



Insure-IV Suite Administrator Guide *Win Application*

**THE BUSINESS TECHNOLOGY
SOLUTION YOU NEED**

knowledge | innovation | service

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Introductions

The purpose of this document is to provide a high-level overview of the full administrative functionalities.

Many functionalities, e.g. Automation, System configurations and drop-down menu lists are managed and populated by the System Administrator.

These functionalities are controlled by user permissions and will therefore not be visible to a non-administrative user.

Security and Login

Teessen Consulting Support team will register and create the users on your company's database according to the roles, relevant permissions and securities as determined by the business during initial setup.

Teessen Consulting uses an online form process to submit User license requests. Access the online form from 'Links' on your Application.

License Renewal

Should the application prompt you to renew your product license, then please use our online form process to submit User license requests.



The screenshot shows a software activation window titled "Activation Form". It features the Teessen Consulting logo on the left and a welcome message on the right. The welcome message reads: "WELCOME TO INSURE-IV.WIN. Please call the codes department on 087 550 1427 for your special unlock code." Below the logo is the tagline "knowledge/innovation/service". The form has four tabs: "Online", "Manual", "Serial Number", and "Proxy Settings". The "Online" tab is selected, showing input fields for "PC Name" (containing "IDM-CT-DT86"), "Surname", and "Order #". At the bottom, there is a checkbox for "Proxy Settings Enabled" and "OK" and "Cancel" buttons.

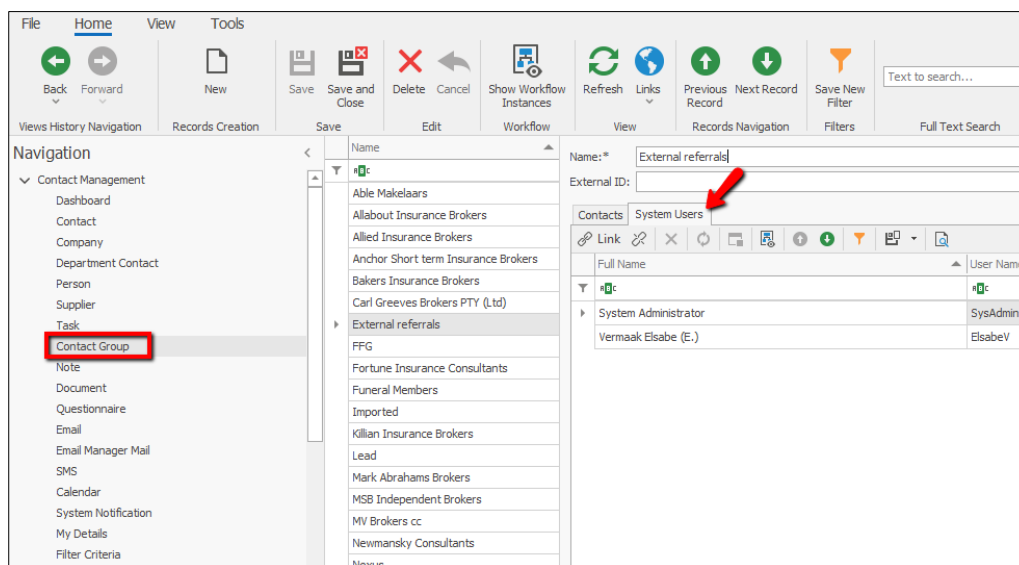
User Roles

Users can perform multiple roles within a company and the application will combine the various rights available within these roles into a single security profile for the user.

User Permission Roles are set up and managed by Teessen Consulting and cannot be changed by neither user nor System Administrator.

User Groups

- A user can be linked to multiple groups, giving the user access to the company- and person records within those groups.
- Groups provide a segmentation mechanism with user-controlled access.
- User Groups is a direct link to Contact Group. Please remember to link users when a new Contact Group has been created.



Confidentiality level

- This could be anything from 'None' to 'Level 5' and provide a further method of restrictions within the application.
- Confidentiality can be applied to documents, notes and tasks within the application.

A user with 'Level 3' access will only be able to access information with a confidentiality setting of 'Level 3' and lower.

Email Account

Email Account should be linked to the user record to enable the user to send emails from the application. Please refer to '[Email](#)' within the 'Administration' section of this guide.

Teams

Users are grouped into Teams and will be restricted to only use Task types, Task log types, Reports and Automated processes which have been allocated to that specific Team.

A user has limited access to his/her own user profile to perform updates, e.g., Notification email, Reminder check time, Email Account and to change their own password.

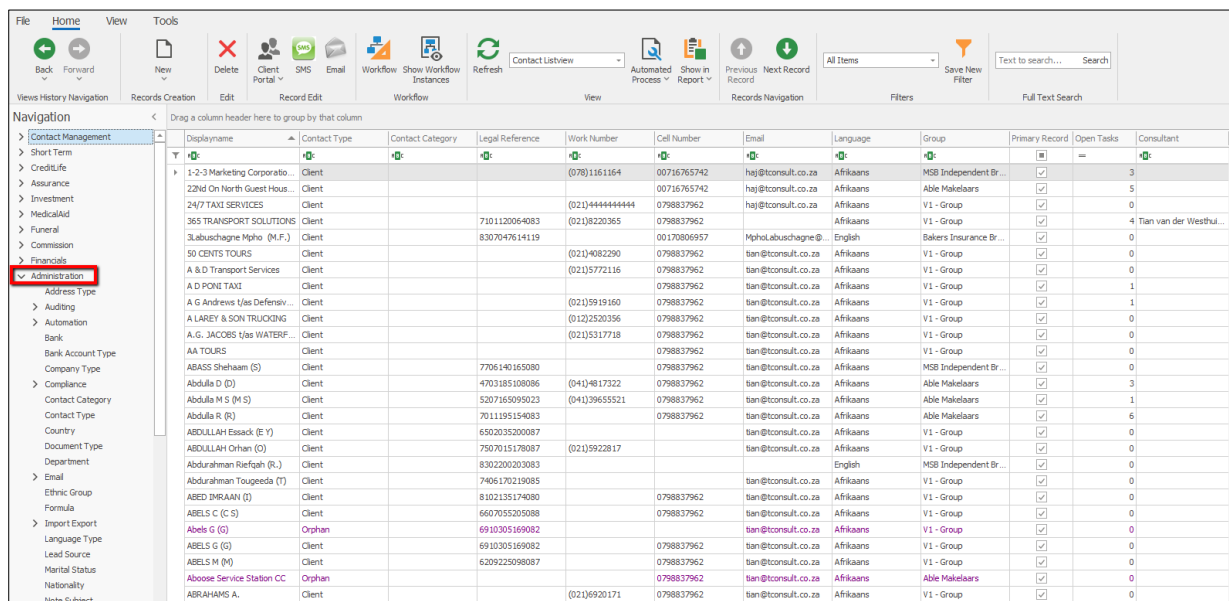
Administration

All drop-down menus in the application are managed by the System Administrator by using the Administration tools.

The completeness of these fields highly determines the accuracy and uniformity of your data.

Some functionalities like Distribution lists, automation, compliance, importers, etc. will improve proficiency and allow timeous communication with less effort.

State machine and workflows enable you to dictate and automate process flows.



Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
1-2-3 Marketing Corporatio...	Client			(078)1161164	00716765742	haj@tconsult.co.za	Afrikaans	MSB Independent Br...	<input checked="" type="checkbox"/>		3
22nd On North Guest Hous...	Client				00716765742	haj@tconsult.co.za	Afrikaans	Able Makelaars	<input checked="" type="checkbox"/>		5
24/7 TAXI SERVICES	Client			(021)444444444	0798837962	haj@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
365 TRANSPORT SOLUTIONS	Client		7101120064083	(021)8220365	0798837962		Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		4
3Labuschagne Mpho (M.F.)	Client		8307047614119		00170806957	MphoLabuschagne@...	English	Bakers Insurance Br...	<input checked="" type="checkbox"/>		0
50 CENTS TOURS	Client			(021)4082290	0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
A & D Transport Services	Client			(021)5772116	0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
A D PONI TAXI	Client				0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		1
A G Andrews /as Defensiv...	Client			(021)5919160	0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		1
A LAREY & SON TRUOQING	Client			(012)2520356	0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
A.G. JACOBS /as WATERF...	Client			(021)5317718	0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
AA TOURS	Client				0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
ABASS Sheham (S)	Client		7706140165080		0798837962	tan@tconsult.co.za	Afrikaans	MSB Independent Br...	<input checked="" type="checkbox"/>		0
Abdula D (D)	Client		4703185108086	(041)4817322	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	<input checked="" type="checkbox"/>		3
Abdula M S (M S)	Client		5207165095023	(041)39655521	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	<input checked="" type="checkbox"/>		1
Abdula R (R)	Client		7011195154083		0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	<input checked="" type="checkbox"/>		6
ABDULLAH Essack (E Y)	Client		6502035200087			tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
ABDULLAH Orhan (O)	Client		7507015178087	(021)5922817		tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
Abdurahman Riefah (R.)	Client		8302200203083				English	MSB Independent Br...	<input checked="" type="checkbox"/>		0
Abdurahman Tougeda (T)	Client		7406170219085			tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
ABED DIBAAN (D)	Client		8102135174080		0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
ABELS C (C S)	Client		6607055205088		0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
Abels G (G)	Orphan		6910305169082			tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
ABELS G (G)	Client		6910305169082		0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
ABELS M (M)	Client		6209225098087		0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0
Abosoe Service Station CC	Orphan				0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	<input checked="" type="checkbox"/>		0
ABRAHAMS A.	Client			(021)6920171	0798837962	tan@tconsult.co.za	Afrikaans	V1 - Group	<input checked="" type="checkbox"/>		0

Drop-down menus

Set up drop-down menus for each of the below data fields, according to your Company's requirements:

- Address Type
- Bank
- Bank Account Type
- Company Type
- Contact Category
- Contact Type
 - Select Product Provider if this type is used to identify Product Providers. These records will be grouped in the Supplier list view.
- Country
- Department
- Document Category
- Document Type
- Ethnic Group
- Formula
- Language Type

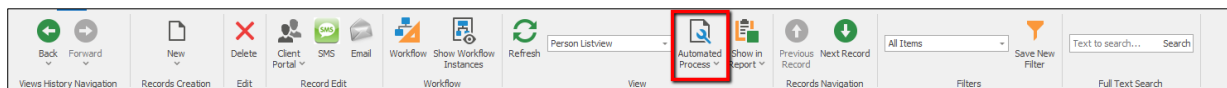
- Lead Source
- Marital Status
- Nationality
- Note Subject
- Occupation
- Payment Type
- Qualification
- Relationship Type
- Religion
- Task Type
- Task Log Type
- Text Template
- Title

Automation

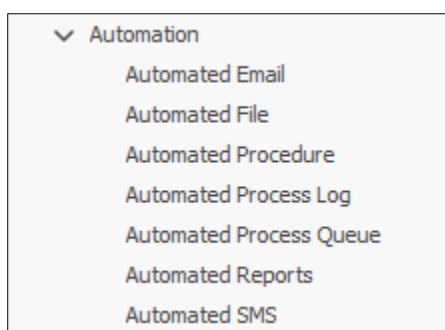
Automated Reports, -Email, -SMS or -Files can be set up to improve proficiency, uniformity and timeous communication with less effort.

These automated processes can be launched manually or via a workflow process.

You will notice the Automated Process icon on the Action bar of a List view if automation was set up for that specific view of data and linked to the specific user Team.



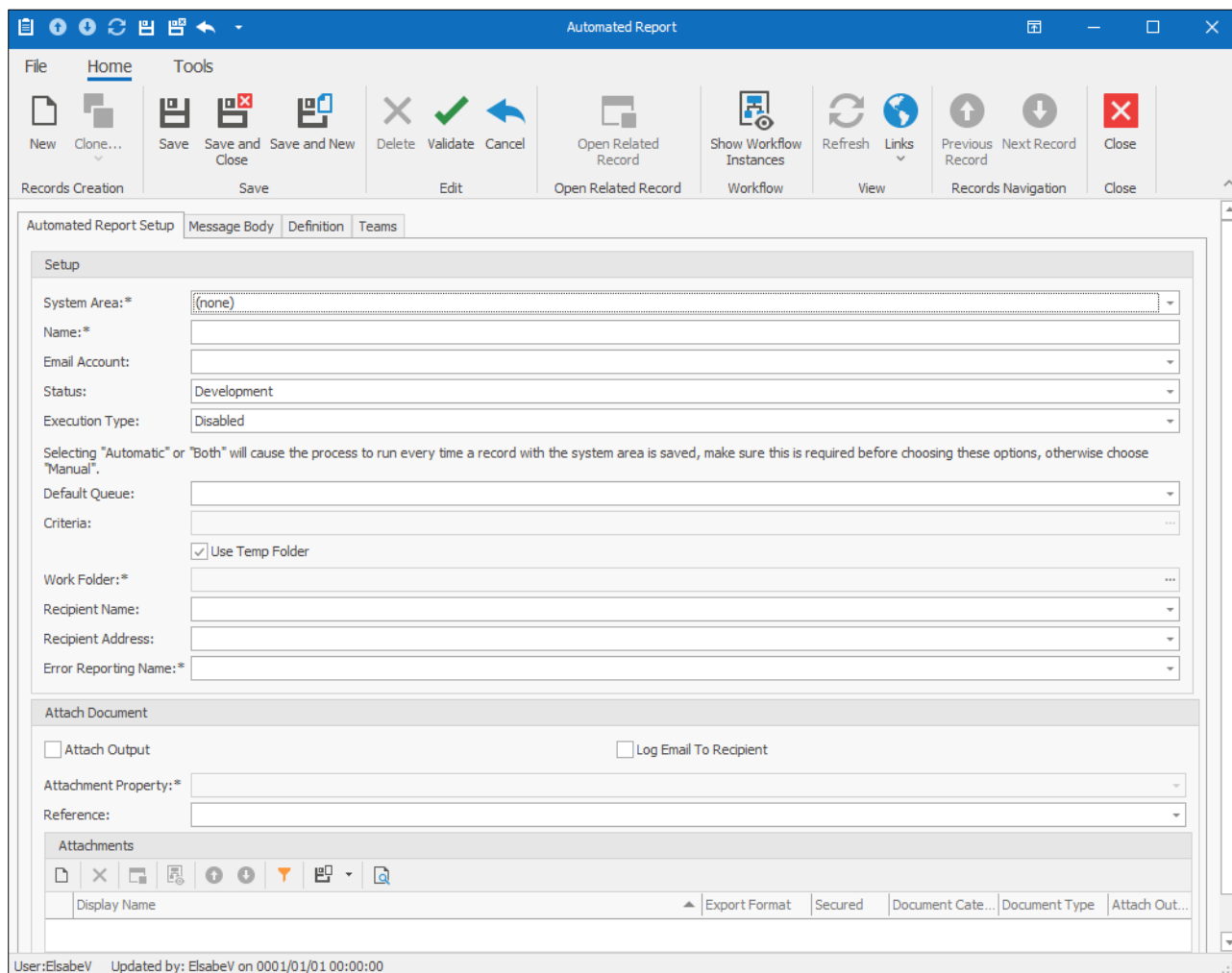
On the Navigation Pane, expand the Automation menu item to view all options:



Automated Report

Set up a standardised email body with linked reports.

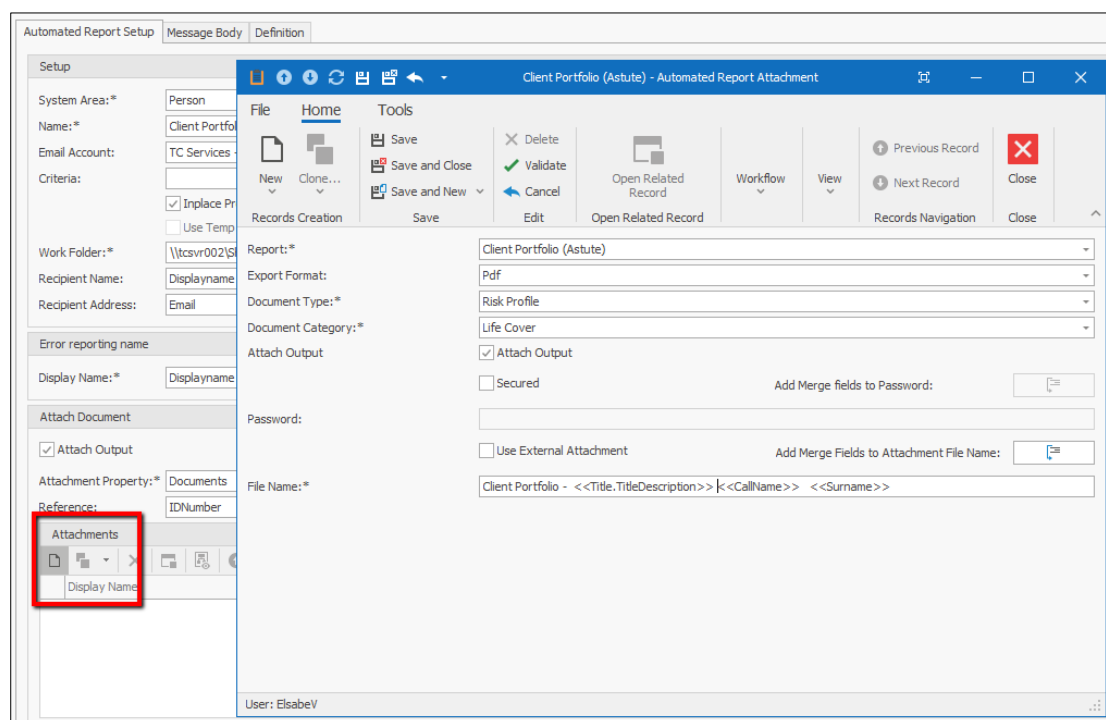
Automated Report Setup



Fieldname	Description	Required
System Area	Select the system area on which this process should be applicable	✓
Name	Provide a unique name for the automated report process	✓
Email Account	Specify email account to be used for this process.	
Status	Status will default to Development and only be an active field for users once in Production	✓
Execution Type	Selecting "Automatic" or "Both" will cause the process to run every time a record with the system area is saved, make sure this is required before choosing these options, otherwise choose "Manual"	
Default Queue	Select default queue for this process	
Criteria	Apply specific filter criteria to this process if applicable	
Use Temp Folder	You may select to save the attachments of this process in a temp folder instead of saving it in your documents folder.	
Work Folder	If not selected to Use Temp Folder, then select location where a copy of the attachments needs to be saved.	✓
Recipient Name	Select the required field from the drop-down menu.	✓
Recipient Address	Select the email address of the recipient.	✓

Display Name	Typically, the same as Recipient Name
Attach Output	Select if these documents should be saved to the client record
Log Email to Recipient	Select if email should be saved on the client record
Attachment Property	Select from drop down menu. Typical Document Category
Reference	Specify document type.

Attachments

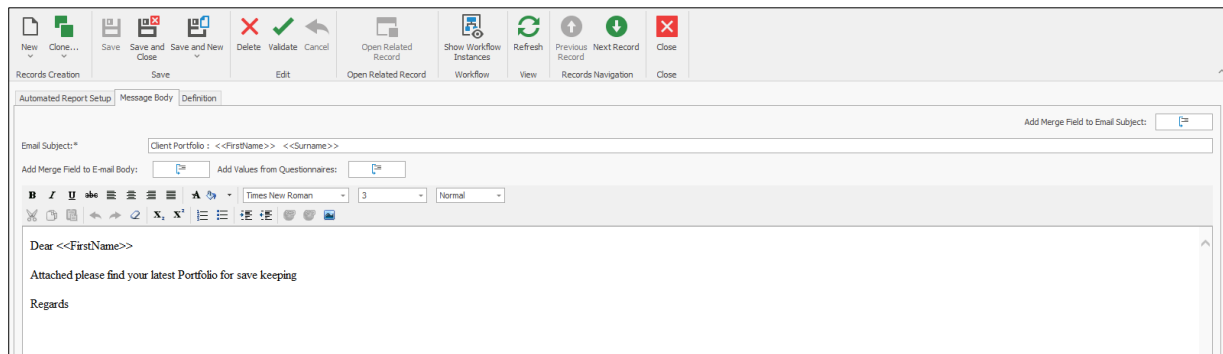


The screenshot shows the 'Automated Report Setup' window with the 'Attachments' tab selected. The left sidebar has a red box around the 'Attachments' section, which includes a 'Display Name' field and a 'Reference' dropdown menu. The main area shows configuration options for the attachment, including 'Report', 'Export Format', 'Document Type', 'Document Category', 'Attach Output', 'Secured', 'Password', 'Use External Attachment', and 'File Name'.

Fieldname	Description	Required
Report	Select report from drop down menu	✓
Export format	Select the required format for the attachment from the drop-down menu.	✓
Document Type	Select document type from drop down menu	✓
Document Category	Select document category from drop down menu	✓
Attach output	Select if report must be saved on client record	
Secured	Select to use password security.	
Password	Optionally enter a password for protection.	
Use External Attachment	Select to use external attachment instead of system report	
File Name	Enter the file name. You may also select to use merge fields in the file name, e.g., Statement number	✓

Message Body

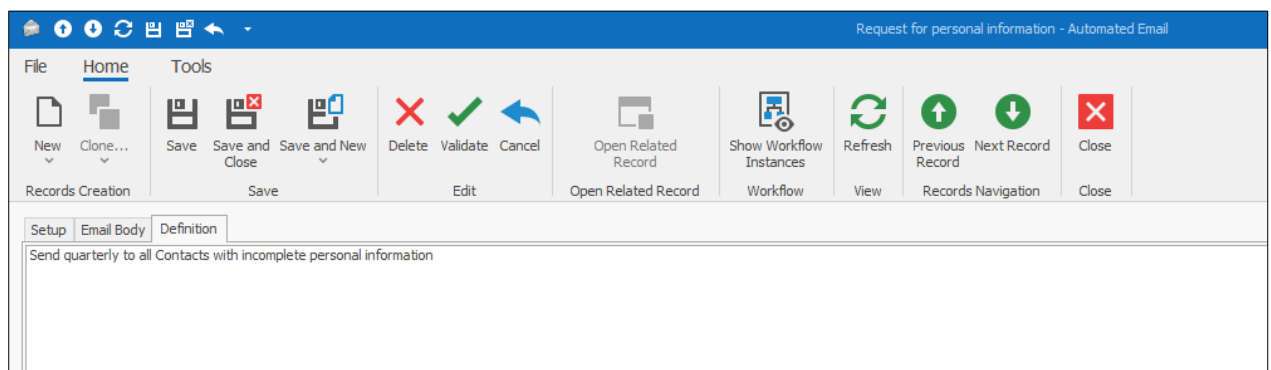
Create the email body. Use merge fields to personalize the message to each Recipient:



Note that the drop-down selection options on the merge fields depend on the system area you have selected for this process.

