whose details you want to view.
A menu appears.
2. Click the **Go To Policy** menu option.
The **View Policies Linked to a Person** screen appears.
3. View a list of policies to which the person is associated in the **Policy List for Person** zone.

Related Topics

For more information on...	See...
View Policies Linked to a Person screen	View Policies Linked to a Person on page 99
Policy List for Person zone	Policy List for Person on page 99

Policy Person Role

The **Policy Person Role** screen allows you to define a role that you can assign to a person while creating a policy. It also allows you to edit and delete a policy person role. This screen consists of the following zones:

- [Policy Person Roles](#) on page 100

Policy Person Roles

The **Policy Person Roles** zone lists the roles that you can assign to a person while creating a policy. This zone contains the following columns:

Column Name	Column Description
Policy Person Role	Displays the policy person role.
Description	Displays the description of the policy person role.
Edit	On clicking the Edit () icon, the Policy Person Role screen appears where you can edit the details of the policy person role.
Delete	On clicking the Delete () icon, you can delete the policy person role. Note: You cannot delete a role if it is assigned to a person.

You can define a new policy person role by clicking the **Add** link in the upper-right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to define a policy person role	Defining a Policy Person Role on page 101

For more information on...	See...
How to edit a policy person role	Editing a Policy Person Role on page 101
How to delete a policy person role	Deleting a Policy Person Role on page 102

Defining a Policy Person Role

Procedure

To define a policy person role:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Person Role**.

The **Policy Person Role** screen appears.

4. Click the **Add** link in the upper right corner of the **Policy Person Roles** zone.

The **Policy Person Role** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Person Role	Used to specify the policy person role.	Yes
Description	Used to specify the description for the policy person role.	Yes

5. Enter the required details.
6. Click **Save**.

The policy person role is defined.

Related Topics

For more information on...	See...
Policy Person Role screen	Policy Person Role on page 100
Policy Person Roles zone	Policy Person Roles on page 100

Editing a Policy Person Role

Procedure

To edit a policy person role:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Person Role**.

The **Policy Person Role** screen appears.

- Click the **Edit** (✎) icon in the **Edit** column corresponding to the policy person role whose details you want to edit.

The **Policy Person Role** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Person Role	Displays the policy person role.	Not applicable
Description	Used to modify the description of the policy person role.	Yes

- Modify the description, if required.
- Click **Save**.

The changes made to the policy person role are saved.

Related Topics

For more information on...	See...
Policy Person Role screen	Policy Person Role on page 100
Policy Person Roles zone	Policy Person Roles on page 100

Deleting a Policy Person Role

Procedure

To delete a policy person role:

- Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **P** and then click **Policy Person Role**.
The **Policy Person Role** screen appears.
- Click the **Delete** (🗑) icon in the **Delete** column corresponding to the policy person role that you want to delete.
A message appears confirming whether you want to delete the policy person role.
Note: You cannot delete a role if it is assigned to a person.
- Click **OK**.
The policy person role is deleted.

Related Topics

For more information on...	See...
Policy Person Role screen	Policy Person Role on page 100
Policy Person Roles zone	Policy Person Roles on page 100

Policy Cancellation Reason

You have to define the reason codes which are used when a policy is cancelled. The reason code helps to indicate the reason why a policy was cancelled. The **Policy Cancellation Reason** screen allows you to define, edit, and delete a reason code. This screen consists of the following zones:

- [Policy Cancellation Reasons](#) on page 103

Policy Cancellation Reasons

The **Policy Cancellation Reasons** zone lists the reason codes that are already defined in the system. This zone contains the following columns:

Column Name	Column Description
Code	Displays the reason code.
Description	Displays the description of the reason code.
Edit	On clicking the Edit (✎) icon, the Cancel Reason screen appears where you can edit the reason code.
Delete	On clicking the Delete (🗑) icon, you can delete the reason code.

You can define a new reason code by clicking the **Add** link in the upper-right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to define a policy cancellation reason	Defining a Policy Cancellation Reason on page 103
How to edit a policy cancellation reason	Editing a Policy Cancellation Reason on page 104
How to delete a policy cancellation reason	Deleting a Policy Cancellation Reason on page 104

Defining a Policy Cancellation Reason

Procedure

To define a policy cancellation reason:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Cancellation Reason**.
The **Policy Cancellation Reason** screen appears.
4. Click the **Add** link in the upper right corner of the **Policy Cancellation Reasons** zone.

The **Cancel Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the reason code.	Yes
Description	Used to specify the description for the reason code.	Yes

5. Enter the required details.
6. Click **Save**.

The policy cancellation reason is defined.

Related Topics

For more information on...	See...
Policy Cancellation Reason screen	Policy Cancellation Reason on page 103
Policy Cancellation Reasons zone	Policy Cancellation Reasons on page 103

Editing a Policy Cancellation Reason

Procedure

To edit a policy cancellation reason:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Cancellation Reason**.

The **Policy Cancellation Reason** screen appears.

4. Click the **Edit** (✎) icon in the **Edit** column corresponding to the reason code that you want to edit.

The **Cancel Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Displays the reason code.	Not applicable
Description	Used to modify the description of the reason code.	Yes

5. Modify the required details.
6. Click **Save**.

The changes made to the policy cancellation reason are saved.

Related Topics

For more information on...	See...
Policy Cancellation Reason screen	Policy Cancellation Reason on page 103
Policy Cancellation Reasons zone	Policy Cancellation Reasons on page 103

Deleting a Policy Cancellation Reason

Procedure

To delete a policy cancellation reason:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Cancellation Reason**.

The **Policy Cancellation Reason** screen appears.

4. Click the **Delete** () icon in the **Delete** column corresponding to the reason code that you want to delete.

A message appears confirming whether you want to delete the policy cancellation reason.

5. Click **OK**.

The policy cancellation reason is deleted.

Related Topics

For more information on...	See...
Policy Cancellation Reason screen	Policy Cancellation Reason on page 103
Policy Cancellation Reasons zone	Policy Cancellation Reasons on page 103

Policy Reinstatement Reason

You have to define the reason codes which are used when a policy is reinstated. The reason code helps to indicate the reason why a policy was reinstated. The **Policy Reinstatement Reason** screen allows you to define, edit, and delete a reason code. This screen consists of the following zones:

- [Policy Reinstatement Reasons](#) on page 105

Policy Reinstatement Reasons

The **Policy Reinstatement Reasons** zone lists the reason codes that are already defined in the system. This zone contains the following columns:

Column Name	Column Description
Code	Displays the reason code.
Description	Displays the description of the reason code.
Edit	On clicking the Edit () icon, the Policy Reinstatement Reason screen appears where you can edit the reason code.
Delete	On clicking the Delete () icon, you can delete the reason code.

You can define a new reason code by clicking the **Add** link in the upper-right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to define a policy reinstatement reason	Defining a Policy Reinstatement Reason on page 106
How to edit a policy reinstatement reason	Editing a Policy Reinstatement Reason on page 106

For more information on...	See...
How to delete a policy reinstatement reason	Deleting a Policy Reinstatement Reason on page 107

Defining a Policy Reinstatement Reason

Procedure

To define a policy reinstatement reason:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Reinstatement Reason**.

The **Policy Reinstatement Reason** screen appears.

4. Click the **Add** link in the upper right corner of the **Policy Reinstatement Reasons** zone.

The **Policy Reinstatement Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the reason code.	Yes
Description	Used to specify the description for the reason code.	Yes

5. Enter the required details.

6. Click **Save**.

The policy reinstatement reason is defined.

Related Topics

For more information on...	See...
Policy Reinstatement Reason screen	Policy Reinstatement Reason on page 105
Policy Reinstatement Reasons zone	Policy Reinstatement Reasons on page 105

Editing a Policy Reinstatement Reason

Procedure

To edit a policy reinstatement reason:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Reinstatement Reason**.

The **Policy Reinstatement Reason** screen appears.

4. Click the **Edit** (✎) icon in the **Edit** column corresponding to the reason code that you want to edit.

The **Policy Reinstatement Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Displays the reason code.	Not applicable
Description	Used to modify the description of the reason code.	Yes

5. Modify the required details.

6. Click **Save**.

The changes made to the policy reinstatement reason are saved.

Related Topics

For more information on...	See...
Policy Reinstatement Reason screen	Policy Reinstatement Reason on page 105
Policy Reinstatement Reasons zone	Policy Reinstatement Reasons on page 105

Deleting a Policy Reinstatement Reason

Procedure

To delete a policy reinstatement reason:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **P** and then click **Policy Reinstatement Reason**.

The **Policy Reinstatement Reason** screen appears.

4. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the reason code that you want to delete.

A message appears confirming whether you want to delete the policy reinstatement reason.

5. Click **OK**.

The policy reinstatement reason is deleted.

Related Topics

For more information on...	See...
Policy Reinstatement Reason screen	Policy Reinstatement Reason on page 105
Policy Reinstatement Reasons zone	Policy Reinstatement Reasons on page 105

Chapter

5

Pay Plan

Topics:

- [Policy Invoice Frequency](#)
- [Pay Plan Template](#)
- [Contract Type - Pay Plan Template Mapping](#)
- [Pay Plan](#)
- [Payment by Transaction](#)
- [Charge Type](#)
- [Contract Type — Charge Type Mapping](#)

A pay plan has a set of rules which are used for generating the invoice schedule for a contract (policy). Here the assumption is one policy has only one contract. These rules are inherited from the default pay plan template defined for the contract type to which the contract belongs. You can edit these rules in the pay plan, if required. However, when you edit the rules, you are actually editing the pay plan and not the pay plan template. Also, the system uses the rules defined in the pay plan for generating the invoice schedule and not the rules defined in the template.

A pay plan template encapsulates rules that are used for generating a pay plan for a contract (policy). It covers aspects, such as down payment amount, invoice frequency, endorsement rules, transaction level payment distribution rule, etc. The pay plan templates are defined by the Corporate Accounts department in association with the Underwriting and Sales departments. These templates may vary for each organization. You can create pay plan templates for individual market segment, customer class, product, geographical division, etc. Once a pay plan template is activated, you can link it to one or more contract types.

The access to the pay plan template may vary for different users. For example, underwriters and billing analysts may have full access. Customer Service Representative (CSR), agents and brokers may have restricted access. Customers may not have any access.

For more information on how to implement the Pay Plan functionality, see [Implementing Pay Plan](#) on page 227.

Policy Invoice Frequency

The **Policy Invoice Frequency** screen allows you to create, edit and delete the frequency at which the invoice must be generated for a policy. The policy invoice frequency is used to determine the maturity dates of a policy. The maturity dates are not necessarily the actual dates when the policy is invoiced. The date when the policy is invoiced depends on the billing cycle defined for the customer's or broker's account.

This screen consists of the following zones:

- [Policy Invoice Frequency List](#) on page 110
- [Policy Invoice Frequency](#) on page 110

Policy Invoice Frequency List

The **Policy Invoice Frequency List** zone lists policy invoice frequencies that are already defined in the system. It also allows you to create a new policy invoice frequency. This zone contains the following columns:

Column Name	Column Description
Invoice Frequency	Displays the code of the policy invoice frequency.
Description	Displays the description of the policy invoice frequency.
Daily Frequency	Indicates the frequency in days.
Monthly Frequency	Indicates the frequency in months.

On clicking the **Broadcast** () icon corresponding to the invoice frequency, the **Policy Invoice Frequency** zone appears.

Related Topics

For more information on...	See...
How to view the policy invoice frequency list	Viewing the Policy Invoice Frequency List on page 111
How to create a policy invoice frequency	Creating a Policy Invoice Frequency on page 111

Policy Invoice Frequency

The **Policy Invoice Frequency** zone allows you to edit and delete the policy invoice frequency. This zone contains the following fields:

Field Name	Field Description
Invoice Frequency	Displays the code of the policy invoice frequency.
Description	Displays the description of the policy invoice frequency.
Monthly Frequency	Indicates the frequency in months.
Daily Frequency	Indicates the frequency in days.

Note: All the fields in the **Policy Invoice Frequency** zone are read-only.

This zone contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the policy invoice frequency.
Delete	Used to delete the policy invoice frequency. Note: You cannot delete a policy invoice frequency if it is used in a pay plan template.

By default, the **Policy Invoice Frequency** zone does not appear in the **Policy Invoice Frequency** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the invoice frequency in the **Policy Invoice Frequency List** zone.

Related Topics

For more information on...	See...
How to edit a policy invoice frequency	Editing a Policy Invoice Frequency on page 112
How to delete a policy invoice frequency	Deleting a Policy Invoice Frequency on page 113

Viewing the Policy Invoice Frequency List

Procedure

To view the policy invoice frequency list:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Invoice Frequency**.
The **Policy Invoice Frequency** screen appears.
4. View the policy invoice frequencies that are already defined in the system in the **Policy Invoice Frequency List** zone.

Related Topics

For more information on...	See...
Policy Invoice Frequency screen	Policy Invoice Frequency on page 110
Policy Invoice Frequency List zone	Policy Invoice Frequency List on page 110



Creating a Policy Invoice Frequency

Procedure

To create a policy invoice frequency:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click the **Add** (+) icon corresponding to **Policy Invoice Frequency**.
The **Invoice Frequency** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Invoice Frequency	Used to specify the code that uniquely identifies the policy invoice frequency.	Yes
Monthly Frequency	Used to specify the frequency in months. For example, if the frequency is monthly, you will enter 1. If the frequency is quarterly, you will enter 3. And, if the frequency is annually, you will enter 12.	Yes
Daily Frequency	Used to specify the frequency in days. It is used in conjunction with the monthly frequency. For example, if the frequency is weekly, you will enter 0 in the Monthly Frequency field and 7 in the Daily Frequency field.	Yes
Description	Used to specify the description for the policy invoice frequency.	Yes

Tip: Alternatively, you can access the **Invoice Frequency** screen by clicking the **Add** link in the upper right corner of the **Policy Invoice Frequency List** zone.

4. Enter the required details.
5. Click **Save**.

The policy invoice frequency is created.

Related Topics

For more information on...	See...
Policy Invoice Frequency List zone	Policy Invoice Frequency List on page 110

Editing a Policy Invoice Frequency

Procedure

To edit a policy invoice frequency:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Policy Invoice Frequency**.
The **Policy Invoice Frequency** screen appears.
4. Click the **Broadcast** () icon corresponding to the policy invoice frequency whose details you want to edit.
The **Policy Invoice Frequency** zone appears.
5. Click **Edit**.

The **Invoice Frequency** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Invoice Frequency	Displays the code of the policy invoice frequency.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Monthly Frequency	Used to modify the frequency in months.	Yes
Daily Frequency	Used to modify the frequency in days. It is used in conjunction with the monthly frequency.	Yes
Description	Used to modify the description of the policy invoice frequency.	Yes

6. Modify the required details.

7. Click **Save**.

The changes made to the policy invoice frequency are saved.

Related Topics

For more information on...	See...
Policy Invoice Frequency screen	Policy Invoice Frequency on page 110
Policy Invoice Frequency zone	Policy Invoice Frequency on page 110

Deleting a Policy Invoice Frequency

Procedure

To delete a policy invoice frequency:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **P** and then click **Policy Invoice Frequency**.

The **Policy Invoice Frequency** screen appears.

4. Click the **Broadcast** () icon corresponding to the policy invoice frequency that you want to delete.

The **Policy Invoice Frequency** zone appears.

5. Click **Delete**.

A message appears confirming whether you want to delete the policy invoice frequency.

Note: You cannot delete a policy invoice frequency if it is used in a pay plan template.

6. Click **OK**.

The policy invoice frequency is deleted.

Related Topics

For more information on...	See...
Policy Invoice Frequency screen	Policy Invoice Frequency on page 110
Policy Invoice Frequency zone	Policy Invoice Frequency on page 110

Pay Plan Template

A pay plan template encapsulates the rules that are used for generating a pay plan for a policy. These templates are created by administrators. Once a pay plan template is activated, you can link it to one or more contract types.

The **Pay Plan Template** screen lists pay plan templates that are already defined in the system. It also allows you to create, edit, copy, and delete a pay plan template. This screen consists of the following zones:

- [Pay Plan Template List](#) on page 114
- [Contract Types Linked](#) on page 114
- [Pay Plan Template](#) on page 115

Pay Plan Template List

The **Pay Plan Template List** zone lists pay plan templates that are already defined in the system. You can also create a new pay plan template by clicking the **Add** link in the upper-right corner of this zone. In addition, this zone contains the following columns:

Column Name	Column Description
Template Code	Displays the code of the pay plan template.
Description	Displays the description of the pay plan template.
Edit	On clicking the Edit (✎) icon, the Edit Pay Plan Template screen appears where you can edit the details of the pay plan template.
Duplicate	On clicking the Copy (📄) icon, you can create a copy of the pay plan template.
Delete	On clicking the Delete (🗑) icon, you can delete the pay plan template. Note: You cannot delete a pay plan template if it is set as the default template for a contract type.

On clicking the **Broadcast** (📢) icon corresponding to the pay plan template, the **Contract Types Linked** and the **Pay Plan Template** zones appear.

Related Topics

For more information on...	See...
How to view the pay plan template list	Viewing the Pay Plan Template List on page 117
How to view the pay plan template details	Viewing the Pay Plan Template Details on page 118
How to create a pay plan template	Creating a Pay Plan Template on page 118
How to edit a pay plan template	Editing a Pay Plan Template on page 121
How to copy a pay plan template	Copying a Pay Plan Template on page 125
How to delete a pay plan template	Deleting a Pay Plan Template on page 124

Contract Types Linked

The **Contract Types Linked** zone lists the contract types to which the pay plan template is linked. This zone contains the following columns:

Column Name	Column Description
Division	Displays the division for which the contract type is valid.
Contract Type	Displays the contract type.
Description	Displays the description of the contract type.

By default, the **Contract Types Linked** zone does not appear in the **Pay Plan Template** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the pay plan template in the **Pay Plan Template List** zone.

Related Topics

For more information on...	See...
How to view the pay plan template details	Viewing the Pay Plan Template Details on page 118

Pay Plan Template

The **Pay Plan Template** zone allows you to view the details of the pay plan template. This zone contains the following fields:

Field Name	Field Description
Template Code	Displays the code of the pay plan template.
Description	Displays the description of the pay plan template.
Activate/Inactivate Date	Displays the date when the pay plan template will be automatically activated or inactivated in the future.
Status	Displays the status of the pay plan template. The status can be either Active or Inactive .
Invoice Frequency	Indicates the frequency at which the invoice must be generated for a policy. Note: It has a link. On clicking the link, the Policy Invoice Frequency screen appears with the details of the respective invoice frequency.
Down Payment Type	Indicates whether down payment for a policy must be a fixed amount or a percentage of the total premium.
Down Payment Value	Displays the fixed amount or percentage value depending on the down payment type selected.
Installment Amount Type	Indicates how the installment amount for a policy must be calculated. The valid values are: <ul style="list-style-type: none"> • Distribute — Used to distribute the total premium (less down payment) equally in the maximum available installments • Percentage — Used to invoice the specified percentage of the total premium in each installment • Fixed — Used to invoice the specified amount in each installment
Installment Amount Value	Displays the fixed amount or percentage value depending on the installment amount type selected.
New Business Installment Fee — One Time — Type	Indicates whether the new business one time installment fee must be a fixed amount or a percentage of the installment amount.

Field Name	Field Description
New Business Installment Fee — One Time — Value	Displays the fixed amount or percentage value depending on the new business one time installment fee type selected.
New Business Installment Fee — Recurring — Type	Indicates whether the new business recurring installment fee must be a fixed amount or a percentage of the installment amount.
New Business Installment Fee — Recurring — Value	Displays the fixed amount or percentage value depending on the new business recurring installment fee type selected.
Endorsement Installment Fee — One Time — Type	Indicates whether the endorsement one time installment fee must be a fixed amount or a percentage of the installment amount.
Endorsement Installment Fee — One Time — Value	Displays the fixed amount or percentage value depending on the endorsement one time installment fee type selected.
Endorsement Installment Fee — Recurring — Type	Indicates whether the endorsement recurring installment fee must be a fixed amount or a percentage of the installment amount.
Endorsement Installment Fee — Recurring — Value	Displays the fixed amount or percentage value depending on the endorsement recurring installment fee type selected.
Maximum Installments	Displays the maximum number of installments available for billing a policy.
Distribution Code	Displays the distribution code where revenue must be booked. This distribution code is used for the fee bill segment in the bill. Note: It has a link. On clicking the link, the Distribution Code screen appears with the details of the respective distribution code.
Maximum Allowed Percentage	Displays the maximum percentage value that can be used for calculating bill charges.
Endorsement Rule	Indicates how an endorsement is applied to a policy. The valid values are: <ul style="list-style-type: none"> • Bill On Next Account Invoice Date — Used to bill the entire endorsement amount on the next invoice date of the account. • Bill On Next Policy Maturity Date — Used to bill the entire endorsement amount on the next maturity date of the policy. • Catch-Up — Used to distribute the endorsement amount amongst all the scheduled invoices. In case where the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy. • Spread Over — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.
Policy Invoice Rule	Indicates whether the policy can be billed in advance or not. The valid values are: <ul style="list-style-type: none"> • Get Next — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy. • Get Previous — Used to bill the unbilled invoices scheduled in the past.

Field Name	Field Description
Transaction Level Payment Distribution Rule	Indicates how payments for a policy must be distributed automatically among the following components — Premium, Fees and Taxes. The valid values are: <ul style="list-style-type: none"> 1. Premium, Fees, Taxes 2. Fees, Taxes, Premium 3. Taxes, Premium, Fees 4. Premium, Taxes, Fees 5. Taxes, Fees, Premium 6. Fees, Premium, Taxes
Remit Net Commission	Indicates whether the commission should be included in the total bill amount or not. If the value is set to Yes , the system will not include the commission in the total bill amount.

Note: All the fields in the **Pay Plan Template** zone are read-only.

This zone contains the following buttons:

Button Name	Button Description
Activate	Used to activate the pay plan template.
Inactivate	Used to inactivate the pay plan template. Note: You cannot inactivate a pay plan template if it is set as the default template for a contract type.

By default, the **Pay Plan Template** zone does not appear in the **Pay Plan Template** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the pay plan template in the **Pay Plan Template List** zone.

Related Topics

For more information on...	See...
How to view the pay plan template details	Viewing the Pay Plan Template Details on page 118
How to activate a pay plan template	Activating a Pay Plan Template on page 126
How to inactivate a pay plan template	Inactivating a Pay Plan Template on page 126

Viewing the Pay Plan Template List

Procedure

To view the pay plan template list:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Pay Plan Template**.
The **Pay Plan Template** screen appears.
4. View the pay plan templates that are already defined in the system in the **Pay Plan Template List** zone.

Related Topics

For more information on...	See...
Pay Plan Template screen	Pay Plan Template on page 114
Pay Plan Template List zone	Pay Plan Template List on page 114

Viewing the Pay Plan Template Details

Procedure

To view the pay plan template details:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Pay Plan Template**.
The **Pay Plan Template** screen appears.
4. Click the **Broadcast** () icon corresponding to the pay plan template whose details you want to view.
The **Contract Types Linked** and the **Pay Plan Template** zones appear.
5. View the pay plan template details in the **Pay Plan Template** zone.
6. View the contract types to which the pay plan template is linked in the **Contract Types Linked** zone.

Related Topics

For more information on...	See...
Pay Plan Template screen	Pay Plan Template on page 114
Pay Plan Template List zone	Pay Plan Template List on page 114
Contract Types Linked zone	Contract Types Linked on page 114
Pay Plan Template zone	Pay Plan Template on page 115

Creating a Pay Plan Template

Procedure

To create a pay plan template:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click the **Add** () icon corresponding to **Pay Plan Template**.
The **Add Pay Plan Template** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Pay Plan Template	Used to specify the code that uniquely identifies the pay plan template.	Yes
Description	Used to specify the description for the pay plan template.	Yes
Activate/Inactivate Date	Used to specify the date when you want the pay plan template to be automatically activated in the future. Note: The system will automatically activate a pay plan template only when a batch control is scheduled to execute an algorithm which is created using the C1-PPTMPLMON algorithm type. For more information, see <i>Algorithms</i> on page 230.	No
Invoice Frequency	Used to specify the frequency at which the invoice must be generated for a policy.	Yes
Down Payment Type	Used to indicate whether down payment for a policy must be a fixed amount or a percentage of the total premium.	No
Down Payment Value	Used to specify the fixed amount or percentage value depending on the down payment type selected.	No
Installment Amount Type	Used to indicate how to calculate the installment amount for a policy. You can select either of the following values: <ul style="list-style-type: none"> • Distribute — Used to distribute the total premium (less down payment) equally in the maximum available installments • Percentage — Used to invoice the specified percentage of the total premium in each installment • Fixed — Used to invoice the specified amount in each installment 	Yes
Installment Amount Value	Used to specify the fixed amount or percentage value depending on the installment amount type selected.	Yes
New Business Installment Fee — One Time — Type	Used to indicate whether the new business one time installment fee must be a fixed amount or a percentage of the installment amount.	No
New Business Installment Fee — One Time — Value	Used to specify the fixed amount or percentage value depending on the new business one time installment fee type selected.	No
New Business Installment Fee — Recurring — Type	Used to indicate whether the new business recurring installment fee must be a fixed amount or a percentage of the installment amount.	No

Field Name	Field Description	Mandatory (Yes or No)
New Business Installment Fee — Recurring — Value	Used to specify the fixed amount or percentage value depending on the new business recurring installment fee type selected.	No
Endorsement Installment Fee — One Time — Type	Used to indicate whether the endorsement one time installment fee must be a fixed amount or a percentage of the installment amount.	No
Endorsement Installment Fee — One Time — Value	Used to specify the fixed amount or percentage value depending on the endorsement one time installment fee type selected.	No
Endorsement Installment Fee — Recurring — Type	Used to indicate whether the endorsement recurring installment fee must be a fixed amount or a percentage of the installment amount.	No
Endorsement Installment Fee — Recurring — Value	Used to specify the fixed amount or percentage value depending on the endorsement recurring installment fee type selected.	No
Maximum Installments	Used to specify the maximum number of installments available for billing a policy.	No
Distribution Code	Used to specify the distribution code where revenue must be booked. Note: This distribution code is used for the fee bill segment in the bill.	Yes
Maximum Allowed Percentage	Used to specify the maximum percentage value that can be used for calculating bill charges.	No
Endorsement Rule	Used to indicate how an endorsement is applied to a policy. You can select either of the following values: <ul style="list-style-type: none"> • Bill On Next Account Invoice Date — Used to bill the entire endorsement amount on the next invoice date of the account. • Bill On Next Policy Maturity Date — Used to bill the entire endorsement amount on the next maturity date of the policy. • Catch-Up — Used to distribute the endorsement amount amongst all the scheduled invoices. In case where the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy. • Spread Over — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices. 	No

Field Name	Field Description	Mandatory (Yes or No)
Policy Invoice Rule	Used to indicate whether the policy must be billed in advance or not. You can select either of the following values: <ul style="list-style-type: none"> • Get Next — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy. • Get Previous — Used to bill the unbilled invoices scheduled in the past. 	Yes
Transaction Level Payment Distribution Rule	Used to indicate how payments for a policy must be distributed automatically among the following components — Premium, Fees and Taxes. You can select either of the following values: <ul style="list-style-type: none"> • 1. Premium, Fees, Taxes • 2. Fees, Taxes, Premium • 3. Taxes, Premium, Fees • 4. Premium, Taxes, Fees • 5. Taxes, Fees, Premium • 6. Fees, Premium, Taxes 	Yes
Remit Net Commission	Used to indicate whether the commission should be included in the total bill amount or not. If the value is set to Yes , the system will not include the commission in the total bill amount.	Yes

Tip: Alternatively, you can access the **Add Pay Plan Template** screen by clicking the **Add** link in the upper right corner of the **Pay Plan Template List** zone.

