

Oracle® Revenue Management and Billing for  
Financial Services

Version 2.2.3.0

Insurance User Guide

Revision 1.2

E20649-01

January, 2011



## Oracle Revenue Management and Billing Insurance User Guide

E20649-01

Copyright © 2010, Oracle and/or its affiliates. All rights reserved.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure, and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or de-compilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

### U.S. GOVERNMENT RIGHTS

Programs, software, databases, related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

This software and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

# Preface

---

## Purpose

This document helps you to understand and use the following features of the Oracle Revenue Management and Billing (ORMB) application:

- Insurance Control Central
- Account Current
- Insurance Pay Plan
- Deferred Revenue Recognition
- Reporting

It explains the functionality of each screen associated with these features. This document also indicates a set of control data that needs to be setup in order to use the Insurance functionality of the ORMB application.

## Intended Audience

The following are the intended audience of this document:

- Users
- Consulting staff
- Administrators

## Organization of the Document

The information in this document is organized into the following chapters:

Chapter No.	Chapter Name	Chapter Description
Chapter 1	User Profiles	Provides an overview of the user profiles in the system and how the security is currently setup.
Chapter 2	Setting Up	Provides a list of control data that needs to be setup in order to use the Insurance functionality of the ORMB application.
Chapter 3	Insurance Control Central	Explains the functionality of each screen associated with the Insurance Control Central feature.
Chapter 4	Account Current	Explains the functionality of each screen associated with the Account Current feature.
Chapter 5	Insurance Pay Plan	Explains the functionality of each screen associated with the Insurance Pay Plan feature.

Chapter No.	Chapter Name	Chapter Description
Chapter 6	Deferred Revenue Recognition	Explains the functionality of each screen associated with the Deferred Revenue Recognition feature.
Chapter 7	Reporting	Lists and describes how to execute 10 sample reports provided with ORMB.

## Conventions

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen or text that you enter.

## Related Documents

The following documents are related to this document:

- Orade Utilities User Guide - Provides an overview and explanation of the basic concepts related to contracts, accounts, persons and billing.
- Orade Revenue Management and Billing Quick Installation Guide - Provides an overview of how the product is to be installed.

# Contents

---

<b>Chapter 1: User Profiles .....</b>	<b>1</b>
<b>Chapter 2: Setting Up .....</b>	<b>2</b>
Control Data Setup .....	2
<b>Chapter 3: Insurance Control Central .....</b>	<b>73</b>
Overview .....	73
Searching with Insurance Control Central .....	73
Insurance Control Central Search Facilities.....	73
Wild Cards Insurance Control Central .....	74
Wild Card Search Results Insurance Control Central.....	75
Insurance Control Central Policy Portal .....	76
Policy Summary Zone for Insurance Control Central .....	76
Insurance Control Central Policy Financial History Zone .....	77
Insurance Control Central Pay Plan.....	77
Insurance Control Central Invoice Schedule .....	80
Insurance Control Central Policy Cancellation Zone .....	80
Insurance Control Central Policy Nominees Zone .....	81
Insurance Control Central Policy Nominees Details Info Zone .....	81
Insurance Control Central Account Portal .....	81
Insurance Control Central Customer Information .....	81
Insurance Control Central Financial Transaction History .....	82
Insurance Control Central Account Policy Summary .....	82
Insurance Control Central Other Contract Summary .....	83
<b>Chapter 4: Account Current.....</b>	<b>84</b>
Overview .....	84
Setting up and Pre-requisites.....	85
Account Current Business Process .....	86
External Statements.....	86
The Lifecycle of an External Statement .....	86
External Statement Monitors.....	88
Create To-Do Entries .....	89
External Statement Search.....	90
External Statement Search Zone .....	90
External Statement Log Zone .....	91
Create External Statement .....	92
Account Search .....	93
Bill Search.....	93
External Statement Edit.....	94
External Statement Details .....	95
External Statement Details Zone .....	95
External Statement Items Zone .....	97
Edit External Statement Item .....	98
Add External Statement Item.....	98
Account Current Objects .....	99
Account Current Reconciliation .....	100
The Lifecycle of an Account Current .....	101
Account Current Monitors .....	101

Account Current.....	102
External Statement Search Zone .....	102
Account Current Zone .....	103
Account Current Details Zone .....	104
Account Current Log Zone .....	105
Account Current - Discrepancy List Zone .....	105
Account Current Item.....	106
Account Current Quick Edit .....	108
Administration .....	110
Automatic Upload of External Statements .....	110
Implementation of External Statement Upload through an XAI .....	111
Create an XAI Group.....	111
Create an XAI Receiver .....	111
Typical XSLT File Required for the XML.....	112
Initiate Multipurpose Listener .....	114
Manual CSV File Upload of External Statements .....	114
Manual Data Entry of External Statements.....	116
Algorithm Types .....	116
<b>Chapter 5: Insurance Pay Plan .....</b>	<b>118</b>
Overview .....	118
Pre-requisites.....	118
Characteristic Types .....	118
Distribution Codes.....	119
Adjustment Types .....	120
Algorithms .....	121
Business Process .....	123
Pay Plan .....	124
Edit Pay Plan.....	127
Edit Pay Plan Invoice Schedule .....	130
Administration .....	130
Policy Invoice Frequency Portal.....	130
Invoice Frequency.....	132
Pay Plan Template Portal .....	132
Add Pay Plan Template .....	136
Edit Pay Plan Template.....	138
Contract Type Pay Plan Template Portal.....	140
Link Pay Plan Template to Contract Type .....	142
<b>Chapter 6: Deferred Revenue Recognition.....</b>	<b>143</b>
Overview .....	143
Business Process .....	143
Deferred Revenue Recognition Schedule.....	143
Administration .....	145
<b>Chapter 7: Reporting .....</b>	<b>147</b>
Overview .....	147
Pre-requisites.....	147
Business Process .....	147
Generating the CI_CSEOPN Report.....	148
Generating the CI_CSESGS Report.....	149
Generating the CI_CSESTS Report .....	150
Generating the CI_CUSTCN Report.....	150
Generating the CI_GLACSM Report.....	151

Generating the CI_LTRGN_ENG Report.....	152
Generating the CI_PMTBAL Report .....	153
Generating the CI_RCVAGA Report.....	153
Generating the CI_TDENTR Report .....	154
Generating the CI_TXPYBL Report .....	155

# Chapter 1: User Profiles

---

Oracle Revenue Management and Billing supports the ability to create user profiles which are customized based on user needs. The following User profile has been pre-configured in the system and has specific responsibilities as follows:

INADMIN – This is the administrator user profile that has access to all the administrative functions in the application related to Insurance functionality as well as normal user functions. The security profile definition is subset of the SYSUSER user who has access to all portals, transactions and administration functions.



Attention: INADMIN user and password should be setup post installation since these don't come preconfigured as user logins in the database or application server.

For further information on how to setup users, including importing from LDAP and setting up security profiles, please refer to the Oracle Utilities CCB Framework User Guide, Chapter 3 on Defining Security and User Options.



## Chapter 2: Setting Up

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.



Attention: 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 Setup

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
<i>Global Context</i>		
Algorithm	Admin Menu, Algorithm.  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.  Algorithms are plugged-in on the installation record.  For more information, refer to online help under:  Contents → Framework Administration → Defining General Options → Defining Installation Options → Installation Options – Algorithms	You can run the <i>CI_COPIN</i> DB process to copy many of the algorithms that support basic functionality from the demonstration database.  For more information refer to Online Help under: Contents → Administration → Preparing To Implement → How To Copy An Algorithm From The Demo Database
<i>Accounting Environment</i>		

Function	Menu	Setup
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>	To be setup manually as per the business requirements.
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><i>USD</i> 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.

Function	Menu	Setup
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.
<i>Security Environment</i>		
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.

Function	Menu	Setup
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>	<p>One user group, <i>ALL-SERVICES</i>, is automatically setup. It references all other application services and a single user called <i>INADMIN</i>. 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.</p>
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>	<p><i>ENG</i> is automatically populated</p>
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>	<p>Two display profiles are automatically setup: <i>NORTHAM</i> displays currencies and dates in a classic American format; <i>EURO</i> displays information in a classic European format</p>

Function	Menu	Setup
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.
Access Group	<p>Admin Menu, Access Group</p> <p>Use the Access Group collection to define the access groups whose objects can be accessed by this role's users.</p> <p>Access Group is used in Data Access Role &amp; Account.</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining Data Access Group</p>	To be setup manually as per the business requirements.
User	<p>Admin Menu, User</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Defining Security &amp; User Options → Importing LDAP Users and User Groups</p>	<p>"INADMIN" is automatically set up.</p> <p>Note, you may be able to import your users if your organization has already defined them using LDAP.</p>
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.
<i>Customer Class Environment</i>		

Function	Menu	Setup
Customer Class	<p>Admin Menu, Customer Class</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Customer Options → Setting Up Account Options → Setting Up Customer Classes</p> <p>For the typical setup, refer 'Customer Class'</p> <p>Note: You should create Work Calendar, Division, and collection class before the customer class.</p>	To be setup manually as per the business requirements.
<i>Financial Transaction Environment</i>		
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.

Function	Menu	Setup
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.
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.

Function	Menu	Setup
Billable Charge Upload Line Type(Optional)	Admin Menu, Bill Charge Line Type	To be setup manually as per the business requirements.
Bill Segment Type	Admin Menu, Bill Segment Type  For the typical setup, refer 'Bill Segment Type'	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You will need to set up the algorithm that constructs a payment segment's financial transaction.  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  For automatic distribution of payment on Contract ID, Bill ID the algorithms are set on Match Type	Rather than setting these up manually, you can run the <a href="#">CI_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.
Payment Segment Type	Admin Menu, Payment Segment Type  For the typical setup, refer 'Payment Segment Type'	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  For example,  Refer to PSEG-NM algorithm Payoff Amt = Current Amt = Pay Amt  You will need to set up the algorithm that constructs an adjustment's financial transaction.	Rather than setting these up manually, you can run the <a href="#">CI_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.
Algorithm	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.	To be setup manually as per the business requirements.



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 for a specific Adjustment Type. This algorithm is plugged-in on the Adjustment Type.	To be setup manually as per the business requirements.
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'.  <div>Note: Accessible only through a SYSUSER.</div>	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="#">CL_COPY</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.
<i>Customer Environment</i>		
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 <i>CI_COPDI</i> 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 <i>CI_COPDI</i> 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
Phone Type(optional)	Admin Menu, Phone Type.	To be setup manually as per the business requirements

Function	Menu	Setup
Person Relationship Type	Admin Menu, Person Relationship Type.	To be setup manually as per the business requirements
Algorithm	<p>Admin Menu, Algorithm.</p> <p>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.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining General Options Addendum → Defining Installation Options</p>	If you ran the CI_COPIN DB process described above, this algorithm will have been set up for you
Algorithm	<p>Admin Menu, Algorithm.</p> <p>You will need to set up an algorithm to validate a person's name. 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>	If you ran the CI_COPIN DB process described above, this algorithm will have been set up for you
Algorithm (Optional)	<p>Admin Menu, Algorithm.</p> <p>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.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining General Options Addendum → Defining Installation Options</p>	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. 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>
Feature Configuration	<p>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 Create Person Account together option type for the C1_PERACCT feature configuration to Y.</p>	<p>To be setup manually as per the business requirements.</p>
<i>Statements</i>		



Function	Menu	Setup
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 <i>CI_COPDI</i> 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 <i>CI_COPDI</i> DB process described above, this algorithm will have been set up for you
<i>Automatic Payment (EFT) Environment</i>		
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 <i>CI_COPAP</i> DB process to copy this algorithm (and other auto pay-oriented algorithms) from the demonstration database.
Tender Source	Admin Menu, Tender Source  A unique Tender Source must exist for every potential source of funds  <div>Note: 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.</div>  For more details, refer to online help under:  Contents → Administration → Tender Management → Setting Up Tender Sources	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 appropriate automatic payment date calculation algorithm to populate the extract, GL interface and payment dates on automatic payments.</p>	<p>If you ran the CI_COPAP DB process described above, this algorithm will have been set up for you</p>
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>	<p>To be setup manually as per the business requirements</p>
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>	<p>To be setup manually as per the business requirements</p>

Function	Menu	Setup
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
Algorithm	<p>Admin Menu, Algorithm.</p> <p>You may need to set up an algorithm if your customers can define a maximum withdrawal limit on their auto pay options.</p>	If you ran the CI_COPAP DB process described above, this algorithm will have been set up for you
Return to Customer Class	<p>Admin Menu, Customer Class.</p> <p>You should plug-in the Auto pay Over Limit Algorithm in each appropriate customer class.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Customer Options → Setting Up Account Options → Setting Up Customer Classes → Customer Class - Controls</p>	To be setup manually as per the business requirements
<p><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></p>		

Function	Menu	Setup
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
Collection Process Template (optional)	Admin Menu, Collection Process Template Collection process templates define the collection events that will be executed when a collection criteria rule is violated. For more details, refer to online help under: Contents → Administration → Defining Credit & Collections Options → Creating Collection, Severance & Write-Off Procedures → Setting Up Collection Procedures → Setting Up Collection Process Templates  Note: Collection Process Template can be accessed through SYSUSER login.	To be setup manually as per the business requirements

Function	Menu	Setup
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
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

Function		Menu	Setup
Collection Control(optional)	Class	<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
Write Off Type(optional)	Event	<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

Function	Menu	Setup
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
Algorithm(optional)	<p>Admin Menu, Algorithm.</p> <p>You may need to set up algorithms if you have special logic that should be executed when a pay plan is canceled.</p>	To be setup manually as per the business requirements
Payment Method(optional)	<p>Admin Menu, Payment Method</p> <p>Payment methods are used to describe how a customer intends to make their pay plan's scheduled payments</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Credit &amp; Collections Options → The Big Picture Of Payment Arrangements and Pay Plans → Setting Up Pay Plan Control Tables → Setting Up Payment Methods</p>	To be setup manually as per the business requirements

Function	Menu	Setup
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
<i>Services &amp; Characteristics</i>		
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
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



Function	Menu	Setup
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
<i>Bill &amp; Service Cycle Environment</i>		
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
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
<i>Rate Environment</i>		
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

Function	Menu	Setup
Service Quantity Identifier	Admin Menu, Service Quantity Identifier SQIs 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
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

Function	Menu	Setup
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
<i>Late Payment Environment</i>		
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
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
<i>Contract Configuration</i>		

Function	Menu	Setup
Algorithm(optional)	<p>Admin Menu, Algorithm.</p> <p>You will need to set up the algorithms that determine:</p> <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)	<p>Admin Menu, Algorithm.</p> <p>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.</p>	To be setup manually as per the business requirements
Algorithm(optional)	<p>Admin Menu, Algorithm.</p> <p>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'.</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 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.</p>	To be setup manually as per the business requirements
Contract Type	<p>Admin Menu, Contract Type</p> <p>For typical setup refer 'Contract Type'</p>	To be setup manually as per the business requirements

Function	Menu	Setup
Terms and Conditions(optional)	<p>Admin Menu, Terms and Conditions</p> <p>Each T&amp;C is identified with a terms and condition code.</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Quotation Options → Setting Up Terms and Conditions</p>	To be setup manually as per the business requirements
CONTRACT Type Start Options (optional)	<p>Admin Menu, Contract Type Start Option</p> <p>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</p> <p>For more details, refer to online help under:</p> <p>Contents → Administration → Defining Contract Types → Setting Up Contract Types → Setting Up Start Options</p>	To be setup manually as per the business requirements
<i>Notification and Workflow</i>		
Workflow Event Type(optional)	<p>Admin Menu, Workflow Event Type</p> <p>For more details, refer to online help under:</p> <p>Contents → Framework Administration → Workflow and Notification Options → Setting Up Workflow Event Types</p>	To be setup manually as per the business requirements
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

Function	Menu	Setup
Notification Upload Type(optional)	Admin Menu, Notification Upload Type  For more details, refer to online help under:  Contents → Framework Administration → Workflow and Notification Options → Setting Up Notification Upload Types	To be setup manually as per the business requirements
Workflow Process Profile(optional)	Admin Menu, Workflow Process Profile  For more details, refer to online help under:  Contents → Framework Administration → Workflow and Notification Options → Setting Up Workflow Process Profiles	To be setup manually as per the business requirements
Notification Download Type(optional)	Admin Menu, Notification Download Type  For more details, refer to online help under:  Contents → Framework Administration → Workflow and Notification Options → Setting Up Notif. Download Types	To be setup manually as per the business requirements
Notification Download Profile(optional)	Admin Menu, Notification Download Profile  For more details, refer to online help under:  Contents → Framework Administration → Workflow and Notification Options → Setting Up Notif. Download Profiles	To be setup manually as per the business requirements
Algorithm(optional)	Admin Menu, Algorithm.  If you want a Control Central alert to highlight when the current account and/or location has <i>active</i> workflow processes, 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

### 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 States 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: BlankSQI: 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					
<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				

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 1 of 1					
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 1 of 1					
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.

Main	
Distribution Code	A/R INS
Description	Account Receivable Insurance
Cash Accounting Code	
GL Account Algorithm	GLCNSTR-INS
Construct GL account based on transaction type	
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	150000
Statistics Code	
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>

The screenshot shows the 'Main' tab of the 'Overdue Event Type' configuration page for 'INS-BRK-CALL'. The 'Description' field contains 'Insurance Broker - Follow-up call with broker's office' and the 'Long Description' field contains 'Insurance Broker - Follow-up call with broker's office for payment'. Below these fields is the 'Algorithms' section, which contains a table with two rows of configured 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. Go to Admin Menu→ Overdue Process Template	
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**

**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-CIOPBD 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 Scroll Right

**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 (Pay Plan and related to Pay Plan)

There are several algorithms in Pay plan functionality that assist with the Pay plan lifecycle. The table below lists them in more detail:

Algorithm	Algorithm Code	Type	Description	Defined at
Unlink Pay Plan Template from Contract Types:  This algorithm removes the Pay Plan Template which is an inactive and linked to 1 or more contract types if not a default on any of the contract types.	CM-UNLINK	CM-UNLINKPPT	Unlink Pay Plan Template from Contract Types	Business Object (Pay Plan Template), System Event: Status Enter.
Pay Plan Template Information: This algorithm provides the pay plan template information.	CM_PPTMPI NFO	CM_PPTMPI NFO	Pay Plan Template Information	Business Object (Pay Plan Template), System Event: Information
This algorithm automatically activates/inactivates a Pay Plan Template based on the Activate/Inactivate Date.	CM-PPTMPLMON	CM-PPTMPLMON	Pay Plan Template Monitor	Business Object (Pay Plan Template), System Event: Status Monitor.
Reset Activate/Inactivate Date: This algorithm resets the Activate/Inactivate Date to Null.	CM-RESETDT	CM-RESETDT	Reset Activate Inactivate Date	Business Object (Pay Plan Template), System Event: Status Exit.