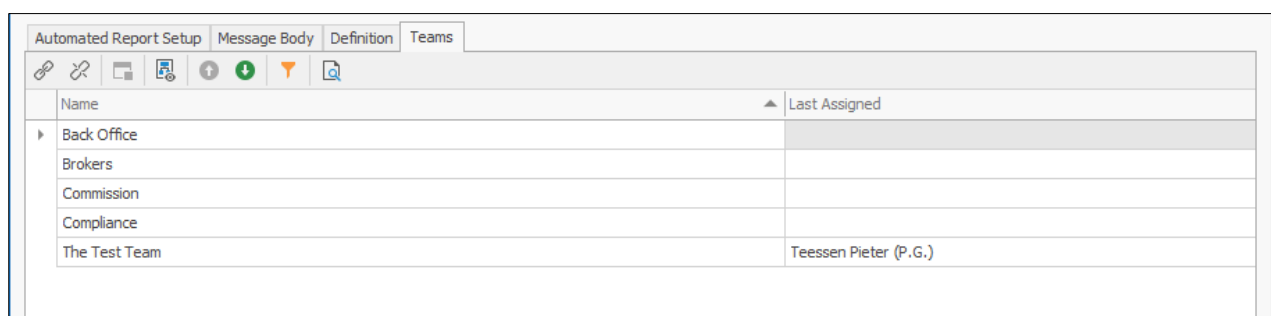
Definition

Use the Definition tab to describe the purpose and/or layout of this process:



Teams

Link the process to the applicable Team(s). Please keep in mind that the process will not be available to users if they are not linked to the Team.



Name	Last Assigned
Back Office	
Brokers	
Commission	
Compliance	
The Test Team	Teessen Pieter (P.G.)

Automated email

Automated emails can be used to automate and standardise regular emails where no document attachment is required.

This feature can also be used to distribute marketing- or other information where an image can be inserted onto the email body with or without a normal text message.

Request for personal information - Automated Email

File Home Tools

New Clone... Save Save and Close Delete Validate Open Related Record Workflow View Previous Record Next Record Close

Records Creation Save Edit Open Related Record Records Navigation Close

Setup Email Body Teams Definition

Setup

System Area: Person

Name: * Request for personal information

Status: Production

Criteria: ...

☒ Inplace Process Email Account: Elsabe Vermaak

☒ Log Email To Recipient

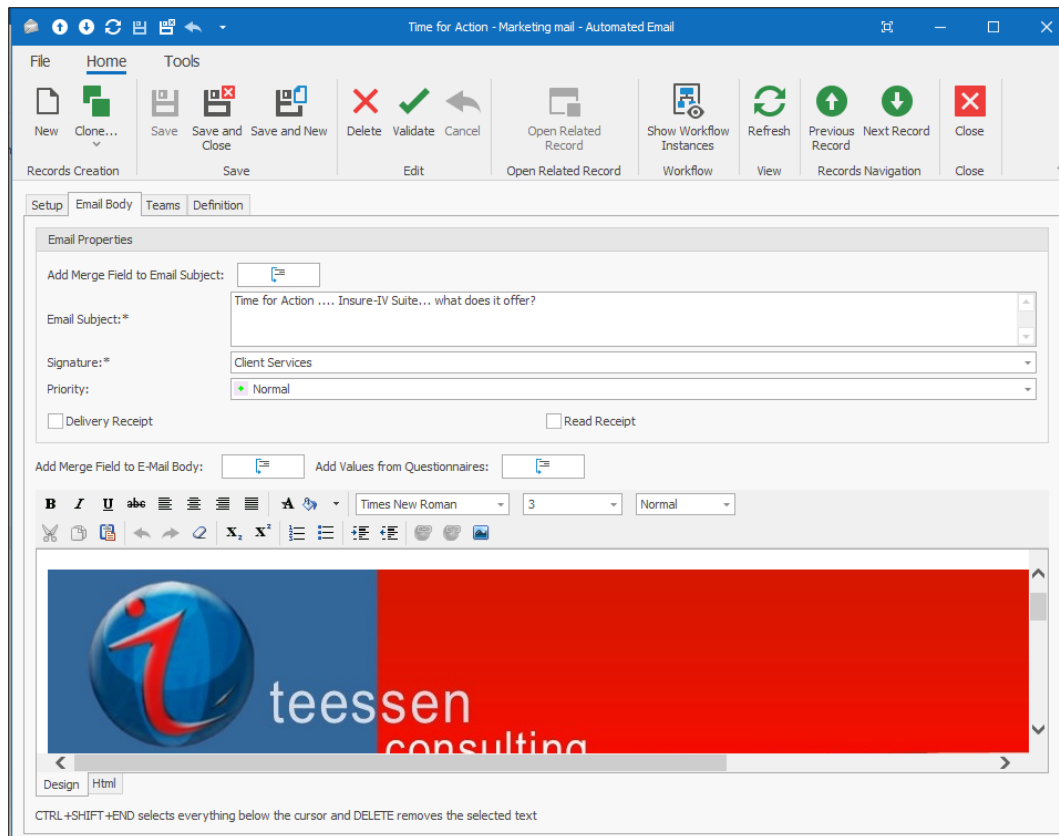
Recipient Name: Displayname

Recipient Address: Email

Error reporting name

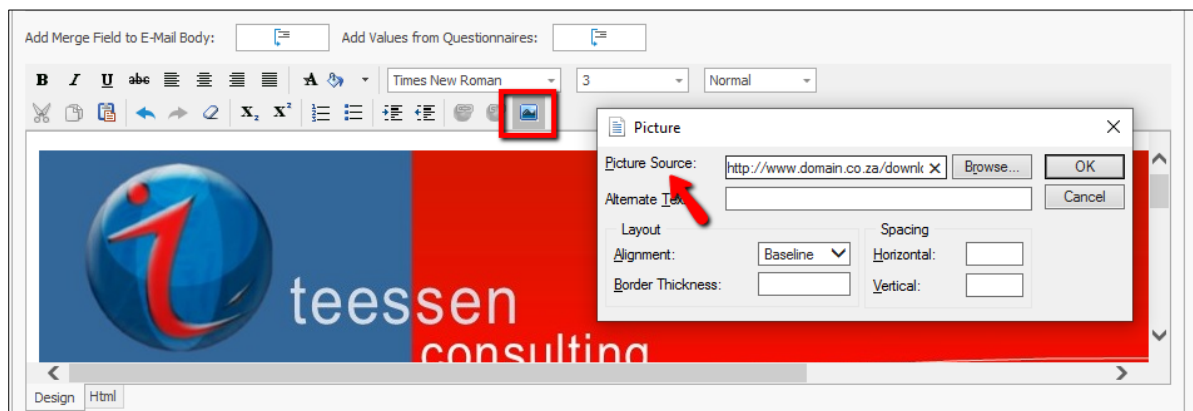
Display Name: * Displayname

Fieldname	Description	Required
System Area	Select relevant system area. Criteria for Recipient Name and merged fields in email body are dependent on selected system area.	✓
Name	Descriptive name for email.	✓
Status	Status will default to Development and only be an active field for users once in Production	
Criteria	Enter specific filter criteria applicable to this process	
In-place Process	Always select this to make the automated process available on relevant views based on the selected system area.	✓
Email account	Select the email account to be used for this email	✓
Log email to Recipient	The Sent email will be saved within each contact to which it was emailed.	
Recipient Name	Select the required field from the drop-down menu.	✓
Recipient Address	Select the email address of the recipient.	✓
Display Name	Same as Recipient name.	✓



Please make sure that images used in an email body are saved within a public folder i.e., <http://www.domain.co.za/downloads/resources/Image.jpg>.

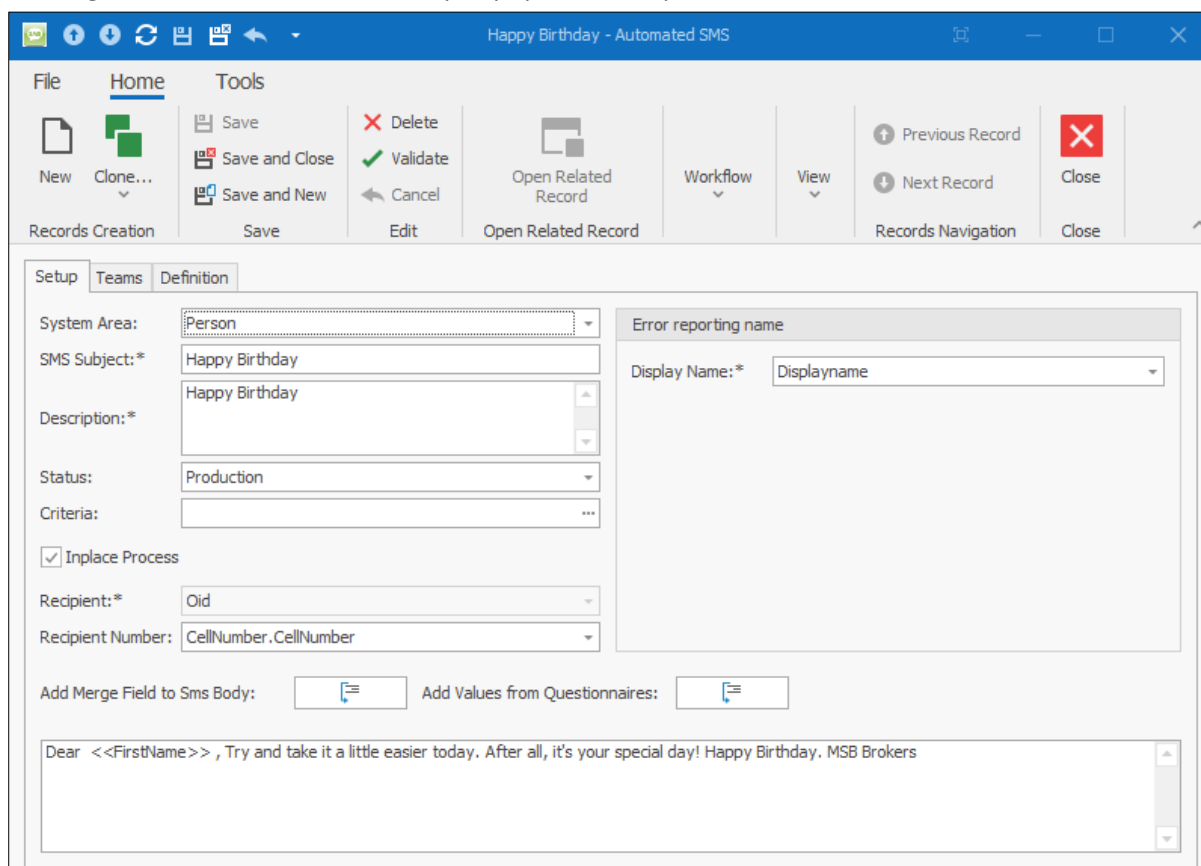
Do not copy and paste images onto email body



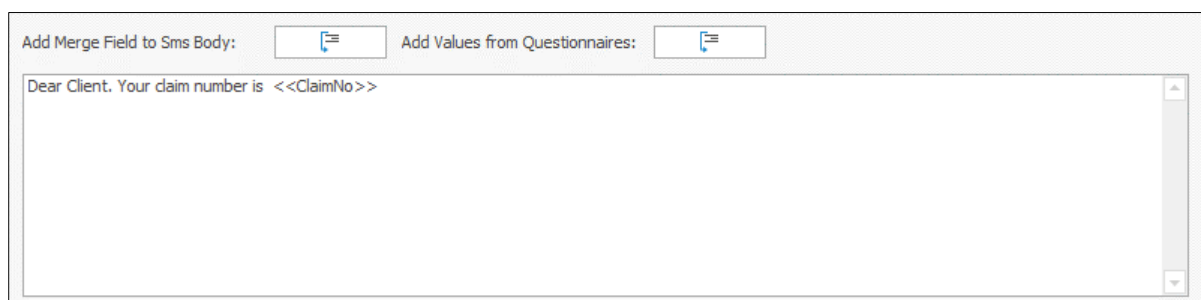
Refer to Automated Report section for details on [Email body](#), [Teams](#) and [Definition](#)

Automated SMS

Sending standardized bulk SMS with pre-populated script:



Fieldname	Description	Required
System Area	Select criteria needed to set up merged fields.	✓
SMS Subject	Provide a relevant name. This name will display on the drop-down menu of the automated process.	✓
Description	Describe the purpose of the SMS.	✓
Status	Status will default to Development and only be an active field for users once in Production	
Criteria	Apply specific criteria to this process	
In-place Process	Always select this to make the automated process available on relevant views based on the selected system area.	✓
Recipient	Recipient will either be a Person, Contact or Owner depending on the application used.	✓
Recipient number	Select cell number.	✓
Display Name	Same as Recipient name.	✓



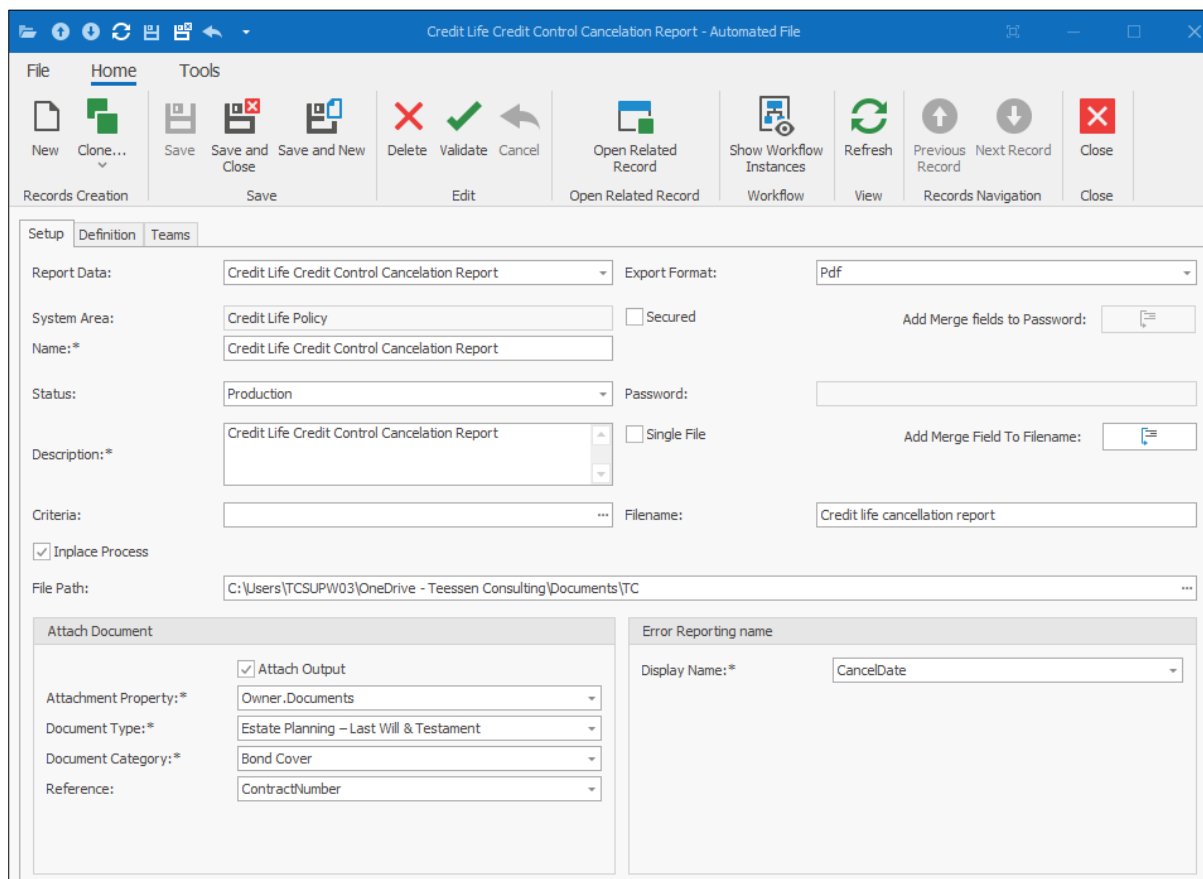
Remember to keep your SMS short. Once the setup has been completed, this Automated SMS process will appear as an 'Automated Process' for the relevant list views.

Refer to Automated Report section for details on [Teams](#) and [Definition](#)

Automated File

Use automated file to save a standardized file to your computer without having to browse reports or analyses.

This process is like Automated Reports with the difference that the file is saved and not emailed:



Fieldname	Description	Required
Report data	Select from drop-down the required criteria to generate the automated report.	✓
Name	Give your process a unique name.	✓
Status	Status will default to Development and only be an active field for users once in Production	✓
Description	Describe the outcome of the process.	✓
Criteria	Specify specific criteria applicable to this file	✓
In-place Process	Always select this to make the automated process available on relevant views based on the selected report data.	✓
File path	Select the folder where this file needs to be saved.	✓
Export format	Select the required format for the attachment from the drop-down menu.	✓
Secured	Select if you want to password protect this document.	✓
Password	Optionally enter a password.	

Single File	Enter the file name. You may also select to use merge fields in the file name, e.g., Statement number.	✓
File name	Capture file name	
Attach output	Select if you want to save the document to the application.	
Attachment Property	Select where the document needs to be saved.	
Document Type	Specify document type.	
Document Category	Specify document category.	
Reference	Enter a document reference.	
Display Name	The name you want to display in case of an error.	✓

Refer to Automated Report section for details on [Teams](#) and [Definition](#)

This automated file process will appear as an 'Automated Process' on the relevant list views.

Automated Process Log

The Automated Process Log keeps record of all automated processes performed:

Log Date	Automated Process	Import Log Type	System User	Log Message
2017-08-29 11:29:31.5630 AM	Test PolicyCreditor	Information	System Administrator	Mail was send successfully to Plessis Johannes (J.P.J.)
2017-08-29 11:29:31.5630 AM	Test CLP	Information	System Administrator	Mail was send successfully to Plessis Johannes (J.P.J.)
2017-08-29 11:28:45.7800 AM	Credit LifePolicy Test	Information	System Administrator	Mail was send successfully to Mangole Mosa (M.J.)
2017-08-29 11:22:36.2900 AM	Credit LifePolicy Test	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:22:35.8870 AM	Credit LifePolicy Test	Error	System Administrator	Mail sending to Desai Shilon Bianca Lesan Si-ane (S.B.)
2017-08-29 11:22:35.7300 AM	Credit LifePolicy Test	Error	System Administrator	Retrieving the COM class factory for component with...
2017-08-29 11:15:22.7630 AM	Credit LifePolicy Test	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:15:22.4200 AM	Credit LifePolicy Test	Error	System Administrator	Mail sending to Desai Shilon Bianca Lesan Si-ane (S.B.)
2017-08-29 11:15:22.2900 AM	Credit LifePolicy Test	Error	System Administrator	Retrieving the COM class factory for component with...
2017-08-29 11:12:34.7470 AM	Test CLP	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:12:34.7470 AM	Test PolicyCreditor	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:12:34.4930 AM	Test CLP	Error	System Administrator	Error message: System.Exception: System.Exception...
2017-08-29 11:12:34.4930 AM	Test PolicyCreditor	Error	System Administrator	Error message: System.Exception: System.Exception...
2017-08-29 11:12:34.4830 AM	Test PolicyCreditor	Error	System Administrator	Mail sending to Pelwane Gerald (G.)
2017-08-29 11:12:34.4830 AM	Test CLP	Error	System Administrator	Mail sending to Pelwane Gerald (G.)
2017-08-29 11:12:34.3530 AM	Test PolicyCreditor	Error	System Administrator	Mail sending to Pelwane Gerald (G.)
2017-08-29 11:12:34.3530 AM	Test CLP	Error	System Administrator	Mail sending to Pelwane Gerald (G.)
2017-08-29 11:12:34.2070 AM	Test PolicyCreditor	Error	System Administrator	Retrieving the COM class factory for component with...
2017-08-29 11:12:34.2070 AM	Test CLP	Error	System Administrator	Retrieving the COM class factory for component with...
2017-08-29 11:09:29.4230 AM	Credit LifePolicy Test	Error	System Administrator	System.Exception: System.Exception: System.Except...

Open a specific log to view error message.

File

Home

Tools

Save

Save and Close

Validate

Cancel

Open Related Record

Show Workflow Instances

Refresh

Previous Record

Next Record

Close

Automated Process:*

Credit LifePolicy Test

Log Date:*

2017-08-29 11:15:22.4200 AM

System User:

System Administrator

Import Log Type:

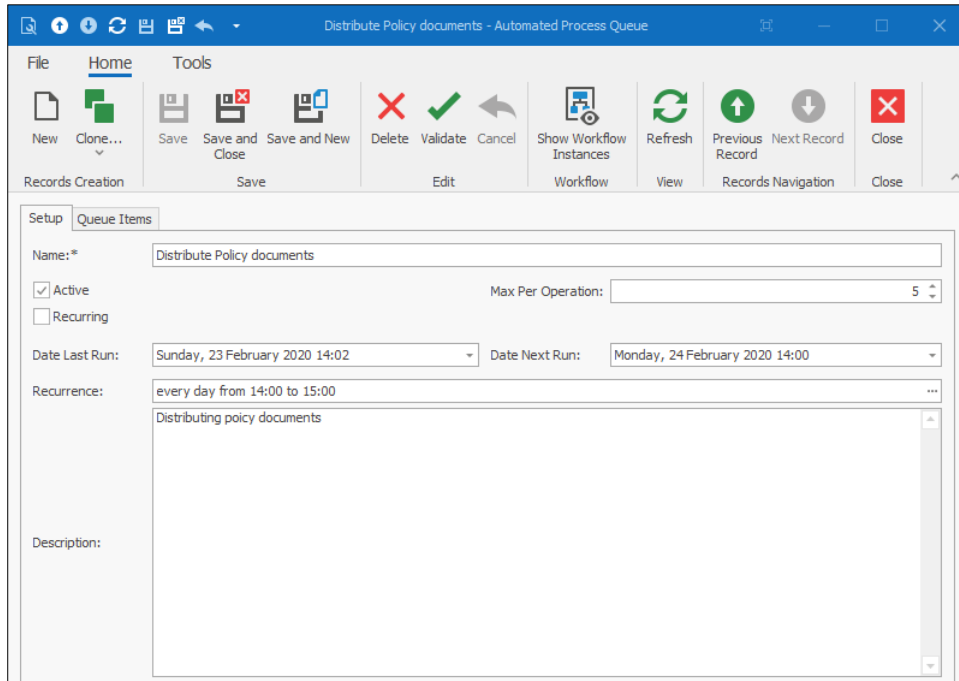
Error

Log Message:*

Mail sending to Desai Shilon Bianca Lesan Si-ane (S.B.L.S.D.)

Automated Process Queue

Automated processes can be added to a queue to be distributed at a specified date and time.



