Oracle® Insurance
Revenue Management and Billing
Operations Manager's Workbench

Version 2.6.0.1.0

User Guide

Revision 1.0

E88880-01
December, 2017

Oracle Insurance Revenue Management and Billing Operations Manager's Workbench User Guide

E88880-01

Preface

About This Document

This guide aims to act as a reference guide to an administrator user and helps him with day-to-day tasks, as well as provides some pointers on how to handle some commonly seen change requests. The document is organized in the form of a comprehensive questionnaire and covers most of the administrative tasks.

Intended Audience

This document is intended for the following audience:

- End-Users
- Consulting Team

Organization of the Document

The information in this document is organized into following sections:

Section No.	Section Name	Description
Section 1	Introduction	About the product and the types of analyses included.
Section 2	Dashboards	Explanation of each dashboard.

Related Documents

You can refer to the following documents for more information:

Document	Description
Oracle Revenue Management and Billing Analytics Install Guide	Lists the pre-requisites, supported platforms, and hardware and software requirements for installing the Oracle Revenue Management and Billing Analytics application. It also explains how to install the Oracle Revenue Management and Billing Analytics application.

Change Log

Revision	Last Update	Updated Section	Comments
1.0	August 2017	All	New document

Contents

1. Introduction to ORMBA Operations Manager's Workbench

Oracle Revenue Management and Billing Analytics (ORMBA) follow a layered architecture, which consists of the following four logical layers:

- Source
- Replication
- Transformation
- Presentation and Access

The Source layer represents the source system, which is Oracle Revenue Management and Billing (ORMB). Oracle Revenue Management and Billing Extractors and Schema delivers functionality of the Replication and Transformation layers. Oracle Revenue Management and Billing Analytics (ORMBA) delivers the functionality of the Presentation and Access layer.

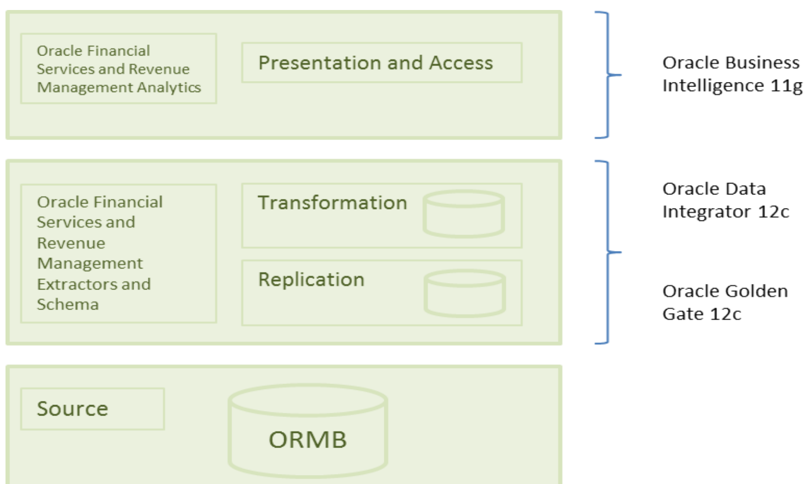


Figure 1: ORMB Analytics Topology

The Presentation and Access Layer of ORMBA is called the ORMBA Dashboards and is powered by Oracle Business Intelligence Enterprise Edition (OBIEE) tool. Currently there are two workbenches available for Insurance/ Healthcare domain:

- ORMBA Operations Manager's Workbench
- ORMBA Executive User's Dashboards

The dashboards available within each workbench vary as shown in the table below:

Workbench	Available Dashboards
Operations Manager's Workbench	• Financial Transactions • Billing Operations

	• To Do • Executive Summary • Customer Contact • Collections
Executive User’s Dashboards	• Customers • Membership • Products and Charges • Broker

You can purchase either one or a combination of the workbenches, based on the dashboards you want to use. This user guide is exclusively for users of Operations Manager’s workbench.

> **Note:** For customizing the analyses in ORMBA dashboards, you would need a minimum working knowledge of OBIEE. The ORMBA Admin Guide lists some of the common tasks done in ORMBA dashboards and explains how to perform them. For more information, refer to the *ORMBA Admin Guide*.

1.1 ORMBA Operations Manager’s Workbench

You can log on to ORMBA Operations Manager’s Workbench with your user credentials (either as an Operations Manager or as a Management user) through the login page.

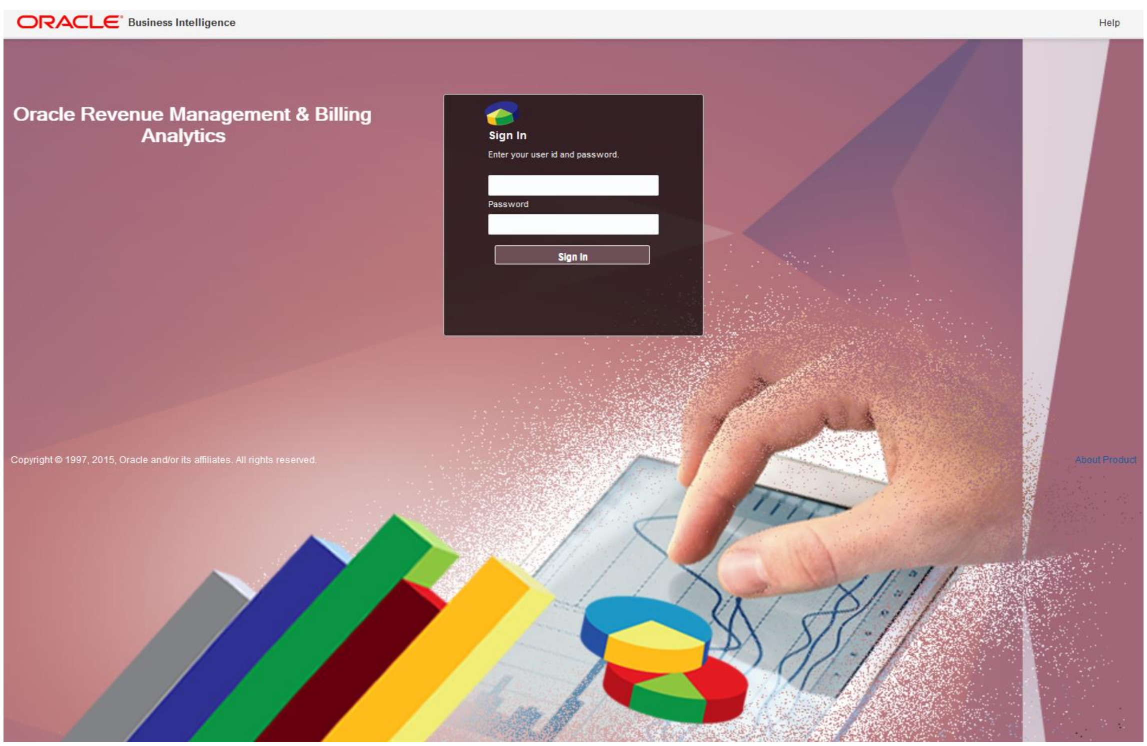
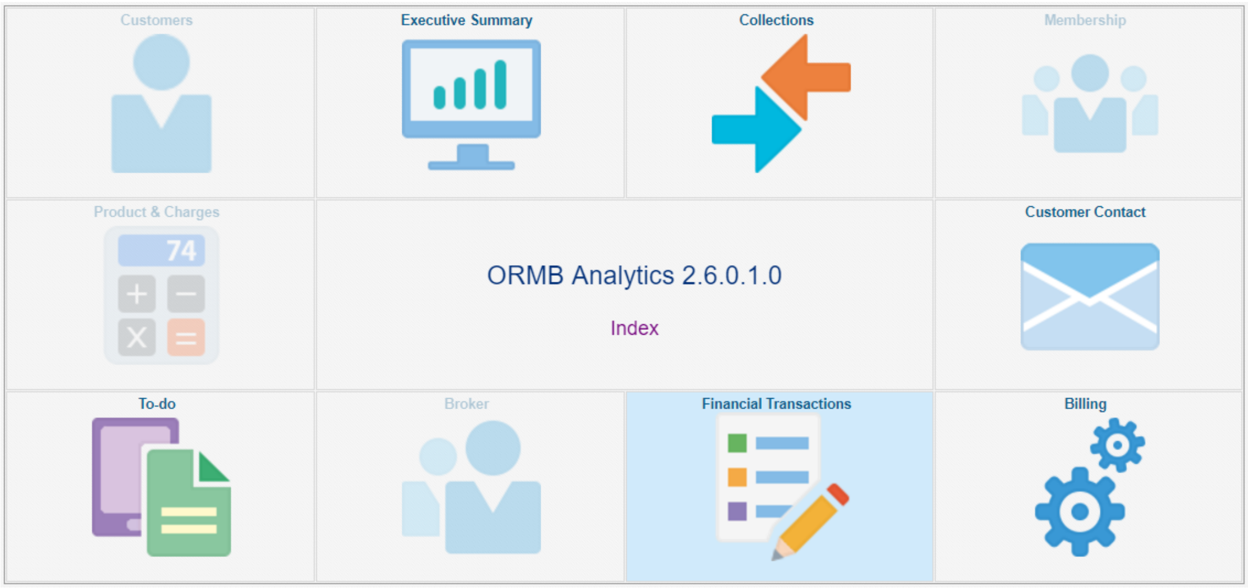


Figure 2: ORMBA Login Page

Once logged in, you will see the ORMBA Home Page that graphically represents all dashboards available within the product, irrespective of whether you have access to them or not. However, dashboards corresponding to your login alone appear highlighted and are accessible.



When you hover over each dashboard tile, the list of pages within the dashboard are displayed. Clicking on the page name will take you to the page.

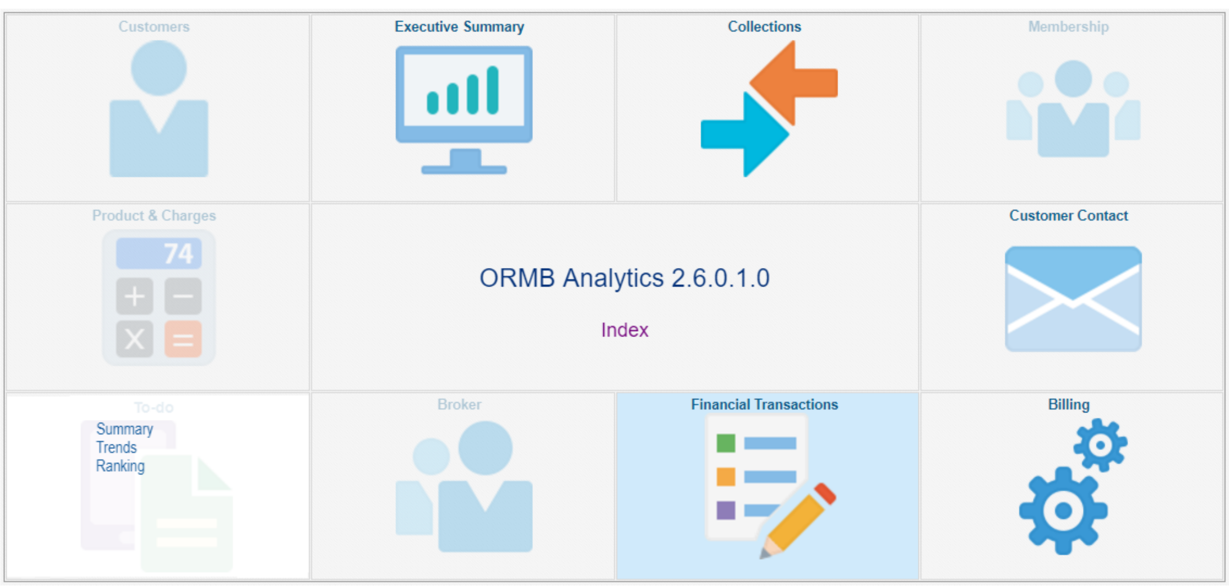


Figure 3: Operations Manager's Home Page

1.1.1 Product Structure

ORMBA Operations Manager's Workbench is a collection of six dashboards:

- Executive Summary

- Financial Transactions
- Customer Contacts
- Collections
- To Do
- Billing

Each dashboard consists of one or more pages, organized into different tabs within. For example, the Financial Transactions dashboard contains six pages: Summary, Receivables, Adjustments, Payments, Payment Tenders, and General Ledger.

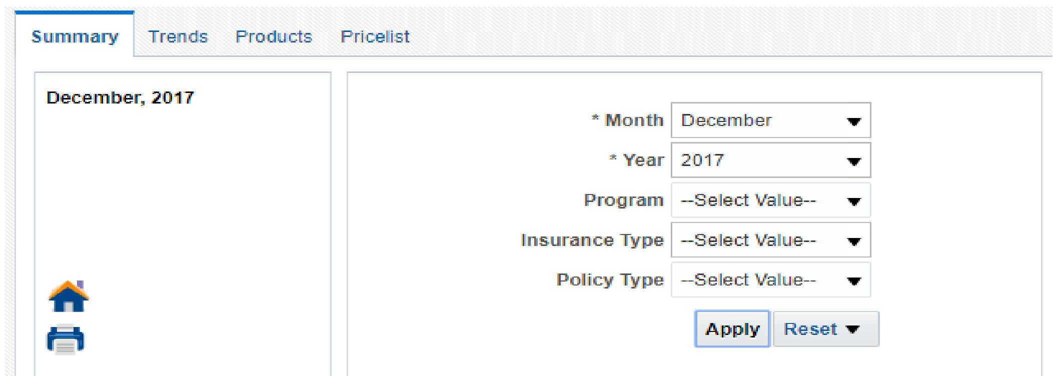


Figure 4: Dashboard Tabs

1.1.2 Dashboard Filter

Each dashboard contains some filter fields on the top-left corner of the page. The common dashboard filters are Year and Month. Some dashboards have additional filter fields like Program, Plan, Plan Type etc

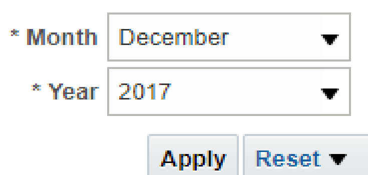


Figure 5: Dashboard Filters

The data included in the analyses depends on the dashboard filters applied. The default year and month available in the filter fields depends on the configurations in Global Settings page of ORMBA Admin Tool.

1.1.3 Insurance Type Filter

Insurance Type filter is a new filter included in this release.

Insurance Type filter has the following options

1) Individual

2) Group

3) Others

- The filter option "Individual" will give data that are related to only individual customers
- The filter option "Group" will give data that are related to only group customers
- The filter option "Others" will give data that are not categorized as Group or Individual

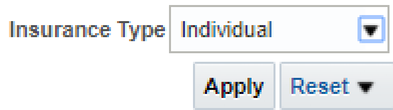


Figure 6: Insurance Type

1.1.4 Common Elements

The Summary page of most dashboards contains the following common elements:

- Home icon ( ): Click this icon to navigate to the ORMBA Dashboards Home page.
- Printable Report icon ( ): Click this icon to open the printable report of the dashboard.
- Page Options button ( ): Click this button to edit the dashboard, or export the dashboard contents to excel sheet.
- Help button ( ): Click this button to access the online help for OBIEE.

1.2 Types of Analyses

The ORMBA dashboards contain several analyses and most of them fall under one of the categories below:

- Top N Lists
- Share Analyses
- Trend Analyses
- Interactive Analyses
- Printable Reports

Each of the above type of analyses is explained in detail below.

1.2.1 Top N Lists

These are table lists that show you a list of objects (dimensions) sorted in either ascending or descending order of a measure. The main purpose of this type of analysis is to quickly highlight your best performing attributes, like plans or customers.

An example list is shown below:

Top 10 Contracts

Rank	Customer	Amount
1	CUST09	$2,023,341.67
2	CUST07	$2,015,442.60
3	CUST02	$2,014,723.75
4	CUST08	$2,013,549.00
5	CUST10	$2,011,682.83
6	CUST06	$2,010,335.31
7	CUST01	$1,994,173.46
8	CUST05	$1,974,959.67
9	CUST03	$1,799,428.29
10	CUST04	$1,774,419.36
	Grand Total	**$19,632,055.94**

Figure 7: An example of Top N Lists

1.2.2 Share Analyses

The Share analyses of ORMBA Dashboards illustrate how a measure is spread across different dimensions. A share analysis can be a pie chart or a bar chart. The chart indicates the value and / or percentage of each share and includes a legend.

The pie charts usually includes percentage share of the attributes.

An example pie chart is shown below:

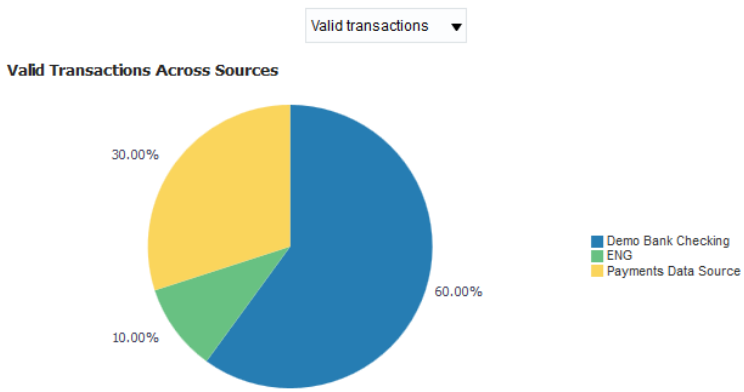


Figure 8: An example of Share Analysis

1.2.3 Trend Analyses

ORMBA Dashboards contains several Trend analyses to indicate the trend of different measures. The two different types of trend analyses available in ORMBA dashboards are:

- Line Charts
- Bar Charts

All trend analyses in ORMBA dashboards indicate the trend of a measure for the last **12 months**, starting from a selected month and year.

In case the analysis contains trend of more than one measure, the chart includes separate lines (in case of line charts) or stacked bars (in case of bar charts) to indicate the trend of each measure.

An example trend chart is shown below:

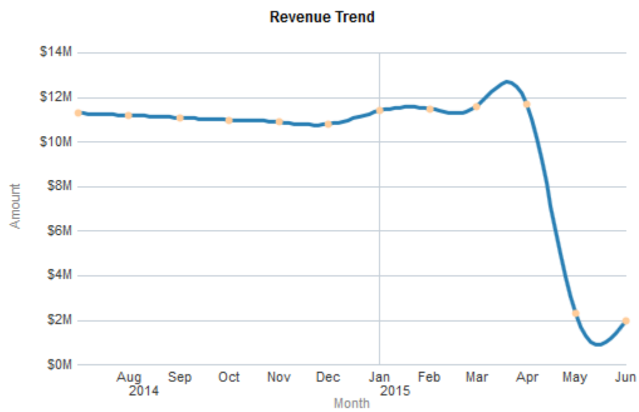


Figure 9: An example of Trend Analysis

1.2.4 Interactive Analyses

The interactive analyses can be charts/tables that give a high-level view of data, which can be drilled down to offer a detailed view. Currently, all analyses in all dashboards are interactive, except trend analyses.

1.2.5 Printable Reports

Most of the ORMBA dashboards contain one or several printable reports. The printable reports are detailed reports that show the data corresponding to the analyses available in a dashboard or page.

You can generate a printable report by filtering the data using any of the filter fields available for the report. After generating the report, click on the Export link towards the bottom of the report to export the data.

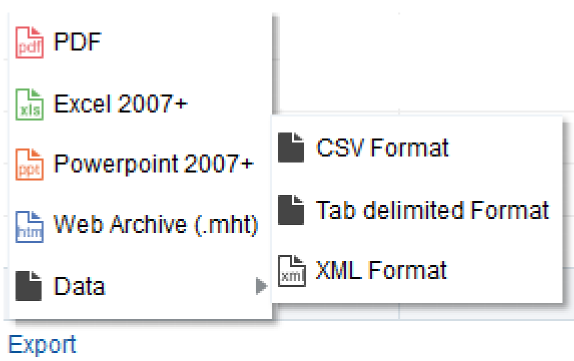


Figure 10: Export Options

You can export data in any of the following formats:

- PDF
- Excel
- PPT

- Web Archive (.mht)
- Data (CSV, Tab delimited, XML)

1.3 List of Dashboards

The dashboards currently available within OIRMB Operations Manager's Workbench are:

- Executive Summary
- Billing Operations
- Financial Transactions
- Customer Contacts
- Collections
- To Do

2. Executive Summary Dashboard

2.1 Overview of the dashboard

Executive Summary dashboard provides a consolidated view of the Pricing and Billing organization within the enterprise and is primarily targeted at Senior Business Managers. The dashboard includes information on key financial metrics including Revenue, Payments, Adjustments, and Cancellations as well as Operational information including To-Do Service Tasks, and Staff productivity. Summary of Billing information for a selected period is also provided within the dashboard.

Some of the key business insights that can be derived from this dashboard include:

- Determining top ratings such as Top Program, Top Plan, Top State and Top Broker
- Business performance in terms of key financial metrics like Revenue, Payments and Cancellations and their corresponding variations from the previous period
- What is the net customer churn for the period and what is the level of inactivity across Customer contracts?
- What is the backlog of To-Do Service tasks and what is the number of incomplete tasks over the last three months

The filters in this page include:

- Month
- Year
- Insurance Type

2.1.1 Top Ratings

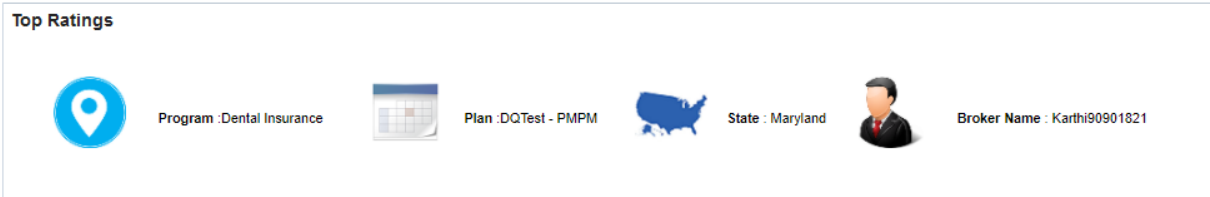


Figure 11: Top Ratings

The Top Ratings section contains the following information:

KPI	Definition
Program	Top program that generates the highest revenue
Plan	Top plan that generates the highest revenue
State	Top state that generates the highest revenue
Broker Name	Top broker with most plans

2.1.2 Membership KPIs

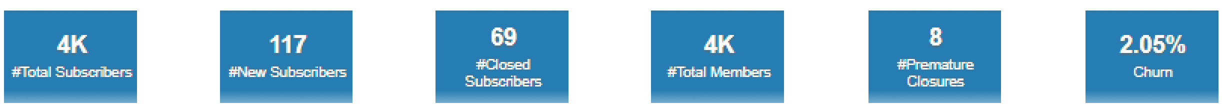


Figure 12: Performance Metrics

The Membership KPIs section contains the following KPIs:

KPI	Definition
#Total Subscribers	Total number of subscribers across all plans
#New Subscribers	Total number of new subscribers across all plans
#Closed Subscribers	Total number of closed subscribers across all plans
#Total Members	Total number of members as on the selected month and year
#Premature Closures	Total number of subscribers closed before the subscription end date
Churn	Attrition rate of members in percentage

2.1.3 Membership Variation KPIs

Figure 13: Variations From Last Month

The Membership Variation KPIs section contains the following KPIs:

KPI	Definition
Total Subscribers	Percentage variation of #Total Subscribers
New Subscriber	Percentage variation of #New Subscribers
Closed Subscriber	Percentage variation of #Closed Subscribers
Total Members	Percentage variation of #Total Members
Premature closures	Percentage variation of #Premature Closures

Note: Against each tile, you can see or icons that indicate if the KPI has a positive variation or a negative variation from the previous month.

2.1.4 Revenue KPIs

Figure 14: Revenue KPIs

The Revenue KPIs section contains the following KPIs:

KPI	Definition
Billed Revenue	Total revenue received from subscribers
Payments	Total amount received as payments
Adjustments	Total amount received as adjustments
Write-off	Total amount written-off
Refunds	Total amount refunded

2.1.5 Revenue Variation KPIs

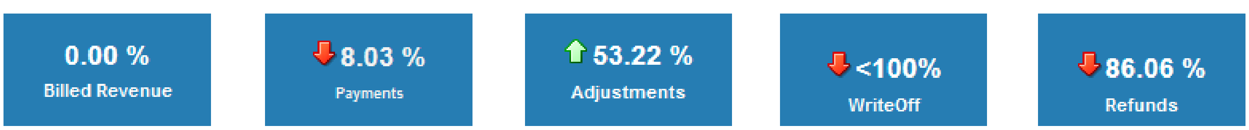


Figure 15: Revenue Variation KPIs

The Revenue variation KPIs section contains the following KPIs:

KPI	Definition
Billed Revenue	Percentage variation of Billed Revenue
Payments	Percentage variation of Payments
Adjustments	Percentage variation of Adjustments
Write-off	Percentage variation of Write-offs
Refunds	Percentage variation of Refunds

2.1.6 Membership Contracts

The Membership Contracts analysis is a stacked bar chart that shows the count of contracts under various status. The analysis shows the number of active membership contracts against a program.

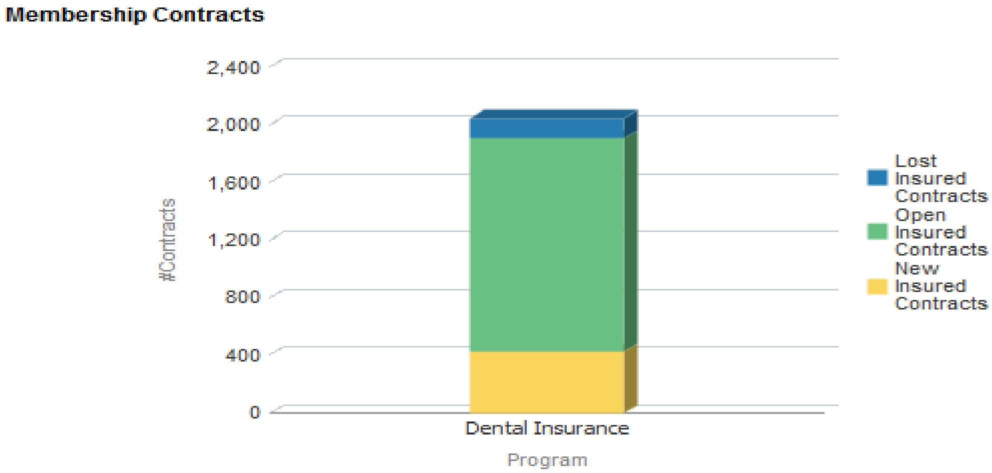


Figure 16: Membership Contracts

The possible statuses include:

- Lost Insured Contracts
- Open Insured Contracts
- Insured Contracts

Axes	What it shows?
X axis	Program
Y axis	Number of contracts in each status

2.1.7 Financial Transactions

The Financial Transactions analysis is a stacked bar chart that shows the percentage contribution of receivables, payments and adjustments.

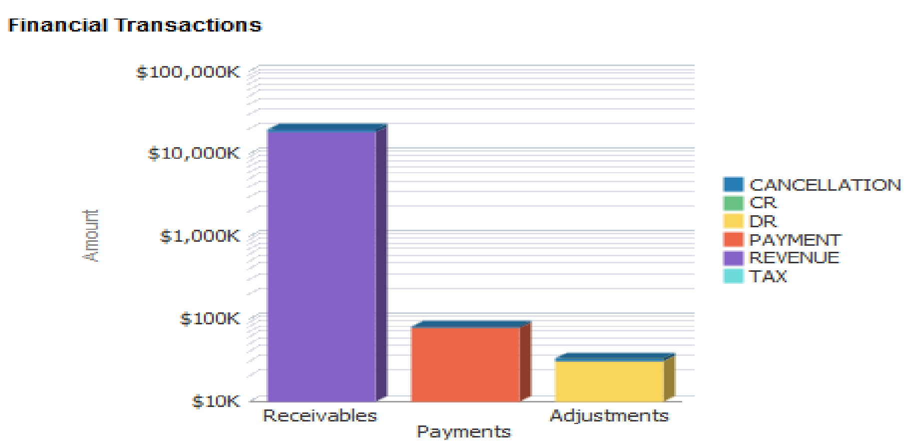


Figure 17: Financial Transactions

Axes	What it shows?
X axis	• Receivables • Payments • Adjustments
Y axis	Amount

2.1.8 Billing

The Billing analysis is a chart that shows the operational statistics of billing in a logarithmic scale. The analysis includes:

- Number of Bill Cycles
- Number of Bills
- Number of Cancellations
- Number of Errors
- Number of High Value Bills
- Number of Refunds
- Number of Write Offs
- Number of Zero valued Bills

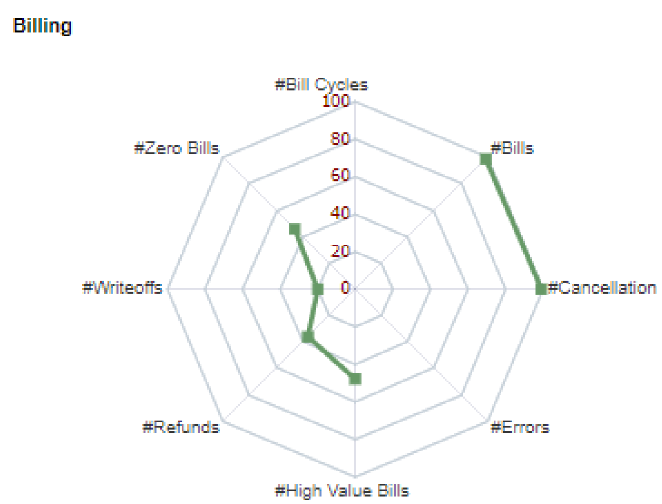


Figure 18: Billing

2.1.9 To-Do

The To-Do analysis is a horizontal bar chart that shows the count of tasks in various status. The analysis also includes the count of To-Do's that were incomplete for the last three months.

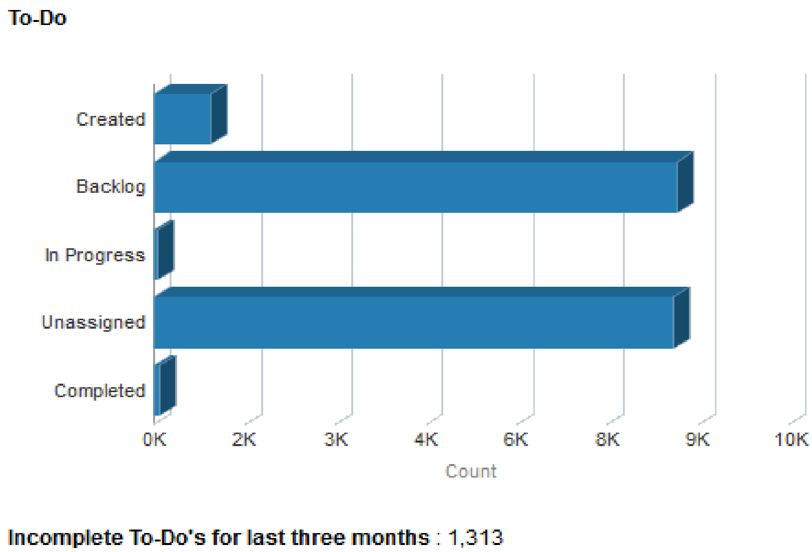


Figure 19: To-Do

2.1.10 Customer Contacts

The Customer Contacts analysis is a bar chart that shows the count of customer contacts of each type. Contacts are shown against the program for which it has been raised.

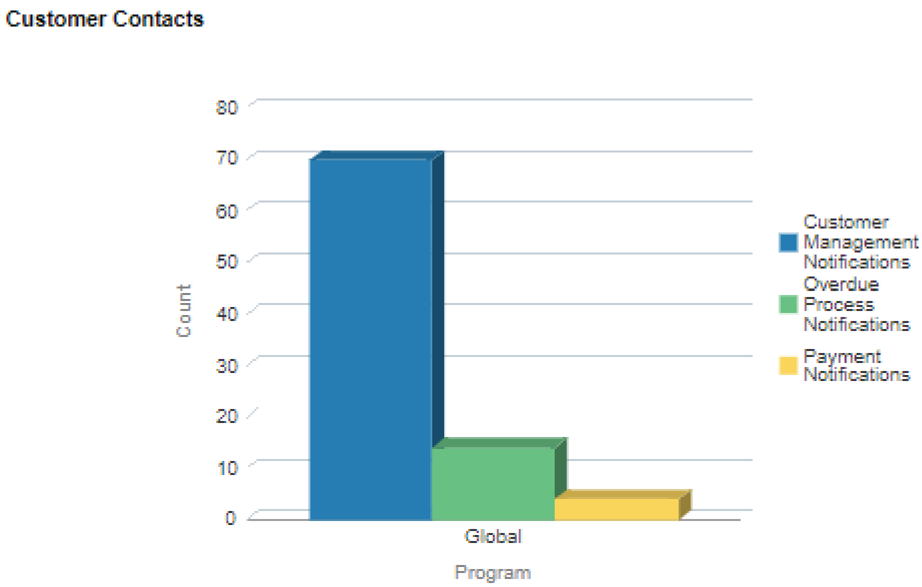


Figure 20: Customer Contacts

2.1.11 Products and Charges

The Products and Charges analysis is a bar chart that shows the charges associated with various programs and plans.