4. Enter the required details.
5. Click **Save**.

The pay plan template is created.

Related Topics

For more information on...	See...
Pay Plan Template List zone	Pay Plan Template List on page 114

Editing a Pay Plan Template

Procedure

To edit a pay plan template:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **P** and then click **Pay Plan Template**.

The **Pay Plan Template** screen appears.

4. Click the **Edit** (✎) icon in the **Edit** column corresponding to the pay plan template whose details you want to edit.

The **Edit Pay Plan Template** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Pay Plan Template	Displays the code of the pay plan template.	Not applicable
Description	Used to modify the description of the pay plan template.	Yes
Activate/Inactivate Date	Used to specify the date when you want the pay plan template to be automatically activated or inactivated in the future. Note: The system will automatically activate or inactivate a pay plan template only when a batch control is scheduled to execute an algorithm which is created using the C1-PPTMPLMON algorithm type. For more information, see Algorithms on page 230.	No
Invoice Frequency	Used to modify the frequency at which the invoice must be generated for a policy.	Yes
Down Payment Type	Used to indicate whether down payment for a policy must be a fixed amount or a percentage of the total premium.	No
Down Payment Value	Used to modify the fixed amount or percentage value depending on the down payment type selected.	No
Installment Amount Type	Used to indicate how to calculate the installment amount for a policy. You can select either of the following values: <ul style="list-style-type: none"> • Distribute — Used to distribute the total premium (less down payment) equally in the maximum available installments • Percentage — Used to invoice the specified percentage of the total premium in each installment • Fixed — Used to invoice the specified amount in each installment 	Yes
Installment Amount Value	Used to modify the fixed amount or percentage value depending on the installment amount type selected.	Yes
New Business Installment Fee — One Time — Type	Used to indicate whether the new business one time installment fee must be a fixed amount or a percentage of the installment amount.	No
New Business Installment Fee — One Time — Value	Used to modify the fixed amount or percentage value depending on the new business one time installment fee type selected.	No

Field Name	Field Description	Mandatory (Yes or No)
New Business Installment Fee — Recurring — Type	Used to indicate whether the new business recurring installment fee must be a fixed amount or a percentage of the installment amount.	No
New Business Installment Fee — Recurring — Value	Used to modify the fixed amount or percentage value depending on the new business recurring installment fee type selected.	No
Endorsement Installment Fee — One Time — Type	Used to indicate whether the endorsement one time installment fee must be a fixed amount or a percentage of the installment amount.	No
Endorsement Installment Fee — One Time — Value	Used to modify the fixed amount or percentage value depending on the endorsement one time installment fee type selected.	No
Endorsement Installment Fee — Recurring — Type	Used to indicate whether the endorsement recurring installment fee must be a fixed amount or a percentage of the installment amount.	No
Endorsement Installment Fee — Recurring — Value	Used to modify the fixed amount or percentage value depending on the endorsement recurring installment fee type selected.	No
Maximum Installments	Used to modify the maximum number of installments available for billing a policy.	No
Distribution Code	Used to modify the distribution code where revenue must be booked. Note: This distribution code is used for the fee bill segment in the bill.	Yes
Maximum Allowed Percentage	Used to modify the maximum percentage value that can be used for calculating bill charges.	No
Endorsement Rule	Used to indicate how an endorsement is applied to a policy. You can select either of the following values: <ul style="list-style-type: none"> • Bill On Next Account Invoice Date — Used to bill the entire endorsement amount on the next invoice date of the account. • Bill On Next Policy Maturity Date — Used to bill the entire endorsement amount on the next maturity date of the policy. • Catch-Up — Used to distribute the endorsement amount amongst all the scheduled invoices. In case where the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy. • Spread Over — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices. 	No

Field Name	Field Description	Mandatory (Yes or No)
Policy Invoice Rule	Used to indicate whether the policy must be billed in advance or not. You can select either of the following values: <ul style="list-style-type: none"> • Get Next — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy. • Get Previous — Used to bill the unbilled invoices scheduled in the past. 	Yes
Transaction Level Payment Distribution Rule	Used to indicate how payments for a policy must be distributed automatically among the following components — Premium, Fees and Taxes. You can select either of the following values: <ul style="list-style-type: none"> • 1. Premium, Fees, Taxes • 2. Fees, Taxes, Premium • 3. Taxes, Premium, Fees • 4. Premium, Taxes, Fees • 5. Taxes, Fees, Premium • 6. Fees, Premium, Taxes 	Yes
Remit Net Commission	Used to indicate whether the commission should be included in the total bill amount or not. If the value is set to Yes , the system will not include the commission in the total bill amount.	Yes

5. Modify the required details.

6. Click **Save**.

The changes made to the pay plan template are saved.

Related Topics

For more information on...	See...
Pay Plan Template screen	Pay Plan Template on page 114
Pay Plan Template List zone	Pay Plan Template List on page 114

Deleting a Pay Plan Template

Procedure

To delete a pay plan template:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Pay Plan Template**.

The **Pay Plan Template** screen appears.

- Click the **Delete** () icon in the **Delete** column corresponding to the pay plan template that you want to delete. A message appears confirming whether you want to delete the pay plan template.

Note: You cannot delete a pay plan template if it is set as the default template for a contract type.

- Click **OK**.

The pay plan template is deleted.

Related Topics

For more information on...	See...
Pay Plan Template screen	Pay Plan Template on page 114
Pay Plan Template List zone	Pay Plan Template List on page 114

Copying a Pay Plan Template

Procedure

To copy a pay plan template:

- Click the **Menu** link in the **Actions/Navigation** area. A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **P** and then click **Pay Plan Template**. The **Pay Plan Template** screen appears.
- Click the **Copy** () icon in the **Duplicate** column corresponding to the pay plan template whose copy you want to create. A window appears.
- Enter the code that uniquely identifies the new pay plan template.
- Click **OK**. The **Add Pay Plan Template** screen appears.
- Modify the required details.
- Click **Save**.

The new pay plan template is created.

Related Topics

For more information on...	See...
Pay Plan Template screen	Pay Plan Template on page 114
Pay Plan Template List zone	Pay Plan Template List on page 114
How to create a pay plan template	Creating a Pay Plan Template on page 118

Activating a Pay Plan Template

Procedure

To activate a pay plan template:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Pay Plan Template**.
The **Pay Plan Template** screen appears.
4. Click the **Broadcast** () icon corresponding to the pay plan template that you want to activate.
The **Contract Types Linked** and the **Pay Plan Template** zones appear.
5. Click **Activate** in the **Pay Plan Template** zone.
The status of the pay plan template changes to **Active**.

Related Topics

For more information on...	See...
Pay Plan Template screen	Pay Plan Template on page 114
Pay Plan Template List zone	Pay Plan Template List on page 114
Pay Plan Template zone	Pay Plan Template on page 115

Inactivating a Pay Plan Template

Procedure

To inactivate a pay plan template:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** and then click **Pay Plan Template**.
The **Pay Plan Template** screen appears.
4. Click the **Broadcast** () icon corresponding to the pay plan template that you want to inactivate.
The **Contract Types Linked** and the **Pay Plan Template** zones appear.
5. Click **Inactivate** in the **Pay Plan Template** zone.
The status of the pay plan template changes to **Inactive**.
Note: You cannot inactivate a pay plan template if it is set as the default template for a contract type.

Related Topics

For more information on...	See...
Pay Plan Template screen	Pay Plan Template on page 114
Pay Plan Template List zone	Pay Plan Template List on page 114
Pay Plan Template zone	Pay Plan Template on page 115

Contract Type - Pay Plan Template Mapping

You can link more than one pay plan template to a contract type. However, while generating a pay plan invoice schedule for a policy, the system uses the pay plan template set as the default template for the contract type. Therefore, you must set one pay plan template as the default template for the contract type. A pay plan template can be linked to more than one contract type.

Note: You can only link pay plan templates with the status as **Active** to a contract type.

The **Contract Type - Pay Plan Template Mapping** screen allows you to view a list of pay plan templates linked to a contract type. It also allows you to link a pay plan template to a contract type, remove a link between a pay plan template and a contract type, and set a pay plan template as the default template for the contract type.

This screen consists of the following zones:

- [Contract Types](#) on page 127
- [Pay Plan Templates](#) on page 127

Contract Types

The **Contract Types** zone lists contract types that are already defined in the system. This zone contains the following columns:

Column Name	Column Description
Division	Displays the division for which the contract type is valid.
Contract Type	Displays the contract type.
Description	Displays the description of the contract type.

On clicking the **Broadcast** () icon corresponding to the contract type, the **Pay Plan Templates** zone appears.

Related Topics

For more information on...	See...
How to view the pay plan templates linked to a contract type	Viewing Pay Plan Templates Linked to a Contract Type on page 128

Pay Plan Templates

The **Pay Plan Templates** zone lists pay plan templates linked to the contract type. This zone contains the following columns:

Column Name	Column Description
Pay Plan Template	Displays the code of the pay plan template.

Column Name	Column Description
Description	Displays the description of the pay plan template.
Default	Indicates whether the pay plan template is the default template for the contract type.
Set As Default	Used to set the pay plan template as the default template for the contract type. Note: At a time, you can only have one pay plan template as the default template for the contract type. The Set As Default button is disabled when a pay plan template is set as the default template for the contract type.
Unlink	On clicking the Unlink (🗑️) icon, you can remove the link between the pay plan template and the contract type. Note: You cannot remove the link between the pay plan template and the contract type if the pay plan template is set as the default template for the contract type.

You can link a pay plan template to a contract type by clicking the **Add** link in the upper right corner of this zone. By default, the **Pay Plan Templates** zone does not appear in the **Contract Type - Pay Plan Template Mapping** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the contract type in the **Contract Types** zone.

Related Topics

For more information on...	See...
How to link a pay plan template to a contract type	Linking a Pay Plan Template to a Contract Type on page 129
How to set a pay plan template as the default template for a contract type	Setting a Pay Plan Template as the Default Template on page 130
How to remove a link between a pay plan template and a contract type	Removing a Link between a Pay Plan Template and a Contract Type on page 130

Viewing Pay Plan Templates Linked to a Contract Type

Procedure

To view the pay plan templates linked to a contract type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Contract Type - Pay Plan Template Mapping**.
The **Contract Type - Pay Plan Template Mapping** screen appears.
4. Click the **Broadcast** (📢) icon corresponding to the contract type whose pay plan templates you want to view.
The **Pay Plan Templates** zone appears.
5. View the pay plan templates linked to the contract type in the **Pay Plan Templates** zone.

Related Topics

For more information on...	See...
Contract Type - Pay Plan Template Mapping screen	Contract Type - Pay Plan Template Mapping on page 127

For more information on...	See...
Contract Types zone	Contract Types on page 127
Pay Plan Templates zone	Pay Plan Templates on page 127

Linking a Pay Plan Template to a Contract Type

Procedure

To link a pay plan template to a contract type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Contract Type - Pay Plan Template Mapping**.
The **Contract Type - Pay Plan Template Mapping** screen appears.
4. Click the **Broadcast** () icon corresponding to the contract type to which you want to link a pay plan template.
The **Pay Plan Templates** zone appears.
5. Click the **Add** link in the upper right corner of the **Pay Plan Templates** zone.

A window appears which allows you to link a pay plan template to the contract type. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Contract Type	Displays the contract type to which you want to link a pay plan template.	Not applicable
Division	Displays the division for which the contract type is valid.	Not applicable
Pay Plan Template	Used to select the pay plan template that you want to link to the contract type. Note: Only the pay plan templates with the status as Active appear in the Pay Plan Template list.	Yes
Default	Used to set the corresponding pay plan template as the default template for the contract type. Note: You cannot set a pay plan template as the default template if the default template is already defined for the contract type.	No

6. Select the pay plan template from the list.
7. Select the **Default** check box corresponding to the pay plan template if you want to set it as the default template for the contract type.

Note: If you want to link more than one pay plan template to the contract type, click the **Plus** () icon and repeat step 6. However, if you want to remove the link between the pay plan template and the contract type, click the **Minus** () icon corresponding to the pay plan template.

8. Click **Save**.

The pay plan template is linked to the contract type.

Related Topics

For more information on...	See...
Contract Type - Pay Plan Template Mapping screen	Contract Type - Pay Plan Template Mapping on page 127
Contract Types zone	Contract Types on page 127
Pay Plan Templates zone	Pay Plan Templates on page 127

Setting a Pay Plan Template as the Default Template

Procedure

To set a pay plan template as the default template for a contract type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Contract Type - Pay Plan Template Mapping**.

The **Contract Type - Pay Plan Template Mapping** screen appears.

4. Click the **Broadcast** () icon corresponding to the contract type whose pay plan template you want to set as the default template.

The **Pay Plan Templates** zone appears.

5. Click **Set As Default** corresponding to the pay plan template that you want to set as the default template for the contract type.

The value in the **Default** column changes from **N** to **Y** indicating that the pay plan template is set as the default template for the contract type.

Note: At a time, you can only have one pay plan template as the default template for the contract type. The **Set As Default** button is disabled when a pay plan template is set as the default template for the contract type.

Related Topics

For more information on...	See...
Contract Type - Pay Plan Template Mapping screen	Contract Type - Pay Plan Template Mapping on page 127
Contract Types zone	Contract Types on page 127
Pay Plan Templates zone	Pay Plan Templates on page 127

Removing a Link between a Pay Plan Template and a Contract Type

Procedure

To remove a link between a pay plan template and a contract type:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Contract Type - Pay Plan Template Mapping**.

The **Contract Type - Pay Plan Template Mapping** screen appears.

4. Click the **Broadcast** (🔊) icon corresponding to the contract type whose link with a pay plan template you want to remove.

The **Pay Plan Templates** zone appears.

5. Click the **Unlink** (🗑️) icon in the **Unlink** column corresponding to the pay plan template that you want to unlink.

A message appears confirming whether you want to remove the link between the pay plan template and the contract type.

Note: You cannot remove the link between the pay plan template and the contract type if the pay plan template is set as the default template for the contract type.

6. Click **OK**.

The link between the pay plan template and the contract type is removed.

Related Topics

For more information on...	See...
Contract Type - Pay Plan Template Mapping screen	Contract Type - Pay Plan Template Mapping on page 127
Contract Types zone	Contract Types on page 127
Pay Plan Templates zone	Pay Plan Templates on page 127

Pay Plan

The **Pay Plan** screen allows you to view the invoice schedule generated for a contract (policy)⁶. This screen consists of the following zones:

- [Pay Plan](#) on page 26
- [Invoice Schedule Versions](#) on page 28
- [Invoice Schedule](#) on page 29

Pay Plan

A pay plan has a set of rules which are used for generating the invoice schedule for a contract (policy)⁷. These rules are inherited from the default pay plan template defined for the contract type to which the contract belongs. You can edit these rules in the pay plan, if required. However, when you edit the rules, you are actually editing the pay plan and not the pay plan template. Also, the system uses the rules defined in the pay plan for generating the invoice schedule and not the rules defined in the template.

⁶ Here the assumption is one policy has only one contract.

⁷ Here the assumption is one policy has only one contract.

The **Pay Plan** zone allows you to view the rules defined in the pay plan. This zone contains the following fields:

Field Name	Field Description
Pay Plan ID	Displays the pay plan ID. Note: The pay plan ID is generated automatically when the contract is created. However, the pay plan ID is generated only when the default pay plan template is defined for the contract type to which the contract belongs.
Contract Information	Displays the information about the contract. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Pay Plan Template	Displays the code of the pay plan template from where these rules are inherited. Note: It has a link. On clicking the link, the Pay Plan Template screen appears with the details of the respective pay plan template.
Invoice Frequency	Indicates the frequency at which the invoice must be generated for a policy.
Down Payment Type	Indicates whether down payment for a policy must be a fixed amount or a percentage of the total premium.
Down Payment Value	Displays the fixed amount or percentage value depending on the down payment type selected.
Installment Amount Type	Indicates how the installment amount for a policy must be calculated. The valid values are: <ul style="list-style-type: none"> • Distribute — Used to distribute the total premium (less down payment) equally in the maximum available installments • Percentage — Used to invoice the specified percentage of the total premium in each installment • Fixed — Used to invoice the specified amount in each installment
Installment Amount Value	Displays the fixed amount or percentage value depending on the installment amount type selected.
New Business Installment Fee — One Time — Type	Indicates whether the new business one time installment fee must be a fixed amount or a percentage of the installment amount.
New Business Installment Fee — One Time — Value	Displays the fixed amount or percentage value depending on the new business one time installment fee type selected.
New Business Installment Fee — Recurring — Type	Indicates whether the new business recurring installment fee must be a fixed amount or a percentage of the installment amount.
New Business Installment Fee — Recurring — Value	Displays the fixed amount or percentage value depending on the new business recurring installment fee type selected.
Endorsement Installment Fee — One Time — Type	Indicates whether the endorsement one time installment fee must be a fixed amount or a percentage of the installment amount.
Endorsement Installment Fee — One Time — Value	Displays the fixed amount or percentage value depending on the endorsement one time installment fee type selected.
Endorsement Installment Fee — Recurring — Type	Indicates whether the endorsement recurring installment fee must be a fixed amount or a percentage of the installment amount.

Field Name	Field Description
Endorsement Installment Fee — Recurring — Value	Displays the fixed amount or percentage value depending on the endorsement recurring installment fee type selected.
Maximum Installments	Displays the maximum number of installments available for billing a policy.
Distribution Code	Displays the distribution code where revenue must be booked. Note: This distribution code is used for the fee bill segment in the bill.
Maximum Allowed Percentage	Displays the maximum percentage value that can be used for calculating bill charges.
Endorsement Rule	Indicates how an endorsement is applied to a policy. The valid values are: <ul style="list-style-type: none"> • Bill On Next Account Invoice Date — Used to bill the entire endorsement amount on the next invoice date of the account. • Bill On Next Policy Maturity Date — Used to bill the entire endorsement amount on the next maturity date of the policy. • Catch-Up — Used to distribute the endorsement amount amongst all the scheduled invoices. In case where the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy. • Spread Over — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.
Policy Invoice Rule	Indicates whether the policy can be billed in advance or not. The valid values are: <ul style="list-style-type: none"> • Get Next — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy. • Get Previous — Used to bill the unbilled invoices scheduled in the past.
Transaction Level Payment Distribution Rule	Indicates how payments for a policy must be distributed automatically among the following components — Premium, Fees and Taxes. The valid values are: <ul style="list-style-type: none"> • 1. Premium, Fees, Taxes • 2. Fees, Taxes, Premium • 3. Taxes, Premium, Fees • 4. Premium, Taxes, Fees • 5. Taxes, Fees, Premium • 6. Fees, Premium, Taxes
Remit Net Commission	Indicates whether the commission should be included in the total bill amount or not. If the value is set to Yes , the system will not include the commission in the total bill amount.

You will not find any rules defined in the **Pay Plan** zone if the default pay plan template is not yet defined for the contract type to which the contract belongs. You can edit the rules inherited by the pay plan from the pay plan template by clicking the **Edit** link in the upper-right corner of this zone.

Related Topics

For more information on...	See...
How to view an invoice schedule generated for a contract (policy)	Viewing Invoice Schedule Generated for a Contract (Policy) on page 135
How to edit a pay plan	Editing a Pay Plan on page 31

Invoice Schedule Versions

Every time you change the pay plan rules, a new invoice schedule is created. The **Invoice Schedule Versions** zone lists invoice schedules that are created for a contract (policy)⁸. This zone contains the following columns:

Column Name	Column Description
Effective Date/Time	Displays the date and time from when the invoice schedule is effective.
Invoice Schedule ID	Displays the invoice schedule ID. Note: The invoice schedule ID is generated automatically when the invoice schedule is created.

You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

On clicking the **Broadcast** (📢) icon corresponding to the invoice schedule, the **Invoice Schedule** zone appears with the details of the respective invoice schedule.

Related Topics

For more information on...	See...
How to view an invoice schedule generated for a contract (policy)	Viewing Invoice Schedule Generated for a Contract (Policy) on page 135
How to edit an invoice schedule	Editing an Invoice Schedule on page 35

Invoice Schedule

The **Invoice Schedule** zone displays the invoice schedule generated for a contract (policy)⁹. This zone contains the following columns:

Column Name	Column Description
Maturity Date	Displays the date when the policy installment is due for settlement.
Charge Type	Indicates the type of charge (for example, Premium New Business, Fees, etc.)
Amount	Displays the amount that is due on the maturity date. Note: You can change the amount which is not yet invoiced and cancelled by clicking the Edit link in the upper-right corner of this zone.
Invoiced	Indicates whether the amount has been invoiced or not.

You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

⁸ Here the assumption is one policy has only one contract.

⁹ Here the assumption is one policy has only one contract.

For more information on...	See...
How to view an invoice schedule generated for a contract (policy)	Viewing Invoice Schedule Generated for a Contract (Policy) on page 135
How to edit an invoice schedule	Editing an Invoice Schedule on page 35

Viewing Invoice Schedule Generated for a Contract (Policy)

Prerequisites

To view the invoice schedule generated for a contract (policy)¹⁰, you should have:

- Default pay plan template defined for the contract type to which the contract belongs

Procedure

To view the invoice schedule generated for a contract (policy):

1. Do either of the following:

If you want to	Then
View the invoice schedule from the Pay Plan screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the Show Context Menu (📄) icon in the Contract Information column corresponding to the policy whose invoice schedule you want to view. A menu appears. 3. Click the Go To Insurance Pay Plan menu option. The Pay Plan screen appears. <p>OR</p> <ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the link in the Contract Information column corresponding to the policy whose invoice schedule you want to view. The Contract screen appears. 3. Click the Show Context Menu (📄) icon corresponding to the contract ID. A menu appears. 4. Click the Go To Insurance Pay Plan menu option. The Pay Plan screen appears.

¹⁰ Here the assumption is one policy has only one contract.

If you want to	Then
View the invoice schedule from the Control Central (Policy Information) screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the link in the Policy Information column corresponding to the policy whose invoice schedule you want to view. The Control Central (Policy Information) screen appears.

2. In the **Invoice Schedule Versions** zone, click the **Broadcast** () icon corresponding to the invoice schedule whose details you want to view.

The **Invoice Schedule** zone appears.

3. View the invoice schedule generated for a contract (policy) in the **Invoice Schedule** zone.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 94
Pay Plan screen	Pay Plan on page 131
Invoice Schedule Versions zone	Invoice Schedule Versions on page 28
Invoice Schedule zone	Invoice Schedule on page 29

Editing a Pay Plan

Prerequisites

To edit a pay plan of a contract (policy)¹¹, you should have:

- Default pay plan template defined for the contract type to which the contract belongs

Procedure

To edit a pay plan of a contract (policy):

1. Do either of the following:

If you want to	Then
Edit the pay plan details from the Pay Plan screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the Show Context Menu () icon in the Contract Information column corresponding to the policy whose pay plan you want to edit. A menu appears.

¹¹ Here the assumption is one policy has only one contract.

If you want to	Then
	<p>3. Click the Go To Insurance Pay Plan menu option.</p> <p>The Pay Plan screen appears.</p> <p>OR</p> <p>1. Search for the policy in the Insurance Control Central screen.</p> <p>2. In the Search Results section, click the link in the Contract Information column corresponding to the policy whose pay plan you want to edit.</p> <p>The Contract screen appears.</p> <p>3. Click the Show Context Menu  icon corresponding to the contract ID.</p> <p>A menu appears.</p> <p>4. Click the Go To Insurance Pay Plan menu option.</p> <p>The Pay Plan screen appears.</p>
Edit the pay plan details from the Control Central (Policy Information) screen	<p>1. Search for the policy in the Insurance Control Central screen.</p> <p>2. In the Search Results section, click the link in the Policy Information column corresponding to the policy whose pay plan you want to edit.</p> <p>The Control Central (Policy Information) screen appears.</p>

2. Click the **Edit** link in the upper right corner of the **Pay Plan** zone.

A message appears indicating that a new invoice schedule will be created for the contract (policy) when you edit the pay plan.

3. Click **OK**.

The **Pay Plan** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Pay Plan ID	Displays the pay plan ID.	Not applicable
Contract Information	Displays the information about the contract.	Not applicable
Pay Plan Template	Displays the code of the pay plan template from where these rules are inherited.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Invoice Frequency	Used to modify the frequency at which the invoice must be generated for a policy. Note: When you modify the invoice frequency in a pay plan, the remaining unbilled amount is distributed across the future unbilled installments.	Yes
Down Payment Type	Used to indicate whether down payment for a policy must be a fixed amount or a percentage of the total premium.	No
Down Payment Value	Used to modify the fixed amount or percentage value depending on the down payment type selected.	No
Installment Amount Type	Used to indicate how to calculate the installment amount for a policy. You can select either of the following values: <ul style="list-style-type: none"> • Distribute — Used to distribute the total premium (less down payment) equally in the maximum available installments • Percentage — Used to invoice the specified percentage of the total premium in each installment • Fixed — Used to invoice the specified amount in each installment 	Yes
Installment Amount Value	Used to modify the fixed amount or percentage value depending on the installment amount type selected.	Yes
New Business Installment Fee — One Time — Type	Used to indicate whether the new business one time installment fee must be a fixed amount or a percentage of the installment amount.	No
New Business Installment Fee — One Time — Value	Used to modify the fixed amount or percentage value depending on the new business one time installment fee type selected.	No
New Business Installment Fee — Recurring — Type	Used to indicate whether the new business recurring installment fee must be a fixed amount or a percentage of the installment amount.	No
New Business Installment Fee — Recurring — Value	Used to modify the fixed amount or percentage value depending on the new business recurring installment fee type selected.	No
Endorsement Installment Fee — One Time — Type	Used to indicate whether the endorsement one time installment fee must be a fixed amount or a percentage of the installment amount.	No
Endorsement Installment Fee — One Time — Value	Used to modify the fixed amount or percentage value depending on the endorsement one time installment fee type selected.	No

Field Name	Field Description	Mandatory (Yes or No)
Endorsement Installment Fee — Recurring — Type	Used to indicate whether the endorsement recurring installment fee must be a fixed amount or a percentage of the installment amount.	No
Endorsement Installment Fee — Recurring — Value	Used to modify the fixed amount or percentage value depending on the endorsement recurring installment fee type selected.	No
Maximum Installments	Used to modify the maximum number of installments available for billing a policy.	No
Distribution Code	Used to modify the distribution code where revenue must be booked. Note: This distribution code is used for the fee bill segment in the bill.	Yes
Maximum Allowed Percentage	Used to modify the maximum percentage value that can be used for calculating bill charges.	No
Endorsement Rule	Used to indicate how an endorsement is applied to a policy. You can select either of the following values: <ul style="list-style-type: none"> • Bill On Next Account Invoice Date — Used to bill the entire endorsement amount on the next invoice date of the account. • Bill On Next Policy Maturity Date — Used to bill the entire endorsement amount on the next maturity date of the policy. • Catch-Up — Used to distribute the endorsement amount amongst all the scheduled invoices. In case where the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy. • Spread Over — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices. 	No
Policy Invoice Rule	Used to indicate whether the policy must be billed in advance or not. You can select either of the following values: <ul style="list-style-type: none"> • Get Next — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy. • Get Previous — Used to bill the unbilled invoices scheduled in the past. 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Transaction Level Payment Distribution Rule	Used to indicate how payments for a policy must be distributed automatically among the following components — Premium, Fees and Taxes. You can select either of the following values: <ul style="list-style-type: none"> 1. Premium, Fees, Taxes 2. Fees, Taxes, Premium 3. Taxes, Premium, Fees 4. Premium, Taxes, Fees 5. Taxes, Fees, Premium 6. Fees, Premium, Taxes 	Yes
Remit Net Commission	Used to indicate whether the commission should be included in the total bill amount or not. If the value is set to Yes , the system will not include the commission in the total bill amount.	Yes

4. Modify the required details.
5. Click **Save**.

The changes made to the pay plan are saved and a new invoice schedule is created.