Fieldname	Description	Required
Name	Assign a unique name to the queue	✓
Active	Only active queues will be available to users for selection	
Max per Operation	Select a maximum number of retries per operation should the initial email fail to send	
Recurring	Select when the same item needs to be resent multiple times	
Date Last Run	Displays when last the process was executed	
Date Next Run	Displays when process will be executed next	
Recurrence	Set the recurrence detail	✓
Description	Enter a detailed description for this process	✓

Set Recurrence details

Appointment Recurrence

Appointment Time
Start: 14:00:00
End: 15:00:00
Duration: 1 hour

Recurrence Pattern
☒ Daily
☐ Weekly
☐ Monthly
☐ Yearly
☒ Every 1 day(s)
☐ Every weekday

Range of Recurrence
Start: 2019/11/15
☐ End by: 2019/11/24
☐ End after: 10 occurrences
☒ No end date

Remove Recurrence
OK
Cancel

View queue items

Claims Recurring - Account - Automated Process Queue

File Home Tools
New Clone... Save Save and Close Save and New Delete Validate Cancel Show Workflow Instances Refresh Previous Record Next Record Close

Records Creation Save Edit Workflow View Records Navigation Close

Setup Queue Items
Drag a column header here to group by that column

	Display Name	Automated Process	Date Processed	Retries	Status	Email Sent
	MSB Independ...	Send Account Statement		0	Ready	

Compliance

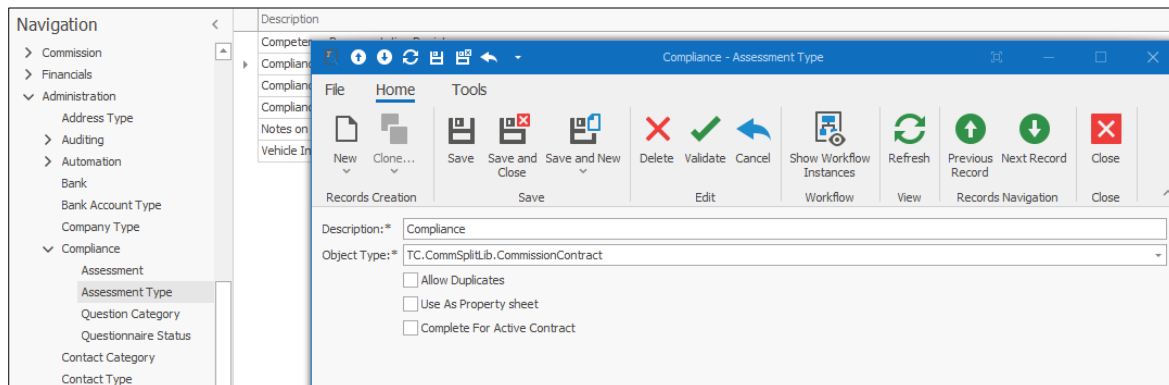
Questionnaires can be used to compile information in standardised data sheets.

This information can be used in standard forms and reporting.

Navigation	Name	Assessment ID	Assessment Type	Active
Commission	Business Details	PB001	Notes on Person	<input checked="" type="checkbox"/>
Financials	Commission Split - Assurance	CommRA	Compliance - Assurance	<input checked="" type="checkbox"/>
Administration	Commission Split - Investments	CommInv	Compliance - Investment	<input checked="" type="checkbox"/>
Address Type	Competence Register - Class of Business	COMCOB	Compliance	<input type="checkbox"/>
Auditing	Competence Register - Complete Form	FFGCRF	Competency Representative R...	<input checked="" type="checkbox"/>
Automation	Compliance - Investment (Individual)	CompII	Compliance - Investment	<input checked="" type="checkbox"/>
Bank	Compliance - Risk Assurance (Individual)	CompRAI	Compliance - Assurance	<input checked="" type="checkbox"/>
Bank Account Type	Personal Lines	ASN	Notes on Person	<input checked="" type="checkbox"/>
Company Type	Validation date for cover		Notes on Person	<input type="checkbox"/>
Compliance				
Assessment				
Assessment Type				
Question Category				
Questionnaire Status				

Assessment Type

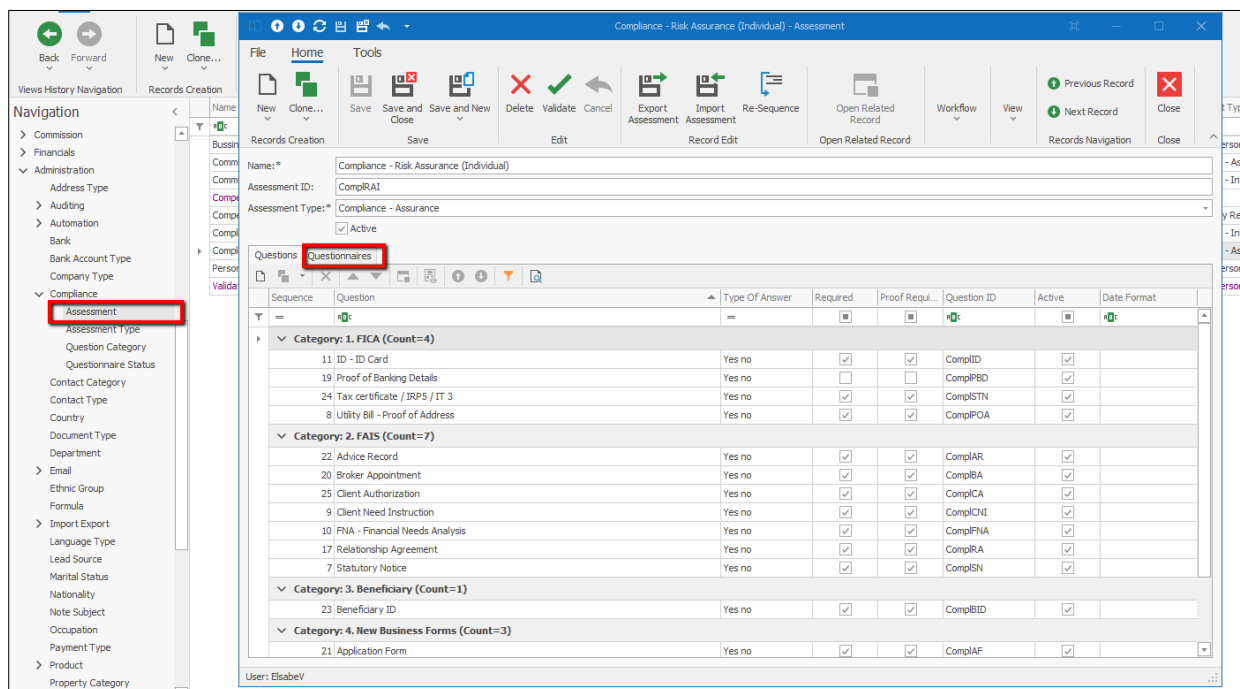
Assessment type is linked to an object type which will determine where this type of Assessment will be applied in the application, e.g., Compliance linked to a Commission Contract.



The screenshot shows the 'Compliance - Assessment Type' form. The left sidebar contains a navigation menu with categories like Commission, Financials, Administration, Auditing, Automation, Bank, Bank Account Type, Company Type, Compliance, Assessment, Assessment Type, Question Category, Questionnaire Status, Contact Category, and Contact Type. The main form area has a 'Description' field with the value 'Compliance' and an 'Object Type' dropdown menu with the value 'TC.CommSplitLib.CommissionContract'. Below these fields are three checkboxes: 'Allow Duplicates', 'Use As Property sheet', and 'Complete For Active Contract'.

Assessment

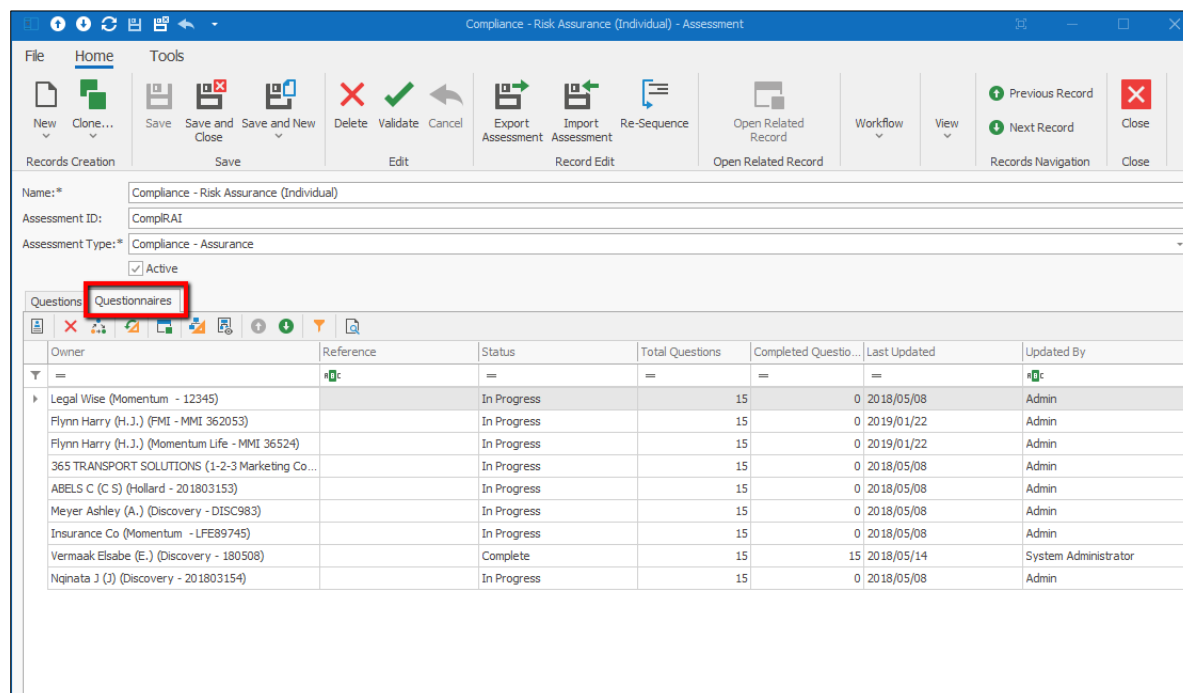
Once assessment types have been set up, you can formulate the actual questions for the questionnaire.



The screenshot shows the 'Compliance - Risk Assurance (Individual) - Assessment' form. The left sidebar contains a navigation menu with categories like Commission, Financials, Administration, Auditing, Automation, Bank, Bank Account Type, Company Type, Compliance, Assessment, Assessment Type, Question Category, Questionnaire Status, Contact Category, Country, Document Type, Department, Email, Ethnic Group, Formula, Import/Export, Language Type, Lead Source, Marital Status, Nationality, Note Subject, Occupation, Payment Type, Product, and Property Category. The main form area has fields for Name, Assessment ID, and Assessment Type. Below these fields is a table of questions categorized by FICA, FAIS, Beneficiary, and New Business Forms. The 'Questions' tab is selected, and the 'Questionnaires' button is highlighted.

Sequence	Question	Type Of Answer	Required	Proof Requi...	Question ID	Active	Date Format
Category: 1. FICA (Count=4)							
11	ID - ID Card	Yes no	✓	✓	CompID	✓	
19	Proof of Banking Details	Yes no	✓	✓	CompPBD	✓	
24	Tax certificate / IRPS / IT 3	Yes no	✓	✓	CompSTN	✓	
8	Utility Bill - Proof of Address	Yes no	✓	✓	CompPOA	✓	
Category: 2. FAIS (Count=7)							
22	Advice Record	Yes no	✓	✓	CompIAR	✓	
20	Broker Appointment	Yes no	✓	✓	CompBA	✓	
25	Client Authorization	Yes no	✓	✓	CompICA	✓	
9	Client Need Instruction	Yes no	✓	✓	CompCNI	✓	
10	FNA - Financial Needs Analysis	Yes no	✓	✓	CompFNA	✓	
17	Relationship Agreement	Yes no	✓	✓	CompRA	✓	
7	Statutory Notice	Yes no	✓	✓	CompSN	✓	
Category: 3. Beneficiary (Count=1)							
23	Beneficiary ID	Yes no	✓	✓	CompBID	✓	
Category: 4. New Business Forms (Count=3)							
21	Application Form	Yes no	✓	✓	CompAF	✓	

A list of all Items linked to this questionnaire is visible on the Questionnaires tab.



Name: * Compliance - Risk Assurance (Individual)

Assessment ID: ComplRAI

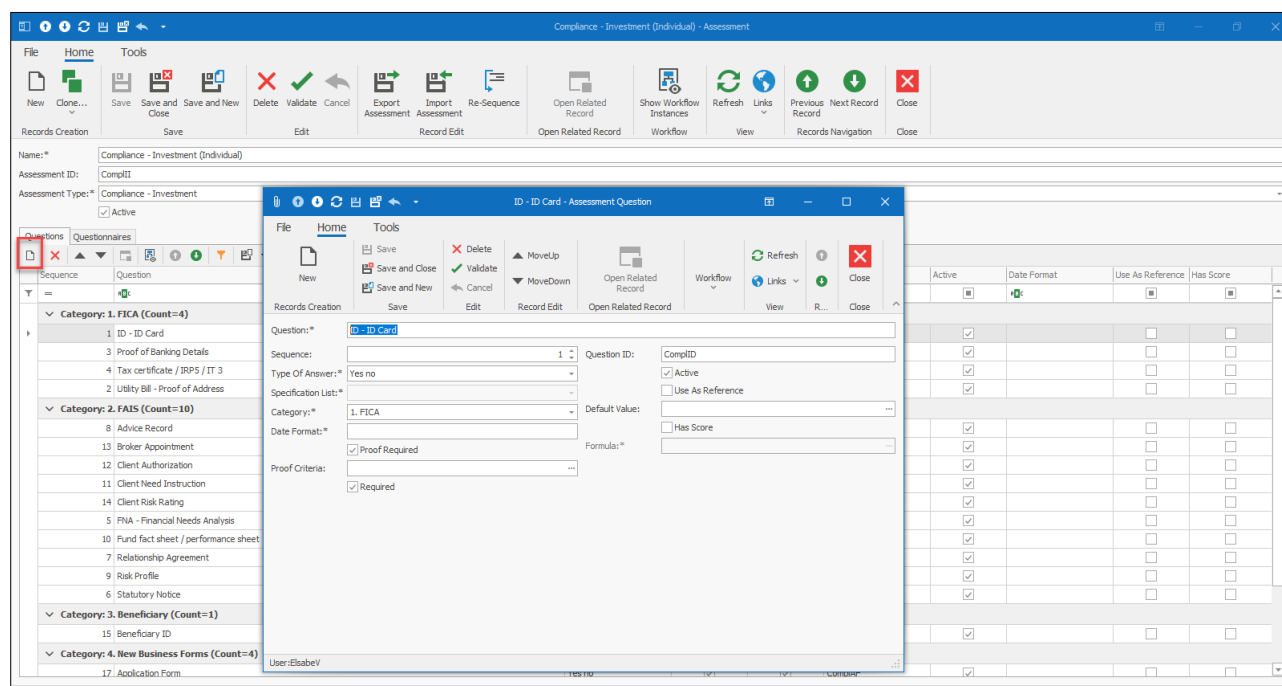
Assessment Type: * Compliance - Assurance

☒ Active

Questions **Questionnaires**

Owner	Reference	Status	Total Questions	Completed Questions	Last Updated	Updated By
Legal Wise (Momentum - 12345)		In Progress	15	0	2018/05/08	Admin
Flynn Harry (H.J.) (FMI - MMI 362053)		In Progress	15	0	2019/01/22	Admin
Flynn Harry (H.J.) (Momentum Life - MMI 36524)		In Progress	15	0	2019/01/22	Admin
365 TRANSPORT SOLUTIONS (1-2-3 Marketing Co...)		In Progress	15	0	2018/05/08	Admin
ABELS C (C S) (Holland - 201803153)		In Progress	15	0	2018/05/08	Admin
Meyer Ashley (A.) (Discovery - DISC983)		In Progress	15	0	2018/05/08	Admin
Insurance Co (Momentum - LFE89745)		In Progress	15	0	2018/05/08	Admin
Vermaak Elsabe (E.) (Discovery - 180508)		Complete	15	15	2018/05/14	System Administrator
Nqinata J (J) (Discovery - 201803154)		In Progress	15	0	2018/05/08	Admin

Formulate Questions



Name: * Compliance - Investment (Individual)

Assessment ID: ComplIT

Assessment Type: * Compliance - Investment

☒ Active

Questions **Questionnaires**

Sequence: Question

Category: 1. FICA (Count=4)

1 ID - ID Card

3 Proof of Banking Details

4 Tax certificate / IRPS / IT 3

2 Utility Bill - Proof of Address

Category: 2. FAIS (Count=10)

8 Advice Record

13 Broker Appointment

12 Client Authorization

11 Client Need Instruction

14 Client Risk Rating

5 FNA - Financial Needs Analysis

10 Fund fact sheet / performance sheet

7 Relationship Agreement

9 Risk Profile

6 Statutory Notice

Category: 3. Beneficiary (Count=1)

15 Beneficiary ID

Category: 4. New Business Forms (Count=4)

17 Application Form

User: ElsabeV

ID - ID Card - Assessment Question

Question ID: ComplID

Sequence: 1

Type Of Answer: * Yes no

Specification List: *

Category: * 1. FICA

Date Format: *

Proof Criteria: *

☒ Proof Required

☒ Required

Default Value: *

Formula: *

Active

Date Format

Use As Reference

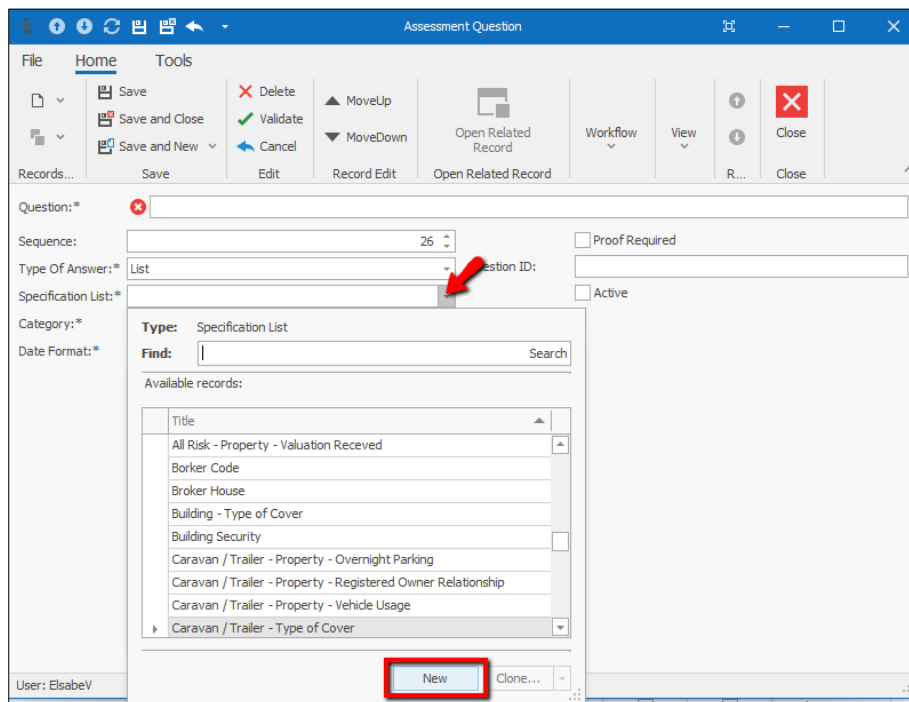
Has Score

Fieldname	Description	Required
Question	The question that needs to be answered	<input checked="" type="checkbox"/>
Sequence	Sequence in which this question must appear on questionnaire	
Type of answer	Determines the data type of the answer, i.e., text, numeric, date etc.	
Specification list	You can set up a list of possible answers to select from	
Category	Categorise questions	<input checked="" type="checkbox"/>
Date Format	Enter your preferred date format, e.g., dd/MM/yyyy	
Required	Select if an answer is required	

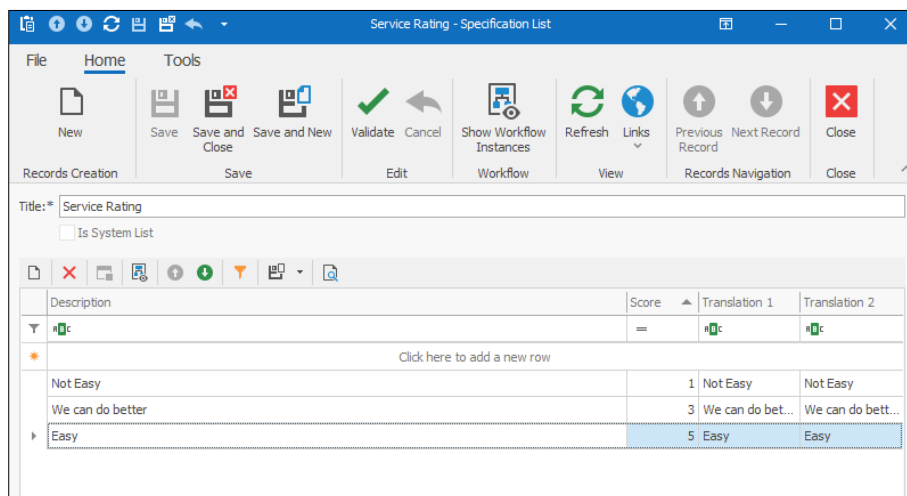
Proof Required	Select if relevant documentation for this question needs to be attached
Proof Criteria	Add specific criteria to this document to limit the type of document that can be attached e.g., Document type = Copy of ID
Question ID	Assign a unique Question ID for reporting purposes
Active	Choose to activate question or not
Use as reference	System use only
Default value	System use only
Has Score	Tick box will apply score specified on the Specification list to this question/answer
Formula	System use only

Specification list

Select a pre-setup list from the drop-down menu or set up a new list:



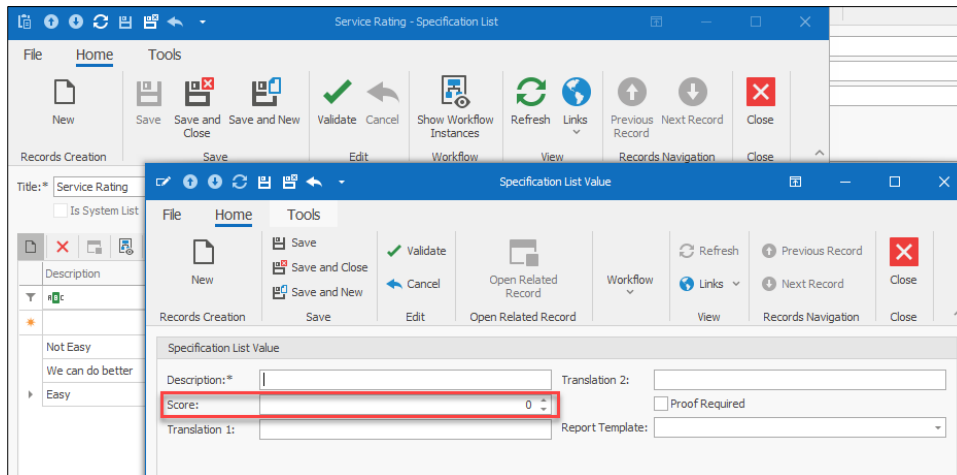
The screenshot shows the 'Assessment Question' form. The 'Specification List' dropdown is open, displaying a list of available records. A red arrow points to the dropdown, and a red box highlights the 'New' button at the bottom of the menu.



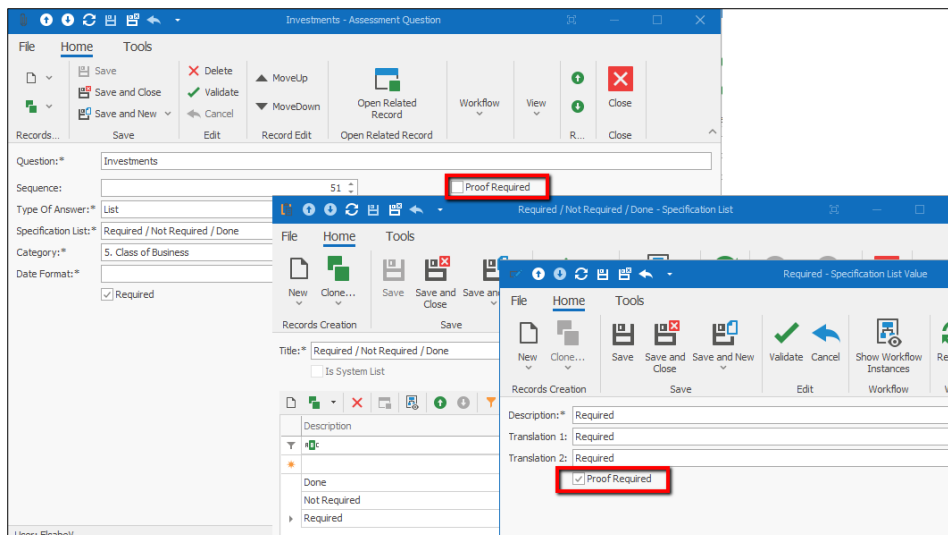
The screenshot shows the 'Service Rating - Specification List' form. It displays a table with columns for Description, Score, Translation 1, and Translation 2. The table contains three rows: 'Not Easy', 'We can do better', and 'Easy'. The 'Easy' row is highlighted.

