

# Oracle® Revenue Management and Billing for Financial Services

Version 2.2.4.3

## Insurance User Guide

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# Notices

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Oracle Revenue Management and Billing Version 2.2.4.3 Insurance User Guide

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# Preface

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## About this Document

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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
- Off Cycle Billing
- 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

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This guide is intended for the following audience:

- End-users
- Administrators
- Consulting Personnel

## Document Organization

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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"> <li>• Policies which are billed through an account</li> <li>• Financial and payment history of an account</li> <li>• Invoice schedule for an account</li> <li>• Contracts linked to an account</li> <li>• Bills generated for an account</li> <li>• Contracts associated with a policy</li> <li>• Financial transactions related to a contract</li> <li>• Invoice schedule for a contract (policy)</li> <li>• Billable charges created for a contract</li> <li>• Persons associated with a policy</li> </ul>
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	Off Cycle Billing	Describes the off cycle billing feature.
Chapter 9	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

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The following conventions are used across the document:

Convention	Meaning
<b>boldface</b>	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

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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.

Document Name	Description
<i>Oracle Revenue Management and Billing Implementation Guide for PeopleSoft Integration</i>	Provides detailed information on how to integrate Oracle PeopleSoft Enterprise Financial Management for General Ledger and Accounts Payable with Oracle Revenue Management and Billing using the Oracle Data Integrator tool.
<i>Oracle Revenue Management and Billing Installation Guide for PeopleSoft Integration</i>	Provides detailed information on how to install the required integration artifacts in ORMB, PeopleSoft, or ODI so that you can seamlessly integrate PeopleSoft with ORMB.
<i>Oracle Revenue Management and Billing Implementation Guide for EBS Integration</i>	Provides detailed information on how to integrate Oracle E-Business Suite Revenue Accounting General Ledger and Accounts Payable with Oracle Revenue Management and Billing using the Oracle Data Integrator tool.
<i>Oracle Revenue Management and Billing Installation Guide for EBS Integration</i>	Provides detailed information on how to install the required integration artifacts in ORMB, EBS, or ODI so that you can seamlessly integrate EBS with ORMB.
<i>ORMB-Documaker Integration Guide for Banking and Insurance</i>	Provides detailed information on how to integrate Oracle Documaker with Oracle Revenue Management and Billing.
<i>ORMB - Transaction Feed Management - Batch Execution Sequence Guide</i>	Describes the order in which the batches must be executed during the Transaction Feed Management process.

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# Chapter 1

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## Insurance Control Central

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### 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	<a href="#">Searching for a Policy</a> on page 16
How to search for an account	<a href="#">Searching for an Account</a> on page 18
How to search for a person	<a href="#">Searching for a Person</a> 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.  <b>Note:</b> By default, the <b>Policy</b> option is selected.  <b>Note:</b> The fields displayed in the <b>Search Criteria</b> 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.  <b>Note:</b> 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.  <b>Note:</b> 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)  <b>Note:</b> 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)  <b>Note:</b> 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. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> 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. <b>Note:</b> It has a link. On clicking the link, the <b>Control Central (Policy Information)</b> 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 <b>View</b> (  ) icon, you can view the details of the policy.
Policy Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Policy</b> screen appears where you can edit the details of the policy.
Account ID	Displays the account through which the policy is billed. <b>Note:</b> It has a link. On clicking the link, the <b>Control Central (Account Information)</b> 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. <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> 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. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for policies using the <b>Phone Number</b> field.

#### **Related Topics**

For more information on...	See...
Insurance Control Central screen	<a href="#">Insurance Control Central</a> 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.  <b>Note:</b> By default, the <b>Policy</b> option is selected.  <b>Note:</b> The fields displayed in the <b>Search Criteria</b> 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.  <b>Note:</b> 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)  <b>Note:</b> 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)  <b>Note:</b> 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)  <b>Note:</b> 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)  <b>Note:</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Control Central (Account Information)</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> screen appears with the details of the respective account.
Account Identifier Type	Displays the account identifier type.  <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for accounts using the <b>Account Identifier Type</b> and the <b>Account Identifier Value</b> fields.
Account Identifier Value	Displays the value of the account identifier type.  <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for accounts using the <b>Account Identifier Type</b> and the <b>Account Identifier Value</b> 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.  <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for accounts using the <b>Phone Number</b> field.

### Related Topics

For more information on...	See...
Insurance Control Central screen	<a href="#">Insurance Control Central</a> 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.  <b>Note:</b> By default, the <b>Policy</b> option is selected.  <b>Note:</b> The fields displayed in the <b>Search Criteria</b> 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)  <b>Note:</b> 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. <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> If you specify the identifier type as a search criteria, you have to enter the identifier.

- Select the **Person** option from the **Query Option** list.
- 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.

- 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. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> 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. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for a person using the <b>Person Type</b> and/or the <b>Name</b> field.
Person ID Type	Displays the person identifier type. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for a person using the <b>Person ID Type</b> and the <b>Person ID Value</b> fields.
Person ID Value	Displays the value of the person identifier type. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for a person using the <b>Person ID Type</b> and the <b>Person ID Value</b> fields.
Phone Number	Displays the phone number of the person. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for a person using the <b>Phone Number</b> field.

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

### Related Topics

For more information on...	See...
Insurance Control Central screen	<a href="#">Insurance Control Central</a> 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.  <b>Note:</b> If the <b>C1_POLPERROL</b> 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 <a href="#">Setting the C1_POLPERROL Feature Configuration</a> on page 241.
Policy Type	Indicates whether the policy is auditable or non-auditable.
Operating Company	Displays the name of the operating company.  <b>Note:</b> If the <b>C1_POLPERROL</b> 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 <a href="#">Setting the C1_POLPERROL Feature Configuration</a> on page 241.
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.  <b>Note:</b> If the <b>C1_POLPERROL</b> 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 <a href="#">Setting the C1_POLPERROL Feature Configuration</a> on page 241.
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.  <b>Note:</b> 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 <b>Equity Days Rounding</b> option type in the <b>C1_INSPARAMS</b> feature configuration. You can specify either of the following values: <ul style="list-style-type: none"> <li>• <b>UP</b> — Rounds the equity days up to the nearest whole number and then calculates the equity date.</li> <li>• <b>DOWN</b> — Rounds the equity days down to the nearest whole number and then calculates the equity date.</li> <li>• <b>NEAR</b> — Rounds the equity days to the nearest whole number and then calculates the equity date.</li> </ul>
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	<a href="#">Viewing Detailed Policy Information</a> 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	<p>Indicates the type of financial transaction. The valid values are:</p> <ul style="list-style-type: none"> <li>• Adjustment</li> <li>• Adjustment Cancellation</li> <li>• Bill Segment</li> <li>• Bill Cancellation</li> <li>• Pay Segment</li> <li>• Pay Cancellation</li> </ul> <p><b>Note:</b> It has a link. On clicking the link, the <b>Adjustment, Bill or Payment Events</b> 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 <b>Premium New Business</b> and <b>Endorsement</b> 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	<a href="#">Viewing Detailed Policy Information</a> 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	<p>Displays information about the contract. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p><b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> 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 220.

### **Related Topics**

For more information on...	See...
How to view detailed information about the policy	<a href="#">Viewing Detailed Policy Information</a> on page 30
How to view detailed information about the account	<a href="#">Viewing Detailed Account Information</a> 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)<sup>1</sup>. 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.  <b>Note:</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Pay Plan Template</b> 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"> <li>• <b>Distribute</b> — Used to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>• <b>Percentage</b> — Used to invoice the specified percentage of the total premium in each installment</li> <li>• <b>Fixed</b> — Used to invoice the specified amount in each installment</li> </ul>

<sup>1</sup> 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. <b>Note:</b> 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"> <li>• <b>Bill On Next Account Invoice Date</b> — Used to bill the entire endorsement amount on the next invoice date of the account.</li> <li>• <b>Bill On Next Policy Maturity Date</b> — Used to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• <b>Catch-Up</b> — 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.</li> <li>• <b>Spread Over</b> — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> </ul>
Policy Invoice Rule	Indicates whether the policy can be billed in advance or not. The valid values are: <ul style="list-style-type: none"> <li>• <b>Get Next</b> — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy.</li> <li>• <b>Get Previous</b> — Used to bill the unbilled invoices scheduled in the past.</li> </ul>

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"> <li>1. Premium, Fees, Taxes</li> <li>2. Fees, Taxes, Premium</li> <li>3. Taxes, Premium, Fees</li> <li>4. Premium, Taxes, Fees</li> <li>5. Taxes, Fees, Premium</li> <li>6. Fees, Premium, Taxes</li> </ul>
Remit Net Commission	Indicates whether the commission should be included in the total bill amount or not. If the value is set to <b>Yes</b> , 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)	<a href="#">Viewing Invoice Schedule Generated for a Contract (Policy)</a> on page 135
How to edit a pay plan	<a href="#">Editing a Pay Plan</a> 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)<sup>2</sup>. 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.  <b>Note:</b> 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 220.

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)	<a href="#">Viewing Invoice Schedule Generated for a Contract (Policy)</a> on page 135

<sup>2</sup> Here the assumption is one policy has only one contract.

For more information on...	See...
How to edit an invoice schedule	<a href="#">Editing an Invoice Schedule</a> on page 35

## Invoice Schedule

The **Invoice Schedule** zone displays the invoice schedule generated for a contract (policy)<sup>3</sup>. 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. <b>Note:</b> You can change the amount which is not yet invoiced and cancelled by clicking the <b>Edit</b> 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 220.

### Related Topics

For more information on...	See...
How to view an invoice schedule generated for a contract (policy)	<a href="#">Viewing Invoice Schedule Generated for a Contract (Policy)</a> on page 135
How to edit an invoice schedule	<a href="#">Editing an Invoice Schedule</a> 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. <b>Note:</b> 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.

<sup>3</sup> 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.  <b>Note:</b> 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 <sup>th</sup> October, the recurring bill segments will be created on 4 <sup>th</sup> 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"> <li>• Billed</li> <li>• Cancelled</li> <li>• Billable</li> </ul>

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 220.

#### **Related Topics**

For more information on...	See...
How to view detailed information about the policy	<a href="#">Viewing Detailed Policy Information</a> 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 220.

#### **Related Topics**

For more information on...	See...
How to view detailed information about the policy	<a href="#">Viewing Detailed Policy Information</a> 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	<a href="#">Searching for a Policy</a> on page 16
<b>Control Central (Policy Information)</b> screen	<a href="#">Control Central (Policy Information)</a> on page 23
<b>Policy Summary (Current Term)</b> zone	<a href="#">Policy Summary (Current Term)</a> on page 23
<b>Policy Contract Details</b> zone	<a href="#">Policy Contract Details</a> on page 25
<b>Policy Contract Financial History</b> zone	<a href="#">Policy Contract Financial History</a> on page 25
<b>Pay Plan</b> zone	<a href="#">Pay Plan</a> on page 26
<b>Invoice Schedule Versions</b> zone	<a href="#">Invoice Schedule Versions</a> on page 28
<b>Invoice Schedule</b> zone	<a href="#">Invoice Schedule</a> on page 29
<b>Policy Billable Charges</b> zone	<a href="#">Policy Billable Charges</a> on page 29
<b>Policy Person Summary</b> zone	<a href="#">Policy Person Summary</a> on page 30

## **Editing a Pay Plan**

### **Prerequisites**

To edit a pay plan of a contract (policy)<sup>4</sup>, 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:

<sup>4</sup> Here the assumption is one policy has only one contract.

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

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.  <b>Note:</b> 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"> <li>• <b>Distribute</b> — Used to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>• <b>Percentage</b> — Used to invoice the specified percentage of the total premium in each installment</li> <li>• <b>Fixed</b> — Used to invoice the specified amount in each installment</li> </ul>	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.  <b>Note:</b> 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"> <li>• <b>Bill On Next Account Invoice Date</b> — Used to bill the entire endorsement amount on the next invoice date of the account.</li> <li>• <b>Bill On Next Policy Maturity Date</b> — Used to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• <b>Catch-Up</b> — 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.</li> <li>• <b>Spread Over</b> — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> </ul>	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"> <li>• <b>Get Next</b> — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy.</li> <li>• <b>Get Previous</b> — Used to bill the unbilled invoices scheduled in the past.</li> </ul>	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"> <li>• 1. Premium, Fees, Taxes</li> <li>• 2. Fees, Taxes, Premium</li> <li>• 3. Taxes, Premium, Fees</li> <li>• 4. Premium, Taxes, Fees</li> <li>• 5. Taxes, Fees, Premium</li> <li>• 6. Fees, Premium, Taxes</li> </ul>	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 <b>Yes</b> , 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...
<b>Pay Plan</b> screen	<a href="#">Pay Plan</a> on page 131
<b>Pay Plan</b> zone	<a href="#">Pay Plan</a> on page 26
<b>Control Central (Policy Information)</b> screen	<a href="#">Control Central (Policy Information)</a> 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)<sup>5</sup>:

1. Do either of the following:

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

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

<sup>5</sup> 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. <b>Note:</b> 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"> <li><b>Active</b> — Indicates that the contract charge is active.</li> <li><b>Inactive</b> — Indicates that the contract charge is cancelled.</li> </ul>	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	<a href="#">Searching for a Policy</a> on page 16
<b>Pay Plan</b> screen	<a href="#">Pay Plan</a> on page 131
<b>Invoice Schedule Versions</b> zone	<a href="#">Invoice Schedule Versions</a> on page 28
<b>Invoice Schedule</b> zone	<a href="#">Invoice Schedule</a> on page 29
<b>Control Central (Policy Information)</b> screen	<a href="#">Control Central (Policy Information)</a> on page 23

For more information on...	See...
How to cancel a contract charge	<a href="#">Cancelling a Charge</a> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> 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.  <b>Note:</b> 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.  <b>Note:</b> 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.  <b>Note:</b> 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. <b>Note:</b> 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. <b>Note:</b> 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. <b>Note:</b> 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. <b>Note:</b> 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. <b>Note:</b> 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	<a href="#">Viewing Detailed Account Information</a> 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. <b>Note:</b> It has a link. On clicking the link, the <b>Control Central (Policy Information)</b> 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. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> 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 <b>View</b> (  ) icon, you can view the details of the policy.
Policy Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Policy</b> 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 220.

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	<a href="#">Viewing Detailed Account Information</a> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> 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 220.

#### Related Topics

For more information on...	See...
How to view detailed information about the policy	<a href="#">Viewing Detailed Policy Information</a> on page 30
How to view detailed information about the account	<a href="#">Viewing Detailed Account Information</a> 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"> <li>• Adjustment</li> <li>• Adjustment Cancellation</li> <li>• Bill Segment</li> <li>• Bill Cancellation</li> <li>• Pay Segment</li> <li>• Pay Cancellation</li> </ul>
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 <b>Premium New Business</b> and <b>Endorsement</b> 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	<a href="#">Viewing Detailed Account Information</a> 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
<b>Bill Cycle</b> – Monthly <b>Window Start Date</b> – 1 <sup>st</sup> of every month <b>Bill Cycle Date</b> – 02–01–2011 <b>Bill Lead Days</b> – 0	<b>Consolidates the amounts due on</b> – 5 <sup>th</sup> Jan 2011, 15 <sup>th</sup> Jan 2011, and 1 <sup>st</sup> Feb 2011 <b>Invoice Schedule Amount on 02–01–2011</b> — 70 (Policy 1– 30, Policy 2 — 40)
<b>Bill Cycle</b> – Monthly <b>Window Start Date</b> – 1 <sup>st</sup> of every month <b>Bill Cycle Date</b> – 02–01–2011 <b>Bill Lead Days</b> – 10	<b>Consolidates the amounts due on</b> – 15 <sup>th</sup> Jan 2011, 1 <sup>st</sup> Feb 2011, and 5 <sup>th</sup> Feb 2011 <b>Invoice Schedule Amount on 02–01–2011</b> — 60 (Policy 1– 20, Policy 2 — 40) <b>Note:</b> The amount due on 5 <sup>th</sup> 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 220.

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	<a href="#">Viewing Detailed Account Information</a> 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 220.

**Related Topics**

For more information on...	See...
How to view detailed information about the account	<a href="#">Viewing Detailed Account Information</a> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> 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 220.

**Related Topics**

For more information on...	See...
How to view detailed information about the account	<a href="#">Viewing Detailed Account Information</a> 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.

- 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	<a href="#">Searching for an Account</a> on page 18
<b>Control Central (Account Information)</b> screen	<a href="#">Control Central (Account Information)</a> on page 38
<b>Customer Information</b> zone	<a href="#">Customer Information</a> on page 38
<b>Policies Linked to Account</b> zone	<a href="#">Policies Linked to Account</a> on page 39
<b>Policy Contract Details</b> zone	<a href="#">Policy Contract Details</a> on page 25
<b>Financial Transaction History</b> zone	<a href="#">Financial Transaction History</a> on page 40
<b>Account Invoice Schedule</b> zone	<a href="#">Account Invoice Schedule</a> on page 41
<b>Account Invoice Schedule Details</b> zone	<a href="#">Account Invoice Schedule Details</a> on page 42
<b>Other Contracts Summary</b> zone	<a href="#">Other Contracts Summary</a> on page 43

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# Chapter

# 2

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## Deferred Revenue Recognition

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### 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 232.

## 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> 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	<a href="#">Searching Financial Transactions Related to a Policy</a> on page 47
How to view the deferred revenue recognition schedule	<a href="#">Viewing Deferred Revenue Recognition Schedule</a> 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><b>Note:</b> The adjustment ID appears only when the adjustment is created on the recognition date.</p> <p><b>Note:</b> It has a link. On clicking the link, the <b>Adjustment</b> 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	<a href="#">Viewing Deferred Revenue Recognition Schedule</a> 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	<a href="#">Deferred Revenue Recognition Schedule</a> on page 46
Revenue Recognition Schedule Search zone	<a href="#">Revenue Recognition Schedule Search</a> 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	<a href="#">Deferred Revenue Recognition Schedule</a> on page 46
Revenue Recognition Schedule Search zone	<a href="#">Revenue Recognition Schedule Search</a> on page 46
Revenue Recognition Schedule Details zone	<a href="#">Revenue Recognition Schedule Details</a> on page 47
How to search for the financial transactions related to a policy	<a href="#">Searching Financial Transactions Related to a Policy</a> on page 47



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# Chapter

# 3

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## Account Current

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### 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 242.

## External Statement Lifecycle

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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 <b>Pending</b> . An external statement remains in the <b>Pending</b> 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 <b>Reconciliation in Progress</b> . 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 <b>Bill Not Found</b> . You can also manually change the status of an external statement to <b>Bill Not Found</b> . Once the status of an external statement changes to <b>Bill Not Found</b> , 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"> <li>Specify a matching bill and reconcile the external statement manually</li> <li>Cancel the external statement</li> </ul>
Error	If the external statement validation fails during the automatic upload process, the system changes the status of the external statement to <b>Error</b> . Once the status of an external statement changes to <b>Error</b> , 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"> <li>Resolve the issue and save the changes made to the external statement</li> <li>Cancel the external statement</li> </ul>
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 <b>Error</b> , but also those with the status as <b>Pending</b> , <b>Bill Not Found</b> , and <b>Reconciliation in Progress</b> . When you cancel an external statement, the status of the external statement changes to <b>Cancelled</b> .
Closed	You can close an external statement when all its account current objects are either <b>Matched</b> or <b>Deferred</b> . When you close an external statement, the status of the external statement changes to <b>Closed</b> .

## Account Current Object Lifecycle

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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 <b>Pending</b> . 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 <b>Pending</b> , 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"> <li>• Matched</li> <li>• Unmatched</li> <li>• No External Item</li> <li>• Not Booked</li> </ul>
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 <b>Matched</b> .
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 <b>Unmatched</b> .
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 <b>No External Item</b> . 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 <b>Not Booked</b> . 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 <b>Unmatched</b> or <b>No External Item</b> to the next account current cycle. When you defer an account current object, the system changes the status of the account current object to <b>Deferred</b> .

## 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.  <b>Note:</b> 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"> <li>• Bill Not Found</li> <li>• Cancelled</li> <li>• Reconciliation in Progress</li> <li>• Error</li> <li>• Pending</li> <li>• Closed</li> </ul>	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.  <b>Note:</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>External Statement Details</b> 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 <b>Edit</b> (✎) icon, the <b>External Statement Edit</b> screen appears where you can edit the details of the external statement.  <b>Note:</b> You cannot edit the external statement with the status as <b>Closed</b> or <b>Cancelled</b> .

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	<a href="#">Searching for an External Statement</a> 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	<a href="#">Viewing Log of an External Statement</a> 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 <b>External Statement Search</b> screen	<ol style="list-style-type: none"> <li>1. Click the <b>Menu</b> link in the <b>Actions/Navigation</b> area. A list appears.</li> <li>2. Select the <b>Main Menu</b> option from the list.</li> </ol>

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

- 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.

- Click **Refresh**.

The search results appear.


**Related Topics**

For more information on...	See...
<b>External Statement Search</b> screen	<a href="#">External Statement Search</a> on page 51
<b>Account Current</b> screen	<a href="#">Account Current</a> on page 67
<b>External Statement Search</b> zone	<a href="#">External Statement Search</a> on page 51

### Creating an External Statement

**Procedure**

To create an external statement:


- 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 **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.  <b>Note:</b> 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.  <b>Note:</b> 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...
<b>External Statement Search</b> zone	<a href="#">External Statement Search</a> on page 51
<b>External Statement Details</b> zone	<a href="#">External Statement Details</a> on page 58
How to search for the broker's account	<a href="#">Searching for an Account</a> on page 227
How to search for a bill	<a href="#">Searching for a Bill</a> on page 228

## 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. <b>Note:</b> 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. <b>Note:</b> 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	<a href="#">Searching for an External Statement</a> on page 53




For more information on...	See...
<b>External Statement Search</b> zone	<a href="#">External Statement Search</a> on page 51
<b>External Statement Details</b> zone	<a href="#">External Statement Details</a> on page 58
How to search for the broker's account	<a href="#">Searching for an Account</a> on page 227
How to search for a bill	<a href="#">Searching for a Bill</a> on page 228

## 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Log</b> zone	<a href="#">External Statement Log</a> 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 246.

**Related Topics**

For more information on...	See...
How to create an external statement	<a href="#">Creating an External Statement</a> 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. <b>Note:</b> 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 <b>Reconciliation in Progress</b> .  <b>Note:</b> You must link the external statement to a bill before clicking the <b>Reconcile</b> button.
Unlink	Removes the link between the external statement and the bill, and changes the status of the external statement to <b>Pending</b> . 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 <b>Account Current</b> 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 <b>Bill Not Found</b> .
Invalidate	Cancels the external statement and changes the status of the external statement to <b>Cancelled</b> .
Close Statement	Closes the external statement and changes the status of the external statement to <b>Closed</b> .
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.  <b>Note:</b> You must ensure that the new bill is created in the system before clicking the <b>Mark Pending</b> 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	<a href="#">Creating an External Statement</a> on page 54
How to edit an external statement	<a href="#">Editing an External Statement</a> on page 56
How to reconcile an external statement manually	<a href="#">Reconciling an External Statement</a> on page 64
How to remove a link between an external statement and a bill	<a href="#">Removing a Link between an External Statement and a Bill</a> on page 65
How to reopen an external statement	<a href="#">Reopening an External Statement</a> on page 66
How to cancel an external statement	<a href="#">Cancelling an External Statement</a> on page 66
How to close an external statement	<a href="#">Closing an External Statement</a> 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. <b>Note:</b> 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 <b>Edit</b> (✎) icon, the <b>Edit External Statement Item</b> screen appears where you can edit the details of the external statement item. <b>Note:</b> You cannot edit the items when the status of an external statement is either <b>Closed</b> or <b>Cancelled</b> .
Delete	On clicking the <b>Delete</b> (🗑) icon, you can delete the item from the external statement. <b>Note:</b> You cannot delete the items from an external statement with the status as <b>Closed</b> .

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	<a href="#">Filtering External Statement Items</a> on page 61
How to add an external statement item	<a href="#">Adding an External Statement Item</a> on page 61
How to edit an external statement item	<a href="#">Editing an External Statement Item</a> on page 62
How to delete an external statement item	<a href="#">Deleting an External Statement Item</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Items</b> zone	<a href="#">External Statement Items</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Items</b> zone	<a href="#">External Statement Items</a> 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.

- 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 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**.

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

The item is added in the external statement.

**Related Topics**

For more information on...	See...
How to search for an external statement	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Items</b> zone	<a href="#">External Statement Items</a> on page 59

**Editing an External Statement Item**

**Procedure**

To edit an item in the 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 whose details you want to edit.

The **External Statement Details** screen appears.

3. 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. <b>Note:</b> 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. <b>Note:</b> 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**.

4. Modify the required details.
5. 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Items</b> zone	<a href="#">External Statement Items</a> on page 59

## **Deleting an External Statement Item**

### **Procedure**

To delete an external statement item:

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. 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Items</b> zone	<a href="#">External Statement Items</a> on page 59
How to filter the external statement items	<a href="#">Filtering External Statement Items</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58



For more information on...	See...
<b>External Statement Details</b> zone	<a href="#">External Statement Details</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Details</b> zone	<a href="#">External Statement Details</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Details</b> zone	<a href="#">External Statement Details</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Details</b> zone	<a href="#">External Statement Details</a> on page 58

## Cancelling 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	<a href="#">Searching for an External Statement</a> on page 53
<b>External Statement Details</b> screen	<a href="#">External Statement Details</a> on page 58
<b>External Statement Details</b> zone	<a href="#">External Statement Details</a> 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.  <b>Note:</b> 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"> <li>• Bill Not Found</li> <li>• Cancelled</li> <li>• Reconciliation in Progress</li> <li>• Error</li> <li>• Pending</li> <li>• Closed</li> </ul>	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.  <b>Note:</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>External Statement Details</b> 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 <b>Edit</b> (✎) icon, the <b>External Statement Edit</b> screen appears where you can edit the details of the external statement.  <b>Note:</b> You cannot edit the external statement with the status as <b>Closed</b> or <b>Cancelled</b> .

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	<a href="#">Searching for an External Statement</a> 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"> <li>• Deferred</li> <li>• Matched</li> <li>• Unmatched</li> <li>• Not Booked</li> <li>• Pending</li> <li>• No External Item</li> </ul>	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 <b>Edit</b> (✎) icon, the <b>Edit Account Current Object</b> screen appears where you can edit the details of the account current object.  <b>Note:</b> You cannot edit the details of an account current object when its status is either <b>Matched</b> or <b>Not Booked</b> .
Delete	On clicking the <b>Delete</b> (🗑) icon, you can delete the account current object.  <b>Note:</b> You can only delete an account current object with the status as <b>Not Booked</b> .