Related Topics

For more information on...	See...
Pay Plan screen	Pay Plan on page 131
Pay Plan zone	Pay Plan on page 26
Control Central (Policy Information) screen	Control Central (Policy Information) on page 23

Editing an Invoice Schedule

The system allows you to change the amount that is due on the maturity date in the invoice schedule. However, you can only change those amounts which are not yet invoiced and cancelled.

Procedure

To edit an invoice schedule of a contract (policy)¹²:

1. Do either of the following:

If you want to	Then
Edit the invoice schedule from the Pay Plan screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen.

¹² Here the assumption is one policy has only one contract.

If you want to	Then
	<ol style="list-style-type: none"> 2. In the Search Results section, click the Show Context Menu () icon in the Contract Information column corresponding to the policy whose invoice schedule you want to edit. A menu appears. 3. Click the Go To Insurance Pay Plan menu option. The Pay Plan screen appears. <p>OR</p> <ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the link in the Contract Information column corresponding to the policy whose invoice schedule you want to edit. The Contract screen appears. 3. Click the Show Context Menu () icon corresponding to the contract ID. A menu appears. 4. Click the Go To Insurance Pay Plan menu option. The Pay Plan screen appears.
Edit the invoice schedule from the Control Central (Policy Information) screen	<ol style="list-style-type: none"> 1. Search for the policy in the Insurance Control Central screen. 2. In the Search Results section, click the link in the Policy Information column corresponding to the policy whose invoice schedule you want to edit. The Control Central (Policy Information) screen appears.

2. In the **Invoice Schedule Versions** zone, click the **Broadcast** () icon corresponding to the invoice schedule whose details you want to edit.
The **Invoice Schedule** zone appears.
Note: You can only edit the latest invoice schedule.
3. Click the **Edit** link in the upper right corner of the **Invoice Schedule** zone.
A message appears confirming whether you want to edit the latest invoice schedule.
4. Click **OK**.
The **Edit Invoice Schedule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Pay Plan ID	Displays the pay plan ID.	Not applicable
Invoice Schedule ID	Displays the invoice schedule ID.	Not applicable

In addition, this screen contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Maturity Date	Displays the date when the policy installment is due for settlement.	Not applicable
Charge Type	Indicates the type of charge (for example, Premium New Business, Fees, etc.) associated with the contract.	Not applicable
Amount	Used to modify the amount that is due on the maturity date. Note: You can only change the amount which is not yet invoiced and cancelled.	Yes
Invoiced	Indicates whether the amount has been invoiced or not.	Not applicable
Status	Indicates whether the contract charge has been cancelled or not. The valid values are: <ul style="list-style-type: none"> • Active — Indicates that the contract charge is active. • Inactive — Indicates that the contract charge is cancelled. 	Not applicable

5. Modify the amount wherever required.

Note: When you modify the amount, ensure that the total of all the installments for each charge type should be equal to the contract charge amount defined in the system.

6. Click **Save**.

The changes made to the invoice schedule are saved.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 16
Pay Plan screen	Pay Plan on page 131
Invoice Schedule Versions zone	Invoice Schedule Versions on page 28
Invoice Schedule zone	Invoice Schedule on page 29
Control Central (Policy Information) screen	Control Central (Policy Information) on page 23
How to cancel a contract charge	Cancelling a Charge on page 92

Payment by Transaction

The **Payment by Transaction** screen allows you to distribute the payment received from the customer manually or automatically. This screen consists of the following sections:

- **Main** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to specify the account whose debt is being relieved by the payment.	Yes
Payment Event	Used to indicate whether the payment amount must be distributed manually or automatically. You can select either of the following values: <ul style="list-style-type: none"> • Automatic Distribution — Used to distribute the payment amount automatically based on the Transaction Level Payment Distribution rule defined in the pay plan of a contract. • Manual Distribution — Used to distribute the payment amount manually. 	Yes
Payment Amount	Used to specify the amount received from the customer.	Yes
Payment Date	Used to specify the date when you want to apply the payment.	Yes
Match Type	Used to indicate how the payment should be matched to the customer's open-items. You can select either of the following values: <ul style="list-style-type: none"> • Match by Bill — Used to distribute payment amount among the charge types of the bill starting with the contract having highest payment priority (which is defined on the contract type to which the contract belongs). • Match by Contract — Used to distribute payment amount among the charge types of the bills generated for the contract starting from the oldest bill. For example, if the Transaction Level Payment Distribution Rule is set to <i>Premium, Fees, Taxes</i> in the pay plan of the contract, the payment amount will be distributed among the charge types in this order — <i>Premium, Fees, Taxes</i> — starting from the oldest bill. 	Yes (Conditional) Note: This field is required when you select Automatic Distribution from the Payment Event list.
Match Value	Used to specify the bill ID or contract ID depending on the match type selected.	Yes (Conditional) Note: This field is required when you select Automatic Distribution from the Payment Event list.
Tender Type	Used to indicate what was remitted (for example, cash, check, traveller's check).	Yes

Field Name	Field Description	Mandatory (Yes or No)
Tender Amount	Used to specify the amount remitted in the corresponding tender type.	Yes
Check Number	Used to specify the check number if the amount is remitted in check.	Yes (Conditional) Note: This field is required when you select Check from the Tender Type list.

- **Contracts** — This section appears only when you select **Manual Distribution** from the **Payment Event** list. If the account has multiple contracts associated with it, you can scroll to view the billing information of each contract. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Contract ID	Displays the contract ID.	Not applicable
Transaction Type	Indicates the type of charge associated with the contract.	Not applicable
Bill ID	Indicates the bill generated for the contract.	Not applicable
Bill Date	Displays the date when the bill was created.	Not applicable
Bill Segment ID	Indicates the bill segment created for the charge type.	Not applicable
Billed Amount (\$)	Displays the charge amount billed to the customer.	Not applicable
Commission (\$)	Displays the commission billed against the premium amount. Note: Since the commission is billed in credit to the customers, the amount is shown in negative.	Not applicable
Paid Amount (\$)	Displays the amount that is already remitted for the charge type.	Not applicable
Unpaid Amount (\$)	Displays the amount that is yet to be remitted for the charge type.	Not applicable
Payment Amount (\$)	Used to specify the amount that you want to remit for the charge type. Note: This field is disabled when the billed amount and commission are completely remitted for the charge type.	Yes

This screen contains the following buttons:

Button Name	Button Description
OK	Used to confirm the payment distribution.
Cancel	Used to exit from the screen.

Related Topics

For more information on...	See...
How to distribute payment amount automatically	Distributing Payment Amount Automatically on page 145
How to distribute payment amount manually	Distributing Payment Amount Manually on page 145

Distributing Payment Amount Automatically

Procedure

To distribute payment amount automatically:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Pay Plan** and then click **Payment by Transaction**.
The **Payment by Transaction** screen appears.
4. Enter the account whose debt is being relieved by the payment.
5. Select **Automatic Distribution** from the **Payment Event** list.
6. Enter the payment amount and the date when you want to apply the payment.
7. Select **Match by Bill** or **Match by Contract** from the **Match Type** list depending on how you want to match the customer's open-items.
8. Enter the bill ID or contract ID in the **Match Value** field depending on the match type selected.
9. Select the tender type and enter the tender amount to indicate what and how much was remitted.
10. Click **OK**.

A payment segment is created for each contract charge.

Related Topics

For more information on...	See...
Payment by Transaction screen	Payment by Transaction on page 143
How to distribute payment amount manually	Distributing Payment Amount Manually on page 145

Distributing Payment Amount Manually

Procedure

To distribute payment amount manually:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Pay Plan** and then click **Payment by Transaction**.
The **Payment by Transaction** screen appears.
4. Enter the account whose debt is being relieved by the payment.
5. Select **Manual Distribution** from the **Payment Event** list.
6. Enter the payment amount and the date when you want to apply the payment.
7. Select the tender type and enter the tender amount to indicate what and how much was remitted.
8. If the account has multiple contracts associated with it, scroll to view the billing information of the required contract.

9. Enter the amount that you want to remit for the charge type in the corresponding **Payment Amount (\$)** field.

10. Click **OK**.

A payment segment is created for each contract charge.

Related Topics

For more information on...	See...
Payment by Transaction screen	Payment by Transaction on page 143
How to distribute payment amount automatically	Distributing Payment Amount Automatically on page 145

Charge Type

In Insurance, until Version 2.2.3.0, the bill segments were created for Premium, Fees, Taxes and Commission while generating a bill for a contract (policy). To enforce flexibility in this model, the charge type is introduced. The charge types are various types of charges, such as Premium, Fees, Down Payment, Taxes, and Commission. You can create your own charge types in the system.

You can create a recurring or non recurring billable charge for a charge type. However, you can select a charge type while creating billable charges for contracts only when the charge type is linked to the contract type to which the contract belongs. You can link a charge type to more than one contract type.

The **Charge Type** screen allows you to create, edit and delete a charge type. This screen consists of the following zones:

- [Charge Types](#) on page 146

Charge Types

The **Charge Types** zone lists the type of charges that are already defined in the system. This zone contains the following columns:

Column Name	Column Description
Charge Type	Displays the charge type.
Description	Displays the description of the charge type.
Category	Indicates the category to which the charge type belongs.
Edit	On clicking the Edit (✎) icon, the Charge Type screen appears where you can edit the details of the charge type.
Delete	On clicking the Delete (🗑) icon, you can delete the charge type. Note: You cannot delete a charge type if it is linked to any contract type.

You can create a charge type by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to create a charge type	Creating a Charge Type on page 147
How to edit a charge type	Editing a Charge Type on page 147

For more information on...	See...
How to delete a charge type	Deleting a Charge Type on page 148

Creating a Charge Type

Procedure

To create a charge type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Charge Type**.

The **Charge Type** screen appears.

4. Click the **Add** link in the upper right corner of the **Charge Types** zone.

The **Add/Edit Charge Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Charge Type	Used to specify the charge type.	Yes
Description	Used to specify the description for the charge type.	Yes
Category	Used to specify the category to which the charge type belongs. You can select either of the following categories: <ul style="list-style-type: none"> • Commission • Down Payment • Fees • Premium — Endorsement • Premium — New Business • Tax 	No

5. Enter the required details.
6. Click **Save**.

The charge type is created.

Related Topics

For more information on...	See...
Charge Type screen	Charge Type on page 146
Charge Types zone	Charge Types on page 146

Editing a Charge Type

Procedure

To edit a charge type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Charge Type**.
The **Charge Type** screen appears.
4. Click the **Edit** (✎) icon in the **Edit** column corresponding to the charge type whose details you want to edit.
The **Add/Edit Charge Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Charge Type	Displays the charge type.	Not applicable
Description	Used to modify the description of the charge type.	Yes
Category	Indicates the category to which the charge type belongs.	Not applicable

5. Modify the required details.
6. Click **Save**.
The changes made to the charge type are saved.

Related Topics

For more information on...	See...
Charge Type screen	Charge Type on page 146
Charge Types zone	Charge Types on page 146

Deleting a Charge Type

Procedure

To delete a charge type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Charge Type**.
The **Charge Type** screen appears.
4. Click the **Delete** (🗑) icon in the **Delete** column corresponding to the charge type that you want to delete.
A message appears confirming whether you want to delete the charge type.
Note: You cannot delete a charge type if it is linked to any contract type.
5. Click **OK**.
The charge type is deleted.

Related Topics

For more information on...	See...
Charge Type screen	Charge Type on page 146
Charge Types zone	Charge Types on page 146

Contract Type — Charge Type Mapping

You can create a recurring or non recurring billable charge for a charge type. However, you can select a charge type while creating billable charges for contracts only when the charge type is linked to the contract type to which the contract belongs. You can link a charge type to more than one contract type.

The **Contract Type — Charge Type Mapping** screen allows you to view a list of charge types linked to a contract type. It allows you to link a charge type to a contract type. In addition, it allows you to edit and remove a link between a charge type and a contract type.

This screen consists of the following zones:

- [Contract Types](#) on page 149
- [Charge Types](#) on page 149
- [Algorithms Linked to Charge Type](#) on page 150

Contract Types

The **Contract Types** zone lists contract types that are already defined in the system. This zone contains the following columns:

Column Name	Column Description
Division	Displays the division for which the contract type is valid.
Contract Type	Displays the contract type.
Description	Displays the description of the contract type.

On clicking the **Broadcast** () icon corresponding to the contract type, the **Charge Types** zone appears.

Related Topics

For more information on...	See...
How to view the charge types linked to a contract type	Viewing Charge Types Linked to a Contract Type on page 151

Charge Types

The **Charge Types** zone lists the charge types linked to the contract type. You can also link a charge type to the contract type by clicking the **Add** link in the upper right corner of this zone. In addition, this zone contains the following columns:

Column Name	Column Description
Charge Type	Displays the charge type.
Description	Displays the description of the charge type.

Column Name	Column Description
SQI	Indicates the Service Quantity Identifier (SQI) that can be used while creating billable charges for the contract type — charge type combination.
Adjustment Type	Indicates the adjustment type that can be used for the contract type — charge type combination.
Edit	On clicking the Edit (✎) icon, the Link a Charge Type to the Contract Type screen appears.
Unlink	On clicking the Unlink (🗑) icon, you can remove the link between the charge type and the contract type. Note: You cannot remove the link between the charge type and the contract type if the charge type is selected on any of the active billable charges.

You can link a charge type to a contract type by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

By default, the **Charge Types** zone does not appear in the **Contract Type — Charge Type Mapping** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the contract type in the **Contract Types** zone.

Related Topics

For more information on...	See...
How to link a charge type to a contract type	Linking a Charge Type to a Contract Type on page 151
How to edit a link between a charge type and a contract type	Editing a Link between a Charge Type and a Contract Type on page 153
How to remove a link between a charge type and a contract type	Removing a Link between a Charge Type and a Contract Type on page 154

Algorithms Linked to Charge Type

The **Algorithms Linked to Charge Type** zone lists the algorithms that are associated with the contract type — charge type combination. This zone contains the following columns:

Column Name	Column Description
System Event	Indicates the event when the algorithm must be triggered.
Algorithm	Displays the code of the algorithm that must be triggered.
Description	Displays the description of the algorithm.
Sequence	Indicates the order in which the algorithms must be executed when multiple algorithms are triggered at the same event.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

By default, the **Algorithms Linked to Charge Type** zone does not appear in the **Contract Type — Charge Type Mapping** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the charge type in the **Charge Types** zone.

Related Topics

For more information on...	See...
How to link a charge type to a contract type	Linking a Charge Type to a Contract Type on page 151

For more information on...	See...
How to edit a link between a charge type and a contract type	Editing a Link between a Charge Type and a Contract Type on page 153
How to remove a link between a charge type and a contract type	Removing a Link between a Charge Type and a Contract Type on page 154

Viewing Charge Types Linked to a Contract Type

Procedure

To view the charge types linked to a contract type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Contract Type — Charge Type Mapping**.
The **Contract Type — Charge Type Mapping** screen appears.
4. Click the **Broadcast** (🔊) icon corresponding to the contract type whose charge types you want to view.
The **Charge Types** zone appears.
5. View the charge types linked to the contract type in the **Charge Types** zone.

Related Topics

For more information on...	See...
Contract Type — Charge Type Mapping screen	Contract Type — Charge Type Mapping on page 149
Contract Types zone	Contract Types on page 149
Charge Types zone	Charge Types on page 149

Linking a Charge Type to a Contract Type

Prerequisites

To link a charge type to a contract type, you should have:

- Charge types defined in the application
- Adjustment types, Service Quantity Identifiers (SQIs), distribution codes and algorithms defined in the application in case you want to use any of them

Procedure

To link a charge type to a contract type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Contract Type — Charge Type Mapping**.
The **Contract Type — Charge Type Mapping** screen appears.

4. Click the **Broadcast** () icon corresponding to the contract type to which you want to link a charge type. The **Charge Types** zone appears.
5. Click the **Add** link in the upper right corner of the **Charge Types** zone.

The **Link a Charge Type to the Contract Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Displays the division for which the contract type is valid.	Not applicable
Contract Type	Displays the contract type.	Not applicable
Charge Type	Used to specify the charge type that you want to link to the contract type.	Yes
Adjustment Type	Used to specify the adjustment type that you want to use for the contract type — charge type combination.	No
SQI	Used to specify the Service Quantity Identifier (SQI) that you want to use while creating billable charges for the contract type — charge type combination.	No
System Event	Used to indicate the event when the algorithm must be triggered.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the contract type — charge type combination.
Sequence	Used to indicate the order in which the algorithms must be executed when multiple algorithms are triggered at the same event.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the contract type — charge type combination.
Algorithm	Used to specify the algorithm that you want to use for the contract type — charge type combination.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the contract type — charge type combination.

6. Enter the required details.

Note: You can search for a charge type, adjustment type, SQI, distribution code, and an algorithm by clicking the **Search** () icon corresponding to the respective field.

Note: If you want to use more than one algorithm for the contract type — charge type combination, click the **Plus** () icon and specify the details. However, if you do not want to use the algorithm for the contract type — charge type combination, click the **Minus** () icon corresponding to the algorithm.

7. Click **Save**.

The charge type is linked to the contract type.

Related Topics

For more information on...	See...
Contract Type — Charge Type Mapping screen	Contract Type — Charge Type Mapping on page 149
Contract Types zone	Contract Types on page 149
Charge Types zone	Charge Types on page 149
How to search for a charge type	Searching for a Charge Type on page 218
How to search for an adjustment type	Searching for an Adjustment Type on page 219
How to search for a Service Quantity Identifier (SQI)	Searching for a Service Quantity Identifier (SQI) on page 219
How to search for an algorithm	Searching for an Algorithm on page 220

Editing a Link between a Charge Type and a Contract Type

Prerequisites

To edit a link between a charge type and a contract type, you should have:

- Adjustment types, Service Quantity Identifiers (SQIs), distribution codes and algorithms defined in the application in case you want to use any of them

Procedure

To edit a link between a charge type and a contract type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** and then click **Contract Type — Charge Type Mapping**.
The **Contract Type — Charge Type Mapping** screen appears.
4. Click the **Broadcast** (📢) icon corresponding to the contract type whose charge type details you want to edit.
The **Charge Types** zone appears.
5. Click the **Edit** (✏️) icon in the **Edit** column corresponding to the charge type whose details you want to edit.
The **Link a Charge Type to the Contract Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Displays the division for which the contract type is valid.	Not applicable
Contract Type	Displays the contract type.	Not applicable
Charge Type	Displays the charge type linked to the contract type.	Not applicable
Adjustment Type	Used to modify the adjustment type that you want to use for the contract type — charge type combination.	No

Field Name	Field Description	Mandatory (Yes or No)
SQI	Used to modify the Service Quantity Identifier (SQI) that you want to use while creating billable charges for the contract type — charge type combination.	No
System Event	Used to indicate the event when the algorithm must be triggered.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the contract type — charge type combination.
Sequence	Used to indicate the order in which the algorithms must be executed when multiple algorithms are triggered at the same event.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the contract type — charge type combination.
Algorithm	Used to modify the algorithm that you want to use for the contract type — charge type combination.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the contract type — charge type combination.

6. Modify the required details.

Note: You can search for an adjustment type, a SQI, a distribution code, and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

Note: If you want to use more than one algorithm for the contract type — charge type combination, click the **Plus** (+) icon and specify the details. However, if you do not want to use the algorithm for the contract type — charge type combination, click the **Minus** (=) icon corresponding to the algorithm.

7. Click **Save**.

The changes made to the contract type — charge type combination are saved.

Related Topics

For more information on...	See...
Contract Type — Charge Type Mapping screen	Contract Type — Charge Type Mapping on page 149
Contract Types zone	Contract Types on page 149
Charge Types zone	Charge Types on page 149
How to search for an adjustment type	Searching for an Adjustment Type on page 219
How to search for a Service Quantity Identifier (SQI)	Searching for a Service Quantity Identifier (SQI) on page 219
How to search for an algorithm	Searching for an Algorithm on page 220

Removing a Link between a Charge Type and a Contract Type

Procedure

To remove a link between a charge type and a contract type:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **C** and then click **Contract Type — Charge Type Mapping**.

The **Contract Type — Charge Type Mapping** screen appears.

4. Click the **Broadcast** (📢) icon corresponding to the contract type whose link with a charge type you want to remove.

The **Charge Types** zone appears.

5. Click the **Unlink** (🗑️) icon in the **Unlink** column corresponding to the charge type that you want to unlink.

A message appears confirming whether you want to remove the link between the charge type and the contract type.

Note: You cannot remove the link between the charge type and the contract type if the charge type is selected on any of the active billable charges.

6. Click **OK**.

The link between the charge type and the contract type is removed.

Related Topics

For more information on...	See...
Contract Type — Charge Type Mapping screen	Contract Type — Charge Type Mapping on page 149
Contract Types zone	Contract Types on page 149
Charge Types zone	Charge Types on page 149

Chapter

6

Group Billing

Topics:

- [List Billing](#)
- [Self Administered Plan \(SAP\) Billing](#)
- [Split Billing](#)

Group insurance is an insurance that covers a group of people, usually who are the members of societies, employees of a common employer, or professionals in a common group. It is either fully or partially sponsored by the group owner, such as employer, society, and so on. Oracle Revenue Management and Billing enables you to generate bills for group owners and individual policy holders. You can generate the following different types of bills for group owners in the system:

- **List Bill** — A list bill contains a bill segment for each charge type (such as, premium, fees, or taxes) associated with the product covered under the policy which is billed to the group customer.
- **Self Administered Plan (SAP) Bill** — An SAP bill contains a bill segment for each product and charge type (category of employee) combination.
- **Split Bill** — A split bill contains a bill segment for each charge type (such as, premium, fees, or taxes) associated with the co-funded product covered under the policy which is billed to the group customer. Such bill segments contain the co-funded amount and not the entire amount. For example, a split bill is generated when the premium is split between the employer and the employee.

However, for individual policy holders, you can generate the following types of bills:

- **Individual or Direct Bill** — An individual or direct bill contains a bill segment for each charge type (such as, premium, fees, or taxes) associated with the product covered under the policy which is billed to the individual policy holder.
- **Split Bill** — A split bill contains a bill segment for each charge type (such as, premium, fees, or taxes) associated with the co-funded product covered under the policy which is billed to the individual policy holder. Such bill segments contain the co-funded amount and not the entire amount. For example, a split bill is generated when the premium is split between the employer and the employee.

These different types of bills can be used for various lines of business, such as Life, Annuity, and Healthcare. To generate these bills, the system needs to fetch the transactional data from the enrollment system. You can fetch this data using a flat file through the XAI process or through a real time integration.

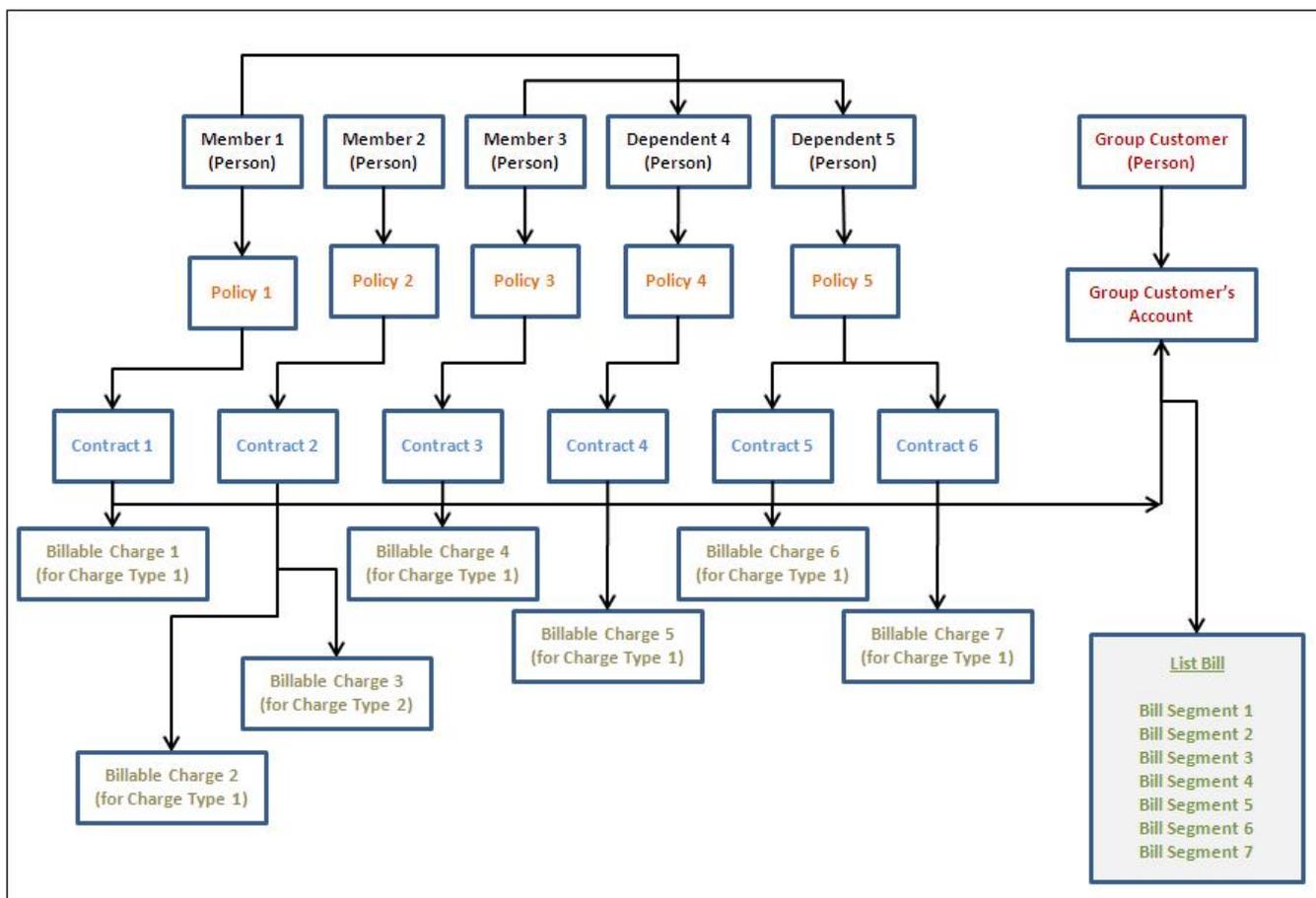
For more information on how to implement the group billing functionality, see [Implementing Group Billing](#) on page 241.

List Billing

Oracle Revenue Management and Billing provides the facility to create a list bill for group owners, such as employer, society, and so on. In list billing, group owner is referred to as group customer. Each group customer will have their own account in the system against which the policies are billed. You can create policies for employees or members who are the main subscriber, and associate their dependents with the policy. You can also create policies for dependents when they are the main subscriber of the policy.

Each policy must at least cover one product (contract type). You can cover multiple products under the policy. A contract is created for each product covered under the policy. Each contract associated with the policy is linked to the group customer's account for billing.

Let us understand this with the help of an example.