Description	Score	Translation 1	Translation 2
Not Easy	1	Not Easy	Not Easy
We can do better	3	We can do bet...	We can do bett...
Easy	5	Easy	Easy

Apply a score per answer to calculate an overall score on questionnaire.



Proof required can be set on question or on answer or on both.



Questionnaire Status

Set up the questionnaire statuses which will be available for the user to select.

When 'Use as default' is selected, this status will display by default once the questionnaire is opened.

When 'Can Edit' is selected, the user will be able to change the status of this questionnaire when needed.

Questionnaire status can be controlled by use of State Machine i.e., status cannot be changed to 'Completed' if all required questions have not been answered.

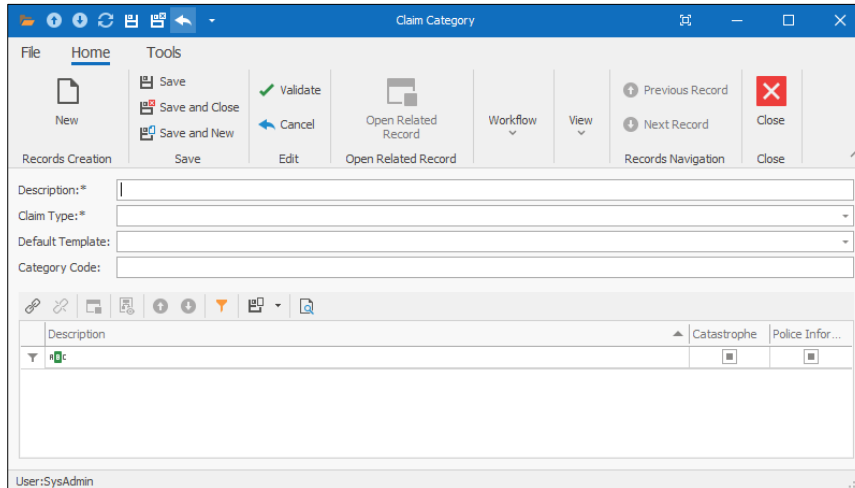
Please refer to [State Machine](#) section in this document.

Claim

All Claims must have a Category, Cause for Claim as well as Claim Status.

Claim Category

Create claim categories relevant to the specific area on which this category is applicable



Fieldname	Description	Required
Description	Category unique description	✓
Claim Type	Select system area on which this category is applicable i.e., short term, credit life, assurance or funeral	✓
Default Template	Apply default text template if applicable	
Category Code	Enter a category specific code which can be used to auto populate claim number.	
Cause of claim	Link cause of claim applicable to this claim category	

Please note: you may have more than one Category Description, but linked to different Claim types i.e., Category name = Death + Claim type = TC.Contact.ExtendedServices.AssuranceClaim and Category name = Death + Claim type = TC.Funeral.FuneralClaim

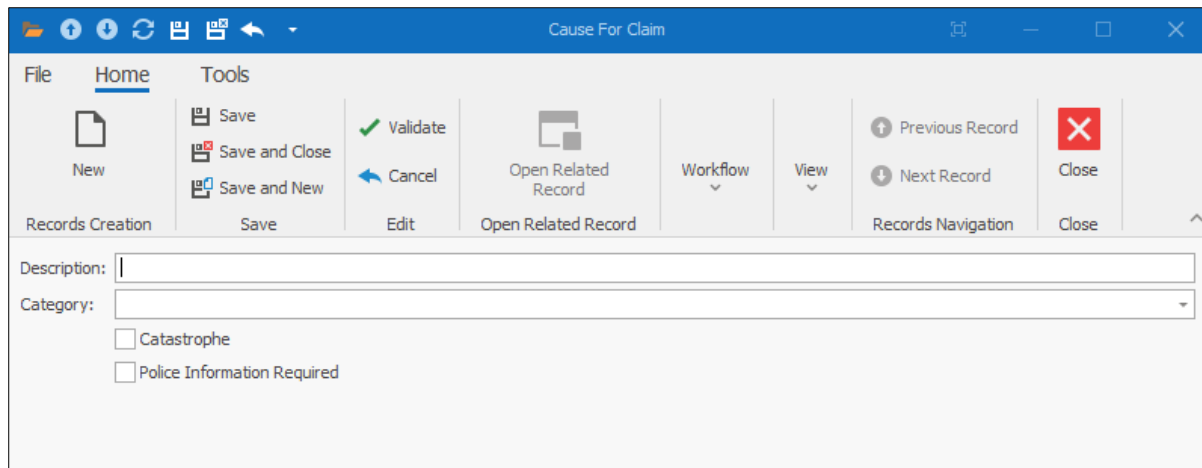
Claim Category must be linked to at least 1 cause of claim; therefore you need to capture cause of claim first.

Cause of Claim

Create a list of claim causes linked to a specific claim's category.

Select Catastrophe and/or Police Information required where applicable.

These fields will not be available when registering a new claim if not specifically applied on the cause of claim.



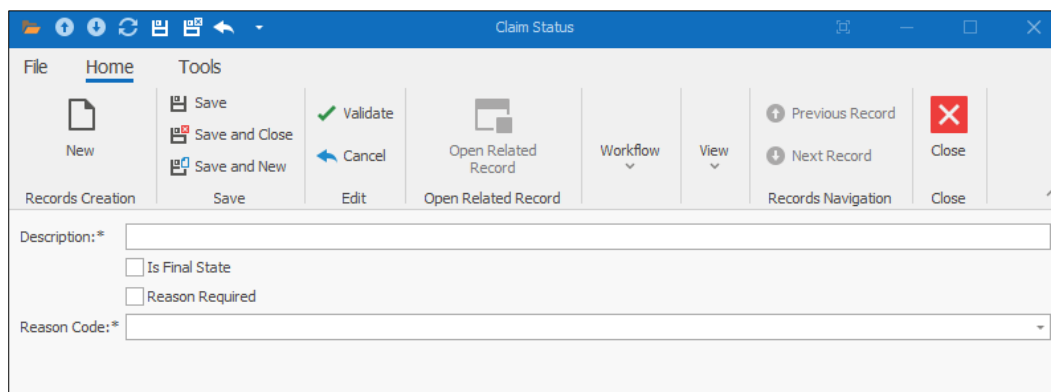
Claim Status

Each claim has a start and end status with specific rules and reasons attached to it.

Create a list of claim statuses to be selected when administering a claim.

'Is Final State' means that the claim is finalised and should not be altered thereafter i.e., Cancelled, withdrawn, rejected, suspended etc.

A specific reason per claim status can be applied i.e., Rejection reason = no cover



Document

Each document saved onto the application must be linked to a category and document type.

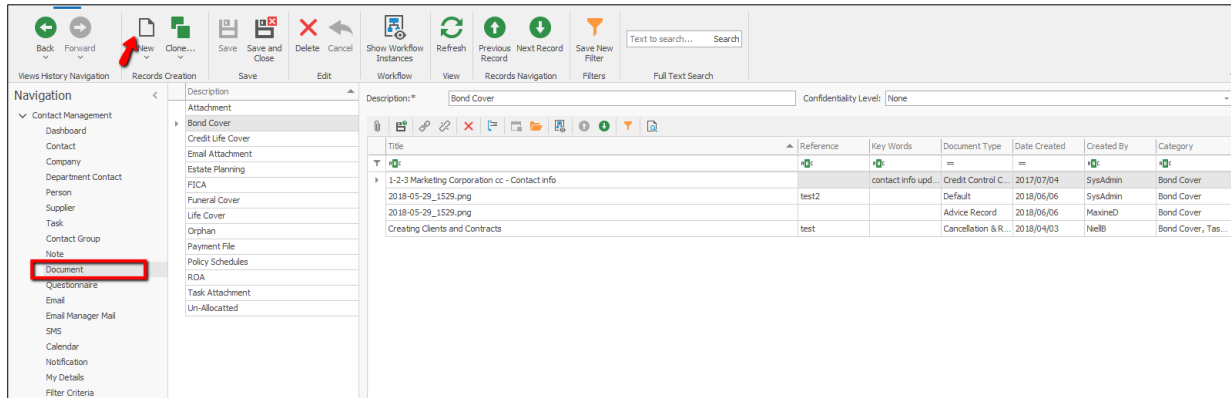
Users can only select document categories and document types that have already been set up.

Take care in creating your document hierarchy as this will determine how efficient a document can be searched.

Document types and categories are also linked to automated processes.

Document Category

To create Document Categories, navigate to Contact Management > Documents:

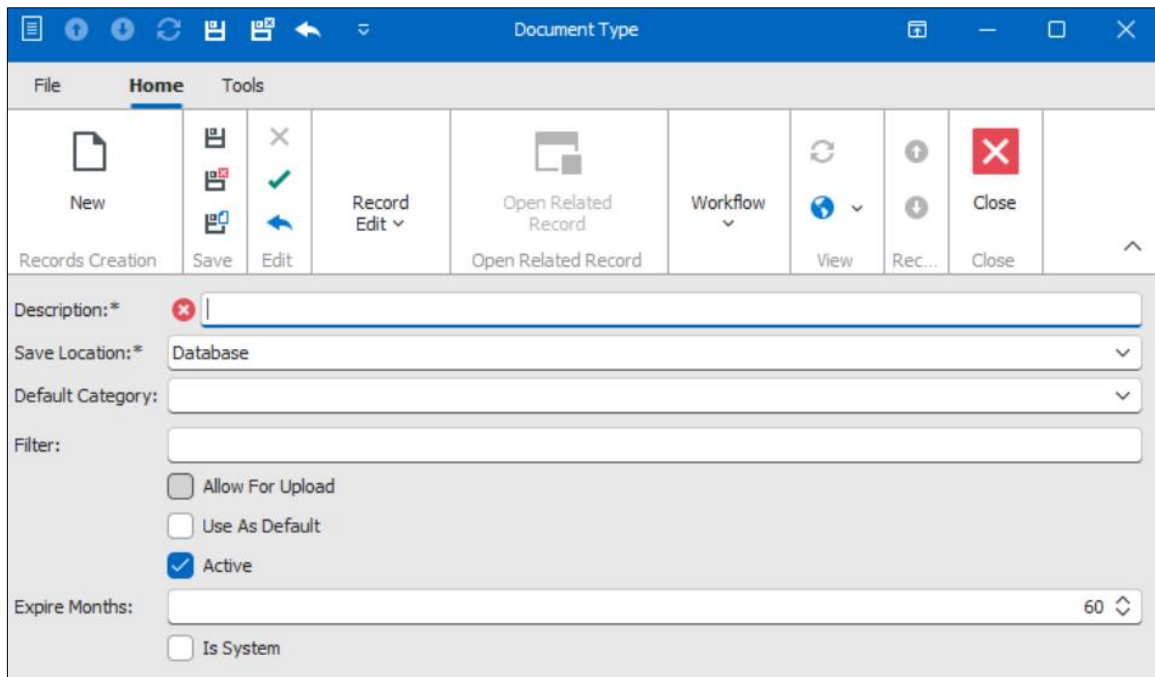


A document should always be linked to a contact or contract or both, a task or claim.

Confidentiality levels can be set per category or document.

Document type

Document type further defines a document.



Fieldname	Description	Required
Description	Describe the document type	✓
Save Location	Select location as either Database, Network, SharePoint or Azure	
Default Category	Assign a default category per document type	
Filter	Filter specifies the format in which a document must be saved to select this document type i.e., xls can only be used for Excel documents.	
Allow for Upload	To make document available for upload to Client Portal	
Use as default	Set as default document type	

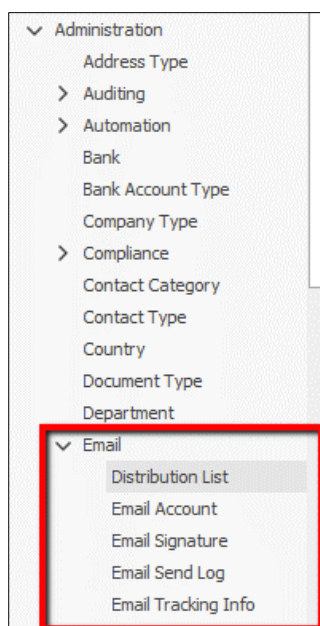
Active	Not visible to users when Active is disabled
Expire Months	Add expire months to this document to indicate age analysis on list views. Expiry date is calculated from the date the document was created
Is System	Cannot be selected by user. Used for workflow purposes.

Email

Set up standardised distribution lists.

Manage Email accounts to be used throughout the application in various processes.

Set up email signatures.

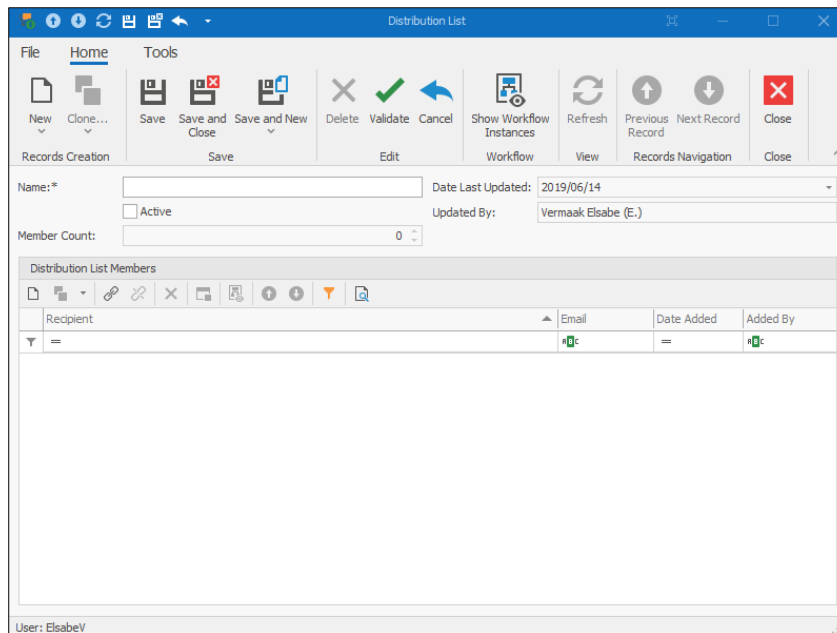


Distribution List

A distribution list provides the option to create a custom group of recipients with the purpose to distribute/send the same information, e.g., Newsletters, to each recipient.

This functionality does not replace the automated process of sending bulk emails or reports but work in conjunction with it.

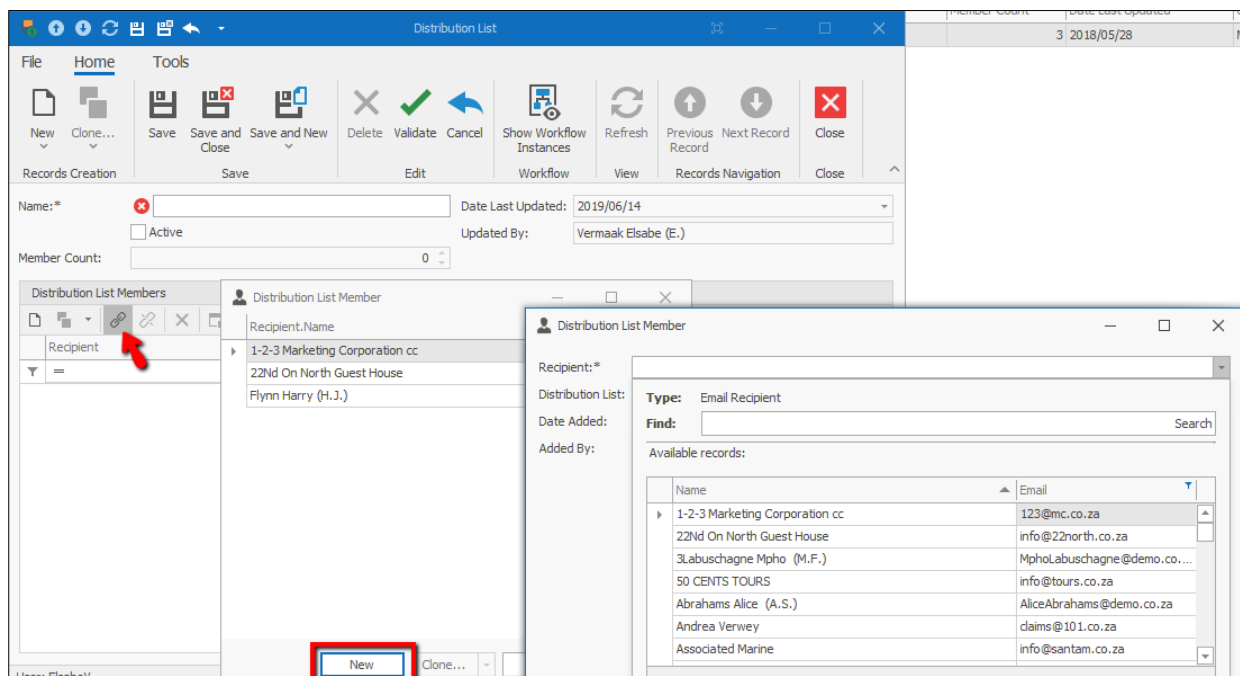
Click on 'Distribution List' and on 'New' from the menu bar to create a new distribution list.



Give the list a unique and proper name for users to easily identify. Add members from the database to a Distribution List or select to link members from an existing Distribution list. Note that when you link a member from one Distribution list to another, the member will be removed from the list where it currently exists. Mark the Distribution List as 'Active' if it should be available to use.

New Member

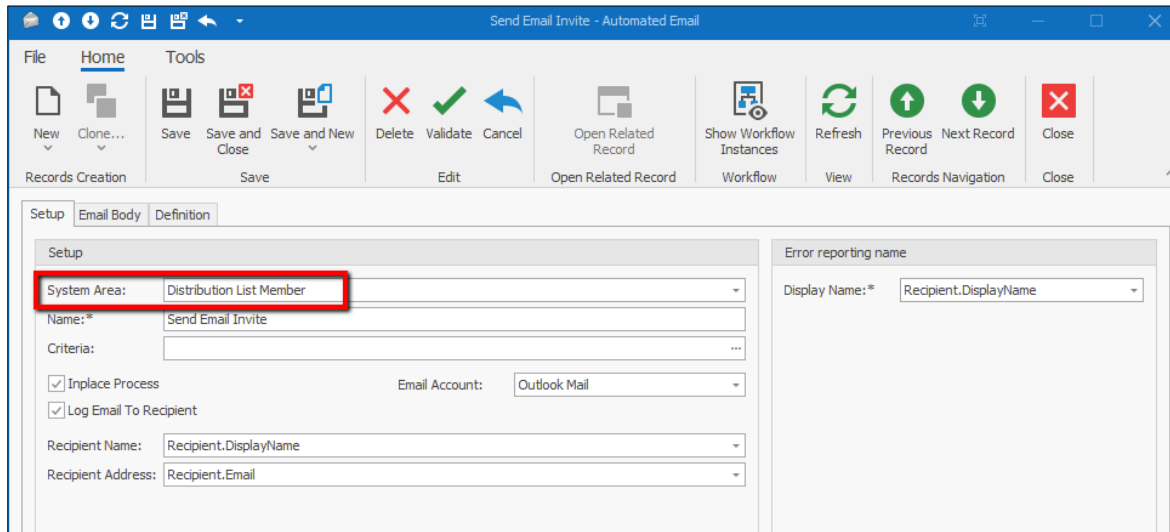
Select a new member from the database.



Users can also directly add a record from Contact, Company, Person or Department Contact to a Distribution list.

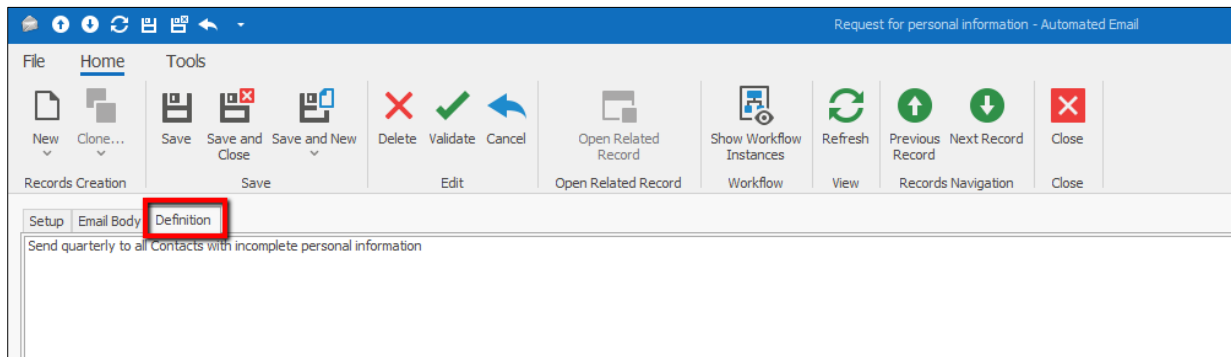
Create / Add information

To use an 'Automated Email' to be send to members of a Distribution list, the system area for the automated email needs to be 'Distribution list member'.



Please note that you are not limited to only use Merge Fields and values from Questionnaires in the email body.

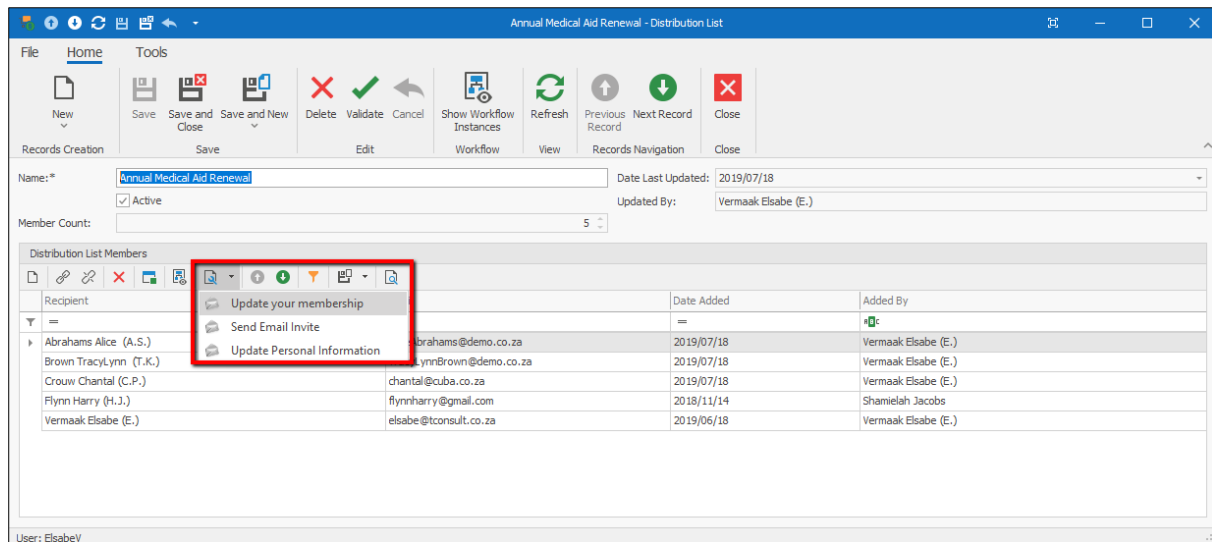
Images saved in a shared public folder i.e., <https://url/Folder/file> can also be used as an email body, e.g., Newsletter.jpg



Send information via a distribution list

Open the relevant distribution list and select all the recipients to be included in the auto-email process.