Algorithm	Algorithm Code	Type	Description	Defined at
<b>Pay Plan Template Validation:</b> This algorithm validates Pay Plan Templates; this includes validating Pay Plan Templates linked to Contract Types.	CM-PPTMPLVAL	CM-PPTMPLVAL	Pay Plan Template Validations	Business Object (Pay Plan Template), System Event: Validation.
<b>Pay Plan Pre-processing:</b> This algorithm makes the Pay Plan Rules as default rules based on the pay plan Template.	CM-PPLANPRE	CM-PPLANPRE	Pay Plan Preprocessing	Business Object, (Pay Plan) System Event: Pre processing.
<b>Pay Plan Post-processing:</b> This algorithm generates invoice schedule.	CM-PPLANPOST	CM-PPLANPOST	Pay Plan Post Processing	Business Object, (Pay Plan) System Event: Post processing.
<b>Pay Plan Validation:</b> This algorithm validates pay plan.	CM-PPLANVALI	CM-PPLANVALI	Pay Plan Validations	Business Object, (Pay Plan) System Event: Validation.
<b>Pay Plan Information:</b> This algorithm provides information about pay plan.	CM-PPINFO	CM-PPINFO	Pay Plan Information	Business Object, (Pay Plan) System Event: Information.
<b>Set Issue Date:</b> This algorithm creates an issue date ="Current Date" i.e. on the date contract is created. Parameter: issueDateCharType (Policy Issue Date Characteristic Type) Value: CM-ISDT (user definable)	CM_ISSUEDATE	CM_ISSUEDATE	Creates an issue date in Contract Char	Contract Type, System Event: Contract Creation.

Algorithm	Algorithm Code	Type	Description	Defined at
<p>Create Bill Segments from Invoice Schedule:</p> <p>This algorithm creates the Bill Segments using information from the Invoice Schedule of the Pay Plan linked to the Contract.</p> <p>Parameter: Number of Days to Bill in Advance</p> <p>Value: 10</p> <p>Parameter: Taxable Premium Amount SQI</p> <p>Value: PREM (user definable)</p>	CM-PPBSEG	CM-PPBSEG	Create Bill Segment(s) based on Pay Plan	Bill Segment Type-Bill Segment Create
<p>Create BS FT based on BS Information:</p> <p>This algorithm creates the associated FTs of the bill segments created by the "Create BS from Invoice Schedule" algorithm.</p>	CM-PPBSEGFT	CM-PPBSEGFT	Creates the BS FTs for contracts with a Pay Plan	Bill Segment Type-Bill segment FT Creation.
<p>Adjust Schedule:</p> <p>This algorithm updates a schedule whenever an adjustment is used to adjust a bill. These adjustments are not endorsements, thus, the total premium is not affected.</p> <p>Parameter: Adjustment Type</p> <p>Value: CM_ADJS(user definable)</p> <p>Note: This value should be the same defined in the feature configuration as Bill Gross Amount adjustment.</p>	CM-AJUVSCH	CM-AJUVSCH	Adjust invoice schedule for pay plan(FS)	Adjustment Type, System Event: Adjustment Freeze.
<p>Cancel Premium:</p> <p>This algorithm updates the schedule whenever a premium adjustment (whether NB or END) is cancelled.</p>	CM-PRMCANCEL	CM-PRMCANCEL	Premium Cancellation Processing Algorithm	Adjustment Type: To be define at New Business (PNB), Endorsements(PEND) System Event: Adjustment Cancellation.

Algorithm	Algorithm Code	Type	Description	Defined at
<p><b>Apply Endorsement:</b> This algorithm updates the schedule whenever an endorsement transaction is received.</p>	CM-PPENDORSE	CM-PPENDORSE	Pay Plan Endorsements	Adjustment Type System Event: Adjustment Freeze.
<p><b>Write Down Small Underpayments:</b> This algorithm writes down underpayments based on a certain tolerance. The write down is done by applying an adjustment. Parameter: Tolerance Type Value: Parameter: Tolerance Percentage/Amount Value: Parameter: Write Down Adjustment Type Value:</p>	CM-WRITEDOWN	CM-WRITEDOWN	Write Down small adjustments(FS )	Customer Class System Event: Payment Freeze.
<p><b>Payment Distribution:</b> This algorithm distributes a payment applied to the account automatically. Parameter: How to handle overpayments (D/O) Value: D The parameter is used to indicate the action if there are excess credits after payment match type distribution. If 'D', distribute excess credit using the default payment distribution (as specified on customer class).</p>	PYDS-TRN-LVL	PYDS-TRN-LVL	OI only! Dist by Bill Due Date, Transaction	Customer Class, System Event: Payment Distribution.
<p><b>Apply Payment to Bill:</b> This algorithm distributes and applies a payment to a bill. Parameter: How to handle overpayments (D/O) Value: D</p>	PYBL-TRN-LVL	PYBL-TRN-LVL	Match by Bill ID, Pay Trgt Bill, Dist by TRXN (OI)	Match Type Override Payment Distribution.



Algorithm	Algorithm Code	Type	Description	Defined at
<p><b>Apply Payment to Contract:</b></p> <p>This algorithm distributes and applies a payment to a contract.</p> <p>Parameter: How to handle overpayments (D/O)</p> <p>Value: D</p> <p>The parameter is used to indicate the action if there are excess credits after payment match type distribution. If 'D', distribute excess credit using the default payment distribution (as specified on customer class).</p>	PYSA-TRN-LVL	PYSA-TRN-LVL	Match by Contract ID, Pay Oldest Bill First, Dist by TRXN	Match Type Override Payment Distribution.
<p><b>Assign GL Accounts:</b></p> <p>This algorithm constructs the GL account based on the transaction type of the FT associated with it.</p> <p>Parameter: Premium Distribution Code Characteristic Type</p> <p>Value: PRM</p> <p>Parameter: Fee Distribution Code Characteristic Type</p> <p>Value: FEE</p> <p>Parameter: Tax Distribution Code Characteristic Type</p> <p>Value: TAX</p> <p>Parameter: Adjustment Type Characteristic Type that identifies the transaction type of the adjustment</p> <p>Value: TRANTYPE</p>	GLCNSTR-INS	GLCNSTR-INS	Construct GL account based on transaction type	Distribution Code GL Account Construction.

Algorithm	Algorithm Code	Type	Description	Defined at
<p>Create New Business Premium.</p> <p>This algorithm picks up a premium amount from the contract characteristics (pre populated) and creates a new business adjustment.</p> <p>Parameter: Premium Adjustment Type</p> <p>Value: PNB</p> <p>Parameter: New Business Premium Amount Char Type</p> <p>Value: CM-PNB</p>	CM-CRENB	CM-CRENB	Creation of new business premium on contract(FS)	Contract Type, System Event: Contract Creation.
<p>Create and Apply Pay Plan</p> <p>This algorithm will link the Pay Plan to the Contract and generate the Invoice Schedule using the rules defined on the Pay Plan.</p>	CM-CREPP	CM-CREPP	Create and apply pay plan(Financial Services)	Contract Type, System Event: Contract Creation.

Algorithm	Algorithm Code	Type	Description	Defined at
<p>Create Policy Information</p> <p>This algorithm formats the "contract Information" that appears throughout the system. It concatenates the contract fields and delimiters specified as algorithm parameters. Possible fields are:</p> <p>Field Description</p> <p>ID Contract ID</p> <p>DIV_CODE Division</p> <p>DIV_DESCR Division Description</p> <p>Contract_TYPE_CODE Contract Type Code</p> <p>Contract_TYPE_DESCR Contract Type Description</p> <p>RATE_CODE Rate Code</p> <p>RATE_DESCR Rate Description</p> <p>STATUS_DESCR Status Description</p> <p>START_DATE Start Date</p> <p>END_DATE End Date</p> <p>START_OPTION_CODE Start Option Code</p> <p>START_OPTION_DESCR Start Option Description</p> <p>CHARTYPE=&lt;name&gt; Contract characteristic value, where &lt;name&gt; is the Characteristic Type name</p>	C1-POLINF	C1-POLINF	Policy Information	Contract Type, System Event: Contract Information.

Algorithm	Algorithm Code	Type	Description	Defined at
BALANCE Current Balance 'x' where x is a delimiter value Parameter: Field 1 Value: 'Policy No:' Parameter: Field 2 Value: CHARTYPE=C1- POLNO Parameter: Field 3 Value: ',' Parameter: Field 4 Value: DIV_DESCR Parameter: Field 5 Value: ',' Parameter: Field 6 Value: Contract_TYPE_DESCR Parameter: Field 7 Value: ',' Parameter: Field 8 Value: STATUS_DESCR Parameter: Field 9 Value: ', StartDate:' Parameter: Field 10 Value: CHARTYPE=C1- PTSES				

## Algorithms (Account Current)

There are algorithms in Account Current functionality that assist with the Account Current lifecycle. The table below lists them in more detail:

Algorithm	Algorithm Code	Type	Description	Defined at
Find Bill Id and Generate Account Current  This program monitors external statement BOs in the "Pending" state. It will either transition the BO to the "Reconciliation in Progress" state, to the "Bill Not Found" state, or do nothing.  Parameters: Days To Try Value:5	CM-GENACC	CM-GENACC	Account Current - Generate Account Current -Find matching bill and generate account current objects  Objects	Business Object Status Monitor.
External Statement Information  This algorithm provides information about the external statement.	C1_F_EXSMI NF	C1_F_EXSMI NF	External Statement Information	Business Object, ( C1-ExternalStatement)  System Event: Information.
External Statement Validation.  This algorithm validates the external statement.	C1_F_EXSMV AL	C1_F_EXSMV AL	External Statement Validation.	Business Object, ( C1-ExternalStatement)  System Event: Validation.
Account Current Validation.  This algorithm validates the account current.	C1_F_ACURV AL	C1_F_ACURV AL	Account Current Validation.	Business Object, ( C1-AccountCurrent)  System Event: Validation.
Account Current Information.  This algorithm validates the account current.	C1_F_ACURI NF	C1_F_ACURI NF	Account Current Information.	Business Object, ( C1-AccountCurrent)  System Event: Information.
Account Current Pre processing.  This algorithm generates the account current objects.	C1_F_ACPRE PR	C1_F_ACPRE PR	Account Current Pre processing.	Business Object, ( C1-AccountCurrent)  System Event: Pre processing.
External Statement - Close External Statement	C1-CIExtStmt	C1-CIExtStmt	External Statement - Close External Statement	Business Object, ( C1-AccountCurrent)  System Event: Status Monitor.

## 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>Parameters: 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>Value: 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>Value: DFR</p> <p>Parameters: Recognition Frequency</p> <p>Value: 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>Parameters: Use Calendar/Business day</p> <p>Value: C – Use Calendar Day in the Recognition Frequency/B – Use Business Day in the Recognition Frequency</p>	CM_REVREC SCH	CM_REVREC SCH	Create Revenue Recognition Schedule	Contract type FT freeze

Algorithm	Algorithm Code	Type	Description	Defined at
<p>Parameters: Monthly No Proration High Limit (in days)</p> <p>Value: 31</p> <p>(If the period falls above this high limit, the amounts must be prorated.)</p> <p>Parameters: Monthly No Proration Low Limit (in days)</p> <p>Value: 28</p> <p>(If the period falls below this low limit, the amounts must be prorated.)</p>				

## Chapter 3: Insurance Control Central

This chapter tells you everything you need to know about Insurance Control Central, including:

- Overview of Insurance Control Central
- Searching with Insurance Control Central

### Overview

Insurance Control Central is a base portal search screen which is a base portal from which search of policy data is located in the application. There is flexibility to search via various categories for example Name, Address details, and Phone Number, Account or Policy Number. Search criteria are separated by groups represented by separators and the zone at the bottom of the screen displays the result set from the search.



Attention Control Central Search icon (Alt+ L) & Account Information icon (Alt +I) on action bar are disabled. To access Insurance Control Central, use the Customer main menu.

## Searching with Insurance Control Central

### Insurance Control Central Search Facilities

Multiple search criteria: You can search for a customer using a combination of Name, Address, City, and Postal Code, ID type, ID Value, Phone Number, Account ID, Policy Number. When multiple fields are populated, the system searches for customers that match all such criteria. For example, if you enter a Name 'Smith' and a Postal Code '94114'; only customers named Smith with service in postal area 94114 will be displayed.

The following table describes each of the different search methods:

Search Method	Description
Name	<p>Use this field to search for the person/s who is a Policy Holder or a Producer (broker/agent) or a third party related to the contract.</p> <p>You can enter all or part of the person's name. The name search is not case sensitive.</p> <p>Wild card search is supported.</p>
Address	<p>Use this field to search person/s having the address matching the entered text.</p> <p>You can enter all or part of the first line of the address. For example, if you're looking for 324 Hawthorne Lane, you can enter <i>324 Haw</i> rather than the entire address.</p> <p>The address search is not case sensitive. The "Address" cannot be combined with other search fields.</p> <p>Wild card search is supported.</p>



Search Method	Description
City	<p>Use this field to search for person/s using a city name associated with persons.</p> <p>You can enter all or part of the city name. For example, if you're looking for someone in San Francisco; you can enter <i>San Fra</i>, <i>San F</i>, <i>San Francisco</i>, etc.</p> <p>The city search is not case sensitive. The "City" cannot be combined with other search fields.</p> <p>Wild card search is supported.</p>
Postal	<p>Use this field to search associated person/s using a postal code matching the entered text.</p> <p>You can enter all or part of the postal code. For example, if you're looking for someone in 94114; you can enter "94114", "9411", etc.</p> <p>The "Postal" cannot be combined with other search fields.</p> <p>Wild card search is supported.</p>
Phone (Format/Number)	<p>Use this field to search for person/s using one of the telephone numbers (work phone, cell phone, fax number) linked to one of the persons linked to the account. The person may be the main customer on the account or a third party (nominees, associates) related to the account and a policy.</p> <p>You may enter the phone number in the format as required.</p> <p>Wild card search is supported.</p> <p>For example, if you enter "(456) 78" it will result in all persons having the phone numbers starting from "(456) 78".</p> <p>The "Phone" cannot be combined with other search fields.</p>
Account ID	<p>Use this field to search for a person / account using an account ID.</p> <p>You can enter all or part of the account ID. For example, if you're looking for account 1929119291; you can enter "1929119291", "192911"</p> <p>Wild card search is supported.</p>
ID Type/Value	<p>Use these fields to search for a person or account using one of the ID's linked to one of the persons linked to the account. You must enter both an identifier type and number; this is a combination search.</p> <p>You may enter ID Number in the specified format. (E.g., dashes in an American social security number are required as per the format).</p> <p>Wild card searches are not supported. However, you can enter the first few digits of the ID number and the system will look for all persons and accounts with these digits.</p>
Policy Number	<p>Use this field to search for a person/s as policy holder/insured. You can enter all or part of the policy number. For example, if you're looking for policy number CL13219291; you can enter "CL1321", "CL13192".</p> <p>Wild card search is supported.</p>

## Wild Cards Insurance Control Central

- Insurance Control Central supports wild card search against Name, Address, City, Postal, Phone, Account ID and Policy Number. The wild card character is % and represents any number or character. The system always appends a % for you when you use these search methods. Examples will help clarify this functionality:

- If you enter a B, the system searches for B% (and will find all objects that begin with B).
- If you enter B%N, the system searches for B%N%. It will find anything that
- Starts with a B, and
- Has zero or more other characters followed by an N.
- If you enter %B the system searches for %B%. It will find all the records with B in it, no matter what it starts and ends with.

Certain wildcard searches can result in lengthy response times. If you use the wildcard character to prefix your search criteria (e.g., %San Fran), lengthy response times can result. Why? Because the system will have to look at EVERY customer in the system before it can return the results.

## Wild Card Search Results Insurance Control Central

A search result displays person, account, and policy information that match to your search criteria. The result displays information in a matrix format with columns as Name, Account ID, Relationship Type, Policy Number, and Contract ID:

Column Label	What Is Displayed	Drill Down Transfers You To
Name	All names of the persons that matched the search criteria are displayed.	Person Portal
Account ID	All persons having account IDs that match the search criteria are displayed.	Control Central (Account Information)
Account Information	The details of the account are displayed	No Drill Down
Relationship Type	All person records having relationship type such as producer, policyholders, nominee that match the search criteria are displayed.	No Drill Down
Policy Number	Policy numbers associated with the matched names.	Control Central (Policy Information)
Contract ID	This is the internal system generated contract Id for the policy	Contract Main
Phone No.	This is Customer's phone no.	No Drill Down
Address	This is Customer's Address	No Drill Down
City	This is Customer's City	No Drill Down
Postal	This is Customer's Postal Code	No Drill Down

# Insurance Control Central Policy Portal

## Policy Summary Zone for Insurance Control Central

Policy Summary Zone describes information about the policy attributes captured as contract characteristics. The details are explained in the table given below.