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	<a href="#">Filtering Account Current Objects</a> on page 73
How to edit an account current object	<a href="#">Editing an Account Current Object</a> on page 75
How to delete an account current object	<a href="#">Deleting an Account Current Object</a> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> 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.  <b>Note:</b> 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	<a href="#">Viewing the Account Current Object Details</a> 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	<a href="#">Viewing Log of an Account Current Object</a> 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	<a href="#">Viewing Account Current Discrepancy List</a> 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 <b>External Statement Search</b> screen	<ol style="list-style-type: none"><li>1. Click the <b>Menu</b> link in the <b>Actions/Navigation</b> area.  A list appears.</li><li>2. Select the <b>Main Menu</b> option from the list.</li><li>3. From the <b>Main Menu</b>, select <b>Account Current</b> and then click <b>External Statement</b>.  The <b>External Statement Search</b> screen appears.</li></ol>
Search for an external statement from the <b>Account Current</b> screen	<ol style="list-style-type: none"><li>1. Click the <b>Menu</b> link in the <b>Actions/Navigation</b> area.  A list appears.</li><li>2. Select the <b>Main Menu</b> option from the list.</li><li>3. From the <b>Main Menu</b>, select <b>Account Current</b> and then click <b>Account Current</b>.  The <b>Account Current</b> screen appears.</li></ol>

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...
<b>External Statement Search</b> screen	<a href="#">External Statement Search</a> on page 51
<b>Account Current</b> screen	<a href="#">Account Current</a> on page 67
<b>External Statement Search</b> zone	<a href="#">External Statement Search</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>Account Current</b> zone	<a href="#">Account Current</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>Account Current</b> zone	<a href="#">Account Current</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>Account Current</b> zone	<a href="#">Account Current</a> on page 69
<b>Account Current Details</b> zone	<a href="#">Account Current Details</a> 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	<a href="#">Searching for an External Statement</a> on page 53

For more information on...	See...
Account Current zone	<a href="#">Account Current</a> on page 69
Account Current Log zone	<a href="#">Account Current Log</a> 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	<a href="#">Searching for an External Statement</a> on page 53
Account Current — Discrepancy List zone	<a href="#">Account Current — Discrepancy List</a> 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.  <b>Note:</b> 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. <b>Note:</b> 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. <b>Note:</b> If the <b>Net Comparison Indicator</b> of the policy is set to <b>No</b> , 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. <b>Note:</b> If the <b>Net Comparison Indicator</b> of the policy is set to <b>Yes</b> , 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	<a href="#">Searching for an External Statement</a> on page 53
<b>Account Current</b> zone	<a href="#">Account Current</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>Account Current</b> zone	<a href="#">Account Current</a> on page 69
How to filter the account current objects	<a href="#">Filtering Account Current Objects</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>Account Current</b> zone	<a href="#">Account Current</a> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>Account Current</b> zone	<a href="#">Account Current</a> 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.  <b>Note:</b> If the <b>Net Comparison Indicator</b> characteristic type of the contract is set to <b>N</b> , 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.  <b>Note:</b> If the <b>Net Comparison Indicator</b> characteristic type of the contract is set to <b>Y</b> , 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 <b>Select</b> check box corresponding to the account current object whose details you want to edit.
All the account current objects	Select the <b>Select All</b> 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	<a href="#">Searching for an External Statement</a> on page 53
<b>Account Current</b> zone	<a href="#">Account Current</a> on page 69



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# Chapter

# 4

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## Policy

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### 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

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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. <b>Note:</b> 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"> <li>• Health Care</li> <li>• Life</li> <li>• Property &amp; Casualty</li> </ul>	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. <b>Note:</b> 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. <b>Note:</b> 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"> <li><b>Auditable</b> — Used when the policy premium can be audited in future.</li> <li><b>Non-Auditable</b> — Used when the policy premium will not be audited in future.</li> </ul>	Yes (Conditional)  <b>Note:</b> 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, <b>No</b> is selected. You can select either of the following values: <ul style="list-style-type: none"> <li><b>Yes</b> — Used when you want the net amount of the external statement item to be compared against the net amount of the bill item.</li> <li><b>No</b> — Used when you want the gross amount of the external statement item to be compared against the gross amount of the bill item.</li> </ul> <b>Note:</b> This field appears only when you select the <b>Property and Casualty</b> option from the <b>Line of Business</b> 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 <b>Policy</b> screen.

#### Related Topics

For more information on...	See...
How to create a policy	<a href="#">Creating a Policy</a> on page 86
How to edit a policy	<a href="#">Editing a Policy</a> 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)  <b>Note:</b> This field is required when you are defining a characteristic for the policy.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional)  <b>Note:</b> 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.  <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional)  <b>Note:</b> 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 <b>Policy</b> screen.


### Related Topics

For more information on...	See...
How to create a policy	<a href="#">Creating a Policy</a> on page 86
How to edit a policy	<a href="#">Editing a Policy</a> on page 94
How to define characteristics for the policy	<a href="#">Defining Characteristics for the Policy</a> 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"> <li>Yes</li> <li>No</li> </ul> <b>Note:</b> 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.  <b>Note:</b> 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.  <b>Note:</b> 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 <b>Add</b> (  ) icon, the <b>Policy Person Characteristics</b> 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) <b>Note:</b> 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) <b>Note:</b> 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. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> 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 <b>Policy</b> screen.

### **Related Topics**

For more information on...	See...
How to create a policy	<a href="#">Creating a Policy</a> on page 86
How to edit a policy	<a href="#">Editing a Policy</a> on page 94
How to associate a person with the policy	<a href="#">Associating a Person with the Policy</a> on page 88
How to define characteristics for the policy — person combination	<a href="#">Defining Characteristics for the Policy — Person Combination</a> 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.  <b>Note:</b> If default pay plan template is not defined for the contract type, the <b>Contract Charges</b> 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.  <b>Note:</b> 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.  <b>Note:</b> The expiration date cannot be earlier than the start date or later than the policy end date.	Yes
Contract ID	Displays the contract ID.  <b>Note:</b> The contract ID is generated automatically when the contract is created.  <b>Note:</b> The <b>Contract ID</b> 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 <b>Active</b> .  <b>Note:</b> The <b>Contract Status</b> 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 <b>Policy</b> screen.

#### Related Topics

For more information on...	See...
How to create a policy	<a href="#">Creating a Policy</a> on page 86
How to edit a policy	<a href="#">Editing a Policy</a> on page 94
How to associate a contract with the policy	<a href="#">Associating a Contract with the Policy</a> on page 89
How to associate charges with the contract	<a href="#">Associating Charges with the Contract</a> 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...
<b>Policy</b> screen	<a href="#">Policy</a> on page 82
<b>Policy</b> tab	<a href="#">Policy</a> on page 82
<b>Policy Characteristics</b> tab	<a href="#">Policy Characteristics</a> on page 83
<b>Policy Persons</b> tab	<a href="#">Policy Persons</a> on page 84
<b>Policy Contracts</b> tab	<a href="#">Policy Contracts</a> on page 85
How to define characteristics for the policy	<a href="#">Defining Characteristics for the Policy</a> on page 87
How to associate a person with the policy	<a href="#">Associating a Person with the Policy</a> on page 88
How to define characteristics for the policy — person combination	<a href="#">Defining Characteristics for the Policy — Person Combination</a> on page 89
How to associate a contract with the policy	<a href="#">Associating a Contract with the Policy</a> on page 89
How to associate charges with the contract	<a href="#">Associating Charges with the Contract</a> 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.

- 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.

- 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.

- Click **Save**.

The characteristics are defined for the policy.

**Related Topics**

For more information on...	See...
<b>Policy</b> screen	<a href="#">Policy</a> on page 82
<b>Policy Characteristics</b> tab	<a href="#">Policy Characteristics</a> on page 83
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 221

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:


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

The **Policy Persons** tab appears.

- Enter the required details.

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

- 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.

- Click **Save**.

The persons are associated with the policy.

**Related Topics**

For more information on...	See...
<b>Policy</b> screen	<a href="#">Policy</a> on page 82
<b>Policy Characteristics</b> tab	<a href="#">Policy Characteristics</a> on page 83
How to search for a person	<a href="#">Searching for a Person</a> on page 221



## 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...
<b>Policy</b> screen	<a href="#">Policy</a> on page 82
<b>Policy Persons</b> tab	<a href="#">Policy Persons</a> on page 84
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 221

## 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.

- 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.

- 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.

- Click **Save**.

The contracts are created and associated with the policy.

**Related Topics**

For more information on...	See...
Policy screen	<a href="#">Policy</a> on page 82
Policy Characteristics tab	<a href="#">Policy Characteristics</a> on page 83
How to search for an account	<a href="#">Searching for an Account</a> on page 222
How to search for a contract type	<a href="#">Searching for a Contract Type</a> on page 223

**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:

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

The **Policy Contracts** tab appears.

- 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.  <b>Note:</b> The policy ID is generated automatically when the policy is created.	Not applicable
Contract ID	Displays the contract ID.  <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> This field is required when you are associating a charge with the contract.
Amount	Used to specify the charge amount.	Yes (Conditional) <b>Note:</b> 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 <b>Active</b> . <b>Note:</b> The <b>Status</b> field appears only when you save the contract charges.	Not applicable
Status Date	Displays the date from when the status was either changed to <b>Active</b> or <b>Cancelled</b> . <b>Note:</b> The <b>Status Date</b> 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.

3. Enter the required details.

4. 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.

5. Click **Save**.

The charges are associated with the contract.

#### Related Topics

For more information on...	See...
Policy screen	<a href="#">Policy</a> on page 82
Policy Contracts tab	<a href="#">Policy Contracts</a> on page 85
How to cancel a charge	<a href="#">Cancelling a Charge</a> 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. <b>Note:</b> The policy ID is generated automatically when the policy is created.	Not applicable
Contract ID	Displays the contract ID. <b>Note:</b> 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	<a href="#">Searching for a Policy</a> on page 94
<b>Policy</b> screen	<a href="#">Policy</a> on page 82
<b>Policy Contracts</b> tab	<a href="#">Policy Contracts</a> 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. <b>Note:</b> 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 <b>View</b> (📄) icon, you can view the details of the policy.
Policy Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Policy</b> 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	<p>Displays the name of the person who is the main subscriber of the policy.</p> <p><b>Note:</b> It has a link. On clicking the link, the <b>Person</b> screen appears with the details of the main subscriber.</p>

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	<a href="#">Searching for a Policy</a> on page 94
How to view the details of a policy	<a href="#">Viewing the Policy Details</a> on page 97
How to edit a policy	<a href="#">Editing a Policy</a> on page 94

**Searching for a Policy**

**Procedure**

To search for a policy:

- 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 **Customer Information** and then click **Policy**.  
The **Policy Search** screen appears.
- 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.
- Click **Refresh**.  
The search results appear.

**Related Topics**

For more information on...	See...
<b>Policy Search</b> screen	<a href="#">Policy Search</a> on page 93
<b>Search</b> zone	<a href="#">Search</a> 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	<a href="#">Searching for a Policy</a> on page 94
<b>Policy</b> screen	<a href="#">Policy</a> on page 82
<b>Policy</b> tab	<a href="#">Policy</a> on page 82
<b>Policy Characteristics</b> tab	<a href="#">Policy Characteristics</a> on page 83
<b>Policy Persons</b> tab	<a href="#">Policy Persons</a> on page 84
<b>Policy Contracts</b> tab	<a href="#">Policy Contracts</a> on page 85
How to define characteristics for the policy	<a href="#">Defining Characteristics for the Policy</a> on page 87
How to associate a person with the policy	<a href="#">Associating a Person with the Policy</a> on page 88
How to define characteristics for the policy — person combination	<a href="#">Defining Characteristics for the Policy — Person Combination</a> on page 89
How to associate a contract with the policy	<a href="#">Associating a Contract with the Policy</a> on page 89
How to associate charges with the contract	<a href="#">Associating Charges with the Contract</a> 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. <b>Note:</b> 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.  <b>Note:</b> 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.  <b>Note:</b> 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 <b>Expand</b> (☑) button, the <b>Policy Person Characteristics</b> section appears where you can view the characteristics defined for the policy — person combination.  <b>Note:</b> You can hide the <b>Policy Person Characteristics</b> section by clicking the <b>Collapse</b> (☒) 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. <b>Note:</b> 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 <b>Broadcast</b> (  ) icon, the <b>Contract Charges</b> 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	<a href="#">Viewing the Policy Details</a> 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	<a href="#">Searching for a Policy</a> on page 94

For more information on...	See...
Policy View screen	<a href="#">Policy View</a> on page 95
Policy Information zone	<a href="#">Policy Information</a> 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 <b>View</b> (📄) icon, you can view the details of the policy.
Policy Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Policy</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> 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 220.


#### Related Topics

For more information on...	See...
How to view policies linked to an account	<a href="#">Viewing Policies Linked to an Account</a> 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...
<b>View Policies Linked to an Account</b> screen	<a href="#">View Policies Linked to an Account</a> on page 98
<b>Policy List for Account</b> zone	<a href="#">Policy List for Account</a> 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 <b>View</b> (  ) icon, you can view the details of the policy.
Policy Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Policy</b> 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 220.


#### Related Topics

For more information on...	See...
How to view policies linked to a person	<a href="#">Viewing Policies Linked to a Person</a> on page 100

Viewing Policies Linked to a Person

Procedure

To view policies linked to a person:

- Click the **Show Context Menu** () icon corresponding to the person ID whose details you want to view.  
A menu appears.
- Click the **Go To Policy** menu option.  
The **View Policies Linked to a Person** screen appears.
- 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	<a href="#">View Policies Linked to a Person</a> on page 99
Policy List for Person zone	<a href="#">Policy List for Person</a> 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 <b>Edit</b> (  ) icon, the <b>Policy Person Role</b> screen appears where you can edit the details of the policy person role.
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the policy person role. <b>Note:</b> 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 220.

Related Topics

For more information on...	See...
How to define a policy person role	<a href="#">Defining a Policy Person Role</a> on page 101

For more information on...	See...
How to edit a policy person role	<a href="#">Editing a Policy Person Role</a> on page 101
How to delete a policy person role	<a href="#">Deleting a Policy Person Role</a> 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...
<b>Policy Person Role</b> screen	<a href="#">Policy Person Role</a> on page 100
<b>Policy Person Roles</b> zone	<a href="#">Policy Person Roles</a> 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...
<b>Policy Person Role</b> screen	<a href="#">Policy Person Role</a> on page 100
<b>Policy Person Roles</b> zone	<a href="#">Policy Person Roles</a> 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...
<b>Policy Person Role</b> screen	<a href="#">Policy Person Role</a> on page 100
<b>Policy Person Roles</b> zone	<a href="#">Policy Person Roles</a> 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 <b>Edit</b> (✎) icon, the <b>Cancel Reason</b> screen appears where you can edit the reason code.
Delete	On clicking the <b>Delete</b> (🗑) 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 220.

#### Related Topics

For more information on...	See...
How to define a policy cancellation reason	<a href="#">Defining a Policy Cancellation Reason</a> on page 103
How to edit a policy cancellation reason	<a href="#">Editing a Policy Cancellation Reason</a> on page 104
How to delete a policy cancellation reason	<a href="#">Deleting a Policy Cancellation Reason</a> 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...
<b>Policy Cancellation Reason</b> screen	<a href="#">Policy Cancellation Reason</a> on page 103
<b>Policy Cancellation Reasons</b> zone	<a href="#">Policy Cancellation Reasons</a> 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...
<b>Policy Cancellation Reason</b> screen	<a href="#">Policy Cancellation Reason</a> on page 103
<b>Policy Cancellation Reasons</b> zone	<a href="#">Policy Cancellation Reasons</a> 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...
<b>Policy Cancellation Reason</b> screen	<a href="#">Policy Cancellation Reason</a> on page 103
<b>Policy Cancellation Reasons</b> zone	<a href="#">Policy Cancellation Reasons</a> 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 <b>Edit</b> (  ) icon, the <b>Policy Reinstatement Reason</b> screen appears where you can edit the reason code.
Delete	On clicking the <b>Delete</b> (  ) 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 220.

### Related Topics

For more information on...	See...
How to define a policy reinstatement reason	<a href="#">Defining a Policy Reinstatement Reason</a> on page 106
How to edit a policy reinstatement reason	<a href="#">Editing a Policy Reinstatement Reason</a> on page 106

For more information on...	See...
How to delete a policy reinstatement reason	<a href="#">Deleting a Policy Reinstatement Reason</a> on page 107

**Defining a Policy Reinstatement Reason**

**Procedure**

To define a policy reinstatement reason:

- 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 Reinstatement Reason**.  
The **Policy Reinstatement Reason** screen appears.
- 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

- Enter the required details.
- Click **Save**.  
The policy reinstatement reason is defined.

**Related Topics**

For more information on...	See...
<b>Policy Reinstatement Reason</b> screen	<a href="#">Policy Reinstatement Reason</a> on page 105
<b>Policy Reinstatement Reasons</b> zone	<a href="#">Policy Reinstatement Reasons</a> on page 105

**Editing a Policy Reinstatement Reason**

**Procedure**

To edit a policy reinstatement reason:

- 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 Reinstatement Reason**.  
The **Policy Reinstatement Reason** screen appears.
- 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...
<b>Policy Reinstatement Reason</b> screen	<a href="#">Policy Reinstatement Reason</a> on page 105
<b>Policy Reinstatement Reasons</b> zone	<a href="#">Policy Reinstatement Reasons</a> 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...
<b>Policy Reinstatement Reason</b> screen	<a href="#">Policy Reinstatement Reason</a> on page 105
<b>Policy Reinstatement Reasons</b> zone	<a href="#">Policy Reinstatement Reasons</a> on page 105



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# Chapter

# 5

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## Pay Plan

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### 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 233.

## 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	<a href="#">Viewing the Policy Invoice Frequency List</a> on page 111
How to create a policy invoice frequency	<a href="#">Creating a Policy Invoice Frequency</a> 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. <b>Note:</b> 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	<a href="#">Editing a Policy Invoice Frequency</a> on page 112
How to delete a policy invoice frequency	<a href="#">Deleting a Policy Invoice Frequency</a> 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...
<b>Policy Invoice Frequency</b> screen	<a href="#">Policy Invoice Frequency</a> on page 110
<b>Policy Invoice Frequency List</b> zone	<a href="#">Policy Invoice Frequency List</a> 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 <b>Monthly Frequency</b> field and 7 in the <b>Daily Frequency</b> 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.

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

The policy invoice frequency is created.


#### Related Topics

For more information on...	See...
<b>Policy Invoice Frequency List</b> zone	<a href="#">Policy Invoice Frequency List</a> on page 110

## Editing a Policy Invoice Frequency

### Procedure

To edit a policy invoice frequency:

- 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 Invoice Frequency**.  
The **Policy Invoice Frequency** screen appears.
- Click the **Broadcast** () icon corresponding to the policy invoice frequency whose details you want to edit.  
The **Policy Invoice Frequency** zone appears.
- 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	<a href="#">Policy Invoice Frequency</a> on page 110
Policy Invoice Frequency zone	<a href="#">Policy Invoice Frequency</a> 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	<a href="#">Policy Invoice Frequency</a> on page 110
Policy Invoice Frequency zone	<a href="#">Policy Invoice Frequency</a> 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 <b>Edit</b> (✎) icon, the <b>Edit Pay Plan Template</b> screen appears where you can edit the details of the pay plan template.
Duplicate	On clicking the <b>Copy</b> (📄📄) icon, you can create a copy of the pay plan template.
Delete	On clicking the <b>Delete</b> (🗑) icon, you can delete the pay plan template. <b>Note:</b> 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	<a href="#">Viewing the Pay Plan Template List</a> on page 117
How to view the pay plan template details	<a href="#">Viewing the Pay Plan Template Details</a> on page 118
How to create a pay plan template	<a href="#">Creating a Pay Plan Template</a> on page 118
How to edit a pay plan template	<a href="#">Editing a Pay Plan Template</a> on page 121
How to copy a pay plan template	<a href="#">Copying a Pay Plan Template</a> on page 125
How to delete a pay plan template	<a href="#">Deleting a Pay Plan Template</a> 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	<a href="#">Viewing the Pay Plan Template Details</a> 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 <b>Active</b> or <b>Inactive</b> .
Invoice Frequency	Indicates the frequency at which the invoice must be generated for a policy. <b>Note:</b> It has a link. On clicking the link, the <b>Policy Invoice Frequency</b> 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"> <li>• <b>Distribute</b> — Used to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>• <b>Percentage</b> — Used to invoice the specified percentage of the total premium in each installment</li> <li>• <b>Fixed</b> — Used to invoice the specified amount in each installment</li> </ul>
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	<p>Displays the distribution code where revenue must be booked. This distribution code is used for the fee bill segment in the bill.</p> <p><b>Note:</b> It has a link. On clicking the link, the <b>Distribution Code</b> screen appears with the details of the respective distribution code.</p>
Maximum Allowed Percentage	Displays the maximum percentage value that can be used for calculating bill charges.
Endorsement Rule	<p>Indicates how an endorsement is applied to a policy. The valid values are:</p> <ul style="list-style-type: none"> <li>• <b>Bill On Next Account Invoice Date</b> — Used to bill the entire endorsement amount on the next invoice date of the account.</li> <li>• <b>Bill On Next Policy Maturity Date</b> — Used to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• <b>Catch-Up</b> — 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.</li> <li>• <b>Spread Over</b> — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> </ul>
Policy Invoice Rule	<p>Indicates whether the policy can be billed in advance or not. The valid values are:</p> <ul style="list-style-type: none"> <li>• <b>Get Next</b> — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy.</li> <li>• <b>Get Previous</b> — Used to bill the unbilled invoices scheduled in the past.</li> </ul>

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"> <li>1. Premium, Fees, Taxes</li> <li>2. Fees, Taxes, Premium</li> <li>3. Taxes, Premium, Fees</li> <li>4. Premium, Taxes, Fees</li> <li>5. Taxes, Fees, Premium</li> <li>6. Fees, Premium, Taxes</li> </ul>
Remit Net Commission	Indicates whether the commission should be included in the total bill amount or not. If the value is set to <b>Yes</b> , 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. <b>Note:</b> 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	<a href="#">Viewing the Pay Plan Template Details</a> on page 118
How to activate a pay plan template	<a href="#">Activating a Pay Plan Template</a> on page 126
How to inactivate a pay plan template	<a href="#">Inactivating a Pay Plan Template</a> 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	<a href="#">Pay Plan Template</a> on page 114
Pay Plan Template List zone	<a href="#">Pay Plan Template List</a> 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	<a href="#">Pay Plan Template</a> on page 114
Pay Plan Template List zone	<a href="#">Pay Plan Template List</a> on page 114
Contract Types Linked zone	<a href="#">Contract Types Linked</a> on page 114
Pay Plan Template zone	<a href="#">Pay Plan Template</a> 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.  <b>Note:</b> 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 <b>C1-PPTMPLMON</b> algorithm type. For more information, see <a href="#">Algorithms</a> on page 236.	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"> <li>• <b>Distribute</b> — Used to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>• <b>Percentage</b> — Used to invoice the specified percentage of the total premium in each installment</li> <li>• <b>Fixed</b> — Used to invoice the specified amount in each installment</li> </ul>	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.  <b>Note:</b> 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"> <li>• <b>Bill On Next Account Invoice Date</b> — Used to bill the entire endorsement amount on the next invoice date of the account.</li> <li>• <b>Bill On Next Policy Maturity Date</b> — Used to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• <b>Catch-Up</b> — 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.</li> <li>• <b>Spread Over</b> — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> </ul>	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"> <li>• <b>Get Next</b> — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy.</li> <li>• <b>Get Previous</b> — Used to bill the unbilled invoices scheduled in the past.</li> </ul>	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"> <li>• 1. Premium, Fees, Taxes</li> <li>• 2. Fees, Taxes, Premium</li> <li>• 3. Taxes, Premium, Fees</li> <li>• 4. Premium, Taxes, Fees</li> <li>• 5. Taxes, Fees, Premium</li> <li>• 6. Fees, Premium, Taxes</li> </ul>	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 <b>Yes</b> , 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...
<b>Pay Plan Template List</b> zone	<a href="#">Pay Plan Template List</a> 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.

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

The **Pay Plan Template** screen appears.

- 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.  <b>Note:</b> 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 <b>C1-PPTMPLMON</b> algorithm type. For more information, see <a href="#">Algorithms</a> on page 236.	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"> <li><b>Distribute</b> — Used to distribute the total premium (less down payment) equally in the maximum available installments</li> <li><b>Percentage</b> — Used to invoice the specified percentage of the total premium in each installment</li> <li><b>Fixed</b> — Used to invoice the specified amount in each installment</li> </ul>	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.  <b>Note:</b> 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"> <li>• <b>Bill On Next Account Invoice Date</b> — Used to bill the entire endorsement amount on the next invoice date of the account.</li> <li>• <b>Bill On Next Policy Maturity Date</b> — Used to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• <b>Catch-Up</b> — 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.</li> <li>• <b>Spread Over</b> — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> </ul>	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"> <li>• <b>Get Next</b> — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy.</li> <li>• <b>Get Previous</b> — Used to bill the unbilled invoices scheduled in the past.</li> </ul>	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"> <li>• 1. Premium, Fees, Taxes</li> <li>• 2. Fees, Taxes, Premium</li> <li>• 3. Taxes, Premium, Fees</li> <li>• 4. Premium, Taxes, Fees</li> <li>• 5. Taxes, Fees, Premium</li> <li>• 6. Fees, Premium, Taxes</li> </ul>	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 <b>Yes</b> , 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...
<b>Pay Plan Template</b> screen	<a href="#">Pay Plan Template</a> on page 114
<b>Pay Plan Template List</b> zone	<a href="#">Pay Plan Template List</a> 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.

4. 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.

5. Click **OK**.

The pay plan template is deleted.

#### **Related Topics**

For more information on...	See...
<b>Pay Plan Template</b> screen	<a href="#">Pay Plan Template</a> on page 114
<b>Pay Plan Template List</b> zone	<a href="#">Pay Plan Template List</a> on page 114


## **Copying a Pay Plan Template**

### **Procedure**

To copy 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 **Copy** () icon in the **Duplicate** column corresponding to the pay plan template whose copy you want to create.

A window appears.

5. Enter the code that uniquely identifies the new pay plan template.
6. Click **OK**.

The **Add Pay Plan Template** screen appears.

7. Modify the required details.
8. Click **Save**.

The new pay plan template is created.


#### **Related Topics**

For more information on...	See...
<b>Pay Plan Template</b> screen	<a href="#">Pay Plan Template</a> on page 114
<b>Pay Plan Template List</b> zone	<a href="#">Pay Plan Template List</a> on page 114
How to create a pay plan template	<a href="#">Creating a Pay Plan Template</a> 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...
<b>Pay Plan Template</b> screen	<a href="#">Pay Plan Template</a> on page 114
<b>Pay Plan Template List</b> zone	<a href="#">Pay Plan Template List</a> on page 114
<b>Pay Plan Template</b> zone	<a href="#">Pay Plan Template</a> 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...
<b>Pay Plan Template</b> screen	<a href="#">Pay Plan Template</a> on page 114
<b>Pay Plan Template List</b> zone	<a href="#">Pay Plan Template List</a> on page 114
<b>Pay Plan Template</b> zone	<a href="#">Pay Plan Template</a> 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	<a href="#">Viewing Pay Plan Templates Linked to a Contract Type</a> 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.  <b>Note:</b> At a time, you can only have one pay plan template as the default template for the contract type. The <b>Set As Default</b> button is disabled when a pay plan template is set as the default template for the contract type.
Unlink	On clicking the <b>Unlink</b> (🗑️) icon, you can remove the link between the pay plan template and the contract type.  <b>Note:</b> 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	<a href="#">Linking a Pay Plan Template to a Contract Type</a> on page 129
How to set a pay plan template as the default template for a contract type	<a href="#">Setting a Pay Plan Template as the Default Template</a> on page 130
How to remove a link between a pay plan template and a contract type	<a href="#">Removing a Link between a Pay Plan Template and a Contract Type</a> 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...
<b>Contract Type - Pay Plan Template Mapping</b> screen	<a href="#">Contract Type - Pay Plan Template Mapping</a> on page 127




For more information on...	See...
Contract Types zone	<a href="#">Contract Types</a> on page 127
Pay Plan Templates zone	<a href="#">Pay Plan Templates</a> 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. <b>Note:</b> Only the pay plan templates with the status as <b>Active</b> appear in the <b>Pay Plan Template</b> list.	Yes
Default	Used to set the corresponding pay plan template as the default template for the contract type. <b>Note:</b> 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...
<b>Contract Type - Pay Plan Template Mapping</b> screen	<a href="#">Contract Type - Pay Plan Template Mapping</a> on page 127
<b>Contract Types</b> zone	<a href="#">Contract Types</a> on page 127
<b>Pay Plan Templates</b> zone	<a href="#">Pay Plan Templates</a> 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:

- 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 **C** and then click **Contract Type - Pay Plan Template Mapping**.