In the above example (figure), there is one group customer who has an account in the system. Member 1, Member 2, Member 3, Dependent 4, and Dependent 5 are policy holder and main subscriber of the Policy 1, Policy 2, Policy 3, Policy 4, and Policy 5, respectively. Each policy is associated with one or more contracts. Policy 1 is associated with Contract 1, Policy 2 is associated with Contract 2, Policy 3 is associated with Contract 3, Policy 4 is associated with Contract 4, and Policy 5 is associated with Contract 5 and Contract 6. This indicates that one product is covered under each policy except for the last one (Policy 5) where two products are covered under the policy.

Each contract is linked to the group customer's account and not to the main subscriber's account. Each contract has some charges associated with it. A charge can be premium, fees or, taxes which are billed to the group customer. You need to create a billable charge for each charge type (such as, premium, fees or, taxes) associated with the contract. On

generating a bill for a group customer's account, a bill segment will be created for each billable charge. Therefore, in the above example, seven bill segments are created.

In other words, a list bill will contain a bill segment for each charge type associated with the contracts linked to the policies which are billed to the group customer.

In a list bill, the bill segment information string displays the following information in the specified order:

Member Name, Member ID, Product Description (Contract Type Description), Bill Segment Start Date – Bill Segment End Date, Charge Type Description, Policy Number

Oracle Revenue Management and Billing provides you with the facility to create one-time and recurring bill segments from billable charges. You can create recurring bill segments at the intervals defined in the bill period or at the set policy invoice frequency.

Note: The policy invoice frequency is used in combination with the contract start date to arrive at the dates when the recurring bill segments must be created. For example, if the policy invoice frequency is monthly and the contract start date is 4th October, the recurring bill segments will be created on 4th of every month from October onwards.

In addition, Oracle Revenue Management and Billing enables you to:

- **Add a Policy in a List Bill Group** — When a new policy is enrolled, a notification will be sent from the enrollment system to Oracle Revenue Management and Billing. Accordingly, billable charges will be created for the selected charge types with the specified recurrence parameters. As a result, new bill segments will be created on the list bill which is generated for the group customer's account from the next bill cycle.

However, this entire process will be automatically executed only when there is an interface between the enrollment system and Oracle Revenue Management and Billing. Otherwise, you will have to manually define policies, associate contracts with policies, and create billable charges for the charge types associated with the contracts.

- **Remove a Policy from a List Bill Group** — When a policy is cancelled or terminated, a notification will be sent from the enrollment system to Oracle Revenue Management and Billing. Accordingly, the end date will be specified for the contracts associated with the policy. Once the contract stop process is triggered, the end date will be specified for the billable charges created for the contract. If any bill segment (related to the contract) end date is later than the contract end date, such bill segments will be cancelled and rebilled in the system.

However, this entire process will be automatically executed only when there is an interface between the enrollment system and Oracle Revenue Management and Billing. Otherwise, you will have to manually specify the end date for the contract and then the system will automatically update the billable charges associated the contract and cancel and rebill the bill segments, if required.

- **Reflect Change in Policy Premium** — If there is a change in policy premium, a notification will be sent from the enrollment system to Oracle Revenue Management and Billing. Accordingly, the end date will be specified for the existing billable charge and the new billable charge will be created for premium. The bill segment created with the original amount will be cancelled and rebilled, if required. The new bill segments will be created using the new billable charge defined in the system.

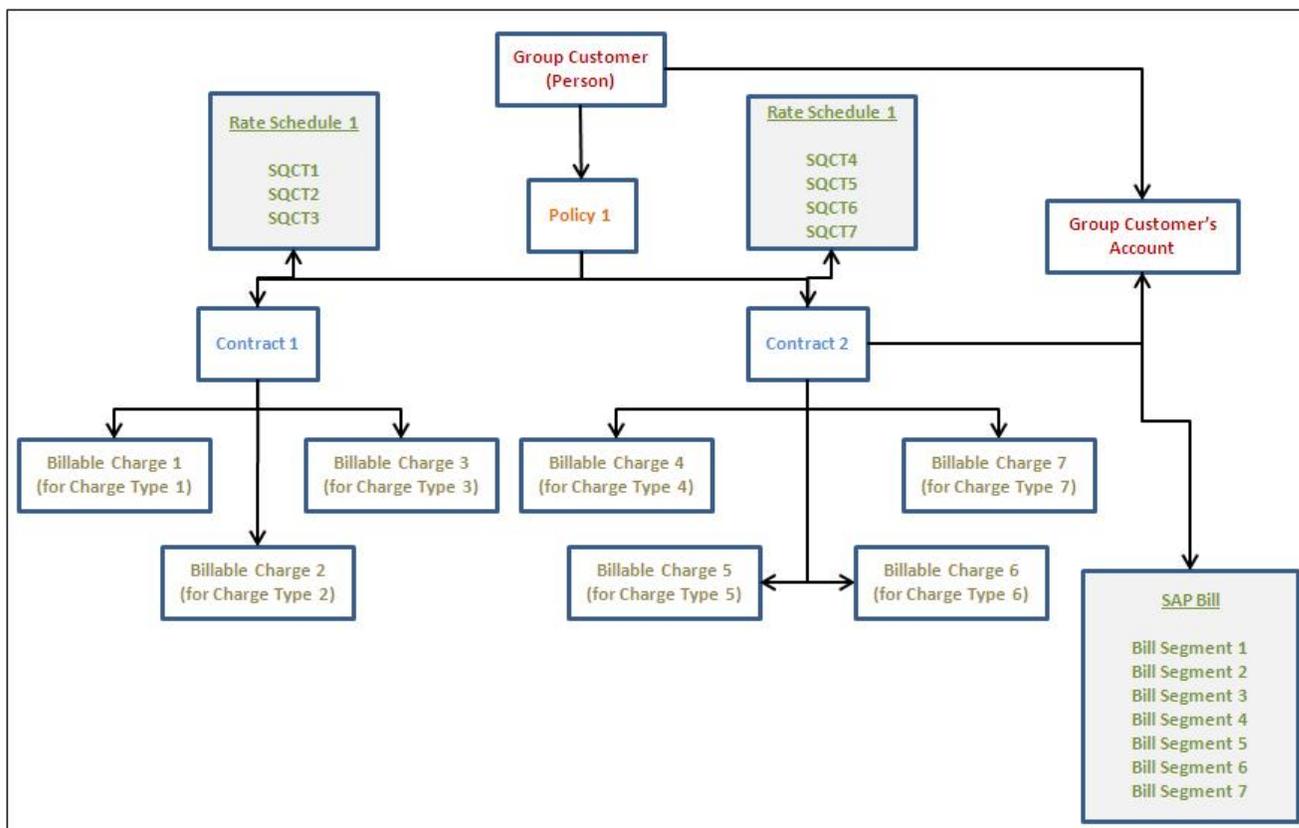
However, this entire process will be automatically executed only when there is an interface between the enrollment system and Oracle Revenue Management and Billing. Otherwise, you will have to manually specify the end date for the existing billable charge, create the new billable charge with the revised amount, cancel and rebill the bill segments, if required.

Self Administered Plan (SAP) Billing

Oracle Revenue Management and Billing provides the facility to create an SAP bill for group owners, such as employer, society, and so on. In SAP billing, group owner is referred to as group customer. Each group customer will have their own account in the system. A policy is created for a group customer and not for individual employees or members.

A policy must at least cover one product (contract type). You can cover multiple products under the policy. A contract is created for each product covered under the policy. Each contract associated with the policy is linked to the group customer's account for billing.

Let us understand this with the help of an example.



In the above example (figure), there is one group customer who is the main subscriber of the Policy 1. This policy is associated with two contracts — Contract 1 and Contract 2. This indicates that two products are covered under the Policy 1.

Each contract is linked to the group customer's account and has some charges associated with it. In SAP billing, the charges for each product are categorized based on different set of people. For example, people less than 30 years of age who smoke are charged differently for a product compared to the people less than 30 years of age who do not smoke.

A charge type is defined in the system to represent each such category of employees. Once these charge types are defined, you need to link them to the required contract types. While linking a charge type to a contract type, you need to define an SQI so that you can use the SQI while creating billable charges for the contract type — charge type combination. In the above example (figure), SQCT1, SQCT2, SQCT3, SQCT4, SQCT5, SQCT6, and SQCT7 are SQIs, which are used in Charge Type 1, Charge Type 2, Charge Type 3, Charge Type 4, Charge Type 5, Charge Type 6, and Charge Type 7, respectively.

You need to create one-time billable charge for each product and charge type (category of employee) combination. The number of employees under each category must be specified using the SQI defined for the contract type — charge type combination. In other words, while creating a billable charge for a charge type, you need to select the SQI defined for the contract type — charge type combination and specify the number of employees against it on the **SQ Details** tab.

On generating a bill for a group customer's account, the rate schedule associated with the contract type to which the contract belongs will determine the rate defined for each SQI. Once the rate is determined, it is multiplied with the number of employees and the total amount is displayed in the bill segment. One bill segment will be created for each billable charge. Therefore, in the above example, seven bill segments are created.

In other words, an SAP bill will contain a bill segment for each product and charge type (category of employee) combination.

In an SAP bill, the bill segment information string displays the following information in the specified order:

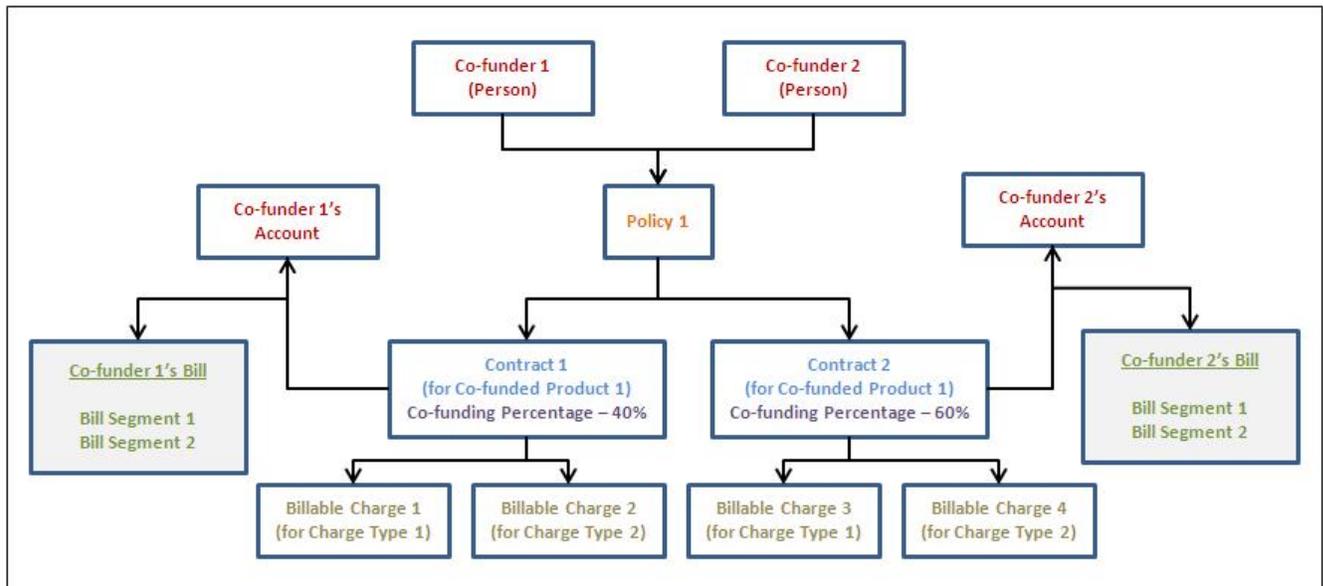
Employee Category (Charge Type Description), Product (Contract Type Description), Bill Segment Start Date – Bill Segment End Date, Policy Number, Count

Split Billing

In social insurance program, certain percentage of the insurance premium is paid by the government and the remaining amount is paid by the policy holder from the personal funds. Oracle Revenue Management and Billing enables you to split a bill to handle such scenarios. In split billing, a policy is created and entities such as persons or groups who are co-funding one or more products are associated with the policy. Each co-funding entity have their own account in the system against which the co-funded amount is billed.

A policy must at least cover one product (contract type). You can cover multiple products under the policy. If one product is co-funded by two entities, you need to create two contracts with the same contract type and link each contract to the respective co-funder's account. However, if there are two products — Product 1 (co-funded by two entities) and Product 2 (co-funded by three entities), you need to create five contracts in all — two contracts for Product 1 and three contracts for Product 2 — and link each contract to the respective co-funder's account. Thus, the number of contracts created will vary depending on the number of co-funded products and the number of entities who are co-funding the products.

Let us understand this with the help of an example.



In the above example (figure), there is one policy named Policy 1 which covers one product named Product 1. This product is co-funded by two people who have their account in the system. Two contracts — Contract 1 and Contract 2 — are created for the same product (contract type). However, the Contract 1 is linked to the Co-funder 1's account and the Contract 2 is linked to the Co-funder 2's account for billing.

Each contract has some charges associated with it. A charge can be premium, fees or, taxes which are billed in the co-funding ratio to the respective co-funder's account. You need to specify the co-funding ratio or percentage using the **Split bill percentage for a contract** characteristic type for each contract whose charges are co-funded by two or more entities. Also, ensure that the sum of the co-funding ratio or percentage specified for all the contracts associated with the same co-funded product sums up to 100.

You need to create one-time or recurring billable charge for each charge type (such as, premium, fees or, taxes) associated with the contract. While creating a billable charge for each charge type, you need to specify the entire charge amount. For example, if the premium amount is 1,000 USD, you need to enter the amount as 1,000 while creating a billable charge for the premium. On generating a bill for the co-funder's account, a bill segment will be created for each billable charge with the co-funded amount.

In the above example (figure), the co-funding ratio between the Co-funder 1 and 2 is 40:60. Therefore, when a bill is generated for the Co-funder 1's account, a bill segment will be created for the premium with the amount as 400 USD. On the other hand, when a bill is generated for the Co-funder 2's account, a bill segment will be created for the premium with the amount as 600 USD.

You can view the calc lines generated for these bill segments to understand how these calculations are performed in the system.

Chapter 7

List Bill Reconciliation

Topics:

- [Reconciliation Object Lifecycle](#)
- [Reconciliation Object Line Lifecycle](#)
- [Sample Case Workflow](#)
- [Reconciliation Object](#)
- [Reconciliation Object Details](#)
- [Reconciliation Object Line Status](#)
- [Reason Code](#)

Oracle Revenue Management and Billing provides you with the facility to reconcile a list bill against the information received from the group customer. The reconciliation process starts only after a list bill is completed. A reconciliation object is created for each list bill once it is completed. In case you want to regenerate a reconciliation object, you need to reopen the bill and complete it once again.

A line is created for each bill segment in the reconciliation object. A user needs to enter the amount reported by the group customer for each reconciliation object line. In addition, when the reported and the billed amounts do not match, a user needs to enter the reason for such discrepancy and the date from when the reason is effective.

On submitting a reconciliation object, the reported and the billed amounts of each reconciliation object line are compared. Based on the comparison and the current status of the reconciliation object, the system changes the status of the reconciliation object line to either of the following:

- Match
- Pending Recon
- WD-Match
- Manual

A case is created for each reconciliation object line where the reported and the billed amounts do not match. The case type is determined from the reason code specified for each unmatched line. This is because each reason code is mapped to a case type in the system.

Each case goes through a workflow which helps in resolving the case automatically. You can use the sample case workflow (defined for the Add, Terminate, or the Update reason codes) available in the demo database. Or, you can also create your own case workflow for each reason code.

The sample case workflow behaves in the following manner:

Initially, the system checks whether the difference between the reported and the billed amounts is within the tolerance limit. If so, the system changes the status of the reconciliation object line to **WD-Match**. If the case cannot be resolved automatically, the system changes the status of the reconciliation object line to **Manual**. This status indicates that the manual intervention is required to resolve the case. Once the user resolves the case manually, the system changes the status of the reconciliation object line to **Manual Match**.

At times, when the required details are not specified for a reconciliation object line while submitting a reconciliation object, the system changes the status of the reconciliation object line to **Error**. In such case, the system provides you

with the facility to specify the required details and reconcile the reconciliation object line once again manually.

Unless, the status of all the lines in the reconciliation object is **Match**, **WD-Match**, or **Manual Match**, the system does not change the status of the reconciliation object to **Ready To Pay**. Once the status of the reconciliation object is changed to **Ready To Pay**, a user can process the payment for a list bill via transfer from the fiduciary contract balance. Therefore, group customers should have a fiduciary contract associated with the account through which payments can be made for the list bills. Also, there should be sufficient balance in the fiduciary contract; otherwise you will not be able to process the payment. You need to execute the **C1-RPAYM** batch to process the payment via transfer from the fiduciary contract balance. Once the payment is processed successfully, the status of the reconciliation object is changed to **Closed**.

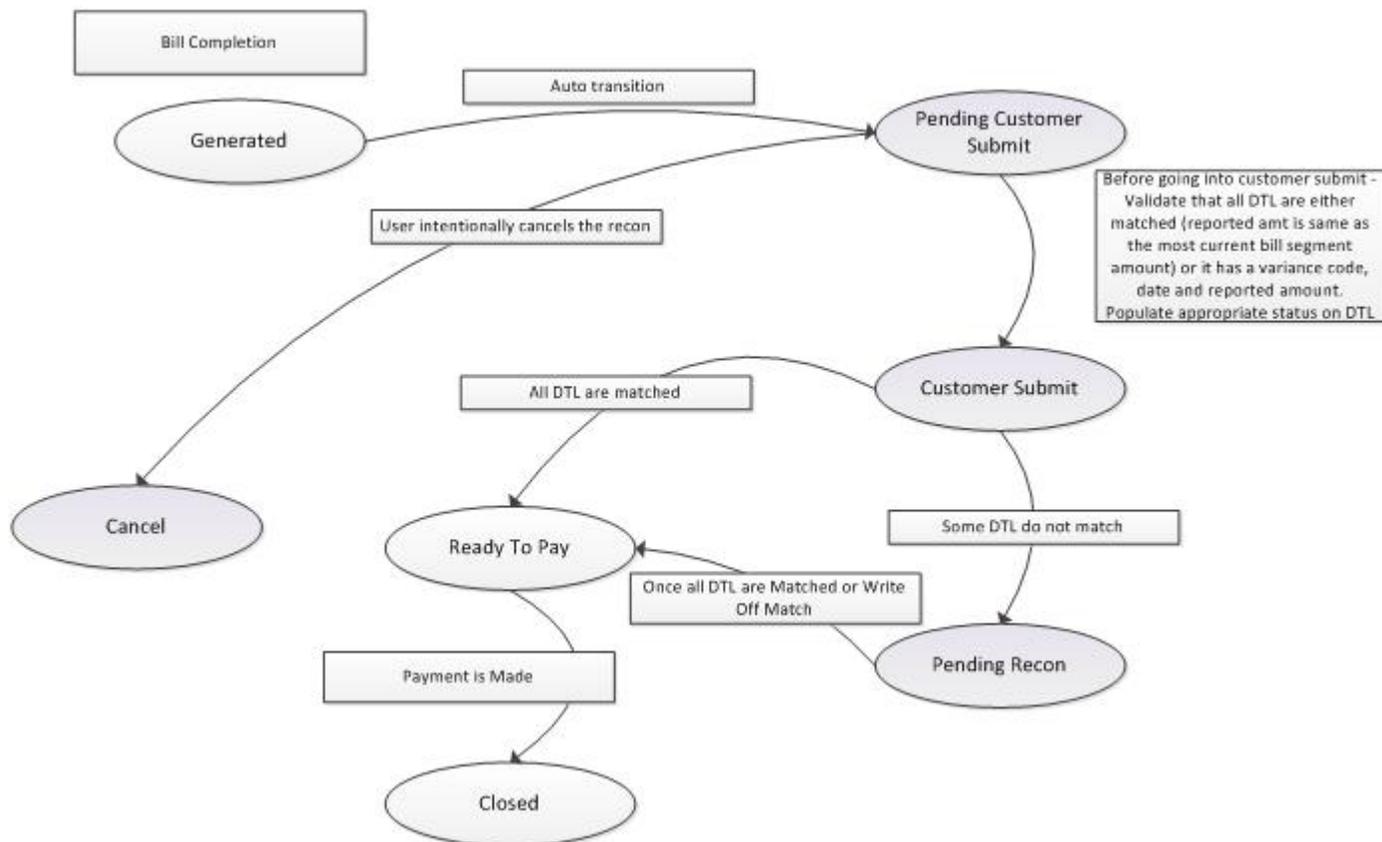
For more information on how to implement the list bill reconciliation functionality, see [Implementing List Bill Reconciliation](#) on page 243.

Reconciliation Object Lifecycle

A reconciliation object may go through the following statuses in its lifecycle:

Status	Description
Generated	A reconciliation object is created when a list bill is completed. During the creation process, the status of the reconciliation object is set to Generated . However, this is a transitory status (object in a transitory status never stays on that status). Once the reconciliation object is created, the status of the reconciliation object is changed to Pending Customer Submit .
Pending Customer Submit	You can specify the following details only when the status of the reconciliation object is Pending Customer Submit : <ul style="list-style-type: none"> • The amount reported by the group customer • The reason why the reported and the billed amounts do not match • The date from when the reason is effective
Customer Submit	Once the reconciliation object is submitted, the status of the reconciliation object is changed to Customer Submit . However, this is a transitory status.
Ready To Pay	If the status of all the lines in the reconciliation object is Match , WD-Match , or Manual Match , the status of the reconciliation object is changed from Customer Submit to Ready To Pay .
Pending Recon	If the status of any line in the reconciliation object is Pending Recon , the status of the reconciliation object is changed from Customer Submit to Pending Recon .
Closed	Once the payment is processed for the bill via transfer from the fiduciary contract balance, the status of the reconciliation object is changed from Ready To Pay to Closed .
Cancelled	You can cancel a reconciliation object when it is in the Pending Customer Submit status. On canceling the reconciliation object, the status of the reconciliation object is changed from Pending Customer Submit to Cancelled .

The following figure graphically illustrates the reconciliation object lifecycle.



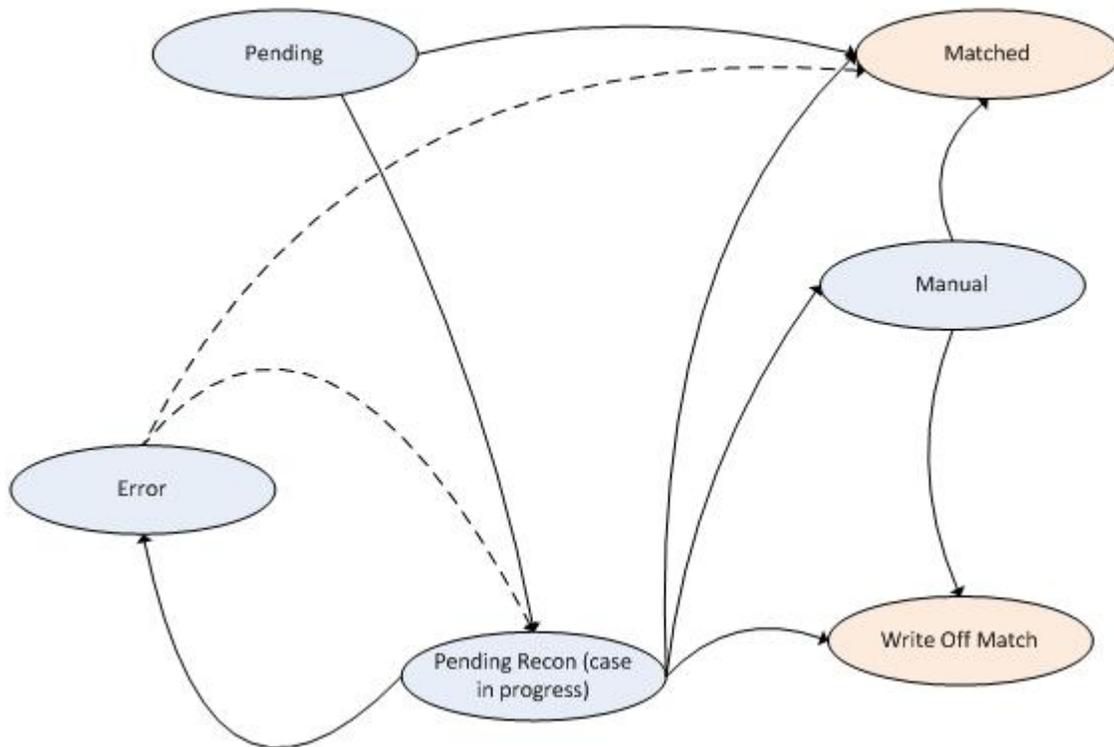
Reconciliation Object Line Lifecycle

A line in a reconciliation object may go through the following statuses in its lifecycle:

Status	Description
Pending	Initially, when a reconciliation object is in the Generated or Pending Customer Submit status, all the lines in the reconciliation object are in the Pending status.
Pending Recon	If the reconciliation object is in the Customer Submit status, and the reported and the billed amounts of a reconciliation object line do not match, the status of the reconciliation object line is changed to Pending Recon .
Match	If the reconciliation object is in the Customer Submit status, and the reported and the billed amounts of a reconciliation object line match, the status of the reconciliation object line is changed to Match .
WD-Match	If the difference between the reported and the billed amounts is within the tolerance limit, the status of the reconciliation object line is changed to WD-Match .
Manual	If the reconciliation object is in the Pending Recon status, and the reported and the billed amounts of a reconciliation object line do not match, the status of the reconciliation object line is changed to Manual .
Manual Match	If a line in the reconciliation object is resolved through manual intervention, the status of the reconciliation object line is changed to Manual Match .

Status	Description
Error	At times, when the required details are not specified for a reconciliation object line while submitting a reconciliation object, or if any system error is encountered during case processing, the status of the reconciliation object line is changed to Error .

The following figure graphically illustrates the lifecycle of a reconciliation object line.