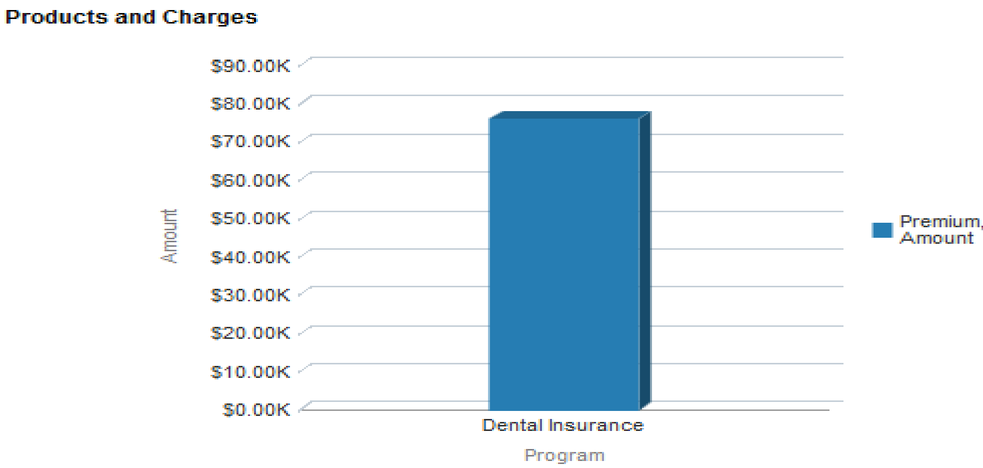


Figure 21: Products and Charges

Group Insurance

The following are the tiles specific to Group Insurance. These are visible when the Insurance Type filter is selected as "Group".

2.1.12 Performance Tiles

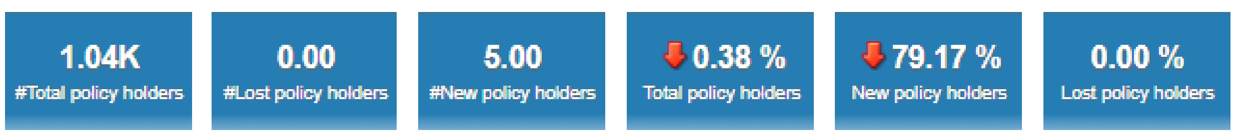


Figure 22: Performance Tiles

KPI	Definition
#Total Policy Holders	Total number of policy holders in the system till the selected month and year
#Lost Policy Holders	Total number of policy holders lost in the selected month and year
#New Policy Holders	Total number of new policy holders for the selected month and year
#Total Policy Holders - (Variation)	Variation of Total number of policy holders till this month from that of the previous month
#Lost Policy Holders - (Variation)	Variation of Total number of policy holders lost this month from that of the previous month
#New Policy Holders – (Variation)	Variation of Total number of new policy holders this month from that of the previous month

2.1.13 Top Ratings

Top Policy holder based on revenue is displayed for the selected month and year.

Figure 23: Top Ratings

3. Financial Transactions Dashboard

3.1 Overview of the Dashboard

The Financial Transactions dashboard showcases all important details relating to Revenue, Invoices, Adjustments and Payments over a period of time. The dashboard offers the flexibility to view the details at a consolidated level across each program as well as for a specific plan or plan type. Some of the common business queries that can be answered with this dashboard include:

- What is the total value of Receivables, Adjustment and Payments? What is the variation from the last month?
- What is the Net Revenue after Cancellations at a Program/Plan Level?
- Who are the top customers by Revenue share? Which Customer Segment contributes most to the Net revenue?
- What is the efficiency of the Collections process? Does the Receivable Ageing analysis show an increase in receivables over 180 days?
- Which are the best performing plans? Which plan in the overall portfolio would need to be re-evaluated?

The Financial Transactions dashboard is organized into six pages – Summary, Receivables, Adjustments, Payments and General Ledger.

3.2 Summary Page

The Financial Transactions – Summary page provides an overview of Net Receivables and Payments across the various programs.

The dashboard filters available for Summary page of Financial Transactions Dashboard are:

- Year
- Month
- Insurance Type

3.2.1 KPIs

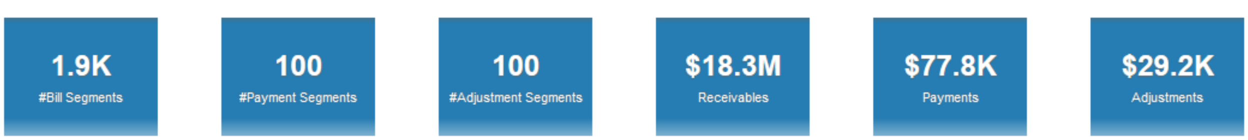


Figure 24: FT Summary KPIs

The KPIs available for Financial Transactions dashboard are:

KPI	Definition
#Bill Segments	Total number of bill segments
#Payment Segments	Total number of payment segments
#Adjustment Segments	Total number of adjustment segments
Receivables	Total receivables amount
Payments	Total payment amount
Adjustments	Total adjustments amount

3.2.2 Receivables By Program

The Receivables By Program analysis is a bar chart that shows the receivables amount against each program. The chart also includes the total receivables amount.

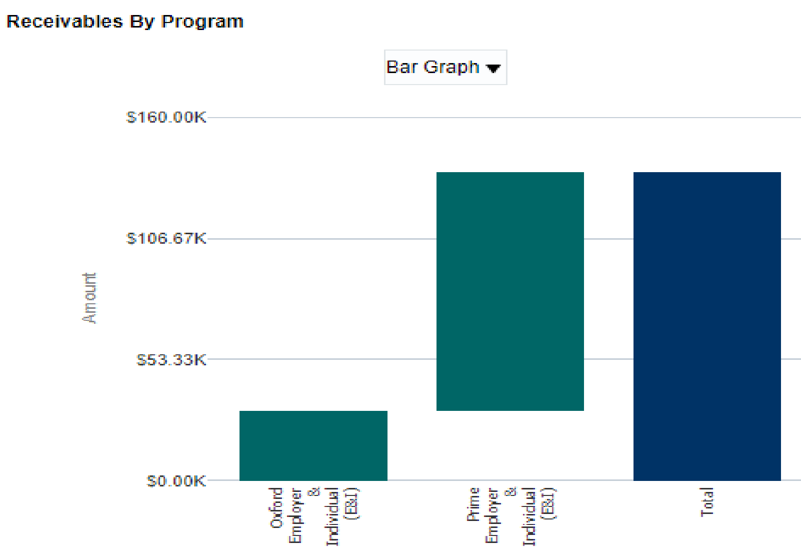


Figure 25: Receivables By Program Graph

Axes	What it shows?
X axis	Program name
Y axis	Amount • Receivables amount cumulated against each program • Total receivables amount

Note: This analysis can be displayed in the form of a bar graph or pie chart by selecting the required view from the filter.

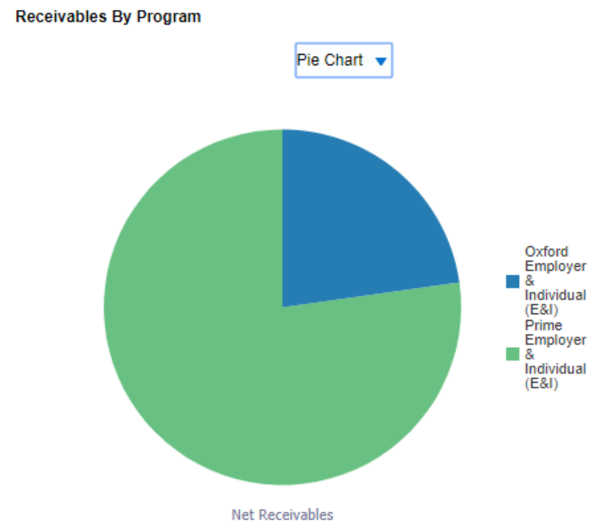


Figure 26: Receivables By Program Chart

Note: Click on the graph or chart to see the drilled-down details of a program. This opens the Receivables Printable Report filtered to display the selected program's receivables details.

3.2.3 Payments By Program

The Payments By Program analysis is a bar chart that shows the payment amount against each program. The chart also includes the total payment amount.

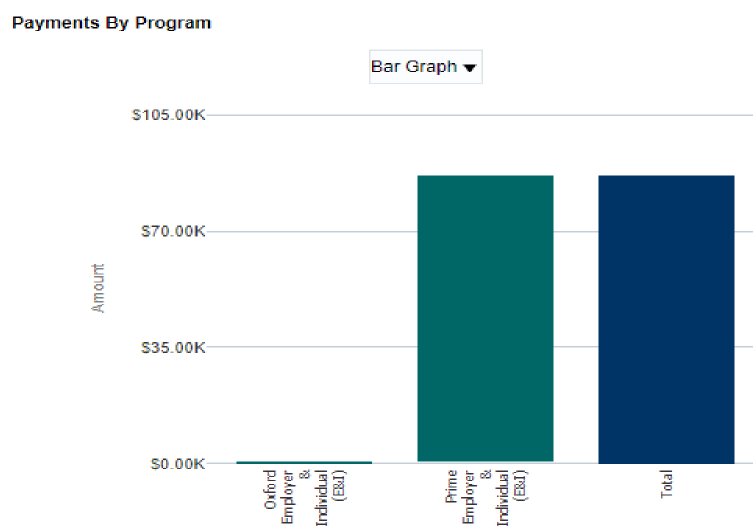


Figure 27: Payments By Program

Axes	What it shows?
X axis	Program
Y axis	Amount • Payment amount cumulated against each program

	• Total payment

Note: This analysis can be displayed in the form of a bar graph or pie chart by selecting the required view from the filter.

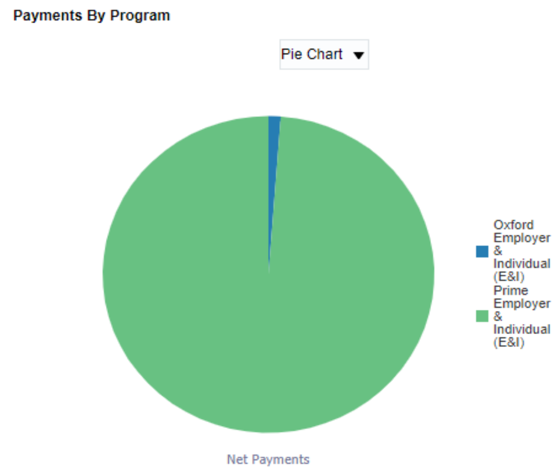


Figure 28: Payments By Program

Note: Click on the graph or chart to see the drilled-down details of a program. This opens the Payments Printable Report filtered to display the selected program's payment details.

3.2.4 Adjustments By Program

The Adjustments By Program analysis is a bar chart that shows the adjustment amount against each program. The chart also includes the total adjustment amount.

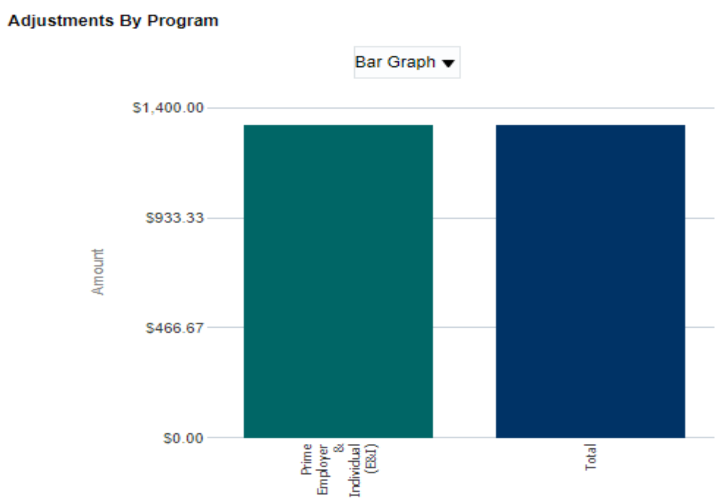


Figure 29: Adjustments By Program

Axes	What it shows?
X axis	Program
Y axis	Amount • Adjustment amount cumulated against each program

	• Total adjustment

Note: This analysis can be displayed in the form of a bar graph or pie chart by selecting the required view from the filter.

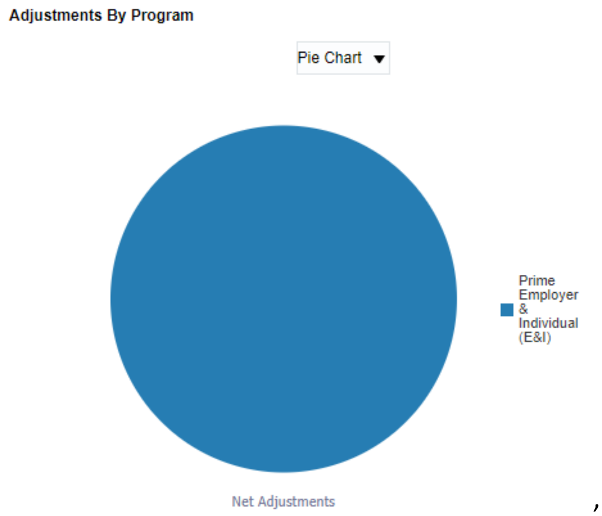


Figure 30: Adjustments By Program

Note: Click on the graph or chart to see the drilled-down details of a program. This opens the Adjustments Printable Report filtered to display the selected program's adjustment details.

3.3 Receivables Page

The Financial Transactions – Receivables Page provides information on the Net Receivables over a period. The dashboard offers a view of both the Customer and the Plan with respect to contributions to the overall revenue. Some of the key business insights that can be derived from this dashboard page include:

- Which are the Customers and Plans that have performed well over a period?
- Is there an unusual dip in the Net Receivables observed over the past period? Does the dip in revenue indicate a potential Revenue Leakage over the same period?
- Which Program, Plan Type contributes most to the outstanding debts from the 30/60/90 days bucket?

The dashboard filters available for Receivables page of Financial Transactions Dashboard are:

- Year
- Month
- Program
- Plan Type
- Plan
- Insurance Type

The Receivables page also includes a printable report called Receivables Printable Report.

3.3.1 KPIs

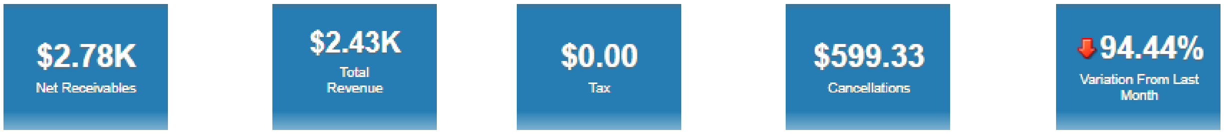


Figure 31: Receivables KPIs

The KPIs available for the Receivables page of Financial Transactions dashboard are:

KPI	Definition
Net Receivables	Total receivables amount
Total Revenue	Receivables amount from customers
Tax	Total tax amount
Cancellations	Total cancellations amount
Variation From Last Month	Percentage variation of receivables amount from the previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

3.3.2 Top 10 Customers

The Top 10 Customers analysis is a table list that shows the list of 10 customers with highest revenue. Customers are listed in the descending order of the total revenue amount.

Top 10 Customers

Rank	Customer Id	Customer Name	Net Revenue
1	9267077485	LA1316,FI13016	$676.02
2	7449364391	SUJAY009,TEST009	$197.58
3	8040740603	DE5462,AB5462	$135.00
4	5678746323	QRTY,MULTI001	$125.00
5	1635806939	KO7575,SW75075	$112.74
6	9314853090	custome15,New15	$89.00
7	9356353839	testvin1774,vit1774	$84.00
8	4805544473	Roppobpa32130,tazobpp42130	$82.00
9	1432569281	Rocaobpa32119,tcvazoxbpp42119	$80.63
9	8884365059	Roppobpa32131,tazobpp42131	$80.63
		Grand Total	$1,662.60

Figure 32: Top 10 Customers

Note: Click on a customer to see their drilled-down details. This opens the Receivables Printable Report filtered to display the selected customer's details.

3.3.3 Receivables Trend

The Receivables Trend analysis is a line chart that shows the trend in receivables amount for the last 12 months.

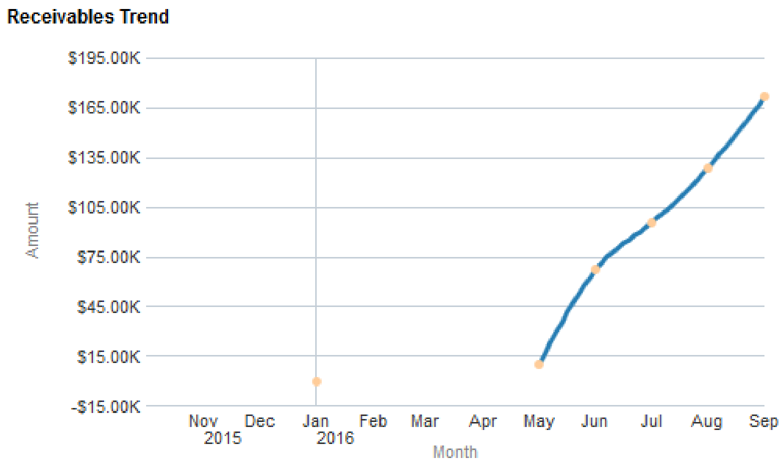


Figure 33: Receivables Trend

Axes	What it shows?
X axis	Month
Y axis	Receivables Amount Shows the receivables amount against each month

3.3.4 Top 10 Plans

The Top 10 Plans analysis is a table list that shows the list of 10 plans with highest revenue. Plans are listed in the descending order of the total revenue amount.

Top 10 Plans

Rank	Plan	Net Revenue
1	DQTest - PMPM	$2,739.11
2	DQTEST -PSPM	$37.54
	Grand Total	$2,776.65

Figure 34: Top 10 Plans

Note: Click on a plan to see its drilled-down details. This opens the Receivables Printable Report filtered to display the plan's receivables.

3.3.5 Bottom N Plans

The Bottom N Plans analysis is a table list that shows the list of N Plans with lowest revenue. Plans are listed in the ascending order of the total revenue amount.

Bottom10 Plans

Rank	Plan	Net Revenue
1	DQTEST -PSPM	$37.54
2	DQTest - PMPM	$2,739.11
	Grand Total	**$2,776.65**

Figure 35: Bottom 10 Plans

> **Note:** Click on a Plan to see its drilled-down details. This opens the Receivables Printable Report filtered to display the selected plan's revenue details.

3.3.6 Receivables By Plan Type

The Receivables By Plan Type analysis is a pie chart that shows the percentage distribution of receivables amount across different plan types.

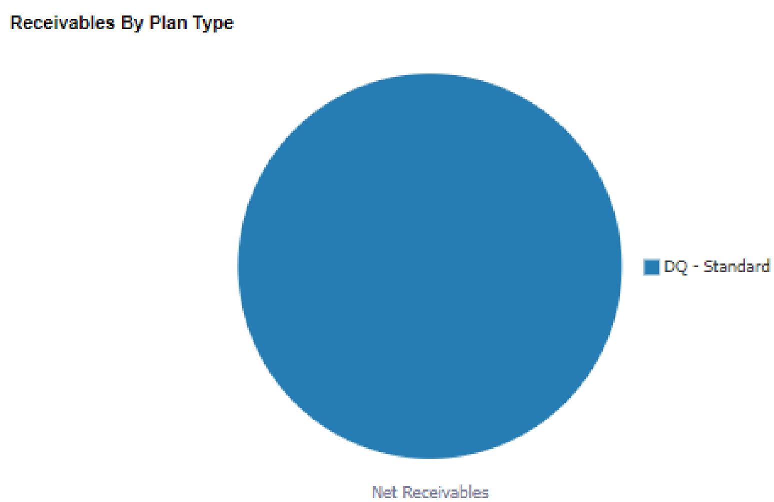


Figure 36: Receivables By Plan Type

> **Note:** Click on the chart to see the drilled-down details of a plan type. This opens the Receivables Printable Report filtered to display the selected plan type's receivables details.

3.3.7 Receivables By State

The Receivables By State analysis is a pie chart that shows the percentage distribution of receivables amount across different states.

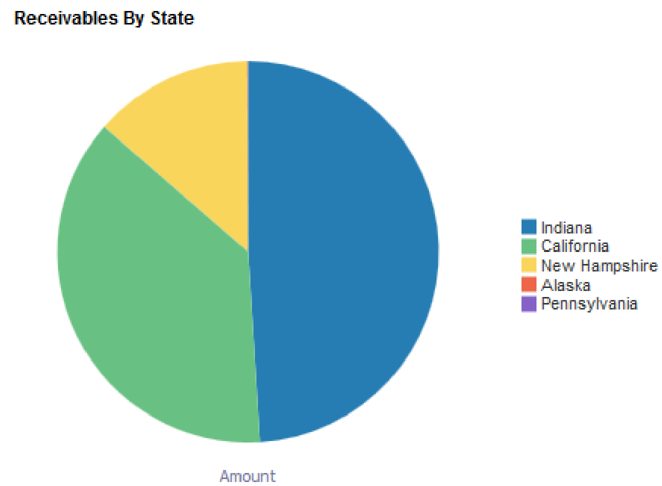


Figure 37: Receivables By State

3.3.8 Revenue By Policy Type

The Revenue By Policy Type analysis is a pie chart that shows the total revenue based on policy type for the selected month and year.

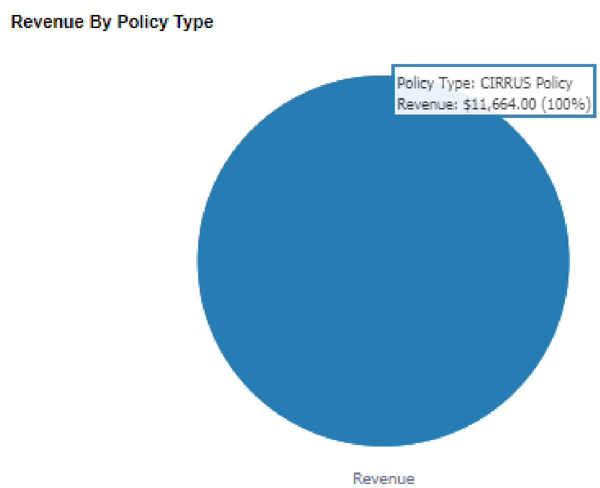


Figure 38: Revenue By Policy Type

3.3.9 Receivables By Age

The Receivables By Age analysis is a bar chart that shows the receivables amount against different age buckets. This analysis can also be filtered based on the Customer Class by selecting the customer class from the Customer Class Filter Prompt that is common to the 'Receivables Amount by Age' and 'Receivables Count by Age' analyses.

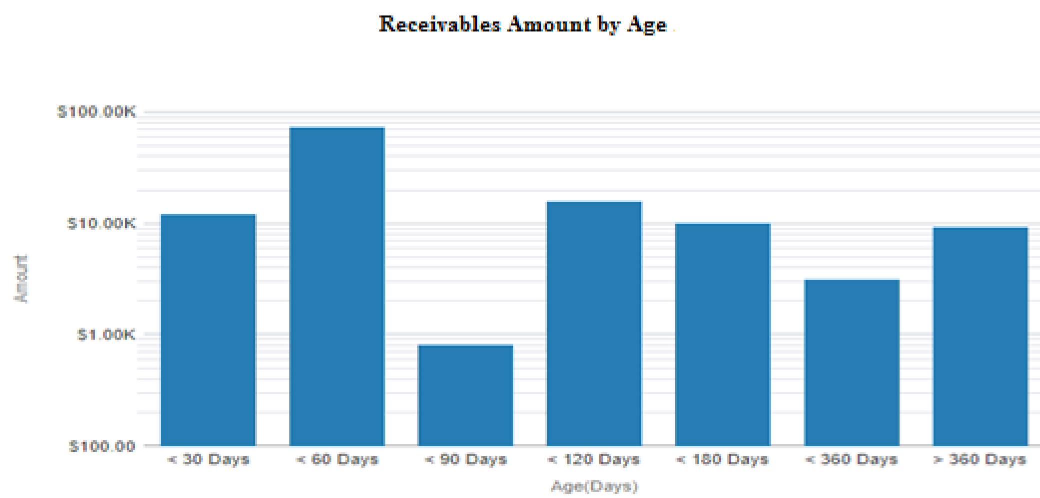


Figure 39: Receivables Amount By Age

Axes	What it shows?
X axis	Age (Days) • < 30 Days • < 60 Days • < 90 Days • < 120 Days • < 180 Days • > 360 Days
Y axis	Amount Receivables amount within each age bucket

Note: Click on the chart to see the drilled-down details of an age bucket. This opens the Ageing Printable Report that displays the various Programs that fall under the selected age bucket. This report can be drilled down to up to three levels.

3.3.10 #Receivables By Age

The #Receivables By Age analysis is a pie chart that shows the count and percentage of receivables that falls within each age bucket.

This analysis can also be filtered based on the Customer Class by selecting the customer class from the Customer Class Filter Prompt that is common to the 'Receivables Amount by Age' and 'Receivables Count by Age' analyses.

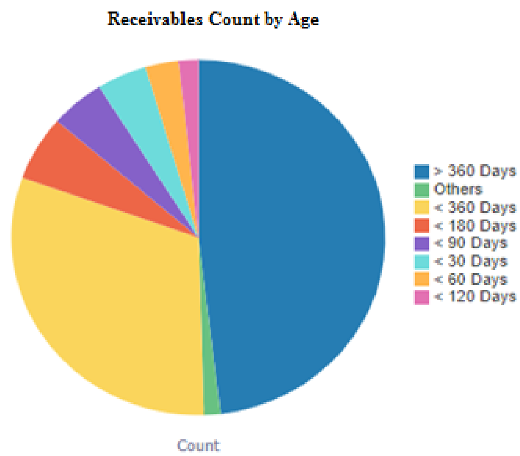


Figure 40: Receivables Count By Age

Note: Click on the chart to see the drilled-down details of an age bucket. This opens the Ageing Printable Report that displays the various Programs that fall under the selected age bucket. This report can be drilled down to up to three levels.

3.3.11 Bill Amount Due Trend

The Bill Amount Due Trend analysis is a table that provides the total Amount Due over a period of one year. The amount due for each plan is calculated as the total receivable amount for the plan divided by the total invoices generated for the plan in the selected month and year.

	Amount to be received					
Plan	**Apr 2016**	**Jun 2016**	**Sep 2016**	**Oct 2016**	**Nov 2016**	**Dec 2016**
Dental - 0H880				$1,210.00		
Medical - 0E2				$100.00	$100.00	
Medical - M000000003					$460.12	$1,120.67
Medical - M000000010				$1,095.60		$1,762.00
Medical - M000000026					$469.60	
Medical-TSTPN					$825.00	
Others	$601.98	$0.00	$0.00			
Rx - RX00000001				$1,289.75		
Rx - RX00000014					$434.56	$1,120.67
Rx - RX00000023						$1,762.00

Figure 41: Bill Amount Due Trend

3.3.12 Receivables Printable Report

The Receivables Printable Report is an interactive report and you can drill-down to view the details of a plan.

Filters	• Year • Month • Program • Customer Segment • Plan Type • Plan
Fields	• Program • Customer Segment • Plan Type • Plan • Total Amount (Click here to further drill-down.) • Cancelled Amount • Net Receivables Amount

3.4 Adjustments Page

The Financial Transactions - Adjustment page provides a summary of all Adjustment transactions made over a period. Some of the key questions answered as part of this analysis are:

- Which are the Customers/ Plan Types that have witnessed large adjustments?
- Does the Adjustments trend show any unusual spike over a period?
- What are the top Adjustment types by volume?

This dashboard can be filtered based on the following parameters:

- Year
- Month
- Program
- Plan Type
- Credit/Debit
- Insurance Type

The Adjustments page also includes a printable report called Adjustments Printable Report.

3.4.1 KPIs

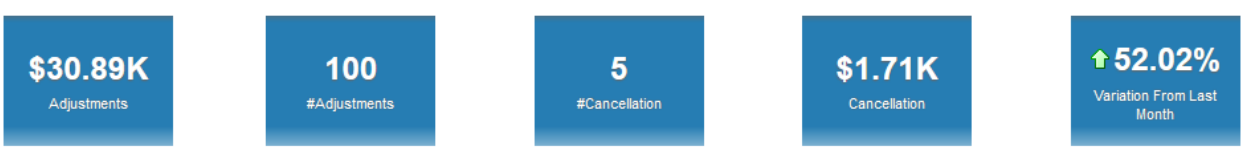


Figure 42: Adjustments KPIs

The KPIs available for the Adjustments page of Financial Transactions dashboard are:

KPI	Definition
Adjustment	Total adjustments amount
#Adjustments	Total number of adjustments
#Cancellations	Total number of cancellations
Cancellations	Total cancellations amount
Variation From Last Month	Percentage variation of adjustment amount from the previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

3.4.2 Break Down By Plan Type

The Break Down By Plan Type is a pie chart that shows the percentage distribution of adjustments amount across various plans.

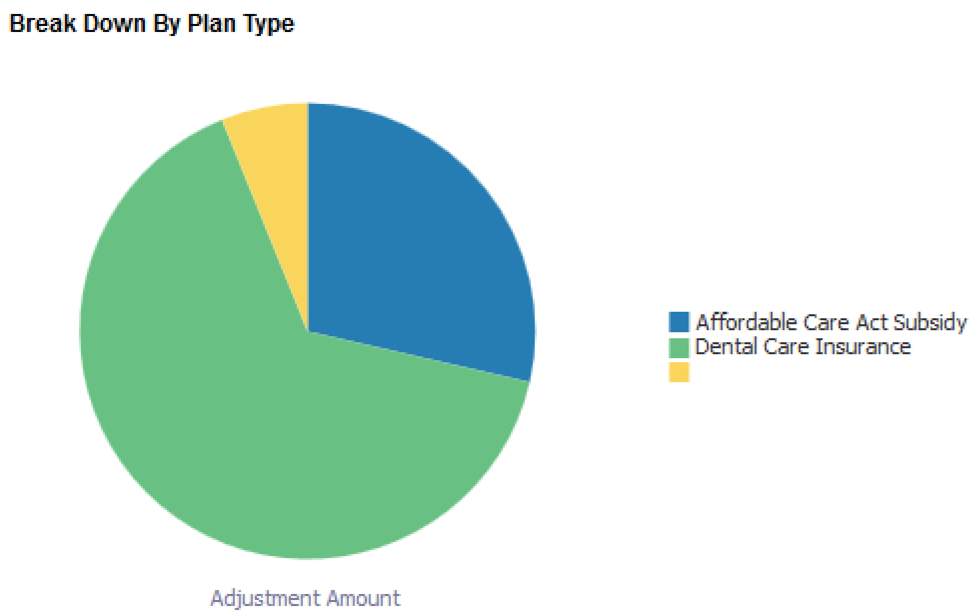


Figure 43: Breakdown By Plan Type

Note: Click on the chart to see the drilled-down details of a plan. This opens the Adjustments Printable Report filtered to display the selected plan type's adjustment details. You can further drill-down this report up to three levels.

3.4.3 Top 10 Adjustments

The Top 10 Adjustments analysis is a table list that shows the list of 10 customers with highest adjustments. Customers are listed in the descending order of adjustments amount.

Note: You can select Credit or Debit from the drop-down to view the list.