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

- 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.

- 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...
<b>Contract Type - Pay Plan Template Mapping</b> screen	<a href="#">Contract Type - Pay Plan Template Mapping</a> on page 127
<b>Contract Types</b> zone	<a href="#">Contract Types</a> on page 127
<b>Pay Plan Templates</b> zone	<a href="#">Pay Plan Templates</a> 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...
<b>Contract Type - Pay Plan Template Mapping</b> screen	<a href="#">Contract Type - Pay Plan Template Mapping</a> on page 127
<b>Contract Types</b> zone	<a href="#">Contract Types</a> on page 127
<b>Pay Plan Templates</b> zone	<a href="#">Pay Plan Templates</a> on page 127

## Pay Plan

The **Pay Plan** screen allows you to view the invoice schedule generated for a contract (policy)<sup>6</sup>. 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)<sup>7</sup>. 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.

<sup>6</sup> Here the assumption is one policy has only one contract.

<sup>7</sup> 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.  <b>Note:</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Pay Plan Template</b> 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"> <li>• <b>Distribute</b> — Used to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>• <b>Percentage</b> — Used to invoice the specified percentage of the total premium in each installment</li> <li>• <b>Fixed</b> — Used to invoice the specified amount in each installment</li> </ul>
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. <b>Note:</b> 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"> <li>• <b>Bill On Next Account Invoice Date</b> — Used to bill the entire endorsement amount on the next invoice date of the account.</li> <li>• <b>Bill On Next Policy Maturity Date</b> — Used to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• <b>Catch-Up</b> — 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.</li> <li>• <b>Spread Over</b> — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> </ul>
Policy Invoice Rule	Indicates whether the policy can be billed in advance or not. The valid values are: <ul style="list-style-type: none"> <li>• <b>Get Next</b> — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy.</li> <li>• <b>Get Previous</b> — Used to bill the unbilled invoices scheduled in the past.</li> </ul>
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"> <li>• 1. Premium, Fees, Taxes</li> <li>• 2. Fees, Taxes, Premium</li> <li>• 3. Taxes, Premium, Fees</li> <li>• 4. Premium, Taxes, Fees</li> <li>• 5. Taxes, Fees, Premium</li> <li>• 6. Fees, Premium, Taxes</li> </ul>
Remit Net Commission	Indicates whether the commission should be included in the total bill amount or not. If the value is set to <b>Yes</b> , 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)	<a href="#">Viewing Invoice Schedule Generated for a Contract (Policy)</a> on page 135
How to edit a pay plan	<a href="#">Editing a Pay Plan</a> 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)<sup>8</sup>. 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.  <b>Note:</b> 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 220.

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)	<a href="#">Viewing Invoice Schedule Generated for a Contract (Policy)</a> on page 135
How to edit an invoice schedule	<a href="#">Editing an Invoice Schedule</a> on page 35

## Invoice Schedule

The **Invoice Schedule** zone displays the invoice schedule generated for a contract (policy)<sup>9</sup>. 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.  <b>Note:</b> You can change the amount which is not yet invoiced and cancelled by clicking the <b>Edit</b> 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 220.

### Related Topics

<sup>8</sup> Here the assumption is one policy has only one contract.

<sup>9</sup> 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)	<a href="#">Viewing Invoice Schedule Generated for a Contract (Policy)</a> on page 135
How to edit an invoice schedule	<a href="#">Editing an Invoice Schedule</a> on page 35

## Viewing Invoice Schedule Generated for a Contract (Policy)

### Prerequisites



To view the invoice schedule generated for a contract (policy)<sup>10</sup>, 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 <b>Pay Plan</b> screen	<ol style="list-style-type: none"> <li>1. Search for the policy in the <b>Insurance Control Central</b> screen.</li> <li>2. In the <b>Search Results</b> section, click the <b>Show Context Menu</b> () icon in the <b>Contract Information</b> column corresponding to the policy whose invoice schedule you want to view. A menu appears.</li> <li>3. Click the <b>Go To Insurance Pay Plan</b> menu option. The <b>Pay Plan</b> screen appears.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. Search for the policy in the <b>Insurance Control Central</b> screen.</li> <li>2. In the <b>Search Results</b> section, click the link in the <b>Contract Information</b> column corresponding to the policy whose invoice schedule you want to view. The <b>Contract</b> screen appears.</li> <li>3. Click the <b>Show Context Menu</b> () icon corresponding to the contract ID. A menu appears.</li> <li>4. Click the <b>Go To Insurance Pay Plan</b> menu option. The <b>Pay Plan</b> screen appears.</li> </ol>

<sup>10</sup> Here the assumption is one policy has only one contract.

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

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	<a href="#">Searching for a Policy</a> on page 94
<b>Pay Plan</b> screen	<a href="#">Pay Plan</a> on page 131
<b>Invoice Schedule Versions</b> zone	<a href="#">Invoice Schedule Versions</a> on page 28
<b>Invoice Schedule</b> zone	<a href="#">Invoice Schedule</a> on page 29

## Editing a Pay Plan

### Prerequisites


To edit a pay plan of a contract (policy)<sup>11</sup>, 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 <b>Pay Plan</b> screen	<ol style="list-style-type: none"> <li>1. Search for the policy in the <b>Insurance Control Central</b> screen.</li> <li>2. In the <b>Search Results</b> section, click the <b>Show Context Menu</b> () icon in the <b>Contract Information</b> column corresponding to the policy whose pay plan you want to edit.</li> </ol> <p>A menu appears.</p>

<sup>11</sup> Here the assumption is one policy has only one contract.



If you want to	Then
	<p>3. Click the <b>Go To Insurance Pay Plan</b> menu option.</p> <p>The <b>Pay Plan</b> screen appears.</p> <p><b>OR</b></p> <p>1. Search for the policy in the <b>Insurance Control Central</b> screen.</p> <p>2. In the <b>Search Results</b> section, click the link in the <b>Contract Information</b> column corresponding to the policy whose pay plan you want to edit.</p> <p>The <b>Contract</b> screen appears.</p> <p>3. Click the <b>Show Context Menu</b>  icon corresponding to the contract ID.</p> <p>A menu appears.</p> <p>4. Click the <b>Go To Insurance Pay Plan</b> menu option.</p> <p>The <b>Pay Plan</b> screen appears.</p>
Edit the pay plan details from the <b>Control Central (Policy Information)</b> screen	<p>1. Search for the policy in the <b>Insurance Control Central</b> screen.</p> <p>2. In the <b>Search Results</b> section, click the link in the <b>Policy Information</b> column corresponding to the policy whose pay plan you want to edit.</p> <p>The <b>Control Central (Policy Information)</b> 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.  <b>Note:</b> 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"> <li>• <b>Distribute</b> — Used to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>• <b>Percentage</b> — Used to invoice the specified percentage of the total premium in each installment</li> <li>• <b>Fixed</b> — Used to invoice the specified amount in each installment</li> </ul>	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.  <b>Note:</b> 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"> <li>• <b>Bill On Next Account Invoice Date</b> — Used to bill the entire endorsement amount on the next invoice date of the account.</li> <li>• <b>Bill On Next Policy Maturity Date</b> — Used to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• <b>Catch-Up</b> — 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.</li> <li>• <b>Spread Over</b> — Used to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> </ul>	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"> <li>• <b>Get Next</b> — Used to bill the unbilled invoices scheduled in the past and the one scheduled till the next maturity date of the policy.</li> <li>• <b>Get Previous</b> — Used to bill the unbilled invoices scheduled in the past.</li> </ul>	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"> <li>1. Premium, Fees, Taxes</li> <li>2. Fees, Taxes, Premium</li> <li>3. Taxes, Premium, Fees</li> <li>4. Premium, Taxes, Fees</li> <li>5. Taxes, Fees, Premium</li> <li>6. Fees, Premium, Taxes</li> </ul>	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 <b>Yes</b> , the system will not include the commission in the total bill amount.	Yes

- Modify the required details.
- 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...
<b>Pay Plan</b> screen	<a href="#">Pay Plan</a> on page 131
<b>Pay Plan</b> zone	<a href="#">Pay Plan</a> on page 26
<b>Control Central (Policy Information)</b> screen	<a href="#">Control Central (Policy Information)</a> 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)<sup>12</sup>:

- Do either of the following:

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

<sup>12</sup> Here the assumption is one policy has only one contract.

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

- 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.

- 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. <b>Note:</b> 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"> <li><b>Active</b> — Indicates that the contract charge is active.</li> <li><b>Inactive</b> — Indicates that the contract charge is cancelled.</li> </ul>	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	<a href="#">Searching for a Policy</a> on page 16
<b>Pay Plan</b> screen	<a href="#">Pay Plan</a> on page 131
<b>Invoice Schedule Versions</b> zone	<a href="#">Invoice Schedule Versions</a> on page 28
<b>Invoice Schedule</b> zone	<a href="#">Invoice Schedule</a> on page 29
<b>Control Central (Policy Information)</b> screen	<a href="#">Control Central (Policy Information)</a> on page 23
How to cancel a contract charge	<a href="#">Cancelling a Charge</a> 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"> <li>• <b>Automatic Distribution</b> — Used to distribute the payment amount automatically based on the <b>Transaction Level Payment Distribution</b> rule defined in the pay plan of a contract.</li> <li>• <b>Manual Distribution</b> — Used to distribute the payment amount manually.</li> </ul>	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"> <li>• <b>Match by Bill</b> — 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).</li> <li>• <b>Match by Contract</b> — 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 <b>Transaction Level Payment Distribution Rule</b> is set to Premium, Fees, Taxes in the pay plan of the contract, the payment amount will be distributed among the charge types in this order — Premium, Fees, Taxes — starting from the oldest bill.</li> </ul>	Yes (Conditional) <b>Note:</b> This field is required when you select <b>Automatic Distribution</b> from the <b>Payment Event</b> list.
Match Value	Used to specify the bill ID or contract ID depending on the match type selected.	Yes (Conditional) <b>Note:</b> This field is required when you select <b>Automatic Distribution</b> from the <b>Payment Event</b> 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) <b>Note:</b> This field is required when you select <b>Check</b> from the <b>Tender Type</b> 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. <b>Note:</b> 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. <b>Note:</b> 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	<a href="#">Distributing Payment Amount Automatically</a> on page 145
How to distribute payment amount manually	<a href="#">Distributing Payment Amount Manually</a> 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...
<b>Payment by Transaction</b> screen	<a href="#">Payment by Transaction</a> on page 143
How to distribute payment amount manually	<a href="#">Distributing Payment Amount Manually</a> 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.

- Enter the amount that you want to remit for the charge type in the corresponding **Payment Amount (\$)** field.
- Click **OK**.

A payment segment is created for each contract charge.

**Related Topics**

For more information on...	See...
Payment by Transaction screen	<a href="#">Payment by Transaction</a> on page 143
How to distribute payment amount automatically	<a href="#">Distributing Payment Amount Automatically</a> 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 <b>Edit</b> (  ) icon, the <b>Charge Type</b> screen appears where you can edit the details of the charge type.
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the charge type.  <b>Note:</b> 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 220.

**Related Topics**

For more information on...	See...
How to create a charge type	<a href="#">Creating a Charge Type</a> on page 147
How to edit a charge type	<a href="#">Editing a Charge Type</a> on page 148

For more information on...	See...
How to delete a charge type	<a href="#">Deleting a Charge Type</a> on page 149

## 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"> <li>• Commission</li> <li>• Down Payment</li> <li>• Fees</li> <li>• Premium — Endorsement</li> <li>• Premium — New Business</li> <li>• Tax</li> </ul>	No
Effective Date	Used to specify the date from when the characteristic is effective for the charge type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the charge type.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the charge type.

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

5. Enter the required details.
6. Define characteristics for the charge type, if required.
7. Click **Save**.

The charge type is created.

#### **Related Topics**

For more information on...	See...
<b>Charge Type</b> screen	<a href="#">Charge Type</a> on page 146
<b>Charge Types</b> zone	<a href="#">Charge Types</a> on page 146
How to define characteristics for a charge type	<a href="#">Defining Characteristics for a Charge Type</a> on page 150

## **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
Effective Date	Used to specify the date from when the characteristic is effective for the charge type.	Yes (Conditional)  <b>Note:</b> This field is required when you are defining a characteristic for the charge type.

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

5. Modify the required details.
6. Define or edit characteristics of the charge type, if required.
7. Click **Save**.

The changes made to the charge type are saved.

#### **Related Topics**

For more information on...	See...
<b>Charge Type</b> screen	<a href="#">Charge Type</a> on page 146
<b>Charge Types</b> zone	<a href="#">Charge Types</a> on page 146
How to define characteristics for a charge type	<a href="#">Defining Characteristics for a Charge Type</a> on page 150

## **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	<a href="#">Charge Type</a> on page 146
Charge Types zone	<a href="#">Charge Types</a> on page 146

Defining Characteristics for a Charge Type

Prerequisites


To define characteristics for a charge type, you should have:


- Characteristic types defined in the application


Procedure

To define characteristics for a charge type:

- Enter the date from when you want the characteristic to be effective for the charge type.
- 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 charge type, click the **Plus** () icon and repeat the steps from 1 to 3.

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

- Click **Save**.

The characteristics are defined for the charge type.

Related Topics

For more information on...	See...
How to create a charge type	<a href="#">Creating a Charge Type</a> on page 147
How to edit a charge type	<a href="#">Editing a Charge Type</a> on page 148
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 221

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 151
- [Charge Types](#) on page 151
- [Algorithms Linked to Charge Type](#) on page 152

## 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	<a href="#">Viewing Charge Types Linked to a Contract Type</a> on page 152

## 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.
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 <b>Edit</b> (  ) icon, the <b>Link a Charge Type to the Contract Type</b> screen appears.
Unlink	On clicking the <b>Unlink</b> (  ) icon, you can remove the link between the charge type and the contract type.  <b>Note:</b> 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 220.

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	<a href="#">Linking a Charge Type to a Contract Type</a> on page 153
How to edit a link between a charge type and a contract type	<a href="#">Editing a Link between a Charge Type and a Contract Type</a> on page 154
How to remove a link between a charge type and a contract type	<a href="#">Removing a Link between a Charge Type and a Contract Type</a> on page 156

## 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 220.

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	<a href="#">Linking a Charge Type to a Contract Type</a> on page 153
How to edit a link between a charge type and a contract type	<a href="#">Editing a Link between a Charge Type and a Contract Type</a> on page 154
How to remove a link between a charge type and a contract type	<a href="#">Removing a Link between a Charge Type and a Contract Type</a> on page 156

## 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.



- View the charge types linked to the contract type in the **Charge Types** zone.

#### Related Topics

For more information on...	See...
<b>Contract Type — Charge Type Mapping</b> screen	<a href="#">Contract Type — Charge Type Mapping</a> on page 150
<b>Contract Types</b> zone	<a href="#">Contract Types</a> on page 151
<b>Charge Types</b> zone	<a href="#">Charge Types</a> on page 151

## 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:

- 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 **C** and then click **Contract Type — Charge Type Mapping**.  
The **Contract Type — Charge Type Mapping** screen appears.
- Click the **Broadcast** () icon corresponding to the contract type to which you want to link a charge type.  
The **Charge Types** zone appears.
- 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

Field Name	Field Description	Mandatory (Yes or No)
System Event	Used to indicate the event when the algorithm must be triggered.	Yes (Conditional) <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> 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...
<b>Contract Type — Charge Type Mapping</b> screen	<a href="#">Contract Type — Charge Type Mapping</a> on page 150
<b>Contract Types</b> zone	<a href="#">Contract Types</a> on page 151
<b>Charge Types</b> zone	<a href="#">Charge Types</a> on page 151
How to search for a charge type	<a href="#">Searching for a Charge Type</a> on page 224
How to search for an adjustment type	<a href="#">Searching for an Adjustment Type</a> on page 225
How to search for a Service Quantity Identifier (SQI)	<a href="#">Searching for a Service Quantity Identifier (SQI)</a> on page 225
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 226

**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:

- 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 **C** and then click **Contract Type — Charge Type Mapping**.  
The **Contract Type — Charge Type Mapping** screen appears.
- Click the **Broadcast** () icon corresponding to the contract type whose charge type details you want to edit.  
The **Charge Types** zone appears.
- 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
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) <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> 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...
<b>Contract Type — Charge Type Mapping</b> screen	<a href="#">Contract Type — Charge Type Mapping</a> on page 150
<b>Contract Types</b> zone	<a href="#">Contract Types</a> on page 151
<b>Charge Types</b> zone	<a href="#">Charge Types</a> on page 151
How to search for an adjustment type	<a href="#">Searching for an Adjustment Type</a> on page 225
How to search for a Service Quantity Identifier (SQI)	<a href="#">Searching for a Service Quantity Identifier (SQI)</a> on page 225
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 226

**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...
<b>Contract Type — Charge Type Mapping</b> screen	<a href="#">Contract Type — Charge Type Mapping</a> on page 150
<b>Contract Types</b> zone	<a href="#">Contract Types</a> on page 151
<b>Charge Types</b> zone	<a href="#">Charge Types</a> on page 151



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# Chapter

# 6

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## Group Billing

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### 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.

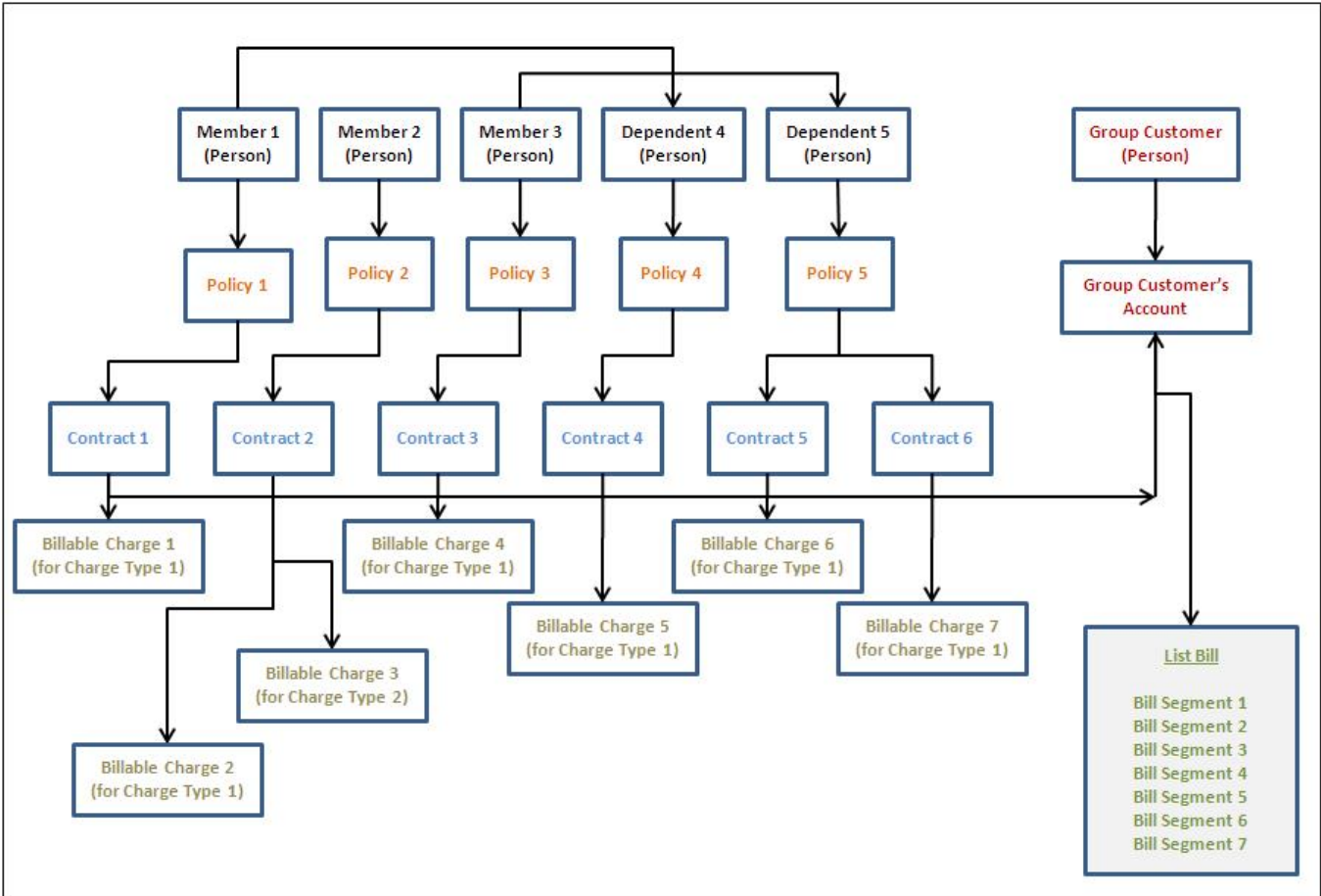
For more information on how to implement the group billing functionality, see [Implementing Group Billing](#) on page 247.

## 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 4<sup>th</sup> October, the recurring bill segments will be created on 4<sup>th</sup> 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.

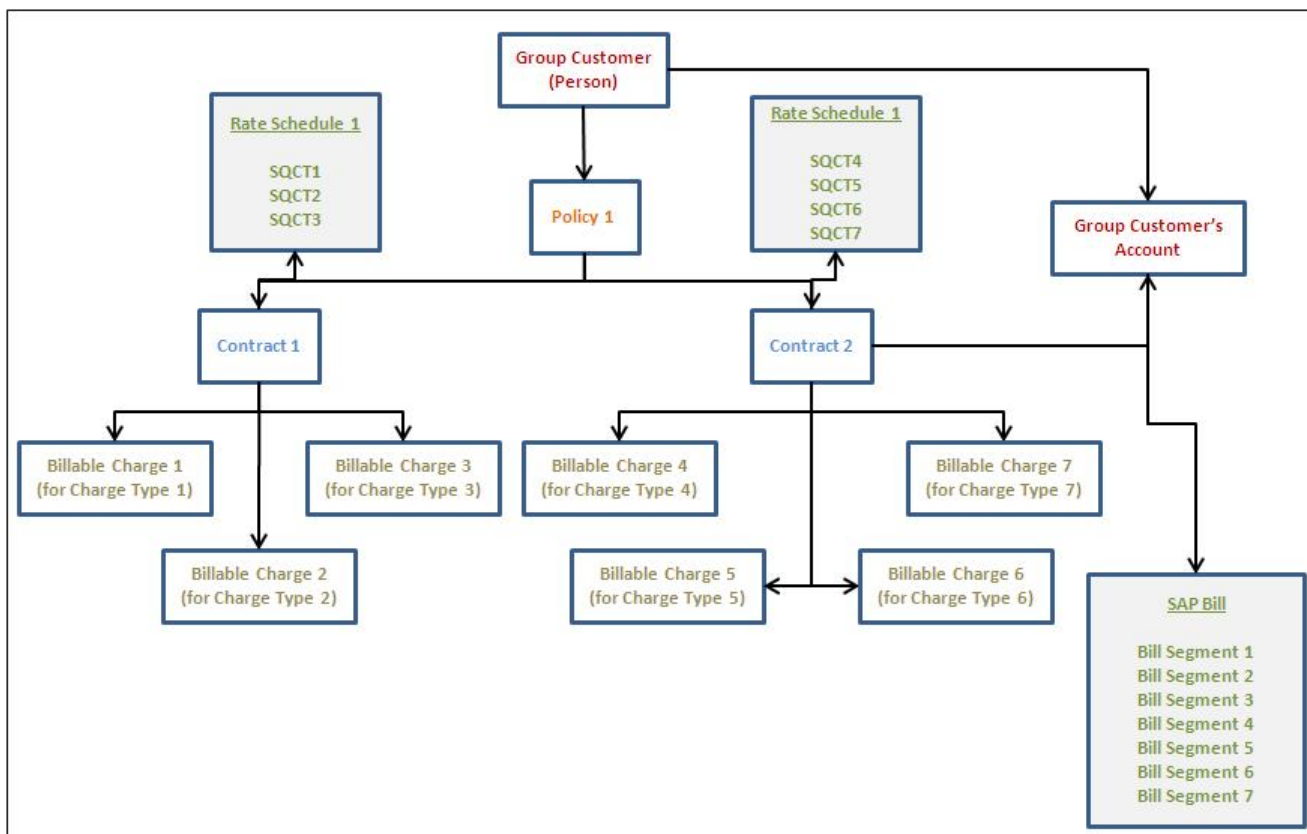
## Self Administered Plan (SAP) Billing

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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:

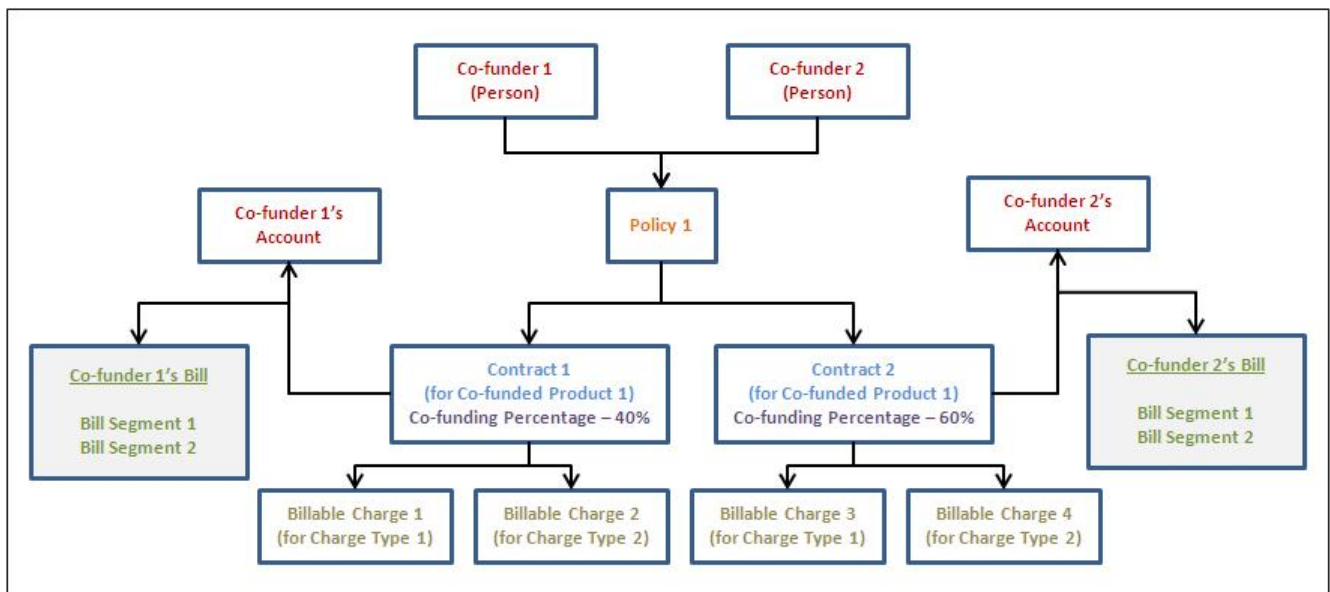
**Employee Category (Charge Type Description), Product (Contract Type Description), Bill Segment Start Date – Bill Segment End Date, Policy Number, Count**

## 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.

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# Chapter 7

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## List Bill Reconciliation

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### 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**.