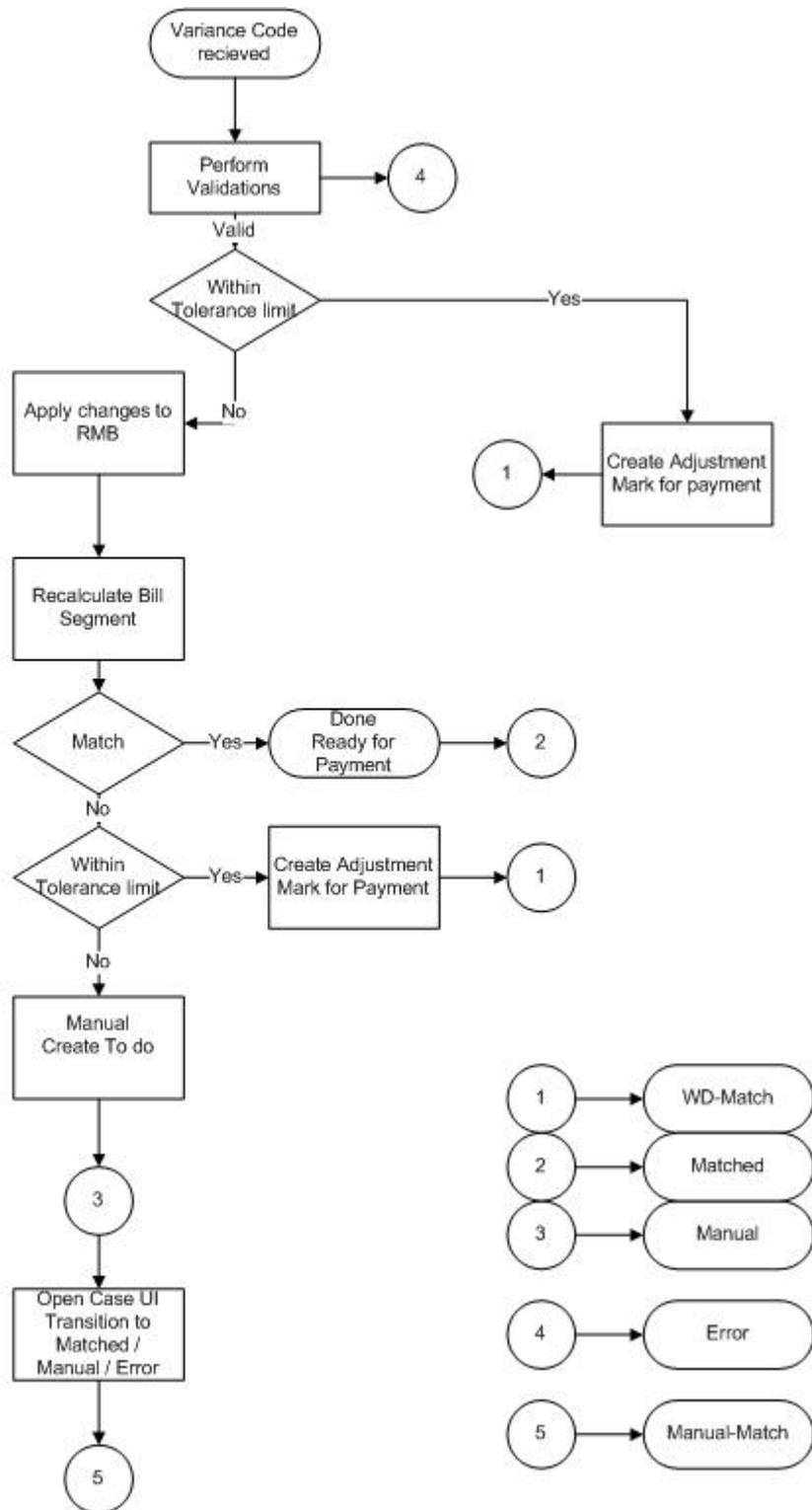


Sample Case Workflow

A case is created for each reconciliation object line where the reported and the billed amounts do not match. The case type is determined from the reason code specified for each unmatched line. This is because each reason code is mapped to a case type in the system.

Each case goes through a workflow which helps in resolving the case automatically. You can use the sample case workflow (defined for the Add, Terminate, or the Update reason codes) available in the demo database. Or, you can also create your own case workflow for each reason code.

The sample case workflow behaves in the following manner:



Reconciliation Object

The **Reconciliation Object** screen allows you to search for a reconciliation object using the various search criteria. It also allows you to edit a reconciliation object. This screen consists of the following zones:

- [Search](#) on page 169
- [Reconciliation Object Log](#) on page 170

Search

The **Search** zone allows you to search for reconciliation objects using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Object ID	Used to specify the reconciliation object ID. Note: The reconciliation object ID is generated automatically when the reconciliation object is created.	No
Bill ID	Used to specify the bill ID for which the reconciliation object is created.	No
Group Account ID	Used to specify the account ID of the group customer for whom the reconciliation object is created.	No
Group Name	Used to specify the name of the group customer for whom the reconciliation object is created.	No
Status	Used to specify the status of the reconciliation object. You can select either of the following values: <ul style="list-style-type: none"> • Cancelled • Closed • Customer Submit • Generated • Pending Customer Submit • Pending Recon • Ready To Pay 	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Reconciliation Object ID	Displays the reconciliation object ID. Note: It has a link. On clicking the link, the Reconciliation Detail screen appears with the details of the respective reconciliation object.
Status	Displays the status of the reconciliation object.
Group Account ID	Displays the account ID of the group customer for whom the reconciliation object is created. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.

Column Name	Column Description
Bill ID	Displays the bill ID for which the reconciliation object is created. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Group Name	Displays the name of the group customer for whom the reconciliation object is created.
Edit	On clicking the Edit (✎) icon, the Reconciliation Edit screen appears where you can edit the details of the reconciliation object.

On clicking the **Broadcast** (🔔) icon corresponding to the reconciliation object, the **Reconciliation Object Log** zone appears.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
How to edit a reconciliation object	Editing a Reconciliation Object on page 171

Reconciliation Object Log

A log entry is created when the reconciliation object is created and each time its status is changed. The **Reconciliation Object Log** zone allows you to view these log entries. This zone contains the following columns:

Column Name	Column Description
Reconciliation Object ID	Displays the reconciliation object ID.
Date/Time	Displays the date and time when the status was changed.
Status	Displays the status of the reconciliation object.
Sequence Number	Indicates the order in which the reconciliation object has undergone change in status.
User	Displays the ID of the user who has changed the status.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

By default, the **Reconciliation Object Log** zone does not appear in the **Reconciliation Object** screen. It appears only when you click the **Broadcast** (🔔) icon corresponding to the reconciliation object in the **Search** zone.

Related Topics

For more information on...	See...
How to view the log of a reconciliation object	Viewing Log of a Reconciliation Object on page 173

Searching for a Reconciliation Object

Procedure

To search for a reconciliation object:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Financial** and then click **Reconciliation Object**.

The **Reconciliation Object** screen appears.

4. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

Related Topics

For more information on...	See...
Reconciliation Object screen	Reconciliation Object on page 168
Search zone	Search on page 169

Editing a Reconciliation Object

Procedure

To edit a reconciliation object:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the **Edit**  icon in the **Edit** column corresponding to the reconciliation object whose details you want to edit.

The **Edit Reconciliation Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Object ID	Displays the reconciliation object ID.	Not applicable
Status	Displays the status of the reconciliation object.	Not applicable
Group Account ID	Displays the account ID of the group customer for whom the reconciliation object is created.	Not applicable
Bill ID	Displays the bill ID for which the reconciliation object is created.	Not applicable
Group Name	Displays the name of the group customer for whom the reconciliation object is created.	Not applicable
Comments	Used to specify additional information about the reconciliation object.	No

In addition, this screen contains the **Reconciliation Object Characteristics** section which allows you to define characteristics for the reconciliation object. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the reconciliation object.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object.
Characteristic Value	Used to specify the value for the characteristic type. Note: When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object.

Tip: Alternatively, you can access the **Edit Reconciliation Object** screen by clicking the **Edit** button in the **Reconciliation Object Details** screen.

3. Enter comments for the reconciliation object, if required.
4. Define characteristics for the reconciliation object, if required.

Note: You cannot define or edit the characteristics of a reconciliation object with the status as **Cancelled**.

5. Click **Save**.

The changes made to the reconciliation object are saved.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
How to define characteristics for a reconciliation object	Defining Characteristics for a Reconciliation Object on page 172

Defining Characteristics for a Reconciliation Object

Prerequisites

To define characteristics for a reconciliation object, you should have:

- Characteristic types defined in the application

Procedure

To define characteristics for a reconciliation object:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the **Edit**  icon in the **Edit** column corresponding to the reconciliation object whose details you want to edit.

The **Edit Reconciliation Object** screen appears.

3. In the **Reconciliation Object Characteristics** section, enter the date from when you want the characteristic to be effective for the reconciliation object.

Note: You cannot define or edit the characteristics of a reconciliation object with the status as **Cancelled**.

4. Select the characteristic type from the list.
5. Enter the value for the characteristic type in the **Characteristic Value** field.

Note: When you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

6. If you want to define more than one characteristic for the reconciliation object, click the **Plus** (+) icon and repeat the steps from 3 to 5.

Note: However, if you want to remove a characteristic from the reconciliation object, click the **Minus** (=) icon corresponding to the characteristic.

7. Click **Save**.

The characteristics are defined for the reconciliation object.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
How to edit a reconciliation object	Editing a Reconciliation Object on page 171
How to search for a predefined characteristic value	Searching for a Predefined Characteristic Value on page 215

Viewing Log of a Reconciliation Object

Procedure

To view the log of a reconciliation object:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the reconciliation object whose log you want to view.

The **Reconciliation Object Log** zone appears.

3. View the log entries in the **Reconciliation Object Log** zone.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
Reconciliation Object Log zone	Reconciliation Object Log on page 170

Reconciliation Object Details

The **Reconciliation Object Details** screen allows you to view the details of a reconciliation object including the lines created in the reconciliation object. It also allows you to add and edit a reconciliation object line. This screen consists of the following zones:

- [Reconciliation Object](#) on page 174
- [Search](#) on page 175
- [Reconciliation Object Line - Cases](#) on page 177
- [Reconciliation Object Line - Log](#) on page 177

Reconciliation Object

The **Reconciliation Object** zone displays information about the reconciliation object. This zone contains the following sections:

- **Main** — Displays the basic information about the reconciliation object. This section contains the following fields:

Field Name	Field Description
Reconciliation Object ID	Displays the reconciliation object ID.
Status	Displays the status of the reconciliation object.
Group Account ID	Displays the account ID of the group customer for whom the reconciliation object is created. In addition, there is a context menu corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Bill ID	Displays the bill ID for which the reconciliation object is created. In addition, there is a context menu corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Group Name	Displays the name of the group customer for whom the reconciliation object is created.

- **Reconciliation Object Characteristics** — Lists the characteristics defined for the reconciliation object. This section contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the reconciliation object.
Characteristic Type	Displays the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

This zone contains the following buttons:

Button Name	Button Description
Edit	Used to edit the reconciliation object.

Button Name	Button Description
Customer Submit	Used to verify whether the reported and the billed amounts for each line in the reconciliation object match. Note: This button is enabled only when the reconciliation object is in the Pending Customer Submit status.
Cancel Recon	Used to cancel the reconciliation object. Note: This button is enabled only when the reconciliation object is in the Pending Customer Submit status.

Search

The **Search** zone allows you to search for lines in the reconciliation object using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Line ID	Used to specify the reconciliation object line ID. Note: The reconciliation object line ID is generated automatically when the line is created in the reconciliation object.	No
Status	Used to specify the status of the line in the reconciliation object. You can select either of the following values: <ul style="list-style-type: none"> • Error • Manual • Manual Match • Match • Pending • Pending Recon • WriteOff Match 	No
Policy Number	Used to specify the policy number for which the line is created in the reconciliation object.	No
Source	Used to specify the name of the external system from where the policy originated.	No
Policy ID	Used to specify the policy ID for which the line is created in the reconciliation object.	No
Bill Segment ID	Used to specify the bill segment ID for which the line is created in the reconciliation object.	No
Member Name	Used to specify the name of the subscriber for whom the line is created in the reconciliation object.	No
Reason Code	Used to specify the reason code.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Member Name	Displays the name of the subscriber for whom the line is created in the reconciliation object. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective member.
Bill Segment ID	Indicates the bill segment ID for which the line is created in the reconciliation object.
Policy Source	Displays the name of the external system from where the policy originated.
Policy Number	Displays the policy number.
Policy ID	Indicates the policy for which the line is created in the reconciliation object.
Product	Displays the name of the product for which the line is created in the reconciliation object.
Charge Type	Displays the description of the charge type for which the line is created in the reconciliation object.
Billed Amount	Displays the amount of the bill segment for which the line is created in the reconciliation object.
Reported Amount	Displays the amount reported by the group customer.
Reason Code	Indicates the reason why the reported and the billed amounts do not match.
Reason Code Effective Date	Displays the date from when the reason is effective.
Status	Displays the status of the line in the reconciliation object.
Edit	On clicking the Edit (✎) icon, the Edit Reconciliation Object Line screen appears where you can edit the details of the reconciliation object line.

On clicking the **Broadcast** (📢) icon corresponding to the reconciliation object line, the **Reconciliation Object Line - Cases** and the **Reconciliation Object Line - Log** zones appear.

You can add a reconciliation object line by clicking the **Add** link in the upper right corner of this zone. You can also edit multiple reconciliation object lines at once by clicking the **Quick Edit** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a reconciliation object line	Searching for a Reconciliation Object Line on page 179
How to edit a reconciliation object line	Editing a Reconciliation Object Line on page 181
How to use the Quick Edit functionality	Using the Quick Edit Functionality on page 185
How to view the log of a reconciliation object line	Viewing Log of a Reconciliation Object Line on page 185
How to view the cases logged against a reconciliation object line	Viewing Cases Logged against a Reconciliation Object Line on page 184
How to add a reconciliation object line	Adding a Reconciliation Object Line on page 179

Reconciliation Object Line - Cases

The **Reconciliation Object Line - Cases** zone lists cases logged against a reconciliation object line. You will not find any records in this zone if there are no cases logged against the reconciliation object line. This zone contains the following columns:

Column Name	Column Description
Case ID	Displays the case ID.
Creation Date	Displays the date when the case was created.
Status	Displays the status of the case.
Case Information	Displays additional information about the case. Note: It has a link. On clicking the link, the Case screen appears with the details of the respective case.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

By default, the **Reconciliation Object Line - Cases** zone does not appear in the **Reconciliation Object Details** screen. It appears only when you click the **Broadcast** () icon corresponding to the reconciliation object line in the **Search** zone.

Related Topics

For more information on...	See...
How to view the cases logged against a reconciliation object line	Viewing Cases Logged against a Reconciliation Object Line on page 184

Reconciliation Object Line - Log

A log entry is created when a line is created in the reconciliation object and each time its status is changed. The **Reconciliation Object Line - Log** zone allows you to view these log entries. This zone contains the following columns:

Column Name	Column Description
Line ID	Displays the reconciliation object line ID.
Date/Time	Displays the date and time when the status was changed.
Status	Displays the status of the line in the reconciliation object.
Sequence Number	Indicates the order in which the reconciliation object line has undergone change in status.
User	Displays the ID of the user who has changed the status.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

By default, the **Reconciliation Object Line - Log** zone does not appear in the **Reconciliation Object Details** screen. It appears only when you click the **Broadcast** () icon corresponding to the reconciliation object line in the **Search** zone.

Related Topics

For more information on...	See...
How to view the log of a reconciliation object line	Viewing Log of a Reconciliation Object Line on page 185

Submitting a Reconciliation Object

Procedure

To submit a reconciliation object:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Object ID** column corresponding to the reconciliation object that you want to submit.

The **Reconciliation Object Details** screen appears.

3. Click the **Quick Edit** link in the upper right corner of the **Search** zone.

The **Edit Reconciliation Object Lines** screen appears.

4. Enter the reported amount for each line in the reconciliation object.
5. In case the reported and the billed amounts of a reconciliation object line do not match, enter the reason code and the date from when the reason code is effective.
6. Click **Customer Submit**.

The reported and the billed amounts of each line in the reconciliation object are compared. If the billed amount is equal to the reported amount, the status of the reconciliation object line is changed to **Match**. However, if the billed amount is not equal to the reported amount, a case is created for each such reconciliation object line. The case type is determined from the reason code specified for each unmatched line.

If the status of all the lines in the reconciliation object is **Match**, **WD-Match**, or **Manual Match**, the status of the reconciliation object is changed to **Ready To Pay**. However, if the status of any line in the reconciliation object is **Pending Recon**, the status of the reconciliation object is changed to **Pending Recon**.

Tip: Alternatively, you can submit a reconciliation object by clicking the **Customer Submit** button in the **Reconciliation Object Details** screen.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
Reconciliation Object Details screen	Reconciliation Object Details on page 174
Reconciliation Object zone	Reconciliation Object on page 174

Cancelling a Reconciliation Object

Procedure

To cancel a reconciliation object:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Object ID** column corresponding to the reconciliation object that you want to cancel.

The **Reconciliation Object Details** screen appears.

3. Click **Cancel Recon** in the **Reconciliation Object** zone.

The status of the reconciliation object is changed to **Cancelled**.

Note: You can cancel a reconciliation object only when its status is **Pending Customer Submit**.

Tip: Alternatively, you can cancel a reconciliation object by clicking the **Cancel Recon** button in the **Edit Reconciliation Object Lines** screen.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
Reconciliation Object Details screen	Reconciliation Object Details on page 174
Reconciliation Object zone	Reconciliation Object on page 174

Searching for a Reconciliation Object Line

Procedure

To search for a reconciliation object line:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Object ID** column corresponding to the reconciliation object whose details you want to view.

The **Reconciliation Object Details** screen appears.

3. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Refresh**.

The search results appear.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
Reconciliation Object Details screen	Reconciliation Object Details on page 174
Search zone	Search on page 175

Adding a Reconciliation Object Line

Procedure

To add a line in the reconciliation object:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Object ID** column corresponding to the reconciliation object whose details you want to edit.

The **Reconciliation Object Details** screen appears.

- Click the **Add** link in the upper right corner of the **Search** zone.

The **Add Reconciliation Object Line** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Object ID	Displays the reconciliation object ID.	Not applicable
Group Name	Displays the name of the group customer for whom the reconciliation object is created.	Not applicable
Line ID	Displays the reconciliation object line ID. Note: The data appears against this field only while editing and not while adding a reconciliation object line.	Not applicable
Status	Displays the status of the line in the reconciliation object.	Not applicable
Reported Amount	Used to specify the amount reported by the group customer.	Yes
Reason Code	Used to indicate the reason why the reported and the billed amounts do not match.	Yes (Conditional) Note: This field is required when the reported and the billed amounts do not match.
Reason Code Effective Date	Used to specify the date from when the reason is effective.	Yes (Conditional) Note: This field is required when the reported and the billed amounts do not match.
Comments	Used to specify additional information about the reconciliation object line.	No

In addition, this screen contains the **Reconciliation Object Line Characteristics** section which allows you to define characteristics for the reconciliation object line. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the reconciliation object line.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object line.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object line.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Value	Used to specify the value for the characteristic type. Note: When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object line.

Note: You can add a line in the reconciliation object only when the reconciliation object is in the **Pending Customer Submit** status.

4. Enter the reported amount in the respective field.
5. In case the reported and the billed amounts do not match, enter the reason code and the date from when the reason code is effective.
6. Enter comments for the reconciliation object line, if required.
7. Define characteristics for the reconciliation object line, if required.
8. Click **Save**.

The line is added in the reconciliation object.

Tip: Alternatively, you can add a new line in the reconciliation object by clicking the **Plus (+)** icon in the **Add** column corresponding to the reconciliation object line in the **Edit Reconciliation Object Lines** screen.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
How to define characteristics for a reconciliation object line	Defining Characteristics for a Reconciliation Object Line on page 183

Editing a Reconciliation Object Line

Procedure

To edit a reconciliation object line:

1. Search for the reconciliation object line in the **Reconciliation Object Details** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the reconciliation object line whose details you want to edit.

The **Edit Reconciliation Object Line** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Object ID	Displays the reconciliation object ID.	Not applicable
Group Name	Displays the name of the group customer for whom the reconciliation object is created.	Not applicable
Line ID	Displays the reconciliation object line ID.	Not applicable
Status	Displays the status of the line in the reconciliation object.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Member Name	Displays the name of the subscriber for whom the line is created in the reconciliation object.	Not applicable
Bill Segment ID	Indicates the bill segment for which the line is created in the reconciliation object.	Not applicable
Policy ID	Indicates the policy for which the line is created in the reconciliation object.	Not applicable
Policy Information	Displays additional information about the policy.	Not applicable
Source	Displays the name of the external system from where the policy originated.	Not applicable
Policy Number	Displays the policy number.	Not applicable
Product	Displays the name of the product for which the line is created in the reconciliation object.	Not applicable
Charge Type	Displays the description of the charge type for which the line is created in the reconciliation object.	Not applicable
Billed Amount	Displays the amount of the bill segment.	Not applicable
Case ID	Indicates the case which is logged against the reconciliation object line.	Not applicable
Reported Amount	Used to specify the amount reported by the group customer. Note: You can edit this field only when the reconciliation object is in the Pending Customer Submit status or when the reconciliation object line is in the Error status.	Yes
Reason Code	Used to indicate the reason why the reported and the billed amounts do not match. Note: You can edit this field only when the reconciliation object is in the Pending Customer Submit status or when the reconciliation object line is in the Error status.	Yes (Conditional) Note: This field is required when the reported and the billed amounts do not match.
Reason Code Effective Date	Used to specify the date from when the reason is effective. Note: You can edit this field only when the reconciliation object is in the Pending Customer Submit status or when the reconciliation object line is in the Error status.	Yes (Conditional) Note: This field is required when the reported and the billed amounts do not match.
Comments	Used to specify additional information about the reconciliation object line. Note: You cannot edit this field when the reconciliation object is in the Cancelled status.	No

In addition, this screen contains the **Reconciliation Object Line Characteristics** section which allows you to define characteristics for the reconciliation object line. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the reconciliation object line.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object line.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object line.
Characteristic Value	Used to specify the value for the characteristic type. Note: When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation object line.

Note: You cannot define or edit characteristics of the reconciliation object line when the reconciliation object is in the **Cancelled** status.

3. Enter the reported amount in the respective field.
4. In case the reported and the billed amounts do not match, enter the reason code and the date from when the reason code is effective.
5. Enter comments for the reconciliation object line, if required.
6. Define characteristics for the reconciliation object line, if required.
7. Click **Save**.

The changes made to the reconciliation object line are saved.

Related Topics

For more information on...	See...
How to search for a reconciliation object line	Searching for a Reconciliation Object Line on page 179
How to define characteristics for a reconciliation object line	Defining Characteristics for a Reconciliation Object Line on page 183

Defining Characteristics for a Reconciliation Object Line

Prerequisites

To define characteristics for a reconciliation object line, you should have:

- Characteristic types defined in the application

Procedure

To define characteristics for a reconciliation object line:

1. Search for the reconciliation object line in the **Reconciliation Object Details** screen.

- In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the reconciliation object line whose details you want to edit.

The **Edit Reconciliation Object Line** screen appears.

- In the **Reconciliation Object Line Characteristics** section, enter the date from when you want the characteristic to be effective for the reconciliation object line.

Note: You cannot define or edit characteristics of the reconciliation object line when the reconciliation object is in the **Cancelled** status.

- Select the characteristic type from the list.
- Enter the value for the characteristic type in the **Characteristic Value** field.

Note: When you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the reconciliation object line, click the **Plus** (+) icon and repeat the steps from 3 to 5.

Note: However, if you want to remove a characteristic from the reconciliation object line, click the **Minus** (=) icon corresponding to the characteristic.

- Click **Save**.

The characteristics are defined for the reconciliation object line.

Tip: Alternatively, you can define or edit characteristics of the reconciliation object line by clicking the **Go to Characteristics** link corresponding to the reconciliation object line in the **Edit Reconciliation Object Lines** screen.

Related Topics

For more information on...	See...
How to search for a reconciliation object line	Searching for a Reconciliation Object Line on page 179
How to edit a reconciliation object line	Editing a Reconciliation Object Line on page 181
How to search for a predefined characteristic value	Searching for a Predefined Characteristic Value on page 215

Viewing Cases Logged against a Reconciliation Object Line

Procedure

To view the cases logged against a reconciliation object line:

- Search for the reconciliation object line in the **Reconciliation Object Details** screen.
- In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the reconciliation object line whose details you want to view.

The **Reconciliation Object Line - Cases** zone appears.

- View the list of cases logged against the reconciliation object line in the **Reconciliation Object Line - Cases** zone.

Related Topics

For more information on...	See...
How to search for a reconciliation object line	Searching for a Reconciliation Object Line on page 179
Reconciliation Object Line - Cases zone	Reconciliation Object Line - Cases on page 177

Viewing Log of a Reconciliation Object Line

Procedure

To view the log of a reconciliation object line:

1. Search for the reconciliation object line in the **Reconciliation Object Details** screen.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the reconciliation object line whose log you want to view.

The **Reconciliation Object Line - Log** zone appears.

3. View the log entries in the **Reconciliation Object Line - Log** zone.

Related Topics

For more information on...	See...
How to search for a reconciliation object line	Searching for a Reconciliation Object Line on page 179
Reconciliation Object Line - Log zone	Reconciliation Object Line - Log on page 177

Using the Quick Edit Functionality

Procedure

To use the quick edit functionality:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Object ID** column corresponding to the reconciliation object whose details you want to edit.

The **Reconciliation Object Details** screen appears.

3. Click the **Quick Edit** link in the upper right corner of the **Search** zone.

The **Edit Reconciliation Object Lines** screen appears. It contains the following sections:

- **Reconciliation Object** — Displays the basic information about the reconciliation object. This section contains the following fields:

Field Name	Field Description
Reconciliation Object ID	Displays the reconciliation object ID.
Status	Displays the status of the reconciliation object.
Create Date/Time	Displays the date and time when the reconciliation object was created.
Submit Date/Time	Displays the date and time when the reconciliation object was submitted.

Field Name	Field Description
Group Account ID	Displays the account ID of the group customer for whom the reconciliation object is created.
Group Name	Displays the name of the group customer for whom the reconciliation object is created.
Bill ID	Displays the bill ID for which the reconciliation object is created.

- **Search** — Used to filter the lines in the reconciliation object. This section contains the following two sub-sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Line ID	Used to specify the reconciliation object line ID. Note: The reconciliation object line ID is generated automatically when the line is created in the reconciliation object.	No
Status	Used to specify the status of the line in the reconciliation object. You can select either of the following values: <ul style="list-style-type: none"> • Error • Manual • Manual Match • Match • Pending • Pending Recon • WriteOff Match 	No
Policy Source	Used to specify the name of the external system from where the policy originated.	No
Policy Number	Used to specify the policy number for which the line is created in the reconciliation object.	No
Policy ID	Used to specify the policy ID for which the line is created in the reconciliation object.	No
Bill Segment ID	Used to specify the bill segment ID for which the line is created in the reconciliation object.	No
Member Name	Used to specify the name of the subscriber for whom the line is created in the reconciliation object.	No
Reason Code	Used to specify the reason code.	No

- **Search Results** — On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Add	On clicking the Plus (+) icon, you can add a new line in the reconciliation object. Note: This icon is available only when the reconciliation object is in the Pending Customer Submit status.	Not applicable
Select All for Match	Used to select one or more reconciliation object lines before clicking the Match button.	Not applicable
Member Name	Displays the name of the subscriber for whom the line is created in the reconciliation object. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective member.	Not applicable
Bill Segment ID	Indicates the bill segment ID for which the line is created in the reconciliation object.	
Policy Source	Displays the name of the external system from where the policy originated.	Not applicable
Policy Number	Displays the policy number.	Not applicable
Policy ID	Indicates the policy for which the line is created in the reconciliation object.	Not applicable
Product	Displays the name of the product for which the line is created in the reconciliation object.	Not applicable
Charge Type	Displays the description of the charge type for which the line is created in the reconciliation object.	Not applicable
Billed Amount	Displays the amount of the bill segment for which the line is created in the reconciliation object.	Not applicable
Reported Amount	Used to specify the amount reported by the group customer. Note: You can edit this field only when the reconciliation object is in the Pending Customer Submit status or when the reconciliation object line is in the Error status.	Yes

Column Name	Column Description	Mandatory (Yes or No)
Reason Code	Used to indicate the reason why the reported and the billed amounts do not match. Note: You can edit this field only when the reconciliation object is in the Pending Customer Submit status or when the reconciliation object line is in the Error status.	Yes (Conditional) Note: This field is required when the reported and the billed amounts do not match.
Reason Code Effective Date	Used to specify the date from when the reason is effective. Note: You can edit this field only when the reconciliation object is in the Pending Customer Submit status or when the reconciliation object line is in the Error status.	Yes (Conditional) Note: This field is required when the reported and the billed amounts do not match.
Status	Displays the status of the line in the reconciliation object.	Not applicable

You can define or edit characteristics of the reconciliation object line by clicking the **Go to Characteristics** link corresponding to the reconciliation object line in this screen.

- Enter the reported amount for each line in the respective field.

Note: If the reported amount is equal to the billed amount, you can use the **Match** button instead of manually entering the reported amount for each line. This button automatically populates the reported amount equal to the billed amount.