Top 10 Adjustments

Credit/Debit Debit

Rank	Customer Id	Customer Name	Plan Type	Amount
1	1827289678	ga601,Sw601	DQ - Standard	$62,412.22
2	4679435324	Guay,Patrick	DQ - Standard	$10,215.64
3	6589836759	DUP0012,BILLING012	DQ - Standard	$5,600.00
4	8228312144	TONP001,PALL001	DQ - Standard	$3,018.39
5	4237209406	SS100,KK100	DQ - Standard	$2,966.23
6	2817669497	NOPAY001,PAY001	DQ - Standard	$2,640.00
7	1115830992	Ravindran111826,Rajkumar3654343457481826	DQ - Standard	$1,661.53
8	3501233000	ga601,Sw601	DQ - Standard	$1,621.74
9	1745859345	Diwan,Shruti	DQ - Standard	$1,572.26
10	7392873171	John909890111727,Raj9090111727	DQ - Standard	$1,489.20
			Grand Total	$93,197.21

Figure 44: Top 10 Adjustments

Note: Click on a customer to see their drilled-down details. This opens the Adjustments Printable Report filtered to display the selected customer's details.

3.4.4 Adjustments Trend

The Adjustments Trend analysis is a line chart that shows the trend of adjustments amount over the last 12 months.

Adjustments Trend

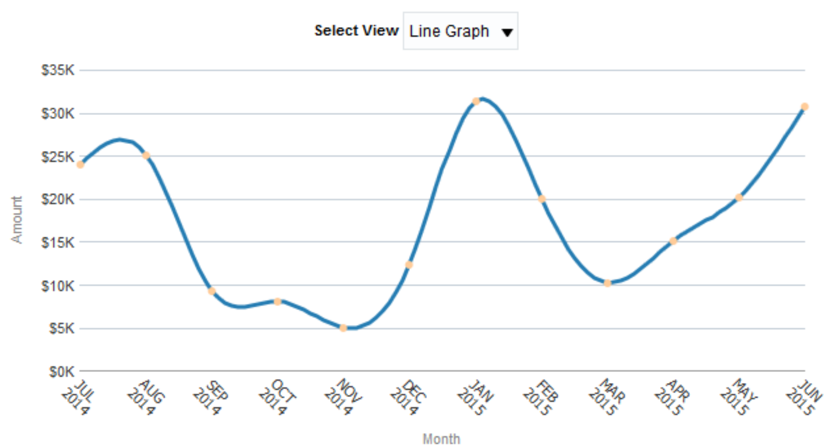


Figure 45: Adjustments Trend

Axes	What it shows?
X axis	Month
Y axis	Adjustment Amount

Note: You can view this chart as a Line Graph or Bar Graph by changing the value in Select View drop-down.

3.4.5 Break Down By Adjustment Types

The Break Down By Adjustment Types analysis is a pie chart that shows the percentage break down of adjustment amount across various adjustment types.

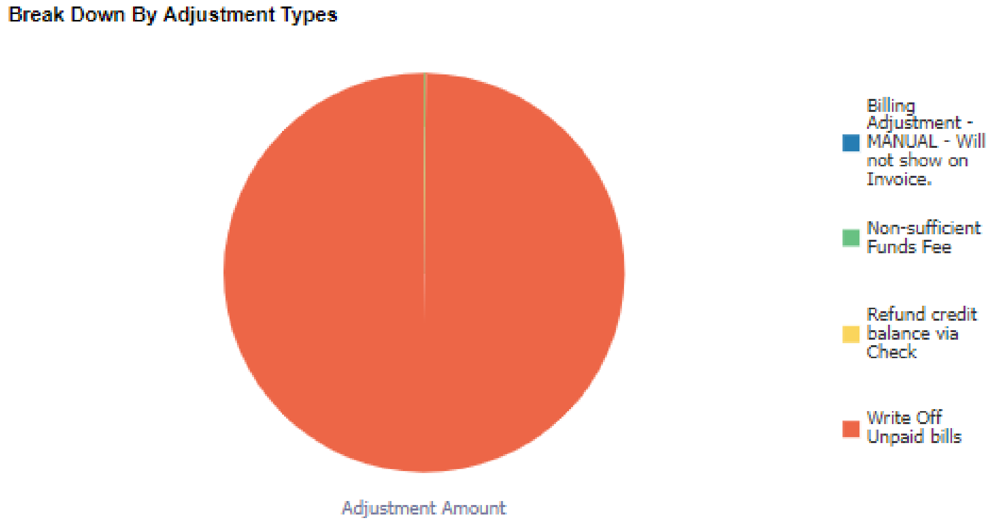


Figure 46: Breakdown By Adjustment Types

Note: Click on the chart to see the drilled-down details of an Adjustment Type. This opens the Adjustments Printable Report filtered to display the adjustment type's details. You can drill down the report for up to three levels.

3.4.6 Adjustments Printable Report

The Adjustments Printable Report is an interactive report and you can drill-down up to three levels.

Filters	• Year • Month • Program • Customer Segment • Plan Type • Adjustment Type • Credit/Debit
Fields	• Program • Credit/Debit • Customer Segment • Adjustment Type • Plan Type • Amount (Click here to further drill-down.) • Cancelled Amount

3.5 Payments Page

The Financial Transactions – Payment page provides an overview of all Payments that were made over a period of time. This dashboard provides answers to the following key payments related questions:

- Which are the Customers who have made the highest payments in a period?
- Is there a trend observed across Payments made over a period of time?

The dashboard filters available for Payments page of Financial Transactions Dashboard are:

- Year
- Month
- Program
- Plan Type
- Insurance Type

The Payments page also includes a printable report called Payments Printable Report.

3.5.1 KPIs

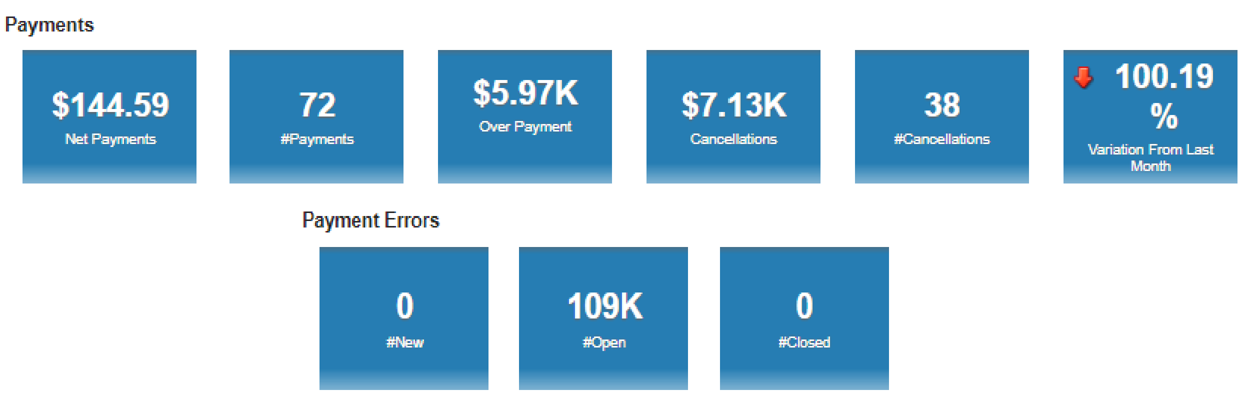


Figure 47: Payments KPIs

The KPIs available for the Payments page of Financial Transactions dashboard are:

KPI	Definition
Net Payments	Total payments amount
#Payments	Total number of adjustments
Over Payment	Total over payment amount
Cancellations	Total number of cancellations
#Cancellation	Total cancellations amount
Variation From Last Month	Percentage variation of payments amount from the previous month
#New	Total new payment errors
#Open	Total open payment errors

#Closed	Total closed payment errors

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

3.5.2 Top 10 Payments

The Top 10 Payments analysis is a table list that shows the list of 10 customers with highest payments. Customers are listed in the descending order of payment amount.

Top 10 Payments

Rank	Customer Id	Customer name	Net Amount
1	1432569281	Rocaobpa32119,tcvazoxbpp42119	$80.63
2	9806123742	DE5362,AB5362	$45.00
3	6711517622	test cust1768,vin1768	$9.48
3	8370826280	test cust1770,vinny1770	$9.48
5	0595881655	Riosdafsdof32106,tgbnfsadmb5542106	$0.00
5	0809425168	Ribba32121,tazlb5542121	$0.00
5	1636890806	Roppopva32120,tazovpp42120	$0.00
5	2281475605	Mu98984,Ki98984	$0.00
5	2418853735	Roppopva32121,tazovpp42121	$0.00
5	2502373740	kumar717821,New member21178	$0.00
5	2980367538	Mu75754,Ki75754	$0.00

Figure 48: Top 10 Payments

Note: Click on a customer to see their drilled-down details. This opens the Payments Printable Report filtered to display the selected customer's details.

3.5.3 Over Payment Report

The Over Payment Report analysis is a table list that shows the list of N customers with highest over payment amounts. Customers are listed in the descending order of over payment amount.

Over Payment Report

Program	Customer Segment	Customer Name	Plan Type	Over Payment
Dental Insurance	Individual	DE5204,AB5204	Excess Credit SA	$195.00
		Diwan,Doghe	Excess Credit SA	$857.74
		Diwan,Dsan	Excess Credit SA	$857.74
		Diwan,Joseph	Excess Credit SA	$1,715.48
		Diwan,Krutii	Excess Credit SA	$857.74
		LA2CVF4001,FI2VFG4001	Excess Credit SA	$0.00
		Mu19194,Ki19194	Excess Credit SA	$150.00
		Mu75754,Ki75754	Excess Credit SA	$0.00
		Mu76764,Ki76764	Excess Credit SA	$0.00
		Mu88884,Ki88884	Excess Credit SA	$210.48

Figure 49: Over Payment Report

3.5.4 Payments By Plan Type

The Payments By Plan Type analysis is a pie chart that shows the percentage distribution of payment amount across various plans.

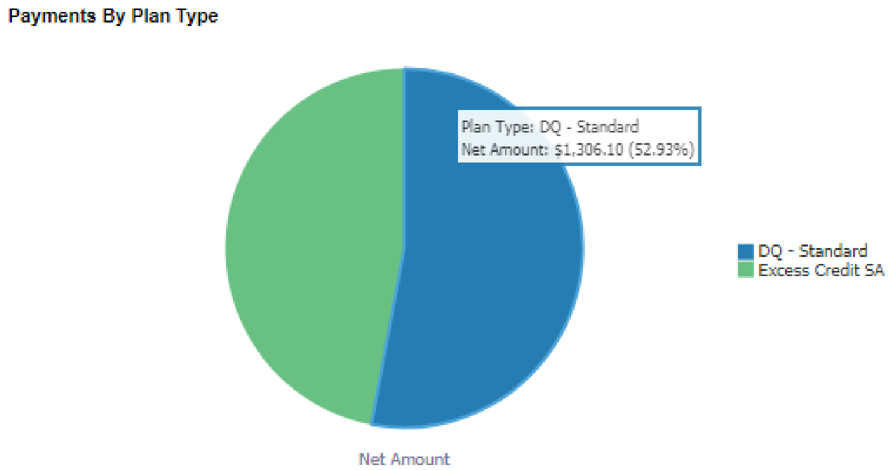


Figure 50: Payments By Plan Type

Note: Click on the chart to see the drilled-down details of a plan. This opens the Payments Printable Report filtered to display the selected plan type's payment details. You can further drill-down this report up to three levels.

3.5.5 Payments By State

The Payments By State analysis is a pie chart that shows the percentage distribution of payment amount across various states.

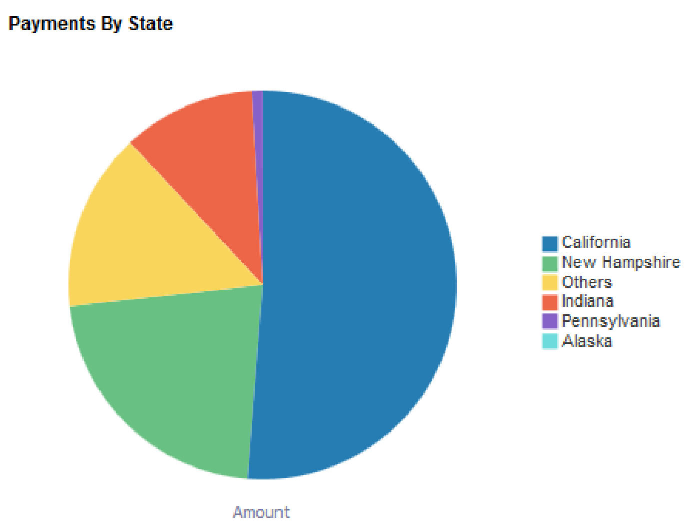
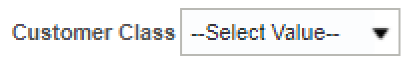


Figure 51: Payments By State

Note: Click on the chart to see the drilled-down details of a state. This opens the Payments Printable Report filtered to display the payment details in the selected state. You can further drill-down this report up to three levels.

3.5.6 Payments Trend

The Payments Trend analysis is a line chart that shows the trend of payment amount over the last 12 months. This analysis can also be filtered based on the Customer Class by selecting the customer class from the Customer Class Filter Prompt that is common to the 'Payment Trend' and 'Payment Pattern' analyses.



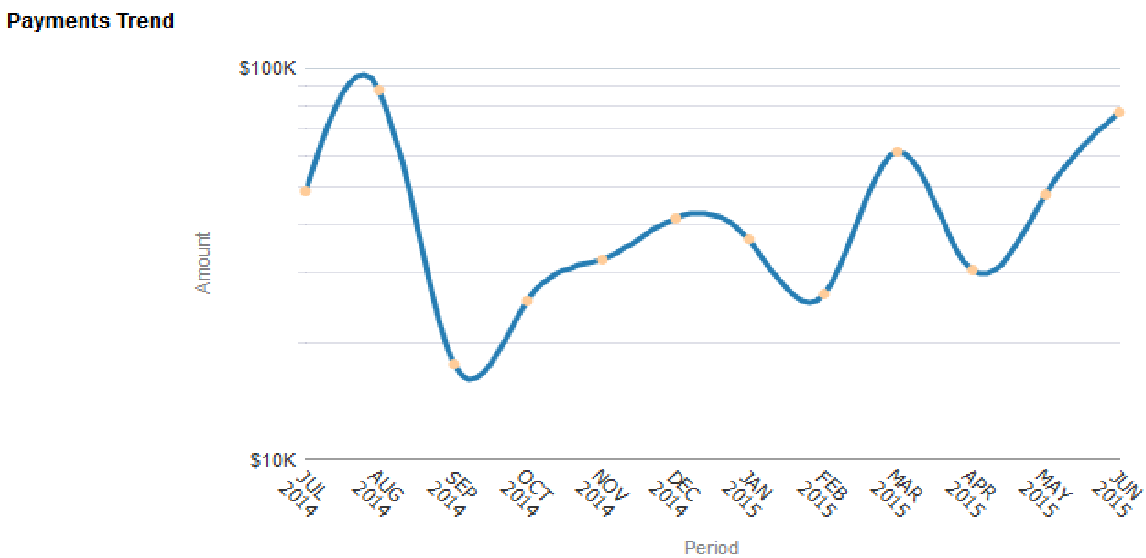
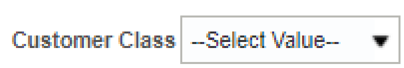


Figure 52: Payments Trend

Axes	What it shows?
X axis	Month
Y axis	Amount

3.5.7 Payment Pattern

The Payment Pattern analysis is a radar graph that provides the Payment Pattern in the system. This analysis can also be filtered based on the Customer Class by selecting the customer class from the Customer Class Filter Prompt that is common to the 'Payment Trend' and 'Payment Pattern' analyses.



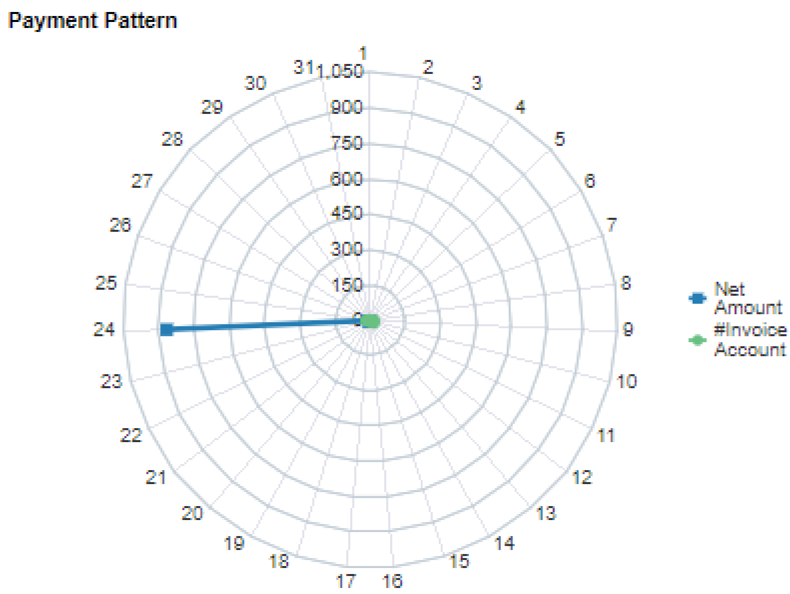


Figure 53: Payment Pattern

3.5.8 Billed Vs Paid Trend

The Billed Vs Paid Trend analysis is a stacked bar graph that helps to determine the total amount paid against the total amount billed

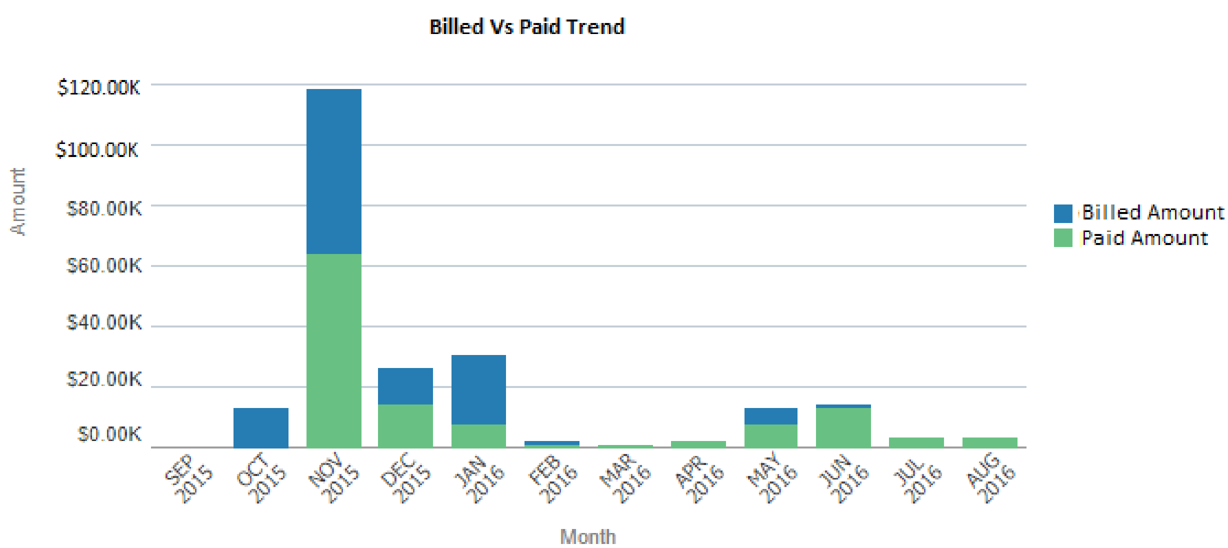


Figure 54: Billed Vs Paid Trend

Axes	What it shows?
X axis	Month
Y axis	Amount

3.5.9 Payments Printable Report

The Payments Printable Report is an interactive report and you can further drill down up to three levels.

Filters	• Year • Month • Program • Customer Segment • Plan Type
Fields	• Program • Customer Segment • Plan Type • Amount (Click here to further drill-down.) • Cancelled Amount

3.6 General Ledger Page

The Financial Transactions – General Ledger page offers an analysis of the various General Ledger transactions across the following dimensions:

- Transactions by GL accounts
- Transactions by Distribution ID's
- Trend by Revenue Type
- Trend by Distribution IDs

The dashboard filters available for General Ledger page of Financial Transactions Dashboard are:

- Year
- Month
- Program
- Plan Type
- Insurance Type

The General Ledger page also includes a printable report called GL Printable Report.

3.6.1 Breakdown By Distributions

The Breakdown By Distributions analysis is a pie chart that shows the percentage distribution of revenue across different GL.

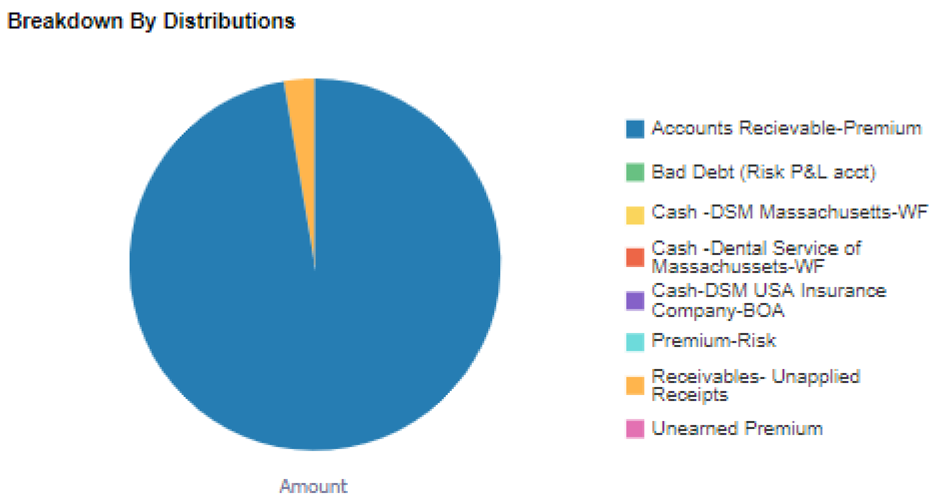


Figure 55: Breakdown By Distributions

Note: Click on the chart to see the drilled-down details of a distribution ID. This opens the GL Printable Report filtered to display the GL details of the selected distribution. You can further drill-down this report up to three levels.

3.6.2 Breakdown By GL Accounts

The Breakdown By GL Accounts analysis is a pie chart that shows the percentage distribution of revenue across different GL accounts.

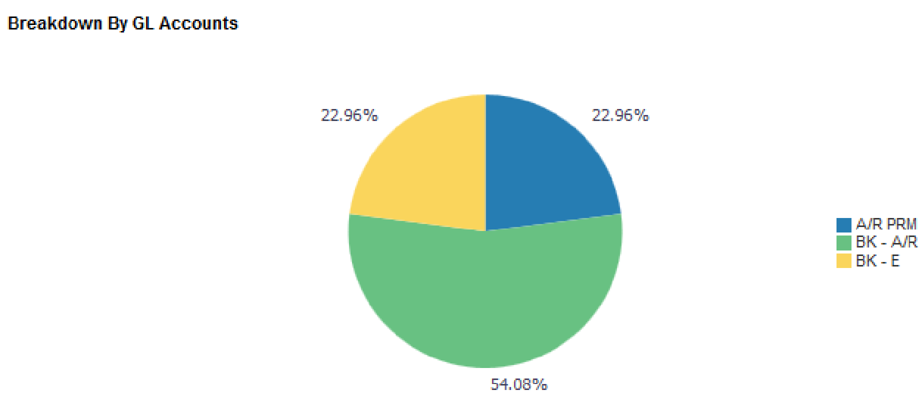


Figure 56: Breakdown By GL Accounts

Note: Click on the chart to see the drilled-down details of a GL account. This opens the GL Printable Report filtered to display the GL details of the selected account. You can further drill-down this report up to three levels.

3.6.3 Trend By Distributions

The Trend By Distributions analysis is a bar chart that shows the trend of revenue from selected (or all) distributions over the last 12 months.

Note: The Distribution can be selected from the drop-down list.

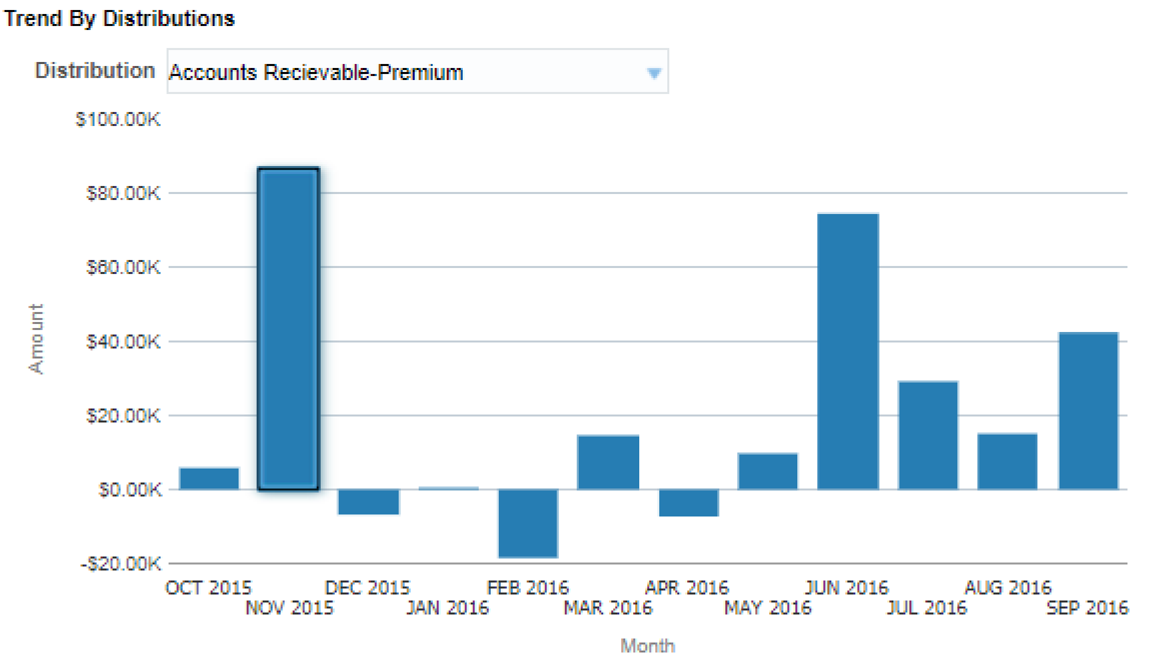


Figure 57: Trend By Distributions

3.6.4 Trend By Revenue Type

The Trend By Revenue Type analysis is a bar chart that shows the trend of Deferred Revenue and Earned Revenue over the last 12 months.

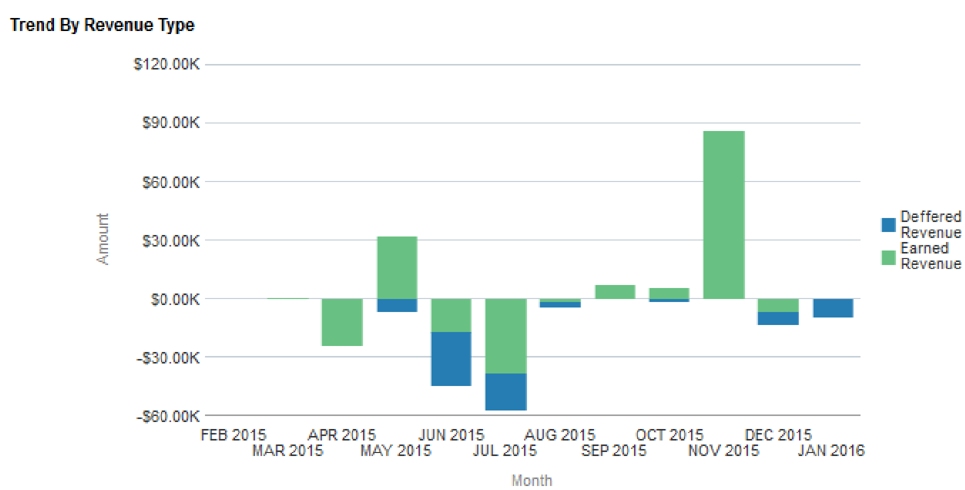


Figure 58: Trend By Revenue Type

3.6.5 GL Printable Report

The GL Printable Report is an interactive report and you can drill-down up to three levels to view the details.

Filters	• Year • Month

	• Program • Plan Type • Distribution • GL Account
Fields	• Program • Plan Type • Distribution • GL Account • Amount (Click here to further drill-down.) • Contra Amount in Program Currency • Net Amount in Program Currency • Credit/Debit

4. Billing Dashboard

4.1 Overview of the Dashboard

The Billing dashboard provides a summary of all Billing operations within the enterprise. It provides a gamut of information including Billing related statistics like Number of Bills, Cancellations and Refunds along with an insight into the effectiveness of the overall Billing operations through analyses like Bill Cycle effectiveness and Billing Error summaries. This dashboard will enable the Billing Analysts and Billing Operations Managers to derive answers to the following key questions:

- Which Programs contribute most to Billing Write-Offs and Refunds?
- What is the effectiveness of the overall Billing Operations in terms of timely Bill processing? Is there a drop in effectiveness over a certain business cycle?
- Is there an observable trend in Bill Write-Offs? What are the top reasons for a Bill Write-Off?
- What are the top reasons for a Bill Refund? What is the % of Bill Refunds that have been approved?
- Which are the Customers that have witnessed the highest number of Bill Cancellations?
- What are the most commonly seen Billing Errors?

The Billing dashboard is organized into seven pages – Summary, Billing, Effectiveness, Errors, Write Off, Refund and Cancellations.

4.2 Summary Page

The Billing Dashboard Summary page provides an overview of key billing related statistics across the organization. Some of the details provided as part of this dashboard includes:

- Number of Bills, Write-Offs, Refunds and Errors for a month
- Program wise attribution to overall Bill Generation function

- Programs that contribute most to Write-Offs and Refunds

The dashboard filters available for Summary page of Billing Dashboard are:

- Year
- Month
- Insurance Type

4.2.1 KPIs

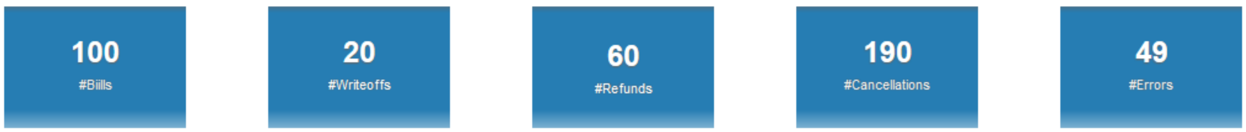


Figure 59: Billing KPIs

The KPIs available on Summary page are:

KPI	Definition
#Bills	Number of bills generated in the selected month and year
#Write offs	Number of write-offs during the selected month and year
#Refunds	Number of refunds during the selected month and year
#Cancellations	Number of cancellations during the selected month and year
#Errors	Number of erroneous transactions during the selected month and year

4.2.2 #Bills By Program

The #Bills By Program analysis is a bar graph that shows the count of bills across various programs.

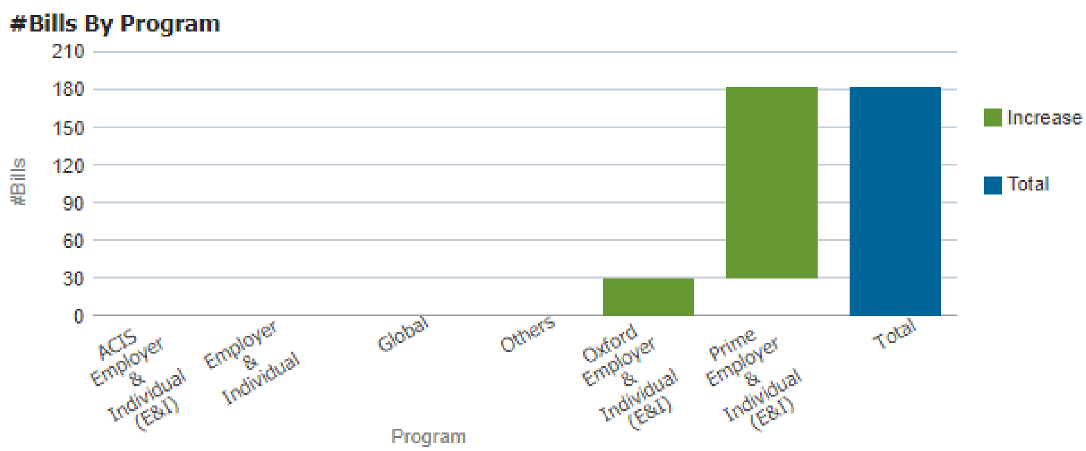


Figure 60: #Bills By Program

Axes	What it shows?
X axis	Program

Y axis	Number of bills against each program

Note: Click on the chart to view the drilled-down details. This opens the Billing printable report, filtered to display the selected program's details.