Click the 'Automated Process icon' and select the specific Automated email process from the drop-down list and follow the wizard:

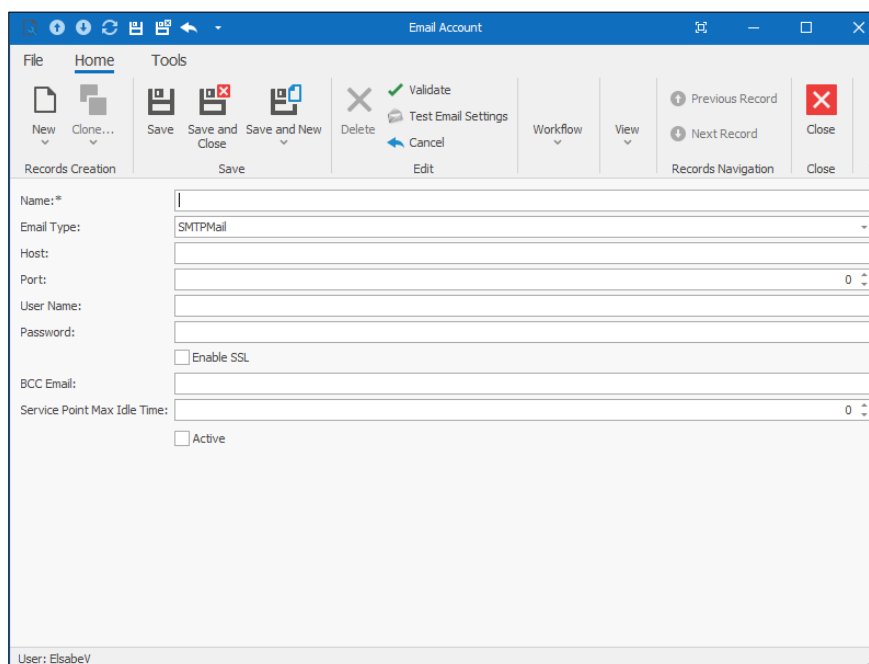


Recipient	Date Added	Added By
Abrahams Alice (A.S.)	2019/07/18	Vermaak Elsabe (E.)
Brown TracyLynn (T.K.)	2019/07/18	Vermaak Elsabe (E.)
Crow Chantal (C.P.)	2019/07/18	Vermaak Elsabe (E.)
Flynn Harry (H.J.)	2018/11/14	Shamiehl Jacobs
Vermaak Elsabe (E.)	2019/06/18	Vermaak Elsabe (E.)

Email account

Each user should have an email account linked to his/her user profile. This account will be used to send emails from the application.

Various email types can be configured. It is advisable to Test the email settings for authenticity.



SMTP and/or Web Mail

Simple Mail Transfer Protocol (SMTP) is a protocol used for sending email messages between servers.

Both SMTP and Web Mail use this protocol which should be obtained from your IT department or Service Provider.

Typically used outside of your Company's network.

Outlook Mail

When selected the application will use the settings from your outlook account provided you are on your Company's network.

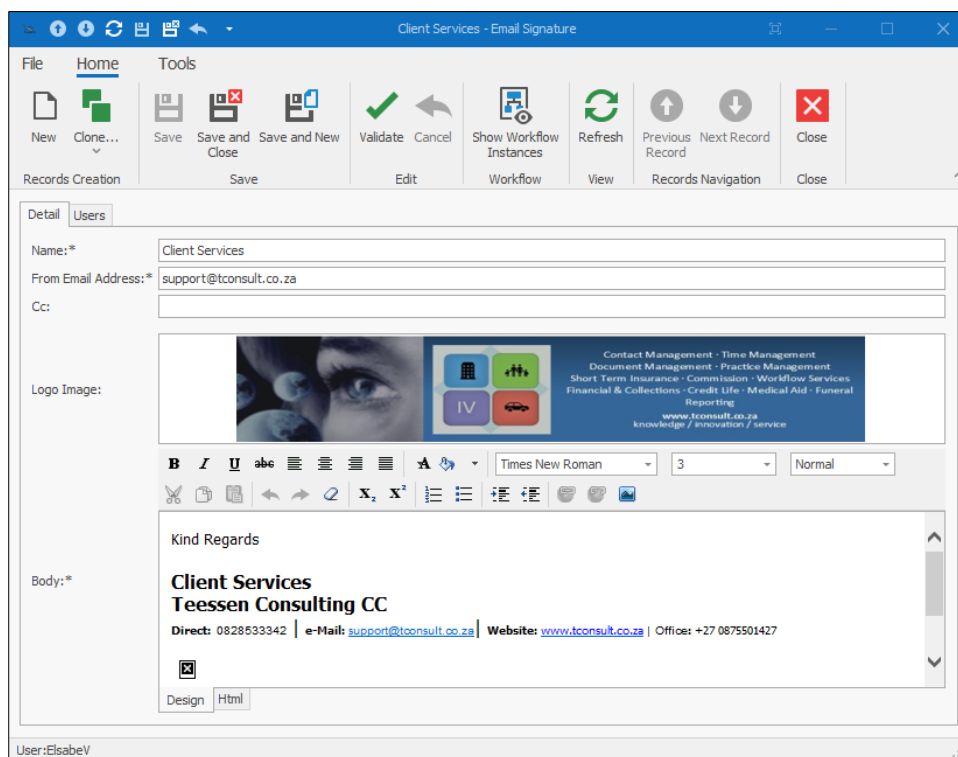
Database mail

Database mail is used to send bulk emails, i.e., Marketing material or Newsletters and is being set up in conjunction with Teessen Consulting.

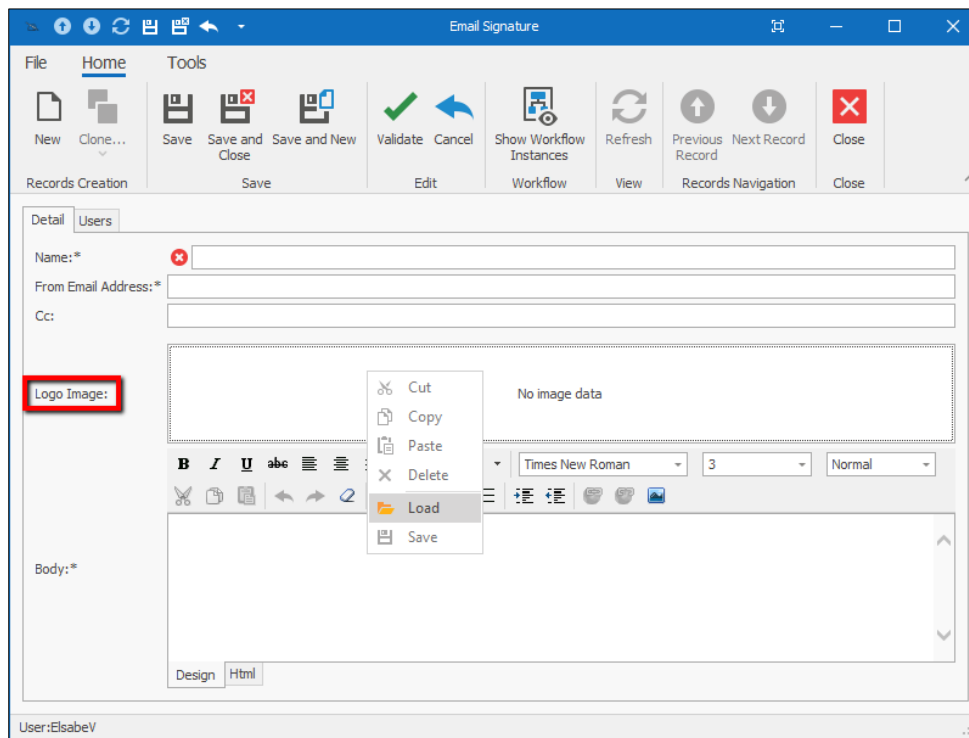
Email signature

An email signature is mandatory for sending emails from the application. A user can be linked to multiple email signatures.

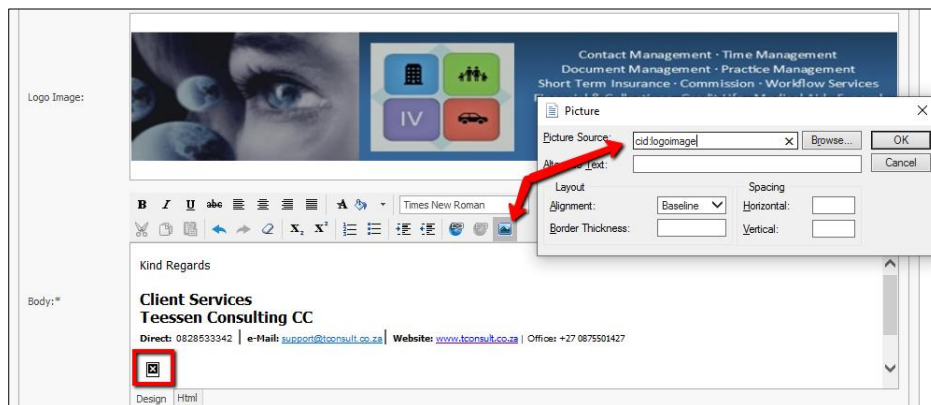
Add a default cc email address to which an email will be sent automatically when this signature is used.



Right click to load your company banner as the logo image:



Then use the image icon on Body section to insert this image in the required space:



Import / Export

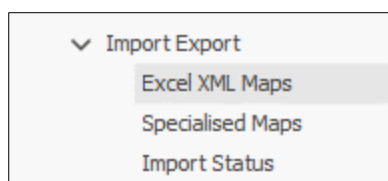
This functionality enables you to import bulk records from a spreadsheet or 3rd party applications by mapping the data fields to a system import map.

Importing plays a vital role in commission processing.

Excel XMLMap

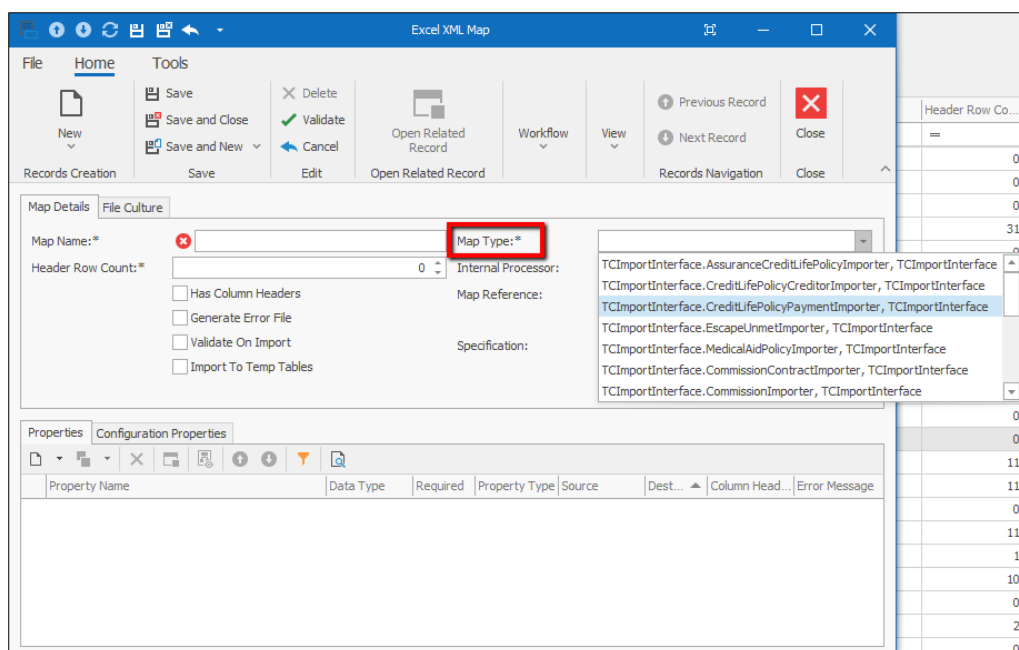
Excel XMLMap is a standard mapping tool which allows users to set up their own importing maps according to a simple spreadsheet of information.

Specialised Import Maps are pre-setup system maps based on a set of rules which applies to the format of a commission statement.



Various map types, specifying the area in which you want to import, are available to choose to import selected data.

Specifications on all import types are available on request.



Map Details

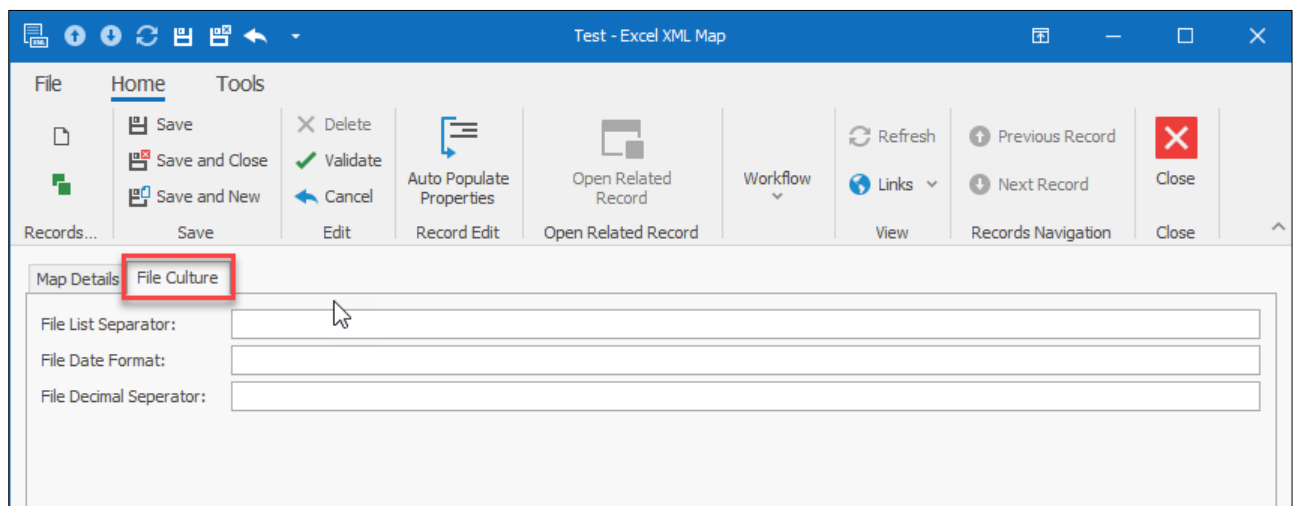
Fieldname	Description	Required
Map Name	Provide a unique name to identify the import map	✓
Header Row Count	Some data spreadsheets may have headers with various information and logos. These rows are not considered when importing.	
Has Column Headers	Should be selected when statement has column headers.	

Generate Error file	Recommended to always select this option to enable the application to create an error file should the import fail.
Validate on Import	Recommended to always select this option as the layout of the file may change without notice.
Import to temp tables	Imports data into temp tables to be assessed before final import into database. Refer to Tools in this guide.
Map Type	Select relevant map type ✔
Internal Processor	Option to select between Excel or Document server as internal processor. The application is not dependent on Microsoft Office application to process data.
Map Reference Specification	Free text field Link the file used to set up this map for future reference as the layout might change from time to time

File Culture

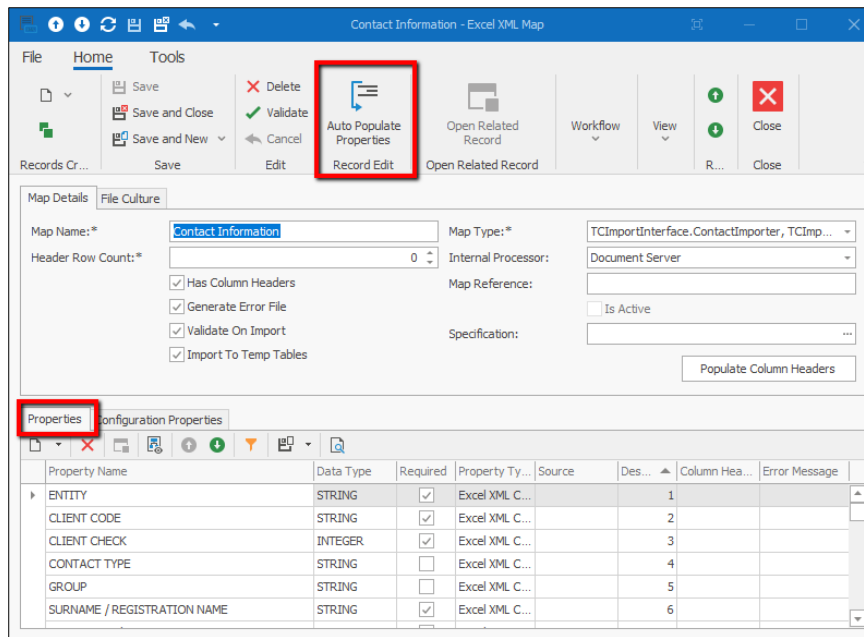
Txt files can also be imported with this feature, but the file culture is different from that of an excel or csv.

You can indicate the specific file culture on this tab.



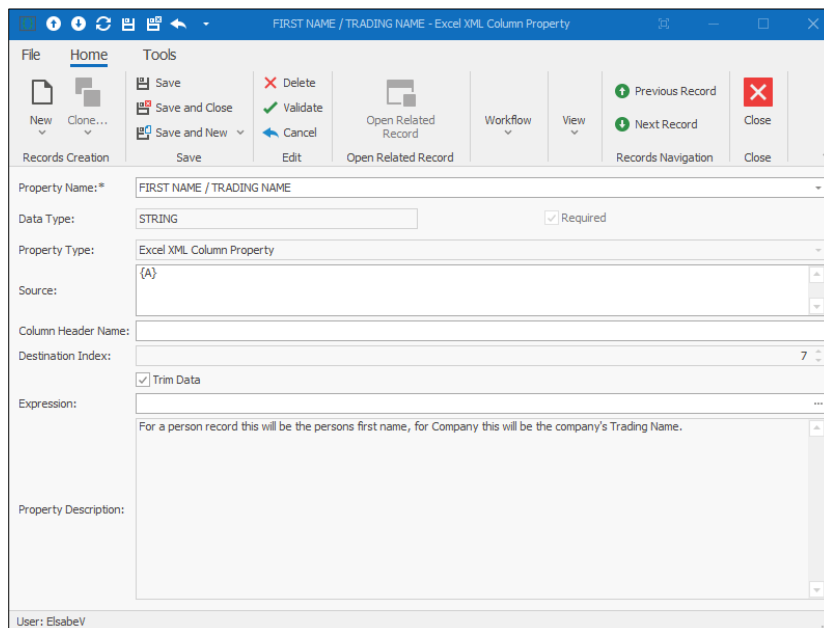
Properties

Auto Populate Properties to populate all required properties when only Column Properties are being used:



Alternatively select the New Property button to select each property field individually to indicate the Property Type required.

Each property Source must be linked to the data spreadsheet.



Please use the property description as guidance.

Only after all properties have been selected, will you be able activate this map

Map Details | File Culture

Map Name: * Map Type: *

Header Row Count: * Internal Processor:

☒ Has Column Headers Map Reference:

☒ Generate Error File ☒ Is Active

☒ Validate On Import Specification:

☒ Import To Temp Tables

Click the elipsis button to link the file used to create this map:

Specification:

Once the file has been linked, you can populate the column headers from the file to match the Properties where you have entered the details:

You are provided with an overview of your selections. These can be edited if necessary:

Property Name	Data Type	Required	Property Type	Source	Destina...	Column Header N...	Error Message
ENTITY	STRING	<input checked="" type="checkbox"/>	Excel XML Colum...	PERSON			
CLIENT CODE	STRING	<input checked="" type="checkbox"/>	Excel XML Colum...	{D}		Contact.Legal Ref...	
CLIENT CHECK	INTEGER	<input checked="" type="checkbox"/>	Excel XML Colum...	1			
CONTACT TYPE	STRING	<input type="checkbox"/>	Excel XML Colum...				
GROUP	STRING	<input type="checkbox"/>	Excel XML Colum...				
SURNAME / REGISTRATION NAME	STRING	<input checked="" type="checkbox"/>	Excel XML Colum...	{A}		Surname	
FIRST NAME / TRADING NAME	STRING	<input checked="" type="checkbox"/>	Excel XML Colum...	{B}		First name	
SECOND NAME	STRING	<input type="checkbox"/>	Excel XML Colum...				
CALL NAME	STRING	<input type="checkbox"/>	Excel XML Colum...				
INITIALS	STRING	<input type="checkbox"/>	Excel XML Colum...				
TITLE	STRING	<input type="checkbox"/>	Excel XML Colum...	{AF}		Title	
DATE OF BIRTH	DATE	<input type="checkbox"/>	Excel XML Colum...				
TYPE OF COMPANY	STRING	<input type="checkbox"/>	Excel XML Colum...				

Configuration Properties

Properties | **Configuration Properties**

Property Category:

☒ IsInvestmentStatement

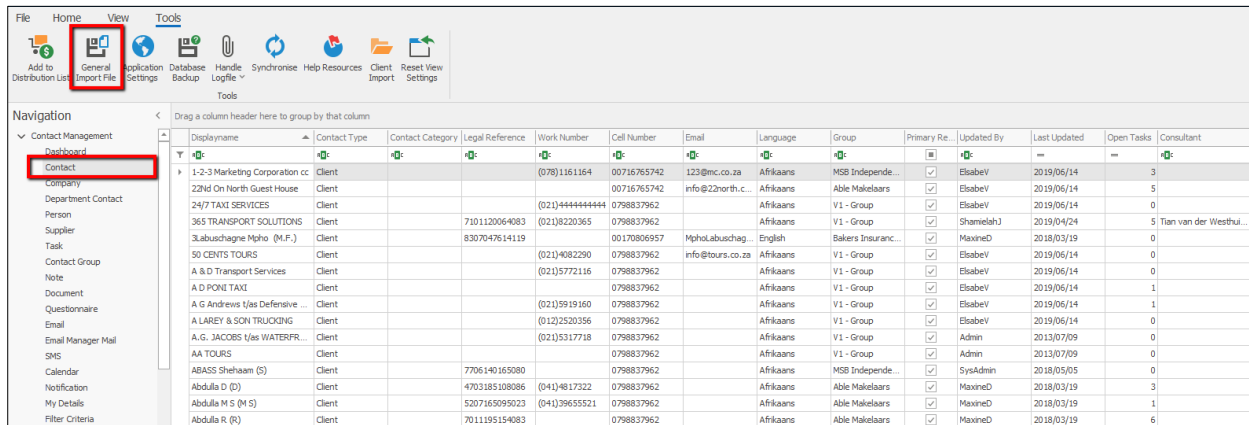
☒ IsVatAdded

Configuration Properties:

Indicate if this is an Investment Statement and/or if Vat is Added to the Commission amount specified

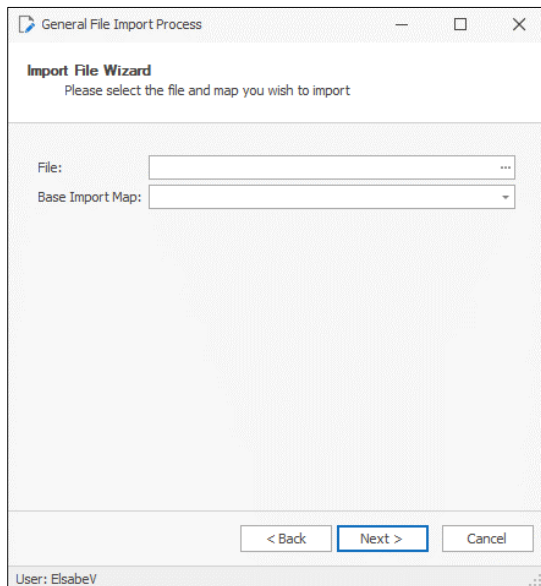
Importing data

The 'General import file' option is available on almost all the system areas to which you can import. The data will be imported directly into the database.