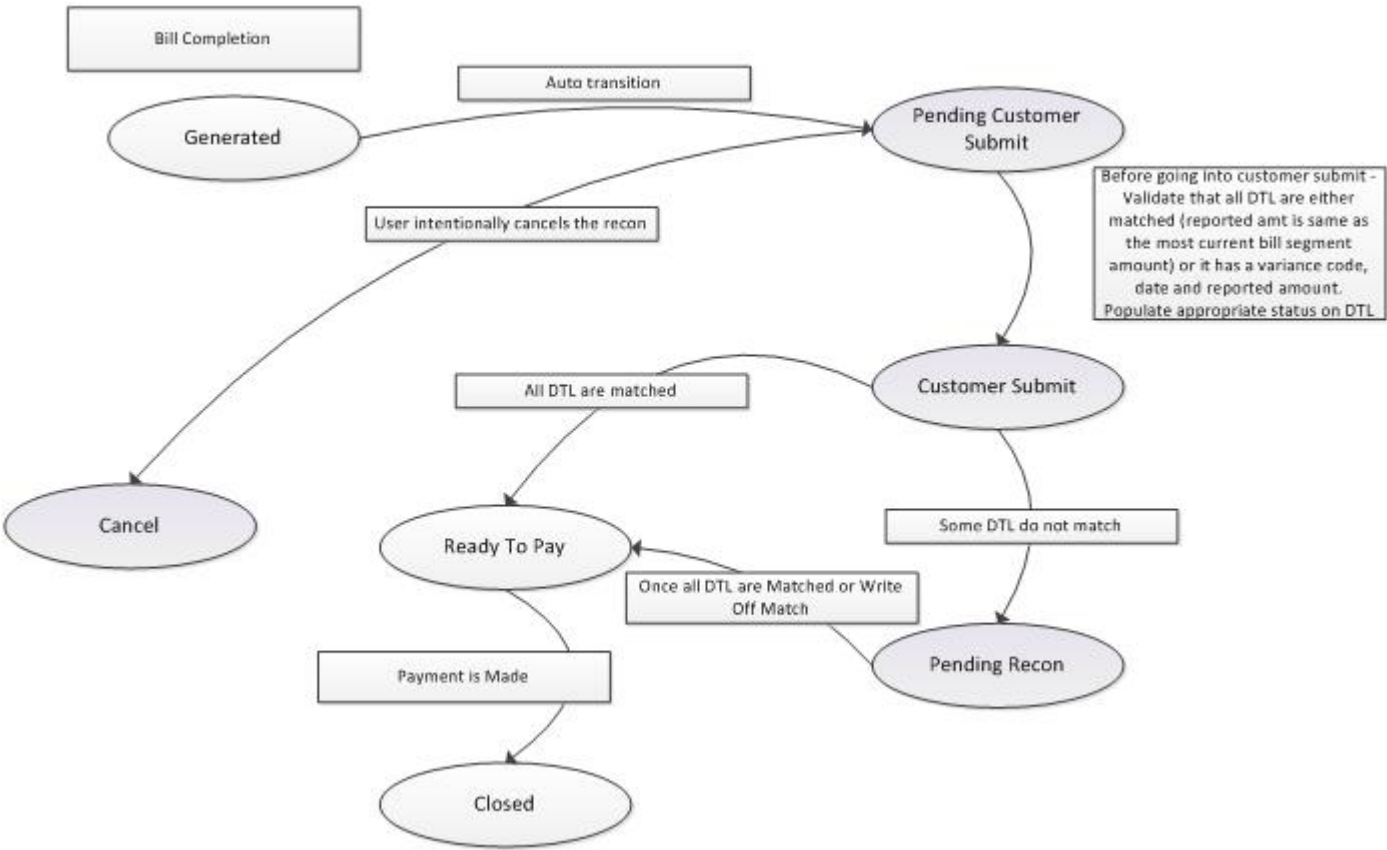
For more information on how to implement the list bill reconciliation functionality, see [Implementing List Bill Reconciliation](#) on page 249.

## 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 <b>Generated</b> . 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 <b>Pending Customer Submit</b> .
Pending Customer Submit	You can specify the following details only when the status of the reconciliation object is <b>Pending Customer Submit</b> : <ul style="list-style-type: none"> <li>• The amount reported by the group customer</li> <li>• The reason why the reported and the billed amounts do not match</li> <li>• The date from when the reason is effective</li> </ul>
Customer Submit	Once the reconciliation object is submitted, the status of the reconciliation object is changed to <b>Customer Submit</b> . However, this is a transitory status.
Ready To Pay	If the status of all the lines in the reconciliation object is <b>Match</b> , <b>WD-Match</b> , or <b>Manual Match</b> , the status of the reconciliation object is changed from <b>Customer Submit</b> to <b>Ready To Pay</b> .
Pending Recon	If the status of any line in the reconciliation object is <b>Pending Recon</b> , the status of the reconciliation object is changed from <b>Customer Submit</b> to <b>Pending Recon</b> .
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 <b>Ready To Pay</b> to <b>Closed</b> .
Cancelled	You can cancel a reconciliation object when it is in the <b>Pending Customer Submit</b> status. On canceling the reconciliation object, the status of the reconciliation object is changed from <b>Pending Customer Submit</b> to <b>Cancelled</b> .

The following figure graphically illustrates the reconciliation object lifecycle.



## Reconciliation Object Line Lifecycle

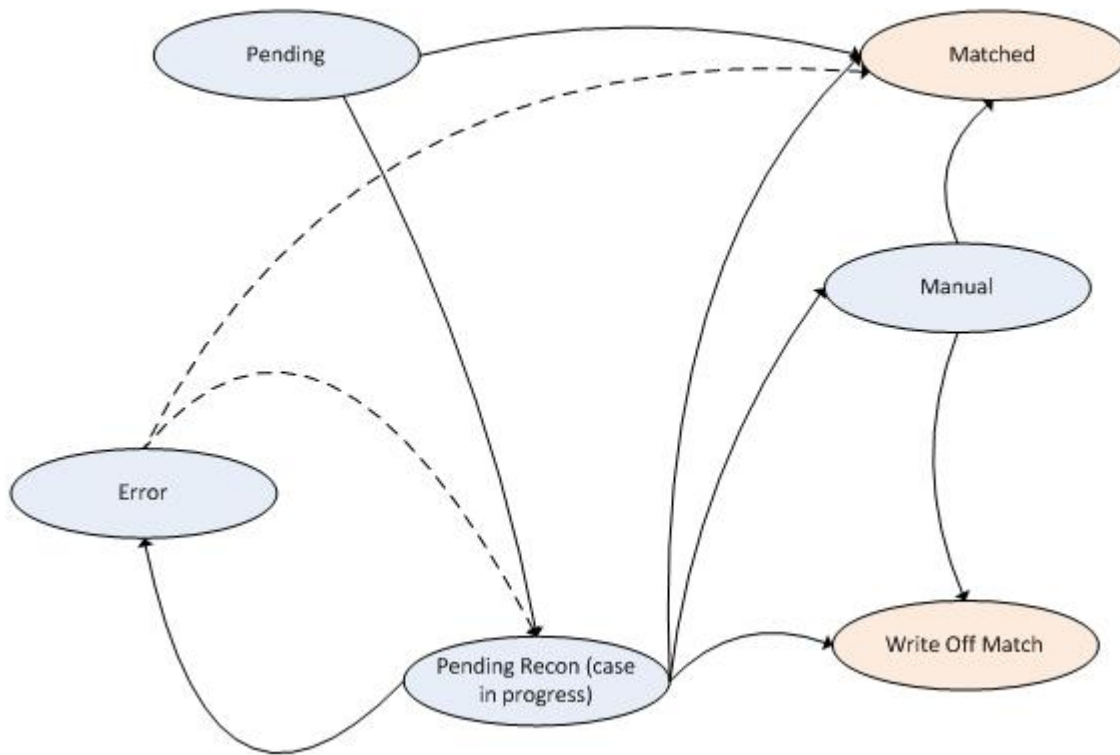
A line in a reconciliation object may go through the following statuses in its lifecycle:

Status	Description
Pending	Initially, when a reconciliation object is in the <b>Generated</b> or <b>Pending Customer Submit</b> status, all the lines in the reconciliation object are in the <b>Pending</b> status.
Pending Recon	If the reconciliation object is in the <b>Customer Submit</b> 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 <b>Pending Recon</b> .
Match	If the reconciliation object is in the <b>Customer Submit</b> status, and the reported and the billed amounts of a reconciliation object line match, the status of the reconciliation object line is changed to <b>Match</b> .
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 <b>WD-Match</b> .
Manual	If the reconciliation object is in the <b>Pending Recon</b> 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 <b>Manual</b> .
Manual Match	If a line in the reconciliation object is resolved through manual intervention, the status of the reconciliation object line is changed to <b>Manual Match</b> .



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 <b>Error</b> .

The following figure graphically illustrates the lifecycle of a reconciliation object line.

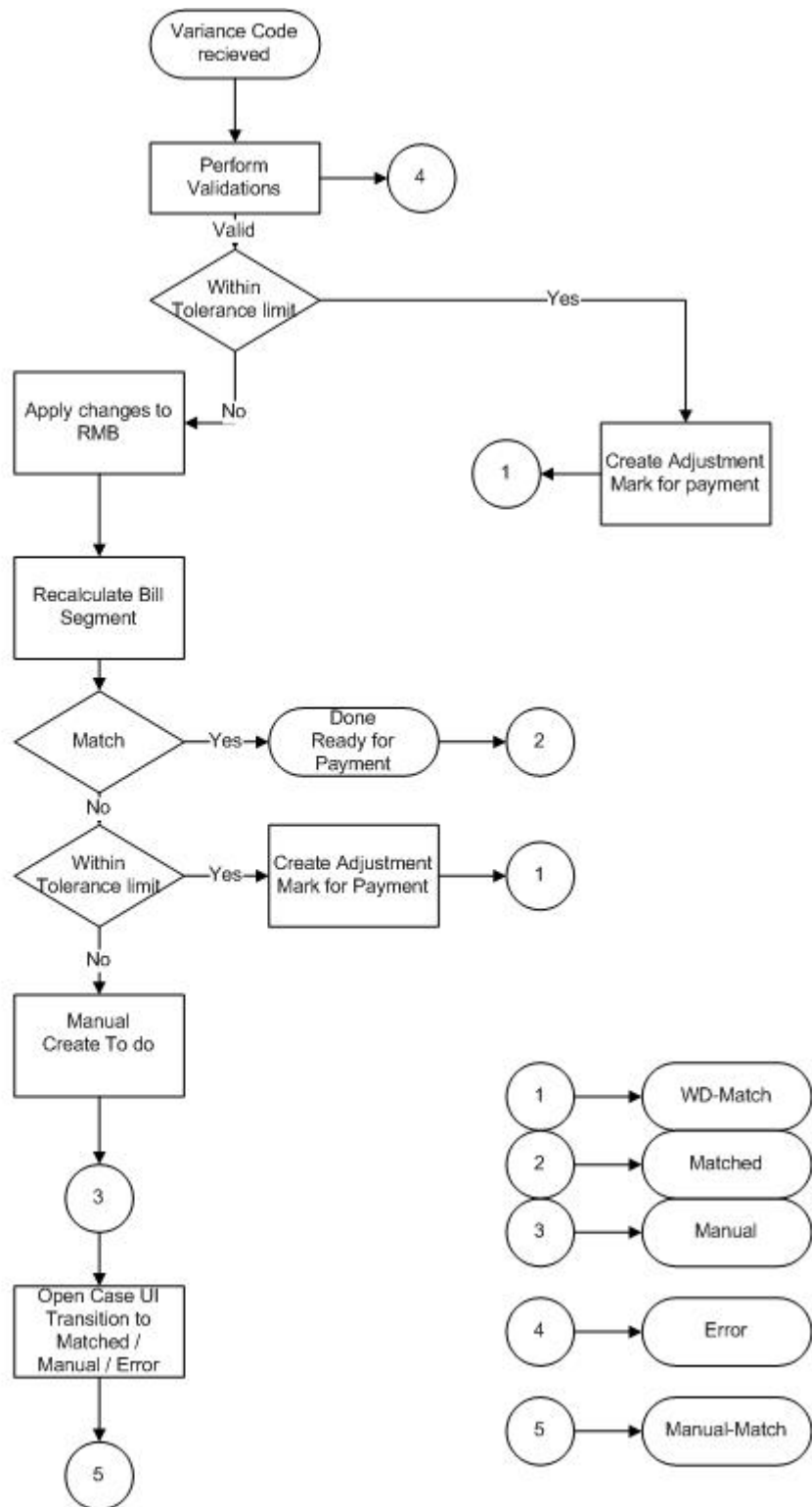


## Sample Case Workflow

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 171
- [Reconciliation Object Log](#) on page 172

## 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. <b>Note:</b> 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"> <li>• Cancelled</li> <li>• Closed</li> <li>• Customer Submit</li> <li>• Generated</li> <li>• Pending Customer Submit</li> <li>• Pending Recon</li> <li>• Ready To Pay</li> </ul>	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. <b>Note:</b> It has a link. On clicking the link, the <b>Reconciliation Detail</b> 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. <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> 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. <b>Note:</b> It has a link. On clicking the link, the <b>Bill</b> 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 <b>Edit</b> (✎) icon, the <b>Reconciliation Edit</b> 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
How to edit a reconciliation object	<a href="#">Editing a Reconciliation Object</a> on page 173

## 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 220.

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	<a href="#">Viewing Log of a Reconciliation Object</a> on page 175

## 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...
<b>Reconciliation Object</b> screen	<a href="#">Reconciliation Object</a> on page 170
<b>Search</b> zone	<a href="#">Search</a> on page 171

## 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) <b>Note:</b> This field is required when you are defining a characteristic for the reconciliation object.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> 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. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> 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.

- Enter comments for the reconciliation object, if required.
- 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**.

- 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
How to define characteristics for a reconciliation object	<a href="#">Defining Characteristics for a Reconciliation Object</a> on page 174

## **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:

- Search for the reconciliation object in the **Reconciliation Object** screen.
- 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
How to edit a reconciliation object	<a href="#">Editing a Reconciliation Object</a> on page 173
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 221

## 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
<b>Reconciliation Object Log</b> zone	<a href="#">Reconciliation Object Log</a> on page 172

## 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 176
- [Search](#) on page 177
- [Reconciliation Object Line - Cases](#) on page 179
- [Reconciliation Object Line - Log](#) on page 179

### 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Bill</b> 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. <b>Note:</b> This button is enabled only when the reconciliation object is in the <b>Pending Customer Submit</b> status.
Cancel Recon	Used to cancel the reconciliation object. <b>Note:</b> This button is enabled only when the reconciliation object is in the <b>Pending Customer Submit</b> 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. <b>Note:</b> 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"> <li>• Error</li> <li>• Manual</li> <li>• Manual Match</li> <li>• Match</li> <li>• Pending</li> <li>• Pending Recon</li> <li>• WriteOff Match</li> </ul>	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.  <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> 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 <b>Edit</b> (✎) icon, the <b>Edit Reconciliation Object Line</b> 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	<a href="#">Searching for a Reconciliation Object Line</a> on page 181
How to edit a reconciliation object line	<a href="#">Editing a Reconciliation Object Line</a> on page 183
How to use the <b>Quick Edit</b> functionality	<a href="#">Using the Quick Edit Functionality</a> on page 187
How to view the log of a reconciliation object line	<a href="#">Viewing Log of a Reconciliation Object Line</a> on page 187
How to view the cases logged against a reconciliation object line	<a href="#">Viewing Cases Logged against a Reconciliation Object Line</a> on page 186
How to add a reconciliation object line	<a href="#">Adding a Reconciliation Object Line</a> on page 181

## 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.  <b>Note:</b> It has a link. On clicking the link, the <b>Case</b> 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 220.

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	<a href="#">Viewing Cases Logged against a Reconciliation Object Line</a> on page 186

## 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 220.

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	<a href="#">Viewing Log of a Reconciliation Object Line</a> on page 187

## 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
<b>Reconciliation Object Details</b> screen	<a href="#">Reconciliation Object Details</a> on page 176
<b>Reconciliation Object</b> zone	<a href="#">Reconciliation Object</a> on page 176

## 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
<b>Reconciliation Object Details</b> screen	<a href="#">Reconciliation Object Details</a> on page 176
<b>Reconciliation Object</b> zone	<a href="#">Reconciliation Object</a> on page 176

## 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
<b>Reconciliation Object Details</b> screen	<a href="#">Reconciliation Object Details</a> on page 176
<b>Search</b> zone	<a href="#">Search</a> on page 177

## 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. <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> 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.  <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional)  <b>Note:</b> 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
How to define characteristics for a reconciliation object line	<a href="#">Defining Characteristics for a Reconciliation Object Line</a> on page 185

## 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.  <b>Note:</b> You can edit this field only when the reconciliation object is in the <b>Pending Customer Submit</b> status or when the reconciliation object line is in the <b>Error</b> status.	Yes
Reason Code	Used to indicate the reason why the reported and the billed amounts do not match.  <b>Note:</b> You can edit this field only when the reconciliation object is in the <b>Pending Customer Submit</b> status or when the reconciliation object line is in the <b>Error</b> status.	Yes (Conditional)  <b>Note:</b> 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.  <b>Note:</b> You can edit this field only when the reconciliation object is in the <b>Pending Customer Submit</b> status or when the reconciliation object line is in the <b>Error</b> status.	Yes (Conditional)  <b>Note:</b> 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.  <b>Note:</b> You cannot edit this field when the reconciliation object is in the <b>Cancelled</b> 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) <b>Note:</b> 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) <b>Note:</b> 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. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> 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.

- Enter the reported amount in the respective field.
- 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.
- Enter comments for the reconciliation object line, if required.
- Define characteristics for the reconciliation object line, if required.
- 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	<a href="#">Searching for a Reconciliation Object Line</a> on page 181
How to define characteristics for a reconciliation object line	<a href="#">Defining Characteristics for a Reconciliation Object Line</a> on page 185

## **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:

- 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.

- 3. 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.

- 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 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.

- 7. 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	<a href="#">Searching for a Reconciliation Object Line</a> on page 181
How to edit a reconciliation object line	<a href="#">Editing a Reconciliation Object Line</a> on page 183
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 221

**Viewing Cases Logged against a Reconciliation Object Line**

**Procedure**

To view the cases logged against 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. 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	<a href="#">Searching for a Reconciliation Object Line</a> on page 181
<b>Reconciliation Object Line - Cases</b> zone	<a href="#">Reconciliation Object Line - Cases</a> on page 179

## 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	<a href="#">Searching for a Reconciliation Object Line</a> on page 181
<b>Reconciliation Object Line - Log</b> zone	<a href="#">Reconciliation Object Line - Log</a> on page 179

## 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.  <b>Note:</b> 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"> <li>• Error</li> <li>• Manual</li> <li>• Manual Match</li> <li>• Match</li> <li>• Pending</li> <li>• Pending Recon</li> <li>• WriteOff Match</li> </ul>	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 <b>Plus</b> (+) icon, you can add a new line in the reconciliation object.  <b>Note:</b> This icon is available only when the reconciliation object is in the <b>Pending Customer Submit</b> status.	Not applicable
Select All for Match	Used to select one or more reconciliation object lines before clicking the <b>Match</b> button.	Not applicable
Member Name	Displays the name of the subscriber for whom the line is created in the reconciliation object.  <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> 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.  <b>Note:</b> You can edit this field only when the reconciliation object is in the <b>Pending Customer Submit</b> status or when the reconciliation object line is in the <b>Error</b> 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.  <b>Note:</b> You can edit this field only when the reconciliation object is in the <b>Pending Customer Submit</b> status or when the reconciliation object line is in the <b>Error</b> status.	Yes (Conditional)  <b>Note:</b> 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.  <b>Note:</b> You can edit this field only when the reconciliation object is in the <b>Pending Customer Submit</b> status or when the reconciliation object line is in the <b>Error</b> status.	Yes (Conditional)  <b>Note:</b> 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
How to define characteristics for a reconciliation object line	<a href="#">Defining Characteristics for a Reconciliation Object Line</a> on page 185
How to automatically enter the reported amount	<a href="#">Automatically Entering the Reported Amount</a> on page 191

## 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	<a href="#">Searching for a Reconciliation Object</a> on page 172
<b>Reconciliation Object Details</b> screen	<a href="#">Reconciliation Object Details</a> on page 176
How to use the quick edit functionality	<a href="#">Using the Quick Edit Functionality</a> on page 187

## 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	<a href="#">Searching for a Reconciliation Object Line</a> on page 181

**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 169.

**Procedure**

To manually resolve 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.
- Click the link in the **Case Information** column corresponding to the case that you want to resolve.  
The **Case** screen appears.
- 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.
- 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.
- 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	<a href="#">Searching for a Reconciliation Object Line</a> on page 181
<b>Reconciliation Object Line - Cases</b> zone	<a href="#">Reconciliation Object Line - Cases</a> on page 179



## 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 193

### 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 <b>Ready To Pay</b> status.
Editable	Indicates whether the following fields are editable in this status: <ul style="list-style-type: none"> <li>• Reported Amount</li> <li>• Reason Code</li> <li>• Reason Code Effective Date</li> </ul>
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Edit Reconciliation Object Line Status</b> screen appears where you can edit the details of the status.
Delete	On clicking the <b>Delete</b> (🗑) 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 220.

#### Related Topics

For more information on...	See...
How to define a reconciliation object line status	<a href="#">Defining a Reconciliation Object Line Status</a> on page 193
How to edit a reconciliation object line status	<a href="#">Editing a Reconciliation Object Line Status</a> on page 194
How to delete a reconciliation object line status	<a href="#">Deleting a Reconciliation Object Line Status</a> on page 195

## 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 <b>Ready To Pay</b> status.	No
Editable	Used to indicate whether the following fields are editable in this status: <ul style="list-style-type: none"> <li>Reported Amount</li> <li>Reason Code</li> <li>Reason Code Effective Date</li> </ul>	No

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

The reconciliation object line status is defined.

#### Related Topics

For more information on...	See...
<b>Reconciliation Object Line Status</b> screen	<a href="#">Reconciliation Object Line Status</a> on page 193
<b>Reconciliation Object Line Statuses</b> zone	<a href="#">Reconciliation Object Line Statuses</a> on page 193

## 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 <b>Ready To Pay</b> status.	No
Editable	Used to indicate whether the following fields are editable in this status: <ul style="list-style-type: none"> <li>Reported Amount</li> <li>Reason Code</li> <li>Reason Code Effective Date</li> </ul>	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	<a href="#">Reconciliation Object Line Status</a> on page 193
Reconciliation Object Line Statuses zone	<a href="#">Reconciliation Object Line Statuses</a> on page 193

## 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	<a href="#">Reconciliation Object Line Status</a> on page 193
Reconciliation Object Line Statuses zone	<a href="#">Reconciliation Object Line Statuses</a> on page 193



## 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 196

### 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 <b>Edit</b>  icon, the <b>Reason Code</b> screen appears where you can edit the reason code.
Delete	On clicking the <b>Delete</b>  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 220.

#### Related Topics

For more information on...	See...
How to define a reason code	<a href="#">Defining a Reason Code</a> on page 196
How to edit a reason code	<a href="#">Editing a Reason Code</a> on page 198
How to delete a reason code	<a href="#">Deleting a Reason Code</a> on page 200

### Defining a Reason Code

#### Procedure

To define 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 **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) <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> This field is required when you want to specify an algorithm for the reason code.
Algorithm	Used to specify the algorithm.	Yes (Conditional) <b>Note:</b> This field is required when you want to specify an algorithm for the reason code.

5. 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.
6. Click **Save**.
- The reason code is defined.

**Related Topics**

For more information on...	See...
Reason Code screen	<a href="#">Reason Code</a> on page 196
Reason Codes zone	<a href="#">Reason Codes</a> on page 196
How to search for a case type	<a href="#">Searching for a Case Type</a> on page 229
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 221
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 226

**Editing a Reason Code**

**Procedure**

- To edit 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 **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)  <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> 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) <b>Note:</b> This field is required when you want to specify an algorithm for the reason code.
Algorithm	Used to specify the algorithm.	Yes (Conditional) <b>Note:</b> 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...
<b>Reason Code</b> screen	<a href="#">Reason Code</a> on page 196
<b>Reason Codes</b> zone	<a href="#">Reason Codes</a> on page 196
How to search for a case type	<a href="#">Searching for a Case Type</a> on page 229

For more information on...	See...
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 221
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 226

Deleting a Reason Code

**Procedure**

To delete 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 **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.
- Click **OK**.  
The reason code is deleted.

**Related Topics**

For more information on...	See...
<b>Reason Code</b> screen	<a href="#">Reason Code</a> on page 196
<b>Reason Codes</b> zone	<a href="#">Reason Codes</a> on page 196



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# Chapter

# 8

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## Off Cycle Billing

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### Topics:

- [Defining the Off Cycle Billing Characteristic Type](#)
- [Setting the C1-OFFCYCBIL Feature Configuration](#)

Initially, you were only able to carry out billing based on the bill cycle (defined for the account) in Oracle Revenue Management and Billing. In other words, you were able to generate a bill for a bill cycle using the billable charges that fall within the bill cycle. However, there might be situations where you have received certain billing information after the bill is generated for the bill cycle. In such scenarios, you would like to generate a separate bill for the newly created billable charges.

Oracle Revenue Management and Billing now provides you with the off cycle billing feature where you can generate adhoc bills, if required. However, note that you can generate off cycle bills only through a batch process.

To enable the off cycle billing feature, you need to:

1. Define the Off Cycle Billing characteristic type
2. Set the C1-OFFCYCBIL feature configuration

Once the off cycle billing feature is enabled, you need to define the **OFFCYC-BILLING** parameter in the **BILLING** batch control. You can either set the value of this parameter to **Y** or **N**.

**Note:** If you do not set the value of this parameter, the system will automatically set the value of this parameter to **N** during the batch job submission.

A bill is generated using the billable charges. Now, in order to differentiate between the normal and off cycle billable charges, you need to define the **OFFCYCBL** characteristic type for an off cycle billable charge. If the value of the characteristic type is set to **Y**, the system will consider the billable charge during off cycle billing.

There is no change in the bill generation process. Only, the way the billable charges are processed has changed when you enable the off cycle billing feature. The following tables explain how the system behaves during the normal and off cycle billing:

If the bill is generated through the user interface and...	Then
The off cycle billing feature is enabled	The bill will only have bill segments which are generated from the normal billable charges (that is, where the <b>OFFCYCBL</b> characteristic type is not defined).
The off cycle billing feature is disabled	The bill will have bill segments which are generated from both the normal and off cycle billable charges.

If the bill is generated through the BILLING batch control and...	Then
The OFFCYC-BILLING parameter in the BILLING batch control is set to Y after enabling the off cycle billing feature	The bill will only have bill segments which are generated from the off cycle billable charges.
The OFFCYC-BILLING parameter in the BILLING batch control is set to N after enabling the off cycle billing feature	The bill will only have bill segments which are generated from the normal billable charges.
The off cycle billing feature is disabled	The bill will have bill segments which are generated from both the normal and off cycle billable charges.

## Defining the Off Cycle Billing Characteristic Type

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### Procedure

To define the Off Cycle Billing characteristic 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 **Characteristic Type**.  
The **Characteristic Type** screen appears.
4. Enter OFFCYCBL in the **Characteristic Type** field.
5. Enter Off Cycle Billing in the **Description** field.
6. Select the **Predefined Value** option from the **Type of Char Value** list.
7. Select the **Not Allowed** option from the **Allow Search by Char Val** list.
8. Enter Y in the **Characteristic Value** field and Yes in the **Description** field.
9. Click the **Characteristic Entities** tab.  
The **Characteristic Entities** tab appears.
10. Select the **Billable Charge** option from the **Characteristic Entity** list.
11. Click the **Plus** (+) icon to associate characteristic type with one more entity.
12. Select the **Bill** option from the **Characteristic Entity** list.
13. Click the **Save** link in the **Actions/Navigation** area.

The characteristic type is defined.