4.2.3 Bills By Program

The Bills By Program analysis is a pie chart that shows the bill amount across programs.

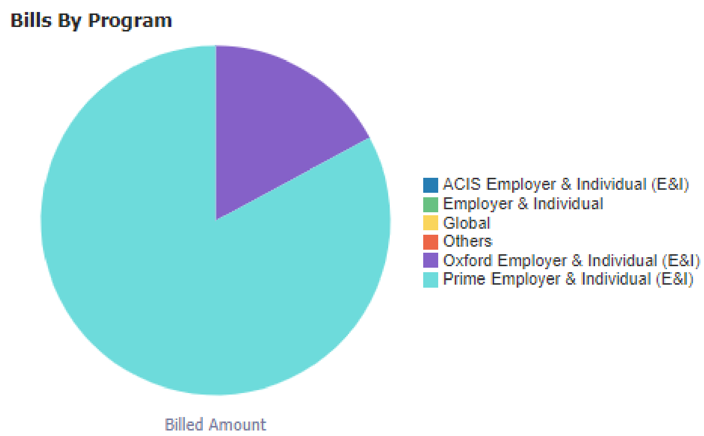


Figure 61: Bills By Program

Note: Click on the chart to view the drilled-down bill details of a program. This opens the Billing printable report, filtered to display the selected program's details.

4.2.4 #Write-offs By Program

The #Write-offs By Program analysis is a bar graph that shows the count of write-offs across various programs.

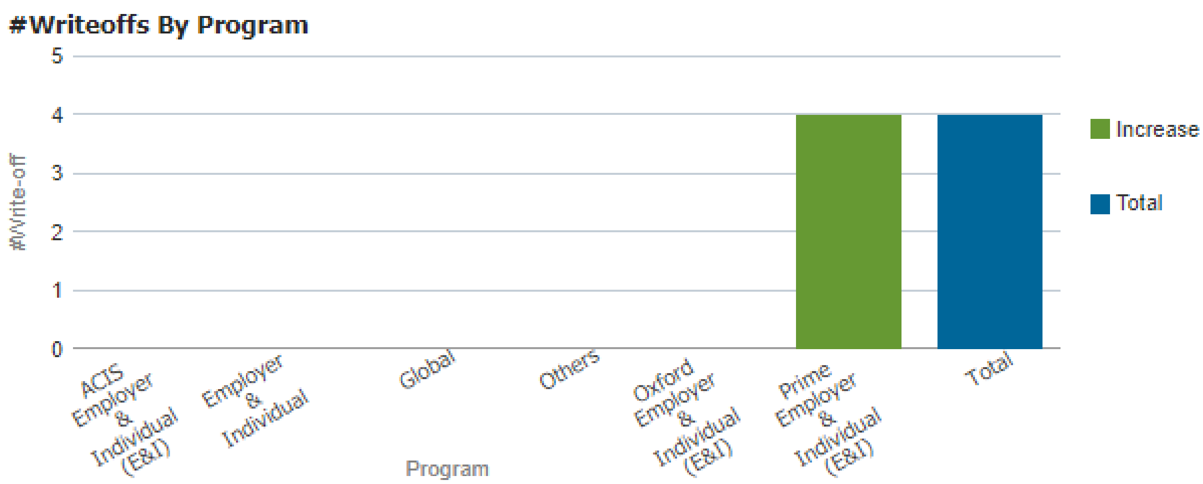


Figure 59: #Write-offs By Program

Axes	What it shows?
X axis	Program
Y axis	Number of write-offs against each program

4.2.5 Write-offs By Program

The Write-offs By Program analysis is a pie chart that shows the write-off amount across various programs.

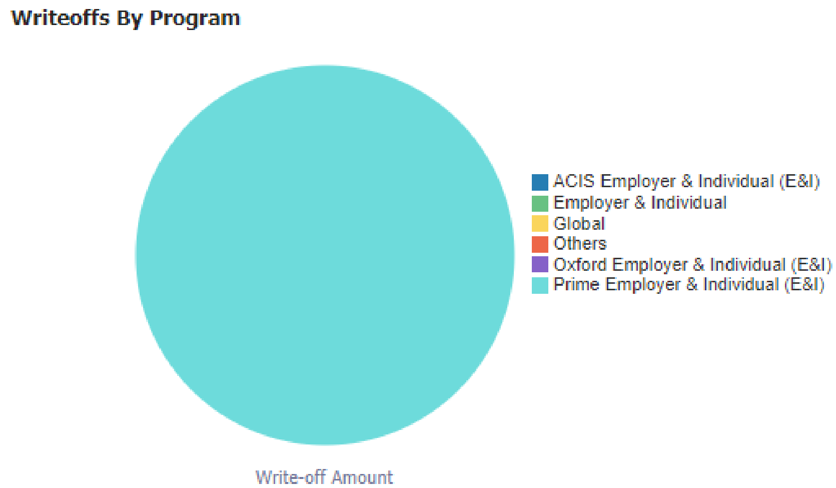


Figure 60: Write Offs By Program

Note: Click on the chart to view the drilled-down write-off details. This opens the Write Off printable report, filtered to display the selected program's details.

4.2.6 #Refunds By Program

The #Refunds By Program analysis is a bar graph that show the count of Refunds across various programs.

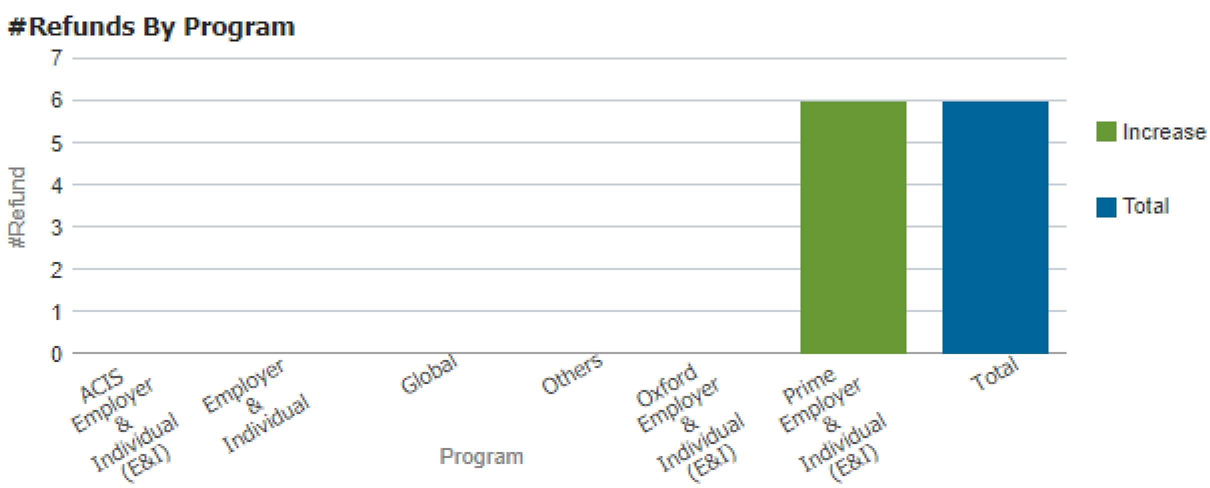


Figure 62: #Refunds By Program

Axes	What it shows?
X axis	Program
Y axis	Number of refunds against each program

4.2.7 Refunds By Program

The Refunds By Program analysis is a pie chart that show the refund amount across various programs.

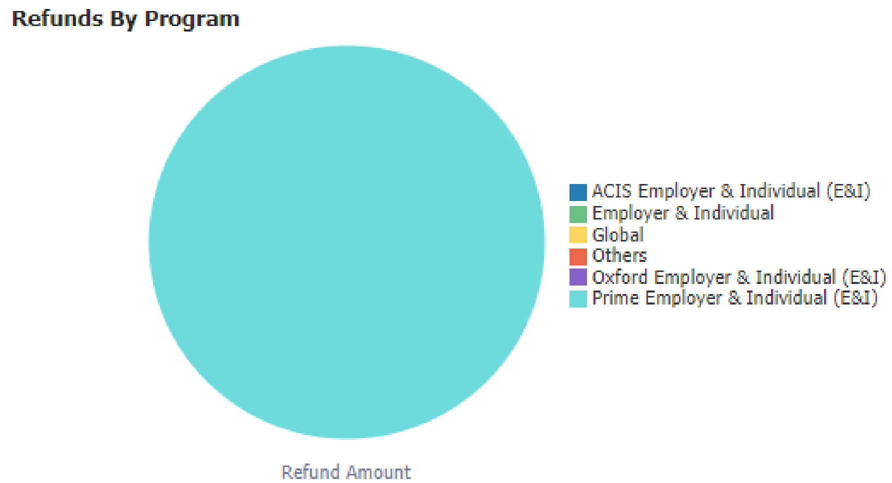


Figure 63: Refunds By Program

> **Note:** Click on the chart to view the drilled-down refund details. This opens the Refunds printable report, filtered to display the selected program's details.

4.2.8 #Cancellations By Program

The #Cancellations By Program analysis is a bar graph that shows the count of cancellations across various programs.

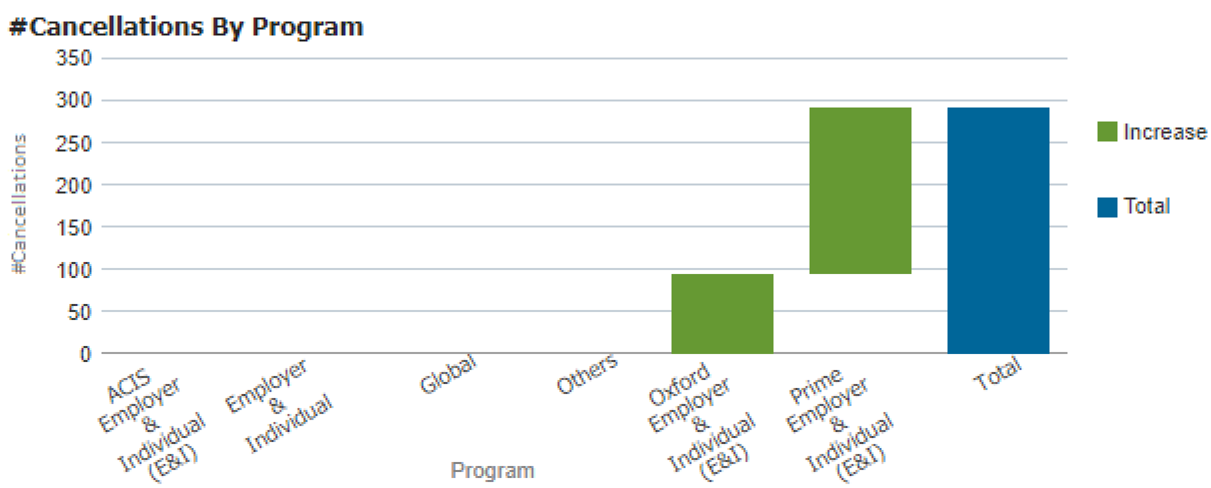


Figure 64: #Cancellations By Program

Axes	What it shows?
X axis	Program
Y axis	Number of cancellations against each program

4.2.9 Cancellations By Program

The Cancellations By Program analysis is a pie chart hat shows the cancellation amounts across various programs.

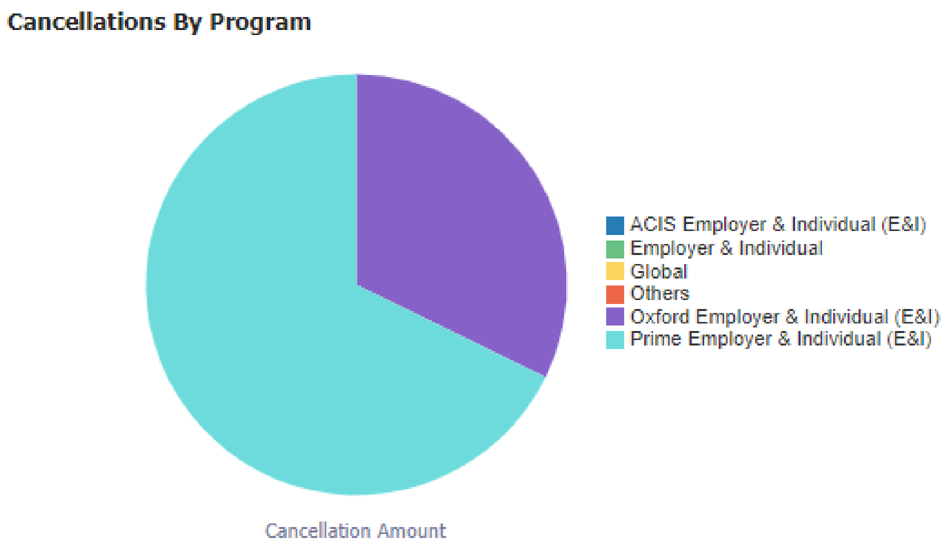


Figure 65: Cancellations By Program

Note: Click on the chart to view the drilled-down cancellation details. This opens the Cancellations printable report, filtered to display the selected program's details.

4.3 Billing Page

The Billing Page provides detailed information on all Bills generated for a certain period. This dashboard page also offers the feature to drill down on a Billed amount to view the range of plans across which the billing has been done.

The various filters available for the Billing page of Billing Dashboard are:

- Year
- Month
- Program
- Insurance Type
- Bill Cycle

4.3.1 KPIs

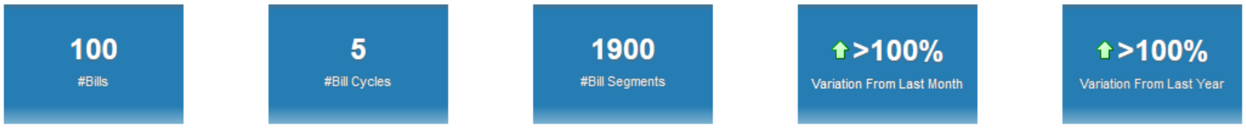


Figure 66: Billing KPIs

The KPIs available on Billing page are:

KPI	Definition
#Bills	Total number of bills
#Bill Cycles	Total number of bill cycles
#Bill Segments	Total number of bill segments
Variation From Last Month	Percentage variation in #bills from the previous month
Variation From Last Year	Percentage variation in #bills from the same month of previous year

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

4.3.2 Billing Printable Report

This is an interactive report and you can drill down up to view a program's details.

Fields	• Program • Bill Cycle • #Customers • #Accounts • #Bills • #Bill Segments • #Generated Bills • #Error Bills • #Negative Bills • #Zero Bills • > Threshold Bills • #Reviewed Bills • Billed Amount (Click on the value to drill-down further.) • Average Bill Amount • Variation From Last Month

Click on the Billed Amount to drill down the report to see the program-wise spread of the billed amount.

4.4 Billing Trend Page

This page provides the trend of various parameters such as

- Number of invoices and total invoice amount generated for a period
- Off Cycle Billing details
- Regular Billing details

This page can be filtered based on the following fields:

- Month
- Year
- Insurance Type

4.4.1 Invoices Amount Trend

The Invoice Amount Trend analysis is a bar graph that provides the trend of the total Invoice Amount generated for the last 12 months. This analysis can also be filtered based on the Customer Class by selecting the customer class from the Customer Class Filter Prompt common to the ‘Invoices Amount Trend’ and ‘#Invoices Trend’ analyses.

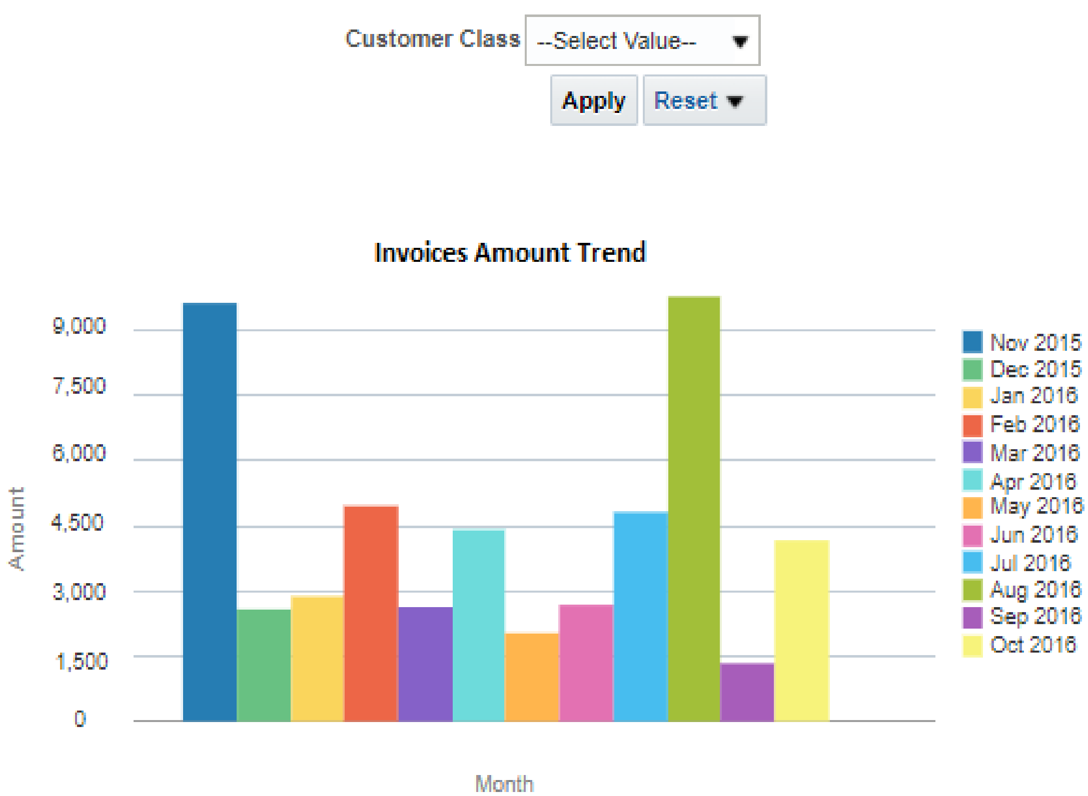


Figure 67: Invoices Amount Trend

Axes	What it shows?
X axis	Month
Y axis	Invoice Amount

4.4.2 # Invoices Trend

The #Invoices Trend analysis is a bar graph that provides the total count of Invoices generated for the last 12 months. This analysis can also be filtered based on the Customer Class by selecting the customer class from the Customer Class Filter Prompt common to the 'Invoices Amount Trend' and '#Invoices Trend' analyses.

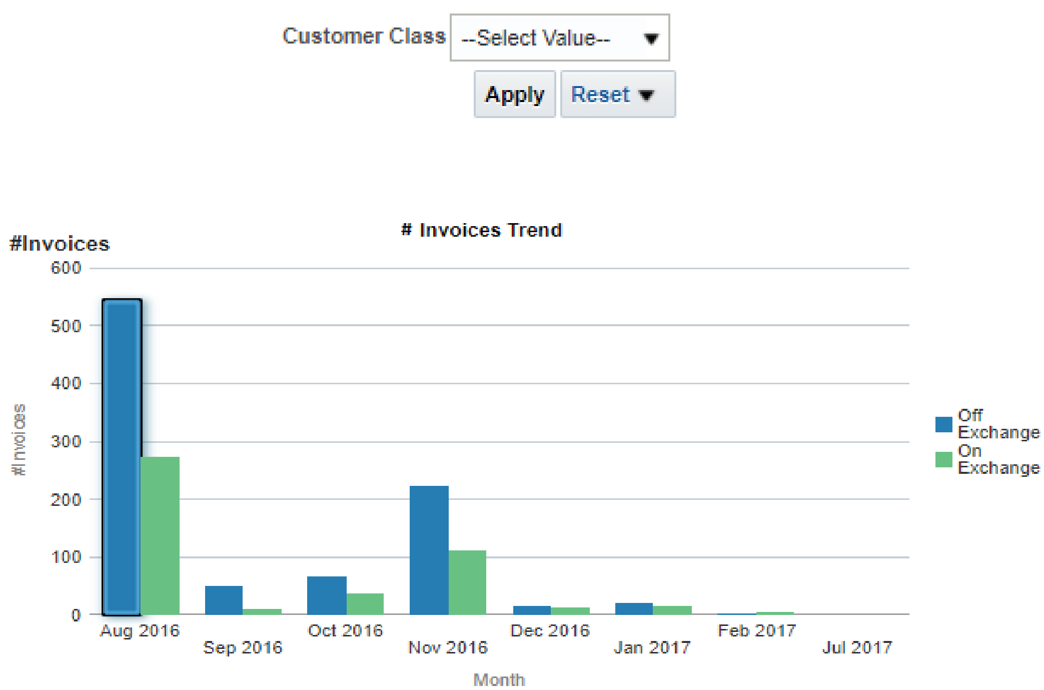


Figure 68: #Invoices Trend

Axes	What it shows?
X axis	Month
Y axis	Number of Invoices

4.4.3 Off Cycle Billing

The Off Cycle Billing analysis is a radar graph that provides the total number of Off-Cycle invoices generated. Bills that are not generated in any Bill Cycle Schedule fall under Off-Cycle Billing

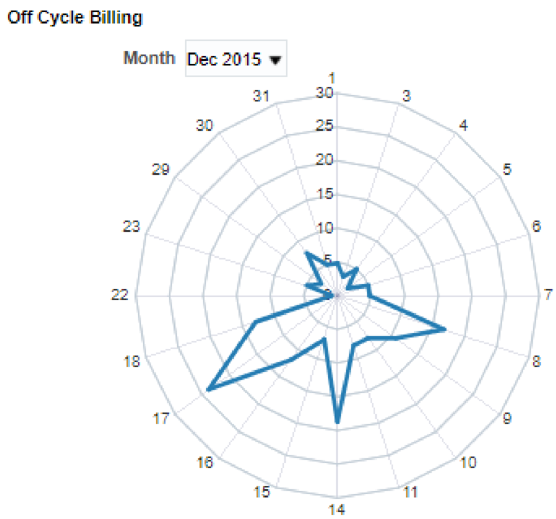


Figure 69: Off Cycle Billing

4.4.4 Regular Billing

The Regular Billing analysis is a bar graph that provides the total number of invoices generated under regular billing for the last 12 months. Bills that are generated in any Bill Cycle Schedule fall under regular billing.

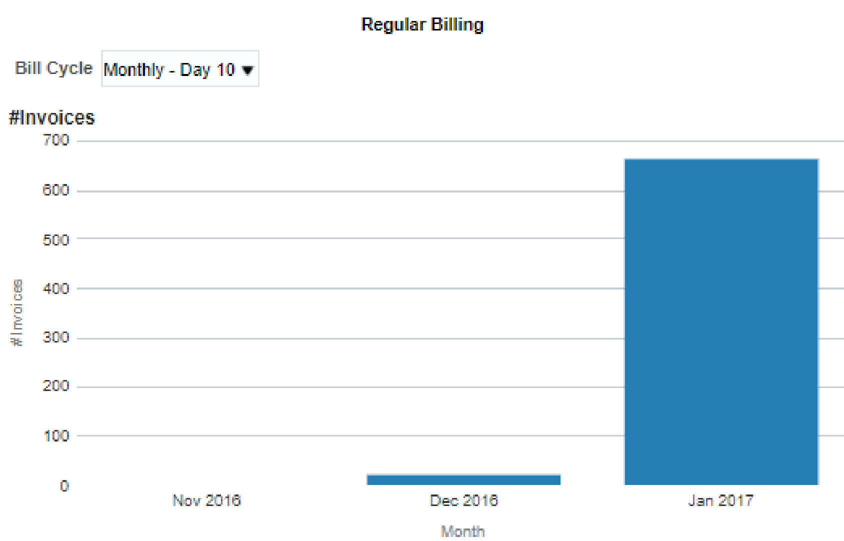


Figure 70 Regular Billing

Axes	What it shows?
X axis	Month
Y axis	Number of Invoices

4.5 Effectiveness Page

The Billing Dashboard - Effectiveness page provides an indicator on the effectiveness of the overall Billing operations. It provides a Billing Operations Analyst with the following key information:

- What is the effectiveness of the overall Billing Operations?
- Is there a drop in effectiveness over a specific period in time?
- What is the average count of Bill Segments that are frozen in a day?
- How does Billing Effectiveness vary across different Billing Cycles

The dashboard filters available on Effectiveness page of Billing Dashboard are:

- Year
- Month
- Program
- Bill Cycle
- Insurance Type

4.5.1 KPIs

Figure 71: Bill Cycle KPIs

The KPIs available on the Effectiveness page are:

KPI	Definition
#Segments	Number of bill segments
#Frozen In Window	Number of bill segments frozen within the window
#Frozen Out Window	Number of bill segments frozen outside the window
#Segment Variation from Last Month	Percentage variation in #Segments from previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

4.5.2 Best 10 Bill Cycles

The 'Best 10 Bill Cycles' analysis is a table list that shows the top 10 bill cycles arranged in the descending order of effectiveness.

Best 10 BillCycles

Rank	Bill Cycle	Total Segments	#Frozen In Window	#Frozen Out Window	Bill Cycle Effectiveness(%)
1	Monthly Schedule 5	418	384	34	92
2	Monthly Schedule 3	418	365	53	87
3	Monthly Schedule 1	418	354	64	85
4	Monthly Schedule 2	418	352	66	84
5	Monthly Schedule 4	418	338	80	81

Figure 72: Best 10 Bill Cycles

Fields	Explanation
Rank	Ranking based on bill cycle effectiveness
Bill Cycle	Name of the billing cycle
Total Segments	Total number of bill segments
#Frozen In Window	Number of bill segments frozen within the window
#Frozen Out Window	Number of bill segments frozen outside the window
Bill Cycle Effectiveness (%)	Calculated as [(#Frozen In Window) ÷ (Total Segments)] ×100

4.5.3 Worst 10 Bill Cycles

The 'Worst 10 Bill Cycles' analysis is a table list that shows the worst 10 bill cycles arranged in the ascending order of effectiveness.

Worst 10 BillCycles

Rank	Bill Cycle	Total Segments	#Frozen In Window	#Frozen Out Window	Bill Cycle Effectiveness(%)
1	Monthly Schedule 4	418	338	80	81
2	Monthly Schedule 2	418	352	66	84
3	Monthly Schedule 1	418	354	64	85
4	Monthly Schedule 3	418	365	53	87
5	Monthly Schedule 5	418	384	34	92

Figure 73: Worst 10 Bill Cycles

Fields	Explanation
Rank	Ranking based on bill cycle effectiveness
Bill Cycle	Name of the billing cycle
Total Segments	Total number of bill segments
#Frozen In Window	Number of bill segments frozen within the window
#Frozen Out Window	Number of bill segments frozen outside the window
Bill Cycle Effectiveness (%)	Calculated as [(#Frozen In Window) ÷ (Total Segments)] ×100

4.5.4 Effectiveness Trend

The 'Effectiveness Trend' analysis is a line chart that shows the trend of bill cycle effectiveness over the last 12 months.

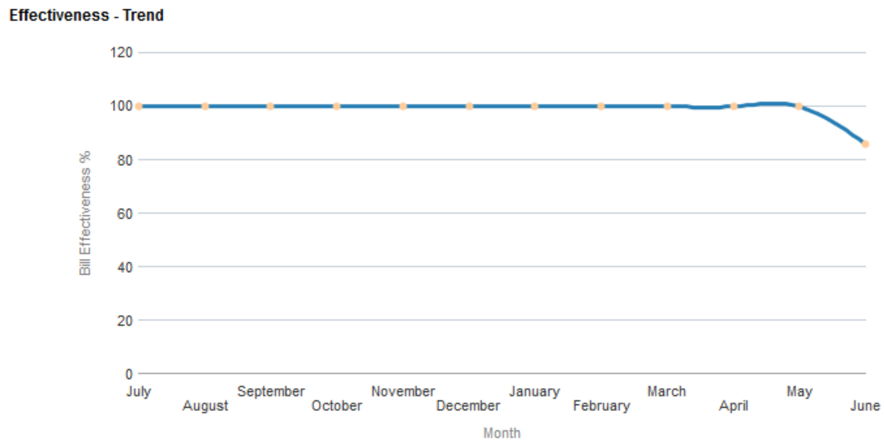


Figure 74: Effectiveness - Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Bill cycle effectiveness percentage

4.5.5 Bill Cycle Effectiveness

The 'Bill Cycle Effectiveness' analysis is a bar chart that shows the percentage effectiveness of each bill cycle, along with a line showing the count of bill segments in each bill cycle.

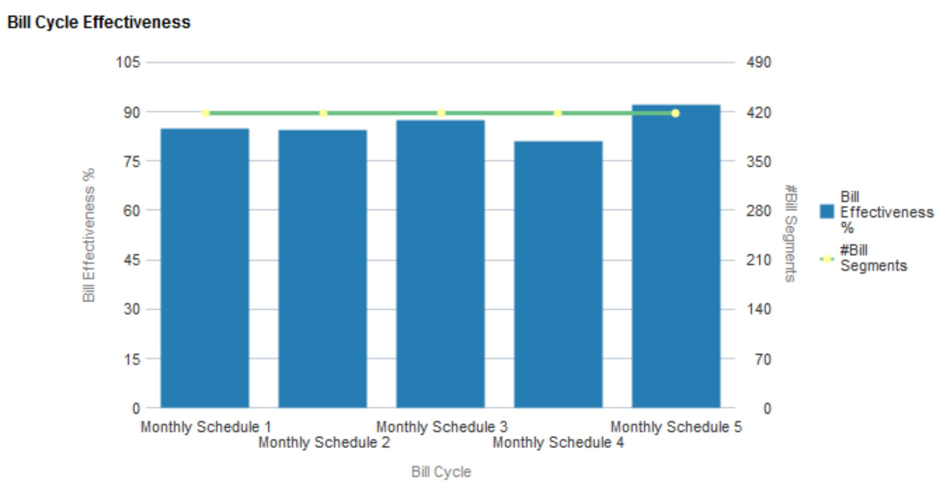


Figure 75: Bill Cycle Effectiveness

Axes	What it shows?
X axis	Bill cycles
Y axis	• Bill cycle effectiveness of each bill cycle • Number of bill segments in each bill cycle

4.5.6 #Segments Frozen Each Day

The '#Segments Frozen Each Day' analysis is a bar chart that shows the number of bill segments that are frozen on each day of the month.

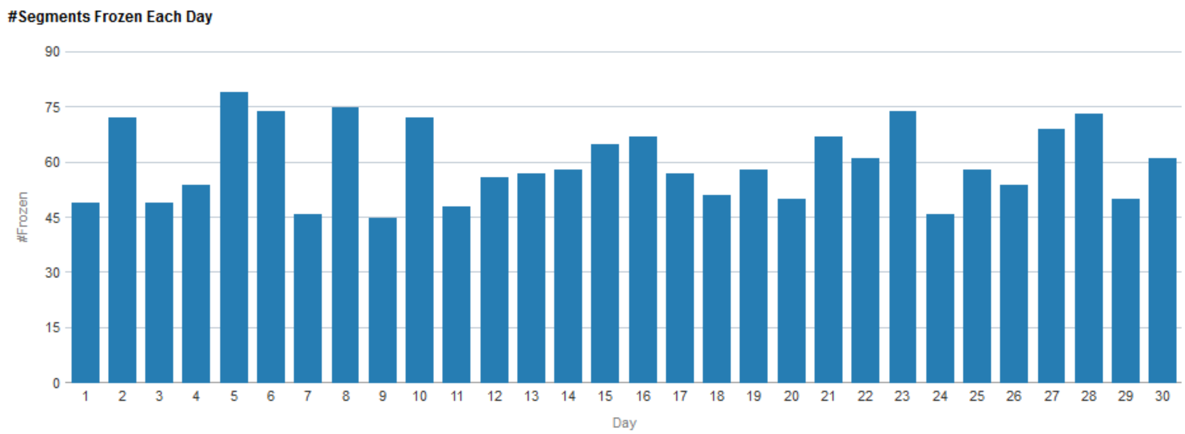


Figure 76: #Segments Frozen Each Day

Axes	What it shows?
X axis	Each day of the selected month
Y axis	Number of bill segments frozen on each day of the month

4.6 Errors Page

The Billing Errors Page provides details on the various Billing related errors over a specific period. It provides some vital business insights including:

- What are the top 20% of reasons which contributes to over 80% of the Billing Errors? Does this mandate a change in the Billing Process?
- Is there a co-relation between Bill Errors to a particular Customer Business cycle?