Column Label	What Is Displayed
Policy Number	This is the chosen policy number from the previous screen.
Insured Name	This is the name of the policyholder.
Term Start Date	This is the Start Date of the policy term.
Term End Date	This is the End Date of the policy term.
Policy Status	This is the Current Status of the policy (E.g. Active, Cancelled).
Renewal Number	This is the Renewal Policy Number.
Equity Date	This is the date till the customer has paid premium for this policy term (Displayed based on user credentials).
Product	This is the name of the product (E.g. Personal Auto, Homeowners, Term Life, and Dental).
Policy Type	This is the Policy Type. (E.g.: Auditable / Non-Auditable).
Billing Type	This is the Bill Type associated with the policy (E.g. Direct Bill, Agency Bill, and Group Bill).
Endorsement Option	This option describes how endorsement premium would be billed or adjusted (e.g. Spread, Catch-Up or Bill Immediate).
Pay Plan	This is the Pay Plan associated with the Policy.
Gross Premium	This is the Gross Premium for the selected policy term.
Fees+Taxes+Surcharge	This is the Sum of all Fees, Taxes and Surcharge.
Other Adjustments	This is the other miscellaneous adjustments on the policy as of date.
Total Payment	This is the Total Payments applied on the policy term as on date.
Balance Amount	This is the payoff balance amount. The amount indicates how much premium is required to be paid by the customer for this policy.
Commission	This is the Producer/Agent/Broker Commission amount on the policy, if any.
NSF Count	This is the Total count of NSF transactions as intimated by the bank.
Producer Name	This is the name of the Producer / Agent / Broker associated with the policy.
Commission Option	This option describes when commission is credited and disbursed to the Producer / Agent / Broker. (E.g. On Written Premium, On Billing On Payment)

Column Label	What Is Displayed
Governing State	This is the Primary State on the Policy.
Underwriting Company	This is the Underwriting company for this policy.
Operating Company	This is the Operating company for this policy.

## Insurance Control Central Policy Financial History Zone

The Policy Financial History Zone describes financial events of the policy. Click on the hyperlinks provided to drill down into individual transactions. The latest transactions are viewed at the top of the list with details.

This zone displays following columns:

Column Label	What Is Displayed	Drill Down Transfers You To
Arrears Date	This is the date the event starts aging. This column will be blank if the FT has not started aging yet.	No Drill Down
Financial Transaction Type	This column indicates the type of financial event: <i>Bill, Payment, Bill Cancellation, Pay Cancellation, Adjustment and Adjustment (Cancel)</i> . If the event is related to an adjustment, the adjustment type's description is displayed instead of "Adjustment".	Respective Transaction events
Current Amount	This column shows the financial event's effect on the policy's current balance.	No Drill Down
Current Balance	This column shows the policy's current balance after the financial event	No Drill Down
Payoff Amount	This column shows the financial event's effect on the policy's pay off balance. Payoff Amount will be dimmed if it is the same as its Current Amount.	No Drill Down
Payoff Balance	This column shows the policy's payoff balance after the financial event. Payoff Balance will be dimmed if it is the same as its Current balance.	No Drill Down

## Insurance Control Central Pay Plan

This zone pops up information about Pay Plan chosen for this account:

Field	Description
Pay Plan ID	A system generated code which is unique.

Field	Description
Contract Info	Detail on Contract info: Policy No., City, Type, Status, & Start date.
Pay Plan Template Code	A user-defined code that will uniquely identify a Pay Plan Template. Primary key
Policy Invoice Frequency Code	Determines the Policy Invoice Frequency. A foreign key to the Policy Invoice Frequency table.
Down pay Amount	The down payment amount. This can be a percentage or a fixed amount, depending on the Down pay Type.
Down pay Type Flag	Determines whether the Down pays Amount is a percentage of the total premium, or a fixed amount. Valid values: P – Percentage of Total Premium F – Fixed Amount.
Bill Amount	The bill amount. This can be a percentage or a fixed amount, depending on the Bill Amount Type. If this is a percentage, this should not exceed 100. Information here is not applicable if the Bill Amount Type is 'Distribute'.
Bill Amount Type Flag	Determines the Bill Amount. Valid values: D – Distribute; The total premium (less down payment) is distributed equally to the remaining available installments P – Percentage; A percentage of the total premium (or the remaining amount) is invoiced every time. The percentage is defined on the Bill Amount F – Fixed; A fixed amount (or the remaining amount) is invoiced every time. The fixed amount is defined on the Bill Amount.
Maximum Number of Installments	The maximum number of installments. If zero, there is no maximum limit.
New Business One Time Bill Charge Amount	The one time, new business, bill charge/fee amount. Can either be a percentage or fixed. If a percentage, should not exceed the Maximum Allowed Percentage.
New Business One Time Bill Charge Type Flag	Valid Values: F – Fixed amount P – Percentage of Bill Amount. N – N/A
New Business Recurring Bill Charge Amount	The recurring, new business, bill charge amount. Can either be a percentage or fixed. If a percentage, should not exceed the Maximum Allowed Percentage.
New Business Recurring Bill Charge Type Flag	Valid Values: F – Fixed amount P – Percentage of Bill Amount. N – N/A

Field	Description
END One Time Bill Charge Amount	The one time, endorsement, bill charge/fee amount. Can either be a percentage or fixed. If a percentage, should not exceed the Maximum Allowed Percentage.
END One Time Bill Charge Type Flag	Valid Values: F – Fixed amount P – Percentage of Bill Amount. N – N/A
END Recurring Bill Charge Amount	The recurring, endorsement, bill charge amount. Can either be a percentage or fixed. If a percentage, should not exceed the Maximum Allowed Percentage.
END Recurring Bill Charge Type Flag	Valid Values: F – Fixed amount P – Percentage of Bill Amount. N – N/A
Bill Charge Distribution Code	The distribution code for the “revenue” GL accounts to be used for the Bill Charges/Fees.
Maximum Allowed Percentage	The maximum allowed percentage that can be used for the bill charges (either 1-time or recurring).
Endorsement Rule Flag	Valid Values: P – Bill on next Policy Maturity Date. The entire endorsement amount is applied to the next maturity date of the Policy. A – Bill on next Account Invoice. The entire endorsement amount is billed the next time the account is invoiced (whether or not a maturity date exists for the Policy). S – Spread. The entire endorsement amount is distributed among the remaining unbilled scheduled invoices. C – Catch-Up. The entire endorsement amount is distributed amongst all scheduled invoices. For those invoices that were already billed, the amounts distributed will be added and billed on the next invoice.
Remits Net of Commission Switch	A Y/N switch that indicates that the payments received against this Contract is always net of commission.
Transaction Level Payment Distribution Rule Flag	Valid Values: 1 – Premium, Fees, Taxes 2 – Fees, Taxes, Premium 3 – Taxes, Premium, Fees 4 – Premium, Taxes, Fees 5 – Taxes, Fees, Premium 6 – Fees, Premium, Taxes
Policy Invoice Rule Flag	Valid Values: 1 – Get Previous (Bill the amounts whose maturity date <= the account bill date) 2 – Get Next (Bill the amounts whose maturity date >= the account bill date)

Field	Description
Activate/Inactivate Date	A date that will be used by the monitor algorithm to either activate or inactivate the Pay Plan Template

## Insurance Control Central Invoice Schedule

This zone pops up information about Invoice Schedule linked to the Customer:

Label	What Is Displayed	Drill Down Transfers You To
Maturity Date	This column details you on the maturity date of the policy	No Drill Down
Premium Bill Amount	This column details you on the amount due for the customer.	No Drill Down
Premium Bill Amount Type	This column details you on the type of payment.	No Drill Down
Invoiced	This column details you if the policy is invoiced or not.	No Drill Down
Bill Fee Amount	This column details you on the other related fees.	No Drill Down

## Insurance Control Central Policy Cancellation Zone

This zone pops up information when the policy is in cancelled status. The zone displays information related to the cancellation:

Label	What Is Displayed
Cancellation Method	This is the cancellation method. The valid values are: Equity Date Cancellation Due Date
Cancellation Option	This is the cancellation option. The valid values are: Flat Cancellation Pro-rate Cancellation Short-rate Cancellation
Cancellation Reason	This is the cancellation reason. The valid values are: Non Payment of Premium Insured's Request Underwriting Reasons
Notice Send Date	This is the date on which the most recent notice was sent to the customer.

Label	What Is Displayed
Notice Amount	This is the notice amount on the most recent notice that was sent to the customer.
NSF Count	The number of times NSF (Non-Sufficient Fund) happened on this policy till date.

## Insurance Control Central Policy Nominees Zone

This zone describes information of a nominee (one or more) associated with the policy.

The information about the nominee displayed on this zone is the Nominee Name, Effective date, Nominee ID.

## Insurance Control Central Policy Nominees Details Info Zone

This zone broadcasts more information about the nominees such as Name, Home Phone, and Business Phone. When the user hits the Broadcast icon in 'Policy Nominees Zone', then this zone gets populated with the related information.

## Insurance Control Central Account Portal

This portal contains information related to various zones like Customer Information Zone, Account Financial History Zone, Account Policy Summary Zone, and Other Contract Summary Zone.

## Insurance Control Central Customer Information

The Customer Information Zone is a grid that contains information about the current person and account. Click on the context menu that transfers you to an appropriate page. The following table lists the type of information that may appear in this zone and the page to which you will be transferred if you push the adjacent button.

Note: Rows are suppressed if the related data is blank for the person or account.

Label	What Is Displayed	Drill Down Transfers You To
Account ID	The account's unique identifier (i.e., account ID) is displayed	An account 'context menu' has been provided (allowing you to drill to a variety of account-oriented pages)
Main Customer	The main customer's name. Note that the person's name is formatted by a plug-in algorithm on the 'installation record'. Refer to the base package's name format algorithm for an example. If you prefer different formatting logic, your system administrator should configure the system appropriately	A person 'context menu' been provided (allowing you to drill to a variety of person-oriented pages)
Division	The account's Division	No Drill Down
Address Line1	Customer's Address	No Drill down



Label	What Is Displayed	Drill Down Transfers You To
City	Customer's City	No Drill Down
Postal	Customer's Postal code	No Drill Down
Customer Class	The account's customer class	No Drill Down
ID	Customer's ID Type with value	No Drill Down

## Insurance Control Central Financial Transaction History

The Account Financial History Zone lists an account's financial events in reverse chronological order. You can use this grid to both view high-level information about these events and to transfer to the respective page in which an object is maintained.

Approximately a year and half is shown. This zone shows all financial transactions within 20 months of the latest financial transaction. This limitation exists to prevent this zone from becoming unmanageably long.

The following columns are displayed in the grid:

Label	What Is Displayed
Arrears Date	This is the date the event starts aging. This column will be blank if the FT has not started aging yet.
Financial Transaction Type	This column indicates the type of financial event: Bill, Payment, Bill Cancellation, Pay Cancellation, Adjustment and Adjustment (Cancel). If the event is related to an adjustment, the adjustment type's description is displayed instead of "Adjustment".
Current Amount	This column shows the financial event's effect on the account's current balance.
Current Balance	This column shows the account's current balance after the financial event.
Payoff Amount	This column shows the financial event's effect on the account's pay off balance. Payoff Amount will be dimmed if it is the same as its Current Amount.
Payoff Balance	This column shows the account's payoff balance after the financial event. Payoff Balance will be dimmed if it is the same as its Current Balance.

If you need to see more information about a specific financial transaction, press the go to button to transfer to the respective page in which the information is maintained.

For information about current and payoff balance, refer to 'Current Amount versus Payoff Amount'.

Warning! The first 25 rows are displayed when this zone is initially built. If more rows exist, a Get All button appears. If you click this button, the system retrieves a maximum of 750 rows.

## Insurance Control Central Account Policy Summary

This zone describes information about the policy with attributes as follows:

Label	What Is Displayed
Billing Type	This is the Bill Type of the policy. (initially hidden)
Gross Premium	This is the Gross Premium of the policy. (initially hidden)
Renewal Number	This is the renewal policy number. (initially hidden)
Commission Percentage	This is the commission percentage for the policy (only if one commission percentage is available for the policy). (initially hidden)
Insured Name	This is the name of the policy holder.
Term End Date	This is the expiration date of the policy term. (initially hidden)
Contract ID	This is the internal (system generated) ID for policy.
Operating Company	This is the operating company associated with the policy. (initially hidden)
Term Start Date	This is the effective date of the policy term.
Contract Type	This is the Contract Type or Policy Type. (E.g. Auto, Homeowners)
Policy Number	This is the policy number sent by Policy Administration or Administration system.
Underwriting Company	This is the underwriting company associated with the policy. (initially hidden)

## Insurance Control Central Other Contract Summary

This zone describes information about the other contracts under the account with attributes as follows:

Label	What Is Displayed
Contract ID	This is the internal (system generated) ID for the contract.
Contract Description	This is the description of the contract type.
Contract Status	This is the status of the contract. (E.g. Active)
Division	This is the geographical jurisdiction of the contract.
Current Balance	This column shows the contract's current balance after the financial event
Payoff Balance	This column shows the policy's payoff balance after the financial event. Payoff Balance will be dimmed if it is the same as its Current balance.
Effective Date	This column shows the effective date of the contract. (initially hidden)
Expiration Date	This column shows the expiration date of the contract. (initially hidden)
Pay Plan	This column shows the pay plan associated with the contract (if any). (initially hidden)

## Chapter 4: Account Current

---

This chapter tells you everything you need to know about Account Current, including:

- Overview of Account Current
- Business Processes of Account Current
- Administration of Account Current

### Overview

Account Current processing is an ongoing account settlement between the insurance carrier and the insurance broker. In this process, instead of exchanging bills of each individual policy, the broker sends a statement of account to the carrier detailing the premiums and commissions (if any), for all policies under that broker for each accounting period. These statements are called External Statements, and are sent at periodic intervals.

There are 3 key players in this process:

**Carrier:** The Company that provides insurance coverage to the policyholders.

**Broker:** Company that acts as the middle-man between the carrier and the policyholders. Policyholders deal directly with their broker; they receive bills from the broker, pay the broker and call the broker if there are any problems.

**Customer:** In all cases, this is typically the policyholder. It may be an individual or a company.

On each accounting period (typically monthly), the broker sends an external statement to the carrier. This statement contains several External Items where each item corresponds to a policy that the broker is handling. Also contained in each external item is the Premium Bill amount and any commission that the broker is expecting to get (or will retain).

At the same time, the carrier also generates a bill (internal statement) for all policies for the broker for each accounting period. This bill may be generated before or after the external statement was received.

Once both statements are in the system, the insurance carrier will then try to reconcile the external statement with the bill. Each external item on the statement is paired with a segment of the bill to reconcile the amounts for each policy. Each pair is called an Account Current Object. Thus, when reconciliation begins an external statement will have multiple Account Current Objects. After the reconciliation process, each account current object will either be: Matched, Unmatched, Not Booked, No External Item, or Deferred. Please refer to The Lifecycle of an Account Current section for more information.

In order to close an external statement, all of its account current objects must either be matched, or deferred.

Major features provided as part of Account Current functionality are:

- Ability to import and track external statements from insurance brokers either via csv uploads or batch uploads
- Ability to automatically or manually reconcile differences between billing and what is represented by brokers
- Ability to manage the complete lifecycle of reconciliation and deferrals
- Ability to add custom validations in the Account Current lifecycle process

## Setting up and Pre-requisites

---

### Characteristic Types

#### 1. External Reference Number

Type: Adhoc

Entity: Bill

Note: This is an optional set-up that requires additional work by implementers. A process must be developed to automatically create and populate this characteristic on the bill whenever a bill is completed.

#### 2. Policy Number

Type: Adhoc

Entity: Contract

This determines the Policy Number of the Contract.

#### 3. Net Comparison Indicator

Type: Pre-defined

Valid Values: "Y"

Entity: Contract

This characteristic determines how the bill amounts are compared against the external statement amounts. A value of "Y" will compare net amounts.

### To Do Types

#### 1. External Statements in Error

To Do Entries of this type are created whenever external statements enter the Error state.

#### 2. Bill Not Found

To Do Entries of this type are created whenever external statements enter the Bill Not Found state; a matching bill cannot be determined for the external statement.

### Adjustment Types

#### Adjust bill amount Adjustment Type

Whenever a bill (internal) amount is modified in an Account Current, an adjustment is created to offset the difference. The adjustment type the system will use is this one, which should be defined in Feature Configuration.

# Account Current Business Process

The following sections describe in detail the various aspects and components necessary for Account Current process to occur from start to end.

## External Statements

An External Statement is a broker's statement of account on a specific accounting period. This statement of account includes premium invoice amounts for all policies that the broker is handling. It may also include any commission amounts that the broker is expecting to receive (or will retain). Each detail is encapsulated in an External Item that is linked to the External Statement (1 External Item = 1 Policy).

Brokers send these statements to the insurance carrier as a way to inform the carrier the billing information for all policies in each accounting period.

There are 3 possible ways an external statement can be uploaded into RM&B:

- Automatic upload – Periodically, the system can monitor if an external statement has been placed in the appropriate path. If so, the system will automatically upload the external statement through an XAI process.
- Manual CSV file upload – Brokers can send a CSV file via email. Users, with the appropriate security, can upload this CSV file into RM&B via the Add/Edit External Statement Portal.
- Manual data entry – On the Add/Edit External Statement Portal page, users can manually enter and add an External Statement.



Attention: Most External Statements are automatically added into the system as part of the automatic upload process. Refer to Account Current Administration for more information on how to set-up the system to accept External Statements.

## The Lifecycle of an External Statement

The following are the different states an External Statement can possibly go through in its lifecycle.

### *Pending*

When an external statement is added into the system, and it passes all validations it will initialize the statement to *Pending*. A pending external statement remains in this state until the system finds a matching bill for it. Once a matching bill is found, the system will transition the external statement into the *Reconciliation in Progress* state. If a matching bill cannot be determined within a given number of days, the system will transition the external statement into the *Bill Not Found* state.

At anytime, users can manually transition the external statement into the “*bill not found*” or the “*reconciliation in progress*” state. To transition the statement into the “reconciliation in progress” state, users must look for the matching bill manually because the system will not allow the transition if the statement is not linked to a bill.

### *Error*

When an external statement is added into the system, and it fails validations (e.g., Invalid Account id or Accounting Period), the system will automatically transition the external statement into the *Error* state. This transition only occurs for external statements that are added into the system via the automatic upload.

Once an external statement enters this state, To-Do entries are created to inform users so that they can take the necessary action: either 1) fix the error and transition the statement back to *Pending*, or 2) *Cancel* the statement.

### *Bill Not Found*

If the system cannot find a matching bill for an External Statement within a given number of days, it will automatically transition the statement into the *Bill Not Found* state.

Once an external statement enters this state, To-Do entries are created to inform users so that they can take the necessary action: either 1) look for the matching bill manually, and then transition the statement into the *Reconciliation In Progress* state, or 2) *Cancel* the statement.