Note: You can use the **Previous** () and the **Next** () buttons to scroll through the reconciliation object lines while editing them.

- In case the reported and the billed amounts of a reconciliation object line do not match, enter the reason code and the date from when the reason code is effective.
- Define or edit characteristics of the reconciliation object line, if required.
- Click **Save**.

The changes made to the reconciliation object lines are saved.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
How to define characteristics for a reconciliation object line	Defining Characteristics for a Reconciliation Object Line on page 183
How to automatically enter the reported amount	Automatically Entering the Reported Amount on page 189

Automatically Entering the Reported Amount

If the reported amount is equal to the billed amount, you can automatically populate the reported amount equal to the billed amount instead of manually entering the reported amount for each line.

Procedure

To automatically enter the reported amount:

1. Search for the reconciliation object in the **Reconciliation Object** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Object ID** column corresponding to the reconciliation object whose details you want to edit.

The **Reconciliation Object Details** screen appears.

3. Click the **Quick Edit** link in the upper right corner of the **Search** zone.

The **Edit Reconciliation Object Lines** screen appears.

4. Select the **Select All for Match** check box to indicate that you want the reported amount to be automatically entered for all the reconciliation object lines.

Note: However, if you want the reported amount to be automatically entered for specific reconciliation object lines, you need to accordingly select the check box corresponding to the reconciliation object lines.

5. Click **Match**.

The reported amount is automatically entered in the respective fields.

Related Topics

For more information on...	See...
How to search for a reconciliation object	Searching for a Reconciliation Object on page 170
Reconciliation Object Details screen	Reconciliation Object Details on page 174
How to use the quick edit functionality	Using the Quick Edit Functionality on page 185

Manually Reconciling a Reconciliation Object Line

At times, when the required details are not specified for a reconciliation object line while submitting a reconciliation object, or if any system error is encountered during case processing, the status of the reconciliation object line is changed to **Error**. In such case, the system provides you with the facility to manually reconcile the reconciliation object line after specifying the required details.

Procedure

To manually reconcile a reconciliation object line:

1. Search for the reconciliation object line in the **Reconciliation Object Details** screen.
2. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the reconciliation object line whose details you want to edit.

The **Edit Reconciliation Object Line** screen appears.

3. Ensure that the reported amount is specified in the respective field.
4. In case the reported and the billed amounts do not match, ensure that the reason and the date from when the reason is effective are specified in the respective fields.
5. Click **Manual Reconcile**.

The reported and the billed amounts are compared. If the billed amount is equal to the reported amount, the status of the reconciliation object line is changed to **Matched**. However, if the billed amount is not equal to the reported amount, the status is changed to **Manual** and a case is created against the reconciliation object line. The case type is determined from the reason code specified for the reconciliation object line.

Related Topics

For more information on...	See...
How to search for a reconciliation object line	Searching for a Reconciliation Object Line on page 179

Manually Resolving a Reconciliation Object Line

On submitting a reconciliation object, the reported and the billed amounts of each line are compared. If the reported and the billed amounts of a reconciliation object line do not match, a case is created. The case type is determined from the reason code specified for each unmatched line.

Each case goes through a workflow which helps in resolving the case automatically. If the case cannot be resolved automatically, the system changes the status of the reconciliation object line to **Manual**. This status indicates that the manual intervention is required to resolve the case.

For more information about the case workflow, see [Sample Case Workflow](#) on page 167.

Procedure

To manually resolve a reconciliation object line:

1. Search for the reconciliation object line in the **Reconciliation Object Details** screen.
2. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the reconciliation object line whose details you want to view.
The **Reconciliation Object Line - Cases** zone appears.
3. Click the link in the **Case Information** column corresponding to the case that you want to resolve.
The **Case** screen appears.
4. If you want to change the reported amount, select **Reported Amount** from the **Characteristic Type** list and then enter the reported amount in the **Characteristic Value** field.
5. If you want to change the date from when the reason code is effective, select **Reason Code Effective Date** from the **Characteristic Type** list and then enter the date in the **Characteristic Value** field.
Note: You cannot change the reason code of the reconciliation object line through a case. In case you want to change the reason code, you need to manually change the status of the reconciliation object line to **Error** by clicking the **Error** button in the **Case** screen.
6. Click **Manual Match**.
The changes are reflected in the reconciliation object line and the status of the reconciliation object line is changed to **Manual Match**.

Related Topics

For more information on...	See...
How to search for a reconciliation object line	Searching for a Reconciliation Object Line on page 179
Reconciliation Object Line - Cases zone	Reconciliation Object Line - Cases on page 177

Reconciliation Object Line Status

You have to define statuses for a reconciliation object line which can be used later in the case workflow. The **Reconciliation Object Line Status** screen allows you to define, edit, and delete a reconciliation object line status. This screen consists of the following zones:

- [Reconciliation Object Line Statuses](#) on page 191

Reconciliation Object Line Statuses

The **Reconciliation Object Line Statuses** zone lists statuses that can be used for a reconciliation object line. This zone contains the following columns:

Column Name	Column Description
Status	Displays the status code.
Description	Displays the description of the status.
Payment Eligible	Indicates whether the reconciliation object having a line with this status can move to the Ready To Pay status.
Editable	Indicates whether the following fields are editable in this status: <ul style="list-style-type: none"> • Reported Amount • Reason Code • Reason Code Effective Date
Edit	On clicking the Edit (✎) icon, the Edit Reconciliation Object Line Status screen appears where you can edit the details of the status.
Delete	On clicking the Delete (🗑) icon, you can delete the status.

You can define a new status by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to define a reconciliation object line status	Defining a Reconciliation Object Line Status on page 191
How to edit a reconciliation object line status	Editing a Reconciliation Object Line Status on page 192
How to delete a reconciliation object line status	Deleting a Reconciliation Object Line Status on page 193

Defining a Reconciliation Object Line Status

Procedure

To define a reconciliation object line status:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** and then click **Reconciliation Object Line Status**.

The **Reconciliation Object Line Status** screen appears.

- Click the **Add** link in the upper right corner of the **Reconciliation Object Line Statuses** zone.

The **Add Reconciliation Object Line Status** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status	Used to specify the status code.	Yes
Description	Used to specify the description for the status.	Yes
Payment Eligible	Used to indicate whether a reconciliation object having a line with this status can move to the Ready To Pay status.	No
Editable	Used to indicate whether the following fields are editable in this status: <ul style="list-style-type: none"> • Reported Amount • Reason Code • Reason Code Effective Date 	No

- Enter the required details.
- Click **Save**.

The reconciliation object line status is defined.

Related Topics

For more information on...	See...
Reconciliation Object Line Status screen	Reconciliation Object Line Status on page 191
Reconciliation Object Line Statuses zone	Reconciliation Object Line Statuses on page 191

Editing a Reconciliation Object Line Status

Procedure

To edit a reconciliation object line status:

- Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **R** and then click **Reconciliation Object Line Status**.

The **Reconciliation Object Line Status** screen appears.

- Click the **Edit**  icon in the **Edit** column corresponding to the status whose details you want to edit.

The **Edit Reconciliation Object Line Status** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status	Displays the status code.	Not applicable
Description	Used to modify the description of the status.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Payment Eligible	Used to indicate whether a reconciliation object having a line with this status can move to the Ready To Pay status.	No
Editable	Used to indicate whether the following fields are editable in this status: <ul style="list-style-type: none"> Reported Amount Reason Code Reason Code Effective Date 	No

5. Modify the required details.

6. Click **Save**.

The changes made to the reconciliation object line status are saved.

Related Topics

For more information on...	See...
Reconciliation Object Line Status screen	Reconciliation Object Line Status on page 191
Reconciliation Object Line Statuses zone	Reconciliation Object Line Statuses on page 191

Deleting a Reconciliation Object Line Status

Procedure

To delete a reconciliation object line status:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **R** and then click **Reconciliation Object Line Status**.

The **Reconciliation Object Line Status** screen appears.

4. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the status that you want to delete.

A message appears confirming whether you want to delete the status.

5. Click **OK**.

The reconciliation object line status is deleted.

Related Topics

For more information on...	See...
Reconciliation Object Line Status screen	Reconciliation Object Line Status on page 191
Reconciliation Object Line Statuses zone	Reconciliation Object Line Statuses on page 191

Reason Code

You have to define the reason codes which are used when the reported and the billed amounts do not match. The **Reason Code** screen allows you to define, edit, and delete a reason code. This screen consists of the following zones:

- [Reason Codes](#) on page 194

Reason Codes

The **Reason Codes** zone lists reason codes that are already defined in the system. This zone contains the following columns:

Column Name	Column Description
Code	Displays the reason code.
Description	Displays the description of the reason code.
Case Type	Displays the case type to which the reason code is mapped.
Edit	On clicking the Edit (✎) icon, the Reason Code screen appears where you can edit the reason code.
Delete	On clicking the Delete (🗑) icon, you can delete the reason code.

You can define a reason code by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 214.

Related Topics

For more information on...	See...
How to define a reason code	Defining a Reason Code on page 194
How to edit a reason code	Editing a Reason Code on page 196
How to delete a reason code	Deleting a Reason Code on page 198

Defining a Reason Code

Procedure

To define a reason code:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** and then click **Reason Code**.
The **Reason Code** screen appears.
4. Click the **Add** link in the upper right corner of the **Reason Codes** zone.

The **Add Reason Code** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the reason code.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Description	Used to specify the description for the reason code.	Yes
Case Type	Used to map the reason code to a case type.	Yes

In addition, this screen contains the following two sections:

- **Valid Characteristic Types for Reason Code** — Used to indicate a set of characteristics that can be defined when the reason code is selected. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to specify the sequence number.	Yes (Conditional) Note: This field is required when you want to indicate that a characteristic can be defined for the reason code.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) Note: This field is required when you want to indicate that a characteristic can be defined for the reason code.
Required	Used to indicate whether it is mandatory to define this characteristic when the reason code is selected.	No
Default	Used to indicate whether the default value should be displayed while defining this characteristic for a reconciliation object line.	No
Characteristic Value	Used to specify the default value for the characteristic type.	No

- **Algorithms Linked to Reason Code** — Used to associate algorithms with the reason code. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to indicate the order in which the algorithms must be executed when multiple algorithms are triggered at the same event.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the reason code.
System Event	Used to indicate the event when the algorithm must be triggered.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the reason code.
Algorithm	Used to specify the algorithm.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the reason code.

- Enter the required details.

Note: You can search for a case type, predefined characteristic value, and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

- Click **Save**.

The reason code is defined.

Related Topics

For more information on...	See...
Reason Code screen	Reason Code on page 194
Reason Codes zone	Reason Codes on page 194
How to search for a case type	Searching for a Case Type on page 223
How to search for a predefined characteristic value	Searching for a Predefined Characteristic Value on page 215
How to search for an algorithm	Searching for an Algorithm on page 220

Editing a Reason Code

Procedure

To edit a reason code:

- Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **R** and then click **Reason Code**.

The **Reason Code** screen appears.

- Click the **Edit** (✎) icon in the **Edit** column corresponding to the reason code that you want to edit.

The **Edit Reason Code** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Displays the reason code.	Not applicable
Description	Used to modify the description of the reason code.	Yes
Case Type	Used to map the reason code to a case type.	Yes

In addition, this screen contains the following two sections:

- Valid Characteristic Types for Reason Code** — Used to indicate a set of characteristics that can be defined when the reason code is selected. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to specify the sequence number.	Yes (Conditional) Note: This field is required when you want to indicate that a characteristic can be defined for the reason code.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) Note: This field is required when you want to indicate that a characteristic can be defined for the reason code.
Required	Used to indicate whether it is mandatory to define this characteristic when the reason code is selected.	No
Default	Used to indicate whether the default value should be displayed while defining this characteristic for a reconciliation object line.	No
Characteristic Value	Used to specify the default value for the characteristic type.	No

- **Algorithms Linked to Reason Code** — Used to associate algorithms with the reason code. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to indicate the order in which the algorithms must be executed when multiple algorithms are triggered at the same event.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the reason code.
System Event	Used to indicate the event when the algorithm must be triggered.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the reason code.
Algorithm	Used to specify the algorithm.	Yes (Conditional) Note: This field is required when you want to specify an algorithm for the reason code.

5. Modify the required details.

Note: You can search for a case type, predefined characteristic value, and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

6. Click **Save**.

The changes made to the reason code are saved.

Related Topics

For more information on...	See...
Reason Code screen	Reason Code on page 194
Reason Codes zone	Reason Codes on page 194
How to search for a case type	Searching for a Case Type on page 223

For more information on...	See...
How to search for a predefined characteristic value	Searching for a Predefined Characteristic Value on page 215
How to search for an algorithm	Searching for an Algorithm on page 220

Deleting a Reason Code

Procedure

To delete a reason code:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** and then click **Reason Code**.
The **Reason Code** screen appears.
4. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the reason code that you want to delete.
A message appears confirming whether you want to delete the reason code.
5. Click **OK**.
The reason code is deleted.

Related Topics

For more information on...	See...
Reason Code screen	Reason Code on page 194
Reason Codes zone	Reason Codes on page 194

Chapter

8

Reporting

Topics:

- [Report Search](#)
- [Report Submission](#)

Oracle Revenue Management and Billing (ORMB) may optionally be configured to use the reporting feature where Oracle Business Intelligence Publisher (BI Publisher) is used as a reporting tool. ORMB provides you with 10 sample reports that you can use for reporting or as a starting point for creating a new report. While generating the report, data is extracted from ORMB database and presented in the predefined format to the user. Oracle BI Publisher is used for creating the format in which the data in the report needs to be presented to the user.

You can generate reports from ORMB only if Oracle BI Publisher is integrated with ORMB. You can also schedule the reports that you want to execute at a predefined time and interval in Oracle BI Publisher. Once the reports are generated, you can view these reports in Oracle BI Publisher.

To use the reporting feature, you need to:

1. Install Oracle Business Intelligence Publisher.
2. Configure ORMB to use the reporting feature. For more information on how to install and configure reports in ORMB, refer to the `RMB_Install_Reports` document.
3. Import report specific metadata from the ORMB sample database and/or manually enter the metadata for reports. For more information on how to import the metadata, refer to the `RMB_Install_Reports` document.

Report Search

The **Report Search** window allows you to search for a report. This screen contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Report Code	Used to specify the report code.	No
Description	Used to specify the description of the report.	No

- **Search Results** — On clicking the **Search** (🔍) icon corresponding to the respective field, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Report Code	Displays the report code.
Description	Displays the description of the report.
External Reference ID	Displays the code that uniquely identifies the report in Oracle BI Publisher.

Report Submission

Oracle Revenue Management and Billing provides you with the following reports that you can use for reporting or as a starting point for creating a new report:

- Open Cases by Type (CI_CSEOPN)
- Case Statistics for a Given Status (CI_CSESGS)
- Case Statistics by Case Type (CI_CSESTS)
- Customer Contact by Type (CI_CUSTCN)
- GL Accounting Summary (CI_GLACSM)
- Letter Print - Sample Welcome Letter (CI_LTRGN_ENG)
- Payments Balance (CI_PMTBAL)
- Receivables Aging (CI_RCVAGA)
- To Do Entries (CI_TDENTR)
- Tax Payables Analysis (CI_TXPYBL)

The **Report Submission** screen allows you to generate these reports. This screen is available only if the system is integrated with the third party reporting system. This screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Report Code	Used to specify the report code. Note: You can search for a report by clicking the Search (🔍) icon corresponding to the field.	Yes
Report Description	Displays the description of the report.	Not applicable
Sequence	Displays the sequence number of the parameter.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Parameter	Displays the parameters defined for the report.	Not applicable
Parameter Value	Used to specify the value for the parameter. Note: For some of the parameters, the default value is displayed. These default values are defined for the parameters in the Report Definition screen.	Yes (Conditional) Note: If the parameter is set as required while defining a report, you have to specify the value for the parameter.

This screen contains the following buttons:

Button Name	Button Description
Submit	Used to generate the report.

Related Topics

For more information on...	See...
How to generate the CI_CSEOPN report	Generating the CI_CSEOPN Report on page 201
How to generate the CI_CSESGS report	Generating the CI_CSESGS Report on page 203
How to generate the CI_CSESTS report	Generating the CI_CSESTS Report on page 204
How to generate the CI_CUSTCN report	Generating the CI_CUSTCN Report on page 205
How to generate the CI_GLACSM report	Generating the CI_GLACSM Report on page 206
How to generate the CI_LTRGN_ENG report	Generating the CI_LTRGN_ENG Report on page 207
How to generate the CI_PMTBAL report	Generating the CI_PMTBAL Report on page 208
How to generate the CI_RCVAGA report	Generating the CI_RCVAGA Report on page 209
How to generate the CI_TDENTR report	Generating the CI_TDENTR Report on page 210
How to generate the CI_TXPYBL report	Generating the CI_TXPYBL Report on page 211

Generating the CI_CSEOPN Report

The **Open Cases by Type (CI_CSEOPN)** report allows you to view cases that are currently open. The data is grouped based on the case type. For each case type, the report shows:

- Number of open cases in various age buckets (the last three parameters control the size (in days) of each bucket)
- Percentage of open cases in various age buckets
- Details of the open cases

Procedure

To generate the CI_CSEOPN report:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.
The **Report Search** window appears.
4. Enter **CI_CSEOPN** in the **Report Code** field.

5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for cases that are created on or after the specified date and are still open. Note: If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date (YYYY-MM-DD)	Used to search for cases that are created on or before the specified date and are still open. Note: If you do not specify the end date, the system sets the current date as the end date.	No
Case Type	Used to specify the case type. Note: If you specify the case type, only open cases of that type are listed in the report.	No
Responsible User	Used to specify the user name. Note: If you specify the user name, only open cases that are handled by that user are listed in the report.	No
First Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days.	Yes
Second Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days, but greater than the number of days specified in the First Bucket High Limit field.	Yes
Third Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days, but greater than the number of days specified in the Second Bucket High Limit field.	Yes

6. Enter the parameters based on which you want to generate the report.

7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.

9. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_CSESGS Report

The **Case Statistics for a Given Status (CI_CSESGS)** report allows you to view cases of a given case type that transitioned to a given status within a given date range. It also shows the number and percentage of cases grouped by the time it took to reach the status in the graphical format. These statistics are grouped into age buckets whose size (in days) is controlled by the following parameters:

- First Bucket High Limit
- Second Bucket High Limit
- Third Bucket High Limit

In addition, this report shows the minimum, maximum, average, and median time taken to reach the status.

Procedure

To generate the CI_CSESGS report:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.
The **Report Search** window appears.
4. Enter **CI_CSESGS** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for cases of a given case type that transitioned to a given status on or after the specified date. Note: If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date (YYYY-MM-DD)	Used to search for cases of a given case type that transitioned to a given status on or before the specified date. Note: If you do not specify the end date, the system sets the current date as the end date.	No
Case Type/Status	Used to specify the case type and status for which you want to generate the report. You must specify the criteria in the <i>Case Type Status</i> format.	Yes
Responsible User	Used to specify the user name. Note: If you specify the user name, only cases that are handled by that user are listed in the report.	No
First Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days to reach a given status.	No

Field Name	Field Description	Mandatory (Yes or No)
Second Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days, but greater than the number of days specified in the First Bucket High Limit field to reach a given status.	No
Third Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days, but greater than the number of days specified in the Second Bucket High Limit field to reach a given status.	No

6. Enter the parameters based on which you want to generate the report.

7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.

9. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_CSESTS Report

The **Case Statistics by Case Type (CI_CSESTS)** report allows you to view the number and percentage of cases that are open and/or closed. The data is grouped based on the case type.

Procedure

To generate the CI_CSESTS report:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI_CSESTS** in the **Report Code** field.

5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for the following: <ul style="list-style-type: none"> Cases that are created on or after the specified date and are currently open Cases that are closed on or after the specified date 	No
End date (YYYY-MM-DD)	Used to search for the following: <ul style="list-style-type: none"> Cases that are created on or before the specified date and are currently open Cases that are closed on or before the specified date 	No
Case Condition	Used to indicate whether you want to generate the report for open or closed cases. <ul style="list-style-type: none"> OPEN CLSD If you want to generate the report for both open and closed cases, leave this field blank.	No

6. Enter the parameters based on which you want to generate the report.

7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.

9. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_CUSTCN Report

The **Customer Contact by Type (CI_CUSTCN)** report allows you to view all the customer contacts that are created for a given contact class and contact type within a given date range. It displays information both in textual and graphical formats.

Procedure

To generate the CI_CUSTCN report:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

- From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

- Enter **CI_CUSTCN** in the **Report Code** field.
- Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for customer contacts that are created on or after the specified date.	No
End date (YYYY-MM-DD)	Used to search for customer contacts that are created on or before the specified date.	No
Customer Contact Class/Type	Used to specify the customer contact class and type for which you want to generate the report. If you want to generate the report for all the contact types within a given contact class, just specify the customer contact class. However, if you want to generate the report for a given contact type within a given contact class, then specify both in the Customer Contact Class Type format.	No

- Enter the parameters based on which you want to generate the report.
- Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

- Enter the BI publisher user name and password.
- Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_GLACSM Report

The **GL Accounting Summary (CI_GLACSM)** report allows you to view the financial transactions created in ORMB for a given accounting period. The data is grouped based on the GL account types, divisions, and GL divisions.

Procedure

To generate the CI_GLACSM report:

- Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI_GLACSM** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Accounting period	Used to specify the accounting period for which you want to generate the report. You must specify a valid fiscal year and accounting period for a valid accounting calendar in the following format: CALENDAR_ID FISCAL_YEAR ACCOUNTING_PERIOD	Yes
Characteristic Type - Account type	Used to specify the GL account type for which you want to generate the report.	Yes

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_LTRGN_ENG Report

The **Letter Print - Sample Welcome Letter (CI_LTRGN_ENG)** report allows you to produce a sample welcome letter for a new customer. The letter contains the name and address of the company which is extracted from the installation options. The text for the letter is defined in the report layout. The report is printed according to the customer's language definition, and not based on the user's language definition.

This report contains the following text:

“Welcome to <Company Name>. You have been filed with ID Number <Person ID>.

We hope to provide you with our best possible service. If you experience any problems or have any questions, please contact one of our customer service representatives at (800)1234567.”

Note: The <Company Name> is stored as a message in the installation options, and the <Person ID> is stored in the customer contact.

Procedure

To generate the CI_LTRGN_ENG report:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI_LTRGN_ENG** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Batch Switch	Used to indicate whether you want to access this report online or not. To access the report online, set the value to N .	Yes
Customer Contact ID	Used to specify the ID of the customer contact associated with the main customer for whom you want to generate the letter.	Yes

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_PMTBAL Report

The **Payments Balance (CI_PMTBAL)** report allows you to view all the payments received and cancelled within a given date range. The data is grouped based on the tender source and the type of payment. This report is used for financial control and audit purposes.

Procedure

To generate the CI_PMTBAL report:

1. Click the **Menu** link in the **Actions/Navigation** area.
- A list appears.
2. Select the **Main Menu** option from the list.
 3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI_PMTBAL** in the **Report Code** field.

- Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to search for payments received and cancelled on or after the specified date. Note: If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date	Used to search for payments received and cancelled on or before the specified date. Note: If you do not specify the end date, the system sets the current date as the end date.	No

- Enter the parameters based on which you want to generate the report.
- Click **Submit**.
- The **Oracle BI Publisher Enterprise Login** page appears.
- Enter the BI publisher user name and password.
- Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_RCVAGA Report

The **Receivables Aging (CI_RCVAGA)** report lists all accounts and their arrears information as of the input cutoff date using the balance forward accounting method. Outstanding debt is placed into the buckets provided as input using the age of the debt as of the cutoff date. For each account, charges that are not yet billed are displayed in the **Unbilled A/R (\$)** column.

Procedure

To generate the CI_RCVAGA report:

- Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Batch** and then click **Report Submission**.
The **Report Search** window appears.
- Enter **CI_RCVAGA** in the **Report Code** field.
- Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Cutoff Date	Used to specify the date from when the arrears should be calculated. Note: If you do not specify the cutoff date, the system sets the cutoff date to the current date minus seven days.	No
1 st Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days.	Yes
2 nd Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days, but greater than the number of days specified in the First Bucket High Limit field.	Yes
3 rd Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days, but greater than the number of days specified in the Second Bucket High Limit field.	Yes

- Enter the parameters based on which you want to generate the report.
- Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

- Enter the BI publisher user name and password.
- Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_TDENTR Report

The **To Do Entries (CI_TDENTR)** report allows you to view the total number of To Do entries that are open or being worked on for each To Do type. It displays information both in textual and graphical formats.

Procedure

To generate the CI_TDENTR report:

- Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI_TDENTR** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
To Do Entry Status	Used to include To Do entries with the specified status in the report. Note: If you leave this field blank, the report shows To Do entries with all the statuses.	No
To Do Type	Used to include To Do entries with the specified To Do type in the report. Note: If you leave this field blank, the report shows To Do entries with all the To Do types.	No

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Generating the CI_TXPYBL Report

The **Tax Payables Analysis (CI_TXPYBL)** report allows you to view the tax amounts that were levied by the company to customers within a given date range. It also shows the tax exempted during that period.

This report considers tax amounts of only those financial transactions which satisfy the following criteria:

- The financial transaction is frozen.
- The accounting date of the financial transaction is within a given date range.
- The distribution code associated with the financial transaction has a characteristic type and value that matches the one specified as the input parameters.

The report also provides tax exemption information for bill segments whose financial transactions satisfy the above criteria. The tax exemption information is retrieved by looking at the bill calculation lines associated with the financial transaction's bill segment.

Procedure

To generate the CI_TXPYBL report:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI_TXPYBL** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the date from when the report should be generated. Note: If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date	Used to specify the date till when the report should be generated. Note: If you do not specify the end date, the system sets the current date as the end date.	No
Account Type Characteristic	Used to specify the characteristic type. You must always specify the characteristic type as Account Type . Otherwise, the report will not be generated.	Yes
Account Type Char Value for Tax Related GL Account	Used to specify the value for the characteristic type.	Yes

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 200
Report Submission screen	Report Submission on page 200

Appendix

A

Most Commonly Used Tasks

Topics:

- [Changing the Layout](#)
- [Searching for a Person](#)
- [Searching for a Predefined Characteristic Value](#)
- [Searching for an Account](#)
- [Searching for a Contract Type](#)
- [Searching for a Charge Type](#)
- [Searching for an Adjustment Type](#)
- [Searching for a Service Quantity Identifier \(SQI\)](#)
- [Searching for an Algorithm](#)
- [Searching for an Account](#)
- [Searching for a Bill](#)
- [Searching for a Case Type](#)

This section lists some of the common tasks that are performed while using various functionality in the application.

Changing the Layout

You can change the layout of the zone by:

- [Removing a Column from the Zone](#) on page 214
- [Adding a Column to the Zone](#) on page 214
- [Rearranging Columns in the Zone](#) on page 214

Removing a Column from the Zone

To remove a column from the zone:

1. Click the column name that you want to remove from the zone.

A toolbar with the **Delete** (✖) symbols appears in the zone.

2. Drag and drop the column name over the toolbar.

The column is removed from the zone, and the toolbar is replaced with the **Refresh** button. If you want to remove another column from the zone, repeat the first step. You will note that the **Refresh** button is replaced by the toolbar.

Related Topics

For more information on...	See...
How to change the layout of the zone	Changing the Layout on page 214

Adding a Column to the Zone

Once you have removed the columns from the zone, you can add them back to the zone. To add a column to the zone:

1. Click the **Explorer** (☰) icon in the upper right corner of the zone.

A panel appears at the bottom of the zone with a list of column names.

Note: The column names with the orange background in the panel are currently not displayed in the zone.