The dashboard filters available on Errors page of Billing Dashboard are:

- Year
- Month
- Bill Cycle
- Insurance Type

4.6.1 KPIs

Figure 77: Error KPIs

The KPIs available on Errors page are:

KPI	Definition
#Errors	Number of errors reported
#Bill Errors	Number of bills with errors
#Segment Errors	Number of bill segments with errors
Variation From Last Month	Percentage variation of errors from the previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

4.6.2 Bill Errors By Reason

The Bill Errors By Reason analysis contains a pie chart and a table list. The pie chart shows the spread of errors (count and percentage) across various reasons (error codes), whereas the table lists the errors and the number of occurrences.

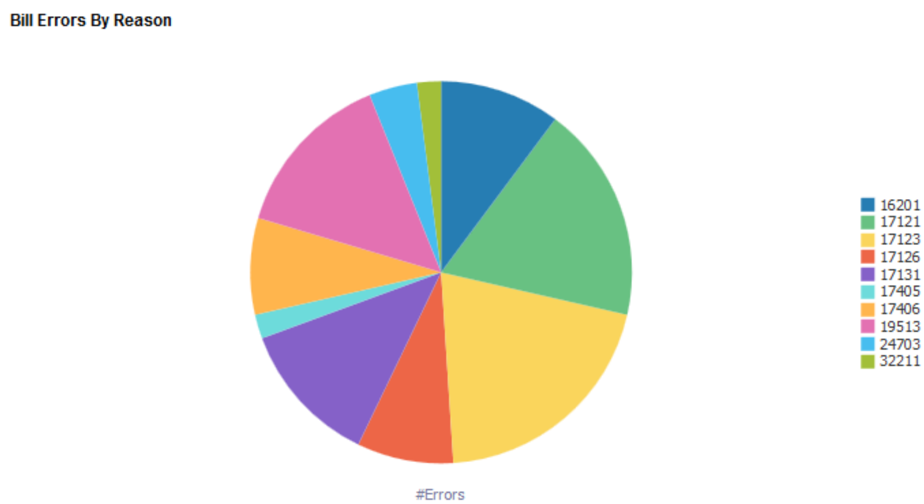


Figure 78: Bill Errors By Reason Pie Chart

Error Code	Error	#Errors
16201	Bill is not the latest bill of the account.	5
17121	Bill segment in error was created.	9
17123	Bill segments were deleted.	10
17126	Bill segments were canceled.	4
17131	Bill segments were not successfully re-billed	6
17405	Bill ID is missing.	1
17406	Bill Date is missing.	4
19513	In order to issue a credit note: 1. Bill segment should be frozen and 2. Corresponding bill should be completed	7
24703	Bill date must be on or later than original bill date.	2
32211	Bill Factor Value Type is invalid.	1

Figure 79: Bill Errors By Reason List

Fields	Explanation
Error Code	Unique identifier of the error

Error	Description of the error
#Errors	Number of occurrences of the error

Note: Click on the chart or an error code in the table list to view the drilled-down details. This opens the Billing printable report, filtered to display the selected error code details.

4.6.3 #Errors Each Day

The #Errors Each Day analysis is a line chart that shows the number of errors occurring on each day of the month.

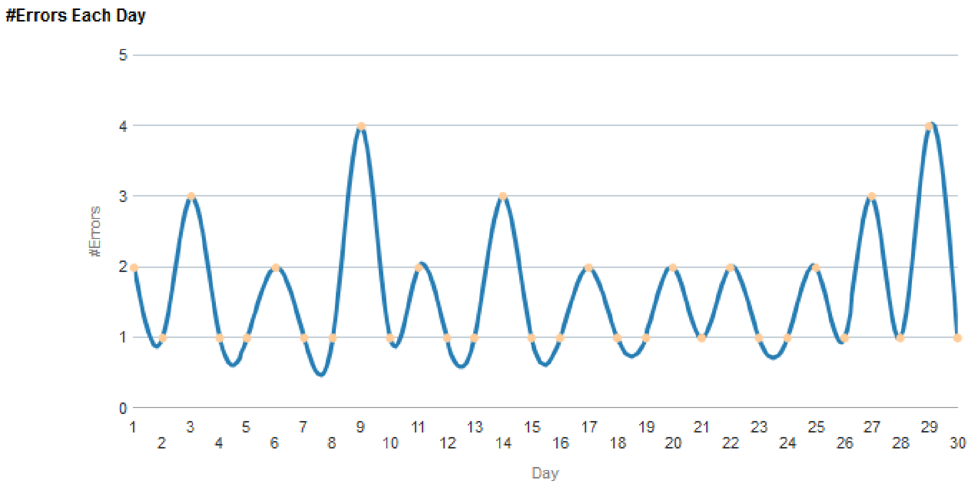


Figure 80: #Errors Each Day

Axes	What it shows?
X axis	Days of the selected month
Y axis	Number of errors on each day

4.6.4 #Errors Trend

The #Errors Trend analysis is a line chart that shows the trend of errors during the last 12 months.

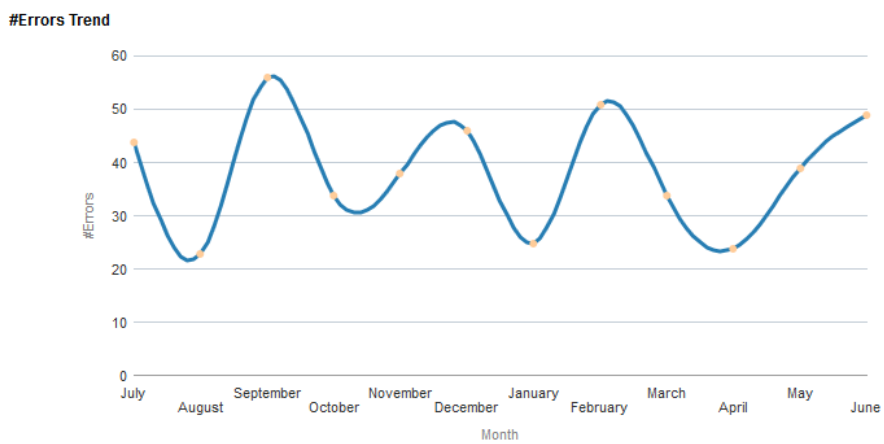


Figure 81: #Errors Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Number of errors that occurred on each month

4.7 Write-Off Page

The Billing Dashboard Write-Off Page provides a summary of the Bill Write-Offs over a certain period. The information provided as part of this dashboard page can be used to derive the following insights:

- Which are the customers that have contributed to the highest number of Write-Offs
- Is there an observable trend in Bill Write-Offs over a period in time
- Which Adjustment and Plan Types have contributed more to the Bill Write-Offs
- What are the top reasons for a Bill Write-Off? How many Write-Offs have been approved in a month?
- Which of the Programs have witnessed the maximum Bad Debt Write-Offs?

The dashboard filters available on Write-Off page of Billing Dashboard are:

- Month
- Year
- Program
- Insurance Type

4.7.1 KPIs

Figure 82: Write Offs KPIs

The KPIs available on Write Off page are:

KPI	Definition
#Write Offs	Number of write-offs
Write Off	Total write-off amount
Variation From Last Month	Percentage variation in write-offs from previous month
Variation From Last Year	Percentage variation in write-offs from the same month of previous year

The Variation from Last Month and Year fields include or icon to indicate if the variation is positive or negative.

4.7.2 Top 10 Write Offs

The Top 10 Write Offs analysis is a table list that shows the customers with highest write-off amount.

Top 10 Writeoffs

Rank	Customer	Amount
1	ABC Munich	$217.24
2	ITC Wellington	$216.60
3	ITC Frankfurt	$211.56
4	ABC Canberra	$201.44
5	ABC Melbourne	$199.20
6	Amanda Berry	$184.16
7	ITC California	$180.00
8	ITC Trivandrum	$171.72
9	CBA Newyork	$96.48
10	ITC Sydney	$91.08

Figure 83: Top 10 Writeoffs

Note: Click on a customer to view the drilled-down write-off details. This opens the Write Off printable report, filtered to display the customer's details.

4.7.3 Write Off Trend

The Write-Off Trend analysis is a bar chart that shows the trend of write-offs during the last 12 months. You can see the distribution of write offs across Adjustment Types or Customer Segments or Plan Types as stacked bars for each month.

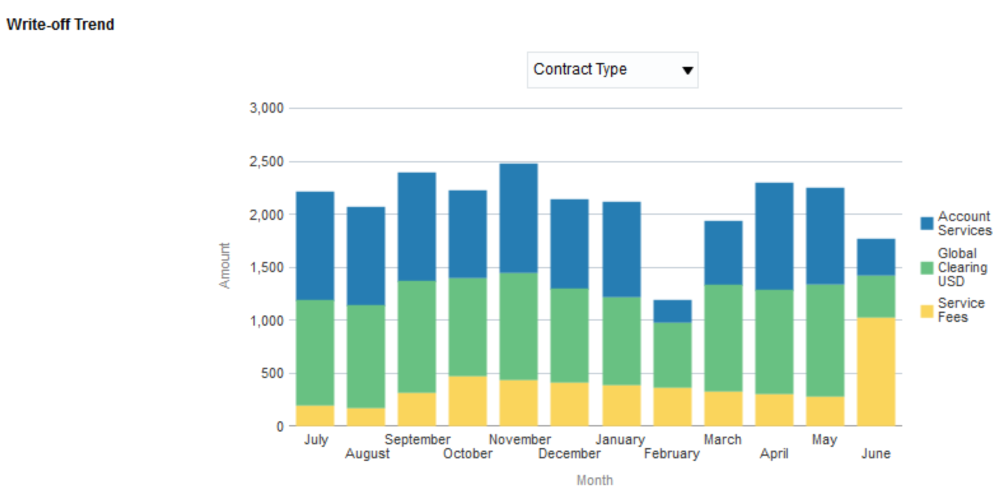


Figure 84: Write Off Trend

Axes	What it shows?
X axis	Month

	Shows the last 12 months
Y axis	• Write off amount against each Adjustment Type • Write off amount against each Customer Segment • Write off amount against each Plan Type

4.7.4 Write Off By Type

The Write Off By Type analysis is a table list that shows the write-off amount against each program. Write-offs are categorized into Bad Debt and Petty Write-off.

Write-off By Type

Program	Bad Debt	Petty Writeoff
Equities	$93.78	$93.78
Funds	$197.86	$197.86
Interest Rate Securities	$208.22	$208.22
Structured Product	$209.02	$209.02
Trade Reporting	$175.86	$175.86
Grand Total	$884.74	$884.74

Figure 85: Write Off By Type

Note: Click on the bad debt/petty write-off amount against a program to view the drilled-down details. This opens the Write Off printable report, filtered to display the bad-debt or petty write-off details of the selected program.

4.7.5 Write Off By Status

The Write Off By Status analysis is a table list that shows a program's write-off amount distributed against different status.

Write-off By Status

Program	Approved	Cancelled	Generated	Rejected
Equities	$91.08		$96.48	
Funds	$211.56		$184.16	
Interest Rate Securities		$199.20		$217.24
Structured Product	$216.60		$201.44	
Trade Reporting		$171.72		$180.00
Grand Total	$519.24	$370.92	$482.08	$397.24

Figure 86: Write Off By Status

Note: Click on the amount (Approved / Cancelled / Generated / Rejected) to view the drilled-down details. This opens the Write Off printable report, filtered to display the write-off details of the selected Program.

4.7.6 Write Off By Plan

The Write Off By Plan analysis is a table list that shows a program's write-off amount distributed against different Plans.

Customer Name	Plan	Amount
BUG 5231 Testing	Medical	$231.20
PC6238-15	Medical	$1,003.60
PC7296-1	Dental	$196.40
	Medical	$19.60
PC7296-15	Dental	$825.06
	Medical	$925.13
Test, Overdue Event	Dental	$120.00
Grand Total		**$3,320.99**

Figure 87: Write Off By Plan

4.7.7 Write Off By State

The Write Off By State analysis is a table list that shows a program's write-off amount distributed against different State.

Customer Name	State	Amount
BUG 5231 Testing	Connecticut	$231.20
PC6238-15	Connecticut	$1,003.60
PC7296-1	Connecticut	$196.40
	Connecticut	$19.60
PC7296-15	Connecticut	$825.06
	Connecticut	$925.13
Test, Overdue Event	New Jersey	$120.00
Grand Total		**$3,320.99**

Figure 88: Write Off By State

4.7.8 Write-Off Printable Report

Filters	• Year • Month • Program • Customer Segment • Adjustment Type
Fields	• Program • Customer Segment • Customer • Account • Adjustment Type • Request Id • Reason • Type • Status • Entity Id • Remarks • Currency • Amount

4.8 Refund Page

The Billing Dashboard – Refund Page offers a summary of Bill Refund related information. It enables the business to keep a track of all Refunds initiated over a certain period and the extent of refunds across each of the customers as well. Some of the key billing insights that can be derived from this page includes:

- Is there any unusual spike in refunds observed over a certain period/for a certain customer?
- Which are the customers that have witnessed the highest number and value of refunds?
- Is there a particular Adjustment type/Plan type that has witnessed higher amounts of refunds?
- What is the program wise spread of refund amounts? Is there a program that has witnessed higher % of refunds?
- What are the top reasons for Bill Refunds?

The dashboard filters available on Refund page of Billing Dashboard are:

- Month
- Year
- Program
- Insurance Type

4.8.1 KPIs

Figure 89: Refund KPIs

The KPIs available on Refund page are:

KPI	Definition
#Refunds	Number of refunds
Refund Amount	Total refund amount
Variation From Last Month	Percentage variation in refunds from previous month
Variation From Last Year	Percentage variation in refunds from the same month of previous year

The Variation from Last Month and Year fields include or icon to indicate if the variation is positive or negative.

4.8.2 Top 10 Refunds

The Top 10 Refunds analysis is a table list that shows the customers with highest refund amount.

Top 10 Refunds

Rank	Customer	Amount
1	ABC Munich	$610.76
2	ABC Canberra	$597.46
3	ITC Wellington	$596.74
4	ABC Melbourne	$595.92
5	ITC Frankfurt	$593.42
6	Amanda Berry	$592.10
7	ITC California	$507.66
8	ITC Trivandrum	$506.94
9	CBA Newyork	$270.06
10	ITC Sydney	$269.34

Figure 90: Top 10 Refunds

Note: Click on a customer to view the drilled-down refund details. This opens the Refund printable report, filtered to display the customer's details.

4.8.3 Refund Trend

The Refund Trend analysis is a stacked bar chart that shows the trend of refunds during the last 12 months. You can see the distribution of refunds across Adjustment Types or Customer Segments or Contract Types as stacked bars for each month.

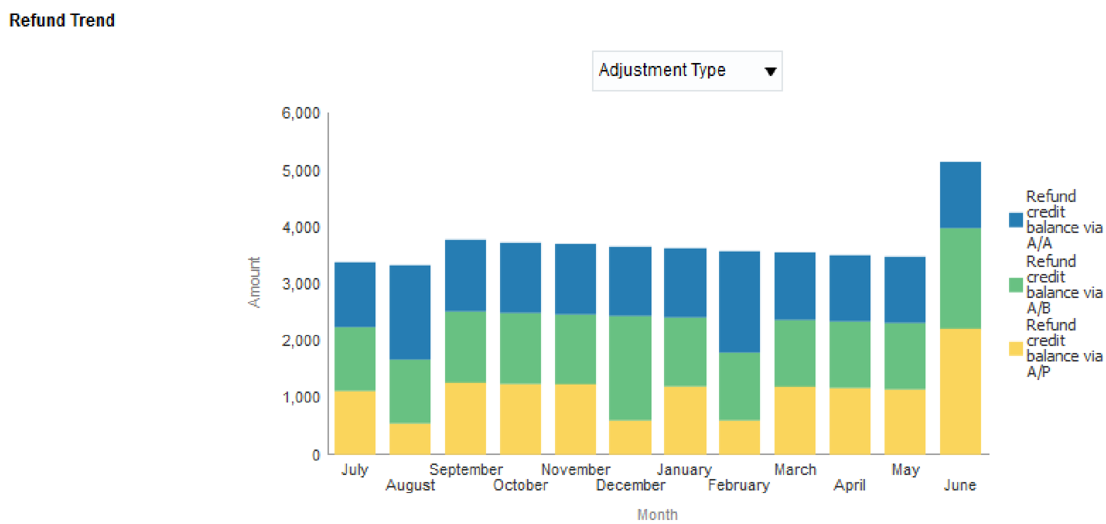


Figure 91: Refund Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	• Refund amount against each Adjustment Type • Refund amount against each Customer Segment • Refund amount against each Plan Type

4.8.4 Refund By Reason

The Refund By Reason analysis is a table list that shows the refund amount against each program. Refunds are categorized into various reasons.

Refund By Reason

Program	Credit Adjustments	Credit Bill Segments	Credit Bills	Excess Payment	Others	Suspended Payment
Equities	$93.78	$83.46	$74.10	$117.30	$105.06	$65.70
Funds	$197.86	$193.14	$209.38	$195.02	$203.54	$186.58
Interest Rate Securities	$208.22	$204.78	$202.30	$197.98	$192.62	$200.78
Structured Product	$209.02	$199.82	$191.58	$190.30	$199.18	$204.30
Trade Reporting	$175.86	$159.78	$144.66	$210.90	$192.90	$130.50
Grand Total	**$884.74**	**$840.98**	**$822.02**	**$911.50**	**$893.30**	**$787.86**

Figure 92: Refund By Reason

Note: Click on the refund amount against a program to view the drilled-down details. This opens the Refund printable report, filtered to display the refund details of the selected program, under the selected reason.

4.8.5 Refund By Status

The Refund By Status analysis is a table list that shows a program's refund amount distributed against different status.

Refund By Status

Program	Approved	Cancelled	Rejected	Settled
Equities	$270.06		$269.34	
Funds	$592.10		$593.42	
Interest Rate Securities		$595.92		$610.76
Structured Product	$1,194.20			
Trade Reporting		$506.94		$507.66
Grand Total	**$2,056.36**	**$1,102.86**	**$862.76**	**$1,118.42**

Figure 93: Refund By Status

Note: Click on the amount (Approved / Cancelled / Rejected / Settled) to view the drilled-down details. This opens the Refund printable report, filtered to display the refund details of the selected program.

4.8.6 Refund Printable Report

Filters	• Year • Month • Program • Customer Segment • Adjustment Type
Fields	• Program • Customer Segment • Customer • Account • Adjustment Type • Request ID • Refund Reason • Entity Id • Currency • Refund Amount • Status

4.9 Cancellations Page

The Billing Dashboard – Cancellations Page offers a summary of Bill cancellation related information. A list of key data points provided as part of this dashboard page is given below:

- Number of cancellations and corresponding value for a certain month/program
- Trend of Bill Cancellations over a twelve month period
- Customers with the highest level of cancellations

The dashboard filters available on Cancellations page of Billing Dashboard are:

- Month
- Year
- Program
- Insurance Type

4.9.1 KPIs

Figure 94: Cancellations KPIs

The KPIs available on Cancellations page are:

KPI	Definition
#Cancellations	Number of cancellations
Cancelled	Total cancelled amount
#Cancellations Variation From Last Month	Percentage variation of cancellation from previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

4.9.2 Cancellations Trend

The Cancellations Trend analysis is a line chart that shows the trend of cancellation amount for the last 12 months.

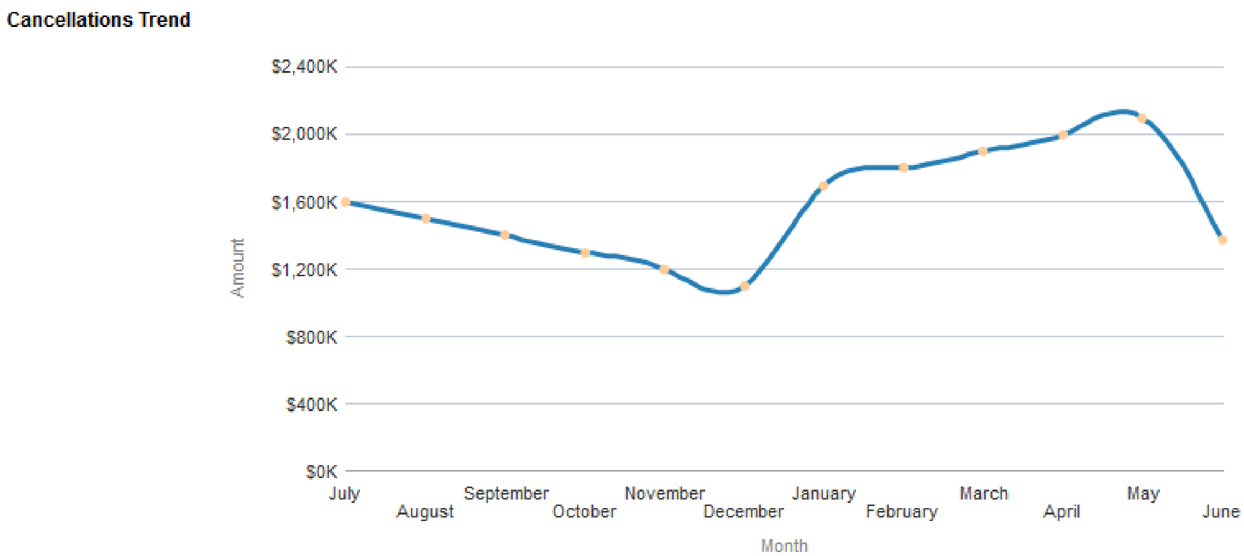


Figure 95: Cancellations Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Amount Shows the cancellation amount of each month

4.9.3 Top 10 Cancellations

The Top 10 Cancellations analysis is a table list that shows the customers with highest cancellation amount.

Top 10 Cancellations

Rank	Customer	Amount
1	ITC Frankfurt	$161,132.70
2	ITC California	$157,150.82
3	ABC Melbourne	$151,659.75
4	ABC Munich	$137,841.00
5	ITC Wellington	$136,771.18
6	Amanda Berry	$134,265.46
7	ITC Sydney	$133,992.31
8	ABC Canberra	$128,014.67
9	ITC Trivandrum	$125,342.76
10	CBA Newyork	$106,982.77

Figure 96: Top 10 Cancellations

Note: Click on a customer to view the drilled-down details. This opens the Cancellations printable report, filtered to display the selected customer's cancellation details.

4.9.4 Cancellations Printable Report

Filters	• Year • Month • Program • Plan
Fields	• Program • Plan Type • Customer Segment • Customer • Plan • Account • Bill Id • Bill Segment Id • Variation From Last Month • Amount in Corporate Currency • Last Month Amount

5. Customer Contact Dashboard

5.1 Overview of the dashboard

The Customer Contact dashboard provides details about the contacts made to customers and the contact details across programs and plans. It provides details about the contacts created. Drilldowns on the count provides information with regard to the user handling the contact, the customer for whom the contact is made, plan, program and state details. It helps in analyzing the outbound communications like those for renewal notifications, bill and payment notifications and payment overdue notifications. This dashboard helps to identify the mode of communication thus helping in cutting down of modes that would incur more cost.

5.2 Summary Page

The Summary page of Customer Contact dashboard gives you an overview of the contacts made by customers over the selected month. The dashboard filters available on Summary page of this Dashboard are:

- Month
- Year
- Contact Class

5.2.1 KPIs

Figure 97:Summary KPIs

The KPIs available on Summary page are:

KPI	Definition
#Created	Number of contacts created
#Error	Number of contacts that failed with error
#Success	Number of successful contacts
Variation From Last Month	Percentage variation of contacts from previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

5.2.2 Breakdown By Contact Type

The Breakdown By Contact Type analysis is a table list that show distribution of customer contacts across different contact types.

Breakdown By Contact Type

Contact Type	Contact Class	#Created	#Success	#Pending	#In Progress	#Error	#Cancelled	#Unknown
Terminate Subscriber Notification	Customer Management Notifications	21	0	0	0	0	0	21
Renew Subscriber Notification	Customer Management Notifications	6	0	0	0	0	0	6
Add Dependent Notification	Customer Management Notifications	1	0	0	0	1	0	0
Send Update Billing Frequency Notification	Customer Management Notifications	1	0	0	0	1	0	0
Grand Total		29	0	0	0	2	0	27

Figure 98: Breakdown By Contact Type

Note: Click on the count against a status to view the drilled-down details. This opens the Customer Contact printable report, filtered to display the selected.

5.2.3 Contacts By Day of Week

The Contacts By Day of Week analysis is a bar chart that shows the distribution of customer contacts over different days of a week.

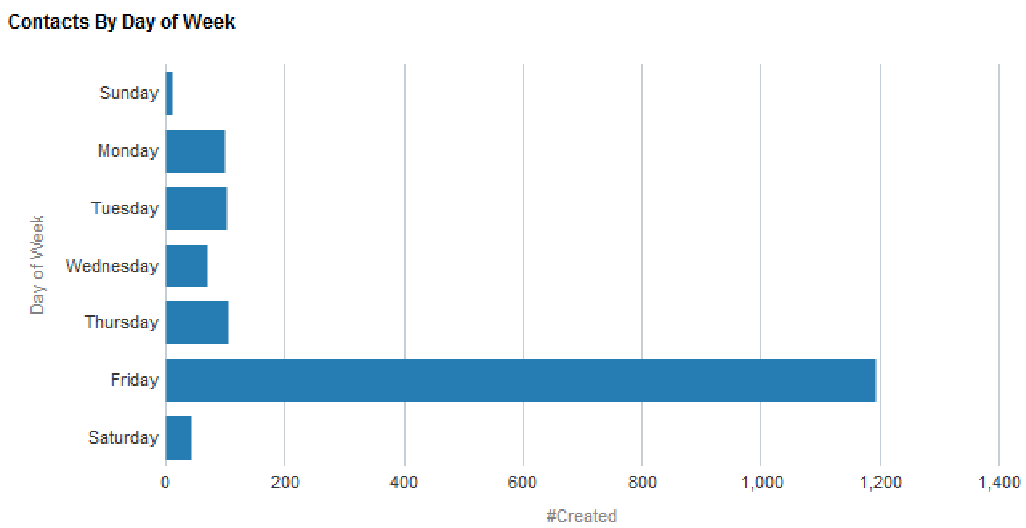


Figure 99: Contacts By Day of Week

Axes	What it shows?
X axis	Number of contacts made
Y axis	Days of a week

Note: Click on the bar against a day to drill down and see the details. This opens the Customer Contact Printable report, filtered to show the relevant data.

5.2.4 Preferred Contact Method

The Preferred Contact Method analysis is a pie chart that shows the spread of contacts across different communication channels.

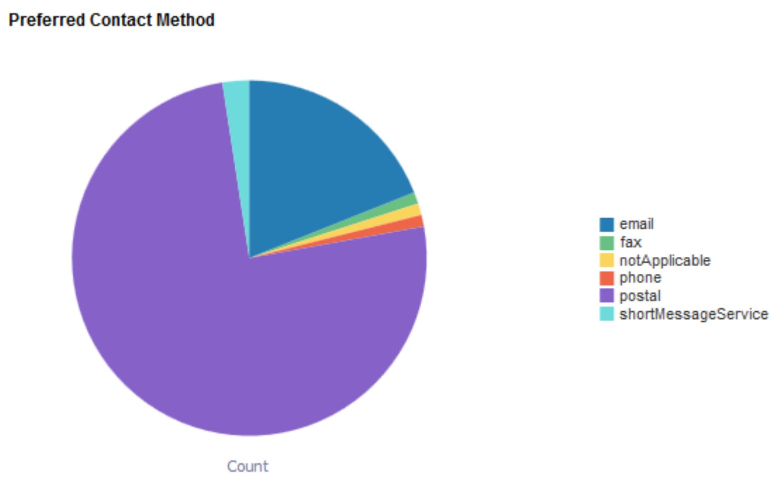


Figure 100: Preferred Contact Method

Note: Click on a section of a pie to drill down and see the corresponding details. This opens the Customer Contact Printable report, filtered to show the relevant data.

5.2.5 Customer Contact Printable Report

The Summary page also includes a printable report called Customer Contact Printable Report. The various fields in the report are:

Filters	• Month • Year • Contact Class • Contact Type • Notification Method • Status • State
Fields	• Contact Class • Contact Type • State • Notification Method • Status • #Contacts

Note: Click on #Contacts to drill down the report further.

5.3 Ranking Page

The Ranking page of Customer Contact dashboard offers a comparative view of the various customer contacts made over a selected month. The analyses available are:

- Top 10 Programs
- Top 10 States
- Top 10 Customers
- Most Successful Contact Types

5.3.1 Top 10 Programs

The Top 10 Programs analysis is a table list that shows the programs that have had maximum contacts in the selected month. You can click on the contacts count to view the list of contacts and its details.

Top 10 Programs

Rank	Program	Contacts
1	Global	29

Figure 101: Top 10 Programs

5.3.2 Top 10 States

The Top 10 States analysis is a table list that shows the states that have had maximum contacts in the selected month. You can click on the contacts count to view the list of contacts and its details.

Top 10 States

Rank	State	Contacts
1	California	19
2	New Hampshire	10

Figure 102: Top 10 States

5.3.3 Top 10 Customers

The Top 10 Customers analysis is a table list that shows the customers who have initialised maximum contacts in the selected month. You can click on the contacts count to view the list of contacts and its details.

Top 10 Customers

Rank	Customer Name	Customer ID	Contacts
1	Durant1805,Kevin1805	9145945251	1
1	George1814,Paul1814	0838404810	1
1	George1897,Paul1897	4166094843	1
1	Lothbrok1539,Ragnar1539	1691035971	1
1	Lothbrok4256,Ragnar4256	9532522503	1
1	Lothbrok4259,Ragnar4259	6138431299	1
1	Lothbrok4265,Ragnar4265	6239302214	1
1	Lothbrok4279,Ragnar4279	8107828517	1
1	Lothbrok4310,Ragnar4310	7191499956	1
1	Lothbrok4311,Ragnar4311	6789960092	1

Rows 1 - 10

Figure 103: Top 10 Customers

5.3.4 Most Successful Contact Types

The Most Successful Contact Types analysis is a table list that shows the most commonly used contact type in the selected month. You can click on the contacts count to view the list of contacts and its details.

Most Successful Contact Types

Rank	Contact Type	Success Contacts
1	Terminate Subscriber Notification	19

Figure 104: Most Successful Contact Types

5.4 Trend Page

The Trend page of Customer Contact dashboard provides insights on the trend of customer contacts over the last 12 months, counting from the selected month. The analyses available are:

- Preferred Contact Method Trend
- Contact Status Trend
- Program Trend
- Contact Type Trend

5.4.1 Preferred Contact Method Trend

The Preferred Contact Method Trend analysis is a bar chart that shows the trend of customer contacts. Contacts of each preferred contact method are stacked over the other for each month.

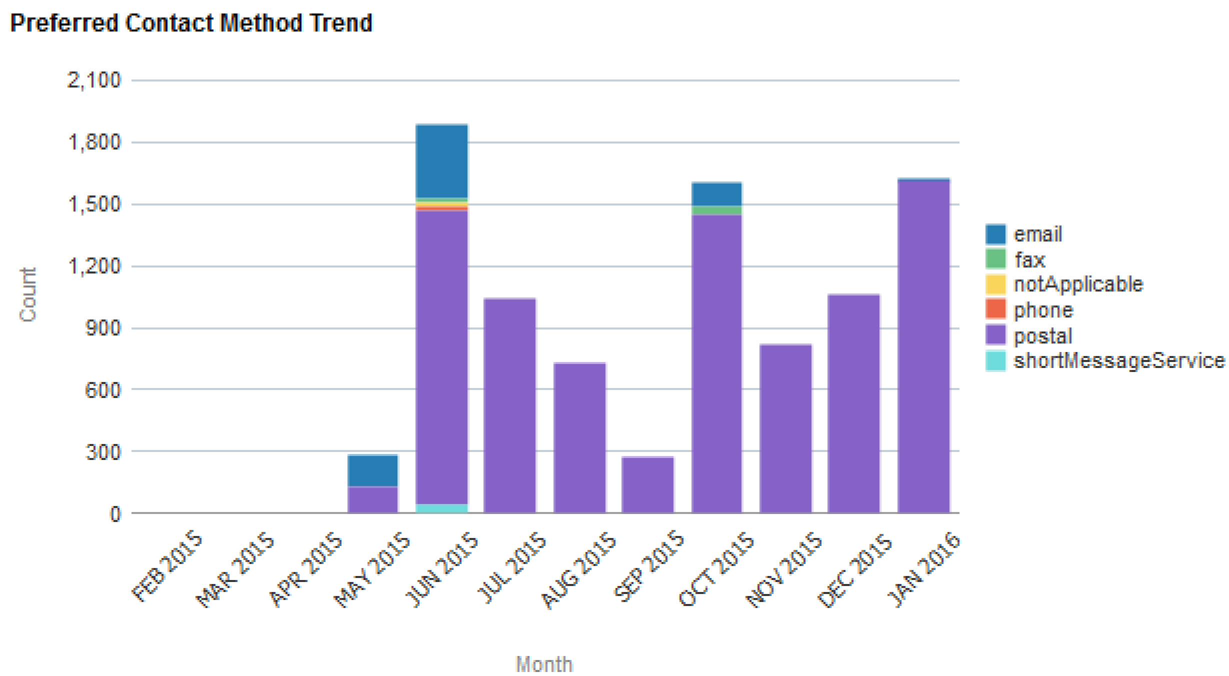


Figure 105: Preferred Contact Method Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Count Number of contacts made with the preferred method

5.4.2 Distribution Status Trend

The Distribution Status Trend analysis is a stacked bar chart that shows the trend of customer contacts over the last 12 months, with contacts of each status stacked over the other.