### *Reconciliation In Progress*

An external statement can enter this state if a matching bill is linked to it (by the system, or manually by a user). As the statement enters this state, Account Current Objects are created. In this state, the system is trying to reconcile the external statement with the bill (internal statement) via the Account Current objects that are created.

Users can still *Cancel* external statements in this state. Upon doing so, all the Account Current objects that were generated will be deleted.

When all of the Account Current objects are either “*Matched*” or “*Deferred*”, the system will automatically *Close* the external statement.

### *Cancel*

*Canceled* external statements are statements that should not have been received at all (for whatever reason). These are erroneous or invalid statements and should never be processed.

Once canceled, a statement can never be processed again. Only users can cancel an external statement (the system will not do it automatically).

### *Closed*

The system will automatically *Close* an external statement once all of its Account Current objects are either “*Matched*” or “*Deferred*”.

## External Statement Monitors

---

At various states in the lifecycle of an external statement, automatic processing runs in the background to validate and monitor the external statement. Based on certain conditions, these processes can automatically transition the statement from 1 state to another. Validations on the other hand, ensure that certain criteria are met before a statement can enter a given state.

This section describes the various validation and monitor processes that the system runs.

- Initial Validation and Processing.

This validation is triggered whenever a new External Statement is being added into the system. It checks the following information on the statement:

- Broker Account ID - The Broker Account ID on the external statement must correspond to an existing account ID in the application.
- Accounting Period - The accounting period must be in the format MMYYYY, and must be valid.
- External Items - The statement should have at least 1 external item.

If the statement fails the validation, it will either:

- Accept the statement and set the status to Error (this is applicable for statements that were uploaded automatically), or
- Reject the statement (the system will not save the statement) and return an error (this is applicable for statements that are added manually (manual CSV file upload, or manual data entry)).

If the statement passes the validation it will do the following:

- Set the status to Pending
- Sets the statement's Received Date/time to the current system date/time.
- Sets the statement's source flag (Automatic Upload, Manual CSV File Upload, or Manual Data Entry).

## Create To-Do Entries

On certain states on the lifecycle of an external statement, users will have to take action before the statement can move on to another state. These states are placeholders for those statements that cannot be further processed by the system automatically. These are the Error and the Bill Not Found states. To inform users that a statement has entered either of these states, a To-Do entry is created automatically.

- Find Matching Bill and Generate Account Current Objects

While an external statement sits on the Pending state, the system will try to find the matching bill for it. It uses the 2 methods. First it will try to find the bill using the “External Reference Number” on the External Statement:

- It looks for a completed bill for the broker account with a bill characteristic “External Reference Number” whose value is equal to the External Reference Number on the external statement.



Attention: In order for this method to work, implementers will have to create a custom process that will populate this number as a bill characteristic every time a bill is completed. This can be done by a bill completion algorithm.

If it cannot find a matching bill using the first method, the default method is then used:

- Most recent completed bill for the broker account whose accounting date falls within the accounting period of the external statement.
- This bill should not be linked to any other external statement.

The system will keep on trying to find the matching bill for X days, where X is configurable. Please refer to Algorithm Types and look for the “Finding Matching Bill and Generate Account Current Objects” to see how this number can be configured.

If X days has passed, and still a matching bill is not found, the system will automatically transition the statement into the “Bill Not Found” state.

If a matching bill is found, the system will do the following:

- Generate Account Current Objects for the external statement.
- Transition the external statement into the “Reconciliation in Progress” state.
- Validate Account Current Objects

Once an external statement enters the “Reconciliation In Progress” state, the system will do some checks first to ensure that reconciliation can indeed begin:

- It checks whether a bill is currently linked to the external statement
- It checks whether there is at least 1 account current object generated for the external statement

If these conditions are not satisfied, the system will not allow the external statement to enter the “Reconciliation In Progress” state.

- Delete Account Current Objects

The “Pending”, “Bill Not Found”, and “Cancel” states are states where the external statement sits when it is not ready for reconciliation. Thus, account current objects should not exist for the statement. To ensure this, whenever a statement enters these states, the system will check if there are any account current objects tied to the statement, and if there are, the system will delete these.



- Close External Statement

In the “Reconciliation In Progress” state, the system will monitor the external statement to check whether the external statement can be closed. It checks whether all of the account current objects of the statement are either “Match” or “Deferred”. If so, the system will automatically close the external statement.

- Validate Closed External Statement Objects

A closed external statement means that all of the account current objects are either “Matched” or “Deferred”. To ensure this, the system will check for this condition before a statement can be closed.

## External Statement Search

The External Statement Search portal allows you to search and view the details of the external statements. This portal consists of the following zones:

- External Statement Search
- External Statement Log

You can access this portal from the Main Menu by selecting Account Current → External Statement.


## External Statement Search Zone

The External Statement Search zone allows you to search for external statements using the various search criteria. The following fields are displayed in this zone:

Field	Description
External Statement ID	Used to specify the external statement ID.  Note: The external statement ID is generated automatically when the external statement is created.
Broker Name	Used to specify the name of the broker for whom the external statement is created.
Creation Date	Used to specify the date when the external statement was created in the system.
Broker Account ID	Used to specify the broker's account ID.  Note: The broker's account ID is generated automatically when the broker's account is created.
External Reference Number	Used to specify the external reference number received from the broker.
Status	Used to specify the status of the external statement.
External Statement Date	Used to specify the date mentioned in the external statement
Accounting Period (YYYY-MM)	Used to specify the accounting period for which the external statement will be reconciled.

On clicking the Refresh button, the search results are displayed based on the specified search criteria. The results grid contain the following columns:

Column	Description
External Statement ID	Displays the external statement ID. It has a hyperlink. On clicking the hyperlink, you can access the External Statement Details portal.
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 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 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 mentioned in the external statement
Gross Total Amount	Displays the gross total amount mentioned in the external statement.
Edit	Allows you to access the External Statement Edit portal where you can edit the details of the external statement.  Note: You cannot edit the external statement with the status as 'Closed' or 'Cancelled'.

On clicking the Broadcast button (  ) corresponding to the external statement, the External Statement Log zone appears.

## External Statement Log Zone

A log entry is created when you create the external statement and each time you change its status. The External Statement Log zone allows you to view these log entries.

The following columns are displayed in this zone:

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.

## Create External Statement

The Create External Statement portal allows you to create a new external statement. Using this portal, you can also import the details of an external statement from a file.

You can access this portal by clicking the Add link on the upper-right corner of the External Statement Search zone in the External Statement Search portal. Alternatively, you can access this portal from the Main Menu by selecting Account Current → External Statement (+).

The following fields are displayed in this portal:

Field	Description
External Statement ID	Note: No value is displayed against this field.
Status	Note: No value is displayed against this field.
Broker Account ID	Used to specify the broker's account ID.  Note: You can search for the account ID using the Search button corresponding to this field. On clicking this button, the Account Search portal appears.
Broker Name	Used to specify the name of the broker for whom the external statement is created.
External Reference Number	Used to specify the external reference number received from the broker. This field is optional.
Sub Broker ID	Used to specify the sub broker ID. This field is optional.
Bill ID	Used to specify the bill ID that you want to link to the external statement.  Note:  You can search for the bill ID using the Search button corresponding to this field. On clicking this button, the Bill Search portal appears.  While creating an external statement, until you do not specify the bill ID, the status of the external statement remains 'Pending'.  You cannot link the external statement to a bill ID that is already linked to another external statement.
Accounting Period	Used to specify the accounting period for which the external statement will be reconciled.  Note: By default, the current day, month and year are displayed in this field.
External Statement Date/Time	Used to specify the date and time mentioned in the external statement.
Gross Total Amount	Used to specify the gross total amount mentioned in the external statement.

The following three buttons are available at the bottom of this portal: Save, Cancel and Import. The Save button creates the external statement, the Cancel button exits the portal and the Import button imports the details of an external statement from a file.

## Account Search

The Account Search portal allows you to search for the broker's account using the various search criteria. You can access this portal by clicking the Search button corresponding to the Broker Account ID field in the Create External Statement portal.

The following fields are displayed in this portal:

Field	Description
Account ID	Used to specify the account ID of the broker.
Name	Used to specify the name of the broker.
Person ID	Used to specify the person ID of the broker.

The following columns are displayed in the search results:

Column	Description
Account ID	Displays the account ID of the broker. It has a hyperlink. On clicking the hyperlink, the respective account is selected.
Name	Displays the name of the broker.
Acct Rel Type	Displays the broker's account relationship type.
Name Type	Displays the person's name type.

Note: If only one record matches the search criteria, the record is automatically selected and displayed in the Create External Statement portal.

The Cancel button is available at the bottom of this portal. It allows you to exit the portal.

## Bill Search

The Bill Search portal allows you to search for bills using the various search criteria. You can access this portal by clicking the Search button corresponding to the Bill ID field in the Create External Statement portal.

The following fields are displayed in this portal:

Field	Description
Bill ID	Used to specify the bill ID.
Name	Used to specify the name of the broker whose bills you want to search.
Account ID	Used to specify the account ID of the broker.

Field	Description
On or After Bill Date	Used to search for bills which are either created on or after the specified date.
	Note: You can use this field only when the account ID is specified.

The following columns are displayed in the search results:

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.

Note: If only one record matches the search criteria, the record is automatically selected and displayed in the Create External Statement portal.

The Cancel button is available at the bottom of this portal. It allows you to exit the portal.

## External Statement Edit

The External Statement Edit portal allows you to edit the details of an external statement. You can access this portal by clicking the Edit icon in the Edit column corresponding to the external statement in the External Statement Search portal.

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

The following fields are displayed in this portal:

Field	Description
External Statement ID	Displays the external statement ID.
	Note: The external statement ID is generated automatically when the external statement is created.
Status	Displays the status of the external statement.
Broker Account ID	Used to modify the broker's account ID.
	Note: You can search for the account ID using the Search button corresponding to this field. On clicking this button, the Account Search portal appears.
Broker Name	Used to modify the name of the broker for whom the external statement is created.

Field	Description
External Reference Number	Used to modify the external reference number received from the broker. This field is optional.
Bill ID	<p>Used to modify the bill ID that you want to link to the external statement.</p> <p><b>Note:</b></p> <p>You can search for the bill ID using the Search button corresponding to this field. On clicking this button, the Bill Search portal appears.</p> <p>While editing an external statement, until you do not specify the bill ID, the status of the external statement remains 'Pending'.</p> <p>You cannot link the external statement to a bill ID that is already linked to another external statement.</p>
Accounting Period	Used to modify the accounting period for which the external statement will be reconciled.
External Statement Date/Time	Used to modify the date and time mentioned in the external statement.
Gross Total Amount	Used to modify the gross total amount as mentioned in the external statement.

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button saves the changes and the Cancel button exits the portal.

## External Statement Details

The External Statement Details portal allows you to view the details of the external statement. This portal consists of the following zones:

- External Statement Details
- External Statement Items

## External Statement Details Zone

The External Statement Details zone allows you to view the details of the selected external statement. The following fields are displayed in this zone:

Field	Description
External Statement ID	<p>Displays the external statement ID.</p> <p><b>Note:</b> The external statement ID is generated automatically when the external statement is created.</p>
Broker Account ID	Displays the broker's account ID.
Broker Name	Displays the name of the broker for whom the external statement is created.

Field	Description
External Reference Number	Displays the external reference number 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 mentioned in the external statement.
Gross Total Amount	Displays the gross total amount mentioned in the external statement.
Source Flag	Displays how the external statement is created (that is, through Manual Key-in, CSV File Upload or Automatic Upload)
Status	Displays the status of the external statement.

The following buttons are available at the bottom of this zone:

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

Note: If the status of the external statement is 'Cancelled', then all the buttons in this zone are disabled.

## External Statement Items Zone

The External Statement Items zone allows you to search for the external statement items. This zone consists of the following two sections:

- Search Criteria
- Search Results

### Search Criteria

The following fields are displayed in this section:

Field	Description
Policy Number	Used to specify the policy number.
Binder Number	Used to specify the binder number.
Name	Used to specify the name of the policy holder.

### Search Results

On clicking the Refresh button, the search results are displayed based on the specified search criteria. The following columns are displayed in this section:

Column	Description
External Statement Item ID	Displays the external statement item ID.  Note: The external statement item ID is generated automatically when the external statement item is created.
Policy Number	Displays the policy number.
Binder Number	Displays the binder number.
Name	Displays the name of the policy holder.
Gross Amount	Displays the gross total amount of the policy.
Commission Percentage	Displays the commission charged by the broker in percentage.
Commission Amount	Displays the commission charged by the broker in amount.
Net Amount	Displays the net amount which is gross amount minus commission.
Edit	Allows you to access the Edit External Statement Item portal where you can edit the details of the external statement item.  Note: You cannot edit the items when the status of an external statement is either 'Closed' or 'Cancelled'.



Column	Description
Delete	Allows you to delete the item from the external statement.  Note: You cannot delete the items from an external statement with the status as 'Closed'.

## Edit External Statement Item

The Edit External Statement Item portal allows you to edit the details of the external statement item. You can access this portal by clicking the Edit icon in the Edit column corresponding to the external statement item in the External Statement Details portal.

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

The following fields are displayed in this portal:

Field	Description
External Statement ID	Displays the external statement ID.  Note: The external statement ID is generated automatically when the external statement is created.
External Statement Item ID	Displays the external statement item ID.  Note: The external statement item ID is generated automatically when the external statement item is created.
Policy Number	Used to modify the policy number.
Binder Number	Used to modify the binder number.
Name	Used to modify the name of the policy holder.
Gross Amount	Used to modify the gross total amount of the policy.
Commission Percentage	Used to modify the commission charged by the broker in percentage.
Commission Amount	Used to modify the commission charged by the broker in amount.
Net Amount	Used to modify the net amount which is gross amount minus commission.

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button saves the changes and the Cancel button exits the portal.

## Add External Statement Item

The Add External Statement Item portal allows you to create new external statement items. You can access this portal by clicking the Add link in the upper-right corner of the External Statement Items zone in the External Statement Details portal.

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

The following fields are displayed in this portal:

Field	Description
External Statement ID	Displays the external statement ID.
	Note: The external statement ID is generated automatically when the external statement is created.
External Statement Item ID	Displays the external statement item ID.
	Note: The external statement item ID is generated automatically when the external statement item is created.
Policy Number	Used to specify the policy number.
Binder Number	Used to specify the binder number.
Name	Used to specify the name of the policy holder.
Gross Amount	Used to specify the gross total amount of the policy. It includes fees and taxes.
Commission Percentage	Used to specify the commission charged by the broker in percentage.
Commission Amount	Used to specify the commission charged by the broker in amount.
Net Amount	Used to specify the net amount which is gross amount minus commission.

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button creates the external statement item and the Cancel button exits the portal.

## Account Current Objects

An Account Current object is the pairing of an external item of an external statement and the billed contract of a bill. On a specific accounting period, an external statement, when matched with a bill, can have 1 or more account current objects (it is very rare for a statement to only have 1 account current object; this means that the broker is only handling 1 policy).



Attention: Account current objects are automatically created by the system when a statement enters the “Reconciliation In Progress” state.

These objects are automatically deleted when the statement is manually reverted back to the “Pending”, “Bill Not Found”, or the “Cancel” states.

The following illustrates the creation of an account current object:

### Scenario 1

External Item: Policy CA 100357, Policyholder John Doe, Gross Amount \$100, Commission Amount \$5

Billed Contract: Policy CA 100357, Policyholder John Doe, Billed Gross Amount \$100, Commission Amount \$5

An account current object is created linking the external item with the billed contract.

### Scenario 2

External Item: Policy CA 245300, Policyholder Jane Doe, Gross Amount \$100, Commission Amount \$5

Contract not billed

An account current object is still created linking the external item to nothing. This scenario normally happens when a broker issued a policy, but before RM&B receives the new information from the external source (e.g., Policy Admin Server), a bill is generated already. These policies are called *Not Booked Policies*.

### Scenario 3

Billed Contract: Policy CA 700107, Policyholder Jack Doe, Billed Gross Amount \$100, Commission Amount \$5

External statement does not contain any information on policy CA 700107 (there is not external item for this policy on the statement)

An account current object is still created linking the billed contract to nothing. Somehow, RM&B billed for a policy that the broker is not handling.

## Account Current Reconciliation

The system will automatically try to reconcile an account current once it is created. It does this by comparing the amounts on the external item to the amounts on the billed contracts. There are 2 possible methods that the system uses to compare these amounts, and the method is determined by the Net Comparison Indicator on the Contract. Please refer to Feature Configuration section for details on how to set-up this Indicator on the Contract.

If this indicator is set to “Yes”, then the system will compare net amounts (commission excluded). If this indicator is set to “No”, then the system will compare gross amounts (commission included).

Based on this comparison, the system can determine whether the amounts match, or whether there are any discrepancies. If there are any discrepancies, users must take action in order to rectify these discrepancies. They can do any of the following actions:

- If it was determined that the error was in the carrier side, users can fix the billed contract amount to match the external item amount. If the contract was not billed, users can re-open the bill, generate the bill for that contract, and do reconciliation again (see Attention point 1 below).
- If it was determined that the error was in the broker side, users can fix the external item amount to match the billed contract amount. If there was not external item, users can manually add an external item and do reconciliation again (see Attention point 1 below).
- If it cannot be fixed, and the external statement needs to be closed, users can defer the account current, and try to reconcile it on the next account current that will be generated for this policy (see Attention point 2 below).



Attention:

1) If fixing the account current requires the generation of bill for a contract, or the manual creation of an external item, it is recommended that reconciliation for the external statement as a whole be triggered again. This can be done on the External Statement Portal. Otherwise, there is no way to include the new billed contract, or the new external item to the account current in question.

2) If an account current is deferred, it means that the discrepancy will be resolved on the next account current for the same policy. This means that next account current for the same policy

will have 2 sets of amounts to reconcile: the account current for that period, and the previous account current that was deferred. An account current can only be deferred once.

Please refer to Account Current Portal section for detailed information on how users can do these actions.

## The Lifecycle of an Account Current

The following are the different states an Account Current can possibly go thru in its lifecycle.

### *Pending*

When an account current is created, the system will initialize its state to *Pending*. This state is transitory (object in a transitory state never stays on that state) because once the account current enters this state, the system will automatically try to reconcile the account current. Based on the result of this reconciliation, the system will transition the account current to one of several possible states: *Matched*, *Unmatched*, *No External Item*, or *Not Booked*.