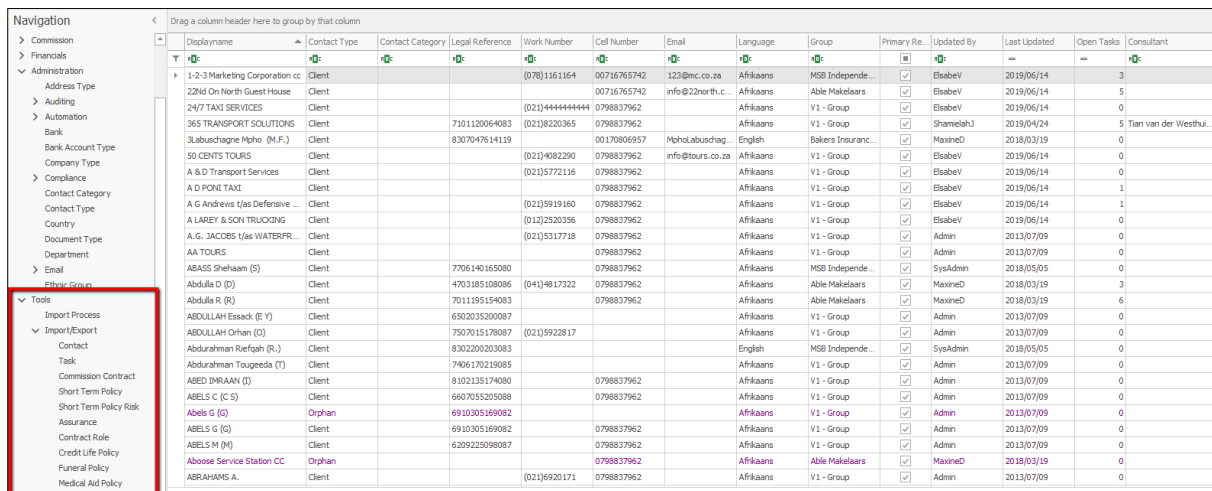
The screenshot shows the application's main interface. The 'Tools' menu is open, and the 'General Import File' option is highlighted with a red box. The 'Navigation' pane on the left shows various system areas, and the main table displays a list of contacts with columns for Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Group, Primary Re., Updated By, Last Updated, Open Tasks, and Consultant.

The wizard will guide you through the process:



The screenshot shows the 'General File Import Process' wizard. The 'Import File Wizard' step is active, prompting the user to 'Please select the file and map you wish to import'. The 'File:' field is empty, and the 'Base Import Map:' dropdown is set to 'V1 - Group'. The 'User:' field at the bottom shows 'ElsabeV'.

Alternatively, especially when temp tables are selected, you will find the specific importers on [Tools](#).



The screenshot shows the application's main interface. The 'Tools' menu is open, and the 'Import Process' option is highlighted with a red box. The 'Navigation' pane on the left shows various system areas, and the main table displays a list of contacts with columns for Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Group, Primary Re., Updated By, Last Updated, Open Tasks, and Consultant.

Specialised Import Maps

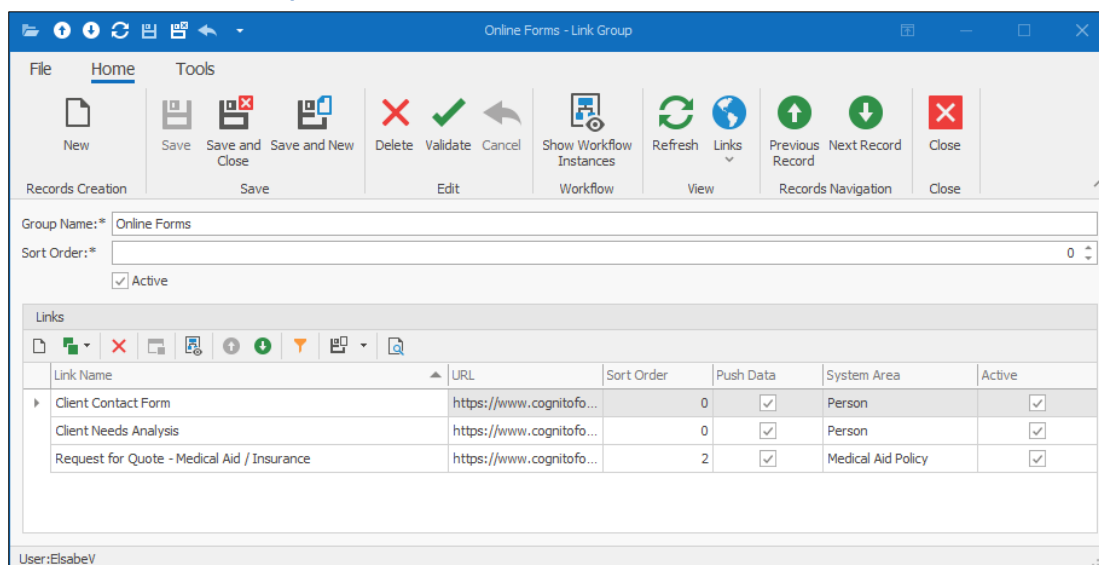
These import maps are system maps which have been pre-setup based on a set of rules which applies to the format of a commission statement.

Please contact us should you require a specialised map.

Link Group

Set up web links directly in applications which give users the ability to branch directly out to the web using a URL.

Create a new Link Group

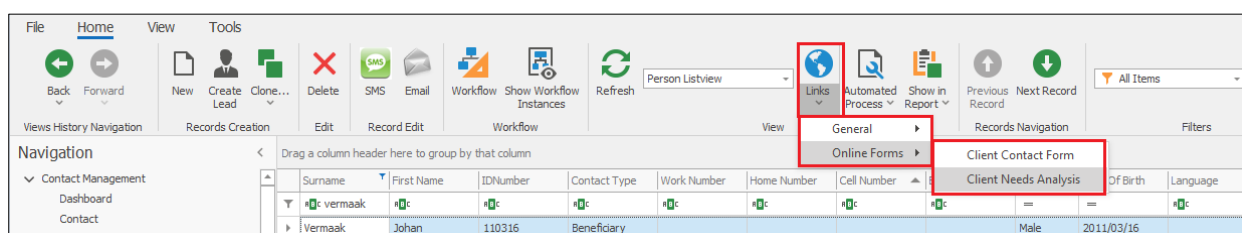


The screenshot shows the 'Online Forms - Link Group' window. It has a ribbon with 'File', 'Home', and 'Tools' tabs. The 'Tools' tab is active, showing various icons for file operations, editing, workflow, and navigation. Below the ribbon, there are input fields for 'Group Name' (set to 'Online Forms') and 'Sort Order' (set to '0'). There is a checkbox for 'Active' which is checked. Below these fields is a table titled 'Links'.

Link Name	URL	Sort Order	Push Data	System Area	Active
Client Contact Form	https://www.cognitofo...	0	<input checked="" type="checkbox"/>	Person	<input checked="" type="checkbox"/>
Client Needs Analysis	https://www.cognitofo...	0	<input checked="" type="checkbox"/>	Person	<input checked="" type="checkbox"/>
Request for Quote - Medical Aid / Insurance	https://www.cognitofo...	2	<input checked="" type="checkbox"/>	Medical Aid Policy	<input checked="" type="checkbox"/>

At the bottom left, it says 'User: ElsabelV'.

Assign a unique Group Name to the link which will group all the links below when navigating to the Links action in the Action bar.



The screenshot shows the application interface. The 'Links' action in the Action bar is highlighted with a red box. Below the Action bar, there is a table with columns: Surname, First Name, ID Number, Contact Type, Work Number, Home Number, Cell Number, and others. The table contains data for a user named 'Vermaak, Johan'.

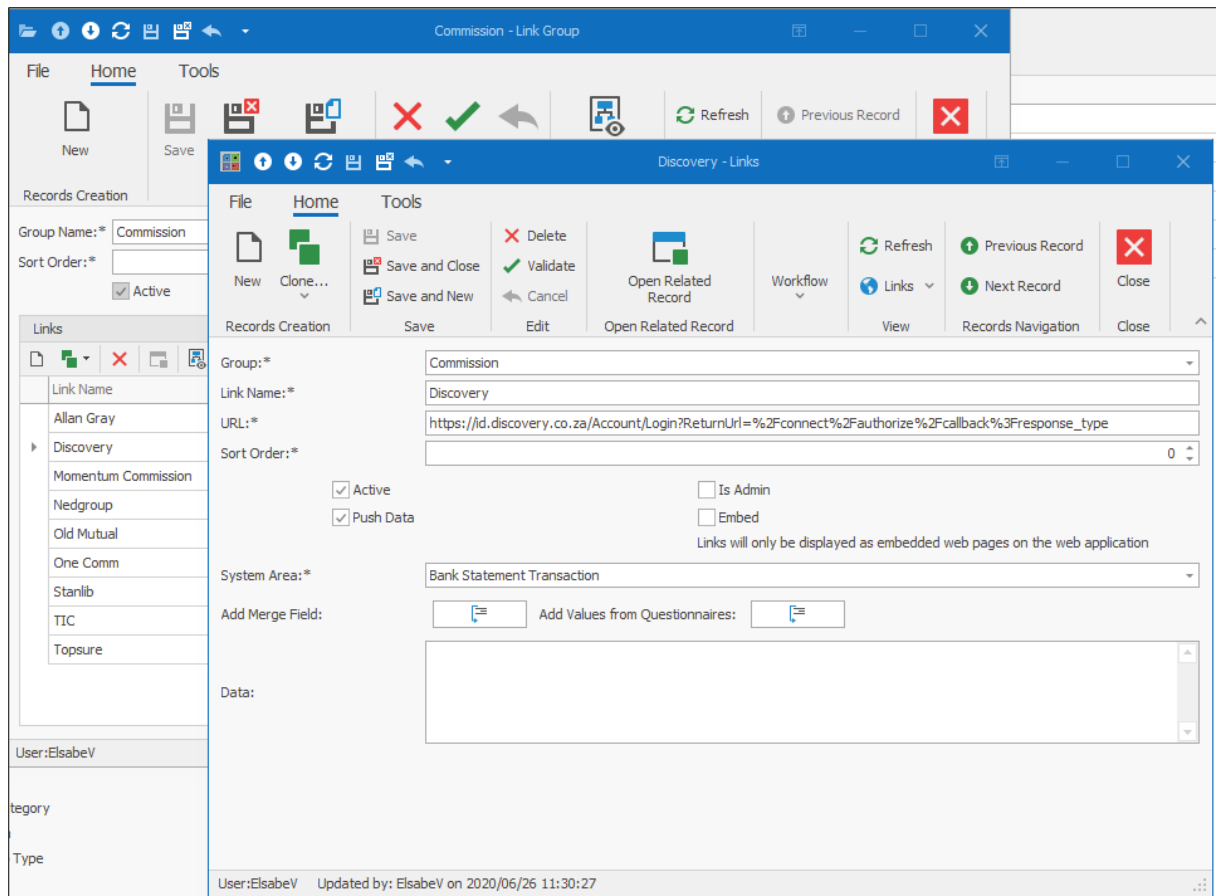
Create a new Link

Link or change Group to which this Link will be applicable

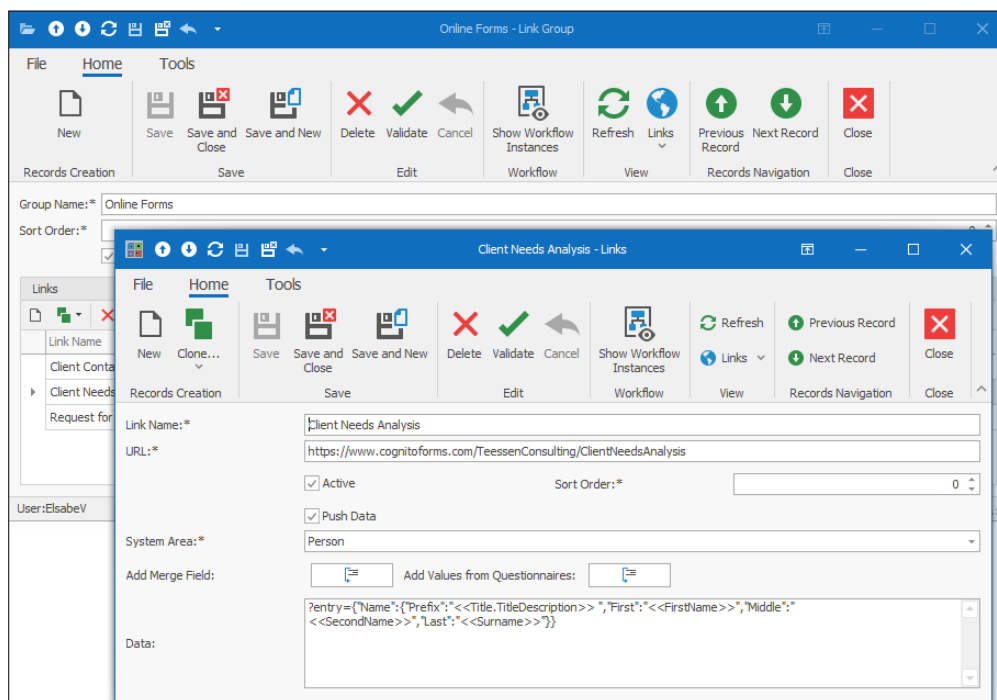
Capture a unique Link Name to easily identify what this link is for, e.g., browse to Discovery Website.

Enter the relevant URL.

Use Push data to specify the system area in which this link must be available and to add Data criteria to be used, e.g., in Online forms.



Embedded links will only display as embedded web pages on the web application:



Please contact us to set up Data criteria.

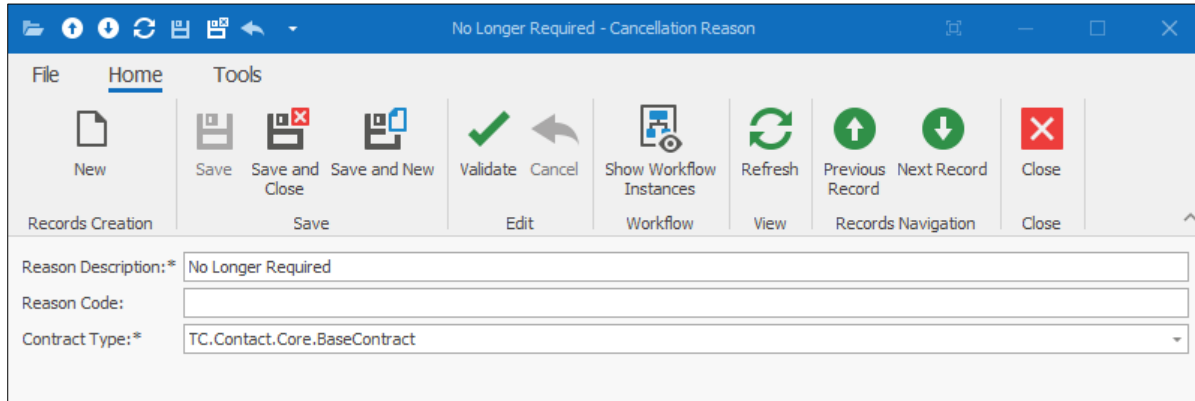
The link will be available on all system areas if push data is not selected.

Product

Set up Cancellation Reasons, Contract Roles and Product Statuses that can be selected throughout the application.

Cancellation Reason

Set up various cancellation reasons per Contract Type which can be selected when Contract status is in Final state i.e., Cancelled.



Add a Reason Code to differentiate between same descriptions for different system areas as well as for reporting purposes.

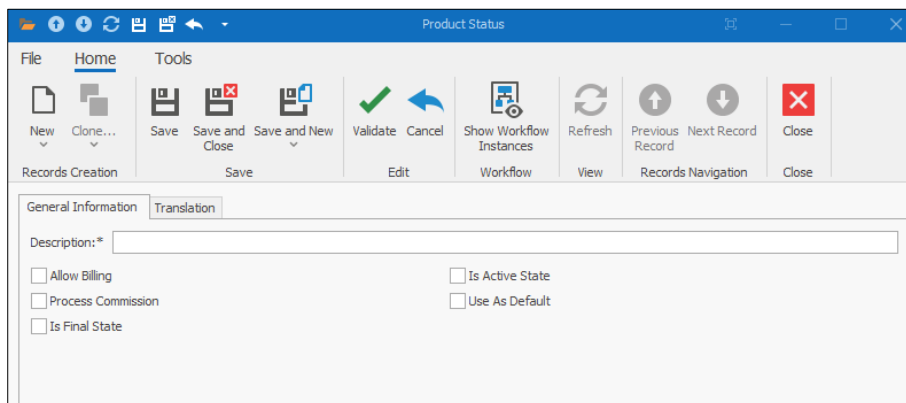
Contract Roles

Specific Contract roles need to be set up on each Product within the application. Users can then select the appropriate role when capturing a new Contract.

This is especially applicable to Funeral and Medical Aid where Dependents and/or Beneficiaries are linked.

Product Status

Set up various product statuses with specific control specifications. Statuses can be used in conjunction with one another.



Fieldname	Description
Allow Billing	Required if this status is used for collection premium through month-end process
Process Commission	Commission can only be processed if selected in conjunction with Is Active State
Is Final State	Select for statuses like Cancelled, Lapse etc. The application will prompt the user for cancel date and cancel reason when selected

Is Active State	This should not be confused with the “Active” status. Is Active state means that a certain process can be done, e.g., process commission. Use in conjunction with Process Commission.
Use as default	At least 1 status should be selected as default

Product statuses can be controlled by using State Machine criteria or a specific workflow setup.

Please refer to [State Machine](#) section.

Security

As Systems Administrator you have limited access to certain Security functionalities.

User Activity log

Displays user login activity:

Navigation	User Name	Application Type	Source	Action	Description	Date Created
Ethnic Group	admin	WebApplication	102.250.1.47	Logged On	User admin has succe...	2019/06/07
Formula	admin	WebApplication	102.250.1.107	Logged Off	User admin has succe...	2019/06/07
Import Export	Admin	WebApplication	105.246.65.124	Failed Attempt	Login Failed for user A...	2019/05/30
Language Type	Admin	WebApplication	105.246.67.201	Logged On	User Admin has succe...	2018/05/15
Lead Source	Admin	WebApplication	105.246.65.124	Logged On	User Admin has succe...	2018/05/30
Marital Status	Admin	WebApplication	105.246.65.124	Logged Off	User Admin has succe...	2018/05/30
Nationality	Admin	WebApplication	105.246.67.201	Logged On	User Admin has succe...	2018/05/15
Note Subject	ElisabeV	WebApplication	41.144.25.31	Logged On	User ElisabeV has succ...	2018/07/20
Occupation	ElisabeV	WebApplication	41.246.28.202	Logged On	User ElisabeV has succ...	2019/05/28
Payment Type	ElisabeV	WebApplication	41.246.14.100	Logged On	User ElisabeV has succ...	2018/07/26
Product	ElisabeV	WebApplication	154.119.68.14	Logged On	User ElisabeV has succ...	2018/04/11
Property Category	ElisabeV	WebApplication	41.246.28.246	Logged On	User ElisabeV has succ...	2019/05/27
Relationship Type	ElisabeV	WebApplication	197.228.56.51	Logged On	User ElisabeV has succ...	2018/08/08
Security	ElisabeV	WebApplication	41.144.25.31	Failed Attempt	Login Failed for user E...	2018/07/23
User Activity Log	ElisabeV	WebApplication	41.148.70.27	Logged On	User ElisabeV has succ...	2018/08/15
Calendar Resource	ElisabeV	WebApplication	102.250.1.59	Logged On	User ElisabeV has succ...	2019/06/13
Permission Action	ElisabeV	WebApplication	102.250.1.2	Logged On	User ElisabeV has succ...	2019/06/07
Permission Role	ElisabeV	WebApplication	102.250.87.248	Logged Off	User ElisabeV has succ...	2018/08/08
Permission User	ElisabeV	WebApplication	102.248.7.156	Logged On	User ElisabeV has succ...	2018/08/02
System User Model	ElisabeV	WebApplication	197.228.56.51	Logged On	User ElisabeV has succ...	2018/08/08
Team	ElisabeV	WebApplication	102.250.1.105	Logged On	User ElisabeV has succ...	2019/06/06
Security View	ElisabeV	WebApplication	41.144.25.31	Logged Off	User ElisabeV has succ...	2018/07/20
Specification List						

This functionality is not active by default and must be requested.

Calendar Resource

Calendar Resources must be specified in order to use Calendar in the application.

Outlook Username and Outlook Calendar are not applicable fields as the application is not integrated with Outlook.

Calendar Resource

File

Home

Tools

New

Save

Save and Close

Save and New

Delete

Validate

Cancel

Open Related Record

Show Workflow Instances

Refresh

Links

Previous Record

Next Record

Close

Records Creation

Save

Edit

Open Related Record

Workflow

View

Records Navigation

Close

Calendar Resource

System User:

Outlook Username:

Caption:*

Outlook Calendar:

Color:

0. 0. 0. 0

Permission User

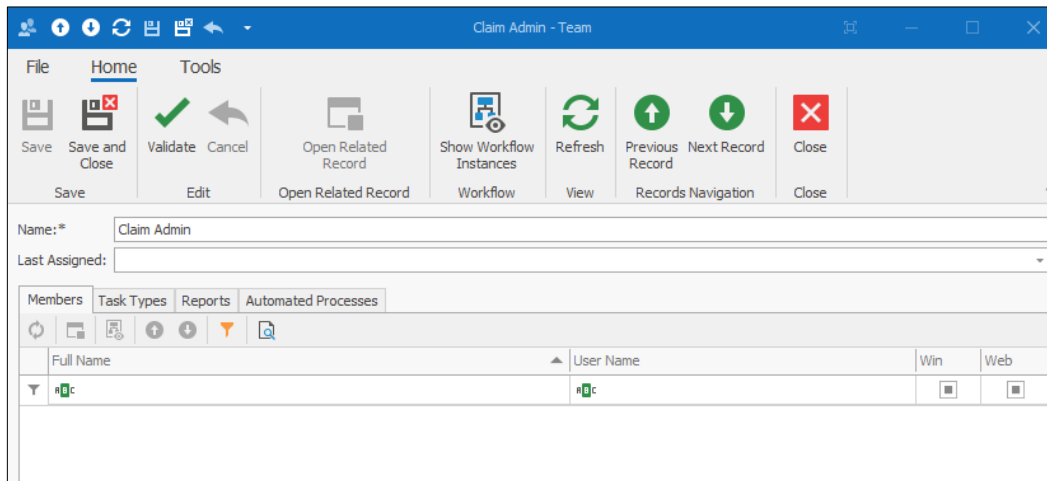
Limited access to Permission user. Please refer to [Reset User Password](#) section.