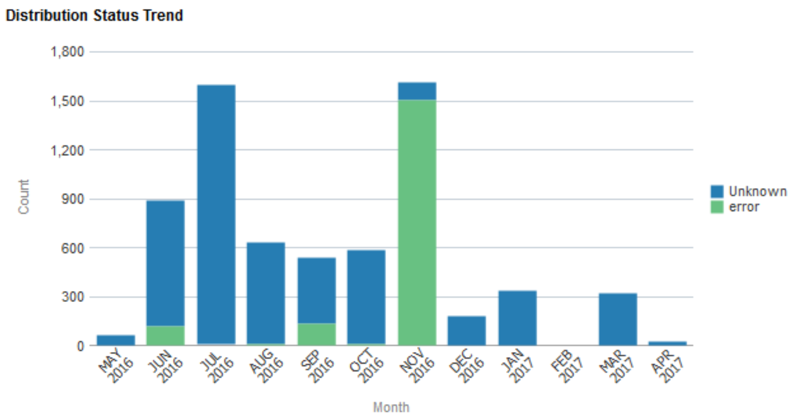


Figure 106: Distribution Status Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Count Number of contacts in each status

5.4.3 Program Trend

The Program Trend analysis is a bar chart that shows the trend of customer contacts made against a selected Program, over the last 12 months. You can select the Program from the drop-down list at the top of the analysis.

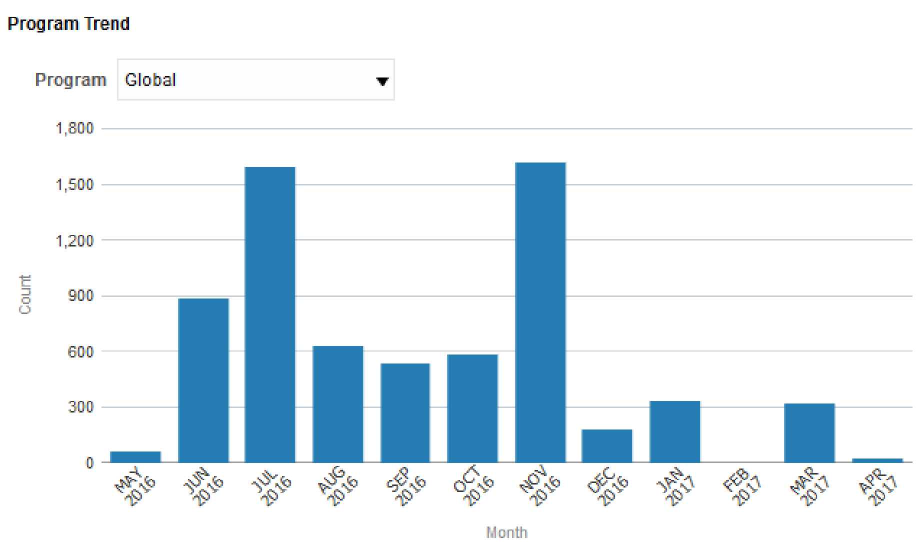


Figure 107: Program Trend

Axes	What it shows?
X axis	Month Shows the last 12 months

Y axis	Count Number of contacts for the selected program

5.4.4 Contact Type Trend

The Contact Type Trend analysis is a bar chart that shows the trend of contacts of a selected type, over the last 12 months. You can select the Contact Type from the drop-down list at the top of the analysis.

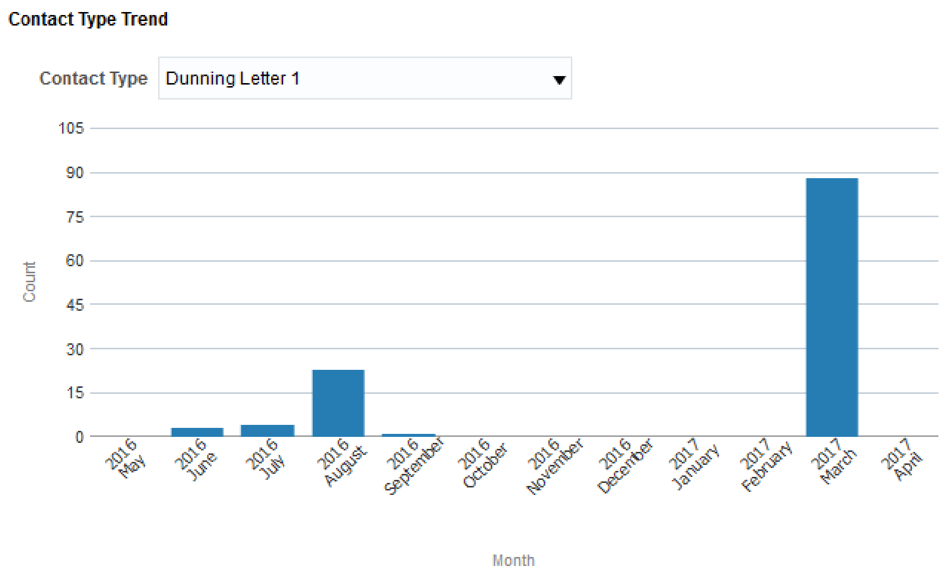


Figure 108: Contact Type Trend

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Count Number of contacts of selected contact type

6. To-Do Dashboard

6.1 Overview of the dashboard

To-Do dashboard gives you an overview of the various To-Do task requests that were created within the source system. The dashboard provides details including the number of tasks created, tasks in progress, tasks in pending status, along with the overall backlog. It also provides a snapshot of the distribution of various to-do tasks by effort requirement, priority, type, days of the week and ageing.

This dashboard is primarily intended for the Operational Managers who can derive key insights required to drive initiatives to improve the overall operational efficiency of the business. The various dashboard pages can be filtered by a combination of Year and Month.

The To-Do dashboard contains three pages – Summary, Trends and Ranking.

6.2 Summary Page

The To-Do Summary page provides an operational snapshot of the Revenue Management and Billing organization and provides responses to the following key operational queries:

- Which are the top tasks (20%) that contribute to more than 80% of the total tasks list, back-logs?
- Where is the bottle-neck in terms of User Roles against which there are large back-logs?
- Task lifecycle statistics – including created, in backlog, pending, work in progress and completed
- Is there a pattern observed in the attribution of tasks by business divisions, priority, day of the week?

6.2.1 Metrics For Current Month

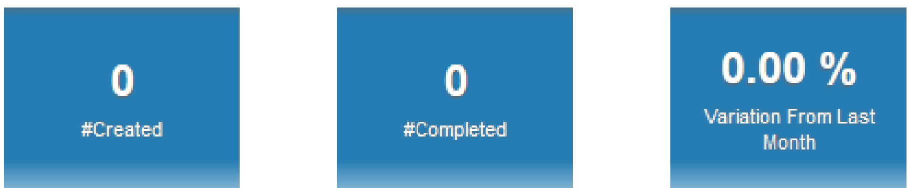


Figure 109: Metrics For Current Month

The metrics available for To-Do dashboard for the current month are:

KPI	Definition
#Created	Number of tasks created in the selected month and year
#Completed	Number of tasks that were completed during the selected month and year
Variation From Last Month	Percentage variation in number of new tasks created on the selected month and the previous month

Note: You can see or icons to indicate if the KPI has a positive variation or a negative variation from the previous month.

6.2.2 Metrics As On Start Of The Month

Figure 110: Metrics For Current Month

The metrics available for To-Do dashboard as on the start of the month are:

KPI	Definition
#Backlog	Number of tasks that are open, either assigned or unassigned (#Unassigned + #In progress)
#Unassigned	Number of open tasks that are not yet assigned to staff
#In Progress	Number of tasks that are assigned to a staff and are in progress

6.2.3 Breakdown By Role

The 'Breakdown By Role' analysis is a table list that shows you the roles available in the system and the count of tasks in various status.

Breakdown By Role

To-Do Role	#Backlog	#Created	#Unassigned	#In Progress	#Completed
Approval workflow-Approver	2	0	2	0	0
Bill Error	1	0	1	0	0
CM PID Mapping Approval To Do Role	60	50	60	0	32
CM PID Mapping Approval To Do Role for Resolve	8	8	4	4	0
Case Management	5	0	5	0	0
Funding Submitter Test	0	1	0	0	1
INS Admin	10	0	7	3	0
In Admin	6	0	6	0	0
Maker for customer Info creation Modification and Resloution	4	0	3	1	0
Manager for Business Customer Level 1 Approvals	14	0	13	1	0
Manager for Individual Customer Level 1 Approvals	9	0	8	1	0
Manager for Pricing Override Level 1 Approvals	41	7	41	0	6
Manager for Standard Pricing Level 1 Approvals	62	14	60	2	4
Manual Reconciliation	3	0	1	2	0
Offset Submitter Role	0	7	0	0	7
Parameter	1	0	1	0	0
Pricing Analyst	4	0	4	0	0
Senior Manager for Business Customer Level 2 Approvals	2	0	2	0	0
System Default Role	1,976	1,005	1,023	953	12
System Role	18	0	12	6	0
Grand Total	2,226	1,092	1,253	973	62

Figure 111: Breakdown By Role

Fields	Explanation
To-Do Role	Role in the system
#Backlog	Number of tasks assigned to a role, that were created in previous months and are still open
#Created	Number of newly created tasks that are assigned to the role
#Unassigned	Number of tasks that are assigned to the role and are currently open
#In Progress	Number of tasks that are assigned to the role and are in progress
#Completed	Number of tasks that are assigned to the role and are completed
Grand Total	Shows the total #Backlog, #Created, #Pending, #In Progress and #Completed for all roles

6.2.4 Breakdown By Type

The 'Breakdown By Type' analysis is a table list that shows the types of tasks available in the system and the count of tasks in various status.

Breakdown By Type

To-Do Type	#Backlog	#Created	#Unassigned	#In Progress	#Completed
Adhoc Bill Errors	43	13	43	0	0
Adhoc Freeze and Complete Bill Errors	4	1	4	0	0
Adjustment Staging Control Errors	2	0	2	0	0
Adjustment Upload Request Approval	5	0	5	0	0
Adjustment Upload Staging Preprocessing Errors	8	0	8	0	0
Approval Work Flow Approver To Do	53	2	53	0	2
Approval Work Flow Resolve To Do	17	8	12	5	0
Approval WorkFlow-Invoice Construct Approver To Do	2	0	2	0	0
Auto pay amount over limit	8	8	8	0	0
Batch processing errors	1	0	0	1	0

Rows 1 - 10

Figure 112: Breakdown By Type

Fields	Explanation
To-Do Type	Type of tasks available in the system
#Backlog	Number of tasks of the type that were created in previous months and are still open
#Created	Number of newly created tasks that are of the type
#Unassigned	Number of open tasks that are of the type
#In Progress	Number of tasks of the type that are in progress
#Completed	Number of tasks of the type that are completed

6.2.5 Breakdown By Priority

The 'Breakdown By Priority' analysis is a pie chart that shows the number of tasks of each priority level, in a selected status.

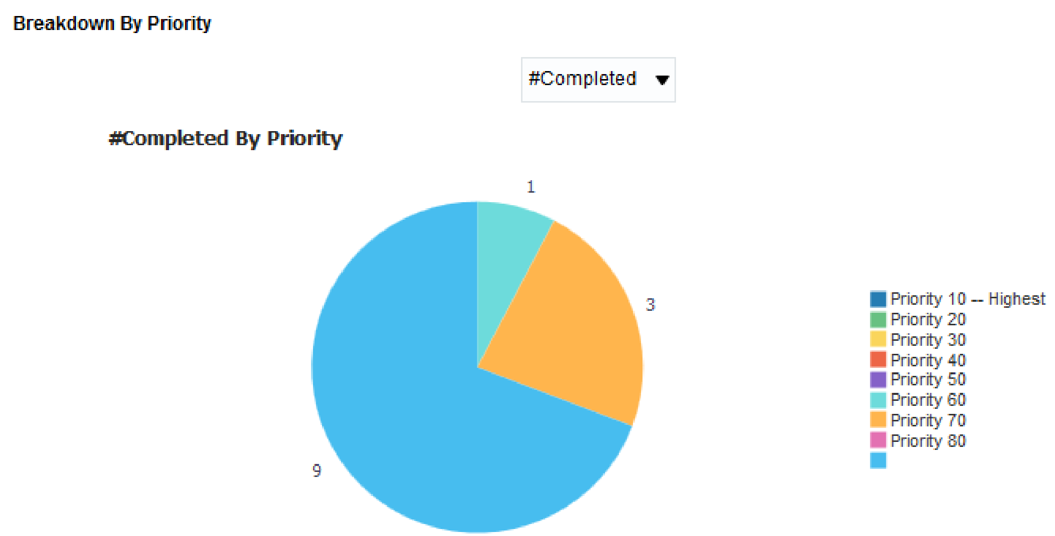


Figure 113: Breakdown By Priority

The pie chart has a drop-down to filter the results by task status. On selecting a status, the chart shows the number of tasks in the selected status, against each priority level.

6.2.6 Breakdown By Program

The 'Breakdown By Program' analysis is a pie chart that shows you the number of tasks created in each program, and is in a selected status.

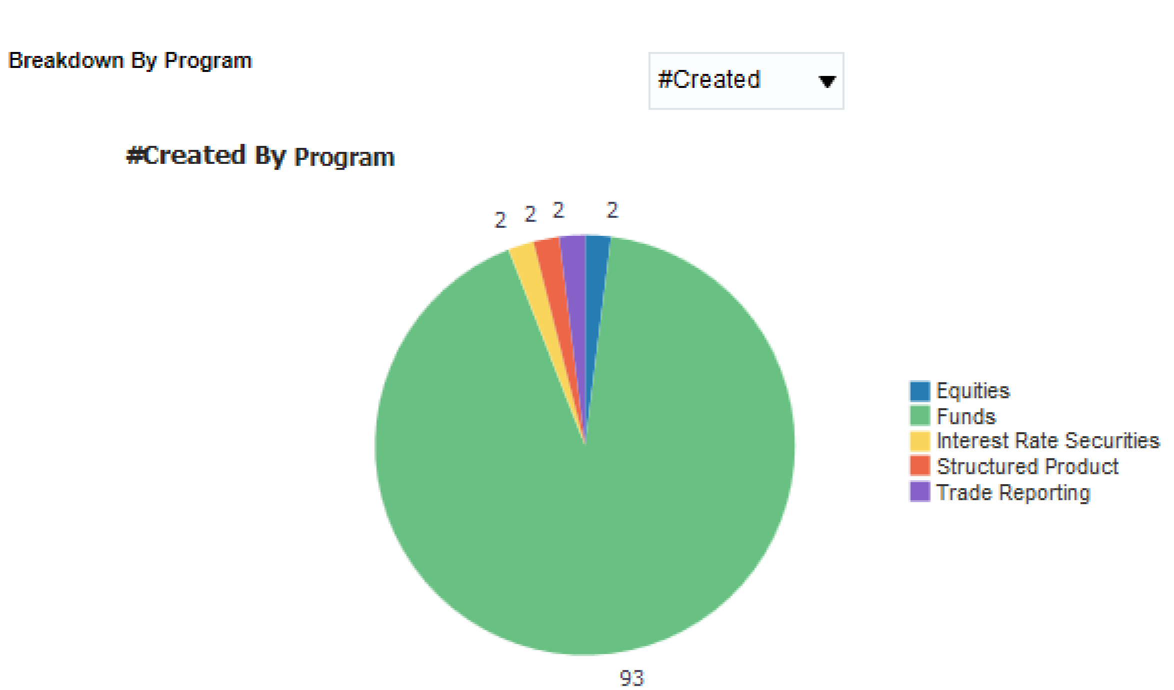


Figure 114: Breakdown By Program

The pie chart has a drop-down to filter the results by task status. On selecting a status, the chart shows the number of tasks in the selected status, against each priority level.

6.2.7 To-Do Entries By Day Of Week

The 'To-Do Entries By Day Of Week' analysis contains a table list and a bar chart that shows you the number of tasks created, assigned and completed on each day of the week.

To-Do Entries By Day Of Week

Day	#Created	#Assigned	#Completed
Sunday	0	0	0
Monday	101	1	0
Tuesday	0	0	10
Wednesday	0	10	0
Thursday	0	0	0
Friday	0	0	0
Saturday	0	0	0

Figure 115: To-Do Entries By Day of Week List

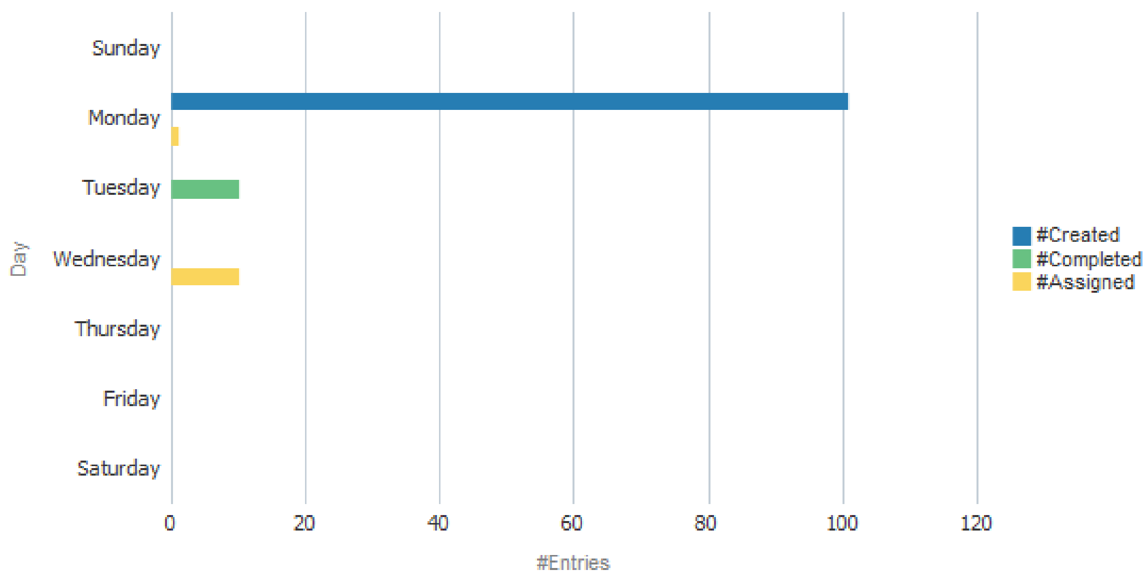


Figure 116: To-Do Entries By Day of Week Chart

Fields	Explanation
Day Of Week	Lists the days of a week
#Created	Number of tasks created on that day of the week
#Assigned	Number of tasks assigned on that day of the week
#Completed	Number of tasks completed on that day of the week

6.2.8 To-Do Printable Report

The Summary page also includes a printable report called To-Do Printable Report. The various fields in the To-Do Printable report are:

Filters	• Year • Month • Type • Priority • Role • Program
Fields	• Year • Month • Program • To-Do Type • Priority • Role • #Created • #Backlog • #In Progress • #Pending • #Completed

6.3 Trends Page

The To-Do Trends page provides a snapshot of operational performance across a period of time (trailing twelve months) on some of the following key areas:

- Average task resolution effort requirement in hours
- Tasks that contribute most to the backlog distributed by ageing bucket
- Incidence of a particular task (type) over the past 12 months to enable the adoption of a pro-active incident reduction method
- Incidence of a particular task (priority) over the past 12 months including the various lifecycle statistics (Created, Backlog, Pending etc.) to evaluate the efficiency of priority incident resolution workflows

6.3.1 Average Completion Duration

The 'Average completion Duration' analysis is a line chart that shows you the average number of hours taken for completing a task over the last 12 months (from the selected month and year).

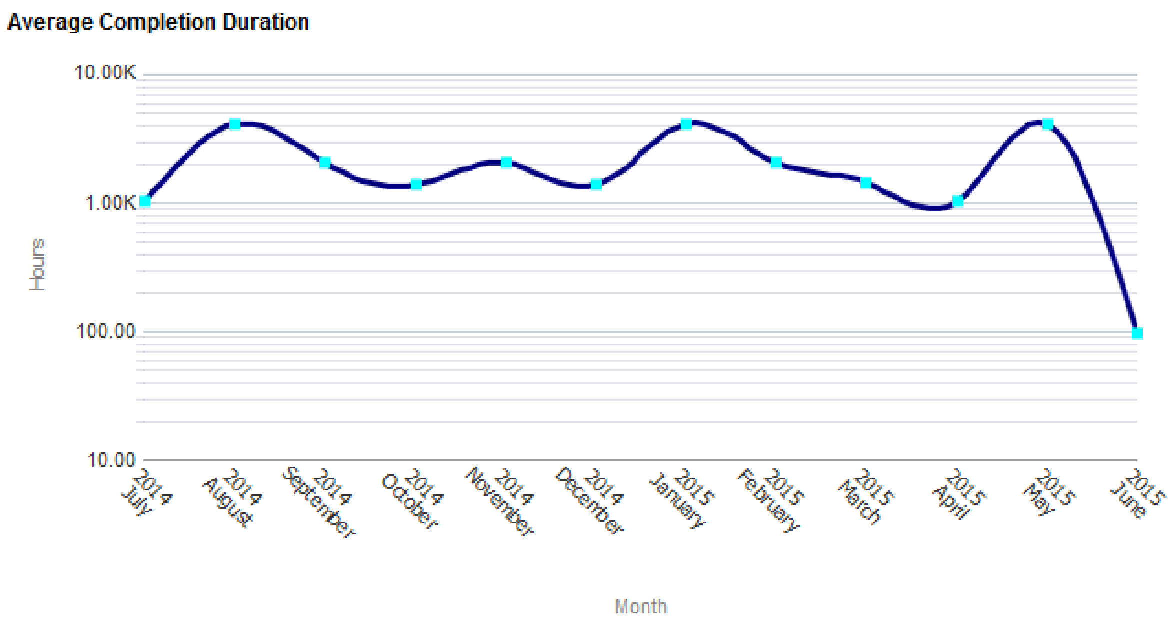


Figure 117: Average Completion Duration

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Average number of hours taken for completion of a task in the month, computed as: (Total hours spent on tasks in the month / Total number of tasks closed in the month) × 100

6.3.2 Ageing Analysis

The 'Ageing Analysis' analysis is a bar chart that shows you the number of to do entries that falls into an age group.

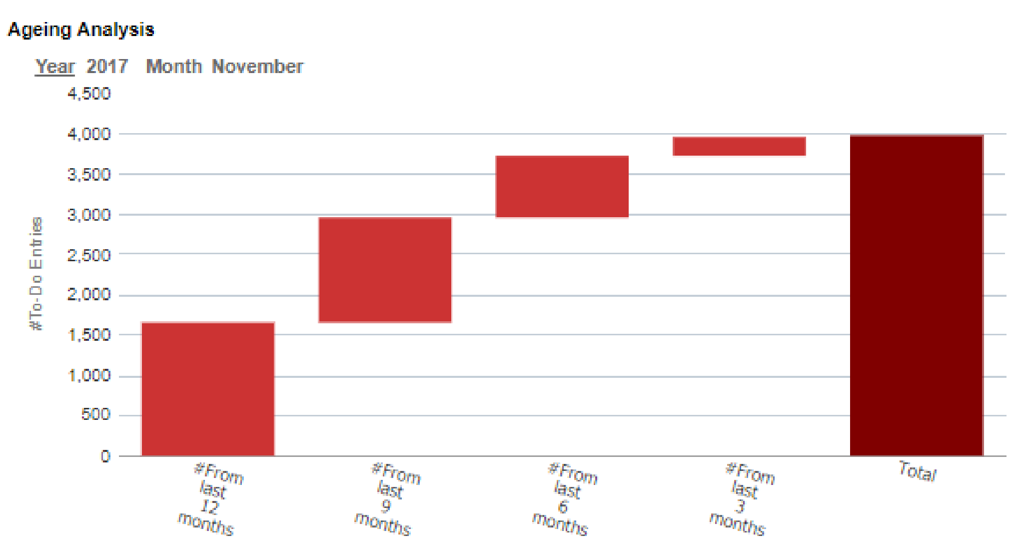


Figure 118: Ageing Analysis

The age is calculated from the month on which the task is created to the selected month and year.

Axes	What it shows?
X axis	Age groups The age groups available for the analysis are: • #From last 12 months • #From last 9 months • #From last 3 months • Total
Y axis	Number of tasks that fall into each age group

6.3.3 To Do Type Trend

The 'To-Do Type Trend' analysis consists of a table list and a bar chart. This gives a tabular and graphical representation of tasks of a selected To-Do Type.

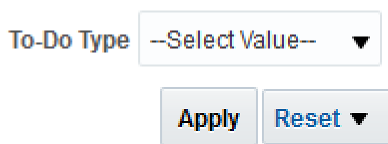
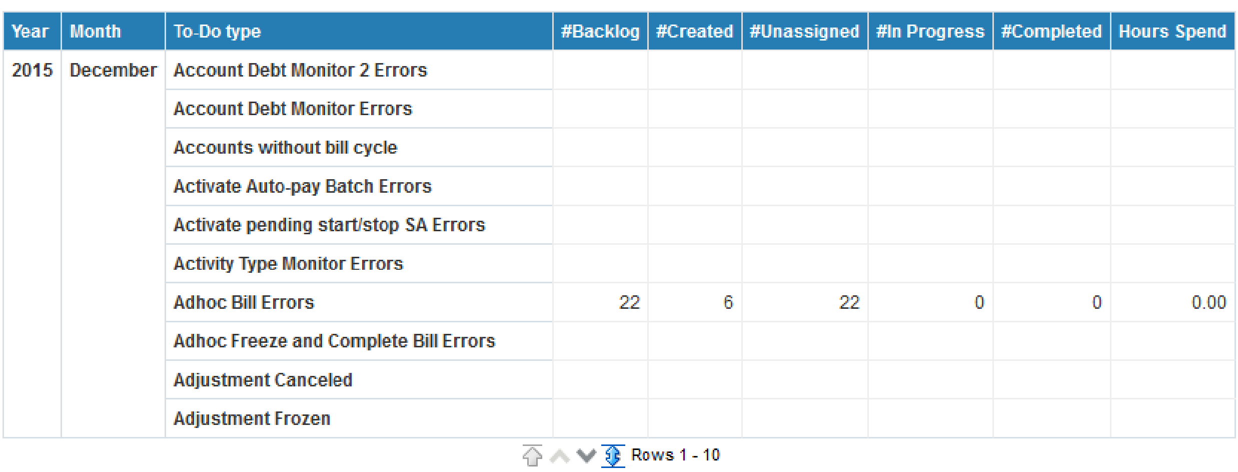


Figure 119: To-Do Type Filter

The table list displays the count of tasks (of selected task type) in each status along with the total number of hours spent on them. The data is consolidated month-wise.

The chart displays the count of tasks (of selected task type) in each status, stacked over one another, for the last 12 months. The chart also includes the total number of hours spent on tasks in each month.



Year	Month	To-Do type	#Backlog	#Created	#Unassigned	#In Progress	#Completed	Hours Spend
2015	December	Account Debt Monitor 2 Errors						
		Account Debt Monitor Errors						
		Accounts without bill cycle						
		Activate Auto-pay Batch Errors						
		Activate pending start/stop SA Errors						
		Activity Type Monitor Errors						
		Adhoc Bill Errors	22	6	22	0	0	0.00
		Adhoc Freeze and Complete Bill Errors						
		Adjustment Canceled						
		Adjustment Frozen						

Rows 1 - 10

Figure 120: To-Do Type Trend List

Fields	Explanation
To-Do Type (check box)	Select one or more To-Do Type and click Apply. This refreshes both table list and chart to show details of the selected task types.
Year	Year for which data is listed
Month	Month for which data is listed
To-Do Type	Type of task for which the data is listed
#Backlog	Number of tasks in 'backlog' status
#Created	Number of tasks in 'created' status
#Unassigned	Number of tasks that are currently 'open'
#In Progress	Number of tasks in 'in progress' status
#Completed	Number of tasks that are 'completed'
Hours Spent	Total number of hours spent on tasks

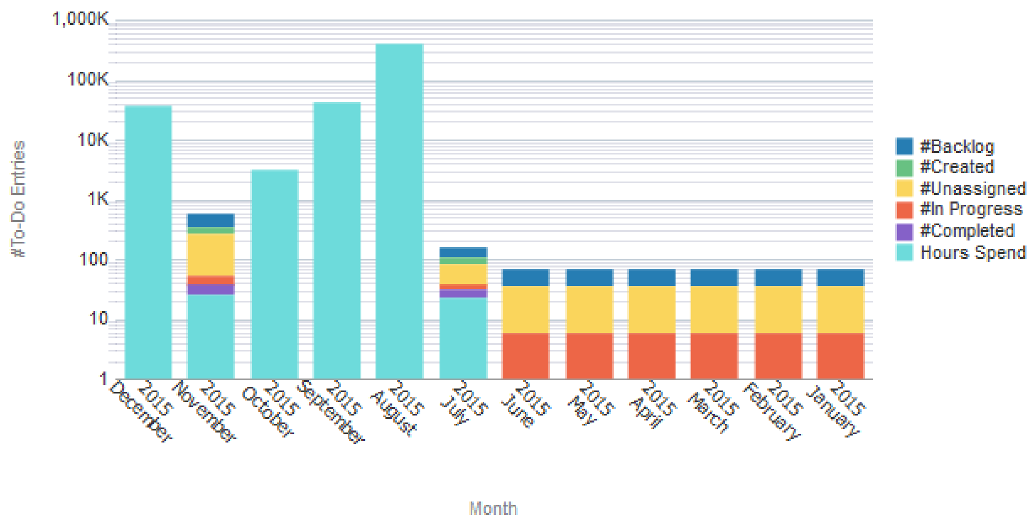


Figure 121: To-Do Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	• Number of tasks in each status, stacked over one another • Total number of hours spent on tasks during the month

6.3.4 Priority Trend

The 'Priority Trend' analysis consists of a table list and a bar chart. This gives a tabular and graphical representation of tasks of a selected priority.

Year	Month	Priority	#Backlog	#Created	#Unassigned	#In Progress	#Completed	Hours Spend
2015	December	Priority 10 -- Highest	254	78	243	11	35	34,625.60
		Priority 20	1	0	1	0	0	0.00
		Priority 30						
		Priority 40	4	0	2	2	0	0.00
		Priority 50	7	4	5	2	2	0.07
		Priority 60						
		Priority 70	5	0	5	0	0	0.00
		Priority 80	744	742	744	0	0	0.00
		Priority 90 -- Lowest						

Rows 1 - 10

Figure 122: To-Do Priority List

The table list displays the count of tasks (of selected priority) in each status along with the total number of hours spent on them. The data is consolidated month-wise.