### *Matched*

If the system determines that the amounts on the external item and the amounts on the billed contract match, it will transition the account current into this state.

### *Unmatched*

If the system determines that the amounts on the external item and the amounts on the billed contract do not match, it will transition the account current into this state.

### *No External Item*

If the system cannot find an external item for the contract that was billed, it will transition the account current into this state.

### *Not Booked*

If the system cannot find a billed contract for the policy in the external item, it will transition the account current into this state.

### *Deferred*

If an account current is in discrepancy meaning they are of one of these states: *Unmatched*, *No External Item*, *Not Booked*, users can opt to *Defer* the reconciliation on the next account current for the same policy.

## Account Current Monitors

At the creation of an account current, its initial status is set to “Pending”. This status

At certain states in the lifecycle of an account current, automatic processing runs in the background to validate and monitor the account current. Based on certain conditions, these processes can automatically transition the account current from 1 state to another. Validations on the other hand, ensure that certain criteria are met before an account current can enter a given state.

This section describes the various validation and monitor processes that the system runs.

- Reconcile Account Current

At the creation of an account current, its initial status is set to “Pending”. This status is transitory because, once an account current enters this state; the system will automatically try and reconcile the account current. Based on this reconciliation, the system will transition the account current into 1 of the following states: “Matched”, “Unmatched”, “No External Item”, or “Not Booked”.

- Validate Deferred Account Current

Before an account current can be deferred, the system will first check to determine if the previous account current for the same policies was already deferred. If so, the system will not allow the account current to be deferred. This ensures that an account current cannot be deferred more than once.

## Account Current

The Account Current portal allows you to view the account current objects generated for a particular external statement on reconciliation. You can access this portal from the Main Menu by selecting Account Current → Account Current.

This portal consists of the following zones:

- External Statement Search
- Account Current
- Account Current Details
- Account Current Log
- Account Current – Discrepancy List


## External Statement Search Zone

The External Statement Search zone allows you to search for external statements using the various search criteria. The following fields are displayed in this zone:

Field	Description
External Statement ID	Used to specify the external statement ID.  Note: The external statement ID is generated automatically when the external statement is created.
Broker Name	Used to specify the name of the broker for whom the external statement is created.
Creation Date	Used to specify the date when the external statement was created in the system.
Broker Account ID	Used to specify the broker's account ID.  Note: The broker's account ID is generated automatically when the broker's account is created.
External Reference Number	Used to specify the external reference number received from the broker.
Status	Used to specify the status of the external statement.
External Statement Date	Used to specify the date mentioned in the external statement.
Accounting Period (YYYY-MM)	Used to specify the accounting period for which the external statement will be reconciled.

On clicking the Refresh button, the search results are displayed based on the specified search criteria. The results grid contain the following columns:

Column	Description
External Statement ID	Displays the external statement ID. It has a hyperlink. On clicking the hyperlink, you can access the External Statement Details portal.
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 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 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 mentioned in the external statement.
Gross Total Amount	Displays the gross total amount mentioned in the external statement.
Edit	Allows you to access the External Statement Edit portal where you can edit the details of the external statement.  Note: You cannot edit the external statement with the status as 'Closed' or 'Cancelled'.

On clicking the Broadcast button (  ) corresponding to the external statement, the Account Current and the Account Current – Discrepancy List zones appear.

## Account Current Zone

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

- Search Results
- Search Criteria

## Search Criteria

The Search Criteria section allows you to filter the account current objects using the various search criteria. The following fields are displayed in this section:


Field	Description
Policy Number	Used to specify the policy number.
Status	Used to specify the status of the account current object.

On clicking the Refresh button, the search results are displayed based on the specified search criteria.

## Search Results

The following columns are displayed in this section:

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 charged by the broker that is billed.
External Item ID	Displays the external statement item ID for which the account current object is generated 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 charged by the broker as stated in the external statement item.
Status	Displays the status of the account current object.
Edit	<p>Allows you to access the Edit Account Current Object portal where you can edit the details of the account current object.</p> <p>Note: You cannot edit the details of the account current object with the status as 'Matched', and 'Not Booked'.</p>
Delete	<p>Allows you to delete the account current object.</p> <p>Note: You can only delete the account current object with the status as 'Not Booked'.</p>

On clicking the Broadcast button (  ) corresponding to the account current object, the Account Current Details and the Account Current Log zones appear.

## Account Current Details Zone

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

Field	Description
Policy Details	Displays information about the policy for which the account current object is created. It has a hyperlink. On clicking the hyperlink, the Contract portal appears.
Received Payments	Displays the payment applied to the contract (policy).

Field	Description
Comments	Displays the comments maintained for the account current object.  Note: By default, the comments maintained while generating 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.

## Account Current Log Zone

A log entry is created when the account current object is created and its status is changed. The Account Current Log zone allows you to view these log entries.

The following columns are displayed in this zone:

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.

## Account Current - Discrepancy List Zone

The Account Current – Discrepancy List zone allows you to view the discrepancies reported while generating 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 amount 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 reported for the net amount or the gross amount depending on the value set for the Net Comparison Indicator characteristic type of the contract (policy). If the Net Comparison Indicator is set to Y, then the net amount of the external statement is compared against the net amount of the bill. If the Net Comparison Indicator is set to N, then the gross amount of the external statement is compared against the gross amount of the bill.

This zone contains the following fields:

Field	Description
Policy Number	Displays the policy number for which the discrepancy is reported.
Billed Gross Amount	Displays the billed gross amount for comparison against the external statement item gross amount.
Billed Commission Amount	Displays the billed commission amount for comparison against the external statement item commission amount.
External Item ID	Displays the external statement item ID for which the discrepancy is reported.



Field	Description
External Item Gross Amount	Displays the external statement item gross amount for comparison against the billed gross amount.
External Item Commission Amount	Displays the external statement item commission amount for comparison against the billed commission amount.
Status	Displays the status of the account current object.

## Account Current Item

The Account Current Item portal allows you to edit, reconcile and defer the selected account current object. You can access this portal by clicking the Edit icon in the Edit column corresponding to the account current object in the Account Current portal.

**Note:** You cannot edit the details of the account current object with the status as 'Matched' and 'Not Booked'.

The Account Current Item portal contains the following fields:

Field	Description
<b>Main</b>	
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.
External Statement ID	Displays the external statement ID.  <b>Note:</b> The external statement ID is generated automatically when the external statement is created.
Accounting Period (YYYY-MM)	Displays the accounting period for which the external statement is reconciled.
Policy Number	Displays the policy number for which the account current object is created.
Status	Displays the status of the account current object.
Comments	Used to modify the comments while editing, reconciling or deferring the selected account current object.
<b>Policy Details (billed)</b>	
Policy Details	Displays the contract ID.
Gross Amount	Used to modify the gross total amount of the policy that is billed. It includes fees and taxes.  <b>Note:</b> If the Net Comparison Indicator characteristic type of the contract is set to N, then the gross amount of the bill item is compared against the gross amount of the external statement item on reconciliation.
Commission Amount	Displays the commission charged by the broker that is billed.

Field	Description
Net Amount	<p>Displays the net amount that is billed.</p> <p>Note:</p> <p>If the Net Comparison Indicator characteristic type of the contract is set to Y, then the net amount is calculated automatically when you modify the gross amount.</p> <p>Also, if the Net Comparison Indicator characteristic type of the contract is set to Y, then the net amount of the bill item is compared against the net amount of the external statement item on reconciliation.</p>
Received Payments	Displays the payment applied to the contract (policy).
External Statement Item	
External Statement Item ID	Displays the external statement item ID for which the account current object is generated on reconciliation.
Gross Amount	<p>Used to modify the gross total amount of the policy stated in the external statement item. It includes fees and taxes.</p> <p>Note: If the Net Comparison Indicator characteristic type of the contract is set to N, then the gross amount of the bill item is compared against the gross amount of the external statement item on reconciliation.</p>
Commission Amount	Used to modify the commission stated in the external statement item.
Net Amount	<p>Displays the net amount which is gross amount minus commission.</p> <p>Note:</p> <p>If the Net Comparison Indicator characteristic type of the contract is set to Y, then the net amount is calculated automatically when you modify the gross amount.</p> <p>Also, if the Net Comparison Indicator characteristic type of the contract is set to Y, then the net amount of the bill item is compared against the net amount of the external statement item on reconciliation.</p>

The following buttons are available at the bottom of this portal:

Button	Description
Update	Saves the changes.
Reconcile	Reconciles the external statement item against the bill item and updates the account current object accordingly.
Defer	<p>Defers the account current object to the next account current cycle.</p> <p>Note: You cannot defer the account current object with the status as 'Not Booked'.</p>
Cancel	Exits the portal.

## Account Current Quick Edit

The Account Current Quick Edit portal allows you to edit, reconcile and defer multiple account current objects at once. You can access this portal by clicking the Quick Edit link in the upper-right corner of the Account Current zone in the Account Current portal.

Note: The account current objects with the status as 'Matched' and 'Not Booked' will not appear in the Account Current Quick Edit portal.

The following columns are displayed in this portal:

Column	Description
Select	Allows you to select one or multiple account current objects for editing, reconciling or deferring.
Policy Number	Displays the policy number for which the account current object is created.
Billed Amounts	
Gross	Used to modify the gross total amount of the policy that is billed. It includes fees and taxes.  Note: If the Net Comparison Indicator characteristic type of the contract is set to N, then the gross amount of the bill item is compared against the gross amount of the external statement item on reconciliation.
Commission	Displays the commission charged by the broker that is billed.
Net Amount	Displays the net amount that is billed.  Note:  If the Net Comparison Indicator characteristic type of the contract is set to Y, then the net amount is calculated automatically when you modify the gross amount.  Also, if the Net Comparison Indicator characteristic type of the contract is set to Y, then the net amount of the bill item is compared against the net amount of the external statement item on reconciliation.
Deferred Gross	Displays the billed gross amount that was deferred in the last account current cycle.
Deferred Commission	Displays the billed commission amount that was deferred in the last account current cycle.
External Statement Amounts	
External Item Gross	Used to modify the gross total amount of the policy stated in the external statement item. It includes fees and taxes.  Note: If the Net Comparison Indicator characteristic type of the contract is set to N, then the gross amount of the bill item is compared against the gross amount of the external statement item on reconciliation.

Column	Description
External Commission Item	Used to modify the commission stated in the external statement item.
External Item Net	<p>Displays the net amount which is gross amount minus commission.</p> <p><b>Note:</b></p> <p>If the Net Comparison Indicator characteristic type of the contract is set to Y, then the net amount is calculated automatically when you modify the gross amount.</p> <p>Also, if the Net Comparison Indicator characteristic type of the contract is set to Y, then the net amount of the bill item is compared against the net amount of the external statement item on reconciliation.</p>
Deferred Gross	Displays the external statement item gross amount that was deferred in the last account current cycle.
Deferred Commission	Displays the external statement item commission amount that was deferred in the last account current cycle.
Deferred Net	Displays the external statement item net amount that was deferred in the last account current cycle.
Status	Displays the status of the account current object.
Received Payments	Displays the payment applied to the contract (policy).

The following buttons are available at the bottom of this portal:

Button	Description
Update	Saves the changes.
Reconcile	Reconciles the external statement items against the bill items and updates the account current objects accordingly.
Defer	<p>Defers the selected account current objects to the next account current cycle.</p> <p><b>Note:</b> You cannot defer the account current object with the status as 'Not Booked'.</p>
Cancel	Exits the portal.

# Administration

The topics in this section describe the control tables that need to be configured, or any other set-up required in order to implement Account Current processing.

## Automatic Upload of External Statements

This section describes how to set the system up in order to implement the automatic upload of external statements.

Automatic uploads of external statements are done via XAI with a valid XML file structure. The structure represents header and detail item data as represented in a CSV format, but in an XML schema. Behind the schema there exists a business service named C1-ExternalStatementAdd which internally services adding an external statement and its items. To view the XML Schema for external items, navigate to the admin menu, XAI menu, and search for the above mentioned business service. For further information on how XAI works, please refer to the XAI help topics.

Following is an example of an XAI inbound request to add an external statement header and detail with the correct record. SOAP protocol is used to wrap the header and detail items:

The following mentioned is a typical example of SOAP request message which can be submitted into XML request of the XAI Submission through the Admin menu.

A response to this request can be seen on response tab after the XAI submission is saved.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:c1="http://oracle.com/C1-ExternalStatementAdd.xsd">
  <soapenv:Header/>
  <soapenv:Body>
    <c1:C1-ExternalStatementAdd>
      <c1:brokerAccountId>2863312204</c1:brokerAccountId>
      <c1:brokerName>Mark Brazil</c1:brokerName>
      <c1:externalReferenceNumber>REF403</c1:externalReferenceNumber>
      <c1:subBrokerId>4546952726</c1:subBrokerId>
      <c1:billId>286331206049</c1:billId>
      <c1:accountingPeriod>2008-05</c1:accountingPeriod>
      <c1:externalStatementDateTime>2009-05-03-10.20.00</c1:externalStatementDateTime>
      <c1:grossTotalAmount>450</c1:grossTotalAmount>
      <c1:externalStatementItems>
        <c1:policyNumber>Pol01</c1:policyNumber>
        <c1:binderNumber></c1:binderNumber>
        <c1:entityName>Person1</c1:entityName>
        <c1:grossAmount>250</c1:grossAmount>
        <c1:commissionPercentage>10</c1:commissionPercentage>
        <c1:commissionAmount>25</c1:commissionAmount>
        <c1:netAmount>225</c1:netAmount>
      </c1:externalStatementItems>
      <c1:externalStatementItems>
        <c1:policyNumber>Pol02</c1:policyNumber>
        <c1:binderNumber></c1:binderNumber>
        <c1:entityName>Person2</c1:entityName>
        <c1:grossAmount>200</c1:grossAmount>
        <c1:commissionPercentage>20</c1:commissionPercentage>
        <c1:commissionAmount>40</c1:commissionAmount>
        <c1:netAmount>260</c1:netAmount>
      </c1:externalStatementItems>
    </c1:C1-ExternalStatementAdd>
  </soapenv:Body>
</soapenv:Envelope>
```

## Implementation of External Statement Upload through an XAI

---

The following section describes a typical setup required for the automatic uploading of external statement in the xml format, using XAI.

### Create an XAI Group

---

An XAI Group with attributes are created using Admin menu.

Go to Admin Menu → X → Group+

On MAIN-TAB

Group: C1-ExtStmt

Description: External Statement Group

Parser: Dom Parser (Select from the list)

Xpath: externalStatement

Xpath Value:\*

Attachments TAB: Not Applicable

Rules TAB

Sequence: 1 Priority: 1 XPath: externalStatement Xpath Value:\* XSL File Name: C1-ExternalStatementAdd (user definable)

Click On SAVE

### Create an XAI Receiver

---

XAI receiver details are created using the admin menu.

Go to Admin → X → XAI Receiver+

On MAIN-TAB

Description: External Statement File Scanner

Receiver ID: C1-EXTSTMT

XAI Class: XMLFILERCVR

Active: Clicked

Executer ID: XAILOCAL

MSG Encoding: Not applicable

Read Interval: 10

Start At Time: Not Applicable

Duration: 0

XAI JDBC Connection: Not Applicable

Sequential Execution: Unchecked

Scan Directory: <Directory>:\\XAIPOLL (where .xml file is kept)

Scan File:\*.xml (XAI format file)

Context TAB: Not Applicable Response TAB: Not Applicable

Groups TAB

Priority: 1 Group: C1-ExtStmnt (External Statement Group)

Click on SAVE

Create an XSL File (For example: C1-ExternalStatementAdd.xsl) that defines how to transform an inbound XML file to service XML (to be consumed by business service)

Note that the elements are defined relatively to the root element 'externalStatement'

Place XSL file at "<installed application directory> splapp\\xai\\schemas" folder (Refer a typical XSL file in the appendix A)

Create an External Statement in XAI format and save in format '.xml' (at the server)

Create an External Statement and save it at the path <Directory>:\\XAIPOLL (path defined in XAI Receiver – Scan Directory field)

The example XAI service below reflects a sample configuration for account current external statement and items processing via XAI. Implementers or Users may configure XAI differently to fit their business requirements

## Typical XSLT File Required for the XML

XSLT stands for XSL Transformations used to transform XML documents into other formats.

The following example XSLT transforms customer specific inbound XML file into XML SOAP request for an XAI service. For more information on XSL please visit <http://www.w3.org/Style/XSL>

```
<xsl:stylesheet xmlns:xsl="http://www.w3.org/1999/XSL/Transform" xmlns:msxsl="urn:schemas-microsoft-com:xslt"
xmlns:var="urn:var" xmlns:user="urn:user" exclude-result-prefixes="msxsl var user" version="1.0">
  <xsl:output method="xml" omit-xml-declaration="yes" />
  <xsl:template match="/">
    <SOAP-ENV:Envelope xmlns:SOAP-ENV="urn:schemas-xmlsoap-org:envelope">
      <SOAP-ENV:Body>
        <C1-ExternalStatementAdd transactionType="CHNG">
          <externalStatementId>
            <xsl:value-of select="externalStatement/externalStatementId" />
          </externalStatementId>
          <brokerAccountId>
            <xsl:value-of select="externalStatement/brokerAccountId" />
          </brokerAccountId>
          <accountingPeriod>
            <xsl:value-of select="externalStatement/accountingPeriod" />
          </accountingPeriod>
          <billId>
            <xsl:value-of select="externalStatement/billId" />
          </billId>
        </C1-ExternalStatementAdd>
      </SOAP-ENV:Body>
    </SOAP-ENV:Envelope>
  </template>
</stylesheet>
```

```

        <xsl:for-each select="externalStatement/externalStatementItems">
            <externalStatementItems>
                <externalStatementItemId>
                    <xsl:value-of select="externalStatementItemId" />
                </externalStatementItemId>
                <policyNumber>
                    <xsl:value-of select="policyNumber" />
                </policyNumber>
                <grossAmount>
                    <xsl:value-of select="grossAmount" />
                </grossAmount>
                <commissionAmount>
                    <xsl:value-of select="commissionAmount" />
                </commissionAmount>
                <netAmount>
                    <xsl:value-of select="netAmount" />
                </netAmount>
            </externalStatementItems>
        </xsl:for-each>
    </C1-ExternalStatementAdd>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
</xsl:template>
</xsl:stylesheet>

```

XML file