### Related Topics

For more information on...	See...
Off Cycle Billing	<a href="#">Off Cycle Billing</a> on page 201
How to set the C1-OFFCYCBIL feature configuration	<a href="#">Setting the C1-OFFCYCBIL Feature Configuration</a> on page 203

## Setting the C1-OFFCYCBIL Feature Configuration

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### Prerequisites

To set the C1-OFFCYCBIL feature configuration, you should have:

- Off Cycle Billing characteristic type defined in the system

### Procedure


To set the C1-OFFCYCBIL 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-OFFCYCBIL** 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)
Off Cycle Billing Characteristic	Used to specify the off cycle billing characteristic type.	Yes

- 6. Enter OFFCYCBL in the **Value** field.
- 7. Click the **Save** link in the **Actions/Navigation** area.

The changes made to the C1-OFFCYCBIL feature configuration are saved.

**Related Topics**

For more information on...	See...
Off Cycle Billing	<a href="#">Off Cycle Billing</a> on page 201
How to define the Off Cycle Billing characteristic type	<a href="#">Defining the Off Cycle Billing Characteristic Type</a> on page 203

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# Chapter

# 9

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## Reporting

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### 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. <b>Note:</b> You can search for a report by clicking the <b>Search</b> (  ) 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.  <b>Note:</b> For some of the parameters, the default value is displayed. These default values are defined for the parameters in the <b>Report Definition</b> screen.	Yes (Conditional)  <b>Note:</b> 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	<a href="#">Generating the CI_CSEOPN Report</a> on page 207
How to generate the CI_CSESGS report	<a href="#">Generating the CI_CSESGS Report</a> on page 209
How to generate the CI_CSESTS report	<a href="#">Generating the CI_CSESTS Report</a> on page 210
How to generate the CI_CUSTCN report	<a href="#">Generating the CI_CUSTCN Report</a> on page 211
How to generate the CI_GLACSM report	<a href="#">Generating the CI_GLACSM Report</a> on page 212
How to generate the CI_LTRGN_ENG report	<a href="#">Generating the CI_LTRGN_ENG Report</a> on page 213
How to generate the CI_PMTBAL report	<a href="#">Generating the CI_PMTBAL Report</a> on page 214
How to generate the CI_RCVAGA report	<a href="#">Generating the CI_RCVAGA Report</a> on page 215
How to generate the CI_TDENTR report	<a href="#">Generating the CI_TDENTR Report</a> on page 216
How to generate the CI_TXPYBL report	<a href="#">Generating the CI_TXPYBL Report</a> on page 217

## 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.  <b>Note:</b> 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.  <b>Note:</b> 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.  <b>Note:</b> 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.  <b>Note:</b> 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 <b>First Bucket High Limit</b> 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 <b>Second Bucket High Limit</b> 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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206



## 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.  <b>Note:</b> 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.  <b>Note:</b> 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.  <b>Note:</b> 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 <b>First Bucket High Limit</b> 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 <b>Second Bucket High Limit</b> 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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

## 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"> <li>Cases that are created on or after the specified date and are currently open</li> <li>Cases that are closed on or after the specified date</li> </ul>	No
End date (YYYY-MM-DD)	Used to search for the following: <ul style="list-style-type: none"> <li>Cases that are created on or before the specified date and are currently open</li> <li>Cases that are closed on or before the specified date</li> </ul>	No
Case Condition	Used to indicate whether you want to generate the report for open or closed cases. <ul style="list-style-type: none"> <li>OPEN</li> <li>CLSD</li> </ul> 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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

## 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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

## **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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

## 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 <b>N</b> .	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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

**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.  <b>Note:</b> 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.  <b>Note:</b> 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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

## 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.  <b>Note:</b> If you do not specify the cutoff date, the system sets the cutoff date to the current date minus seven days.	No
1 <sup>st</sup> Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days.	Yes
2 <sup>nd</sup> 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 <b>First Bucket High Limit</b> field.	Yes
3 <sup>rd</sup> 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 <b>Second Bucket High Limit</b> 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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

## 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. <b>Note:</b> 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. <b>Note:</b> 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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

## 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.  <b>Note:</b> 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.  <b>Note:</b> 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...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 206
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 206

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# Appendix

## A

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### Most Commonly Used Tasks

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#### 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

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You can change the layout of the zone by:

- [Removing a Column from the Zone](#) on page 220
- [Adding a Column to the Zone](#) on page 220
- [Rearranging Columns in the Zone](#) on page 220

### 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	<a href="#">Changing the Layout</a> on page 220

### 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	<a href="#">Changing the Layout</a> on page 220

### 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	<a href="#">Changing the Layout</a> on page 220

## 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	<a href="#">Associating a Person with the Policy</a> 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	<a href="#">Defining Characteristics for the Policy</a> on page 87
How to associate a characteristic type with the policy — person combination	<a href="#">Defining Characteristics for the Policy — Person Combination</a> on page 89
How to define characteristics for a charge type	<a href="#">Defining Characteristics for a Charge Type</a> on page 150

## Searching for an Account

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**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

- 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.

- 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	<a href="#">Associating a Contract with the Policy</a> on page 89

## **Searching for a Contract Type**

### **Procedure**

To search for a contract type:

- 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

- 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	<a href="#">Associating a Contract with the Policy</a> 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	<a href="#">Linking a Charge Type to a Contract Type</a> on page 153
How to edit a link between a charge type and a contract type	<a href="#">Editing a Link between a Charge Type and a Contract Type</a> on page 154

## 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	<a href="#">Linking a Charge Type to a Contract Type</a> on page 153
How to edit a link between a charge type and a contract type	<a href="#">Editing a Link between a Charge Type and a Contract Type</a> on page 154

## Searching for a Service Quantity Identifier (SQI)

**Procedure**

To search for a SQL:


1. Click the **Search** () icon corresponding to the **SQL** field.

The **Search SQL** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
SQL	Used to specify the SQL.	No
Description	Used to specify the description of the SQL.	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
SQL	Displays the SQL.
Description	Displays the description of the SQL.

**Related Topics**

For more information on...	See...
How to link a charge type to a contract type	<a href="#">Linking a Charge Type to a Contract Type</a> on page 153
How to edit a link between a charge type and a contract type	<a href="#">Editing a Link between a Charge Type and a Contract Type</a> on page 154

## Searching for an Algorithm

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**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.

- 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	<a href="#">Linking a Charge Type to a Contract Type</a> on page 153
How to edit a link between a charge type and a contract type	<a href="#">Editing a Link between a Charge Type and a Contract Type</a> on page 154

## Searching for an Account

### Procedure

To search for the broker's account:

- 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

- Enter the search criteria.
- 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	<a href="#">Creating an External Statement</a> on page 54
How to edit an external statement	<a href="#">Editing an External Statement</a> 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) <b>Note:</b> This field is required when you are searching for bills using the <b>On or After Bill Date</b> field.
On or After Bill Date	Used to search for bills which are created on or after the specified date. <b>Note:</b> 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	<a href="#">Creating an External Statement</a> on page 54
How to edit an external statement	<a href="#">Editing an External Statement</a> 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	<a href="#">Defining a Reason Code</a> on page 196
How to edit a reason code	<a href="#">Editing a Reason Code</a> on page 198



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# Appendix

# B

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## Administration

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### 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 <b>ADJT-GL</b> 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"> <li><b>M</b> — Used to realize revenue every last calendar or business day of the month.</li> <li><b>W</b> — Used to realize revenue every Sunday or last business day of the week.</li> <li><b>D</b> — Used to realize revenue at the end of every calendar or business day.</li> </ul>	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"> <li><b>C</b> — Used to indicate calendar days.</li> <li><b>B</b> — Used to indicate business days.</li> </ul>	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) <b>Note:</b> 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) <b>Note:</b> 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	<a href="#">Deferred Revenue Recognition</a> on page 45

## Implementing Pay Plan

You need to define the following to implement the pay plan functionality:

- [Characteristic Types](#) on page 234
- [Distribution Codes](#) on page 234
- [Adjustment Types](#) on page 235
- [Algorithms](#) on page 236

**Related Topics**

For more information on...	See...
Pay Plan functionality	<a href="#">Pay Plan</a> 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 <b>Assign GL Accounts</b> algorithm.	Adhoc Value <b>Note:</b> The <b>Foreign Key Value</b> 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 <b>Assign GL Accounts</b> algorithm.	Adhoc Value <b>Note:</b> The <b>Foreign Key Value</b> 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 <b>Assign GL Accounts</b> algorithm.	Adhoc Value <b>Note:</b> The <b>Foreign Key Value</b> type cannot be used because the Distribution Code entity does not support it.	-	Distribution Code

**Related Topics**

For more information on...	See...
Pay Plan	<a href="#">Pay Plan</a> on page 109
How to implement the pay plan functionality	<a href="#">Implementing Pay Plan</a> on page 233

**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)	<div>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.</div> <div>This distribution code must have the following characteristic types:</div> <table><tr><th>Characteristic Type</th><th>Characteristic Value</th></tr><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></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	<a href="#">Pay Plan</a> on page 109
How to implement the pay plan functionality	<a href="#">Implementing Pay Plan</a> on page 233

## 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 <b>Write Down Small Underpayments</b> algorithm.	Write Off Expense distribution code	ADJT-NM

### Related Topics

For more information on...	See...
Pay Plan	<a href="#">Pay Plan</a> on page 109
How to implement the pay plan functionality	<a href="#">Implementing Pay Plan</a> on page 233

## 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 <b>Inactive</b> . 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	<b>Business Object:</b> Pay Plan Template (C1-PayPlanTplCompl) <b>System Event:</b> 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	<b>Business Object:</b> Pay Plan Template (C1-PayPlanTplCompl) <b>System Event:</b> 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	<b>Business Object:</b> Pay Plan Template (C1-PayPlanTplCompl) <b>System Event:</b> 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	<b>Business Object:</b> Pay Plan Template (C1-PayPlanTplCompl) <b>System Event:</b> 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	<b>Business Object:</b> Pay Plan (C1-PayPlan) <b>System Event:</b> 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	<b>Contract Type:</b> Any <b>System Event:</b> Contract Creation

Algorithm	Description	Algorithm Type	Triggered By										
Create Billable Charges from Invoice Schedule (C1-BCGEN)	<div>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:</div> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>UOM for COM</td><td>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>UOM for TAX</td><td>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>Charge Type Category COM</td><td>Used to specify the category defined for the commission charge type.</td></tr><tr><td>Charge Type Category TAX</td><td>Used to specify the category defined for the tax charge type.</td></tr></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	<b>Customer Class:</b> Any <b>System Event:</b> 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	<b>Bill Segment Type:</b> Any <b>System Event:</b> 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	<b>Bill Segment Type:</b> Any <b>System Event:</b> Financial Algorithm										

Algorithm	Description	Algorithm Type	Triggered By								
Adjust Pay Plan Invoice Schedule (C1-AJUINVSCH)	<div>This algorithm updates an invoice schedule whenever an adjustment is used to adjust a bill. The following parameters are defined in this algorithm:</div> <table><tr><th>Parameter</th><th>Value</th></tr><tr><td>Adjustment Type</td><td>ADJ BILL</td></tr></table>	Parameter	Value	Adjustment Type	ADJ BILL	C1-AJUINVSCH	<b>Adjustment Type:</b> Any <b>System Event:</b> Adjustment Freeze				
Parameter	Value										
Adjustment Type	ADJ BILL										
Write Down Small Underpayments (C1-WRITEDOWN)	<div>This algorithm writes down underpayments based on a certain tolerance limit. The write down is done by applying an adjustment.</div> <div>The following parameters are defined in this algorithm:</div> <table><tr><th>Parameter</th><th>Value</th></tr><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></table>	Parameter	Value	Threshold Type (P or F)	P	Threshold Amount	1	Write Down Adjustment Type	WRITEDWN	C1-WRITEDOWN	<b>Customer Class:</b> Any <b>System Event:</b> Payment Freeze
Parameter	Value										
Threshold Type (P or F)	P										
Threshold Amount	1										
Write Down Adjustment Type	WRITEDWN										
Payment Distribution (PYDS-TRN-LVL)	This algorithm distributes the payment received from the customer automatically.	PYDS-TRN-LVL	<b>Customer Class:</b> Any <b>System Event:</b> Payment Distribution								
Apply Payment using the Bill ID (PYBL-TRN-LVL)	<div>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).</div> <div>The following parameters are defined in this algorithm:</div> <table><tr><th>Parameter</th><th>Value</th></tr><tr><td>How to handle overpayments (D/O)</td><td>D</td></tr></table>	Parameter	Value	How to handle overpayments (D/O)	D	PYBL-TRN-LVL	<b>Match Type:</b> Any <b>System Event:</b> Override Payment Distribution				
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><tr><th>Parameter</th><th>Value</th></tr><tr><td>How to handle overpayments (D/O)</td><td>D</td></tr></table>	Parameter	Value	How to handle overpayments (D/O)	D	PYSA-TRN-LVL	<p><b>Match Type:</b> Any</p> <p><b>System Event:</b> 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><tr><th>Parameter</th><th>Value</th></tr><tr><td>Premium Distribution Code Characteristic Type</td><td>INS PRM</td></tr><tr><td>Fee Distribution Code Characteristic Type</td><td>INS FEE</td></tr><tr><td>Tax Distribution Code Characteristic Type</td><td>INS TAX</td></tr><tr><td>Adjustment Type Characteristic Type that identifies the transaction type of the adjustment</td><td>TRAN TYP</td></tr></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><b>Distribution Code:</b> Any</p> <p><b>System Event:</b> 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)	<p>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.</p>	C1-POLINF	<p><b>Contract:</b> Any</p> <p><b>System Event:</b> 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	<b>Policy:</b> Any <b>System Event:</b> Policy Information						
Generate Invoice Schedule for New Business Premium (C1-GENINVSCH)	<div>This algorithm generates invoice schedule and adjustments for new business premium charge type.</div> <div>The following parameters are defined in this algorithm:</div> <table><tr><th>Parameter</th><th>Value</th></tr><tr><td>Charge Type Fee</td><td>Premium Fee</td></tr><tr><td>Charge Type Down Payment</td><td>Down Payment</td></tr></table>	Parameter	Value	Charge Type Fee	Premium Fee	Charge Type Down Payment	Down Payment	C1-GENINVSCH	<b>Contract Type — Charge Type Mapping:</b> Any <b>System Event:</b> Contract Charge Creation
Parameter	Value								
Charge Type Fee	Premium Fee								
Charge Type Down Payment	Down Payment								
Generate Invoice Schedule for Endorsement Premium (C1-ENDINVSCH)	<div>This algorithm generates invoice schedule and adjustments for endorsement premium charge type.</div> <div>The following parameters are defined in this algorithm:</div> <table><tr><th>Parameter</th><th>Value</th></tr><tr><td>Charge Type Fee</td><td>Endorsement Fee</td></tr></table>	Parameter	Value	Charge Type Fee	Endorsement Fee	C1-ENDINVSCH	<b>Contract Type — Charge Type Mapping:</b> Any <b>System Event:</b> 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	<b>Customer Class:</b> Any <b>System Event:</b> 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	<b>Customer Class:</b> Any <b>System Event:</b> 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	<b>Bill Segment Type:</b> Any <b>System Event:</b> 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	<b>Business Object:</b> Pay Plan (C1-PayPlan) <b>System Event:</b> 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"> <li>• Base Amount</li> <li>• Base Start Date</li> <li>• Base End Date</li> <li>• Base Days</li> <li>• Proration Start Date</li> <li>• Proration End Date</li> <li>• Proration Days</li> </ul>	C1-BILLPRO	<p><b>Contract Type — Charge Type Mapping:</b> Any</p> <p><b>System Event:</b> Proration Rule</p>

#### Related Topics

For more information on...	See...
Pay Plan	<a href="#">Pay Plan</a> on page 109
How to implement the pay plan functionality	<a href="#">Implementing Pay Plan</a> on page 233

## 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 241.

### 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 <b>Policy Person Role</b> screen.  <b>Note:</b> 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 <b>Policy Summary (Current Term)</b> zone.	Yes
Operating Company	Used to specify the policy person role defined for operating company in the <b>Policy Person Role</b> screen.  <b>Note:</b> 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 <b>Policy Summary (Current Term)</b> zone.	Yes
Underwriting Company	Used to specify the policy person role defined for underwriting company in the <b>Policy Person Role</b> screen.  <b>Note:</b> 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 <b>Policy Summary (Current Term)</b> zone.	Yes

- Enter the values for the required option types.
- Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

#### Related Topics

For more information on...	See...
<b>Policy Summary (Current Term)</b> zone	<a href="#">Policy Summary (Current Term)</a> on page 23

## Implementing Account Current

You need to define the following to implement the account current functionality:

- [Characteristic Types](#) on page 243
- [Adjustment Types](#) on page 243
- [Algorithms](#) on page 243

#### Related Topics

For more information on...	See...
Account Current functionality	<a href="#">Account Current</a> 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)	<p>This characteristic type indicates the external reference number of the external statement.</p> <p><b>Note:</b> 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.</p>	Adhoc Value	-	Bill

### Related Topics

For more information on...	See...
Account Current	<a href="#">Account Current</a> on page 49
How to implement the account current functionality	<a href="#">Implementing Account Current</a> on page 242

## 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	<a href="#">Account Current</a> on page 49
How to implement the account current functionality	<a href="#">Implementing Account Current</a> on page 242

## 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"><li>• Broker Account ID</li><li>• Broker Name</li><li>• Accounting Period</li><li>• Creation Date</li></ul>	C1_F_EXSMINF	<p><b>Business Object:</b> External Statement (C1-ExternalStatement)</p> <p><b>System Event:</b> 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"><li>• Broker Account ID</li><li>• Accounting Period</li></ul> <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 <b>Bill Not Found</b>. If yes, an error message is displayed.</p>	C1_F_EXSMVAL	<p><b>Business Object:</b> External Statement (C1-ExternalStatement)</p> <p><b>System Event:</b> Validation</p>				
Find Matching Bill and Generate Account Current Objects (C1-GENACC)	<p>This algorithm monitors an external statement with the status as <b>Pending</b>. 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 <b>Reconciliation in Progress</b>. If a matching bill cannot be determined within a given number of days, the system changes the status of the external statement to <b>Bill Not Found</b>.</p> <p>The following parameter must be defined in this algorithm:</p> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>Days To Try</td><td>Used to specify the number of days for which you want to keep searching for a matching bill.</td></tr></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><b>Business Object:</b> External Statement (C1-ExternalStatement)</p> <p><b>Lifecycle Status:</b> Pending</p> <p><b>System Event:</b> 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 <b>Reconciliation in Progress</b> . It checks the status of all the account current objects associated with the external statement. If all the account current objects are either <b>Matched</b> or <b>Deferred</b> , the system will automatically close the external statement.	C1-CLEXTSTMT	<b>Business Object:</b> External Statement (C1-ExternalStatement) <b>Lifecycle Status:</b> Reconciliation in Progress <b>System Event:</b> Monitor
Account Current Object Information (C1_F_ACURINF)	This algorithm generates the account current information string that appears throughout the application.	C1_F_ACURINF	<b>Business Object:</b> Account Current (C1-AccountCurrent) <b>System Event:</b> Information
Account Current Objects Pre-Processing (C1_F_ACPREPR)	This algorithm checks whether the status of the account current object is <b>Unmatched, Not Booked</b> , or <b>No External Item</b> . If so, the <b>Discrepancy Indicator</b> of the account current object is set to <b>Yes</b> . Otherwise, the <b>Discrepancy Indicator</b> of the account current object is set to <b>No</b> .	C1_F_ACPREPR	<b>Business Object:</b> Account Current (C1-AccountCurrent) <b>System Event:</b> 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	<b>Business Object:</b> Account Current (C1-AccountCurrent) <b>System Event:</b> 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 <b>Pending</b>. 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"> <li>• <b>Matched</b> — Indicates that the gross or net amount of the external statement item and the bill item matches.</li> <li>• <b>Unmatched</b> — Indicates that the gross or net amount of the external statement item and the bill item does not match.</li> <li>• <b>No External Item</b> — Indicates that the item does not exist in the external statement.</li> <li>• <b>Not Booked</b> — Indicates that the external statement item is not yet billed.</li> </ul>	C1-ACC-ENTST	<p><b>Business Object:</b> Account Current (C1-AccountCurrent)</p> <p><b>Lifecycle Status:</b> Pending</p> <p><b>System Event:</b> Enter</p>
Delete Account Current Objects (C1-EXSTDACC)	<p>This algorithm is triggered when the status of an external statement changes to <b>Pending</b>. It deletes all the account current objects associated with the external statement.</p>	C1-EXSTDACC	<p><b>Business Object:</b> External Statement (C1-ExternalStatement)</p> <p><b>Lifecycle Status:</b> Pending</p> <p><b>System Event:</b> Enter</p>

### Related Topics

For more information on...	See...
Account Current	<a href="#">Account Current</a> on page 49
How to implement the account current functionality	<a href="#">Implementing Account Current</a> on page 242

## 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.  <b>Note:</b> 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	<a href="#">Importing an External Statement</a> on page 57

## Implementing Group Billing

You need to define the following to implement the group billing functionality:

- [Algorithms](#) on page 248

#### Related Topics

For more information on...	See...
Group Billing functionality	<a href="#">Group Billing</a> on page 159

## 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	<b>Customer Class:</b> Any <b>System Event:</b> 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	<b>Customer Class:</b> Any <b>System Event:</b> 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	<b>Bill Segment Type:</b> Any <b>System Event:</b> 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	<b>Contract Type:</b> Any <b>System Event:</b> 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	<b>Contract Type:</b> Any <b>System Event:</b> 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	<b>Bill Segment Type:</b> Any <b>System Event:</b> 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"> <li>• Base Amount</li> <li>• Base Start Date</li> <li>• Base End Date</li> <li>• Base Days</li> <li>• Proration Start Date</li> <li>• Proration End Date</li> <li>• Proration Days</li> </ul>	C1-BILLPRO	<p><b>Contract Type — Charge Type Mapping:</b> Any</p> <p><b>System Event:</b> Proration Rule</p>

#### Related Topics

For more information on...	See...
Group Billing	<a href="#">Group Billing</a> on page 159
How to implement the group billing functionality	<a href="#">Implementing Group Billing</a> on page 247

## Implementing List Bill Reconciliation

You need to define the following to implement the list bill reconciliation functionality:

- [Algorithms](#) on page 249

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 254.

#### Related Topics

For more information on...	See...
List Bill Reconciliation	<a href="#">List Bill Reconciliation</a> on page 165

## 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><tr><th>Parameter</th><th>Description</th></tr><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></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	<b>Customer Class:</b> Any <b>System Event:</b> Post Bill Completion				
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"><li>Reported amount</li><li>Reason code</li><li>Reason code effective date</li></ul>	C1-RCONCASE	<b>Case Type:</b> Any <b>System Event:</b> Enter Processing								
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><tr><th>Parameter</th><th>Description</th></tr><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></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	<b>Case Type:</b> Any <b>System Event:</b> Enter Processing
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 <b>Error</b>.</p> <p>The following parameter must be defined in this algorithm:</p> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>Reconciliation Object Line Status</td><td>Used to indicate the status that should be used when an error occurs. For example, enter <b>Error</b>.</td></tr></table>	Parameter	Description	Reconciliation Object Line Status	Used to indicate the status that should be used when an error occurs. For example, enter <b>Error</b> .	C1-RCNDTLUPD	<p><b>Case Type:</b> Any</p> <p><b>System Event:</b> 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 <b>Error</b> .								
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 <b>Error</b>.</p> <p>The following parameters must be defined in this algorithm:</p> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>To Do Type</td><td>Used to indicate that the system should create a To Do with the specified To Do type.</td></tr><tr><td>To Do Role</td><td>Used to indicate that a To Do should be assigned to the user with the specified To Do role.</td></tr></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><b>Case Type:</b> Any</p> <p><b>System Event:</b> 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><tr><th>Parameter</th><th>Description</th></tr><tr><td>Adjustment Type</td><td>Used to indicate that the write down adjustment should be created using the specified adjustment type.</td></tr></table>	Parameter	Description	Adjustment Type	Used to indicate that the write down adjustment should be created using the specified adjustment type.	C1-RCONADJCR	<p><b>Case Type:</b> Any</p> <p><b>System Event:</b> 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 <b>WD-Match</b>.</p> <p>The following parameter must be defined in this algorithm:</p> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>Reconciliation Object Line Status</td><td>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 <b>WD-Match</b>.</td></tr></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 <b>WD-Match</b> .	C1-RCNDTLUPD	<p><b>Case Type:</b> Any</p> <p><b>System Event:</b> 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 <b>WD-Match</b> .								
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 <b>Manual</b>.</p> <p>The following parameters must be defined in this algorithm:</p> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>To Do Type</td><td>Used to indicate that the system should create a To Do with the specified To Do type.</td></tr><tr><td>To Do Role</td><td>Used to indicate that a To Do should be assigned to the user with the specified To Do role.</td></tr></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><b>Case Type:</b> Any</p> <p><b>System Event:</b> 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 <b>Manual</b>.</p> <p>The following parameter must be defined in this algorithm:</p> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>Reconciliation Object Line Status</td><td>Used to indicate the status that should be used when manual intervention is required to resolve a reconciliation object line. For example, enter <b>Manual</b>.</td></tr></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 <b>Manual</b> .	C1-RCNDTLUPD	<p><b>Case Type:</b> Any</p> <p><b>System Event:</b> 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 <b>Manual</b> .						
Set Match Status (C1-RCNDTLMTH)	<p>This algorithm sets the status of the reconciliation object line to <b>Match</b>.</p> <p>The following parameter must be defined in this algorithm:</p> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>Reconciliation Object Line Status</td><td>Used to indicate the status that should be used when the reported and the billed amounts match. For example, enter <b>Match</b>.</td></tr></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 <b>Match</b> .	C1-RCNDTLUPD	<p><b>Case Type:</b> Any</p> <p><b>System Event:</b> 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 <b>Match</b> .						
Set Manual Match Status (C1-RCNDTLMTH)	<p>This algorithm updates the reconciliation object line using the values defined for the characteristics in the <b>Case</b> screen. It sets the status of the reconciliation object line to <b>Manual Match</b>.</p> <p>The following parameter must be defined in this algorithm:</p> <table><tr><th>Parameter</th><th>Description</th></tr><tr><td>Reconciliation Object Line Status</td><td>Used to indicate the status that should be used when the user clicks the <b>Manual Match</b> button in the <b>Case</b> screen. For example, enter <b>Manual Match</b>.</td></tr></table>	Parameter	Description	Reconciliation Object Line Status	Used to indicate the status that should be used when the user clicks the <b>Manual Match</b> button in the <b>Case</b> screen. For example, enter <b>Manual Match</b> .	C1-RCNDTLUPD	<p><b>Case Type:</b> Any</p> <p><b>System Event:</b> Enter Processing</p>
Parameter	Description						
Reconciliation Object Line Status	Used to indicate the status that should be used when the user clicks the <b>Manual Match</b> button in the <b>Case</b> screen. For example, enter <b>Manual Match</b> .						

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><tr><th>Parameter</th><th>Description</th></tr><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></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><b>Case Type:</b> Any</p> <p><b>System Event:</b> 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	<a href="#">List Bill Reconciliation</a> on page 165
How to implement the list bill reconciliation functionality	<a href="#">Implementing List Bill Reconciliation</a> on page 249

## 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	<a href="#">List Bill Reconciliation</a> on page 165
How to implement the list bill reconciliation functionality	<a href="#">Implementing List Bill Reconciliation</a> on page 249





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# Appendix

# C

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## Control Data

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### 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

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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.)

**Control set up sequence table:**

The Setup column in the following table contains suggestions to save your time. It also indicates if a control table contains information when the system is installed.