Fields	Explanation
Priority (check box)	Select one or more priorities and click Apply. This refreshes both table list and chart to show details of the selected priority level.
Year	Year for which data is listed
Month	Month for which data is listed
Priority	Priority of task for which the data is listed
#Backlog	Number of tasks in 'backlog' status
#Created	Number of tasks in 'created' status
#Pending	Number of tasks that are currently 'open'
#In Progress	Number of tasks in 'in progress' status
#Completed	Number of tasks that are 'completed'
Hours Spend	Total number of hours spent on tasks

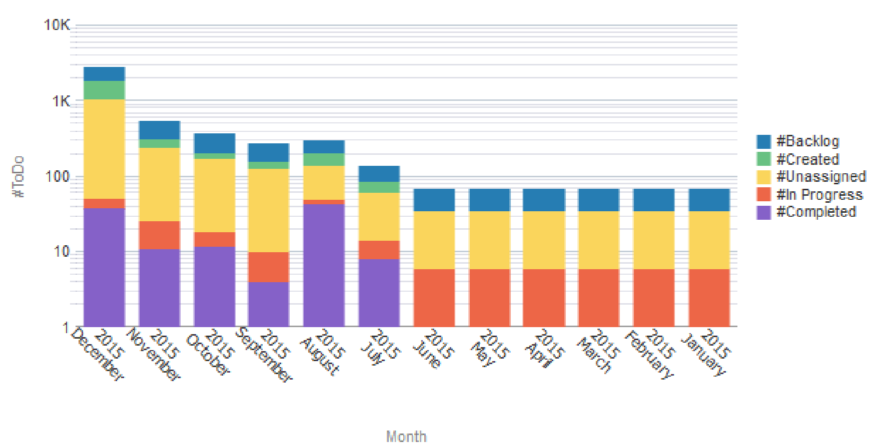


Figure 123: To-Do Priority Chart

The chart displays the count of tasks (of selected priority) in each status, stacked over one another, for the last 12 months. The chart also includes the total number of hours spent on tasks in each month.

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	• Number of tasks in each status, stacked over one another • Total number of hours spent on tasks during the month

6.4 Ranking Page

The To-Do Rankings page gives a comparative view of the various tasks and effort requirement with some of the key comparisons including:

- Top Tasks by Completion/Resolution requirement (Hours)
- Top Tasks which have the highest completed To-Do entries
- Most Productive/Least Productive Service staff to arrive at staffing optimization decisions

6.4.1 Top 10 Tasks with Highest Completed To-Do Entries

The 'Top 10 Tasks with Highest Completed To-Do Entries' analysis is a table list that shows the tasks with highest number of To-Do entries in 'completed' status.

Top 10 Tasks With Highest Completed To-Do Entries

Rank	Task	#Completed
1	Business Object Code is required. Please select a valid Business Object Code.	17
2	Approval Workflow Request for Pricing Override Pending for Level 1 approval.	11
3	Approval Workflow Request for Individual Customer Pending for Level 1 approval.	7
4	Rejected approval transaction pending resolution	2

Figure 124: Top 10 Tasks With Highest Completed To-Do Entries

Fields	Explanation
Rank	The rank assigned to the task, based on the number of 'completed' To-Do entries.
Task	Description of the task
#Completed	Number of To-Do entries in the task that are in 'completed' status

6.4.2 Top 10 Tasks with Highest Completion Duration

The 'Top 10 Tasks with Highest Completion Duration' analysis is a table list that shows the tasks with highest duration against completed To-Do entries.

Top 10 Tasks with Highest Completion Duration

Rank	Task	Hours Spend
1	Approval Workflow Request for Pricing Override Pending for Level 1 approval.	26,884.06
2	Business Object Code is required. Please select a valid Business Object Code.	7,741.38

Figure 125: Top 10 Tasks with Highest Completion Duration

Fields	Explanation
Rank	The rank assigned to the task, based on the hours spent on 'completed' To-Do entries.
Task	Description of the task
Hours Spend	Number of hours spent on 'completed' To-Do entries of the task

6.4.3 Most Productive Staffs

The 'Most Productive Staffs' analysis lists the staff username in the descending order of their productivity, with the most productive staff topping the list.

Productivity is measured as [(Priority level/100)* completed hours]/number of To Do entries created.

Most Productive Staffs

User Name	Productivity
System, English	99.58
Banking, Admin	48.38
Grand Total	**147.96**

Figure 126: Most Productive Staffs

Fields	Explanation
User Name	Username of the staff
Productivity	Productivity score of the staff

6.4.4 Least Productive Staffs

The 'Least Productive Staffs' analysis lists the staff username in the ascending order of their productivity, with the least productive staff topping the list.

Least Productive Staffs

User Name	Productivity
Banking, Admin	48.38
System, English	99.58
Grand Total	**147.96**

Figure 127: Least Productive Staffs

Fields	Explanation
User Name	Username of the staff
Productivity	Productivity score of the staff

7. Payments and Collections Dashboard

7.1 Overview of the dashboard

7.2 Payments Page

The Collections – Payments page provides an overview of the payments across various programs.

This dashboard page offers the following payments related insights:

- Number of Payment Tenders and overall Tender Amount for a period
- Which are the most commonly used Tender Sources and Tender Types
- Is there an increase/decrease in usage of a particular Tender Source or Tender Type over a period in time?
- What are the most commonly observed errors in Payment Tenders? Is there an increase/decrease in errors over a period

The dashboard filters available for Payments page of Payments and Collections dashboard are:

- Year
- Month
- Program

The Payment Tenders page also includes a printable report called Payment Tenders Printable Report.

7.2.1 KPIs

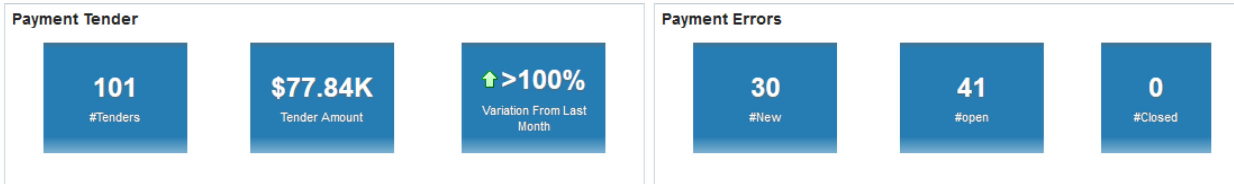


Figure 128: Payment Tenders KPIs

The KPIs available for the Payment Tenders page of Financial Transactions dashboard are:

KPI	Definition
#Tenders	Number of tenders
Tender Amount	Overall Tender amount
Variation From Last Month	Percentage variation of tenders from the previous month
#New	Number of payment errors reported in the month
#Open	Number of payment errors currently open in the system
#Closed	Number of payment errors closed in the month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

7.2.2 Payment Tenders By Source

The Payment Tenders By Source analysis is a bar chart that shows the tender amount against each tender source.

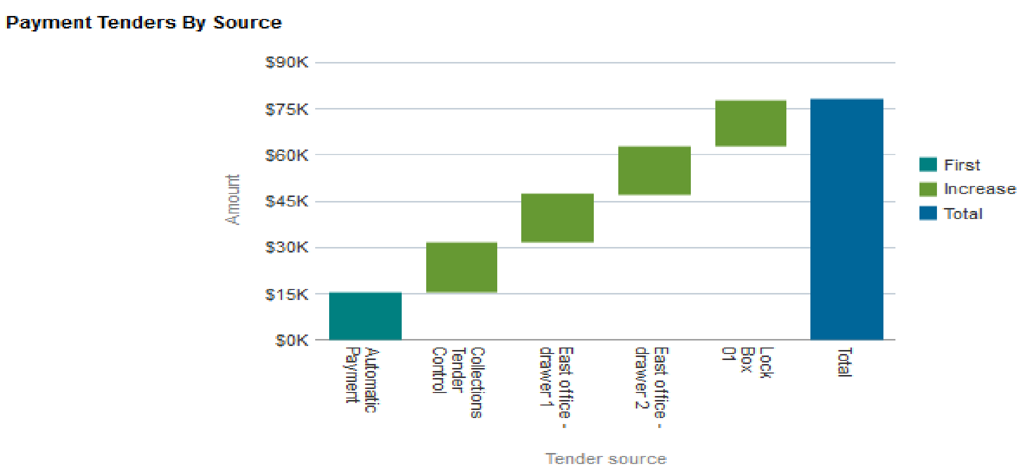


Figure 129: Payment Tenders By Source

Note: Click on the chart to see the drilled-down details of a Tender Source. This opens the Payment Tenders Printable Report filtered to display a Tender Source's details. You can further drill-down this report up to three levels.

7.2.3 Payment Tenders By Tender Type

The Payment Tenders By Tender Type analysis is a bar chart that shows the tender amount against each tender type.

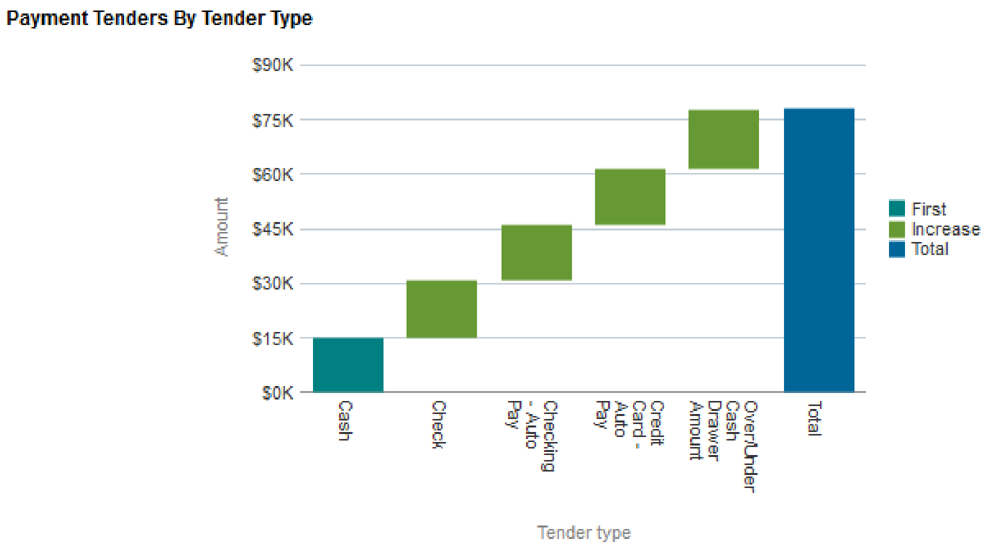


Figure 130: Payment Tenders By Tender Type

Note: Click on the chart to see the drilled-down details of a Tender Type. This opens the Payment Tenders Printable Report filtered to display a Tender Type's details. You can further drill-down this report up to three levels.

7.2.4 Payment Tenders Trend – By Tender Source

The Payment Tenders Trend – By Tender Source analysis is a line chart that shows the trend of tenders from a selected source over the last 12 months.

Note: Select the required Tender Source from the drop-down to view its trend.

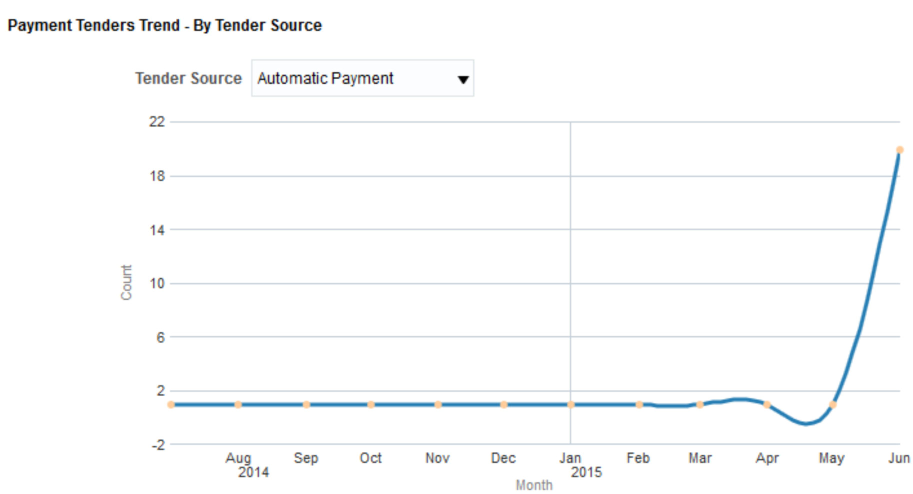


Figure 131: Payment Tenders Trend – By Tender Source

7.2.5 Payment Tenders Trend – By Tender Type

The Payment Tenders Trend – By Tender Type analysis is a line chart that shows the trend of tenders of selected type over the last 12 months.

Note: Select the required Tender Type from the drop-down to view its trend.

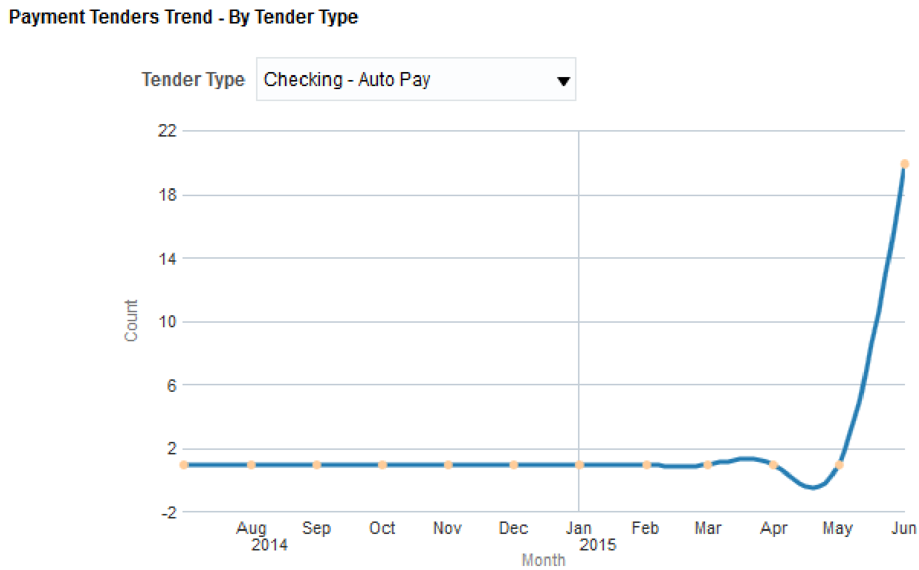


Figure 132: Payment Tenders Trend – By Tender Type

7.2.6 Payment Event Error Report

The Payment Event Error Report is a table list that shows the common tender error reasons and the number of occurrences against each.

Payment Event Error Report

Program	Tender Source	Tender Type	Type	Reason	Count
Dental Insurance	Cash - Tender source	AutoPay	Payment Cancellation		34
		Check	Payment Cancellation		1
		AutoPay	Payment Cancellation		2
	Cash - Tender source	AutoPay	Payment Error	Unbalanced Event	165
		Cash	Payment Error	Unbalanced Event	5
				Unfrozen Payment	3
		Check	Payment Cancellation		1
			Payment Error	Payment in error	2
				Unbalanced Event	2
		One time Payment	Payment Error	Unbalanced Event	3
				Unfrozen Payment	1
	DSM Massachusetts, Inc.	One time Payment	Payment Error	Payment in error	1
	Delta Dental of Massachusetts P O Box 415566 - DO NOT USE	Cash	Payment Error	Payment in error	2

Figure 133: Payment Event Error Report

Note: Click on Count to drill down to the Payment Event Error Report drill page.

7.2.7 Error Trend

The Error Trend analysis is a stacked bar chart that shows the trend of tender errors during the last 12 months. Against each month, the chart shows the count of errors in each status stacked over one another.

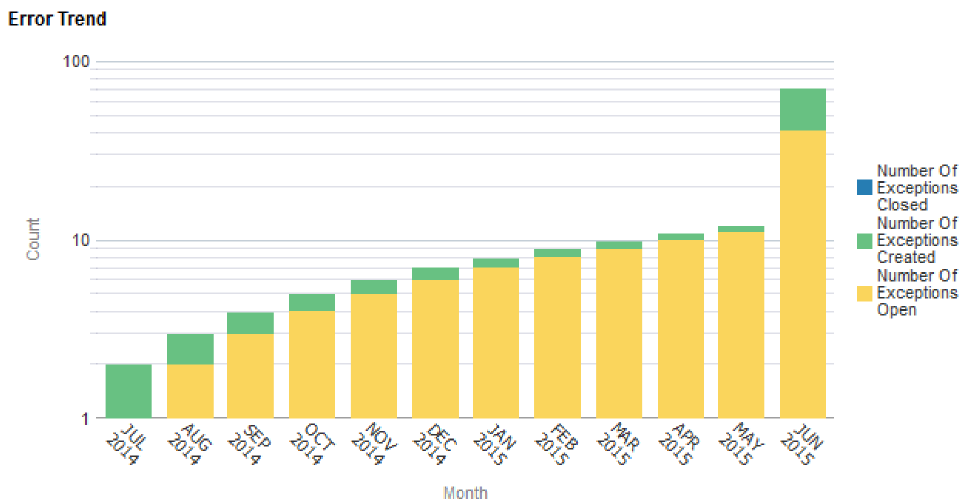


Figure 134: Error Trend

7.2.8 Payment Tenders By State

The Payment Tenders By State analysis is a bar chart that shows the tender amount against each state.

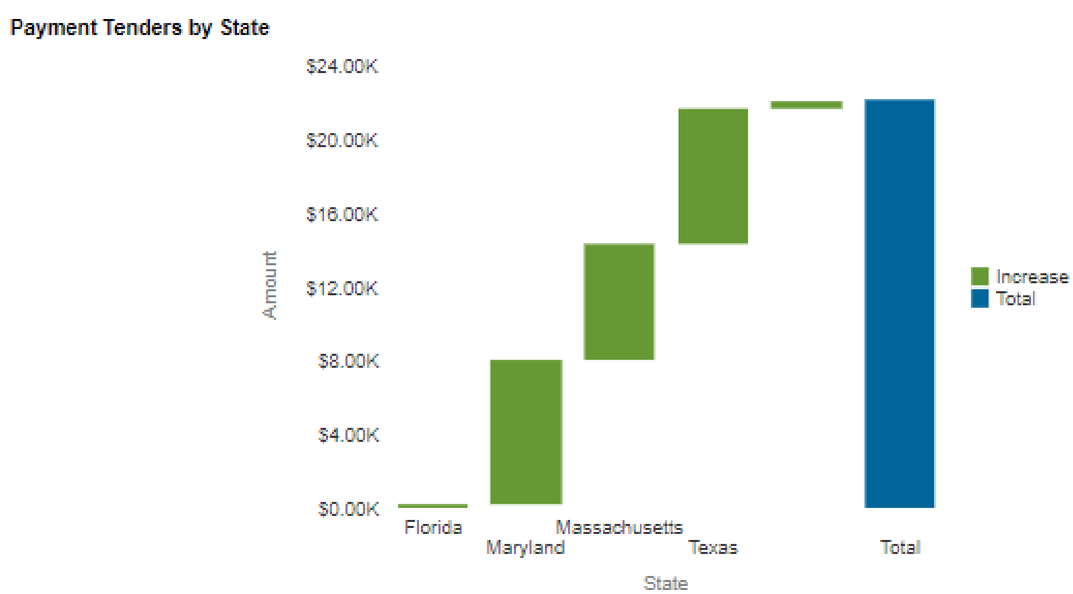


Figure 135: Payment Tenders By State

Note: Click on the chart to see the drilled-down details of a State. This opens the Payment Tenders Printable Report filtered to display a State's details. You can further drill-down this report up to three levels.

7.2.9 Payment Tenders Trend – By State

The Payment Tenders Trend – By State analysis is a stacked bar chart that shows the trend of Payment Tenders by state during the last 12 months. Against each month, the chart shows the total tender amount for a selected state.

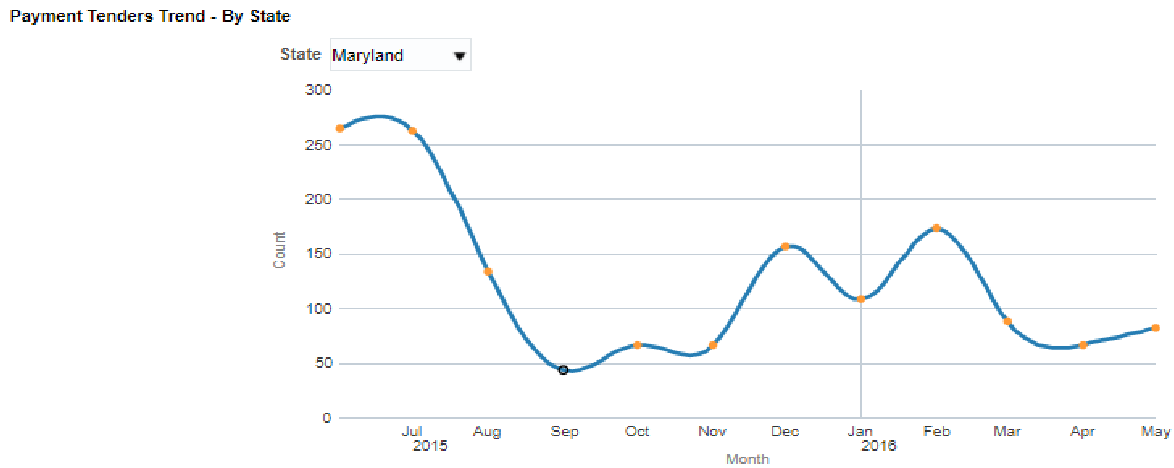


Figure 136: Payment Tenders Trend – By State

Note: The State can be selected from the drop down list.

7.2.10 Breakdown of Tender Source – By Plan

The Breakdown of Tender Source – By Plan analysis is a bar chart that shows the total count of tender sources for a plan.

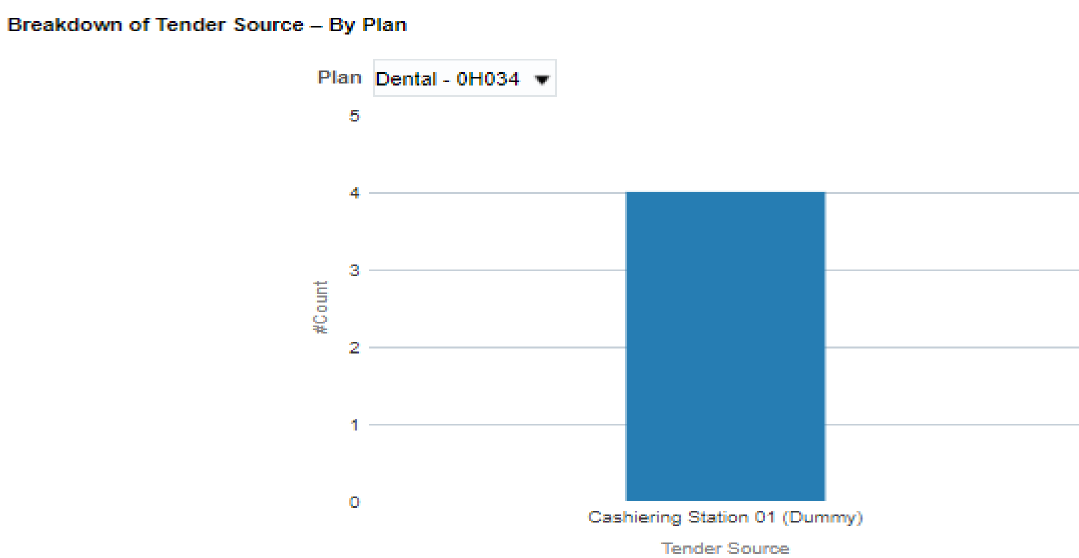


Figure 137: Breakdown of Tender Source – By Plan

Note: The Plan can be selected from the drop down list.

7.2.11 Breakdown of Tender Type – By Plan

The Breakdown of Tender Type – By Plan analysis is a bar chart that shows the total count of tender types for a plan.

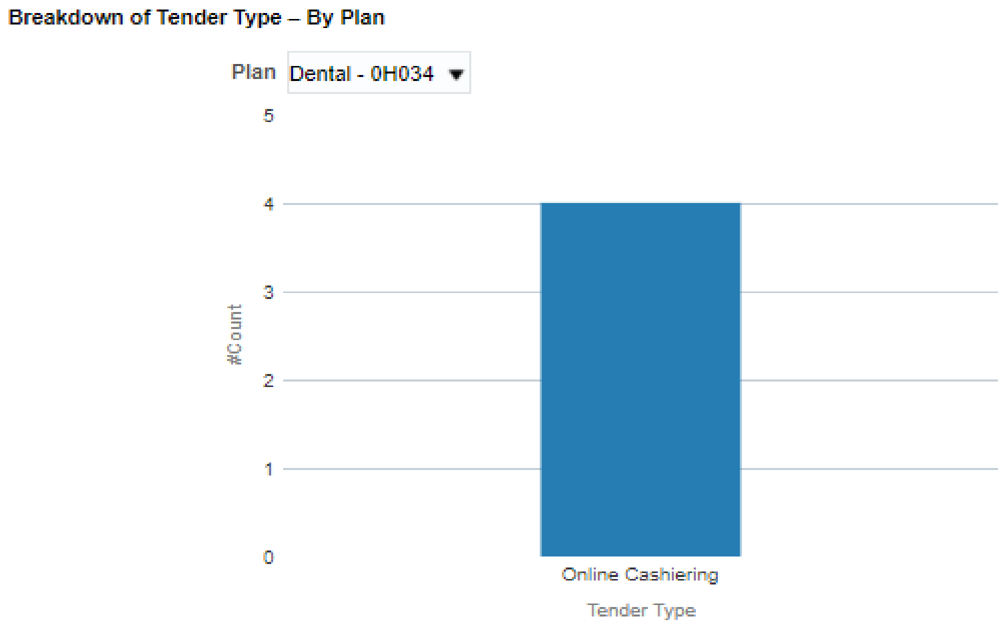


Figure 138:Breakdown of Tender Type – By Plan

Note: The Plan can be selected from the drop down list.

7.2.12 Payments Printable Report

The Payments Printable Report is an interactive report and you can drill-down up to three levels to view the details.

Filters	• Year • Month • Program • Tender Source • Tender Type • Customer Segment
Fields	• Program • Tender Source • Tender Type • Customer Segment Description

	• State • Amount (Click here to further drill-down.) • #Tenders

7.3 Collections Page

Collections page provides information and data related to the various collection processes initiated in the system for the selected month and year. A collection process is initiated by the system for an account with overdue amount.

This page displays information such as :

- The subscriber and State with maximum overdue amount
- Breakdown by state and program based on the overdue amount
- The total event type count for different status
- Number of different events triggered

The dashboard filters available for Collections page of Payments and Collections Dashboard are:

- Month
- Year
- Account Type

7.3.1 KPIs

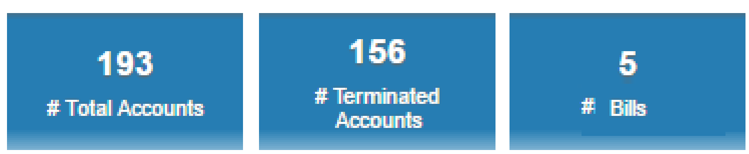


Figure 139: Collection KPIs

The KPIs available for the Collections page of Collections dashboard are:

KPI	Definition
#Total Accounts	Total number of Accounts overdue in the select month
#Terminated Accounts	Total number of accounts terminated in the selected month
#Bills	Total number of Bills

Figure 140: Collection KPIs

KPI	Definition
Write-off	Total Write-off Amount
Overdue Amount	Total overdue amount
Variation from last month	Variation of overdue amount this month from that of the previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

7.3.2 Subscriber with Maximum Overdue Amount

The Subscriber with Maximum Overdue Amount analysis is a table that lists the top 10 subscribers with highest overdue amount to be paid.

Subscriber with Maximum Overdue Amount

Rank	Subscriber Name	Overdue Amount
1	PG,61301	$7,838,709,677,419.38
2	Bug_7977_TC1	$96,000,000.00
3	Bug_7522_TC3	$18,000,005.40
4	Bug_7522_TC2	$4,800,000.00
5	INTEGRATION CUSTOMER 7	$2,290,106.96
6	PCPermTest	$1,711,052.00
7	PG,752291	$1,625,769.24
8	Jen,Oracle	$726,387.12
9	Jen,Oracle	$726,386.94
9	Jen,Oracle	$726,386.94

Figure 141: Subscriber with Maximum Overdue Amount

Note: Click on the Overdue Amount to see the drilled-down details. You can further drill-down this report by clicking on Process Id, #Bills and #Contacts.

7.3.3 State with Maximum Overdue Amount

The State with Maximum Overdue Amount analysis is a table that lists the top 10 states with highest overdue amount to be paid.

State with Maximum Overdue Amount

Rank	State	Overdue Amount
1	Connecticut	$7,838,733,675,270.33
2	Colorado	$114,688,851.78
3	California	$5,472,840.91
4	Illinois	$2,330,388.56
5		$124,955.98
6	New Mexico	$84,744.00
7	New Jersey	$59,780.00
8	Massachusetts	$30,450.00
9	Texas	$20,870.99
10	Arkansas	$11,419.35

Figure 142: State with Maximum Overdue Amount

Note: Click on the Overdue Amount to see the drilled-down details. You can further drill-down this report by clicking on Process Id, #Bills and #Contacts.

7.3.4 Overdue Amount : Distribution - By State

The Overdue Amount: Distribution by State analysis is a pie-chart that provides the total overdue amount of the collection processes in the system based on State.

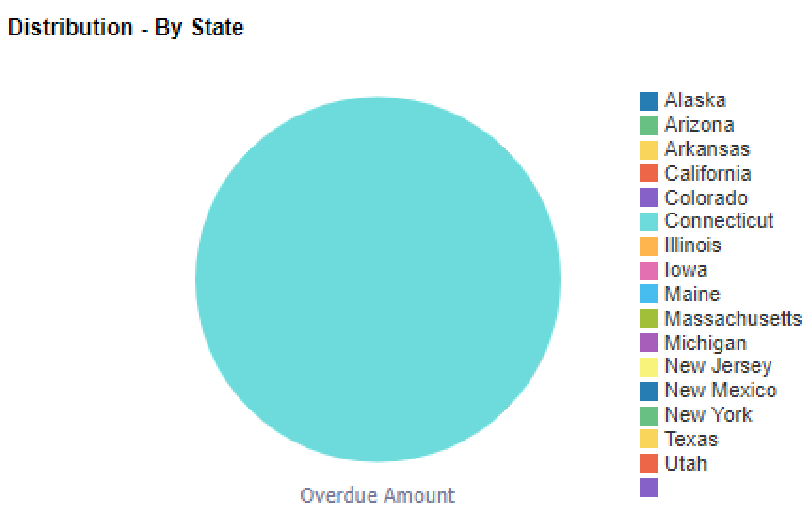


Figure 143: Overdue Amount: Distribution - By State

Note: Click on the chart to see the drilled-down details of a State. You can further drill-down this report by clicking on Process Id, #Bills and #Contacts.

7.3.5 Overdue Amount : Distribution - By Program

The Overdue Amount: Distribution by Program analysis is a pie-chart that provides the total amount of the collection processes in the system based on Programs.

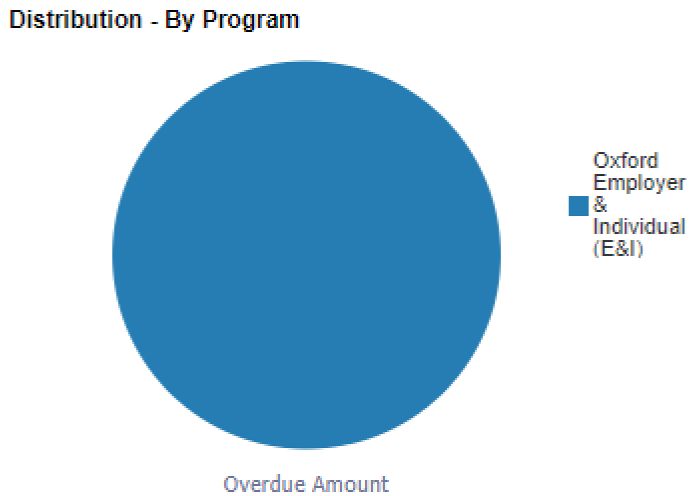


Figure 144: Overdue Amount: Distribution - By Program

> **Note:** Click on the chart to see the drilled-down details of a Program. You can further drill-down this report by clicking on Process Id, #Bills and #Contacts.

7.3.6 Overdue Amount : Write-Off Amount - By State

The Overdue Amount: Write-Off Amount by State analysis is a pie-chart that provides the total write-off amount of the collection processes in the system based on State.