2. Drag and drop the column name from the panel to the location where you want to add the column in the zone.

The orange background of the column name in the panel changes to the blue background indicating that the column is currently displayed in the zone.

Related Topics

For more information on...	See...
How to change the layout of the zone	Changing the Layout on page 214

Rearranging Columns in the Zone

You can change the order in which the columns are displayed in the zone. To change the position of a column in the zone:

1. Click the column name whose position you want to change in the zone.

2. Drag and drop the column name between the columns where you want to place the selected column.

The position of the column changes in the zone.

Related Topics

For more information on...	See...
How to change the layout of the zone	Changing the Layout on page 214

Searching for a Person

Procedure

To search for a person:

1. Click the **Search** (🔍) icon corresponding to the **Person** field.

The **Person Search** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person ID	Used to specify the person ID.	No
Name	Used to specify the name of the person.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Person ID	Displays the person ID.
Name	Displays the name of the person.
ID Type	Displays the primary ID type of the person.
ID Number	Displays the value of the primary ID type.

Related Topics

For more information on...	See...
How to associate a person with the policy	Associating a Person with the Policy on page 88

Searching for a Predefined Characteristic Value

Procedure

To search for a predefined characteristic value:

1. Click the **Search** (🔍) icon corresponding to the **Characteristic Value** field.

Note: The **Search** icon appears corresponding to the **Characteristic Value** field only when you select a predefined characteristic type.

The **Search Characteristic Value** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Displays the predefined characteristic type whose values you want to search.	Not applicable
Characteristic Value	Used to specify the predefined characteristic value.	No
Description	Used to specify the description of the predefined characteristic value.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Characteristic Value	Displays the predefined characteristic value.
Description	Displays the description of the predefined characteristic value.

Related Topics

For more information on...	See...
How to associate a characteristic type with the policy	Defining Characteristics for the Policy on page 87
How to associate a characteristic type with the policy — person combination	Defining Characteristics for the Policy — Person Combination on page 89

Searching for an Account

Procedure

To search for an account:

1. Click the **Search** (🔍) icon corresponding to the **Account** field.

The **Account Search** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to specify the account ID.	No
Name	Used to specify the name of the person.	No
Person ID	Used to specify the person ID.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Account ID	Displays the account ID.
Name	Displays the name of the person (customer) to whom the account belongs.
Name Type	Displays the type of customer linked to the account.
Account Relationship Type	Displays the relationship type of the customer linked to the account.

Related Topics

For more information on...	See...
How to associate a contract with the policy	Associating a Contract with the Policy on page 89

Searching for a Contract Type

Procedure

To search for a contract type:

1. Click the **Search** () icon corresponding to the **Contract Type** field.

The **Contract Type Search** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division for which the contract type is valid.	No
Contract Type	Used to specify the contract type.	No
Description	Used to specify the description of the contract type.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Division	Displays the division for which the contract type is valid.
Contract Type	Displays the contract type.
Description	Displays the description of the contract type.

Related Topics

For more information on...	See...
How to associate a contract with the policy	Associating a Contract with the Policy on page 89

Searching for a Charge Type

Procedure

To search for a charge type:

1. Click the **Search** (🔍) icon corresponding to the **Charge Type** field.

The **Search Charge Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Charge Type	Used to specify the charge type.	No
Description	Used to specify the description of the charge type.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Charge Type	Displays the charge type.
Description	Displays the description of the charge type.

Related Topics

For more information on...	See...
How to link a charge type to a contract type	Linking a Charge Type to a Contract Type on page 151
How to edit a link between a charge type and a contract type	Editing a Link between a Charge Type and a Contract Type on page 153

Searching for an Adjustment Type

Procedure

To search for an adjustment type:

1. Click the **Search** (🔍) icon corresponding to the **Adjustment Type** field.

The **Search Adjustment Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Adjustment Type	Used to specify the adjustment type.	No
Description	Used to specify the description of the adjustment type.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Adjustment Type	Displays the adjustment type.
Description	Displays the description of the adjustment type.

Related Topics

For more information on...	See...
How to link a charge type to a contract type	Linking a Charge Type to a Contract Type on page 151
How to edit a link between a charge type and a contract type	Editing a Link between a Charge Type and a Contract Type on page 153

Searching for a Service Quantity Identifier (SQI)

Procedure

To search for a SQI:

1. Click the **Search** () icon corresponding to the **SQI** field.

The **Search SQI** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
SQI	Used to specify the SQI.	No
Description	Used to specify the description of the SQI.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** () icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
SQI	Displays the SQI.
Description	Displays the description of the SQI.

Related Topics

For more information on...	See...
How to link a charge type to a contract type	Linking a Charge Type to a Contract Type on page 151
How to edit a link between a charge type and a contract type	Editing a Link between a Charge Type and a Contract Type on page 153

Searching for an Algorithm

Procedure

To search for an algorithm:

1. Click the **Search** () icon corresponding to the **Algorithm** field.

The **Search Algorithm** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Algorithm	Used to specify the algorithm code.	No
Description	Used to specify the description of the algorithm.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Algorithm	Displays the algorithm code.
Description	Displays the description of the algorithm.

Related Topics

For more information on...	See...
How to link a charge type to a contract type	Linking a Charge Type to a Contract Type on page 151
How to edit a link between a charge type and a contract type	Editing a Link between a Charge Type and a Contract Type on page 153

Searching for an Account

Procedure

To search for the broker's account:

1. Click the **Search** (🔍) icon corresponding to the **Broker Account ID** field.

The **Account Search** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to specify the account ID of the broker.	No
Name	Used to specify the name of the broker.	No
Person ID	Used to specify the person ID of the broker.	No

2. Enter the search criteria.
3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Account ID	Displays the account ID of the broker.
Name	Displays the name of the broker.
Name Type	Displays the broker's name type.
Account Relationship Type	Displays the broker's account relationship type.

Related Topics

For more information on...	See...
How to create an external statement	Creating an External Statement on page 54
How to edit an external statement	Editing an External Statement on page 56

Searching for a Bill**Procedure**

To search for a bill:

1. Click the **Search** (🔍) icon corresponding to the **Bill ID** field.

The **Bill Search** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Bill ID	Used to specify the bill ID.	No
Name	Used to specify the name of the broker whose bills you want to search.	No
Account ID	Used to specify the account ID of the broker.	Yes (Conditional) Note: This field is required when you are searching for bills using the On or After Bill Date field.
On or After Bill Date	Used to search for bills which are created on or after the specified date. Note: You can use this field only when the account ID is specified.	No

2. Enter the search criteria.
3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID.
Account ID	Displays the account ID of the broker for whom the bill is created.
Bill Status	Displays the status of the bill.
Bill Date	Displays the date when the bill was created.
Person Name	Displays the name of the broker for whom the bill is created.
Due Date	Displays the due date of the bill.
Current Amount	Displays the amount of the bill.

Related Topics

For more information on...	See...
How to create an external statement	Creating an External Statement on page 54
How to edit an external statement	Editing an External Statement on page 56

Searching for a Case Type

Procedure

To search for a case type:

1. Click the **Search** (🔍) icon corresponding to the **Case Type** field.

The **Search Case Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Case Type	Used to specify the case type.	No
Description	Used to specify the description of the case type.	No

2. Enter the search criteria.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Case Type	Displays the case type.
Description	Displays the description of the case type.

Related Topics

For more information on...	See...
How to define a reason code	Defining a Reason Code on page 194
How to edit a reason code	Editing a Reason Code on page 196

Appendix

B

Administration

Topics:

- *Implementing Deferred Revenue Recognition*
- *Implementing Pay Plan*
- *Implementing Policy*
- *Implementing Account Current*
- *Implementing Group Billing*
- *Implementing List Bill Reconciliation*

This section lists some of the administrative tasks.

Implementing Deferred Revenue Recognition

To implement the Deferred Revenue Recognition functionality, you need to:

- **Define Deferred Revenue Characteristic Type of a Distribution Code** — You need to define a deferred revenue distribution code against which you want to book the deferred revenue. The **Deferred Revenue for Insurance** characteristic type of a distribution code indicates whether the distribution code is a deferred revenue distribution code or not. You need to set the value of this characteristic type to **Yes**.
- **Define Distribution Code of the New Business Premium and Endorsement Premium Adjustment Types** — The New Business and Endorsement adjustments must book revenue against the deferred revenue distribution code. Therefore, you must set the distribution code of the New Business Premium and Endorsement Premium adjustment types to the deferred revenue distribution code.
- **Define Distribution Code of the Rate Schedule that calculates the Commission Bill Segment** — If a pay plan indicates that the broker always remits commission from payments, the system generates a commission bill segment which is calculated using a rate schedule. The financial transaction for the commission bill segment must book revenue against the deferred revenue distribution code. Therefore, you must set the distribution code of the rate schedule (that calculates the commission) to the deferred revenue distribution code.
- **Define an Adjustment Type for Secondary Adjustments** — You need to create an adjustment type for secondary adjustments using the following parameters:

Parameter	Value
Adjustment Amount Type	Non-Calculated Amount
Distribution Code	Earned Revenue Distribution Code
Sync Current Amount	No
Adjustment Financial Transaction Algorithm	Algorithm created using the ADJT-GL algorithm type

- **Create an Algorithm that generates the Revenue Recognition Schedule** — To generate the deferred revenue recognition schedule when a financial transaction that books revenue against deferred revenue is frozen, you need to create an algorithm using the **C1-REVRECSCH** algorithm type and attach it on the **FT Freeze** algorithm spot of the contract types wherever required. While creating an algorithm, you must specify the following parameters:

Parameter	Description	Mandatory (Yes or No)
Adjustment Type of the Secondary Adjustment	Used to specify the adjustment type for the secondary adjustments.	Yes
Deferred Revenue Distribution Code Characteristic Type Indicator	Used to specify the deferred revenue distribution code against which the revenue must be booked.	Yes

Parameter	Description	Mandatory (Yes or No)
Recognition Frequency (M - Monthly, W - Weekly, D - Daily)	Used to specify the frequency at which the deferred revenue must be realized as earned revenue. You can use either of the following values: <ul style="list-style-type: none"> M — Used to realize revenue every last calendar or business day of the month. W — Used to realize revenue every Sunday or last business day of the week. D — Used to realize revenue at the end of every calendar or business day. 	Yes
Use Calendar or Business days (C or B)	Used to indicate whether you want to use calendar or business days while setting the revenue recognition frequency. You can use either of the following values: <ul style="list-style-type: none"> C — Used to indicate calendar days. B — Used to indicate business days. 	Yes
Monthly no proration high limit (Maximum is 31)	Used to indicate whether deferred revenue amount must be prorated while revenue recognition. If the number of days from when the policy is enrolled to the end of the month (in which it is enrolled) is greater than the specified limit, then the amount is prorated.	Yes (Conditional) Note: This field is required only when the recognition frequency is monthly.
Monthly no proration low limit (Maximum is 0)	Used to indicate whether deferred revenue amount must be prorated while revenue recognition. If the number of days from when the policy is enrolled to the end of the month (in which it is enrolled) is less than the specified limit, then the amount is prorated.	Yes (Conditional) Note: This field is required only when the recognition frequency is monthly.

- **Schedule a Batch Job that generates the Secondary Adjustments** — A batch control, **C1-RRADJ**, points to the batch process that generates the secondary adjustments. You need to schedule a batch job indicating the date and time when the **C1-RRADJ** batch control must be executed. Unless, you define a batch job, secondary adjustments that transfer deferred revenue to earned revenue will not be created on the recognition dates.

Related Topics

For more information on...	See...
Deferred Revenue Recognition	Deferred Revenue Recognition on page 45

Implementing Pay Plan

You need to define the following to implement the pay plan functionality:

- [Characteristic Types](#) on page 228
- [Distribution Codes](#) on page 228
- [Adjustment Types](#) on page 229
- [Algorithms](#) on page 230

Related Topics

For more information on...	See...
Pay Plan functionality	Pay Plan on page 109

Characteristic Types

You need to define the following characteristic types:

Characteristic Type	Description	Type of Char Value	Validation Rule	Entity
Premium A/R Distribution Code (INS PRM)	This characteristic type indicates the appropriate A/R distribution code for premium related financial transactions. This characteristic type must be set as a parameter in the Assign GL Accounts algorithm.	Adhoc Value Note: The Foreign Key Value type cannot be used because the Distribution Code entity does not support it.	-	Distribution Code
Fee A/R Distribution Code (INS FEE)	This characteristic type indicates the appropriate A/R distribution code for fee related financial transactions. This characteristic type must be set as a parameter in the Assign GL Accounts algorithm.	Adhoc Value Note: The Foreign Key Value type cannot be used because the Distribution Code entity does not support it.	-	Distribution Code
Tax A/R Distribution Code (INS TAX)	This characteristic type indicates the appropriate A/R distribution code for tax related financial transactions. This characteristic type must be set as a parameter in the Assign GL Accounts algorithm.	Adhoc Value Note: The Foreign Key Value type cannot be used because the Distribution Code entity does not support it.	-	Distribution Code

Related Topics

For more information on...	See...
Pay Plan	Pay Plan on page 109
How to implement the pay plan functionality	Implementing Pay Plan on page 227

Distribution Codes

You need to define the following distribution codes:

Distribution Code	Description	GL Account	GL Account Algorithm
Premium A/R (A/R PRM)	Used for the account receivables for all premium related financial transactions. This distribution code is not used for any contract type.	GL account for premium receivables	GLCNST-DFLT

Distribution Code	Description	GL Account	GL Account Algorithm								
Fee A/R (A/R FEE)	Used for the account receivables for all fee related financial transactions. This distribution code is not used for any contract type.	GL account for fee receivables	GLCNST-DFLT								
Tax A/R (A/R TAX)	Used for the account receivables for all tax related financial transactions. This distribution code is not used for any contract type.	GL account for tax receivables	GLCNST-DFLT								
Standard A/R for Insurance (A/R - INS)	<p>Each contract type must have the standard A/R distribution code. The A/R distribution code defined for a contract is the default A/R for all financial transactions that are created for the contract.</p> <p>This distribution code must have the following characteristic types:</p> <table border="1"> <thead> <tr> <th>Characteristic Type</th> <th>Characteristic Value</th> </tr> </thead> <tbody> <tr> <td>Premium A/R Distribution Code</td> <td>A/R PRM</td> </tr> <tr> <td>Fee A/R Distribution Code</td> <td>A/R FEE</td> </tr> <tr> <td>Tax A/R Distribution Code</td> <td>A/R TAX</td> </tr> </tbody> </table>	Characteristic Type	Characteristic Value	Premium A/R Distribution Code	A/R PRM	Fee A/R Distribution Code	A/R FEE	Tax A/R Distribution Code	A/R TAX	Same as the GL account of the Premium A/R (A/R PRM) distribution code	GLCNSTR-INS
Characteristic Type	Characteristic Value										
Premium A/R Distribution Code	A/R PRM										
Fee A/R Distribution Code	A/R FEE										
Tax A/R Distribution Code	A/R TAX										

Related Topics

For more information on...	See...
Pay Plan	Pay Plan on page 109
How to implement the pay plan functionality	Implementing Pay Plan on page 227

Adjustment Types

You need to define the following adjustment types:

Adjustment Type	Description	Distribution Code	Adj. Financial Transaction Algorithm
Write Down (WRITEDWN)	When a Write Down adjustment is generated because of a very small underpayment, the system uses this adjustment type. This adjustment type must be set as a parameter in the Write Down Small Underpayments algorithm.	Write Off Expense distribution code	ADJT-NM

Related Topics

For more information on...	See...
Pay Plan	Pay Plan on page 109
How to implement the pay plan functionality	Implementing Pay Plan on page 227

Algorithms

You need to define the following algorithms:

Algorithm	Description	Algorithm Type	Triggered By
Unlink Pay Plan Template from Contract Types (C1-UNLINKPPT)	This algorithm is triggered when you inactive a pay plan template. If you are inactivating a pay plan template which is already linked to a contract type, the system will automatically remove the link between the pay plan template and the contract type and then change the status of the pay plan template to Inactive . In case the pay plan template is defined as the default template for a contract type, the system will not allow to inactivate the pay plan template.	C1-UNLINKPPT	Business Object: Pay Plan Template (C1-PayPlanTplCompl) System Event: Inactive Status Enter
Activate/Inactivate Pay Plan Template (C1-PPTMPLMON)	This algorithm automatically activates or inactivates a pay plan template based on the Activate/Inactivate date.	C1-PPTMPLMON	Business Object: Pay Plan Template (C1-PayPlanTplCompl) System Event: Inactive Status Monitor, Active Status Monitor
Reset Activate/Inactivate Date (C1-RESETDT)	This algorithm resets the Activate/Inactivate date every time a pay plan template is activated or inactivated.	C1-RESETDT	Business Object: Pay Plan Template (C1-PayPlanTplCompl) System Event: Inactive Status Exit, Active Status Exit
Pay Plan Template Validation (C1-PPTMPLVAL)	This algorithm validates whether a pay plan template is linked to a contract type.	C1-PPTMPLVAL	Business Object: Pay Plan Template (C1-PayPlanTplCompl) System Event: Validation
Default Rules from Pay Plan Template (C1-PPLANPRE)	This algorithm inherits the rules from the default pay plan template defined for the contract type to which the contract belongs.	C1-PPLANPRE	Business Object: Pay Plan (C1-PayPlan) System Event: Pre-Processing
Create and Apply Pay Plan for Insurance Contracts (C1-CREPP)	This algorithm creates a pay plan for the contract if the default pay plan template is defined for the contract type to which the contract belongs.	C1-CREPP	Contract Type: Any System Event: Contract Creation

Algorithm	Description	Algorithm Type	Triggered By										
Create Billable Charges from Invoice Schedule (C1-BCGEN)	<p>This algorithm creates billable charges from the invoice schedule of the contract. The following parameters must be defined in this algorithm if the commission and tax needs to be automatically calculated and shown on the bill:</p> <table border="1" data-bbox="513 464 911 1608"> <thead> <tr> <th data-bbox="513 464 711 512">Parameter</th> <th data-bbox="716 464 911 512">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="513 518 711 911">UOM for COM</td> <td data-bbox="716 518 911 911">Used to specify the unit of measure (UOM) defined for the Commission component in the rate schedule (which is attached to the contract).</td> </tr> <tr> <td data-bbox="513 917 711 1283">UOM for TAX</td> <td data-bbox="716 917 911 1283">Used to specify the unit of measure (UOM) defined for the Tax component in the rate schedule (which is attached to the contract).</td> </tr> <tr> <td data-bbox="513 1289 711 1457">Charge Type Category COM</td> <td data-bbox="716 1289 911 1457">Used to specify the category defined for the commission charge type.</td> </tr> <tr> <td data-bbox="513 1463 711 1608">Charge Type Category TAX</td> <td data-bbox="716 1463 911 1608">Used to specify the category defined for the tax charge type.</td> </tr> </tbody> </table>	Parameter	Description	UOM for COM	Used to specify the unit of measure (UOM) defined for the Commission component in the rate schedule (which is attached to the contract).	UOM for TAX	Used to specify the unit of measure (UOM) defined for the Tax component in the rate schedule (which is attached to the contract).	Charge Type Category COM	Used to specify the category defined for the commission charge type.	Charge Type Category TAX	Used to specify the category defined for the tax charge type.	C1-BCGEN	Customer Class: Any System Event: Bill Preprocessing
Parameter	Description												
UOM for COM	Used to specify the unit of measure (UOM) defined for the Commission component in the rate schedule (which is attached to the contract).												
UOM for TAX	Used to specify the unit of measure (UOM) defined for the Tax component in the rate schedule (which is attached to the contract).												
Charge Type Category COM	Used to specify the category defined for the commission charge type.												
Charge Type Category TAX	Used to specify the category defined for the tax charge type.												
Create Bill Segments from Billable Charges (C1-BILLSEG)	This algorithm creates bill segments using billable charges created for the contract.	C1-BILLSEG	Bill Segment Type: Any System Event: Create Algorithm										
Create Bill Segment Financial Transactions for Contracts with a Pay Plan (BSBF-BA-DFT)	This algorithm creates financial transactions associated with the bill segments.	BSBF-BA-DFT	Bill Segment Type: Any System Event: Financial Algorithm										

Algorithm	Description	Algorithm Type	Triggered By								
Adjust Pay Plan Invoice Schedule (C1-AJUINVSCH)	<p>This algorithm updates an invoice schedule whenever an adjustment is used to adjust a bill. The following parameters are defined in this algorithm:</p> <table border="1"> <thead> <tr> <th>Parameter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Adjustment Type</td> <td>ADJ BILL</td> </tr> </tbody> </table>	Parameter	Value	Adjustment Type	ADJ BILL	C1-AJUINVSCH	<p>Adjustment Type: Any</p> <p>System Event: Adjustment Freeze</p>				
Parameter	Value										
Adjustment Type	ADJ BILL										
Write Down Small Underpayments (C1-WRITEDOWN)	<p>This algorithm writes down underpayments based on a certain tolerance limit. The write down is done by applying an adjustment.</p> <p>The following parameters are defined in this algorithm:</p> <table border="1"> <thead> <tr> <th>Parameter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Threshold Type (P or F)</td> <td>P</td> </tr> <tr> <td>Threshold Amount</td> <td>1</td> </tr> <tr> <td>Write Down Adjustment Type</td> <td>WRITEDWN</td> </tr> </tbody> </table>	Parameter	Value	Threshold Type (P or F)	P	Threshold Amount	1	Write Down Adjustment Type	WRITEDWN	C1-WRITEDOWN	<p>Customer Class: Any</p> <p>System Event: Payment Freeze</p>
Parameter	Value										
Threshold Type (P or F)	P										
Threshold Amount	1										
Write Down Adjustment Type	WRITEDWN										
Payment Distribution (PYDS-TRN-LVL)	<p>This algorithm distributes the payment received from the customer automatically.</p>	PYDS-TRN-LVL	<p>Customer Class: Any</p> <p>System Event: Payment Distribution</p>								
Apply Payment using the Bill ID (PYBL-TRN-LVL)	<p>This algorithm distributes payment amount among the charge types of the bill starting with the contract having highest payment priority (which is defined on the contract type to which the contract belongs).</p> <p>The following parameters are defined in this algorithm:</p> <table border="1"> <thead> <tr> <th>Parameter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>How to handle overpayments (D/O)</td> <td>D</td> </tr> </tbody> </table>	Parameter	Value	How to handle overpayments (D/O)	D	PYBL-TRN-LVL	<p>Match Type: Any</p> <p>System Event: Override Payment Distribution</p>				
Parameter	Value										
How to handle overpayments (D/O)	D										

Algorithm	Description	Algorithm Type	Triggered By										
Apply Payment using the Contract ID (PYSA-TRN-LVL)	<p>This algorithm distributes payment amount among the charge types of the bills generated for the contract starting from the oldest bill.</p> <p>The following parameters are defined in this algorithm:</p> <table border="1" data-bbox="516 443 911 579"> <thead> <tr> <th data-bbox="516 443 784 491">Parameter</th> <th data-bbox="789 443 911 491">Value</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 497 784 579">How to handle overpayments (D/O)</td> <td data-bbox="789 497 911 579">D</td> </tr> </tbody> </table>	Parameter	Value	How to handle overpayments (D/O)	D	PYSA-TRN-LVL	<p>Match Type: Any</p> <p>System Event: Override Payment Distribution</p>						
Parameter	Value												
How to handle overpayments (D/O)	D												
Assign GL Accounts (GLCNSTR-INS)	<p>This algorithm constructs the GL account based on the transaction type of the financial transaction associated with it.</p> <p>The following parameters are defined in this algorithm:</p> <table border="1" data-bbox="516 842 911 1577"> <thead> <tr> <th data-bbox="516 842 737 890">Parameter</th> <th data-bbox="742 842 911 890">Value</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 896 737 1073">Premium Distribution Code Characteristic Type</td> <td data-bbox="742 896 911 1073">INS PRM</td> </tr> <tr> <td data-bbox="516 1079 737 1215">Fee Distribution Code Characteristic Type</td> <td data-bbox="742 1079 911 1215">INS FEE</td> </tr> <tr> <td data-bbox="516 1222 737 1358">Tax Distribution Code Characteristic Type</td> <td data-bbox="742 1222 911 1358">INS TAX</td> </tr> <tr> <td data-bbox="516 1365 737 1577">Adjustment Type Characteristic Type that identifies the transaction type of the adjustment</td> <td data-bbox="742 1365 911 1577">TRAN TYP</td> </tr> </tbody> </table>	Parameter	Value	Premium Distribution Code Characteristic Type	INS PRM	Fee Distribution Code Characteristic Type	INS FEE	Tax Distribution Code Characteristic Type	INS TAX	Adjustment Type Characteristic Type that identifies the transaction type of the adjustment	TRAN TYP	GLCNSTR-INS	<p>Distribution Code: Any</p> <p>System Event: GL Account Construction</p>
Parameter	Value												
Premium Distribution Code Characteristic Type	INS PRM												
Fee Distribution Code Characteristic Type	INS FEE												
Tax Distribution Code Characteristic Type	INS TAX												
Adjustment Type Characteristic Type that identifies the transaction type of the adjustment	TRAN TYP												
Generate Contract Information String (C1-POLINF)	This algorithm generates the contract information string that appears throughout the application. It concatenates the fields (related to contract) and delimiters specified as parameters in the algorithm.	C1-POLINF	<p>Contract: Any</p> <p>System Event: Contract Creation</p>										

Algorithm	Description	Algorithm Type	Triggered By						
Generate Policy Information String (C1-POLICYINF)	This algorithm generates the policy information string that appears throughout the application. It concatenates the fields (related to policy) and delimiters specified as parameters in the algorithm.	C1-POLICYINF	Policy: Any System Event: Policy Information						
Generate Invoice Schedule for New Business Premium (C1-GENINVSCH)	This algorithm generates invoice schedule and adjustments for new business premium charge type. The following parameters are defined in this algorithm: <table border="1" data-bbox="516 625 912 840"> <thead> <tr> <th>Parameter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Charge Type Fee</td> <td>Premium Fee</td> </tr> <tr> <td>Charge Type Down Payment</td> <td>Down Payment</td> </tr> </tbody> </table>	Parameter	Value	Charge Type Fee	Premium Fee	Charge Type Down Payment	Down Payment	C1-GENINVSCH	Contract Type — Charge Type Mapping: Any System Event: Contract Charge Creation
Parameter	Value								
Charge Type Fee	Premium Fee								
Charge Type Down Payment	Down Payment								
Generate Invoice Schedule for Endorsement Premium (C1-ENDINVSCH)	This algorithm generates invoice schedule and adjustments for endorsement premium charge type. The following parameters are defined in this algorithm: <table border="1" data-bbox="516 1075 912 1205"> <thead> <tr> <th>Parameter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Charge Type Fee</td> <td>Endorsement Fee</td> </tr> </tbody> </table>	Parameter	Value	Charge Type Fee	Endorsement Fee	C1-ENDINVSCH	Contract Type — Charge Type Mapping: Any System Event: Contract Charge Creation		
Parameter	Value								
Charge Type Fee	Endorsement Fee								
Cancel Bill Segment (C1-BILLSECAN)	This algorithm cancels a bill segment and its corresponding billable charge.	C1-BILLSECAN	Customer Class: Any System Event: Bill Segment Freeze and Cancel						
Delete Bill Segment (C1-BILLSEDEL)	This algorithm deletes a bill segment and the billable charge associated with it.	C1-BILLSEDEL	Customer Class: Any System Event: Bill Segment Delete						
Create Financial Transactions for Bill Segments (C1-BCHGFT)	This algorithm creates financial transactions when you freeze the bill segments during the bill generation process.	C1-BCHGFT	Bill Segment Type: Any System Event: Bill Segment FT Creation						
Generate Invoice Schedule (C1-PPLANPOST)	This algorithm generates the invoice schedule using the rules defined in the pay plan.	C1-PPLANPOST	Business Object: Pay Plan (C1-PayPlan) System Event: Post-Processing						

Algorithm	Description	Algorithm Type	Triggered By
Bill Proration (C1BILLPRO)	<p>This algorithm calculates the proration amount. It takes the following parameters as input and gives proration amount as output:</p> <ul style="list-style-type: none"> • Base Amount • Base Start Date • Base End Date • Base Days • Proration Start Date • Proration End Date • Proration Days 	C1-BILLPRO	<p>Contract Type — Charge Type Mapping: Any</p> <p>System Event: Proration Rule</p>

Related Topics

For more information on...	See...
Pay Plan	Pay Plan on page 109
How to implement the pay plan functionality	Implementing Pay Plan on page 227

Implementing Policy

You need to setup the **C1_POLPERROL** feature configuration to implement the policy functionality. For more information on how to setup the **C1_POLPERROL** feature configuration, see [Setting the C1_POLPERROL Feature Configuration](#) on page 235.