```

<externalStatement>
  <brokerAccountId>4060437287</brokerAccountId>
  <accountingPeriod>2015-10</accountingPeriod>
  <externalStatementItems>
    <policyNumber>POLQA7</policyNumber>
    <grossAmount>1200.00</grossAmount>
    <commissionAmount>200</commissionAmount>
    <netAmount>1000</netAmount>
  </externalStatementItems>
  <externalStatementItems>
    <policyNumber>POLQA8</policyNumber>
    <grossAmount>600.00</grossAmount>
    <commissionAmount>100</commissionAmount>
    <netAmount>500</netAmount>
  </externalStatementItems>
  <externalStatementItems>
    <policyNumber>POLQA9</policyNumber>
    <grossAmount>800.00</grossAmount>
    <commissionAmount>200</commissionAmount>
    <netAmount>600</netAmount>
  </externalStatementItems>
  <externalStatementItems>
    <policyNumber>POLQA15</policyNumber>
    <grossAmount>800.00</grossAmount>
    <commissionAmount>200</commissionAmount>
    <netAmount>600</netAmount>
  </externalStatementItems>
  <externalStatementItems>
    <policyNumber>POLQA16</policyNumber>
    <grossAmount>800.00</grossAmount>
    <commissionAmount>200</commissionAmount>
    <netAmount>600</netAmount>
  </externalStatementItems>
</externalStatement>

```



## Initiate Multipurpose Listener

Oracle Revenue Management and Billing contains a Multi Purpose Listener (MPL). MPL is a multi-threaded Java server that constantly reads XML requests from various external and internal data sources.

The MPL can be used to process inbound messages (those sent by an external application to invoke a system service), or outgoing messages (those sent by your product to external applications).

The MPL uses different receivers to process messages from different data sources.

The following example provides a sample configuration on AIX and windows to periodically scan a specified directory (Mentioned in XAI receiver) for any new inbound XML file.

The following are the steps for manual invocation of MPL server.

MPL (Multi Purpose Listener) on Windows

Go to <Installation Directory>/bin

Initialize the environment splenviron.cmd -e <Instance Name>

Run a command spl.cmd -m start

MPL (Multipurpose Listener) on AIX

Go to <Installation Directory>/bin

Initialize the environment ./splenviron.sh -e <Instance Name>

Execute the upload feature

Run command ./spl.sh -m start

After the successful execution '<xmlfilename>.xml' placed at the designated location will be renamed to <xmlfilename><Random Number>.xai by system.

For more information on MPL please refer go to HELP→Frame Administration→ XML application Integration→The Multipurpose Listener (MPL)

## Manual CSV File Upload of External Statements

On the External Statement Portal, a button is available for use to import an External Statement in a CSV file format. The CSV file should have the following structure:

- The first column is called the Record Type. It identifies whether the record is the External Statement Header or the External Items.
- The rest of the columns contain information related to either the external header record or the external item records.

Listed below are a detailed description of Record Types and External Headers and corresponding Header Items:

## Record Types

Record Type	Description	Notes
100	External Statement Header	Required. 1 per file
500	External Items	At least 1 required. 1 per External Item

## External Header Record

Column	Description
Broker Account ID	Broker Account ID of the External Statement Required field
Broker Name	Broker Name of the External Statement
External Reference Number	External Reference Number of the External Statement
Sub Broker ID	Sub Broker ID of the External Statement
Bill ID	Bill ID generated by the system
Accounting Period	Accounting Period of the External Statement. Required in MMYYYY format
Broker Date/Time	Broker Date/Time of the External Statement
Gross Amount	Gross Amount of the External Statement
Custom Attribute 1	An additional External Statement attribute that is not available in the existing External Statement structure. This attribute is going to be stored as an External Statement Characteristic
Custom Attribute 2	An additional External Statement attribute that is not available in the existing External Statement structure. This attribute is going to be stored as an External Statement Characteristic
...	...
Custom Attribute 10	An additional External Statement attribute that is not available in the existing External Statement structure. This attribute is going to be stored as an External Statement Characteristic

## External Item Record

Column	Description
Policy Number	Policy Number of the External Item
Binder Number	Binder Number of the External Item
Policy Holder Name	Policy Holder Name of the External Item
Gross Amount	Gross Amount of the External Item
Commission %	Commission % of the External Item

Column	Description
Commission Amount	Commission Amount of the External Item
Net Amount	Net Amount of the External Item
Custom Attribute 1	An additional External Item attribute that is not available in the existing External Item structure This attribute is going to be stored as an External Item Characteristic
Custom Attribute 2	An additional External Item attribute that is not available in the existing External Item structure. This attribute is going to be stored as an External Item Characteristic
...	...
Custom Attribute 10	An additional External Item attribute that is not available in the existing External Item structure. This attribute is going to be stored as an External Item Characteristic

## Manual Data Entry of External Statements

Manual data entry of an external statement is done on the 'External Statement Portal'. This feature is available without any control table configuration. No additional set-up is required.

## Algorithm Types

The necessary algorithm types to support Account Current processing are already included in the application. This section briefly describes these algorithm types. For a complete and more detailed list of all algorithm types in the system, including the delivered algorithms for each algorithm type, please refer to Application Viewer portal in the application.

Algorithm Type	Parameters	Description
External Statement Info	None	Algorithms of this type format the external statement information that appears throughout the system. It concatenates the following information into 1 string (separated by comma):  Account ID on the External Statement Broker Name on the External Statement Accounting Period Received Date
External Statement Pre-Processing	None	Algorithms of this type initializes an external statement that is being added into the system:  Sets the status to "Pending" Sets the Received Date/Time to the current date/time Sets the source flag

Algorithm Type	Parameters	Description
Validate External Statement	None	Algorithms of this type trigger validations on an external statement every time that object is processed:  Makes sure that Account ID is not blank  Makes sure that Accounting Period is not blank  Makes sure that Bill ID is blank if status is "Bill Not Found"
Find Matching Bill and Generate Account Current	Days to Try	Algorithms of this type monitor an external statement in the "Pending" state. It will try and look for a matching bill for it. It will keep on trying for X days, where X is the Days to Try parameter.  Once it finds a matching bill, it will generate account current objects for the external statement and transition the statement into the "Reconciliation in Progress" state.  If it fails to find a matching bill after X days of trying, it will transition the statement into the "Bill Not Found" state.
Create To-Do Entry	To-Do Type	Algorithms of this type will create a To-Do entry of which To-Do Type is the parameter. This To-Do entry is created whenever the external statement enters the "Error" or "Bill Not Found" state.
Validate Account Current Objects	None	Algorithms of this type validate that there is at least 1 account current object for the external statement that is entering the "Reconciliation In Progress" state.
Close External Statement	None	Algorithms of this type monitor an external statement in the "Reconciliation in Progress" state. If all of the account current objects for the external statement are either "Matched" or "Deferred", it will transition the statement into the "Close" state.
Validate Closed External Statement	None	Algorithms of this type check whether all of the account current objects for the external statement entering the "Close" state are either "Matched" or "Deferred".
Delete Account Current Objects	None	Algorithms of this type deletes all account current objects for the external statement if the statement is entering the "Pending", "Bill Not Found", or "Cancel" states.

## Chapter 5: Insurance Pay Plan

This chapter explains the insurance pay plan feature. It consists of the following sections:

- Overview
- Business Process
- Administration

### Overview

A pay plan is a set of rules created to organize, control, and monitor the billing activities. A pay plan template is created by bundling a number of required rules together. Typically, the pay plan templates are defined by the Corporate Accounts department in association with the Underwriting and Sales department. This may vary for each organization. The set of rules cover aspects, such as down payment amounts, invoicing frequency, endorsement rules, etc. The pay plan templates can be created for individual market segment, customer class, product, geographical division, etc. or for a combination of any of these.

**Note:** 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 have limited access.

### Pre-requisites

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

- Characteristic Types
- Distribution Codes
- Adjustment Types
- Algorithms

### Characteristic Types

You need to define the following characteristic types in the system:

Characteristic Type	Description	Type of Char Value	Validation Rule	Entity
Contract Issue Date (ISSUE-DT)	When a policy is issued, the current date is captured and stored in this characteristic type. This characteristic type must be set as a parameter in the Set Issue Date algorithm.	Adhoc Value	Must be a valid date	Contract

Characteristic Type	Description	Type of Char Value	Validation Rule	Entity
Premium A/R Distribution Code (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 GL Assign by Transaction Type algorithm.	Adhoc Value  Note: The Foreign Key Value type cannot be used because the Distribution Code entity does not support it.	-	Distribution Code
Fee A/R Distribution Code (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 GL Assign by Transaction Type algorithm.	Adhoc Value  Note: The Foreign Key Value type cannot be used because the Distribution Code entity does not support it.	-	Distribution Code
Tax A/R Distribution Code (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 GL Assign by Transaction Type algorithm.	Adhoc Value  Note: The Foreign Key Value type cannot be used because the Distribution Code entity does not support it.	-	Distribution Code

## 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.	The GL account for premium receivables	GLCNST-DFLT
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.	The GL account for fee receivables	GLCNST-DFLT

Distribution Code	Description	GL Account	GL Account Algorithm
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.	The GL account for tax receivables	GLCNST-DFLT
Standard A/R for Insurance (A/R - INS)	<p>Each contract type must have a standard A/R distribution code. The A/R distribution code defined for a contract is the default A/R for all financial transactions that are created for the contract.</p> <p>This distribution code must have the following characteristic types:</p> <ul style="list-style-type: none"> <li>Premium A/R Distribution Code = A/R PRM</li> <li>Fee A/R Distribution Code = A/R FEE</li> <li>Tax A/R Distribution Code = A/R TAX</li> </ul>	Same as the GL Account of the Premium A/R (A/R PRM)	GLCNSTR-INS

Note: The four A/R distribution codes listed in the above table are the minimum required. Most organizations will define separate A/Rs for each product line; for example, A/R for Auto, A/R for Home, etc. In this case, each product line would have a set of four A/R distribution codes as defined above.

## Adjustment Types

You need to define the following adjustment types:

Adjustment Type	Description	Distribution Code	Adj FT Algorithm
Write Down (WO DOWN, WODWNUK)	When a Write Down adjustment is generated because of a very small underpayment, the system uses this adjustment type. This adjustment type must be set as a parameter in the Write Down Small Underpayments algorithm.	Write Off Expense distribution code	ADJT-NM

## Algorithms

You need to define the following algorithms:

Algorithm	Description	Algorithm Type	Triggered By
Unlink Pay Plan Template from Contract Types	This algorithm ensures that the pay plan templates with the status as Inactive are not linked to any contract types.	C1-UNLINKPPT	Pay Plan Template Business Object (C1-PayPlanTmplCompl) Inactive State Enter System Event
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	C1-PayPlanTmplCompl BO Inactive State Monitor System Event, C1-PayPlanTmplCompl BO Active State Monitor System Event
Reset Activate/Inactivate Date	This algorithm resets the Activate/Inactivate date every time the pay plan template is activated or inactivated.	C1-RESETDT	Pay Plan Template Business Object Inactive State Exit System Event, Pay Plan Template Business Object Active State Exit System Event
Pay Plan Template Validation	This algorithm validates whether a pay plan template has been linked to the contract type.	C1-PPTMPLVAL	C1-PayPlanTmplCompl BO Validation System Event
Default rules from Pay Plan Template	This algorithm inherits the rules defined in the pay plan template that is associated to the contract type to which the policy belongs.	C1-PPLANPRE	Pay Plan Business Object Pre-processing System Event
Create and Apply Pay Plan for Insurance Contracts	This algorithm links the pay plan to the contract and generates the invoice schedule using the rules defined in the pay plan.	C1-CREPP	Contract Type Contract Creation System Event
Set Issue Date	<p>This algorithm sets the issue date of the policy.</p> <p>The following parameters are defined in this algorithm:</p> <ul style="list-style-type: none"> <li>Issue Date Contract Characteristic Type with the value as ISSUE-DT</li> </ul>	C1_ISSUEDATE	Contract Type Contract Creation System Event
Create Bill Segments from Invoice Schedule	This algorithm creates the bill segments using information from the invoice schedule of the pay plan linked to the contract.	C1-PPBSEG	Bill Segment Type - Bill Segment FT Creation



Algorithm	Description	Algorithm Type	Triggered By
Create Bill Segment Financial Transaction based on Bill Segment Information	This algorithm creates the associated financial transactions of the bill segments which are created by the Create BS from Invoice Schedule algorithm.	C1-PPBSEGFT	Bill Segment Type Financial Algorithm
Adjust Pay Plan Invoice Schedule	<p>This algorithm updates a schedule whenever an adjustment is used to adjust a bill.</p> <p>The following parameters are defined in this algorithm:</p> <ul style="list-style-type: none"> <li>Adjustment Type with the value as ADJ BILL</li> </ul>	C1-AJUINVSCH	Adjustment Type Adjustment Freeze System Event
Premium Cancellation Processing	This algorithm updates the schedule whenever a premium adjustment (for New Business or Endorsement) is cancelled.	C1-PRMCANCEL	Adjustment Type Adjustment Cancellation System Event
Apply Endorsements	This algorithm updates the schedule whenever an endorsement is applied.	C1-PPENDORSE	Adjustment Type Adjustment Freeze System Event
Write Down Small Underpayments	<p>This algorithm writes down underpayments based on a certain tolerance. The write down is done by applying an adjustment.</p> <p>The following parameters are defined in this algorithm:</p> <ul style="list-style-type: none"> <li>Threshold Type (P or F) with the value as P</li> <li>Threshold Amount with the value as 1</li> <li>Writedown Adjustment Type with the value as WRITEDWN</li> </ul>	C1-WRITEDOWN	Customer Class Payment Freeze System Event
Payment Distribution	This algorithm distributes a payment applied to the account automatically.	PYDS-TRN-LVL	Customer Class Payment Distribution System Event
Apply Payment to Bill	<p>This algorithm distributes and applies a payment to a bill.</p> <p>The following parameters are defined in this algorithm:</p> <ul style="list-style-type: none"> <li>How to handle overpayments (D/O) with the value as D</li> </ul>	PYBL-TRN-LVL	Match Type - Override Payment Distribution

Algorithm	Description	Algorithm Type	Triggered By
Apply Payment to Contract	<p>This algorithm distributes and applies a payment to a contract.</p> <p>The following parameters are defined in this algorithm:</p> <ul style="list-style-type: none"> <li>How to handle overpayments (D/O) with the value as D</li> </ul>	PYSA-TRN-LVL	Match Type - Override Payment Distribution
Assign GL Accounts	<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> <ul style="list-style-type: none"> <li>Premium Distribution Code Characteristic Type with the value as INS PRM</li> <li>Fee Distribution Code Characteristic Type with the value as INS FEE</li> <li>Tax Distribution Code Characteristic Type with the value as INS TAX</li> <li>Adjustment Type Characteristic Type that identifies the transaction type of the adjustment with the value as TRAN TYP</li> </ul>	GLCNSTR-INS	Distribution Code - GL Account Construction

## Business Process

When a pay plan template is associated with a policy, the rules defined in the pay plan template will drive how the associated policy will be billed.

A pay plan template consists of the following rules:

- Policy Invoice Frequency – Determines the frequency at which the invoice must be generated for a policy.
- Down Payment rules – Determines the down payment amount.
- Bill Amount rules – Determines the bill amount for every invoice. This rule applies only for the original premium amount (that is, for New Business or Renewal).
- Bill Charge/Fee rules – Determines the bill charge or fee amount for every invoice.
- Endorsement rule – Determines how endorsements are invoiced.
- Transaction Level Payment Distribution rule – Determines how payment is distributed at the transaction level.

**Note:** The pay plan's invoice schedule is created at the policy level. On the maturity date, the amount is ready for invoicing. However, the invoice is billed on the account's bill cycle date.

In order to have the ability to associate a pay plan template to a policy, the administrator should first associate a pay plan template to the contract type belonging to the policy.

Once a pay plan template is associated with a contract type, then the pay plan can be used for any policy belonging to the contract type. The pay plan association to the policy typically happens in the Policy Administration system. However, a pay plan can also be changed for a policy from within the Billing system.

Once a pay plan template is associated with a policy, an invoice schedule is generated for that policy. You can change the invoice schedule by:

- Changing the pay plan at the policy level
- Changing the pay plan template
- Updating the invoice schedule

Whenever you make any changes to the invoice schedule, a new invoice schedule version is created.

## Pay Plan

The Pay Plan portal allows you to view the invoice schedule generated for the policy. You can access this portal by selecting the Go To Insurance Pay Plan menu option from the context menu corresponding to the contract ID in the Contract portal.

This portal consists of the following zones:

- Pay Plan
- Invoice Schedule Versions
- Pay Plan – Invoice Schedule

## Pay Plan Zone

A pay plan has a set of rules which are used for generating the invoice schedule for a policy. These rules are inherited from the pay plan template that is associated to the contract type to which the policy 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. The following fields are displayed in this zone:

Field	Description
Pay Plan ID	Displays the pay plan ID.
Contract Info	Displays the contract information.  <b>Note:</b> It has a hyperlink. On clicking the hyperlink, the Contract portal appears with the details of the respective contract.

Field	Description
Pay Plan Template	Displays the code of the pay plan template from where these rules are inherited.  Note: It has a hyperlink. On clicking the hyperlink, the Pay Plan Template portal appears with the details of the respective pay plan template.
Policy Invoice Frequency	
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 made as a fixed amount or as a percentage of the total premium.
Value	Displays the fixed amount or percentage value depending on the down payment type selected.
Bill Amount	
Type	Indicates how the bill amount for a policy must be calculated. Either of the following will be selected: <ul style="list-style-type: none"> <li>• Distribute – Allows you to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>• Percentage – Allows you to invoice the specified percentage of the total premium in each installment</li> <li>• Fixed - Allows you to invoice the specified fixed amount in each installment</li> </ul>
Value	Displays the fixed amount or percentage value depending on the bill amount type selected.
Bill Charge New Business	
One Time - Type	Indicates whether the new business one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Displays the fixed amount or percentage value depending on the new business one time bill charge type selected.
Recurring - Type	Indicates whether the new business recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Displays the fixed amount or percentage value depending on the new business recurring bill charge type selected.
Bill Charge Endorsement	
One Time - Type	Indicates whether the endorsement one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Displays the fixed amount or percentage value depending on the endorsement one time bill charge type selected.
Recurring - Type	Indicates whether the endorsement recurring bill charge amount must be a percentage of the bill amount or a fixed amount.

Field	Description
Recurring - Value	Displays the fixed amount or percentage value depending on the endorsement recurring bill charge type selected.
Other Parameters	
Maximum Installments	Displays the maximum number of installments available for invoicing a policy.
Distribution Code	Displays the distribution code where revenue must be booked.
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. Either of the following will be selected:</p> <ul style="list-style-type: none"> <li>• Bill On Next Account Invoice Date - Allows you to bill the entire endorsement amount on the next account invoice date.</li> <li>• Bill On Next Policy Maturity Date - Allows you to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• Spread - Allows you to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> <li>• Catch-up - Allows you to distribute the endorsement amount amongst all the scheduled invoices. In case the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy.</li> </ul>
Policy Invoice Rule	<p>Indicates whether the policy must be billed in advance or not. Either of the following will be selected:</p> <ul style="list-style-type: none"> <li>• Get Next - Allows you to bill the unbilled invoices scheduled in the past as well as the one scheduled till the next maturity date of a policy.</li> <li>• Get Previous - Allows you to bill the unbilled invoices scheduled in the past</li> </ul>
Transaction Level Payment Distribution Rule	<p>Indicates how the payments for a policy must be distributed automatically among the following components: Premium, Fees and Taxes. Either of the following will be selected:</p> <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 payments received against the policy includes commission or not. If yes, the system will always remove the commission amount from the total bill amount.