**You don't have to set up every control table.** You need only set up those control tables that govern functions that are applicable to your organization.

Function	Menu	Setup
<b>Global Context</b>		
Algorithm	<p>Admin Menu, Algorithm.</p> <p>You will need to set up an algorithm that populates global context values. The global context is used by various zones in the system to display relevant data.</p> <p>Algorithms are plugged-in on the installation record.</p> <p>For more information, refer to online help under:</p> <p>Contents → Framework Administration → Defining General Options → Defining Installation Options → Installation Options – Algorithms</p>	<p>You can run the <b>CI_COPIN</b> DB process to copy many of the algorithms that support basic functionality from the demonstration database.</p> <p>For more information refer to Online Help under: Contents → Administration → Preparing To Implement → How To Copy An Algorithm From The Demo Database</p>
<b>Accounting Environment</b>		
Country & State	<p>Admin Menu, Country</p> <p>Customize the fields and field descriptions that will be displayed everywhere addresses, country, state, postal are used in the system</p> <p>States under the country may be defined.</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining General Options → Defining Countries</p>	<p>To be setup manually as per the business requirements.</p>

Function	Menu	Setup
Currency Codes	<p>Admin Menu, Currency</p> <p>Currency Code defines display options related to currency codes that are used by the system.</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining General Options → Defining Countries → Defining Currency Codes</p>	<p><b>USD</b> is automatically populated</p> <p>Other currencies can be populated based on the business requirements.</p>
Accounting Calendar	<p>Admin Menu, Accounting Calendar</p> <p>Accounting calendar determine the accounting period to which a financial transaction will be booked.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining General Options Addendum → Defining Accounting Calendar</p>	To be setup manually as per the business requirements.
GL Division	<p>Admin Menu, General Ledger Division</p> <p>General Ledger divisions typically comprise individual entities (e.g., companies) in your general ledger. You must set up a GL division for each such entity. The GL division's sole purpose in the system is to define the accounting period associated with financial transactions linked to contracts associated with the GL division (contracts are associated with GL divisions via their Contract Type).</p> <p>It also uses accounting periods when it produces the flat file that contains the consolidated journal entry that is interfaced to your general ledger</p>	To be setup manually as per the business requirements.
<b>Security Environment</b>		

Function	Menu	Setup
Application Service	<p>Admin Menu, Application Service</p> <p>An application service exists for every transaction in the system.</p> <p>An application service exists for every securable function in the system. For example, an application service exists for every transaction and zone in the system</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining Application Service</p>	To be setup manually as per the business requirements.
Security Type (optional)	<p>Admin Menu, Security Type</p> <p>Security types are used to define the types of field level security.</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining Security Types</p>	To be setup manually as per Security needs and assign authorization levels of your business requirements.
User Group	<p>Admin Menu, User Group</p> <p>A user group is a group of users who have the same degree of security access. Think of a user group as a “role”; associated with a role are:</p> <p>The users who play this role</p> <p>The application services to which the role’s users have access (along with the actions they can execute for each service and their field level security authorization levels).</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining Security &amp; User Options → Defining User Groups</p>	One user group, <b>ALL-SERVICES</b> , is automatically setup. It references all other application services and a single user called <b>INADMIN</b> . Note, you may be able to import sample user groups from the demonstration database. Also, you may be able to import user groups if your organization has already defined them using LDAP.

Function	Menu	Setup
Language	<p>Admin Menu, Language</p> <p>The system provides support for multiple languages in a single environment.</p> <p>By default, a user sees the system in their default language (which is defined on their user record). Also note, if enabled, users can use the Switch Language Zone to switch to another supported language real time.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining General Options Addendum → Defining Customer Languages</p>	<b>ENG</b> is automatically populated
Display Profile	<p>Admin Menu, Display Profile</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining General Options → Defining Display Profiles</p>	Two display profiles are automatically setup: <b>NORTHAM</b> displays currencies and dates in a classic American format; <b>EURO</b> displays information in a classic European format
Data Access Role	<p>Admin Menu, Data Access Role</p> <p>When you add a Data Access Role to an Access Group, you are granting all users who belong to this role access to all of the accounts (or other objects) linked to the access groups.</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining Security &amp; User Options → Defining Data Access Roles</p>	To be setup manually as per the business requirements.

Function	Menu	Setup
Access Group	Admin Menu, Access Group  Use the Access Group collection to define the access groups whose objects can be accessed by this role's users.  Access Group is used in Data Access Role & Account.  For more details, refer to online help under:  Contents → Framework Administration → Defining Data Access Group	To be setup manually as per the business requirements.
User	Admin Menu, User  For more details, refer to online help under:  Contents → Framework Administration → Defining Security & User Options → Importing LDAP Users and User Groups	"INADMIN" is automatically set up.  Note, you may be able to import your users if your organization has already defined them using LDAP.
Return to User Group	You must return to your user groups and define all of their users	Default User Group "INADMIN" is automatically set up.
<b>Customer Class Environment</b>		
Customer Class	Admin Menu, Customer Class  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Account Options → Setting Up Customer Classes  For the typical setup, refer 'Customer Class'  <div> <b>Note:</b> You should create Work Calendar, Division, and collection class before the customer class. </div>	To be setup manually as per the business requirements.
<b>Financial Transaction Environment</b>		

Function	Menu	Setup
Work Calendar	<p>Admin Menu, Work Calendar</p> <p>Workday calendars are used to ensure system-calculated dates fall on a workday.</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining Time Options → Defining Work Calendar</p>	To be setup manually as per the business requirements.
Division	<p>Admin Menu, Division</p> <p>The division on account when combined with the account's customer class defines the jurisdiction that governs financial business rules (e.g., the bill's due date, when and how late payment charges are calculated, etc.).</p> <p>For the typical setup, refer 'Division'</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Financial Transactions → Service Agreement Type Controls Everything → Setting CIS Divisions</p>	To be setup manually as per the business requirements.
Revenue Class (optional)	<p>Admin Menu Revenue Class</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Financial Transactions → Service Agreement Type Controls Everything → Setting up Revenue Classes</p> <p>For the typical setup, refer 'Revenue Class'</p>	To be setup manually as per the business requirements.



Function	Menu	Setup
Algorithm	<p>Admin Menu, Algorithm.</p> <p>You will need to set up the algorithm that constructs a distribution code's corresponding GL account when it is interfaced to the general ledger</p> <p>A GL assign algorithm to be defined on the typical A/R defined on contract type for insurance.</p> <p>Algorithm to be attached "GLCNSTR-INS"</p> <p>For the typical setup, refer 'Distribution Code'</p>	To be setup manually as per the business requirements.
Distribution Code	<p>Admin Menu, Distribution Code</p> <p>The distributions codes are defined for premium, fees, taxes, commission.</p> <p>For the typical setup, refer 'Distribution Code'</p>	To be setup manually as per the business requirements.
Bank & Bank Accounts	<p>Admin Menu, Bank</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining General Options Addendum → Defining Banks &amp; Bank Accounts</p>	To be setup manually as per the business requirements.
Billable Charge Template(Optional)	<p>Admin Menu, Billable Charge Template.</p> <p>Note that if you want the system to default service quantities onto billable charges created using this template, you must setup the appropriate unit of measure code, time-of-use code and/or service quantity identifier.</p>	To be setup manually as per the business requirements.
Billable Charge Upload Line Type(Optional)	Admin Menu, Bill Charge Line Type	To be setup manually as per the business requirements.
Bill Segment Type	<p>Admin Menu, Bill Segment Type</p> <p>For the typical setup, refer 'Bill Segment Type'</p>	To be setup manually as per the business requirements.

Function	Menu	Setup
Algorithm	<p>Admin Menu, Algorithm.</p> <p>You will need to set up the algorithm that constructs a payment segment's financial transaction.</p> <p>Refer to PP SCHED algorithm that Create Bill Segment(s) based on Pay Plan and C1-PPBSEGFT algorithm Creates the BS FTs for contracts with a Pay Plan in the demo data</p> <p>For automatic distribution of payment on Contract ID, Bill ID the algorithms are set on Match Type</p>	<p>Rather than setting these up manually, you can run the <a href="#">CL_COPY</a> DB process to copy many of these algorithms from the demonstration database. Please review the parameter values on these algorithms after they are copied.</p>
Payment Segment Type	<p>Admin Menu, Payment Segment Type</p> <p>For the typical setup, refer 'Payment Segment Type'</p>	<p>To be setup manually as per the business requirements.</p>
Algorithm	<p>Admin Menu, Algorithm.</p> <p>For example,</p> <p>Refer to PSEG-NM algorithm Payoff Amt = Current Amt = Pay Amt</p> <p>You will need to set up the algorithm that constructs an adjustment's financial transaction.</p>	<p>Rather than setting these up manually, you can run the <a href="#">CL_COPAD</a> DB process to copy many of these algorithms from the demonstration database. Please review the parameter values on these algorithms after they are copied.</p>
Algorithm	<p>Admin Menu, Algorithm. Several plug-in spots are available to perform additional logic when processing adjustments. For example, if you have the system calculate adjustments, you must set up an adjustment generation algorithm. Refer to Adjustment Type for other available plug-in spots that may be used by your implementation.</p>	<p>To be setup manually as per the business requirements.</p>
Algorithm	<p>Admin Menu, Algorithm.</p> <p>You may want to set up an algorithm that formats the Adjustment information that is displayed throughout the system for a specific Adjustment Type. This algorithm is plugged-in on the Adjustment Type.</p>	<p>To be setup manually as per the business requirements.</p>

Function	Menu	Setup
Algorithm	Admin Menu, Algorithm.  You may want to set up an algorithm that formats the Adjustment information that is displayed throughout the system.  This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Adjustment Type	Admin Menu, Adjustment Type  Insurance transactions 'New business', 'Endorsement', 'Cancellation' etc are defined as adjustment types  For the typical setup, refer 'Adjustment Type'	To be setup manually as per the business requirements.
Adjustment Type Profile	Admin Menu, Adjustment Type Profile  The transactions defined as adjustment type for an insurance may be grouped as profile which is attached to contact Type  For more details, refer to online help under:  Contents → Administration → Defining Financial Transactions → Service Agreement Controls Everything → Designing and Defining Adjustment Types → Setting Up Adjustment Type Profiles	To be setup manually as per the business requirements.
Cancel Reason – Bill	Admin Menu, Bill Cancel Reason  For the typical setup, refer 'Cancel Reason'	To be setup manually as per the business requirements.
Cancel Reason – Payment	Admin Menu, Pay Cancel Reason  For the typical setup, refer 'Cancel Reason – Payment'	To be setup manually as per the business requirements.
Cancel Reason – Adjustment	Admin Menu, Adjustment Cancel Reason	To be setup manually as per the business requirements.

Function	Menu	Setup
Tender Type	Admin Menu, Tender Type  For more details, refer to online help under:  Contents → Administration → Defining Financial Transaction Options → Tender Management	To be setup manually as per the business requirements.
Tender Source	Admin Menu, Tender Source  For more details, refer to online help under:  Contents → Framework Administration → Defining Financial Transaction Options → Tender Management	To be setup manually as per the business requirements.
A/P Request Type (optional)	Admin Menu, A/P Request Type  You must set up at least one A/P check request code if you want A/P to cut checks.  For the typical setup, refer 'A/P Request Type'.  <b>Note:</b> Accessible only through a SYSUSER.	To be setup manually as per the business requirements.
Installation	Admin Menu, Installation Options - Framework and Admin Menu, Installation Options. Many fields on the installation record impact the financial transaction environment. Refer to the description of the Billing and Financial Transaction tabs and the Messages tab in the Framework page for more information.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You will need to set up an algorithm that distributes payments.  For the typical setup refer 'Apply Payment to Bill, Apply Payment to Contract'.	If you ran the <a href="#">CI_COPPY</a> DB process described above, this algorithm will have been set up for you.
Algorithm (optional)	Admin Menu, Algorithm.  You will need to set up an algorithm that handles overpayment situations.	To be setup manually as per the business requirements.

Function	Menu	Setup
Algorithm(optional)	Admin Menu, Algorithm. You may need to set up an algorithm if specific customers can have individual bill due dates.	To be setup manually as per the business requirements.
Algorithm(optional)	Admin Menu, Algorithm. You may need to set up an algorithm if you want the system to delete bills that contain only information about historical payments.	If you ran the <a href="#">CI_COPBI</a> DB process described above, this algorithm will have been set up for you.
Algorithm(optional)	Admin Menu, Algorithm. You may need to set up an algorithm if you want the system to levy a non-sufficient funds charge if a payment is canceled due to non-sufficient funds.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that formats the bill information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	You can run the <a href="#">CI_COPIN</a> DB process to copy many of the algorithms that format basic information from the demonstration database
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that formats the payment information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	If you ran the <a href="#">CI_COPIN</a> DB process described above, this algorithm will have been set up for you
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that defaults the amount when a payment is manually added. This algorithm also calculates the amount of an automatic payment for a bill for an account with an active auto pay option. This algorithm is plugged-in on the installation record.	If you ran the <a href="#">CI_COPIN</a> DB process described above, this algorithm will have been set up for you
Algorithm(optional)	Admin Menu, Algorithm. Refer to Customer Class for other available plug-in spots that may be used by your implementation to perform additional logic when processing payments and bills.	To be setup manually as per the business requirements.

Function	Menu	Setup
Return to Customer Class	Admin Menu, Customer Class. You will need to plug-in the algorithms defined above on your customer classes.  For the typical setup, refer 'Customer Class'	To be setup manually as per the business requirements.
<b>Customer Environment</b>		
Account Management Group	Admin Menu, Account Management Group.  You may have to set up To Do Type and To Do Roles before you can setup account management groups. Refer to Assigning A To Do Role for more information on how account management groups may be used to define an entry's role.  For the typical setup, refer To Do Type, To Do Roles	To be setup manually as per the business requirements
Account Relationship (optional)	Admin Menu, Account Relationship Type	To be setup manually as per the business requirements
Alert Type (optional)	Admin Menu, Alert Type  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Account Options → Setting Up Alert Types	To be setup manually as per the business requirements
Bill Message	Admin Menu, Bill Message  There are various informational and warning messages that may appear on an account's bills. Each message is identified with a bill message code.  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Account Options → Setting Up Bill Message	To be setup manually as per the business requirements

Function	Menu	Setup
Algorithm	Admin Menu, Algorithm.  If you have software that's capable of reconstructing an image of a bill in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your bill image software.	If you use the Doc 1 printing software, you can run the <b>CI_COPD1</b> DB process to copy ALL of the Doc 1 oriented algorithms from the demonstration database.
Bill Route Type	Admin Menu, Bill Route Type  Bill route types define the method (postal, fax, email) used to route bills to accounts.  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Account Options → Setting Up Bill Route Type	To be setup manually as per the business requirements
Algorithm	Admin Menu, Algorithm.  If you have software that's capable of reconstructing an image of a letter in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your letter image software.	If you ran the <b>CI_COPD1</b> DB process described above, these algorithms will have been set up for you.
Letter Template (optional)	Admin Menu, Letter Template  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Customer Contact Options → Setting Up Letter Templates	To be setup manually as per the business requirements
Customer Contact Class(optional)	Admin Menu, Customer Contact Class  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Customer Contact Options → Setting Up Customer Contact Classes	To be setup manually as per the business requirements

Function	Menu	Setup
Customer Contact Type(optional)	Admin Menu, Customer Contact Type  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Customer Contact Options → Setting Up Customer Contact Types	To be setup manually as per the business requirements
Algorithm (Optional)	Admin Menu, Algorithm.  You may need to set up the algorithms that determine if person ID's are in a predefined format.	To be setup manually as per the business requirements
Identifier Type	Admin Menu, Identifier Type  You may define the various types of identification associated with the person, e.g., their driver's license number, their tax identity, etc. Every piece of identification associated with a person has an identification type.  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Person Options → Setting Identifier Types	To be setup manually as per the business requirements
Tax Exempt Type (optional)	Admin Menu, Tax Exempt Type  You may have customers who are completely or partially exempt from these taxes  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Service Agreement Options → Setting Up Tax Exempt Types	To be setup manually as per the business requirements
Algorithm(Optional)	Admin Menu, Algorithm.  You may need to set up the algorithms that determine if phone numbers are in a predefined format.	To be setup manually as per the business requirements



Function	Menu	Setup
Phone Type(optional)	Admin Menu, Phone Type.	To be setup manually as per the business requirements
Person Relationship Type	Admin Menu, Person Relationship Type.	To be setup manually as per the business requirements
Algorithm	Admin Menu, Algorithm.  You will need to set up an algorithm that formats the person information that is displayed throughout the system. This algorithm is plugged-in on the installation record.  For more details, refer to online help under:  Contents → Administration → Defining General Options Addendum → Defining Installation Options	If you ran the CI_COPIN DB process described above, this algorithm will have been set up for you
Algorithm	Admin Menu, Algorithm.  You will need to set up an algorithm to validate a person's name. This algorithm is plugged-in on the installation record.  For more details, refer to online help under:  Contents → Administration → Defining General Options Addendum → Defining Installation Options	If you ran the CI_COPIN DB process described above, this algorithm will have been set up for you
Algorithm (Optional)	Admin Menu, Algorithm.  You can override the system's standard account information string by setting up an algorithm that produces this string of information. This algorithm is plugged-in on the installation record.  For more details, refer to online help under:  Contents → Administration → Defining General Options Addendum → Defining Installation Options	To be setup manually as per the business requirements

Function	Menu	Setup
Algorithm	<p>Admin Menu, Algorithm.</p> <p>If you have software that's capable of reconstructing an image of a letter in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining General Options Addendum → Defining Installation Options</p>	<p>If you ran the CI_COPD1 DB process described above, this algorithm will have been set up for you</p>
Algorithm	<p>Admin Menu, Algorithm.</p> <p>If you have software that's capable of reconstructing an image of a bill in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining General Options Addendum → Defining Installation Options</p>	<p>If you ran the CI_COPD1 DB process described above, this algorithm will have been set up for you</p>
Installation (Optional)	<p>Admin Menu, Installation Options.</p> <p>Many fields on the installation record impact the Customer Environment. Refer to the description of the Main, Person, and Account tabs for more information.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining General Options Addendum → Defining Installation Options</p>	<p>To be setup manually as per the business requirements</p>

Function	Menu	Setup
Feature Configuration	Admin Menu, Feature Configuration. If you want to provide the ability to a user to create a person and the account for that person together, you must set the <b>Create Person Account together</b> option type for the C1_PERACCT feature configuration to Y.	To be setup manually as per the business requirements.
<b>Statements</b>		
Algorithm(optional)	Admin Menu, Algorithm.  If you have software that's capable of reconstructing an image of a statement in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your statement image software.	If you ran the <b>CI_COPD1</b> DB process described above, this algorithm will have been set up for you
Statement Route Type(optional)	Admin Menu, Statement Route Type	To be setup manually as per the business requirements
Statement Cycle(optional)	Admin Menu, Statement Cycle	To be setup manually as per the business requirements
Algorithm (optional)	Admin Menu, Algorithm.  If you have software that's capable of reconstructing an image of a statement in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.	If you ran the <b>CI_COPD1</b> DB process described above, this algorithm will have been set up for you
<b>Automatic Payment (EFT) Environment</b>		
Algorithm	Admin Menu, Algorithm.  You will need to set up an algorithm to create automatic payments. This algorithm is plugged-in on the installation record.	You can run the <b>CI_COPAP</b> DB process to copy this algorithm (and other auto pay-oriented algorithms) from the demonstration database.

Function	Menu	Setup
Tender Source	<p>Admin Menu, Tender Source</p> <p>A unique Tender Source must exist for every potential source of funds</p> <div> <p><b>Note:</b> Earlier, you created tender sources for the remittance processor and your cash drawers. At this point, you'll need to add at least one tender source for automatic payments. Why? Because automatic payments get linked to a tender control (which, in turn, gets linked to a tender source) when they are interfaced out of the system.</p> </div> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Tender Management → Setting Up Tender Sources</p>	To be setup manually as per the business requirements
Algorithm	<p>Admin Menu, Algorithm.</p> <p>You will need to set up the appropriate automatic payment date calculation algorithm to populate the extract, GL interface and payment dates on automatic payments.</p>	If you ran the CI_COPAP DB process described above, this algorithm will have been set up for you
Auto Pay Route Type	<p>Admin Menu, Auto Pay Route Type</p> <p>Auto Pay Route Types are used to control when and how automatic payment requests are routed to a financial institution, and when the general ledger is impacted.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Automatic Payment Options → Setting Up Auto-Pay Route Types</p>	To be setup manually as per the business requirements

Function	Menu	Setup
Tender Type	<p>Admin Menu, Tender Type</p> <p>A unique Auto-Pay Source must exist for every bank / credit card company / bill payment service that your customer's use as the source of the funds when they sign up for automatic payment.</p> <p>Note: earlier, you created tender types for things like cash, checks, etc. At this point, you'll need to add a tender type for each type of automatic payments (e.g., direct debt, credit card, etc.).</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Automatic Payment Options → Setting Up Auto-Pay Source Codes</p>	To be setup manually as per the business requirements
Work Calendar	<p>Admin Menu, Work Calendar.</p> <p>You need only set up additional work calendars if the auto pay sources (i.e., the financial institutions) have different working days than does your organization</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining General Options → Defining Time Options</p>	To be setup manually as per the business requirements
Algorithm	<p>Admin Menu, Algorithm.</p> <p>If you need to validate the customer's bank account or credit card number, you will need to set up the appropriate validation algorithms.</p>	If you ran the CI_COPAP DB process described above, this algorithm will have been set up for you
Auto Pay Source Type	<p>Admin Menu, Auto Pay Source Type</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Financial Transaction Options → Automatic Payment Options → Setting Up Auto-Pay Source Codes</p>	To be setup manually as per the business requirements

Function	Menu	Setup
Algorithm	Admin Menu, Algorithm. You may need to set up an algorithm if your customers can define a maximum withdrawal limit on their auto pay options.	If you ran the CI_COPAP DB process described above, this algorithm will have been set up for you
Return to Customer Class	Admin Menu, Customer Class. You should plug-in the Auto pay Over Limit Algorithm in each appropriate customer class.  For more details, refer to online help under:  Contents → Administration → Defining Customer Options → Setting Up Account Options → Setting Up Customer Classes → Customer Class - Controls	To be setup manually as per the business requirements
<b><i>Credit &amp; Collections Environment (if you collect on overdue bills (as opposed to overdue debt), you will NOT set up these tables; refer to Overdue Processing - Set Up Tasks for the list of control tables required to collect on overdue bills)</i></b>		
Algorithm(optional)	Admin Menu, Algorithm. You may need to set up algorithms if you have non-standard collection events.	To be setup manually as per the business requirements
Algorithm(optional)	Admin Menu, Algorithm. You may need to set up a collection process cancellation algorithm if your organization allows individual contracts to be removed from a collection process if they are paid (rather than performing cancellation based on all contracts in a debt class).  For more details, refer to online help under:  Contents → Administration → Defining Credit & Collections Options → The Big Picture Of Credit & Collections (C&C) → The Big Picture Of Collection Processes → How Are Collection Processes Cancelled?	To be setup manually as per the business requirements

Function	Menu	Setup
Collection Process Template (optional)	<p>Admin Menu, Collection Process Template</p> <p>Collection process templates define the collection events that will be executed when a collection criteria rule is violated.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Credit &amp; Collections Options → Creating Collection, Severance &amp; Write-Off Procedures → Setting Up Collection Procedures → Setting Up Collection Process Templates</p> <p><b>Note:</b> Collection Process Template can be accessed through SYSUSER login.</p>	To be setup manually as per the business requirements
Collection Class(optional)	<p>Admin Menu, Collection Class</p> <p>Every account has a collection class. This class is one of several fields that control the collection method applied to the account's debt.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Credit &amp; Collections Options → Creating Collection, Severance &amp; Write-Off Procedures → Setting Up Collection Procedures → Setting Up Collection Classes</p>	To be setup manually as per the business requirements
Algorithm(optional)	<p>Admin Menu, Algorithm.</p> <p>You will need to set up several algorithms at this time: Collection process cancellation criteria.</p>	To be setup manually as per the business requirements
Debt Class(optional)	<p>Admin Menu, Debt Class</p> <p>This class is one of several fields that control the collection criteria applied to the contract's debt.</p> <p>For the typical setup, refer 'Debt Class'</p>	To be setup manually as per the business requirements

Function	Menu	Setup
Write Off Debt Class(optional)	<p>Admin Menu, Write Off Debt Class</p> <p>This class controls the write off criteria applied to contract's debt.</p> <p>For typical setup, refer 'Write Off Debt Class'</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Credit &amp; Collections Options → Creating Collection, Severance &amp; Write-Off Procedures → Setting Up Write-Off Procedures → Setting Up Write Off Debt Classes</p>	To be setup manually as per the business requirements
Algorithm(optional)	<p>Admin Menu, Algorithm.</p> <p>You will need to set up Collection Condition algorithms.</p>	To be setup manually as per the business requirements
Collection Class Control(optional)	<p>Admin Menu, Collection Class Control</p> <p>The information on this transaction defines the conditions that will be checked by the Account Debt Monitor when it checks if an account has violated your debt criteria.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Credit &amp; Collections Options → Creating Collection Severance &amp; Write Off Procedures → Setting Up Collection Procedures → Setting Up Collection Class Controls</p>	To be setup manually as per the business requirements
Algorithm (optional)	<p>Admin Menu, Algorithm.</p> <p>You may need to set up algorithms if you have non-standard write-off events.</p>	To be setup manually as per the business requirements



Function	Menu	Setup
Write Off Event Type(optional)	<p>Admin Menu, Write Off Event Type</p> <p>Write-off event types control what is done by a given write-off event.</p> <p>(You'll have to wait until you have defined your Contract Types before you can set up the Write Off Events because Contract Type is a necessary parameter to write off debt).</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Credit &amp; Collections Options → Creating Collection, Severance &amp; Write-Off Procedures → Setting Up Write-Off Procedures → Setting Up Write Off Event Types</p>	To be setup manually as per the business requirements
Write Off Process Template(optional)	<p>Admin Menu, Write Off Process Template</p> <p>Write-off process templates define the write-off events that will be executed when a write-off criteria rule is violated.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Credit &amp; Collections Options → Creating Collection, Severance &amp; Write-Off Procedures → Designing Your Write-Off Procedures → Designing Write Off Process Templates &amp; Write Off Event Types</p>	To be setup manually as per the business requirements
Write Off Control(optional)	<p>Admin Menu, Write Off Control</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Credit &amp; Collections Options → Creating Collection, Severance &amp; Write-Off Procedures → Designing Your Write-Off Procedures → Setting Up Write Off Control</p>	To be setup manually as per the business requirements

Function	Menu	Setup
Algorithm(optional)	Admin Menu, Algorithm. You may need to set up algorithms if you have special logic that should be executed when a pay plan is canceled.	To be setup manually as per the business requirements
Payment Method(optional)	Admin Menu, Payment Method Payment methods are used to describe how a customer intends to make their pay plan's scheduled payments  For more details, refer to online help under:  Contents → Administration → Defining Credit & Collections Options → The Big Picture Of Payment Arrangements and Pay Plans → Setting Up Pay Plan Control Tables → Setting Up Payment Methods	To be setup manually as per the business requirements
Installation(optional)	Admin Menu, Installation. Several fields on the installation record impact the Credit & Collections Environment.  For more details, refer to online help under:  Contents → Administration → Defining General Options Addendum → Defining Installation Options	To be setup manually as per the business requirements
Algorithm(optional)	Admin Menu, Algorithm. You will need to setup an algorithm that's called when a user write-off debt real time.	To be setup manually as per the business requirements
Return to Customer Class	Admin Menu, Customer Class. You should plug-in the Auto pay Over Limit Algorithm in each appropriate customer class.	To be setup manually as per the business requirements
<b>Services &amp; Characteristics</b>		
Service Type	Admin Menu, Service Type You will have one service type for each type of service you provide to your customers.  For a typical setup, refer Service Type.	To be setup manually as per the business requirements