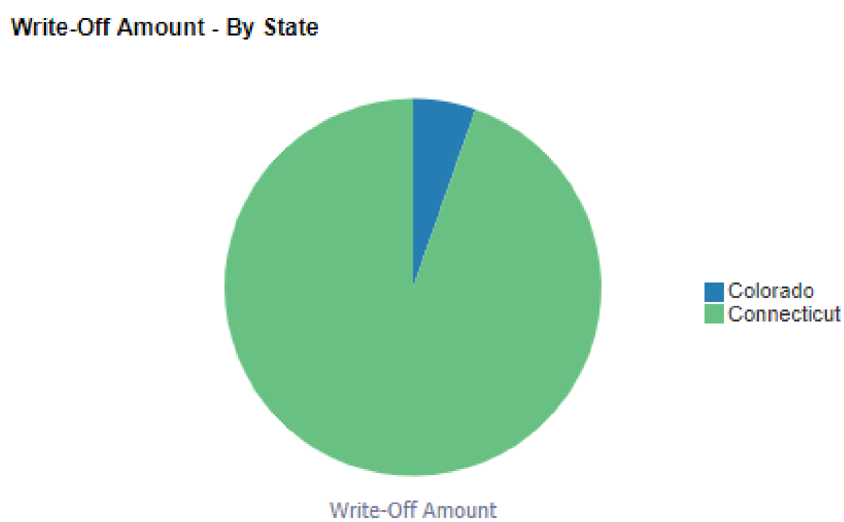


Figure 145: Overdue Amount: Write-Off Amount - By State

7.3.7 Overdue Accounts : Distribution - By State

The Overdue Accounts: Distribution by State analysis is a pie-chart that provides the total count of overdue accounts of the collection processes in the system based on State.

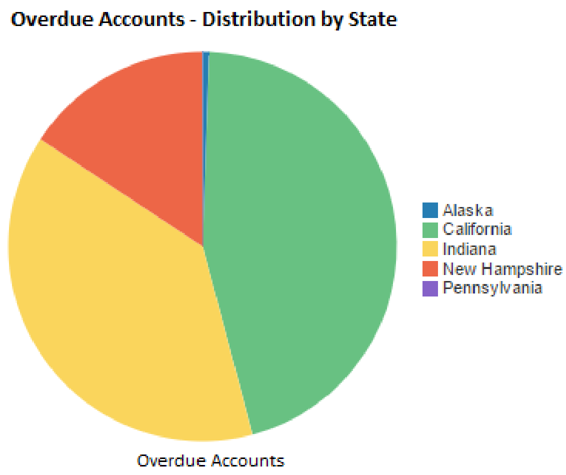


Figure 146: Overdue Accounts: Distribution by State

Note: Click on the chart to see the drilled-down details of a State. You can further drill-down this report by clicking on Process Id, #Bills and #Contacts.

7.3.8 Overdue Accounts : Distribution - By Program

The Overdue Accounts: Distribution by Program analysis is a pie-chart that provides the total count of overdue accounts of the collection processes in the system based on Programs.

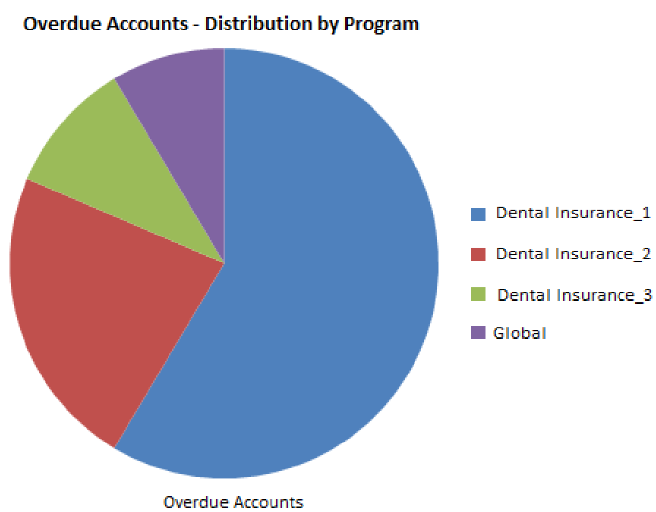


Figure 147: Overdue Accounts: Distribution by Program

Note: Click on the chart to see the drilled-down details of a Program. You can further drill-down this report by clicking on Process Id, #Bills and #Contacts.

7.3.9 Write-Off Accounts - Distribution By State

The Write-Off Accounts – Distribution by State analysis is a pie-chart that provides the total count of write-off accounts of the collection processes in the system based on State.

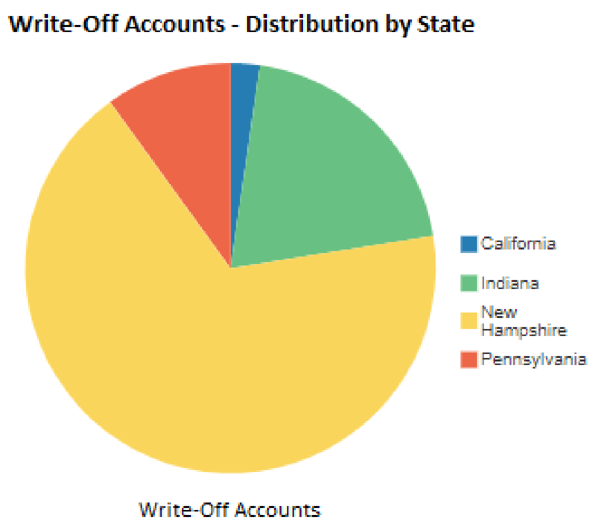


Figure 148: Write-Off Accounts – Distribution by State

7.3.10 Breakdown By Event status

The Breakdown by Event Status analysis is a table that provides the total count of the event type in the system. These event types are based on the Event Type status.

Breakdown By Event status

Event Type	#Pending	#Waiting	#Completed	#Cancelled	#Unknown
1st Notice of Balance	3	0	958	1,269	0
2nd Notice of Balance	3	0	24	2,205	0
Broker Notice	0	0	1	119	0
Calculate Event Trigger Dates	0	0	2,119	119	0
Pre-Termination Notice of Balance	0	0	357	1,581	0
Pre-Termination Participation Letter	0	0	0	34	0
Pre-Termination Participation Letter (Massachusetts)	0	0	2	109	0
Pre-Termination Participation Letter (New Mexico)	0	0	10	133	0
Refer Debt to CDM	337	0	0	2,714	0
Termination Request	0	8	4	1,616	0

Figure 149: Breakdown By Event status

Note: Click on the status count (#Pending, #Waiting, etc) to see the drilled-down details. You can further drill-down this report up to two levels.

7.3.11 Ageing Graph - To be Terminated Process

The Ageing Graph – To be Terminated Process analysis is a bar graph that provides a time line graph of the terminated status for the overdue processes.

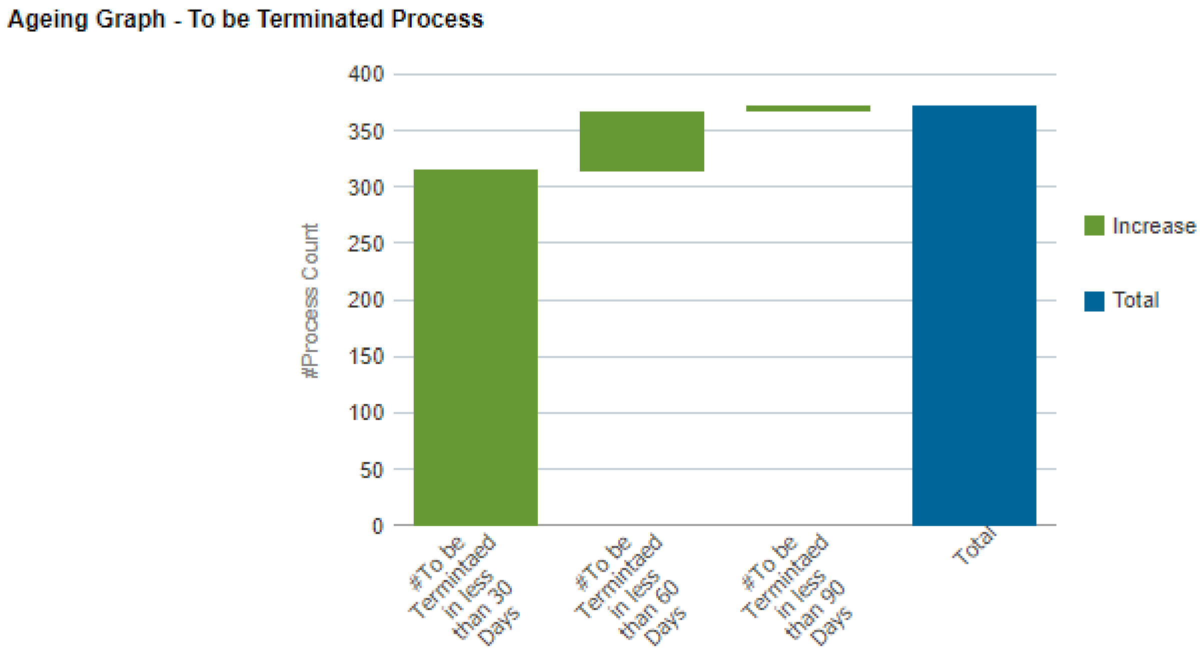


Figure 150: Ageing Graph - To be Terminated Process

Axes	What it shows?
X axis	Age Bucket
Y axis	Count of Processes

Note: Click on the chart to see the drilled-down details. You can further drill-down this report up to two levels.

7.3.12 Events Triggered

The Events Triggered analysis is a bar graph that provides a time line graph of the count of events triggered for each Event Type.

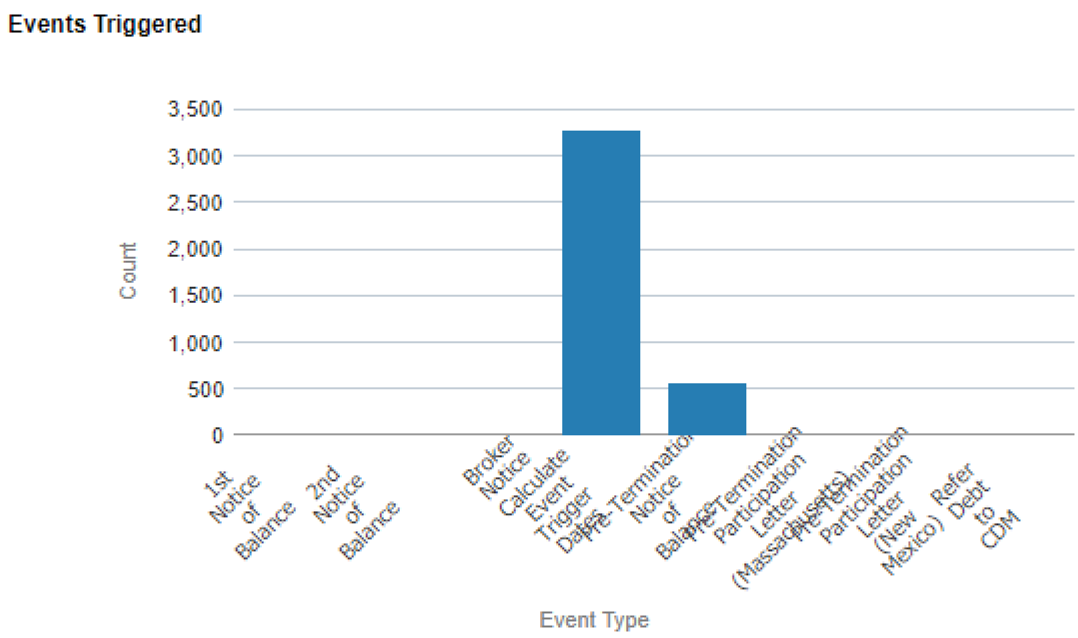


Figure 151: Events Triggered

Axes	What it shows?
X axis	Event Type
Y axis	Count of the Event Type

7.3.13 Collections Printable Report

The Collections Printable Report is an interactive report and you can drill-down up to three levels to view the details.

Filters	• Month • Year • State • Program
Fields	• Process ID (Click here to further drill-down) • Subscriber ID • Subscriber Name • Account ID • Program • State • Process Status • Process Inactive Date • Process Status Reason

	• Grace Period • #Bills (Click here to further drill-down) • #Contacts (Click here to further drill-down) • Overdue Amount

7.4 Collections – Trend Page

The Collections Trend page provides a snapshot of collections across a period of time (trailing twelve months).This page gives the one year trend details of overdue amount for different programs, different process templates, numer of terminated accounts , number of overdue accounts, overdue Vs write-off amount, etc.

This page can also be filtered based on the Account Type by selecting from the Account Type filter.

7.4.1 Collections Amount Trend

The Collections Amount Trend analysis is a stacked bar chart that shows the trend of total Overdue amount, Write-off amount and Late Payments Amount across the last 12 months.

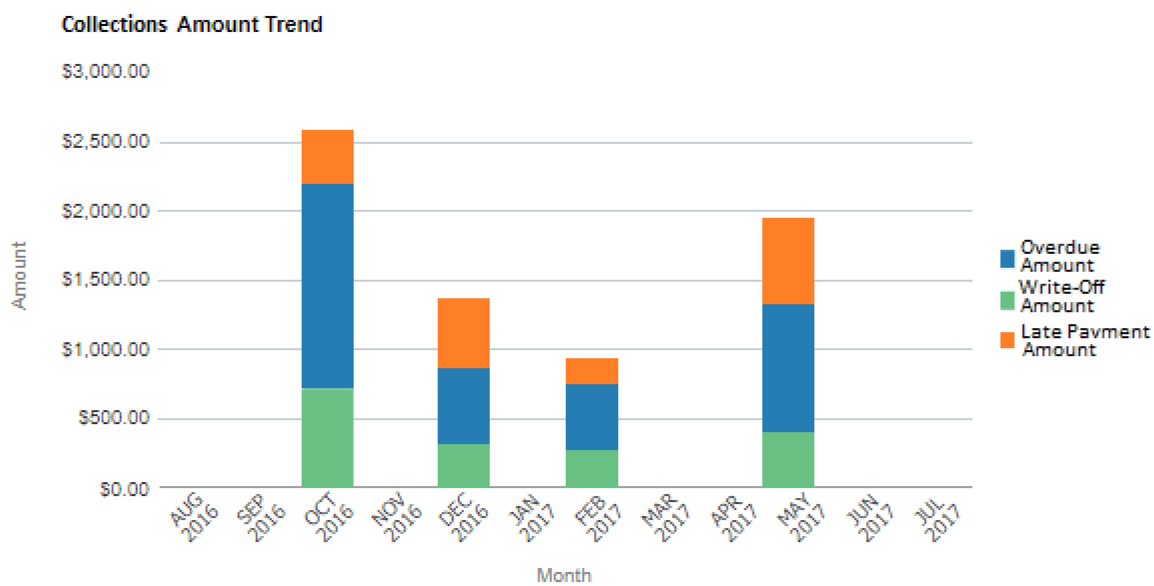


Figure 152: Collections Amount Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Total Overdue Amount, Write-Off Amount, Late Payment Amount for the selected Account Type

7.4.2 Overdue Vs Late Payment Accounts Trend

The Overdue Vs Late Payment Accounts Trend analysis is a stacked bar chart that shows the trend of total number of Overdue accounts and Late Payments accounts over the last 12 months.

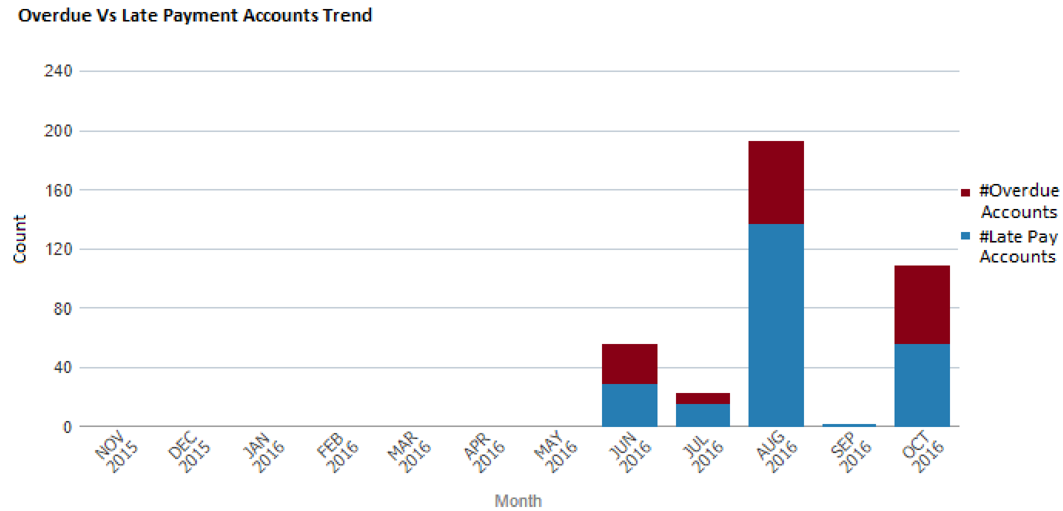


Figure 153: Overdue Vs Late Payment Accounts Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Number of Overdue Accounts, Late Payment Accounts

7.4.3 Terminated Accounts Trend

The Terminated Accounts Trend analysis is a stacked bar chart that shows the trend of total number of accounts terminated over the last 12 months.

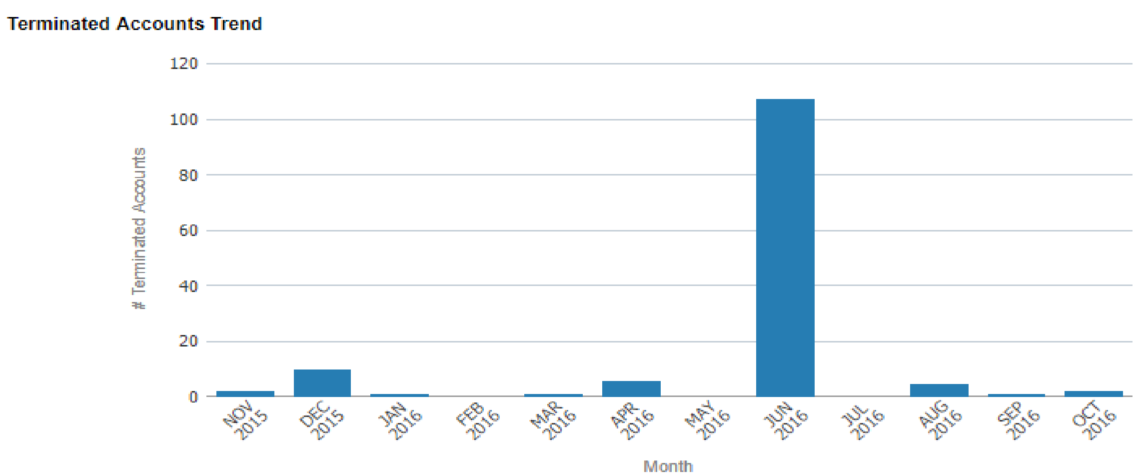


Figure 154: Terminated Accounts Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Number of Terminated Accounts

7.4.4 Overdue Trend - By Program

The Overdue Trend - By Program analysis is a stacked bar chart that shows the total overdue amount over the last 12 months based on Programs.

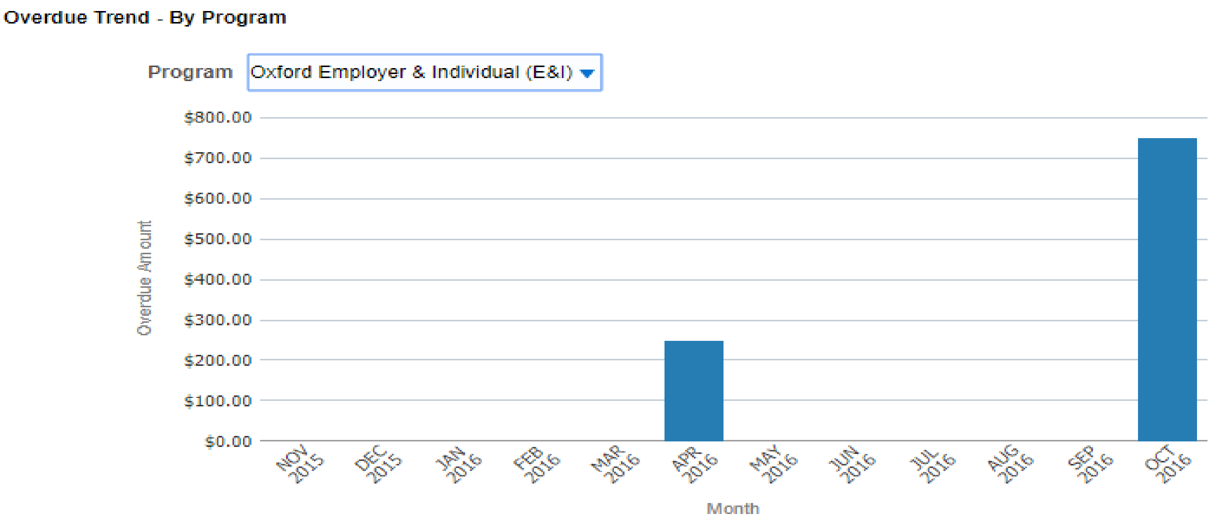


Figure 155: Overdue Trend - By Program

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Overdue Amount for the selected Program

Note: Select the required Program from the drop-down to view its trend.

7.4.5 Event Status Trend

The Event Status Trend analysis is a stacked bar chart that shows the trend of the number of processes in each event type over the last 12 months.

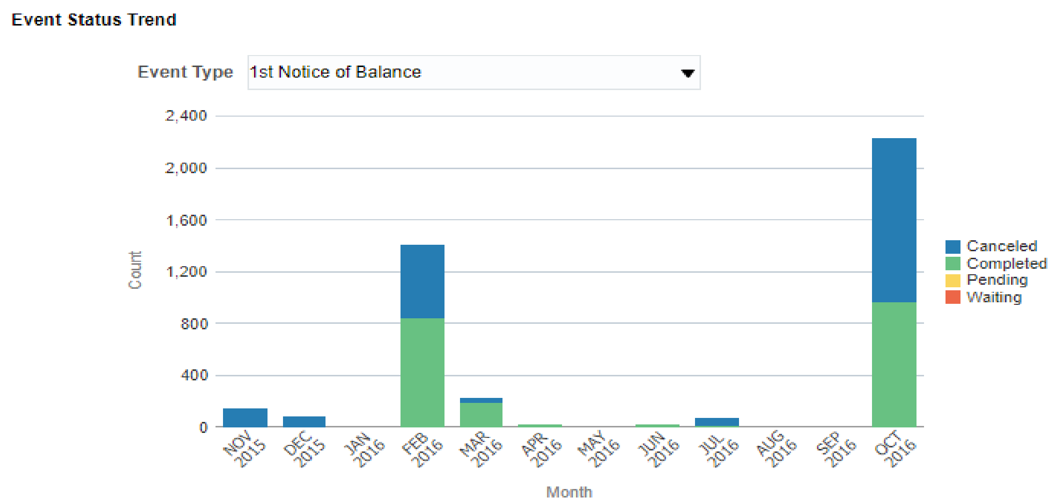


Figure 156: Event Status Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Number of processes in the selected Event Type

Note: Select the required Event Type from the drop-down to view its trend.

7.4.6 Overdue Trend - By Process

The Overdue Trend - By Process analysis is a stacked bar chart that shows the trend of the total overdue amount in the system over the last 12 months based on Processes.

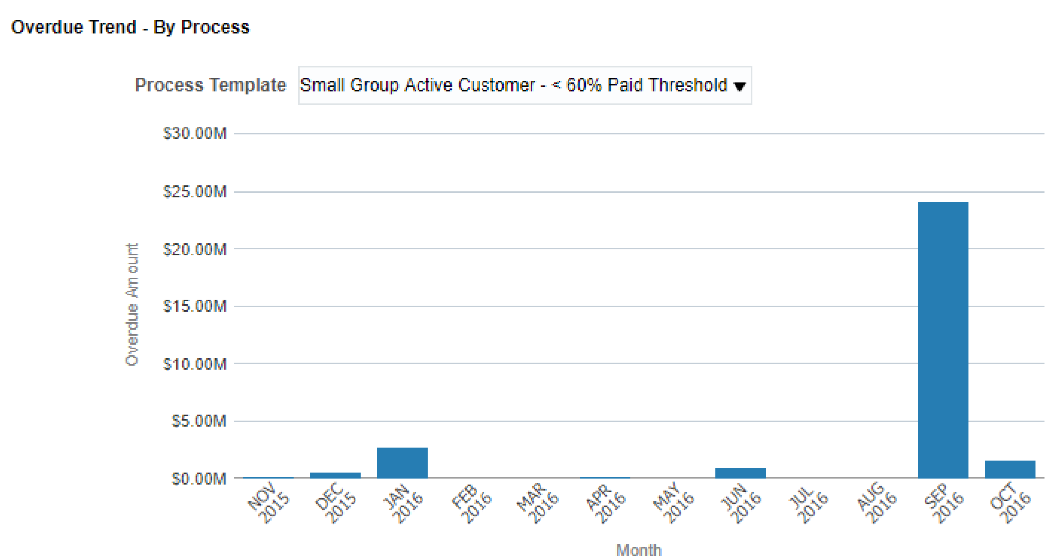


Figure 157: Overdue Trend - By Process

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Overdue Amount for the selected Process

Note: Select the required Process Template from the drop-down to view its trend.

7.5 Late Payments Page

The Late Payments page provides various key performance indicators related to Late Payments such as total late payment accounts, total number of bills, total late payment amount etc. This page also provides the distribution of late payment amount by state and program. Distribution of late payment accounts by state and program are also displayed in this page.

This page can be filtered based on the following fields:

- Month
- Year
- Account Type

7.5.1 KPIs

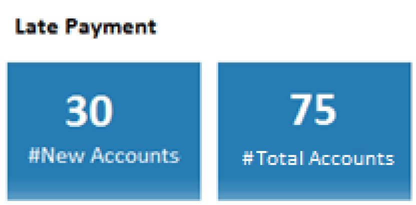


Figure 158: Late Payment

The KPIs available for the Late Payments page of Collections dashboard are:

KPI	Definition
#New Accounts	Total number of New Late Payment Accounts for the selected month and year
#Total Accounts	Total number of Late Payment Accounts till the selected month and year

Figure 159: Late Payment

KPI	Definition
#New Bills	Total number of New Late Payment Bills for the selected month and year
# Total Bills	Total number of Late Payment Bills as on the selected month and year
Late Payment Amount	Total Late Payment Amount for the selected month and year
Total Late Payment Amount	Total Late Payment Amount from New Late Payment Bills as on the selected month and year

7.5.2 Late Pay Accounts - Distribution by State

The Late Pay Accounts - Distribution by State analysis is a pie-chart that gives the total number of Late Pay Accounts of the collection processes in the system based on State.

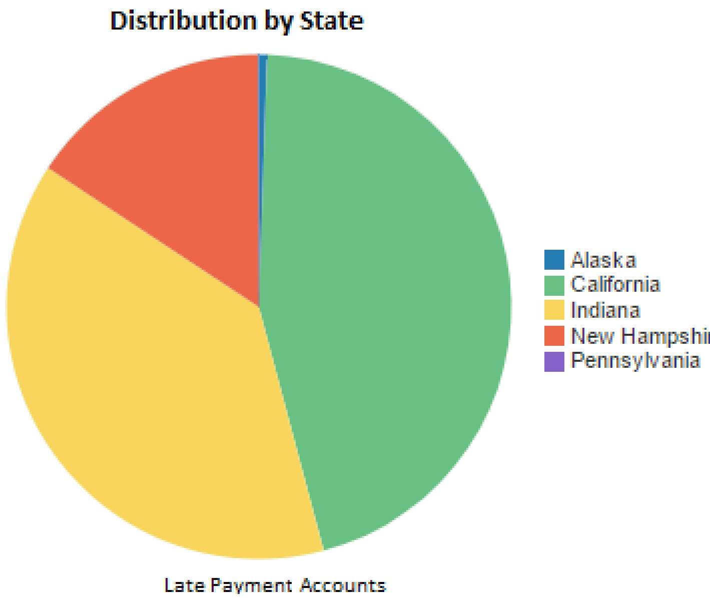


Figure 160 Late Pay Accounts - Distribution by State

Note: Click on the chart to see the drilled-down details of a State.

7.5.3 Late Pay Accounts - Distribution by Program

The Late Pay Accounts - Distribution by Program analysis is a pie-chart that gives the total number of Late Pay Accounts of the collection processes in the system based on Program.

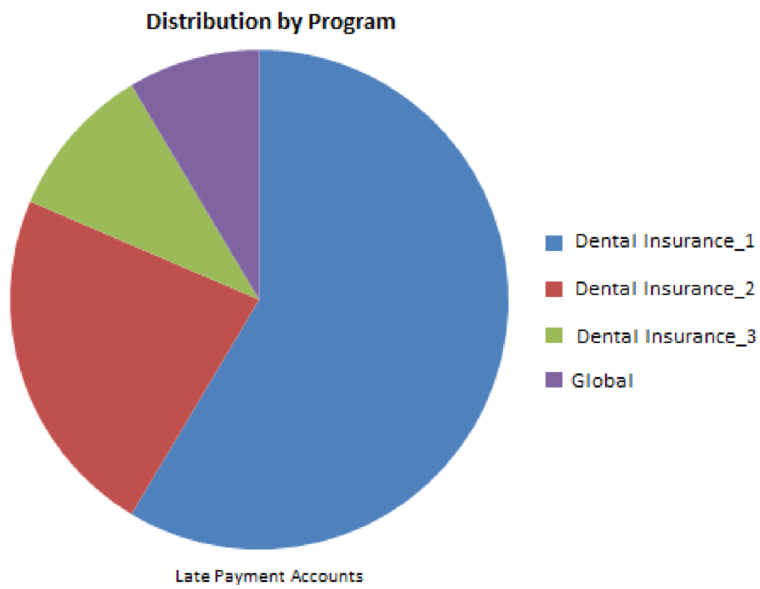


Figure 161 Late Pay Accounts - Distribution by Program

> **Note:** Click on the chart to see the drilled-down details of a Program .

7.5.4 Late Pay Amount - Distribution by State

The Late Pay Amount - Distribution by State analysis is a pie-chart that gives the total Late Pay Amount of the collection processes in the system based on State.

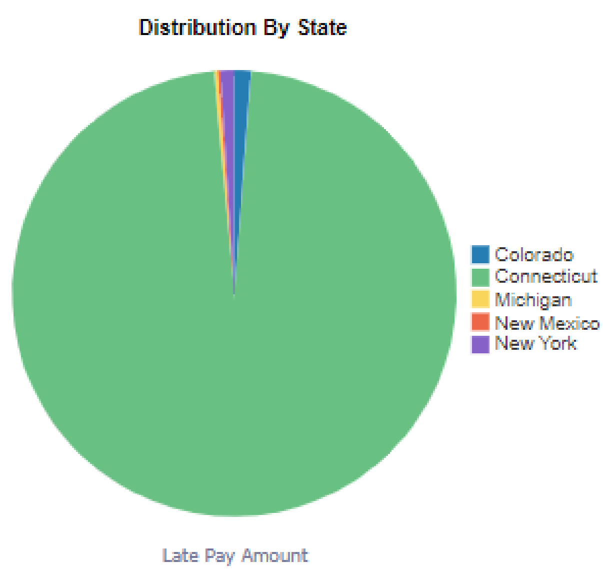


Figure 162 Late Pay Amount - Distribution by State

Note: Click on the chart to see the drilled-down details of a State.

7.5.5 Late Pay Amount - Distribution by Program

The Late Pay Amount - Distribution by Program analysis is a pie-chart that gives the total Late Pay Amount of the collection processes in the system based on Programs.

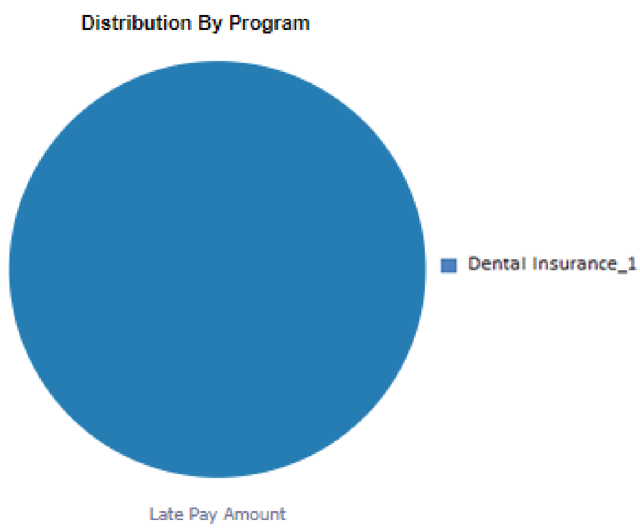


Figure 163 Late Pay Amount - Distribution by Program

Note: Click on the chart to see the drilled-down details of a Program.