Note: 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 the zone.

## Invoice Schedule Versions Zone

Every time you change the pay plan rules, a new invoice schedule is created. The Invoice Schedule Versions zone displays a list of invoice schedule versions created.

The following columns are displayed in this zone:

Column	Description
Effective Date/Time	Displays the date from when the version is effective.
Invoice Schedule ID	Displays the invoice schedule ID.

On clicking the Broadcast button () corresponding to the invoice schedule version, the Pay Plan – Invoice Schedule zone appears.

## Pay Plan - Invoice Schedule Zone

The Pay Plan - Invoice Schedule zone displays the invoice schedule. The following columns are displayed in this zone:

Column	Description
Maturity Date	Displays the date when the policy installment is due for settlement.
Premium Amount	Displays the premium amount that is due on the maturity date.
Premium Amount Type	Displays the premium bill amount type, for example, Premium – New Business and Premium - Endorsement.
Invoiced	Indicates whether the premium and fee amount has been invoiced or not.
Bill Fee Amount	Displays the fee amount that is due on the maturity date.

Note: You can change the premium and fee bill amount manually by clicking the Edit link in the upper-right corner of the zone. However, you can change only those amounts which are not yet invoiced.

## Edit Pay Plan

This portal allows you to edit the rules inherited by the pay plan from the pay plan template. The following fields are displayed in this portal:

Field	Description
Pay Plan ID	Displays the pay plan ID.
Contract Info	Displays the contract information.
Pay Plan Template	Displays the code of the pay plan template from where these rules are inherited.
Policy Invoice Frequency	
Invoice Frequency	Used to modify the frequency at which the invoice must be generated for a policy.
Down Payment	

Field	Description
Type	Used to modify whether down payment for a policy must be made as a fixed amount or as a percentage of the total premium.
Value	Used to modify the fixed amount or percentage value depending on the down payment type selected.
Bill Amount	
Type	Used to modify how to calculate the bill amount for a policy. You can select either of the following: <ul style="list-style-type: none"> <li>Distribute – Allows you to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>Percentage – Allows you to invoice the specified percentage of the total premium in each installment</li> <li>Fixed – Allows you to invoice the specified fixed amount in each installment</li> </ul>
Value	Used to modify the fixed amount or percentage value depending on the bill amount type selected.
Bill Charge New Business	
One Time - Type	Used to modify whether the new business one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Used to modify the fixed amount or percentage value depending on the new business one time bill charge type selected.
Recurring - Type	Used to modify whether the new business recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Used to modify the fixed amount or percentage value depending on the new business recurring bill charge type selected.
Bill Charge Endorsement	
One Time - Type	Used to modify whether the endorsement one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Used to modify the fixed amount or percentage value depending on the endorsement one time bill charge type selected.
Recurring - Type	Used to modify whether the endorsement recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Used to modify the fixed amount or percentage value depending on the endorsement recurring bill charge type selected.
Other Parameters	
Maximum Installments	Used to modify the maximum number of installments available for invoicing a policy.
Distribution Code	Used to modify the distribution code where revenue must be booked.
Maximum Allowed Percentage	Used to modify the maximum percentage value that can be used for calculating bill charges.

Field	Description
Endorsement Rule	<p>Used to modify how an endorsement is applied to a policy. You can select either of the following:</p> <ul style="list-style-type: none"> <li>• Bill On Next Account Invoice Date - Allows you to bill the entire endorsement amount on the next account invoice date.</li> <li>• Bill On Next Policy Maturity Date - Allows you to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• Spread - Allows you to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> <li>• Catch-up - Allows you to distribute the endorsement amount amongst all the scheduled invoices. In case the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy.</li> </ul>
Policy Invoice Rule	<p>Used to modify whether the policy must be billed in advance or not. You can select either of the following:</p> <ul style="list-style-type: none"> <li>• Get Next - Allows you to bill the unbilled invoices scheduled in the past as well as the one scheduled till the next maturity date of a policy.</li> <li>• Get Previous - Allows you to bill the unbilled invoices scheduled in the past</li> </ul>
Transaction Level Payment Distribution Rule	<p>Used to modify how the payments for a policy must be distributed automatically among the following components: Premium, Fees and Taxes. You can select either of the following:</p> <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	<p>Used to modify whether the payments received against the policy includes commission or not. If yes, the system will always remove the commission amount from the total bill amount.</p>

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button saves the changes and the Cancel button exits the portal.

**Note:** On saving the changes, a new invoice schedule is created.



## Edit Pay Plan Invoice Schedule

This portal allows you to change the premium and fee bill amount manually. You can change only those amounts which are not yet invoiced.

**Note:** You can only edit the latest invoice schedule.

The following field is displayed in this portal:

Field	Description
Pay Plan ID	Displays the pay plan ID.

The following columns are displayed in this zone:

Column	Description
Maturity Date	Displays the date when the policy installment is due for settlement.
Premium Bill Amount Type	Displays the premium bill amount type, for example, Premium – New Business and Premium - Endorsement.
Premium Bill Amount	Used to modify the premium amount that is due on the maturity date.
Bill Fee Amount	Used to modify the fee amount that is due on the maturity date.
Invoiced	Indicates whether the premium and fee amount has been invoiced or not.

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button saves the changes and the Cancel button exits the portal.

## Administration

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

- Policy Invoice Frequency
- Pay Plan Template
- Link between a pay plan template and contract type

## Policy Invoice Frequency Portal

The Policy Invoice Frequency portal 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.

**Note:** 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.


You can access this portal by selecting Admin Menu → P → Pay Plan Management-Invoice Frequency. This portal consists of the following zones:

- Policy Invoice Frequency List
- Policy Invoice Frequency

## Policy Invoice Frequency List Zone

The Policy Invoice Frequency List zone displays a list of policy invoice frequencies that are already defined in the system. The following columns are displayed in this zone:

Column	Description
Invoice Frequency	Displays the code that uniquely identifies 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 button () corresponding to the invoice frequency, the Policy Invoice Frequency zone appears.

Note: You can add an invoice frequency by clicking the Add link in the upper-right corner of this zone.

## Policy Invoice Frequency Zone

The Policy Invoice Frequency zone displays the details of the selected policy invoice frequency. The following fields are displayed in this zone:

Field	Description
Invoice Frequency	Displays the code that uniquely identifies 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.

The following two buttons are available at the bottom of this zone: Edit and Delete. The Edit button allows you to edit the details of the policy invoice frequency and the Delete button allows you to delete the policy invoice frequency.

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

## Invoice Frequency

The Invoice Frequency portal allows you to create a new policy invoice frequency. You can access this portal by clicking the Add link in the upper-right corner of the Policy Invoice Frequency List zone in the Policy Invoice Frequency portal.

The following fields are displayed in this portal:

Field	Description
Invoice Frequency	Used to specify the code that uniquely identifies the policy invoice frequency.
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.
Daily Frequency	Used to specify the frequency in days. It is used in conjunction with the monthly frequency. For example, if the frequency is weekly, you will enter 0 in the Monthly Frequency field and 7 in the Daily Frequency field.
Description	Used to specify the description for the policy invoice frequency.

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button creates the policy invoice frequency and the Cancel button exits the portal.

## Pay Plan Template Portal

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 portal displays a list of pay plan templates that are already defined in the system. It also allows you to create, edit and delete a pay plan template. You can access this portal by selecting Admin Menu → P → Pay Plan Management-Template.

This portal consists of the following zones:


- Pay Plan Template List
- Contract Types Linked
- Pay Plan Template

## Pay Plan Template List Zone

The Pay Plan Template List zone displays a list of pay plan templates that are already defined in the system. The following columns are displayed in this zone:


Column	Description
Template Code	Displays the code of the pay plan template.
Description	Displays the description of the pay plan template.
Edit	Allows you to access the Edit Pay Plan Template portal where you can edit the details of the pay plan template.

Column	Description
Duplicate	Allows you to create a copy of the existing pay plan template.
Delete	Allows you to delete the pay plan template.  Note: You cannot delete a pay plan template if it is linked to any contract type as a default template.

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

Note: You can create a new pay plan template by clicking the Add link in the upper-right corner of this zone.


## Contract Types Linked Zone

The Contract Types Linked zone displays a list of contract types to which the selected pay plan template is linked. By default, this zone is not displayed in the Pay Plan Template portal. It is displayed only when you click the Broadcast button (  ) corresponding to the pay plan template in the Pay Plan Template List zone.

The following columns are displayed in this zone:

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

## Pay Plan Template Zone

The Pay Plan Template zone allows you to view the details of the selected pay plan template. By default, this zone is not displayed in the Pay Plan Template portal. It is displayed only when you click the Broadcast button (  ) corresponding to the pay plan template in the Pay Plan Template List zone.

The following fields are displayed in this zone:

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.
Policy Invoice Frequency	
Invoice Frequency	Indicates the frequency at which the invoice must be generated for a policy.  Note: It has a hyperlink. On clicking the hyperlink, the Policy Invoice Frequency portal appears.

Field	Description
<b>Down Payment</b>	
Type	Indicates whether down payment for a policy must be made as a fixed amount or as a percentage of the total premium.
Value	Displays the fixed amount or percentage value depending on the down payment type selected.
<b>Bill Amount</b>	
Type	Indicates how the bill amount for a policy must be calculated. Either of the following will be selected: <ul style="list-style-type: none"> <li>• Distribute – Allows you to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>• Percentage – Allows you to invoice the specified percentage of the total premium in each installment</li> <li>• Fixed – Allows you to invoice the specified fixed amount in each installment</li> </ul>
Value	Displays the fixed amount or percentage value depending on the bill amount type selected.
<b>Bill Charge New Business</b>	
One Time - Type	Indicates whether the new business one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Displays the fixed amount or percentage value depending on the new business one time bill charge type selected.
Recurring - Type	Indicates whether the new business recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Displays the fixed amount or percentage value depending on the new business recurring bill charge type selected.
<b>Bill Charge Endorsement</b>	
One Time - Type	Indicates whether the endorsement one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Displays the fixed amount or percentage value depending on the endorsement one time bill charge type selected.
Recurring - Type	Indicates whether the endorsement recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Displays the fixed amount or percentage value depending on the endorsement recurring bill charge type selected.
<b>Other Parameters</b>	
Maximum Installments	Displays the maximum number of installments available for invoicing a policy.
Distribution Code	Displays the distribution code where revenue must be booked.
	Note: It has a hyperlink. On clicking the hyperlink, the Distribution Code portal appears.

Field	Description
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. Either of the following will be selected:</p> <ul style="list-style-type: none"> <li>• Bill On Next Account Invoice Date - Allows you to bill the entire endorsement amount on the next account invoice date.</li> <li>• Bill On Next Policy Maturity Date - Allows you to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• Spread - Allows you to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> <li>• Catch-up - Allows you to distribute the endorsement amount amongst all the scheduled invoices. In case the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy.</li> </ul>
Policy Invoice Rule	<p>Indicates whether the policy must be billed in advance or not. Either of the following will be selected:</p> <ul style="list-style-type: none"> <li>• Get Next - Allows you to bill the unbilled invoices scheduled in the past as well as the one scheduled till the next maturity date of a policy.</li> <li>• Get Previous - Allows you to bill the unbilled invoices scheduled in the past</li> </ul>
Transaction Level Payment Distribution Rule	<p>Indicates how the payments for a policy must be distributed automatically among the following components: Premium, Fees and Taxes. Either of the following will be selected:</p> <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 payments received against the policy includes commission or not. If yes, the system will always remove the commission amount from the total bill amount.

The following two buttons are available at the bottom of this zone: Activate and Inactivate. The Activate button activates the pay plan template and the Inactivate button inactivates the pay plan template.

**Note:**

The Activate button is disabled once a pay plan template is activated.

You can inactivate a pay plan template only when it is not linked to any contract type as a default template.

## Add Pay Plan Template

The Add Pay Plan Template portal allows you to create a new pay plan template. You can access this portal by clicking the Add link in the upper-right corner of the Pay Plan Template List zone in the Pay Plan Template portal. Alternatively, you can access this portal by selecting Admin Menu → P → Pay Plan Management-Template (+).

The following fields are displayed in this portal:

Field	Description
Pay Plan Template	Used to specify the code for the pay plan template.
Description	Used to specify the description for the pay plan template.
Activate/Inactivate Date	Used to specify the date when the pay plan template will be automatically activated in the future.
Policy Invoice Frequency	
Invoice Frequency	Used to specify the frequency at which the invoice must be generated for a policy.
Down Payment	
Type	Used to specify whether down payment for a policy must be made as a fixed amount or as a percentage of the total premium.
Value	Used to specify the fixed amount or percentage value depending on the down payment type selected.
Bill Amount	
Type	Used to specify how to calculate the bill amount for a policy. You can select either of the following: <ul style="list-style-type: none"> <li>Distribute – Allows you to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>Percentage – Allows you to invoice the specified percentage of the total premium in each installment</li> <li>Fixed – Allows you to invoice the specified fixed amount in each installment</li> </ul>
Value	Used to specify the fixed amount or percentage value depending on the bill amount type selected.
Bill Charge New Business	
One Time - Type	Used to specify whether the new business one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Used to specify the fixed amount or percentage value depending on the new business one time bill charge type selected.
Recurring - Type	Used to specify whether the new business recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Used to specify the fixed amount or percentage value depending on the new business recurring bill charge type selected.
Bill Charge Endorsement	

Field	Description
One Time - Type	Used to specify whether the endorsement one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Used to specify the fixed amount or percentage value depending on the endorsement one time bill charge type selected.
Recurring - Type	Used to specify whether the endorsement recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Used to specify the fixed amount or percentage value depending on the endorsement recurring bill charge type selected.
Other Parameters	
Maximum Installments	Used to specify the maximum number of installments available for invoicing a policy.
Distribution Code	Used to specify the distribution code where revenue must be booked.
Maximum Allowed Percentage	Used to specify the maximum percentage value that can be used for calculating bill charges.
Endorsement Rule	<p>Used to specify how an endorsement is applied to a policy. You can select either of the following:</p> <ul style="list-style-type: none"> <li>• Bill On Next Account Invoice Date - Allows you to bill the entire endorsement amount on the next account invoice date.</li> <li>• Bill On Next Policy Maturity Date – Allows you to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• Spread – Allows you to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> <li>• Catch-up – Allows you to distribute the endorsement amount amongst all the scheduled invoices. In case the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy.</li> </ul>
Policy Invoice Rule	<p>Used to specify whether the policy must be billed in advance or not. You can select either of the following:</p> <ul style="list-style-type: none"> <li>• Get Next – Allows you to bill the unbilled invoices scheduled in the past as well as the one scheduled till the next maturity date of a policy.</li> <li>• Get Previous - Allows you to bill the unbilled invoices scheduled in the past</li> </ul>



Field	Description
Transaction Level Payment Distribution Rule	Used to specify how the payments for a policy must be distributed automatically among the following components: Premium, Fees and Taxes. You can select either of the following: <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	Used to specify whether the payments received against the policy includes commission or not. If yes, the system will always remove the commission amount from the total bill amount.

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button creates the pay plan template and the Cancel button exits the portal.

## Edit Pay Plan Template

The Edit Pay Plan Template portal allows you to edit the details of the pay plan template. You can access this portal by clicking the Edit icon in the Edit column corresponding to the pay plan template in the Pay Plan Template List zone.

The following fields are displayed in this portal:

Field	Description
Pay Plan Template	Displays the code of the pay plan template.
Description	Used to modify the description for the pay plan template.
Activate/Inactivate Date	Used to modify the date when the pay plan template will be automatically activated or inactivated in the future.
Policy Invoice Frequency	
Invoice Frequency	Used to modify the frequency at which the invoice must be generated for a policy.
Down Payment	
Type	Used to modify whether down payment for a policy must be made as a fixed amount or as a percentage of the total premium.
Value	Used to modify the fixed amount or percentage value depending on the down payment type selected.
Bill Amount	

Field	Description
Type	Used to modify how to calculate the bill amount for a policy. You can select either of the following: <ul style="list-style-type: none"> <li>Distribute – Allows you to distribute the total premium (less down payment) equally in the maximum available installments</li> <li>Percentage – Allows you to invoice the specified percentage of the total premium in each installment</li> <li>Fixed – Allows you to invoice the specified fixed amount in each installment</li> </ul>
Value	Used to modify the fixed amount or percentage value depending on the bill amount type selected.
Bill Charge New Business	
One Time - Type	Used to modify whether the new business one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Used to modify the fixed amount or percentage value depending on the new business one time bill charge type selected.
Recurring - Type	Used to modify whether the new business recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Used to modify the fixed amount or percentage value depending on the new business recurring bill charge type selected.
Bill Charge Endorsement	
One Time - Type	Used to modify whether the endorsement one time bill charge amount must be a percentage of the bill amount or a fixed amount.
One Time - Value	Used to modify the fixed amount or percentage value depending on the endorsement one time bill charge type selected.
Recurring - Type	Used to modify whether the endorsement recurring bill charge amount must be a percentage of the bill amount or a fixed amount.
Recurring - Value	Used to modify the fixed amount or percentage value depending on the endorsement recurring bill charge type selected.
Other Parameters	
Maximum Installments	Used to modify the maximum number of installments available for invoicing a policy.
Distribution Code	Used to modify the distribution code where revenue must be booked.
Maximum Allowed Percentage	Used to modify the maximum percentage value that can be used for calculating bill charges.

Field	Description
Endorsement Rule	<p>Used to modify how an endorsement is applied to a policy. You can select either of the following:</p> <ul style="list-style-type: none"> <li>• Bill On Next Account Invoice Date - Allows you to bill the entire endorsement amount on the next account invoice date.</li> <li>• Bill On Next Policy Maturity Date - Allows you to bill the entire endorsement amount on the next maturity date of the policy.</li> <li>• Spread - Allows you to distribute the endorsement amount amongst the remaining unbilled scheduled invoices.</li> <li>• Catch-up - Allows you to distribute the endorsement amount amongst all the scheduled invoices. In case the scheduled invoices are already billed, the amounts distributed will be added and billed on the next maturity date of the policy.</li> </ul>