Function	Menu	Setup
Algorithm(optional)	Admin Menu, Algorithm. If you have ad hoc characteristic types, you may need to set up the algorithms that control how they are validated	To be setup manually as per the business requirements
Foreign Key Reference	Admin Menu, FK Reference. If you have foreign key characteristic types, you may need to set up foreign key references to control how the user selects the characteristic values (and how the foreign key values are validated).  For more details, refer to online help under:  Contents → Framework Administration → Defining General Options → Setting Up Foreign Key Reference Information	All base package FK references are automatically populated
Characteristic Type & Values	Admin Menu, Characteristic Type Certain characteristic types are defined on entities.  For more details, refer to online help under:  Contents → Framework Administration → Defining General Options → Setting Up Characteristic Types & Values	To be setup manually as per the business requirements
<b>Bill &amp; Service Cycle Environment</b>		
Bill Cycle, Bill Cycle Schedule	Admin Menu, Bill Cycle Bill cycle date decides the date on which the bills are generated  For typical setup refer Bill Cycle  For more details, refer to online help under:  Contents → Administration → Defining Cycles and Schedules → Defining Bill & Service Cycles → Setting Up Bill Cycles	To be setup manually as per the business requirements
Bill Period, Bill Period Schedule (optional)	Admin Menu, Bill Period	To be setup manually as per the business requirements

Function	Menu	Setup
Route Type (optional)	Admin Menu, Route Type Bill route types define the method used to route bills to accounts	To be setup manually as per the business requirements
<b>Rate Environment</b>		
Frequency	Admin Menu, Frequency When you create a rate schedule, you must enter a code defining the frequency in which the prices are expressed, e.g., monthly, quarterly, biannual, etc  For typical setup, refer Rate Schedule  For more details, refer to online help under:  Contents → Business Process → Rates → Control Tables That Must Be Set Up Before Creating A Rate Schedule → Defining Frequency Codes	To be setup manually as per the business requirements
Service Identifier      Quantity	Admin Menu, Service Quantity Identifier SQLs exist to support calculations performed by rate components  For typical setup, refer Service Quantity Identifier  For more details, refer to online help under:  Contents → Business Process → Rates → Control Tables That Must Be Set Up Before Creating A Rate Schedule → Defining Service Quantity (SQ) Identifiers	To be setup manually as per the business requirements
Algorithm Type	Admin Menu, Algorithm Type. If you create new Service Quantity Rules you must set up an algorithm type for each such rule (the algorithm type defines the types of parameters that are passed to the SQ rule).	All base package algorithm types are automatically populated
Service Quantity Rule (optional)	Admin Menu, Service Quantity Rule	To be setup manually as per the business requirements
Bill Factor(optional)	Main Menu, Rates, Bill Factor	To be setup manually as per the business requirements

Function	Menu	Setup
Algorithm Type	Admin Menu, Algorithm Type. If you create new Register Rules you must set up an algorithm type for each such rule (the algorithm type defines the types of parameters that are passed to the register rule).	All base package algorithm types are automatically populated
Rate	Main Menu, Rates, Rate Schedule For typical setup refer Rate Schedule	To be setup manually as per the business requirements
Rate Version	Main Menu, Rates, Rate Version For typical setup refer Rate Version	To be setup manually as per the business requirements
Algorithm(optional)	Admin Menu, Algorithm. If you use algorithms to dynamically change step boundaries, calculate prices, or implement rate component eligibility rules, you must set up these algorithms.	To be setup manually as per the business requirements
Rate Component	Main Menu, Rates, Rate Component For typical setup refer Rate Component	To be setup manually as per the business requirements
Bill Factor Value (optional)	Main Menu, Rates, Bill Factor Values For more details, refer to online help under: Contents → Business Process → Rates → Setting Up Bill Factors → Defining Bill Factor Values	To be setup manually as per the business requirements
Bill Factor Values(optional)	Main Menu, Rates, BF Values For more details, refer to online help under: Contents → Business Process → Rates → Setting Up Bill Factors → Defining Bill Factor Values	To be setup manually as per the business requirements
<b>Late Payment Environment</b>		
Algorithm(optional)	Admin Menu, Algorithm. You will need to set up the algorithm that determine if customers in a customer class are eligible for late payment charges	To be setup manually as per the business requirements

Function	Menu	Setup
Return to Customer Class(optional)	Admin Menu, Customer Class. You will need to plug-in the late payment charge algorithms set up above.	To be setup manually as per the business requirements
<b>Contract Configuration</b>		
Algorithm(optional)	Admin Menu, Algorithm. You will need to set up the algorithms that determine: <ul style="list-style-type: none"> <li>• How to calculate the late payment charge amount for contracts of a given type</li> <li>• Special processing that should take place prior to the completion of a bill that references contract of a given type.</li> <li>• Special processing that should take place during completion of a bill that references contracts of a given type.</li> <li>• Special processing that should take place when contracts of a given type are created.</li> <li>• Special processing that should take place when a financial transaction is frozen for contracts of a given type.</li> </ul>	To be setup manually as per the business requirements
Algorithm(optional)	Admin Menu, Algorithm. You may want to set up an algorithm that formats the contract information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements
Algorithm(optional)	Admin Menu, Algorithm. You may want to set up an algorithm that formats the contract information that is displayed throughout the system for a specific contract Type. This algorithm is plugged-in on the 'Contract Type'.	To be setup manually as per the business requirements

Function	Menu	Setup
Algorithm(optional)	Admin Menu, Algorithm. If you want a Control Central alert to highlight when the current account has any stopped contract(s), you will need to set up the algorithm that does this. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements
Contract Type	Admin Menu, Contract Type For typical setup refer 'Contract Type'	To be setup manually as per the business requirements
Terms and Conditions(optional)	Admin Menu, Terms and Conditions Each T&C is identified with a terms and condition code.  For more details, refer to online help under:  Contents → Administration → Defining Quotation Options → Setting Up Terms and Conditions	To be setup manually as per the business requirements
CONTRACT Type Start Options (optional)	Admin Menu, Contract Type Start Option  A Contract Type with multiple start options is one where many different permutations are possible. For example, a Contract type that can have multiple rates and each rate can have multiple riders is a good candidate for start options  For more details, refer to online help under:  Contents → Administration → Defining Contract Types → Setting Up Contract Types → Setting Up Start Options	To be setup manually as per the business requirements
<b>Notification and Workflow</b>		
Workflow Event Type(optional)	Admin Menu, Workflow Event Type For more details, refer to online help under:  Contents → Framework Administration → Workflow and Notification Options → Setting Up Workflow Event Types	To be setup manually as per the business requirements

Function	Menu	Setup
Workflow Process Template(optional)	<p>Admin Menu, Workflow Process Template</p> <p>A workflow process template defines the workflow events that will be created when a workflow process is created using a template</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Workflow and Notification Options → Setting Up Workflow Process Templates</p>	To be setup manually as per the business requirements
Notification Upload Type(optional)	<p>Admin Menu, Notification Upload Type</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Workflow and Notification Options → Setting Up Notification Upload Types</p>	To be setup manually as per the business requirements
Workflow Process Profile(optional)	<p>Admin Menu, Workflow Process Profile</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Workflow and Notification Options → Setting Up Workflow Process Profiles</p>	To be setup manually as per the business requirements
Notification Download Type(optional)	<p>Admin Menu, Notification Download Type</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Workflow and Notification Options → Setting Up Notif. Download Types</p>	To be setup manually as per the business requirements



Function	Menu	Setup
Notification Download Profile(optional)	<p>Admin Menu, Notification Download Profile</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Workflow and Notification Options → Setting Up Notif. Download Profiles</p>	To be setup manually as per the business requirements
Algorithm(optional)	<p>Admin Menu, Algorithm.</p> <p>If you want a Control Central alert to highlight when the current account and/or location has <b>active</b> workflow processes, you will need to set up the algorithm that does this. This algorithm is plugged-in on the installation record.</p>	To be setup manually as per the business requirements

### Typical Control Data Setup:

Following Data setup illustrates typical values (which may be customized based on the exact requirements).

#### Customer Class

The class of customer defined on an account of the customer.

**Go to ADMIN Menu→ Customer Class +**

#### **MAIN TAB**

**Enter Customer Class:**"Insurance-P&C-Broker". (Other similar values "Insurance-P&C-Direct")

**Description:**"Insurance P&C Broker".

**Collection Class:**"INS"

**Business Activity Required:** Unchecked. (Required if contracts linked to accounts with this customer class require a Business Activity description to be entered)

**Open Item Accounting:** Checked.

**Non CIS Payment:** Unchecked.

#### **Bill Messages TAB (optional)**

When a customer class has bill messages, the system will sweep these messages onto bills created for accounts belonging to the customer class. Use this page to define a customer class's bill messages. Navigate to **Admin Menu, Customer Class, Bill Messages** tab to maintain this information.

#### **Control TAB**

**Select Division:**"NYC"\* (New York).

The division on account when combined with the account's customer class defines the jurisdiction that governs financial business rules (e.g., the bill's due date, when and how late payment charges are calculated, etc.).

**Days Till Bill Due:** 15.

Use **Days Till Bill Due** to define the number of days after the bill freeze date that the customer's bill is due. If the due date is a weekend or company holiday, the system will move the due date forward to the next workday (using the workday calendar defined on the account's division).

**Min Credit Review Freq (Days):**45.

Use **Min Credit Review Freq (Days)** to define the maximum number of days that can elapse between the reviews of an account's debt by the account debt monitor. Note, a value of zero (**0**) means that accounts in this customer class will be reviewed every day.

**Late Payment Charge:** Unchecked.

Use **LPC Grace Days** to define the number of days after a bill's due date that a late payment charge will be generated

If the grace date falls on a weekend or holiday, the system moves the grace date to the next available workday (using the workday calendar defined on the account's division).

**Budget Plan:** Blank

**Credit Review Grace Days:** 5

Use **Credit Review Grace Days** to define the number of days after the bill due date that an account should be reviewed by the account debt monitor

(The account debt monitor (ADM) analyzes an account's debt at least every 5 days)

Enter System Events as follows (You may defined the one or more system events based on the business requirements)

Click +

Select from drop down list

**Auto pay Amount Over limit** (optional) Sequence: 10 search & select Algorithm:"APOL-RA"

Click +

**Bill Eligibility** (optional) Sequence: 10 search & select Algorithms:"CI\_SKIPINACC"

Click +

**LPC Eligibility Rule** (optional) Sequence: 10 search & select Algorithms:"LPE-DFLT"

Click +

**Levy on NSF Charge** (optional) Sequence: 10 search & select Algorithms:"HIGH SA ADJ"

Click +

**Order Completion** (optional) Sequence: 10 search & select Algorithm:"CREATE CC"

Click +

**Overpayment Distribution** (optional) Sequence: 10 search & select Algorithms:"OVRPY-PPRTY"

Click +

**Override Due Date** (optional) Sequence: 10 search & select Algorithms:"DUE DT OVRD"

Click +

**Payment Distribution** (optional) Sequence: 10 search & select Algorithms:"PYDIST-PPRTY"

Click +

**Payment Freeze** (optional) Sequence: 10 search & select Algorithm:"PAY FRZ O-I"

Click +

**Write Off Method** (optional) Sequence: 10 search & select Algorithms:"CI\_CCWO-DST"

Click on Save Button.

### **Service Type**

You will have one service type for each type of service you provide to your customers.

It is used in used in Contract Type (Main Tab)

**Go to ADMIN Menu → Service Type+**

**MAIN TAB**

**Service Type:** INS

**Description:** Insurance-P&C (other typical values for the insurance service type are "Insurance-HealthCare", "Insurance-Life").

**Level1-TAB:** Not Applicable

**Level2-TAB:** Not Applicable

**Level3-TAB:** Not Applicable

**GL Division**

**Go to ADMIN Menu → General Ledger Division+**

General Ledger divisions typically comprise individual entities (e.g., companies) in your general ledger. You must set up a GL division for each such entity. The GL division's sole purpose in the system is to define the accounting period associated with financial transactions linked to contracts associated with the GL division (contracts are associated with GL divisions via their Contract Type).

The GL division's sole purpose in the system is to define the accounting period associated with financial transactions linked to contracts associated with the GL division (contracts are associated with GL divisions via their Contract type).

**MAIN TAB**

**GL division:** ABC UW CO

**Description:** ABC underwriting company (This underwriting company has operations in the united state of America so it is defined as GL division.)

**Calendar ID:** F1 (Fiscal Calendar)

**Currency Code:** United Stated Dollars

**Division**

**Go to ADMIN Menu → Division+**

The division on account when combined with the account's customer class defines the jurisdiction that governs financial business rules (e.g., the bill's due date, when and how late payment charges are calculated, etc.).

Enter the following details for the Division.

**MAIN TAB**

**Enter the Division Name:** NYC

**Enter Description:** New York

**Select work calendar:** US division Working Calendar

**To Do Types:** NIL

**To Do Role:** NIL

**Characteristics TAB:** NIL

Click On SAVE

Note: The newly created "Division" should be seen in Contract type, Customer Class and Account.

In a similar fashion more divisions can be created based on the requirement of an insurance company.

### **Debt Class**

This class is one of several fields that control the collection criteria applied to the Contract's debt.

**Go to ADMIN Menu→ Debt Class+**

**Debt Class:** INS-Generic

**Description:** Insurance debt

**Eligible for collection:** Unchecked

**System Event:** Collection proc Cancellation Rule (optional)

**Sequence:** 10

**Algorithm:** DC COLL CAN (Cancel collection process if ALL debt < \$X where 'X' is an amount specified as parameter for Debt Class Collection Threshold (Amount) on Algorithm)

Click on Save

### **Write Off Debt Class**

This class controls the write off criteria applied to contract's debt.

**Go to ADMIN Menu→ Write Off Debt Class+**

**Click+**

**Write Off Debt Class:** INS-Generic

**Eligible for Write Off:** Unchecked

**Description:** Write off debt-Insurance

Click on Save

### **Collection Class**

This class is one of several fields that control the collection method applied to the account's debt.

**Go to ADMIN Menu→Collection Class**

**MAIN-TAB**

**Click on +**

**Collection Class using:** INS

**Description:** INS-Generic

**Collection Method:** Overdue

Click on Save

### **Revenue Class**

In Contract Type revenue class is defined for the GL distribution.

**Go to ADMIN Menu→Revenue Class**

**On MAIN-TAB**

**Click +**

**Revenue Class:** INS-Generic

**Description:** Insurance-Revenue-Class

Click on Save

### **Contract Type**

**Go to ADMIN Menu→ Contract Type+**

Contract types should be defined as insurance products for the various lines of business.

For example a contract type for the Automobile lines of business in California could be defined “CA-AUTO”. Contract types may be associated with the payment template/s (Described in section 6.3.1). Payment templates are the pay plan rules (payment frequency transactional fees etc.) identified as a particular template. You can create different contract types based on the pay plan rule in the pay plan template.

E.g. Contract type ‘CA-AUTO-1’ is associated with payment template ‘M-12’ having payment frequency as monthly. Contract type CA-AUTO-2 is associated with payment template “QRT-D” having frequency as in every quarter of a month.

Enter the following details for the Contract Type

**MAIN TAB** (Values marked with \* as suffix are assumed already generated in the system.)

**Division:** NYC\*

**Contract Type:** INS

**Description:** INS

**Service Type:** Insurance P&C \*

**Distribution code:** A/R INS \* (It is assumed that this distribution code is already created.)

**GL division:** US1 \*

**Revenue Class:** INS-Generic\*

**Start Option Required:** Unchecked

**Payment Segment Type:** Normal Payment

**NSF Adjustment Type:** NSF \* (Non-sufficient funds)

**Payment Priority:** Priority 10—Highest

**Delinquent Pay Party:** 10—Highest; Higher priority contracts will have their debt relieved before lower priorities

**Do Not Overpay:** Unchecked

**Late Payment Charge Check Box:** Unchecked

**Adj Type (Sync Current):** PREMSYNC \* (It is assumed that this adjustment type is already created. For further details refer 'adjustment type'.)

**CIAC Contract Type:** Unchecked

**CIAC Refund Process:** Unchecked

#### **Detail-TAB**

**Display as Alert:** Unchecked

**Special Role Flag:** Billable Charge (select from the list)

**Adjustment Type (Xfer):** Not Applicable

**Adjustment Type (Current=0):** Not Applicable

**Interest Bill Factor:** Not Applicable

**Override Interest Flag:** Not Applicable

**Loan A/R Distribution Code:** Not Applicable

**One Time Charge:** Not Applicable

**Deposit Class:** Not Applicable

**Sub Contract:** Not Applicable

**Non-billed Budget Monitoring:** Not Applicable

**Renewal:** Not allowed

#### **Billing-TAB**

**Eligible for Billing:** Checked

**Bill Segment Type:** MULTIBS\* (Multi Bill Segments) for details refer Bill Segment Type

**Default Description on Bill:** Insurance-Bill

**Billing Processing Sequence:** '0'

**Bill Print Priority:** Priority 10 –Highest\*

**Max Bill Threshold:** High value (99999999.99)

**Graph Unit of Measure:** Not Applicable

**Allow Estimates:** Unchecked

**Characteristic Location Required**

**Initial Start Date Option:** Not Applicable

**Use Calendar Billing:** Not Applicable

**Bill Period:** Not Applicable

**Anniversary Bill Frequency:** Not Applicable

**Total Bill Amount:** Not Applicable

**Recurring Charge:** Not Applicable

**Total Amount To Bill Label:** Not Applicable

**Recurring Chg Amt Label:** Not Applicable

**Recurring Charge Frequency:** Not Applicable

**Eligible For Budget:** Not Applicable

**Eligible for Non-billed Budget:** Not Applicable

#### **Rate-TAB**

**Rate required check box:** Checked

**Rate Selection Date:** Bill End Date

**Rate Source:** Check Contract Only

**Rate Schedule:** Populate a rate schedule generated for a tax (e.g. if XX-AP (user definable) is the tax rate schedule for the 10% tax the value should be "XX-AP").

#### **SP Type-TAB**

Service Points required check box: Unchecked

#### **Adj Profile-TAB**

Adjustment Type Profile: INS \*(Insurance adjustment Profile)

#### **C&C-TAB**

**Debt Class:** FS\* (Required for the purpose of credit and collections (C&C) analysis.)

**Write Off Class:** FS\*

#### **BC Template TAB**

All fields under this tab are not applicable. (For details you can refer help document)

#### **Characteristics TAB**

**Characteristic Type:** Is policy\*

**Characteristic Value:** Yes\*

#### **Algorithms TAB**

**System Event:** Contract Creation Sequence: 10 Algorithm: CM\_ISSUEDATE



This algorithm is used in order to create an issue date in the contract characteristics.

Click+

**System Event:** FT Freeze Sequence: 10 Algorithm: CM-REVRECSCH (Create Revenue Recognition Schedule)

This algorithm is used to generate Revenue Recognition Schedule of New Business, Endorsements, and Cancellation.

### **BC Upload Override TAB**

All fields under this tab are not applicable. (For details you can refer help document)

### **Contract option Type TAB**

All fields under this tab are not applicable. (For details you can refer help document)

### **Interval Info TAB**

All fields under this tab are not applicable. (For details you can refer help document)

### **NBB Rec'n Rule TAB**

All fields under this tab are not applicable. (For details you can refer help document)

Click on SAVE

**Note:** The values of contract types mentioned in the guide are typical and minimum required; for any additional requirement you can refer help document.

### **Feature Configuration Parameters**

**Go to ADMIN Menu→Feature Configuration → Feature Type →Insurance Premium**

**Description:** Insurance - Premium (Values mentioned are adjustment types & are user definable)

**Option type:** Premium-Audit **Sequence:** 1 **Value:** CM\_PADT

**Option type:** Premium-New Business **Sequence:** 1 **Value:** CM\_PNB

**Option type:** Premium-Cancellation **Sequence:** 1 **Value:** CM\_PCAN

**Option type:** Premium-Endorsement **Sequence:** 1 **Value:** CM\_PEND

**Option type:** Premium-New Business Reversal **Sequence:** 1 **Value:** CM\_PNBR (optional)

**Option type:** Premium-Reinstatement **Sequence:** 1 **Value:** CM\_REIN (optional)

**Option type:** Premium-Renewal **Sequence:** 1 **Value:** CM\_REN (optional)

Note: Values mentioned optional are business specific and can be changed based on the requirements.

**Go to ADMIN Menu→Feature Configuration → Feature Type →Insurance-Fee (optional)**

**Description:** Insurance -Fee (Values mentioned are adjustment types & are user definable)

**Option type:** Fee-Account **Sequence:** 1 **Value:** CM\_FACCT (optional)

**Option type:** Fee-Cancellation **Sequence:** 1 **Value:** CM\_FCAN (optional)

**Option type:** Fee-New Business **Sequence:** 1 **Value:** CM\_FNB (optional)

**Option type:** Fee-Non Sufficient Fund **Sequence:** 1 **Value:** CM\_FNSF (optional)

**Option type:** Fee-Reinstatement **Sequence:** 1 **Value:** CM\_FREIN (optional)

**Option type:** Fee-SR22 **Sequence:** 1 **Value:** CM\_FSR (optional)

**Option type:** Fee-Escrow **Sequence:** 1 **Value:** CM\_FESR (optional)

**Option type:** Fee-Renewal **Sequence:** 1 **Value:** CM\_FREN (optional)

Note: Values mentioned optional are business specific and can be changed based on the requirements.

#### **Go to ADMIN Menu→Feature Configuration → Feature Type →Insurance-Surcharge (optional)**

**Description:** Insurance- Tax and Surcharge Fee (Values mentioned are adjustment types & are user definable)

**Option type:** Surcharge-Country **Sequence:** 1 **Value:** SCHRG (optional)

**Option type:** Surcharge-State **Sequence:** 1 **Value:** INS-TAX (optional)

The rate for a commission is defined as rate schedule. The commission is configured in feature configuration as follows,

#### **Go to ADMIN Menu→Feature Configuration → Feature Type →Commission**

**Description: Commission** (Value mentioned is a rate schedule which will decide the commission rate on the premium for the ORMB)

**Option type:** Insurance Commission **Sequence:** 1 **Value:** ZZ-AP\*, this value (user definable) should be defined as a rate schedule for the calculation of commission on bill.

There are other adjustment types for an insurance defined in feature configuration.

#### **Go to ADMIN Menu→Feature Configuration → Feature Type →Insurance Adjustments**

**Description:** Insurance Adjustments (Values mentioned are adjustment types & are user definable)

**Option type:** Billed Gross Amount Adjustment **Sequence:** 1 **Value:** CM\_ADJS (Details are shown below)

**Option type:** Broker commission Adjustment **Sequence:** 1 **Value:** ADDCHARG (Details are shown below)

**Option type:** Insurance Write Down **Sequence:** 1 **Value:** C1-WDN (for details refer section 6.1.1. "Setting up and Pre-requisites)

**Option type:** Insurance Write Off **Sequence:** 1 **Value:** C1-WOF (optional)

For an equity date calculation date rounding values (DOWN/UP/NEAR can be set up using

**Admin Menu → Feature Configuration → Feature Type → CM\_INSPARAMS**

**Description:** Insurance specific parameters

**Option type:** Bill Calc Line Char -Commission " **Sequence:** 1 **Value:** XXX

Click+

**Option type:** Equity Date Day Rounding" **Sequence:** 1 **Value:** DOWN

**Option type:** Equity Date Day Rounding" **Sequence:** 1 **Value:** UP

To provide the ability to a user to create a person and the account for that person together, use the following feature:

**Admin Menu → Feature Configuration → Feature Type → Division Specific Functionality**

**Option type:** Create Person Account together **Sequence:** 1 **Value:** Y

To use the Insurance functionality, use the following feature:

**Admin Menu → Feature Configuration → Feature Type → Division Specific Functionality**

**Option type:** Enforce division-specific validations **Sequence:** 1 **Value:** N

## Messages TAB

Not Applicable

Click on Save

## Adjustment Type

There are various transaction types in insurance which are configured as Adjustment Types.

It is used in Adjustment. Adjustments are considered for various transaction types mentioned below,

### Premium-New Business Adjustment

**Go to ADMIN Menu → Adjustment type+**

#### MAIN TAB

**Adjustment Type:** "CM\_PNB"\*

**Description:** "Premium-New Business"

**Adjustment Amount type:** "Non-Calculated Amount"

**Distribution code:** "A/R INS"

**Currency Code:** Select from the list "United States Dollars"

**Sync. Current Amount:** Unchecked

**A/P 1099 Flag:** Not Applicable

**Print by Default:** Unchecked

**A/P Request Type Code:** Not Applicable

**Adjustment Freeze Option:** Freeze At Will

**Approval Profile:** Not Applicable

**Description on Bill:** Not Applicable

**Adjustment Characteristics TAB**

**Characteristics:** Not Applicable

**Algorithms TAB**

**System Event:** Adj Financial Transaction

**Sequence:** 10

**Algorithm** Select from the list (ADJT-TA)

**System Event:** Adjustment Cancellation

**Sequence:** 10

**Algorithm** Select from the list (CM-PRMCANCEL, Premium Cancellation Processing Algorithm)

Click on Save

**Premium Endorsement Adjustment**

**Go to ADMIN Menu→Adjustment type+**

**MAIN TAB**

**Adjustment Type:** "CM\_PEND"\*

**Description:**"Premium-Endorsement"

**Adjustment Amount type:** "Non-Calculated Amount"

**Distribution code:** "A/R INS"

**Currency Code:** Select from the list "United States Dollars"

**Sync. Current Amount:** Unchecked

**A/P 1099 Flag:** Not Applicable

**Print by Default:** Unchecked

**A/P Request Type Code:** Not Applicable

**Adjustment Freeze Option:** Freeze At Will

**Approval Profile:** Not Applicable

**Description on Bill:** Not Applicable

**Adjustment Characteristics TAB**

**Characteristics:** Not Applicable

**Algorithms TAB****System Event:** Adj Financial Transaction**Sequence:** 10**Algorithm** Select from the list (ADJT-TA)**System Event:** Adjustment Cancellation**Sequence:** 10**Algorithm** Select from the list (CM-PRMCANCEL, Premium Cancellation Processing Algorithm)**System Event:** Adjustment Freeze**Sequence:** 10**Algorithm** Select from the list (CM-PPENDORSE, Pay Plan Endorsements)

Click on Save

Similarly adjustment types for the other insurance transactions, fees, and surcharges such as "Endorsements", "Cancellation", "Renewal", "Reinstatement", "Cancellation fees", "Fees-New Business", "Fees-Miscellaneous" etc can be created.

**Note:** The value of the adjustment type should be matched with the option type in the feature configuration of CM\_premium.

Regarding adjustment types to be defined in pay plan refer section 6.1.1. "Setting up and Pre-requisites"

**Note:** For details you can refer help document

**Billed Gross Amount Adjustment****Go to ADMIN Menu**→Adjustment type+

Adjustment Type: Billed Gross Amount Adjustment

**MAIN TAB****Adjustment Type:** "CM\_ADJS "\*\***Description:** Billed Gross Amount Adjustment**Adjustment Amount Type:** Non Calculated Amount**Distribution Code:** R-MISC\***Currency Code:** United States Dollars**Sync. Current Amount:** Unchecked**A/P 1099 Flag:** Not Applicable**Print by Default:** Unchecked**A/P Request Type Code:** Not Applicable**Adjustment Freeze Option:** Freeze At Will

**Approval Profile:** Not Applicable

**Description on Bill:** Not Applicable

**Characteristics:** Not Applicable

**System Event:** Adj Financial Transaction

**Sequence:** 10

**Algorithm** Select from the list (ADJT-CA)

Click on Save

### **Broker Commission Adjustment**

Billing can receive a commission in the form of an adjustment for those policies; which do not have net off commission.