Team

Each user must be linked to a Team.

For each Team you can define which task types, task log types, reports and automated processes can be used by that specific Team.

Teams can also be used in workflows and importers to set up a round-robin to automatically assign tasks to a specific Team.

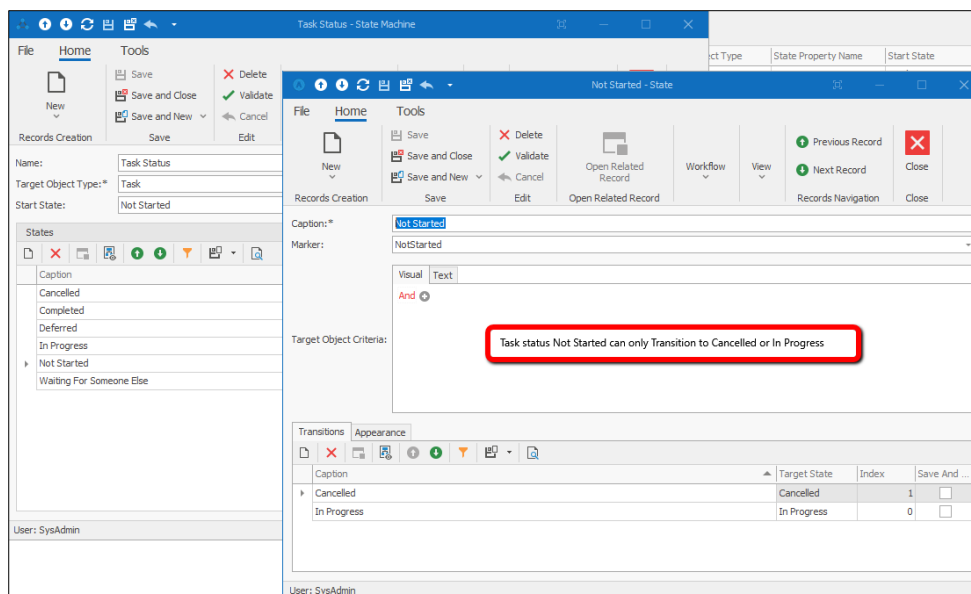


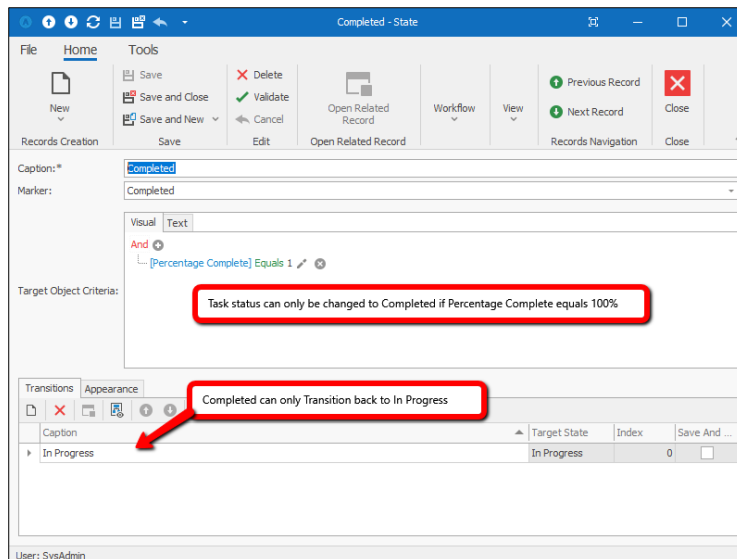
Members (users), task types and reports can be linked individually.

State Machine

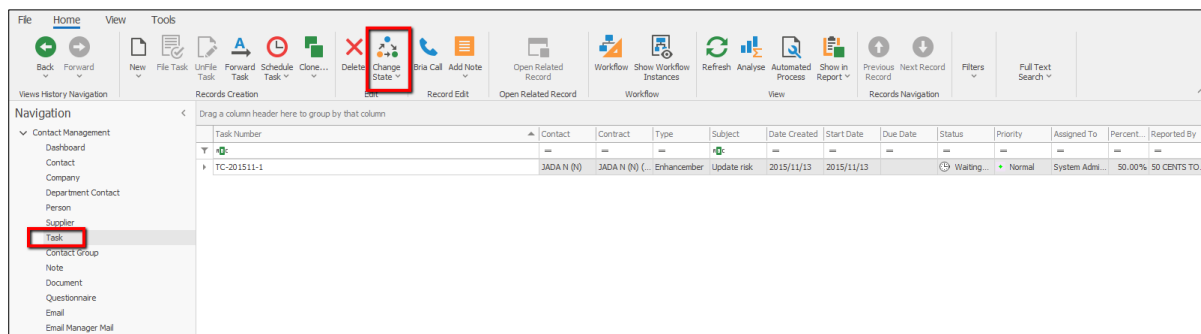
State Machine is used to apply specific control to system areas according to Business rules, i.e., Control the transition of Contract Statuses with build-in security controls.

This functionality also allows you to apply your own Appearance rules:





You will notice a new Action Icon on the System area on which the state machine was applied.



Task Type, Task log type & Text Template

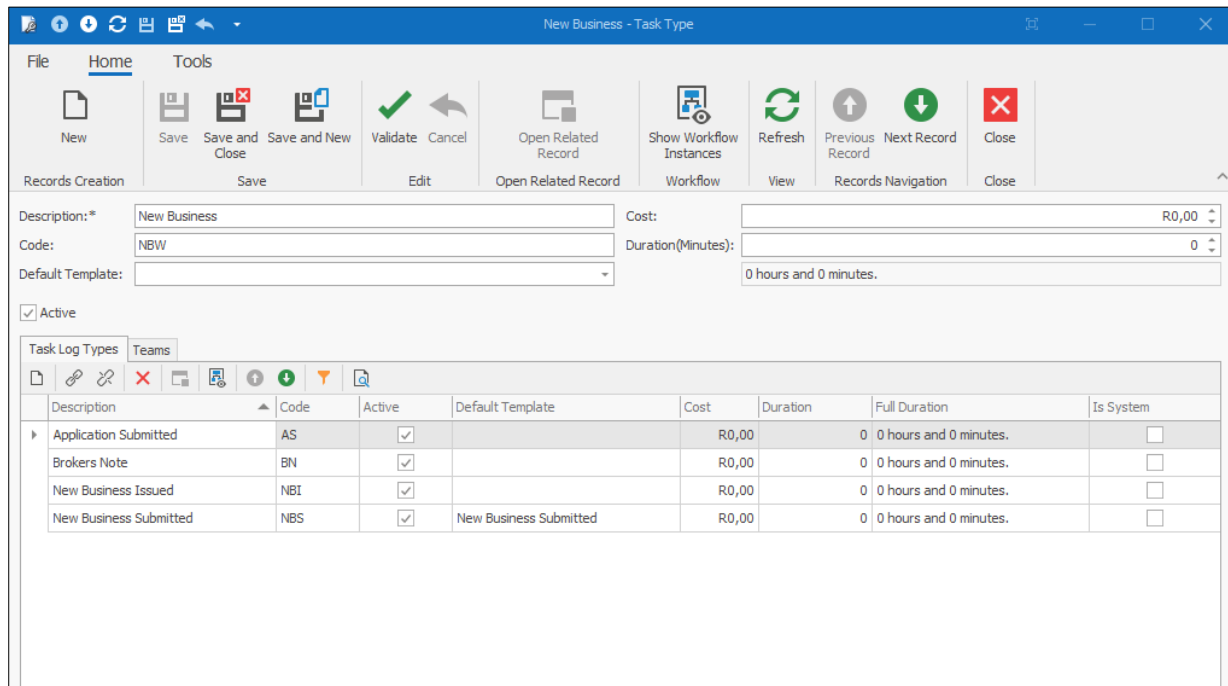
Task Management is a very prominent feature within the application and therefore the setup of task types, task log types and text templates are very important.

Task log types can be linked to a Task type ensuring that only the relevant task log types can be selected for that specific Task Type.

Assigning these Task Types to specific Teams creates a structure and uniformity within that Team.

Note: Various processes, workflows and Management reports are dependent on this setup.

Task Type



New Business - Task Type

File Home Tools

New Save Save and Close Save and New Validate Cancel Open Related Record Show Workflow Instances Refresh Previous Record Next Record Close

Records Creation Save Edit Open Related Record Workflow View Records Navigation Close

Description: * New Business Cost: R0,00

Code: NBW Duration(Minutes): 0

Default Template: 0 hours and 0 minutes.

☒ Active

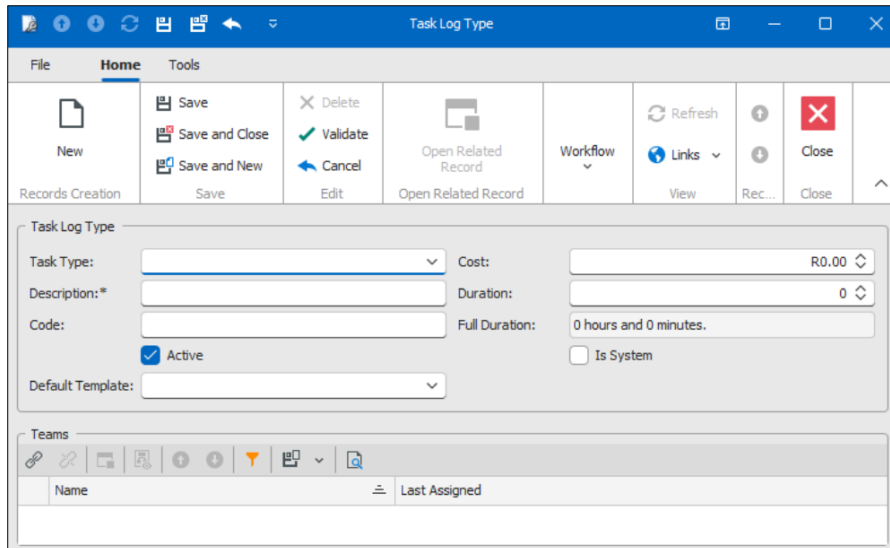
Task Log Types Teams

Description	Code	Active	Default Template	Cost	Duration	Full Duration	Is System
Application Submitted	AS	<input checked="" type="checkbox"/>		R0,00	0	0 hours and 0 minutes.	<input type="checkbox"/>
Brokers Note	BN	<input checked="" type="checkbox"/>		R0,00	0	0 hours and 0 minutes.	<input type="checkbox"/>
New Business Issued	NBI	<input checked="" type="checkbox"/>		R0,00	0	0 hours and 0 minutes.	<input type="checkbox"/>
New Business Submitted	NBS	<input checked="" type="checkbox"/>	New Business Submitted	R0,00	0	0 hours and 0 minutes.	<input type="checkbox"/>

Fieldname	Description	Required
Description	Create a unique short description to identify the type of task	<input checked="" type="checkbox"/>
Code	Provide a code for the task type. This is optional	
Default template	A default template can be applied. Please refer to text template	
Cost	Allocate a unit cost for reporting purposes	
Duration	Duration is applied to determine time spent on a certain task. Also used in conjunction with Cost for reporting purposes	
Active	Select to make Task Type available	
Task Log Types	Link applicable task log types	
Teams	Assign task type to relevant teams	

Task Log Type

Task logs are used for all communication with regards to the task and are date and time stamped. It also shows the flow of actions on a Task.



1. Task log types can be independent from a task type. These task log types are then “universal” and available on any task type.
2. Task log types linked to a specific task type will only be available on that specific task type.
3. Task log type descriptions can be duplicated e.g., Confirmation of Cover but is then differentiated by a Task log code.

Example:

Task type: New Business: Assurance

Task log type: Confirmation of cover

Task log type code: ConfCovAss

And

Task type: New Business: Short term

Task log type: Confirmation of cover

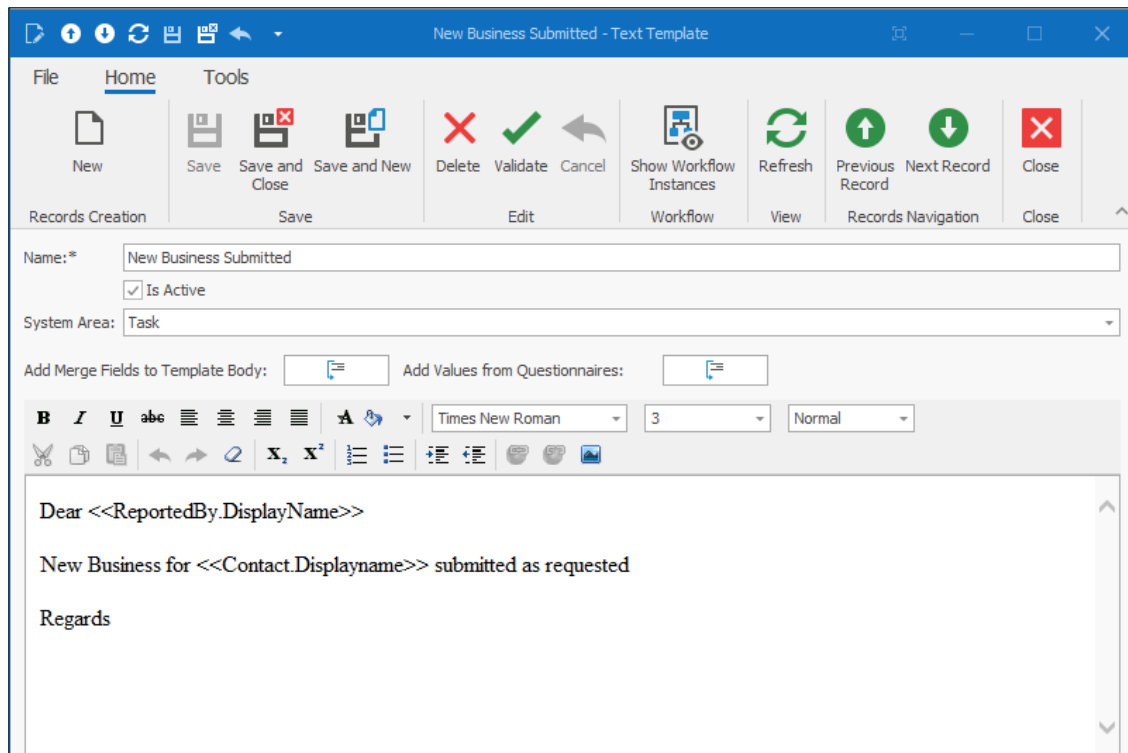
Task log type code: ConfCovST

4. Task log types can be assigned to a specific Team and will then be available only to that Team.

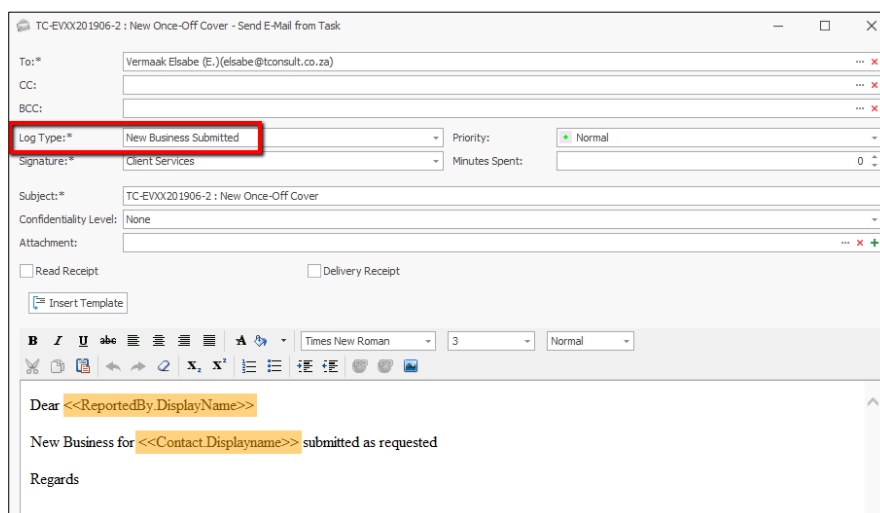
Text Templates

Text Templates assist in alleviating the admin burden of communication and/or to specify certain workflow steps that needs to be followed or even a form with fields that needs to be filled in.

Create a text template in the system area from which the template will be used. Make use of the Merge fields from that specific system area to auto fill the required information.

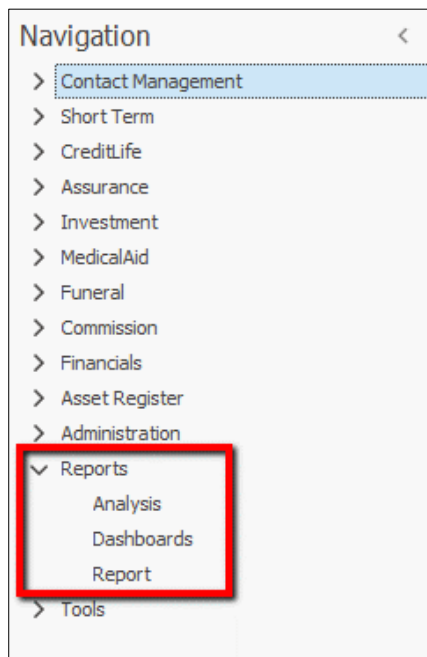


By assigning a default text template to a task or task log type, the body of that task or task log will be auto populated with the appropriate merged fields as set up.



Text Templates can be applied to both task and task log types.

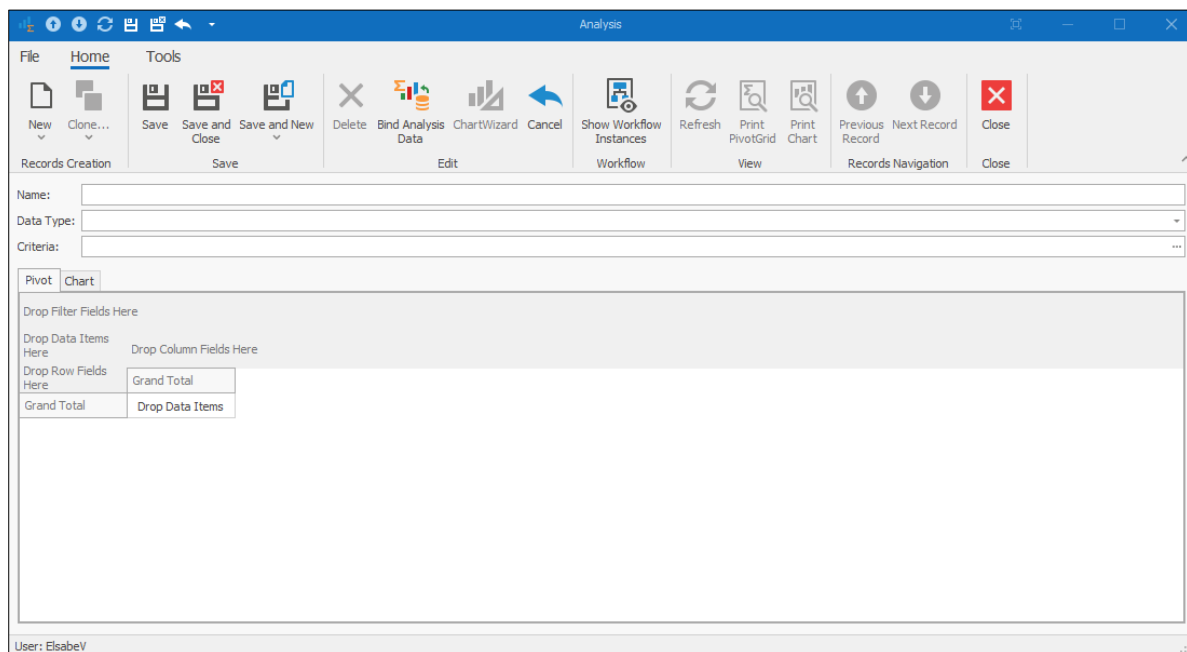
Reporting



Analysis

An analysis report can be created on any data captured in the application to effectively analyse your data. It also provides many charting options.

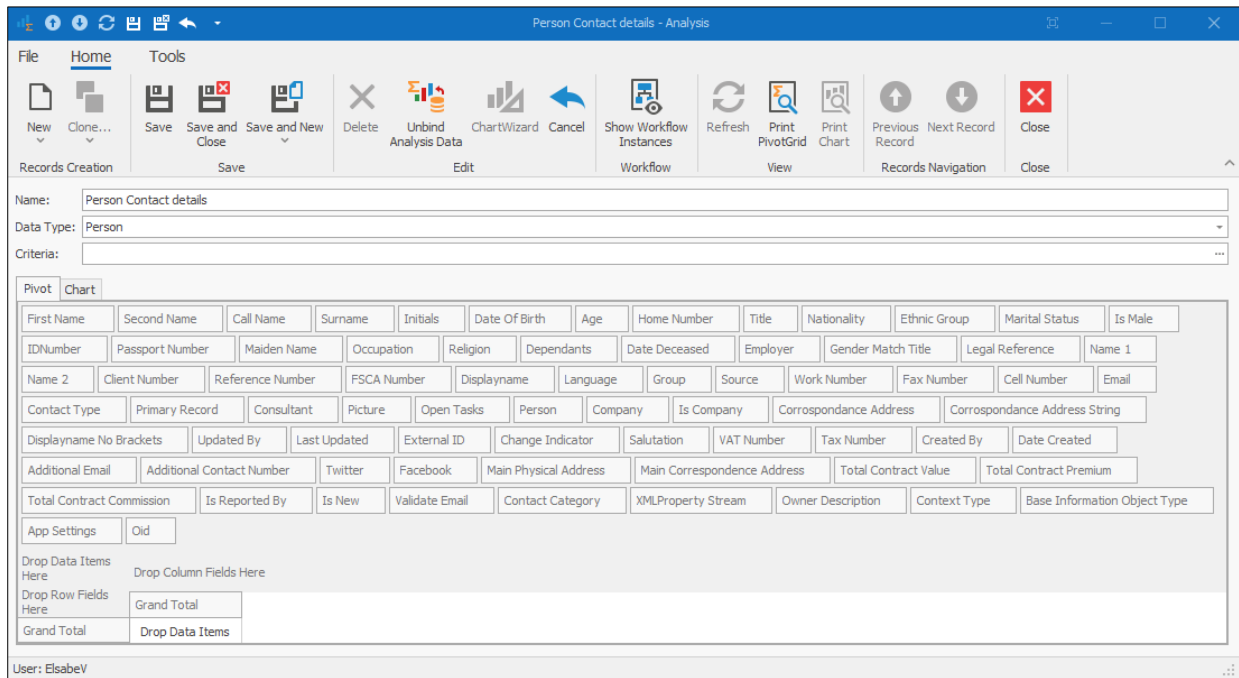
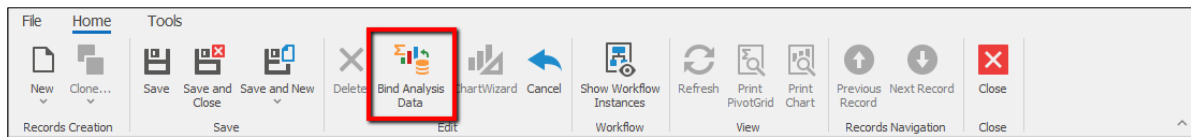
To create a new Analysis report, select New from the task bar:



Provide a unique Name for the report.