Policy Invoice Rule	<p>Used to modify whether the policy must be billed in advance or not. You can select either of the following:</p> <ul style="list-style-type: none"> <li>• Get Next - Allows you to bill the unbilled invoices scheduled in the past as well as the one scheduled till the next maturity date of a policy.</li> <li>• Get Previous - Allows you to bill the unbilled invoices scheduled in the past</li> </ul>
Transaction Level Payment Distribution Rule	<p>Used to modify how the payments for a policy must be distributed automatically among the following components: Premium, Fees and Taxes. You can select either of the following:</p> <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	<p>Used to modify whether the payments received against the policy includes commission or not. If yes, the system will always remove the commission amount from the total bill amount.</p>

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button saves the changes and the Cancel button exits the portal.

## Contract Type Pay Plan Template Portal

You can use a pay plan template for policies only if it is associated with a contract type. Once the pay plan template is associated with the contract type, the template can be used for any policies belonging to that contract type.

A pay plan template can be associated with more than one contract type. The system allows you to set one of the pay plan template associated with the contract type as the default template.

**Note:** You can associate a pay plan template to a contract type only if the status of the pay plan template is Active.


The Contract Type Pay Plan Template portal allows you to view a list of pay plan templates associated with the contract types. It also allows you to associate a pay plan template with a contract type. This portal consists of the following zones:

- Contract Types
- Pay Plan Templates for Contract Type

## Contract Types Zone

The Contract Types zone displays a list of contract types defined in the system. The following columns are displayed in this zone:

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

On clicking the Broadcast button (  ) corresponding to the contract type, the Pay Plan Templates for Contract Type zone appears.

## Pay Plan Templates for Contract Type Zone

The Pay Plan Templates for Contract Type zone displays a list of pay plan templates associated with the contract type. The following columns are displayed in this zone:

Column	Description
Pay Plan Template	Displays the code of the pay plan template.
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	Allows you 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.
Unlink	Allows you to disassociate the pay plan template from the contract type. <b>Note:</b> You cannot disassociate a pay plan template from the contract type if it is set as the default template.

**Note:** You can associate a pay plan template with the contract type by clicking the Add link in the upper-right corner of this zone.

## Link Pay Plan Template to Contract Type

This portal allows you to associate a pay plan template with the contract type. You can access this portal by clicking the Add link in the upper-right corner of the Pay Plan Templates for Contract Type zone in the Contract Type Pay Plan Template portal.

The following fields are displayed in this portal:

Field	Description
Contract Type	Displays the contract type to which you want to associate a pay plan template.
Division	Displays the division for which the contract type is valid.
Pay Plan Template	Used to select the pay plan template that you want to associate with the contract type.
Default	Used to set the selected pay plan template as the default template.  <div>Note: You cannot associate a pay plan template as the default template if the contract type already has a default template associated with it.</div>

The following two buttons are available at the bottom of this portal: Save and Cancel. The Save button associates the selected pay plan template with the contract type and the Cancel button exits the portal.

# Chapter 6: Deferred Revenue Recognition

---

This chapter explains the deferred revenue recognition. It contains the following sections:

- Overview
- Business Process
- Administration

## Overview

Deferred Revenue Recognition deals with identifying deferred revenue vs. earned revenue. Insurance companies often bill policies in installments, but the A/R and Revenue for the total premium is instantiated at the start of the policy term as new business. Regulations, restrictions, or company policies may require that revenue for the total premium is 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 (Jul 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, General Ledger entries are created and manipulated accordingly that transfer entries from deferred to earned.

## Business Process

A deferred revenue recognition schedule is created with a set frequency. This schedule determines when the additional financial transactions (also known as secondary adjustments) must be generated and posted. 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 balance.

## Deferred Revenue Recognition Schedule

---

The Deferred Revenue Recognition Schedule portal allows you to view the deferred revenue recognition schedule indicating how and when the revenue will be earned for a particular financial transaction. You can access this portal from the Main Menu by selecting Deferred Revenue Recognition → Deferred Revenue Recognition Portal.

This portal consists of the following zones:

- Revenue Recognition Schedule Search
- Revenue Recognition Schedule Details

## Revenue Recognition Schedule Search Zone

The Revenue Recognition Schedule Search zone allows you to search for the financial transactions related to a policy whose premium revenue is deferred. This zone consists of the following two sections:

- Search Criteria
- Search Results

## Search Criteria

The following fields are displayed in this section:


Field	Description
Contract ID	Used to specify the contract ID.
Policy Number	Used to specify the policy number.

On clicking the Refresh button, the search results are displayed based on the specified search criteria.

## Search Results

The following columns are displayed in this section:

Column	Description
FT ID	Displays the financial transaction ID.
Financial Transaction Type	Displays the type of the 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 is effective.

On clicking the Broadcast button () corresponding to the financial transaction, the details appear in the Revenue Recognition Schedule Details zone.

## Revenue Recognition Schedule Details Zone

The Revenue Recognition Schedule Details zone displays the revenue recognition schedule for the selected financial transaction. The scheduled dates and amounts are calculated based on the parameters of an algorithm.

The following field is displayed in this zone:

Field	Description
Financial Transaction ID	Displays the financial transaction ID.

The following columns are displayed in this zone:

Column	Description
Recognition Date	Displays the date when the revenue is recognized and earned.

Column	Description
Recognition Amount	Displays the amount earned on the recognition date.
Adjustment ID	<p>Displays the adjustment ID. The adjustment contains financial transaction corresponding to the earned revenue.</p> <p>Note:</p> <p>The adjustment ID appears only when the adjustment is created on the recognition date.</p> <p>It has a hyperlink. On clicking the hyperlink, the Adjustment portal appears with the details of the respective adjustment.</p>

## Administration

You need to setup the following to implement the Deferred Revenue Recognition functionality:

- Setup Distribution Code's Deferred Characteristic Type - 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 Y.
- Setup the Premium New Business and Endorsement Adjustment Types - 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 and Endorsement adjustment types to the deferred revenue distribution code.
- Setup the Distribution Code of the Rate Schedule that calculates the Commission Bill Segment - If a pay plan indicates that the broker always remits net of commission for payments, billing generates a commission bill segment which is calculated using a rate schedule. The financial transaction for the commission bill segment must book revenue against deferred revenue. This is done by specifying the deferred revenue distribution code for the rate schedule that calculates the commission.
- Setup the Adjustment Type of the Secondary Adjustment – You need to set the following parameters of the Secondary adjustment type:
  - Adjustment Amount Type: Non-Calculated Amount
  - Distribution Code: Earned revenue distribution code
  - Sync Current Amount: No
  - Adjustment Financial Transaction Algorithm: ADJT-GL (GL only)
- Setup an algorithm that generates the Revenue Recognition Schedule

You should use an algorithm to generate the deferred revenue recognition schedule when a financial transaction that books revenue against deferred revenue is frozen. The following parameters must be used in the algorithm:

Input Parameter	Description
Adjustment Type of the 2nd Adjustment	Indicates the adjustment type of the Secondary adjustment.



Input Parameter	Description
Deferred Revenue Distribution Code Characteristic Type Indicator	Indicates whether the distribution code is a deferred revenue distribution code or not.
Recognition Frequency (M - Monthly, W - Weekly, D - Daily)	You can use either of the following values: <ul style="list-style-type: none"> <li>• M – Monthly (realized every last calendar or business day of the month)</li> <li>• W – Weekly (realized every Sunday or last business day of the week)</li> <li>• D – Daily (realized every calendar or business day)</li> </ul>
Use Calendar or Business days (C or B)	You can use either of the following values: <ul style="list-style-type: none"> <li>• C – Used for Calendar Day in the Recognition Frequency</li> <li>• B – Used for Business Day in the Recognition Frequency</li> </ul>
Monthly no proration high limit (Maximum is 31)	Required only if the recognition frequency is monthly. If the period falls above this limit, the amounts must be prorated.
Monthly no proration low limit (Maximum is 0)	Required only if the recognition frequency is monthly. If the period falls below this limit, the amounts must be prorated.

This algorithm must be used for the contract types wherever required under the system event, FT Freeze.

- Setup the Batch Process that generates the Second Adjustment - A batch control, which points to the batch process that generates the second adjustment, exists within the application.

# Chapter 7: Reporting

This chapter provides an overview and pre-requisites for the reporting feature. It explains how to execute 10 sample reports provided with ORMB.

## Overview

Oracle Revenue Management and Billing may optionally be configured to use the reporting feature where Oracle Business Intelligence Publisher (OBIP) 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 pre-defined format to the user. OBIP 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 the OBIP reporting tool is integrated with ORMB. You can also schedule the reports that you want to execute at a predefined time and interval in OBIP. Once the reports are generated, you can view these reports in OBIP.

## Pre-requisites

To use the reporting feature, you need to:

1. Install Oracle Business Intelligence Publisher (OBIP).
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

## Business Process

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)

## Generating the CI\_CSEOPN Report

The Open Cases by Type (CI\_CSEOPN) report allows you to view cases of a given type that are open within a given date range. For each case type, the report shows the following:

- Number of open cases by age bucket (the last three parameters control the size (in days) of each bucket)
- Percentage of open cases by age bucket
- Details of the open cases

To generate the CI\_CSEOPN report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.
2. Enter CI\_CSEOPN in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Start Date (YYYY-MM-DD)	Used to specify the date from when the report should be generated.  Note: If the start date is not specified, the report will be generated for seven days prior to the end date.
End date (YYYY-MM-DD)	Used to specify the date till when the report should be generated.  Note: If the end date is not specified, by default the current date is considered as the end date.
Case Type	Used to specify the case type. If specified, only cases of this type are included in the report.
Responsible User	Used to specify the user name. If specified, only cases handled by the specified user are included in the report.
First Bucket High Limit	Used to group cases that are open for less than or equal to this number of days for statistical reporting.
Second Bucket High Limit	Used to group cases that are open for less than or equal to this number of days but greater than the number of days specified in the First Bucket High Limit field.
Third Bucket High Limit	Used to group cases that are open for less than or equal to this number of days but greater than the number of days specified in the Second Bucket High Limit field.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.

## 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 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.

To generate the CI\_CSESGS report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.
2. Enter CI\_CSESGS in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Start Date (YYYY-MM-DD)	Used to specify the date from when the report should be generated.  Note: If the start date is not specified, the report will be generated for seven days prior to the end date.
End date (YYYY-MM-DD)	Used to specify the date till when the report should be generated.  Note: If the end date is not specified, by default the current date is considered as the end date.
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 Case Type/Status format.
Responsible User	Used to specify the user name. If specified, only cases handled by the specified user are included in the report.
First Bucket High Limit (in days)	Used to group cases that took less than or equal to this number of days to reach the specified status for statistical reporting.
Second Bucket High Limit (in days)	Used to group cases that took less than or equal to this number of days but greater than the number of days specified in the First Bucket High Limit field to reach the specified status.
Third Bucket High Limit (in days)	Used to group cases that are open for less than or equal to this number of days but greater than the number of days specified in the Second Bucket High Limit field to reach the specified status.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.

## 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 or closed within a given date range. It also contains the following information in the graphical format:

- Number of cases (that are open or closed) for each case type
- Percentage of cases (that are open or closed) for each case type

To generate the CI\_CSESTS report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.
2. Enter CI\_CSESTS in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Start Date (YYYY-MM-DD)	Used to specify the date from when the report should be generated.  Note: If the start date is not specified, the report will be generated for seven days prior to the end date.
End date (YYYY-MM-DD)	Used to specify the date till when the report should be generated.  Note: If the end date is not specified, by default the current date is considered as the end date.
Case Condition	Used to indicate whether you want to generate the report for open or closed cases. You can specify either of the following: <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.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.

## 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.

**Performance Consideration:** If your implementation chooses to use this report, you may consider adding an index to the CI\_CC table on CC\_DTTM to aid in performance. When making this decision, carefully weigh the benefit of improving report performance against the possible degradation to the performance of day-to-day processing as a result of defining a new index. Note that many companies opt to create a reporting database that is a shadow of production to ensure that indexes defined to benefit reports may be created without any affect on the production environment.

To generate the CI\_CUSTCN report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.
2. Enter CI\_CUSTCN in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Start Date (YYYY-MM-DD)	Used to specify the date from when the report should be generated.  Note: If the start date is not specified, the report will be generated for seven days prior to the end date.
End date (YYYY-MM-DD)	Used to specify the date till when the report should be generated.  Note: If the end date is not specified, by default the current date is considered as the end date.
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.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.

## 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.

**Performance Consideration:** If your implementation chooses to use this report, you may consider adding an index to the CI\_FT table on ACCOUNTING\_DT to aid in performance. When making this decision, carefully weigh the benefit of improving report performance against the possible degradation to the performance of day-to-day processing as a result of defining a new index. Note that many companies opt to create a reporting database that is a shadow of production to ensure that indexes defined to benefit reports may be created without any affect on the production environment.

To generate the CI\_GLACSM report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.

2. Enter CI\_GLACSM in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Accounting period	Used to specify the accounting period for which you want to generate the report. A valid fiscal year and accounting period for a valid accounting calendar must be provided in the following format: CALENDAR_ID/FISCAL_YEAR/ACCOUNTING_PERIOD
Characteristic Type - Account type	Used to specify the GL account type for which you want to generate the report.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.

## 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 and not provided with ORMB. 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 %1. You have been filed with ID Number %2.

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: %1 is the company name which is stored as a message in the installation options and %2 is the Person ID which is stored in the customer contact.

To generate the CI\_LTRGN\_ENG report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.
2. Enter CI\_LTRGN\_ENG in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Batch Switch	Used to indicate whether you want to access this report online or not. To access the report online, set the value to N.
Customer Contact ID	Used to specify the ID of the customer contact associated with the main customer for which you want to generate the letter.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.

5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.

## 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.

To generate the CI\_PMTBAL report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.
2. Enter CI\_PMTBAL in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Start Date (YYYY-MM-DD)	Used to specify the date from when the report should be generated.  Note: If the start date is not specified, the report will be generated for seven days prior to the end date.
End date (YYYY-MM-DD)	Used to specify the date till when the report should be generated.  Note: If the end date is not specified, by default the current date is considered as the end date.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.

## 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.

To generate the CI\_RCVAGA report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.



2. Enter CI\_RCVAGA in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Cutoff Date	Used to specify the date from when the arrears should be calculated.  Note: If the cutoff date is not specified, seven days prior to the current date will be considered as the cutoff date.
1 <sup>st</sup> Bucket High Limit	Used to group debts that are outstanding for less than or equal to this number of days for statistical reporting.
2 <sup>nd</sup> Bucket High Limit	Used to group debts that are outstanding for less than or equal to this number of days but greater than the number of days specified in the First Bucket High Limit field.
3 <sup>rd</sup> Bucket High Limit	Used to group debts that are outstanding for less than or equal to this number of days but greater than the number of days specified in the Second Bucket High Limit field.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.

## 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.

To generate the CI\_TDENTR report:

1. From the Main Menu, select Batch → Report Submission. The Report Search portal appears.
2. Enter CI\_TDENTR in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
To Do Entry Status	Used to include To Do entries with the specified status in the report.  Note: If you leave this field blank, the report will show To Do entries for all the statuses.
To Do Type	Used to include To Do entries with the specified To Do type in the report.  Note: If you leave this field blank, the report will show To Do entries for all the To Do types.

3. Enter the parameters based on which you want to generate the report.
4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.

- Click Login. The report appears in Oracle BI Publisher.

## 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.

**Performance Consideration:** If your implementation chooses to use this report, you may consider adding an index to the CI\_FT table on ACCOUNTING\_DT to aid in performance. When making this decision, carefully weigh the benefit of improving report performance against the possible degradation to the performance of day-to-day processing as a result of defining a new index. Note that many companies opt to create a reporting database that is a shadow of production to ensure that indexes defined to benefit reports may be created without any affect on the production environment.

To generate the CI\_TXPYBL report:

- From the Main Menu, select Batch → Report Submission. The Report Search portal appears.
- Enter CI\_TXPYBL in the Report Code field and click the Search button corresponding to this field. The Report Submission portal appears with the following parameters:

Parameter	Description
Start Date (YYYY-MM-DD)	Used to specify the date from when the report should be generated.  Note: If the start date is not specified, the report will be generated for seven days prior to the end date.
End date (YYYY-MM-DD)	Used to specify the date till when the report should be generated.  Note: If the end date is not specified, by default the current date is considered as the end date.
Account Type Characteristic	Used to specify the characteristic type. You must only specify the characteristic type as Account Type. Otherwise, the report will not be generated.
Account Type Char Value for Tax Related GL Account	Used to specify the characteristic value corresponding to the characteristic type.

- Enter the parameters based on which you want to generate the report.

4. Click Submit. The Oracle BI Publisher Enterprise Login page appears.
5. Enter the BI publisher user name and password.
6. Click Login. The report appears in Oracle BI Publisher.