**Go to ADMIN Menu→Adjustment type+**

**Adjustment Type:** "COMMCHARG"\*

**Description:** Broker Commission Adjustment

**Adjustment Amount Type:** Non Calculated Amount

**Distribution Code:** R-MISC\*

**Currency Code:** United States Dollars

**Sync. Current Amount:** Unchecked

**A/P 1099 Flag:** Not Applicable

**Print by Default:** Unchecked

**A/P Request Type Code:** Not Applicable

**Adjustment Freeze Option:** Freeze At Will

**Approval Profile:** Not Applicable

**Description on Bill:** Not Applicable

**Characteristics:** Not Applicable

**System Event:** Adj Financial Transaction

**Sequence:** 10

**Algorithm:** Select from the list (ADJT-CA)

Click on Save

**Insurance Write-Down adjustment****Go to ADMIN Menu→Adjustment type+**

When a Write Down adjustment is generated because of a very small underpayment, the system uses this adjustment type.

**Adjustment Type:** WDOWN

**Description:** Insurance Write-Down

**Adjustment Amount Type:** Non Calculated Amount

**Distribution Code:** CASH\*

**Currency Code:** United States Dollars\*

**Sync. Current Amount:** Unchecked

**A/P 1099 Flag:** Not Applicable

**Print by Default:** Unchecked

**A/P Request Type Code:** Not Applicable

**Adjustment Freeze Option:** Freeze At Will

**Approval Profile:** Not Applicable

**Description on Bill:** Write Down

**Characteristics TAB:** Not Applicable

**Algorithm TAB**

**System Event:** Adj Financial Transaction

**Sequence:** 10

**Algorithm:** "ADJT-AC"\*

Click on Save

## Premium Sync Adjustment

**Note:** This adjustment type should take care of if the endorsement comes after the last maturity date has been invoiced, the schedule cannot be updated anymore This ensures that this endorsement will be invoiced the next time the account is invoiced.

**Go to ADMIN Menu→Adjustment type+**

**Description:** Premium Sync Adjustment

**Adjustment Amount Type:** Non Calculated Amount

**Distribution Code:** R-MISC\*

**Currency Code:** United States Dollars

**Sync. Current Amount:** Unchecked

**A/P 1099 Flag:** Not Applicable

**Print by Default:** Unchecked

**A/P Request Type Code:** Not Applicable

**Adjustment Freeze Option:** Freeze At Will

**Approval Profile:** Not Applicable

**Description on Bill:** Premium Sync

**Characteristics Type:** Transaction type **Characteristic Value:** PNB (Premium-New Business)

**Characteristics TAB:** Not Applicable

**System Event:** Adj Financial Transaction

**Sequence:** 10

**Algorithm:** Select from the list (ADJT-AC) (CASH ACCTING! Payoff = Current = Adj Amount)

Click on Save

### Adjustment Type Profile

All adjustment types created for premium transactions, fees etc should be the entered in the profile.

**Go to ADMIN Menu→Adjustment type Profile**

Click + in adjustment Type

Enter CM\_PNB (New Business)

Click on Save

**Note:** On contract an adjustment can be created provided the required adjustment type is recorded in the adjustment profile.



**Rate Schedule**

A rate schedule is created for the taxes and commission.

**Go to Main Menu→ Rates → Rate Schedule+**

**On MAIN-TAB**

**Rate Schedule:** XX-AP **Description:** Insurance TAX Rate

**Service Type:** Insurance P&C\* **Frequency:** No Proration

**Currency Code:** United States Dollars **Allow Estimates:** Checked

**Allow RVs Proration:** Checked

Click on Save

**Note:** \*A Rate Version linked to this Rate Schedule should be created.

**Go to Main Menu→ Rates → Rate Version+**

**MAIN-TAB**

**Rate Schedule:** XX-AP\*

**Description on Bill:** Tax on Premium

**Effective Date:** 01-01-2001

**Rate Version Status:** In Progress →Finished (after the rate component creation)

**Bill Print TAB**

**Seq:** 10 (pre populated)

**Description:** Tax on Premium (pre populated)

**Description on Bill:** Insurance TAX Rate

**Print:** Checked

**Print if zero:** Unchecked

Click on Save

**Note:** \*Rate Components linked to this Rate Version should be created.

**Go to Main Menu→ Rates → Rate Component+**

**MAIN-TAB**

**Rate Version:** XX-AP\*

**Sequence:** 10

**RC Type:** Service Quantity

**Description:** Insurance TAX Rate

**Rounding Type:** Nearest

**Precision:** 0.01000 (10% rate)

**FCPO:** Unchecked

**Value Type:** Unit Rate **Value Source:** Value **Value:** .10000000 **UOM:** Unchecked

**Sub-UOM:** Blank **SQI:** PREM **Measures Peak Qty:** Unchecked

**GL Statistical Qty:** Unchecked **Stepped:** Unchecked **Error If No Value:** Unchecked

**Print:** Checked **Print if zero:** Unchecked

**Cross Reference-TAB:** BLANK

**GL Distribution-TAB**

**Use Revenue Class:** Unchecked

**Distribution Code:** A/P – ST\*

**Characteristics TAB**

Characteristics Type: Blank

**Eligibility TAB:** Not Applicable

Click on Save

**Note:** Similarly A rate schedule for the commission can be populated. Then rate schedule should match the value declared in the feature configuration with Feature Name 'C1-COMMSSION'.

**Bill Cycle**

Bill cycle date decides the date on which the bills are generated in ORMB. The Bill cycle is defined on account.

**Go to ADMIN Menu → Bill Cycle**

**MAIN TAB**

**Bill Cycle:** Monthly-P&C (User definable)

**Windows Start Date:** 01-20-2009 **Windows End Date:** 01-20-2009

**Accounting Date:** 01-20-2009 **Estimate Date:** Not Applicable

**Freeze and Complete:** Unchecked

**Note:** It is necessary to create bill cycle dates (mentioned above) for all months or for the required period for the future.

**Match Type**

Algorithms for the automatic payments distribution on match types Bill ID, Contract ID

**Go to ADMIN Menu → Match Type**

**MAIN TAB**

Match Type: BILL-RM Description: Contract ID payment distribution

Pay Dist Override Algorithm: PYBL-TRN-LVL (Match by Bill ID, Pay Trgt Bill, Dist by TRXN (OI))

Click+

*Match Type:* SA-RM Description: Contract ID payment distribution

Pay Dist Override Algorithm: PYSA-TRN-LVL (Match by Contract ID, Pay Oldest Bill First, Dist by TRXN)

Click on Save

**Bill Segment Type**

Algorithms are defined for the multiple bill segments on bill for premium, fees, commission and taxes

Algorithms are defined for the FTs of the bill segments.

**Go to ADMIN Menu → Bill Segment Type**

**MAIN TAB**

**Bill Segment Type:** MULTIBS

**Description:** Multi Bill segments (Financial Services-Insurance)

**Create Algorithm:** C1-PPBSEG Create Bill Segments (FS)

**Financial Algorithm:** C1-PPBSEGFT Create FTs for Bill Segments (FS)

**Get Consum Algorithm:** Not Applicable

**Auto Cancel Algorithm:** Not Applicable

Click on Save

### **To Do Type**

To Do Roles and types are created in case the external statement is in the error state due to invalid accounting period Account ID.

**Go to ADMIN Menu → To Do Type**

#### **MAIN TAB**

**To Do Type:** C1-EXTBL

**Description:** External Statement Errors - Bill Not Found

**Priority:** Priority 40

**To Do Type Usage:** Automatic

**Navigation Option:** c1\_exstdTabMenu (External Statement Details)

**Creation Process:** Not Applicable

**Routing Process:** Not Applicable

**Message Category:** **18000** (Insurance specific error messages)

**Message Number:** **18024** (Bill not found)

#### **Roles TAB**

**To Do Role:** CM-EXTSTMT (External Statement Errors) Use as default: Unchecked

**To Do Role:** F1\_DFLT (System Default Role) Use as default: Checked

#### **Sort Keys TAB**

**To Do Type:** CM-EXTBL **Sequence:** 10 **Descriptions:** Broker Account ID **Use as Default:** Checked

**Sort Order:** Ascending **Owner:** Base

#### **Drill Keys TAB**

**To Do Type:** C1-EXTBL

**Navigation Option:** External Statement Details

**Sequence:** 10

**Table:** CM\_EXT\_STMT (External Statement)

**Field:** EXT\_STMT\_ID (External Statement ID)

**Owner:** Base

**Message Override TAB:** Not applicable

**To Do Characteristics TAB:** Not applicable

**Algorithms TAB:** Not applicable

**Note:** Similarly other To Do Types with message number are:

(C1-EXTST: External Statement Errors - Invalid accounting period) should be created for Message Number: 18026 (Invalid Accounting Period)

(C1-EXTAC: External Statement Errors - Invalid Account Id) should be created for Message Number: 18025 (Invalid Accounting Id)

Click on Save

### **To Do Role**

**Go to ADMIN Menu → To Do Role**

#### **MAIN TAB**

**To Do Role:** C1-EXTSTMT

**Description:** External Statement Errors

**User:** Users who should view To Dos assigned by the system.

**First Name:** First Name of the User

**Last Name:** Last name of User

### **To Do Type TAB**

**To Do Type:** C1-EXTBL External Statement Errors

**To Do Type:** C1-EXTBL External Statement Errors

**Use As Default Role:** Checked

Click on Save

### **Payment Segment Type**

**Go to ADMIN Menu → Payment Segment Type**

It is used in Contract Type (MAIN TAB)

**Payment Segment Type:** NORMAL

**Description:** Normal Payment

**Payment Segment Fin Algorithm:** PSEG-NM (Payoff Amt = Current Amt = Pay Amt)

Click on Save

**Bill Cancel Reason**

**Go to ADMIN Menu → Bill Cancel Reason**

**Cancel Reason:** INVB

**Description:** Invalid Bill

Click on Save

**Cancel Reason – Payment**

**Go to ADMIN Menu → Cancel Reason – Payment**

**Cancel Reason**

**Description**

**NSF Charge**

**Affect Cash-Only Score By**

**Affect Credit Rating By**

**Months Affecting Credit Rating**

**System Default Flag**

Click on Save

**A/P Request Type**

**Go to ADMIN Menu → A/P Request Type**

**A/P Request Type:** REFUND

**Description:** REFUND

**Due Days:** 7 Days

**Payment Method:** System Check

Click on Save

**Service Qty. Identifier**

**Go to ADMIN Menu → Service Qty. Identifier**

**Service Qty. Identifier:** PREM

**Description:** Taxable Premium Amount

**Decimal Positions:** 0

Click on Save

**Distribution Codes****Premium A/R (A/R PRM)****GL Construct Algorithm:** GLCNST-DFLT\***GL Account:** The GL account for premium receivables (to be set up as per the business requirements)

This is an account receivable code for all premium-related financial transactions.

**Note:** Do not define this code on any contract type.

Main	
Distribution Code	A/R PRM
Description	Account Receivable - Premium
Cash Accounting Code	Use For Cash Accounting <input type="checkbox"/>
GL Account Algorithm	GLCNST-DFLT Returns GL account defined on Dist Code Table
Write Off Controls	
Division	California
Contract Type	WO-STAND Write off <input type="checkbox"/> Override Switch <input type="checkbox"/>
GL Account Details 1 of 1	
Effective Date	01-01-1900
Status	Active
GL Account	150000
Statistics Code	
Characteristic Type	Characteristic Value

**Fee A/R (A/R FEE)****GL Construct Algorithm:** GLCNST-DFLT\***GL Account:** The GL account for fees receivables (to be set up as per the business requirements)

This is an account receivable code for all fees-related financial transactions.

**Note:** Do not define this code on any Contract Type

Main					
Distribution Code	A/R FEE				
Description	Account Receivable - Fee				
Cash Accounting Code					
GL Account Algorithm	GLCNST-DFLT				
Returns GL account defined on Dist Code Table					
Write Off Controls					
Division	California				
Contract Type	WO-STAND				
Write off Override Switch					
GL Account Details					
Effective Date	01-01-1900				
Status	Active				
GL Account	160000				
Statistics Code					
<table border="1"> <thead> <tr> <th>Characteristic Type</th> <th>Characteristic Value</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>		Characteristic Type	Characteristic Value		
Characteristic Type	Characteristic Value				

### Tax A/R (A/R TAX)

**GL Construct Algorithm:** GLCNST-DFLT

**GL Account:** The GL account for tax receivables (to be set up as per the business requirements)

This is an account receivable for all tax-related Financial Transactions.

Note: Do not define this code on any Contract Type.

Main					
Distribution Code	A/R TAX				
Description	Account Receivable - Tax				
Cash Accounting Code					
GL Account Algorithm	GLCNST-DFLT				
Returns GL account defined on Dist Code Table					
Write Off Controls					
Division	California				
Contract Type	WO-STAND				
Write off Override Switch					
GL Account Details					
Effective Date	01-01-1900				
Status	Active				
GL Account	170000				
Statistics Code					
<table border="1"> <thead> <tr> <th>Characteristic Type</th> <th>Characteristic Value</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>		Characteristic Type	Characteristic Value		
Characteristic Type	Characteristic Value				



**Standard A/R for Insurance (A/R - INS)****GL Construct Algorithm:** GLCNSTR-INS\***Characteristics:** Premium A/R Distribution Code = A/R PRM

Fee A/R Distribution Code = A/R FEE

Tax A/R Distribution Code = A/R TAX

**GL Account:** Same as the GL Account of the Premium A/R (A/R PRM)\*

Each Contract Type has to have a standard A/R distribution code. The A/R distribution code defined on a contract is the default A/R for all financial transactions that are posted on the contract.

*\*The GL Account used in the Standard Insurance A/R should be the same as the Premium A/R. This means that the Standard A/R to be defined in the Contract Types is the Premium A/R because they point to the same GL Account. This is extremely important to take note.*

**Note:** The 4 A/R distribution codes above are the minimum required. Most organizations will define separate A/Rs for each product line; A/R for Auto, A/R for Home, etc. If this is the case, each product line would have a set of 4 A/R distribution codes as defined above.

<b>Main</b>									
Distribution Code	A/R INS								
Description	Account Receivable Insurance								
Cash Accounting Code	Use For Cash Accounting <input type="checkbox"/>								
GL Account Algorithm	GLCNSTR-INS Construct GL account based on transaction type								
<b>Write Off Controls</b>									
Division	California								
Contract Type	WO-STAND Write off <input type="checkbox"/> Override Switch <input type="checkbox"/>								
<b>GL Account Details</b> 1 of 1									
Effective Date	01-01-1900								
Status	Active								
GL Account	150000								
Statistics Code									
	<table border="1"> <thead> <tr> <th>Characteristic Type</th> <th>Characteristic Value</th> </tr> </thead> <tbody> <tr> <td>Fee Distribution Code</td> <td>A/R FEE</td> </tr> <tr> <td>Premium Distribution Code</td> <td>A/R PRM</td> </tr> <tr> <td>Tax Distribution Code</td> <td>A/R TAX</td> </tr> </tbody> </table>	Characteristic Type	Characteristic Value	Fee Distribution Code	A/R FEE	Premium Distribution Code	A/R PRM	Tax Distribution Code	A/R TAX
Characteristic Type	Characteristic Value								
Fee Distribution Code	A/R FEE								
Premium Distribution Code	A/R PRM								
Tax Distribution Code	A/R TAX								

**Deferred Revenue recognition**

A distribution code for deferred revenue is defined as follows,

**Distribution Code:** R-DRR**Description:** Revenue-DRR Premium**Characteristic Type:** Deferred Revenue

Main							
Distribution Code	R-DRR						
Description	Revenue-DRR Premium						
Cash Accounting Code							
GL Account Algorithm	GLCNSTR-INS Construct GL account based on transaction type						
Write Off Controls							
Division	California						
Contract Type							
Override Switch							
GL Account Details 1 of 1							
Effective Date	01-01-1950						
Status	Active						
GL Account	19001						
Statistics Code							
<table border="1"> <thead> <tr> <th>Characteristic Type</th> <th>Characteristic Value</th> </tr> </thead> <tbody> <tr> <td>Account type</td> <td>R Revenue</td> </tr> <tr> <td>Deferred Revenue</td> <td>YES Deferred Revenue Recognition</td> </tr> </tbody> </table>		Characteristic Type	Characteristic Value	Account type	R Revenue	Deferred Revenue	YES Deferred Revenue Recognition
Characteristic Type	Characteristic Value						
Account type	R Revenue						
Deferred Revenue	YES Deferred Revenue Recognition						

### Earned Revenue Premium

An earned premium will be credited against the deferred revenue as on when secondary adjustments are created Financial Transactions.

**Distribution Code:** E-Revenue

**Description:** Earned Revenue Premium

Main							
Distribution Code	E-REVENUE						
Description	Earned Revenue-Premium						
Cash Accounting Code							
GL Account Algorithm	GLCNSTR-INS Construct GL account based on transaction type						
Write Off Controls							
Division	California						
Contract Type							
Override Switch							
GL Account Details 1 of 1							
Effective Date	01-01-1950						
Status	Active						
GL Account	19002						
Statistics Code							
<table border="1"> <thead> <tr> <th>Characteristic Type</th> <th>Characteristic Value</th> </tr> </thead> <tbody> <tr> <td></td> <td>Revenue</td> </tr> <tr> <td></td> <td>Deferred Revenue Recognition</td> </tr> </tbody> </table>		Characteristic Type	Characteristic Value		Revenue		Deferred Revenue Recognition
Characteristic Type	Characteristic Value						
	Revenue						
	Deferred Revenue Recognition						

## Overdue Processing for (Broker)

Typical overdue related setup for the broker billing is given in the table below,

The system periodically monitors violation of collection rules for brokers and policy holders. When a violation is detected, the system initiates the appropriate activities (e.g., letters, disconnect notices, collection agency referrals, and eventually write off). The topics in this section describe how to configure the system to manage your overdue processing requirements.

**Note:** This set up is not a mandatory and should be customized based on the business requirements.

### 1. Overdue Event Type

An overdue event type encapsulates the business rules that govern a given type of overdue event

**Go to Admin Menu → Overdue Event Type**

Overdue Event Type	INS-BRK-CALL
Description	Insurance Broker - Follow-up call with broker's office
Long Description	Insurance Broker - Follow-up call with broker's office for payment
Algorithms	System Event=Cancel Logic Sequence=10 Algorithm= C1-OE-NO-DEP, Cancel Overdue event if no dependent events exists
	System Event=Event Activation Sequence=10 Algorithm= C1-BRK-CALL, Create To Do – follow up call with Broker <This is a new algorithm>

**Main**

**Overdue Event Type** INS-BRK-CALL

**Description** Insurance Broker - Follow-up call with broker's office

**Long Description** Insurance Broker - Follow-up call with broker's office for payment

**Algorithms**

	System Event	Sequence	Algorithm
+	Cancel Logic	10	C1-OE-NO-DEP Cancel Overdue Event If No Dependent Events Exist
+	Event Activation	10	C1-BRK-CALL Create ToDo - Follow-up call with Broker

### 2. Overdue Event Type


An overdue event type encapsulates the business rules that govern a given type of overdue event

**Go to Admin Menu → Overdue Event Type**


Overdue Event Type	INS-BRK-RIMD
--------------------	--------------

Description	Insurance Broker Overdue Reminder Letter
Long Description	Insurance Broker Overdue Reminder Letter
Algorithms	System Event=Cancel Logic Sequence=10 Algorithm= C1-OE-NO-DEP, Cancel Overdue event if no dependent events exists
	System Event=Event Activation Sequence=10 Algorithm= C1-BRK-RIMD, Insurance Broker Overdue Reminder Letter <This is a new algorithm>







**Main**

Overdue Event Type **INS-BRK-RIMD** 

Description

Long Description  

**Algorithms**

	System Event	Sequence	Algorithm
 	Cancel Logic	10	C1-OE-NO-DEP  Cancel Overdue Event If No Dependent Events Exist
 	Event Activation	10	C1-BRK-RIMD  Insurance Broker Overdue Reminder Letter


### 3. Overdue Event Type

An overdue event type encapsulates the business rules that govern a given type of overdue event


**Go to Admin Menu → Overdue Event Type**

Overdue Event Type	INS-BRK-CUST
Description	Insurance Broker - Initiate Customer Letters, if required
Long Description	Insurance Broker - Initiate Customer Letters, if required
Algorithms	System Event=Cancel Logic Sequence=10 Algorithm= C1-OE-NO-DEP, Cancel Overdue event if no dependent events exists
	System Event=Event Activation Sequence=10 Algorithm= C1-BRK-CUST, Create To Do – Initiate Customer Letters If Required <This is a new algorithm>







**Main**

**Overdue Event Type** INS-BRK-CUST 

**Description** Insurance Broker - Initiate Customer Letters, if required

**Long Description** Insurance Broker - Initiate Customer Letters, if required 

**Algorithms**

	System Event	Sequence	Algorithm
 	Cancel Logic	10	C1-OE-NO-DEP  Cancel Overdue Event If No Dependent Events Exist
 	Event Activation	10	C1-BRK-CUST  Create ToDo - Initiate Customer Letters IfRequired


#### 4. Overdue Event Type

An overdue event type encapsulates the business rules that govern a given type of overdue event


**Go to Admin Menu → Overdue Event Type**

Overdue Event Type	INS-BRK-ACT
Description	Insurance Broker – Take necessary actions
Long Description	Insurance Broker – Take necessary actions
Algorithms	<p>System Event=Cancel Logic</p> <p>Sequence=10</p> <p>Algorithm= C1-OE-NO-DEP, Cancel Overdue event if no dependent events exists</p>
	<p>System Event=Event Activation</p> <p>Sequence=10</p> <p>Algorithm= C1-BRK-ACT, Create To Do – Take Necessary Actions &lt;This is a new algorithm&gt;</p>







**Main**

**Overdue Event Type** INS-BRK-ACT 

**Description** Insurance Broker - Take necessary actions

**Long Description** Insurance Broker - Take necessary actions 

**Algorithms**

	System Event	Sequence	Algorithm
 	Cancel Logic	10	C1-OE-NO-DEP  Cancel Overdue Event If No Dependent Events Exist
 	Event Activation	10	C1-BRK-ACT  Create ToDo - Take Necessary Actions

<b>5. Overdue Process Template</b> An overdue process template encapsulates the business rules that govern a given type of overdue process. <b>Go to Admin Menu→ Overdue Process Template</b>	
Overdue Process Template	INS-BRK-OD
Description	Insurance Broker - OD Template
Collecting on Object	Bill ID
Algorithms	System Event=Calculate Unpaid and Original Amount, Sequence=10 Algorithm= C1-CUAOA, Calculate Unpaid And Original Amounts
	System Event=Cancel Criteria Sequence=10 Algorithm= C1-CIOPBPD, Check If Process's Bills Paid
	System Event=Cancel Logic Sequence=10 Algorithm= C1-COPAICP, Cancel Overdue Process and its Cut Processes
Event Type 1	Event Sequence=10 Overdue Event Type= INS-BRK-CALL, Insurance Broker - Follow-up call with broker's office Days After=0 Depends on Other Events=un-checked
Event Type 2	Event Sequence=20 Overdue Event Type= INS-BRK-RIMD, Insurance Broker Overdue Reminder Letter Days After=5 Depends on Other Events=un-checked
Event Type 3	Event Sequence=30 Overdue Event Type= INS-BRK-CUST, Insurance Broker - Initiate Customer Letters, if required Days After=5 Depends on Other Events=un-checked
Event Type 4	Event Sequence=40 Overdue Event Type= INS-BRK-ACT, Insurance Broker - Take necessary actions Days After=15 Depends on Other Events=un-checked

**Main** Oracle Logo

**Overdue Process Template** INS-BRK-OD

**Description** Insurance Broker - OD Template

**Collecting On Object** Bill ID

**Algorithms**

	System Event	Sequence	Algorithm
	Calculate Unpaid & Original Amounts	10	C1-CUAOA  Calculate Unpaid And Original Amounts
	Cancel Criteria	10	C1-CIOPBPD  Check If Process's Bills Paid
	Cancel Logic	10	C1-COPAICP  Cancel Overdue Process and its Cut Processes

**Event Types** 1 of 4

**Event Sequence** 10

**Overdue Event Type** INS-BRK-CALL Insurance Broker - Follow-up call with broker's office

**Days After** 0

**Dep on Other Events** ☐

---

**Event Types** 2 of 4

**Event Sequence** 20

**Overdue Event Type** INS-BRK-RIMD Insurance Broker Overdue Reminder Letter

**Days After** 5

**Dep on Other Events** ☐

---

**Event Types** 3 of 4

**Event Sequence** 30

**Overdue Event Type** INS-BRK-CUST Insurance Broker - Initiate Customer Letters, if required

**Days After** 5

**Dep on Other Events** ☐

---

**Event Types** 4 of 4

**Event Sequence** 40

**Overdue Event Type** INS-BRK-ACT Insurance Broker - Take necessary actions

**Days After** 15

**Dep on Other Events** ☐

## 6. Collection Class Overdue Rules

Collection class overdue rules contain algorithms that impact accounts associated with a given collection class, division and currency code are managed.

**Go to Admin Menu → Collection Class Overdue Rules**

Main	
Collection Class	Insurance Broker 01 Collection Class
Division	New York
Currency Code	United States Dollar

Algorithms	System Event=Overdue Monitor Rule Sequence=10 Algorithm= C1-INS-BRK-C, Insurance Broker Collect Overdue Bill - Regular <This is a newly created algorithm>
------------	--

Main

Collection Class Insurance Broker 01 Collection Class

Division New York

Currency Code United States Dollars

Algorithms

	System Event	Sequence	Algorithm
+	Overdue Monitor Rule	10	C1-INS-BRK-C Insurance Broker Collect Overdue Bill - Regular

### Algorithms (Deferred Revenue Recognition)

There are algorithms in Deferred Revenue Recognition functionality.

The table below lists them in more detail:

Algorithm	Algorithm Code	Type	Description	Defined at
<p>Create Revenue Recognition Schedule</p> <p>This algorithm generates a schedule for the Financial Transactions which are identified with distribution code of the deferred revenue.</p> <p><b>Parameters:</b> Adjustment Type of the 2nd FT's (The adjustment type of the GL only adjustments that will be generated to transfer a portion of deferred revenue to earned)</p> <p><b>Value:</b> ADDCHARG</p> <p>Parameters: Deferred Revenue Characteristic Type (The Distribution Code Characteristic Type that indicates that the distribution code points to a "deferred revenue" GL account.)</p> <p><b>Value:</b> DFR</p>	CM_REVRE CSCH	CM_REVRE CSCH	Create Revenue Recognition Schedule	Contract type FT freeze



Algorithm	Algorithm Code	Type	Description	Defined at
<p><b>Parameters:</b> Recognition Frequency</p> <p><b>Value:</b> M – Monthly (realized every last calendar/business day of the month)/W – Weekly (realized every Sunday/last business day of the week)/D – Daily (realized every calendar/business day)</p> <p><b>Parameters:</b> Use Calendar/Business day</p> <p><b>Value:</b> C – Use Calendar Day in the Recognition Frequency/B – Use Business Day in the Recognition Frequency</p> <p><b>Parameters:</b> Monthly No Proration High Limit (in days)</p> <p><b>Value:</b> 31</p> <p>(If the period falls above this high limit, the amounts must be prorated.)</p> <p><b>Parameters:</b> Monthly No Proration Low Limit (in days)</p> <p><b>Value:</b> 28</p> <p>(If the period falls below this low limit, the amounts must be prorated.)</p>				