Setting the C1_POLPERROL Feature Configuration

Prerequisites

To set the C1_POLPERROL feature configuration, you should have:

- Policy person role defined for broker, underwriting and operating company in the application

Procedure

To set the C1_POLPERROL feature configuration:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **F** and then click **Feature Configuration**.
The **Feature Configuration Search** screen appears.
4. Enter **C1_POLPERROL** in the **Feature Name** field.
5. Click the **Search** (🔍) icon corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Broker	Used to specify the policy person role defined for broker in the Policy Person Role screen. Note: Depending on the policy person role specified in this field, the system displays the name of the person (associated with the policy) with the respective role in the Policy Summary (Current Term) zone.	Yes
Operating Company	Used to specify the policy person role defined for operating company in the Policy Person Role screen. Note: Depending on the policy person role specified in this field, the system displays the name of the operating name (associated with the policy) with the respective role in the Policy Summary (Current Term) zone.	Yes
Underwriting Company	Used to specify the policy person role defined for underwriting company in the Policy Person Role screen. Note: Depending on the policy person role specified in this field, the system displays the name of the underwriting company (associated with the policy) with the respective role in the Policy Summary (Current Term) zone.	Yes

6. Enter the values for the required option types.
7. Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

Related Topics

For more information on...	See...
Policy Summary (Current Term) zone	Policy Summary (Current Term) on page 23

Implementing Account Current

You need to define the following to implement the account current functionality:

- [Characteristic Types](#) on page 237
- [Adjustment Types](#) on page 237
- [Algorithms](#) on page 237

Related Topics

For more information on...	See...
Account Current functionality	Account Current on page 49

Characteristic Types

You need to define the following characteristic types:

Characteristic Type	Description	Type of Char Value	Validation Rule	Entity
External Reference Number (C1-EXREF)	This characteristic type indicates the external reference number of the external statement. Note: Defining this characteristic type is optional. A process must be developed to automatically create and populate this characteristic on the bill whenever a bill is completed.	Adhoc Value	-	Bill

Related Topics

For more information on...	See...
Account Current	Account Current on page 49
How to implement the account current functionality	Implementing Account Current on page 236

Adjustment Types

You need to define the following adjustment types:

Adjustment Type	Description	Distribution Code	Adj. Financial Transaction Algorithm	Adjustment Freeze Algorithm
Adjust Bill Amount (ADJ BILL)	This adjustment type is used when you edit the gross total amount of the policy that is billed.	As required	ADJT-CA	ADJ SCHED

Related Topics

For more information on...	See...
Account Current	Account Current on page 49
How to implement the account current functionality	Implementing Account Current on page 236

Algorithms

You need to define the following algorithms:

Algorithm	Description	Algorithm Type	Triggered By				
External Statement Information (C1_F_EXSMINF)	<p>This algorithm generates the external statement information string that appears throughout the application. It concatenates the following fields:</p> <ul style="list-style-type: none"> • Broker Account ID • Broker Name • Accounting Period • Creation Date 	C1_F_EXSMINF	<p>Business Object: External Statement (C1-ExternalStatement)</p> <p>System Event: Information</p>				
Validate External Statement (C1_F_EXSMVAL)	<p>This algorithm is triggered when you create or edit an external statement. It checks whether the following details are specified:</p> <ul style="list-style-type: none"> • Broker Account ID • Accounting Period <p>If these details are not specified, an error message is displayed.</p> <p>This algorithm also checks whether a Bill ID is specified while editing an external statement with the status as Bill Not Found. If yes, an error message is displayed.</p>	C1_F_EXSMVAL	<p>Business Object: External Statement (C1-ExternalStatement)</p> <p>System Event: Validation</p>				
Find Matching Bill and Generate Account Current Objects (C1-GENACC)	<p>This algorithm monitors an external statement with the status as Pending. It will search for a matching bill for the external statement. When a matching bill is found for an external statement, the system creates account current objects for the external statement and changes the status of the external statement to Reconciliation in Progress. If a matching bill cannot be determined within a given number of days, the system changes the status of the external statement to Bill Not Found.</p> <p>The following parameter must be defined in this algorithm:</p> <table border="1" data-bbox="516 1619 911 1843"> <thead> <tr> <th data-bbox="521 1625 667 1673">Parameter</th> <th data-bbox="672 1625 906 1673">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 1675 667 1837">Days To Try</td> <td data-bbox="672 1675 906 1837">Used to specify the number of days for which you want to keep searching for a matching bill.</td> </tr> </tbody> </table>	Parameter	Description	Days To Try	Used to specify the number of days for which you want to keep searching for a matching bill.	C1-GENACC	<p>Business Object: External Statement (C1-ExternalStatement)</p> <p>Lifecycle Status: Pending</p> <p>System Event: Monitor</p>
Parameter	Description						
Days To Try	Used to specify the number of days for which you want to keep searching for a matching bill.						

Algorithm	Description	Algorithm Type	Triggered By
Close External Statement (C1-CLEXTSTMT)	This algorithm monitors an external statement with the status as Reconciliation in Progress . It checks the status of all the account current objects associated with the external statement. If all the account current objects are either Matched or Deferred , the system will automatically close the external statement.	C1-CLEXTSTMT	Business Object: External Statement (C1-ExternalStatement) Lifecycle Status: Reconciliation in Progress System Event: Monitor
Account Current Object Information (C1_F_ACURINF)	This algorithm generates the account current information string that appears throughout the application.	C1_F_ACURINF	Business Object: Account Current (C1-AccountCurrent) System Event: Information
Account Current Objects Pre-Processing (C1_F_ACPREPR)	This algorithm checks whether the status of the account current object is Unmatched, Not Booked , or No External Item . If so, the Discrepancy Indicator of the account current object is set to Yes . Otherwise, the Discrepancy Indicator of the account current object is set to No .	C1_F_ACPREPR	Business Object: Account Current (C1-AccountCurrent) System Event: Pre-Processing
Validate Account Current Objects (C1_F_ACURVAL)	This algorithm checks whether the external statement ID and the contract ID are available. If not, an error message is displayed.	C1_F_ACURVAL	Business Object: Account Current (C1-AccountCurrent) System Event: Validation

Algorithm	Description	Algorithm Type	Triggered By
Reconcile Account Current Objects (C1-ACC-ENTST)	<p>This algorithm is triggered when the status of an account current object is set to Pending. It reconciles the external statement item against the bill item, and then changes the status of the account current object to either of the following:</p> <ul style="list-style-type: none"> • Matched — Indicates that the gross or net amount of the external statement item and the bill item matches. • Unmatched — Indicates that the gross or net amount of the external statement item and the bill item does not match. • No External Item — Indicates that the item does not exist in the external statement. • Not Booked — Indicates that the external statement item is not yet billed. 	C1-ACC-ENTST	<p>Business Object: Account Current (C1-AccountCurrent)</p> <p>Lifecycle Status: Pending</p> <p>System Event: Enter</p>
Delete Account Current Objects (C1-EXSTDLACC)	<p>This algorithm is triggered when the status of an external statement changes to Pending. It deletes all the account current objects associated with the external statement.</p>	C1-EXSTDLACC	<p>Business Object: External Statement (C1-ExternalStatement)</p> <p>Lifecycle Status: Pending</p> <p>System Event: Enter</p>

Related Topics

For more information on...	See...
Account Current	Account Current on page 49
How to implement the account current functionality	Implementing Account Current on page 236

CSV File Format

While importing the details of an external statement from the CSV file, you need to ensure that the file is in the following format:

- The first column contains the record type. You can specify either of the following record types:

Record Type	Description
100	Indicates that the row contains information about the external statement.
500	Indicates that the row contains information about the external statement item.

- The remaining columns contain information about the external statement or the external statement item depending on the record type specified in the first column. If the record type is 100, enter the following details:

Column Name	Contains	Description
B	Broker Account ID	Used to specify the broker's account ID.
C	Broker Name	Used to specify the name of the broker for whom the external statement is created.
D	External Reference Number	Used to specify the external reference number of the external statement received from the broker.
E	Sub Broker ID	Used to specify the sub broker ID.
F	Bill ID	Used to specify the bill ID that you want to link to the external statement.
G	Accounting Period	Used to specify the accounting period for which the external statement will be reconciled.
H	External Statement Date/Time	Used to specify the date and time as mentioned in the external statement.
I	Gross Amount	Used to specify the gross total amount as mentioned in the external statement. Note: In case the gross amount is not available, enter 0. Don't keep the cell blank.

However, if the record type is 500, enter the following details:

Column Name	Contains	Description
B	Policy Number	Used to specify the policy number.
C	Binder Number	Used to specify the binder number.
D	Policy Holder Name	Used to specify the name of the policy holder.
E	Gross Amount	Used to specify the gross total amount of the policy. It includes fees and taxes.
F	Commission Percentage	Used to specify the commission retained by the broker in percentage.
G	Commission Amount	Used to specify the commission retained by the broker in amount.
H	Net Amount	Used to specify the net amount which is gross amount minus commission.

Related Topics

For more information on...	See...
How to import the details of an external statement	Importing an External Statement on page 57

Implementing Group Billing

You need to define the following to implement the group billing functionality:

- [Algorithms](#) on page 242

Related Topics

For more information on...	See...
Group Billing functionality	Group Billing on page 157

Algorithms

You need to define the following algorithms:

Algorithm	Description	Algorithm Type	Triggered By
Generate Bill Segment Information String for List Bill (C1-LISTINFO)	This algorithm generates the bill segment information string that appears on a list bill. It concatenates the fields (related to person, contract, and billable charge) and the delimiters specified as parameters in the algorithm.	C1-BILLSEGIN	Customer Class: Any System Event: Bill Segment Information
Generate Bill Segment Information String for SAP Bill (C1-SALSEGIN)	This algorithm generates the bill segment information string that appears on an SAP bill. It concatenates the fields (related to person, contract, and billable charge) and the delimiters specified as parameters in the algorithm.	C1-BILLSEGIN	Customer Class: Any System Event: Bill Segment Information
Create Bill Segments from Billable Charges (C1-BILLSEG)	This algorithm creates bill segments using billable charges created for the contract.	C1-BILLSEG	Bill Segment Type: Any System Event: Create Algorithm
Stop Contract (C1-CONSTOP)	This algorithm specifies the end date for the billable charges (if any) created for the contract which is stopped. If any bill segment (related to the contract) end date is later than the contract end date, such bill segments will be cancelled and rebilled in the system.	C1-CONSTOP	Contract Type: Any System Event: Contract Stop
Split Billing (C1-BSEGPPRO)	This algorithm generates an additional calc line when a bill segment is created for a co-funded product (contract type).	C1-BSEGPPRO	Contract Type: Any System Event: Bill Segment Post-Processing
Create Financial Transactions for Bill Segments (C1-BCHGFT)	This algorithm creates financial transactions when you freeze the bill segments during the bill generation process.	C1-BCHGFT	Bill Segment Type: Any System Event: Financial Algorithm

Algorithm	Description	Algorithm Type	Triggered By
Bill Proration (C1BILLPRO)	<p>This algorithm calculates the proration amount. It takes the following parameters as input and gives proration amount as output:</p> <ul style="list-style-type: none"> • Base Amount • Base Start Date • Base End Date • Base Days • Proration Start Date • Proration End Date • Proration Days 	C1-BILLPRO	<p>Contract Type — Charge Type Mapping: Any</p> <p>System Event: Proration Rule</p>

Related Topics

For more information on...	See...
Group Billing	Group Billing on page 157
How to implement the group billing functionality	Implementing Group Billing on page 241

Implementing List Bill Reconciliation

You need to define the following to implement the list bill reconciliation functionality:

- [Algorithms](#) on page 243

In addition, you need to setup the C1_INSRECON feature configuration. For more information on how to setup the C1_INSRECON feature configuration, see [Setting the C1_INSRECON Feature Configuration](#) on page 248.

Related Topics

For more information on...	See...
List Bill Reconciliation	List Bill Reconciliation on page 163

Algorithms

You need to define the following algorithms:

Algorithm	Description	Algorithm Type	Triggered By								
Create Reconciliation Object (C1-RECONCRTE)	<p>This algorithm creates a reconciliation object when a list bill is completed. The following parameter must be defined in this algorithm:</p> <table border="1"> <thead> <tr> <th>Parameter</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Reconciliation Object Line Status</td> <td>Used to indicate the status that should be used when lines are created in the reconciliation object.</td> </tr> </tbody> </table>	Parameter	Description	Reconciliation Object Line Status	Used to indicate the status that should be used when lines are created in the reconciliation object.	C1-RECONCRTE	<p>Customer Class: Any</p> <p>System Event: Post Bill Completion</p>				
Parameter	Description										
Reconciliation Object Line Status	Used to indicate the status that should be used when lines are created in the reconciliation object.										
Validate Reconciliation Object (C1-RCONCASE)	<p>This algorithm checks whether the following details are specified when a reconciliation object is submitted:</p> <ul style="list-style-type: none"> • Reported amount • Reason code • Reason code effective date 	C1-RCONCASE	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>								
Terminate Case (C1-TERMSTATE)	<p>This algorithm indicates how the system should behave when the difference between the reported and billed amounts is due to termination.</p> <p>The following parameters must be defined in this algorithm:</p> <table border="1"> <thead> <tr> <th>Parameter</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Tolerance Type (AMT or PC)</td> <td>Used to indicate whether the tolerance limit should be considered in amount or percentage (of the billed amount).</td> </tr> <tr> <td>Tolerance Value</td> <td>Used to specify the tolerance limit in amount.</td> </tr> <tr> <td>Bill Segment Cancellation Reason Code</td> <td>Used to specify the reason code that should be used when a bill segment is cancelled.</td> </tr> </tbody> </table>	Parameter	Description	Tolerance Type (AMT or PC)	Used to indicate whether the tolerance limit should be considered in amount or percentage (of the billed amount).	Tolerance Value	Used to specify the tolerance limit in amount.	Bill Segment Cancellation Reason Code	Used to specify the reason code that should be used when a bill segment is cancelled.	C1-TERMSTATE	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>
Parameter	Description										
Tolerance Type (AMT or PC)	Used to indicate whether the tolerance limit should be considered in amount or percentage (of the billed amount).										
Tolerance Value	Used to specify the tolerance limit in amount.										
Bill Segment Cancellation Reason Code	Used to specify the reason code that should be used when a bill segment is cancelled.										

Algorithm	Description	Algorithm Type	Triggered By						
Set Error Status (C1-RCNDTLERR)	<p>This algorithm sets the status of the reconciliation object line to Error.</p> <p>The following parameter must be defined in this algorithm:</p> <table border="1" data-bbox="516 380 911 642"> <thead> <tr> <th data-bbox="516 380 667 428">Parameter</th> <th data-bbox="672 380 911 428">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 434 667 642">Reconciliation Object Line Status</td> <td data-bbox="672 434 911 642">Used to indicate the status that should be used when an error occurs. For example, enter Error.</td> </tr> </tbody> </table>	Parameter	Description	Reconciliation Object Line Status	Used to indicate the status that should be used when an error occurs. For example, enter Error .	C1-RCNDTLUPD	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>		
Parameter	Description								
Reconciliation Object Line Status	Used to indicate the status that should be used when an error occurs. For example, enter Error .								
Reconciliation Object Line — Error Status — Create To Do (C1-RECTODO)	<p>This algorithm creates a To Do with the specified To Do type when the status of the reconciliation object line is changed to Error.</p> <p>The following parameters must be defined in this algorithm:</p> <table border="1" data-bbox="516 905 911 1314"> <thead> <tr> <th data-bbox="516 905 667 953">Parameter</th> <th data-bbox="672 905 911 953">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 959 667 1136">To Do Type</td> <td data-bbox="672 959 911 1136">Used to indicate that the system should create a To Do with the specified To Do type.</td> </tr> <tr> <td data-bbox="516 1142 667 1314">To Do Role</td> <td data-bbox="672 1142 911 1314">Used to indicate that a To Do should be assigned to the user with the specified To Do role.</td> </tr> </tbody> </table>	Parameter	Description	To Do Type	Used to indicate that the system should create a To Do with the specified To Do type.	To Do Role	Used to indicate that a To Do should be assigned to the user with the specified To Do role.	C1-RECTODO	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>
Parameter	Description								
To Do Type	Used to indicate that the system should create a To Do with the specified To Do type.								
To Do Role	Used to indicate that a To Do should be assigned to the user with the specified To Do role.								
Reconciliation Object Line — Write Down Adjustment (C1-RCONADJCR)	<p>This algorithm creates a write down adjustment when the difference between the reported and the billed amounts is within the tolerance limit.</p> <p>The following parameter must be defined in this algorithm:</p> <table border="1" data-bbox="516 1579 911 1841"> <thead> <tr> <th data-bbox="516 1579 667 1627">Parameter</th> <th data-bbox="672 1579 911 1627">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 1633 667 1841">Adjustment Type</td> <td data-bbox="672 1633 911 1841">Used to indicate that the write down adjustment should be created using the specified adjustment type.</td> </tr> </tbody> </table>	Parameter	Description	Adjustment Type	Used to indicate that the write down adjustment should be created using the specified adjustment type.	C1-RCONADJCR	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>		
Parameter	Description								
Adjustment Type	Used to indicate that the write down adjustment should be created using the specified adjustment type.								

Algorithm	Description	Algorithm Type	Triggered By						
Set WD-Match Status (C1-RCNDTLWRM)	<p>This algorithm sets the status of the reconciliation object line to WD-Match.</p> <p>The following parameter must be defined in this algorithm:</p> <table border="1" data-bbox="516 407 911 764"> <thead> <tr> <th data-bbox="516 407 667 455">Parameter</th> <th data-bbox="672 407 911 455">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 462 667 764">Reconciliation Object Line Status</td> <td data-bbox="672 462 911 764">Used to indicate the status that should be used when the difference between the reported and the billed amounts is within the tolerance limit. For example, enter WD-Match.</td> </tr> </tbody> </table>	Parameter	Description	Reconciliation Object Line Status	Used to indicate the status that should be used when the difference between the reported and the billed amounts is within the tolerance limit. For example, enter WD-Match .	C1-RCNDTLUPD	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>		
Parameter	Description								
Reconciliation Object Line Status	Used to indicate the status that should be used when the difference between the reported and the billed amounts is within the tolerance limit. For example, enter WD-Match .								
Reconciliation Object Line — Manual Status — Create To Do (C1-CSRECON)	<p>This algorithm creates a To Do with the specified To Do type when the status of the reconciliation object line is changed to Manual.</p> <p>The following parameters must be defined in this algorithm:</p> <table border="1" data-bbox="516 1031 911 1438"> <thead> <tr> <th data-bbox="516 1031 667 1079">Parameter</th> <th data-bbox="672 1031 911 1079">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 1085 667 1262">To Do Type</td> <td data-bbox="672 1085 911 1262">Used to indicate that the system should create a To Do with the specified To Do type.</td> </tr> <tr> <td data-bbox="516 1268 667 1438">To Do Role</td> <td data-bbox="672 1268 911 1438">Used to indicate that a To Do should be assigned to the user with the specified To Do role.</td> </tr> </tbody> </table>	Parameter	Description	To Do Type	Used to indicate that the system should create a To Do with the specified To Do type.	To Do Role	Used to indicate that a To Do should be assigned to the user with the specified To Do role.	CSEN-TD	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>
Parameter	Description								
To Do Type	Used to indicate that the system should create a To Do with the specified To Do type.								
To Do Role	Used to indicate that a To Do should be assigned to the user with the specified To Do role.								

Algorithm	Description	Algorithm Type	Triggered By				
Set Manual Status (C1-RCNDTLMAN)	<p>This algorithm sets the status of the reconciliation object line to Manual.</p> <p>The following parameter must be defined in this algorithm:</p> <table border="1" data-bbox="516 373 911 730"> <thead> <tr> <th data-bbox="524 380 667 415">Parameter</th> <th data-bbox="672 380 902 415">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="524 428 667 527">Reconciliation Object Line Status</td> <td data-bbox="672 428 902 724">Used to indicate the status that should be used when manual intervention is required to resolve a reconciliation object line. For example, enter Manual.</td> </tr> </tbody> </table>	Parameter	Description	Reconciliation Object Line Status	Used to indicate the status that should be used when manual intervention is required to resolve a reconciliation object line. For example, enter Manual .	C1-RCNDTLUPD	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>
Parameter	Description						
Reconciliation Object Line Status	Used to indicate the status that should be used when manual intervention is required to resolve a reconciliation object line. For example, enter Manual .						
Set Match Status (C1-RCNDTLMTH)	<p>This algorithm sets the status of the reconciliation object line to Match.</p> <p>The following parameter must be defined in this algorithm:</p> <table border="1" data-bbox="516 924 911 1247"> <thead> <tr> <th data-bbox="524 930 667 966">Parameter</th> <th data-bbox="672 930 902 966">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="524 978 667 1077">Reconciliation Object Line Status</td> <td data-bbox="672 978 902 1241">Used to indicate the status that should be used when the reported and the billed amounts match. For example, enter Match.</td> </tr> </tbody> </table>	Parameter	Description	Reconciliation Object Line Status	Used to indicate the status that should be used when the reported and the billed amounts match. For example, enter Match .	C1-RCNDTLUPD	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>
Parameter	Description						
Reconciliation Object Line Status	Used to indicate the status that should be used when the reported and the billed amounts match. For example, enter Match .						
Set Manual Match Status (C1-RCNDTLMTH)	<p>This algorithm updates the reconciliation object line using the values defined for the characteristics in the Case screen. It sets the status of the reconciliation object line to Manual Match.</p> <p>The following parameter must be defined in this algorithm:</p> <table border="1" data-bbox="516 1570 911 1894"> <thead> <tr> <th data-bbox="524 1577 667 1612">Parameter</th> <th data-bbox="672 1577 902 1612">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="524 1625 667 1724">Reconciliation Object Line Status</td> <td data-bbox="672 1625 902 1887">Used to indicate the status that should be used when the user clicks the Manual Match button in the Case screen. For example, enter Manual Match.</td> </tr> </tbody> </table>	Parameter	Description	Reconciliation Object Line Status	Used to indicate the status that should be used when the user clicks the Manual Match button in the Case screen. For example, enter Manual Match .	C1-RCNDTLUPD	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>
Parameter	Description						
Reconciliation Object Line Status	Used to indicate the status that should be used when the user clicks the Manual Match button in the Case screen. For example, enter Manual Match .						

Algorithm	Description	Algorithm Type	Triggered By								
Update Case (C1-UPDATECS)	<p>This algorithm indicates how the system should behave when the difference between the reported and billed amounts is due to change in premium.</p> <p>The following parameters must be defined in this algorithm:</p> <table border="1"> <thead> <tr> <th>Parameter</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Tolerance Type (AMT or PC)</td> <td>Used to indicate whether the tolerance limit should be considered in amount or percentage (of the billed amount).</td> </tr> <tr> <td>Tolerance Value</td> <td>Used to specify the tolerance limit in amount.</td> </tr> <tr> <td>Bill Segment Cancellation Reason Code</td> <td>Used to specify the reason code that should be used when a bill segment is cancelled.</td> </tr> </tbody> </table>	Parameter	Description	Tolerance Type (AMT or PC)	Used to indicate whether the tolerance limit should be considered in amount or percentage (of the billed amount).	Tolerance Value	Used to specify the tolerance limit in amount.	Bill Segment Cancellation Reason Code	Used to specify the reason code that should be used when a bill segment is cancelled.	C1-UPDATECS	<p>Case Type: Any</p> <p>System Event: Enter Processing</p>
Parameter	Description										
Tolerance Type (AMT or PC)	Used to indicate whether the tolerance limit should be considered in amount or percentage (of the billed amount).										
Tolerance Value	Used to specify the tolerance limit in amount.										
Bill Segment Cancellation Reason Code	Used to specify the reason code that should be used when a bill segment is cancelled.										

Related Topics

For more information on...	See...
List Bill Reconciliation	List Bill Reconciliation on page 163
How to implement the list bill reconciliation functionality	Implementing List Bill Reconciliation on page 243

Setting the C1_INSRECON Feature Configuration

Prerequisites

To set the C1_INSRECON feature configuration, you should have:

- Division and fiduciary contract type defined in the application

Procedure

To set the C1_INSRECON feature configuration:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **F** and then click **Feature Configuration**.

The **Feature Configuration Search** window appears.

4. Enter **C1_INSRECON** in the **Feature Name** field.
5. Click the **Search** (🔍) icon corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Fiduciary Contract Type	Used to specify the contract type which should be used for payment.	Yes
Fiduciary Contract Division	Used to specify the division for which the specified fiduciary contract type should be used.	Yes

6. Enter the values for the required option types.
7. Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

Related Topics

For more information on...	See...
List Bill Reconciliation	List Bill Reconciliation on page 163
How to implement the list bill reconciliation functionality	Implementing List Bill Reconciliation on page 243

Appendix

C

Control Data

Topics:

- [Control Data Setup](#)

Oracle Revenue Management and Billing supports the ability to create user profiles which are customized based on the user needs. The following user profiles have been pre-configured in the system with specific set of responsibilities:

- **INADMIN** – This is the administrator user profile that has access to all the administrative and end-user functions related to the Insurance functionality in the application. The security profile definition for INADMIN is based on the SYSUSER user who has access to all screens, transactions and administrative functions.

Note: INADMIN user and password should be setup post installation for Web server because it is not pre-configured when a user logs in the database or application server.

For more information on how to setup users, how to import users from LDAP, and how to setup security profiles, refer to the framework documentation.

Besides the user profile, you need to setup the control data in the Oracle Revenue Management and Billing application. A user with the INADMIN user rights should setup the control data.

Control Data Setup

Oracle Revenue Management and Billing (ORMB) requires initial setup of administration and control data in order to function. As part of the installation package we provide a demo system which has examples of the required data for sample system to run. We recommend that the control data is setup for your business functions that meet your business requirements. The basic setup involves setting up the following data, login in as the user you have setup that conforms to the INADMIN user profile.

Note: The Oracle Revenue Management and Billing application has a demo database which contains sample Control data setup. The section below describes setup generally, however, for further details; we recommend you infer specific values from the demo database. Furthermore, the demo database setup is an example only. Control data setup will vary based on your specific business needs and will change accordingly.

Control data described in this section is pre requisite data, to be set up in the Oracle Revenue Management & Billing application. This pre-requisite data is meant as a guideline for a typical setup; however, different values may be entered based on your business needs and policies. Control data and its typical values are described in the following sections. (Values marked with * as suffix are assumed already created in the system.)