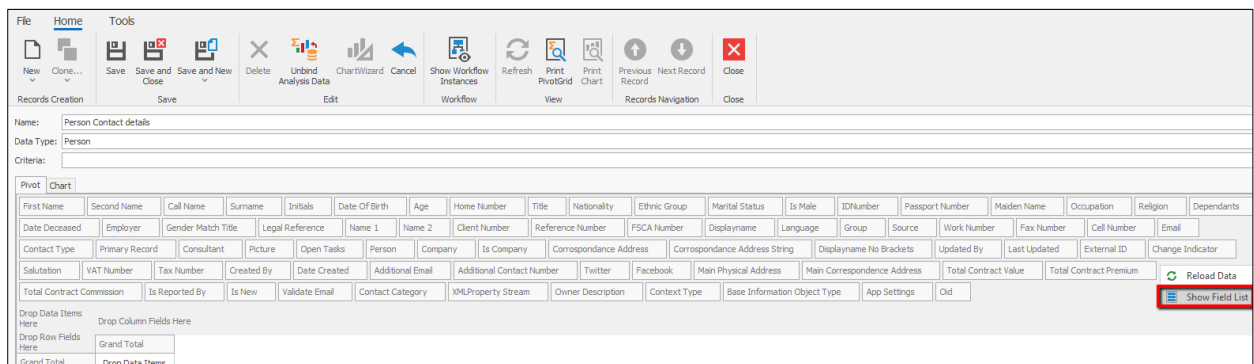
Select a data type from the drop-down menu for your Analysis report. For this example, we are going to use 'Person' data type.

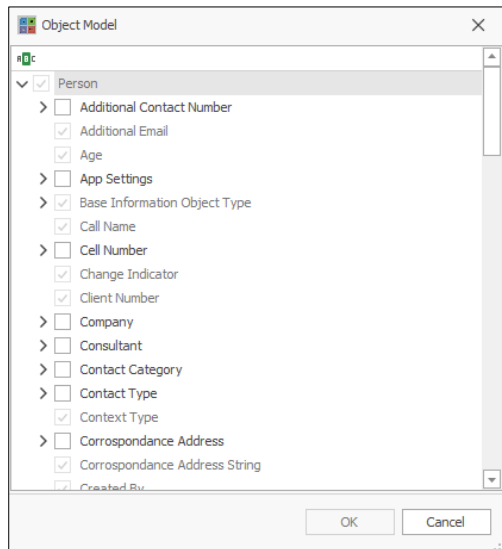
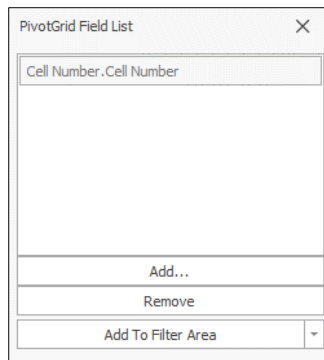
After selecting the data type, you need to 'Bind Analysis data' to display all fields in the application related to this data type.



If there are specific data fields you want to report on which are not displayed, then you can add these extra fields using the Field list feature.

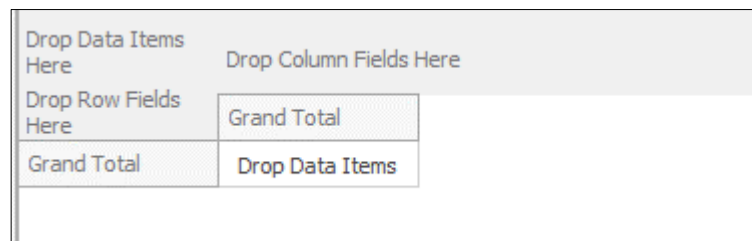
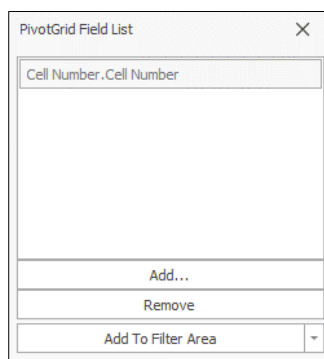
Right click anywhere in the field area and select 'Show Field list'. An additional screen will pop-up. Click 'Add' and then you can select the required fields to be added from the Object Model:





Note that some of the data fields are greyed out. These data fields are already displayed in the field area of the analysis.

After you have selected all the required data fields to add, they will be displayed in the pop-up screen from where you can drag-and-drop each field onto your analysis report to the column-, row- or data areas of the report.



Name: Client Demographics
Data Type: Person
Criteria:

Pivot Chart

Second Name	Call Name	Initials	Date Of Birth	Home Number	Title	Nationality	Ethnic Group	Marital Status	First Name	ID Number	Passport Number	Maiden Name	Occupation	Religion	Dependants	Date Deceased	Employer
Athlone			28														
Benoni			54														
Beyers Park			62														
Boksburg			52														
Butlers			53														
Cape Town			58	195													
Centurion			40														

The above analysis report shows client demographics per city. You can use the criteria field to narrow the focus of your analysis and apply filters to your report data:

Name: Client Demographics
Data Type: Person
Criteria:

Pivot Chart

Gender Match Title Legal Reference Name 1 Name 2 Client Number Reference Number FSCA Number Language Group Source Work Number Fax Number Cell Number Email Contact Type Primary Record Consultant

Picture Open Tasks Displayname Surname Person Company Is Company Correspondence Address Correspondence Address String Displayname No Brackets Updated By Last Updated External ID Change Indicator Salutation

VAT Number Tax Number Created By Date Created Additional Email Additional Contact Number Twitter Facebook Main Physical Address Main Correspondence Address Total Contract Value Total Contract Premium Total Contract Commission

Is Reported By Is New Contact Category XMLProperty Stream Owner Description Context Type Base Information Object Type App Settings Old

Age Is Male

Corresp... False True Grand Total

Athlone 28 28

Benoni 54 54

Beyers Park 62 62

Boksburg 52 52

Butlers 53 53

Cape Town 58 195 253

Centurion 40 40

Chatsworth 37 37

Darling 46 46

Durban 56 56

Edenburg 56 56

Embsay 56 56

Fort Beaufort 56 56

Germiston 56 56

Katlehong 56 56

Kensington 56 56

Klipfontein 56 56

Kyness 56 56

Lenasia South 56 56

Lietkeenberg 56 56

Manenberg 56 56

Parow Valley 56 56

Phalaborwa 56 56

Pretoria 56 56

Pretoria North 56 56

Roadside 56 56

Sasolburg 56 56

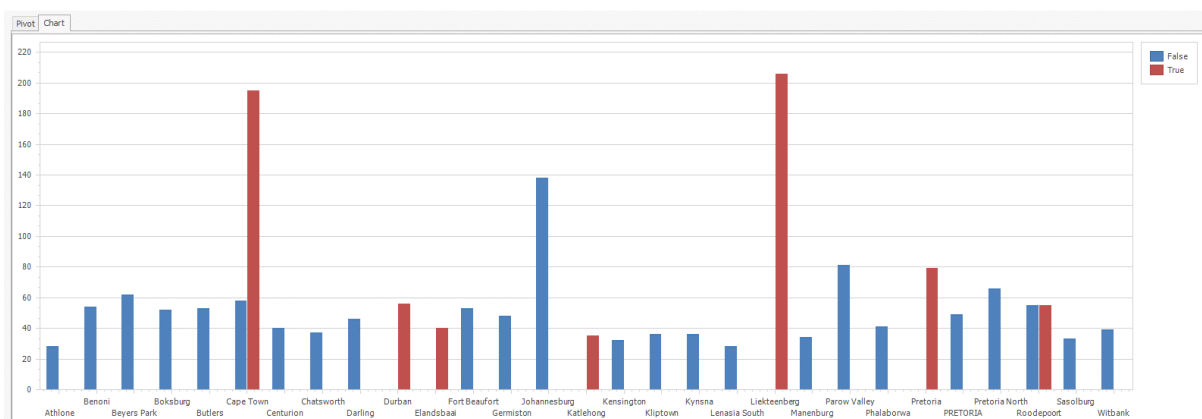
Witbank 56 56

Every analysis report provides the option to create effective charts based on the data in the analysis:

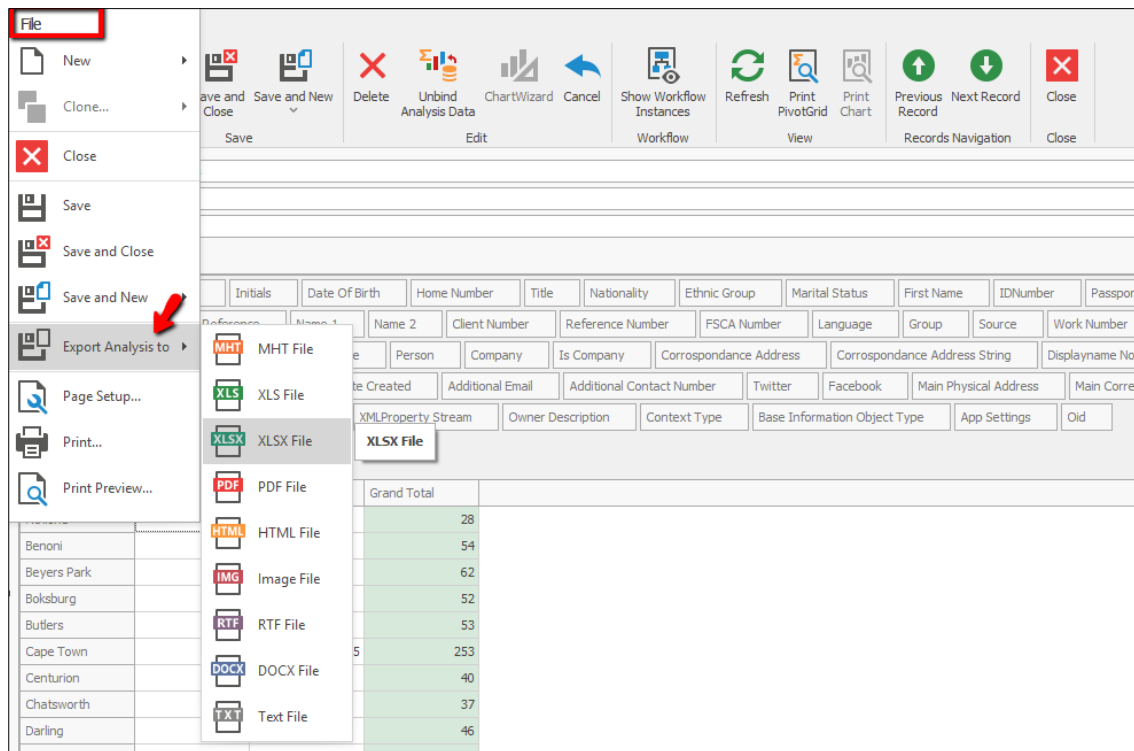
Name: Client Demographics
Data Type: Person
Criteria:

Pivot Chart

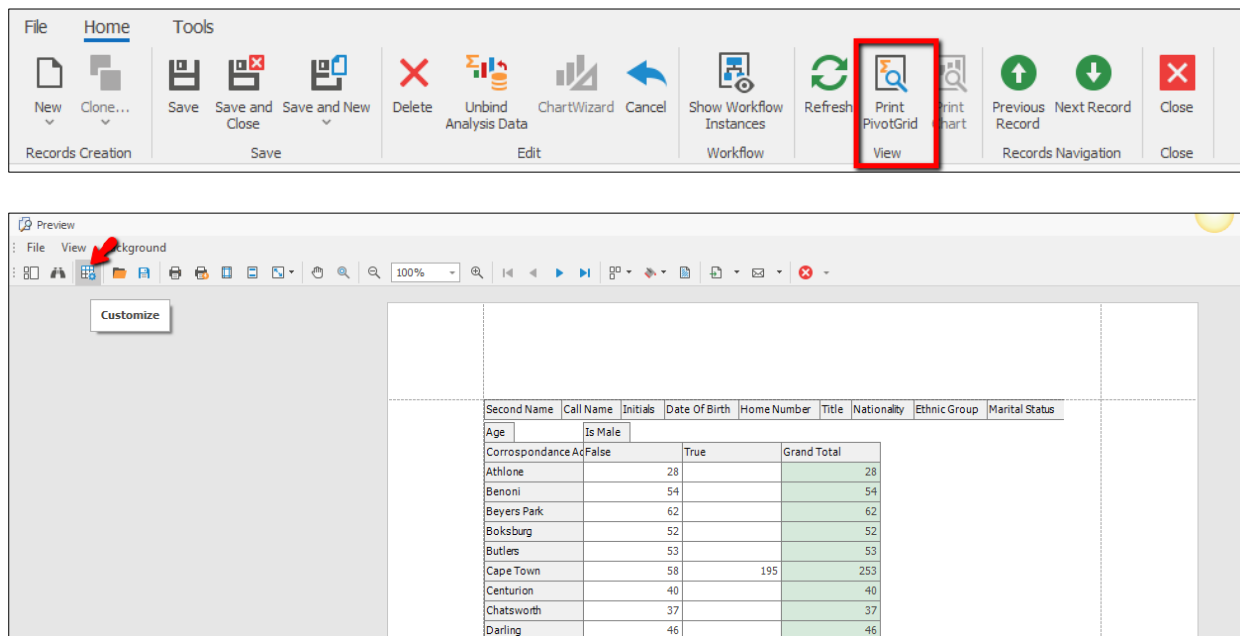
Second Name	Call Name	Initials	Date Of Birth	Home Number	Title	Nationality	Ethnic Group	Marital Status	First Name	ID Number	Passport Number	Maiden Name	Occupation	Religion	Dependants	Date Deceased	Employer
Athlone			28														
Benoni			54														
Beyers Park			62														
Boksburg			52														
Butlers			53														
Cape Town			58	195													
Centurion			40														
Chatsworth			37														
Darling			46														
Durban			56														



Your analysis report can be exported in various formats:



Customise the print layout of an analysis report by changing the options for Headers, Lines and merged fields:



Notice the difference after applying customisation to the analysis report layout:

Correspondance	False	True	Grand Total
Athlone	28		28
Benoni	54		54
Beyers Park	62		62
Boksburg	52		52
Butlers	53		53
Cape Town	58	195	253
Centurion	40		40
Chatsworth	37		37
Darling	46		46
Durban		56	56
Elandsbaai		40	40
Fort Beaufort	53		53
Germiston	48		48
Johannesburg	138		138
Katlehong		35	35
Kensington	32		32
Kliptown	36		36
Kynsna	36		36
Lenasia South	28		28
Liekeenberg		206	206

Dashboards

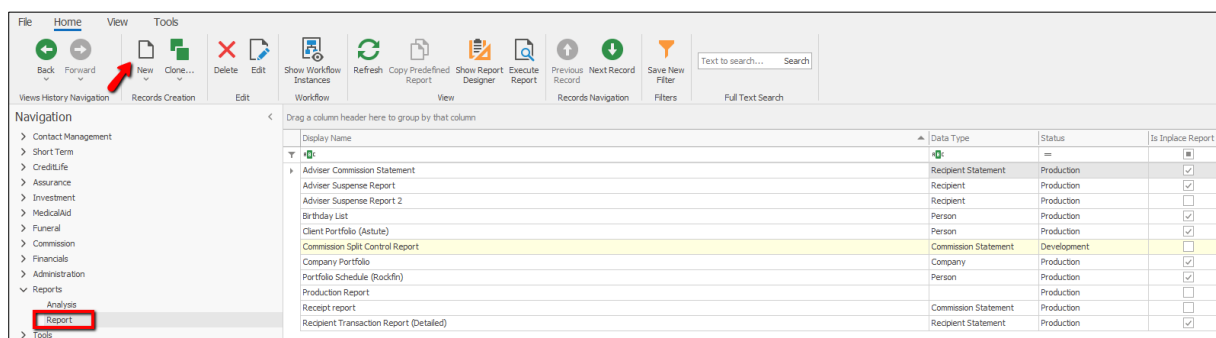
Dashboards provide you with a single view of your business data and overall performance.

Please contact us with your Dashboard requirements.

Standard Report

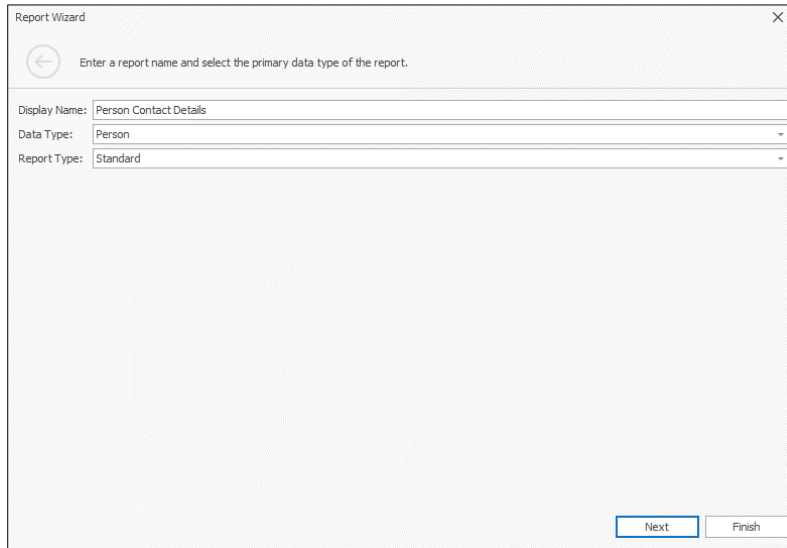
A standard report can be created and then be generated as an 'In place report' at any given time.

Standard reports can also be used in Automated processes.

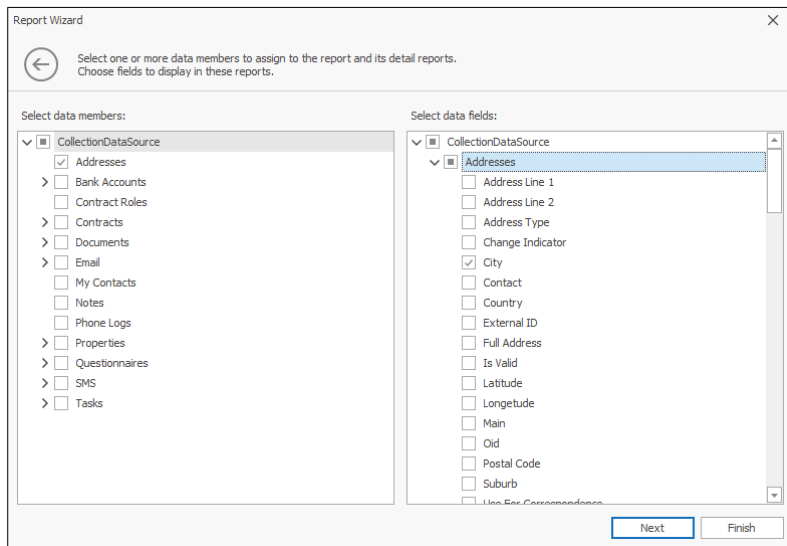


The screenshot displays the software's user interface. On the left, a 'Navigation' pane lists various modules: Contact Management, Short Term, CreditLife, Assurance, Investment, MedicalAid, Funeral, Commission, Financials, Administration, Reports, Analysis, and Tools. The 'Analysis' module is expanded, and the 'Report' option is highlighted with a red box. The main window shows a toolbar with icons for Back, Forward, New, Clone, Delete, Edit, Show Workflow Instances, Refresh, Copy Predefined Report, Show Report Designer, Execute Report, Previous Record, Next Record, Save New Filter, and a search bar. Below the toolbar, a table lists various reports with columns for Display Name, Data Type, Status, and Is Inplace Report. The 'Commission Split Control Report' is highlighted in yellow.

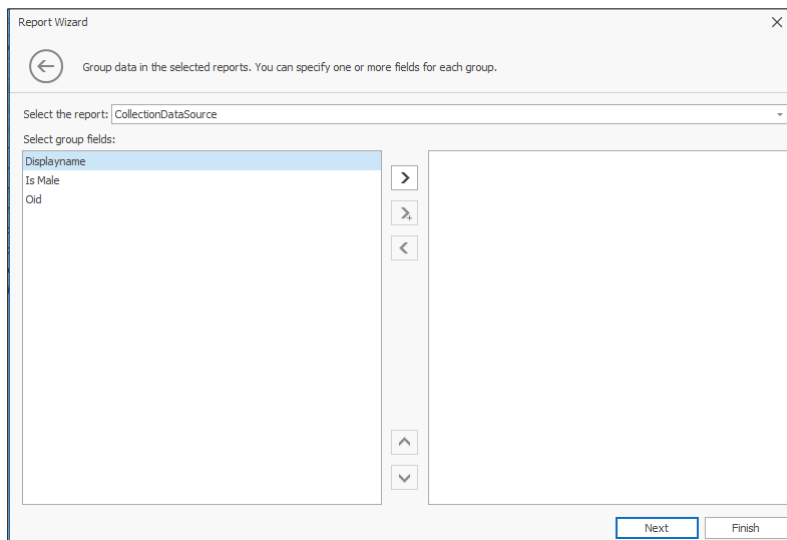
Create a New report. The Report Wizard will take you through a process similar to the Analysis tool:

This is the first step of the Report Wizard. It has a title bar 'Report Wizard' and a close button. Below the title bar is a back arrow icon and the instruction 'Enter a report name and select the primary data type of the report.' There are three input fields: 'Display Name:' with the text 'Person Contact Details', 'Data Type:' with a dropdown menu showing 'Person', and 'Report Type:' with a dropdown menu showing 'Standard'. At the bottom right are 'Next' and 'Finish' buttons.

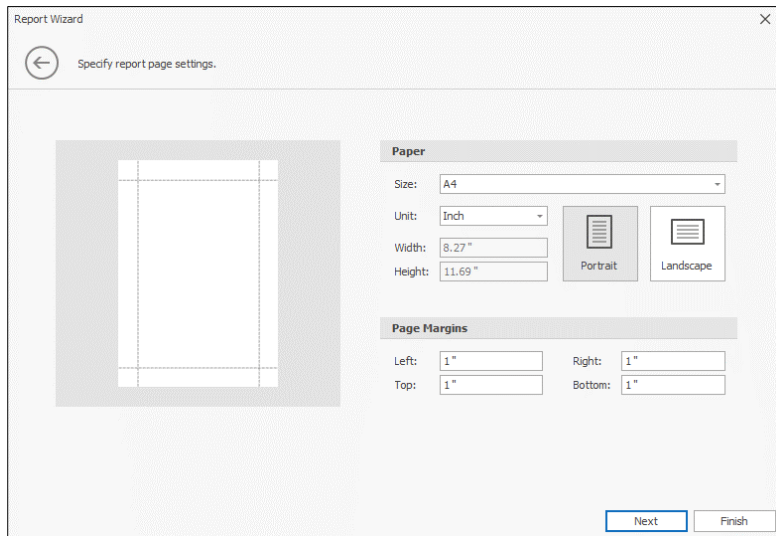
Select the fields you want to display in the report:

This is the second step of the Report Wizard. It has a title bar 'Report Wizard' and a close button. Below the title bar is a back arrow icon and the instruction 'Select one or more data members to assign to the report and its detail reports. Choose fields to display in these reports.' There are two main sections: 'Select data members:' on the left and 'Select data fields:' on the right. The 'Select data members:' section shows a tree view with 'CollectionDataSource' expanded, listing various data members like 'Addresses', 'Bank Accounts', etc. The 'Select data fields:' section shows a tree view with 'CollectionDataSource' expanded, then 'Addresses' expanded, listing fields like 'Address Line 1', 'City', etc. At the bottom right are 'Next' and 'Finish' buttons.

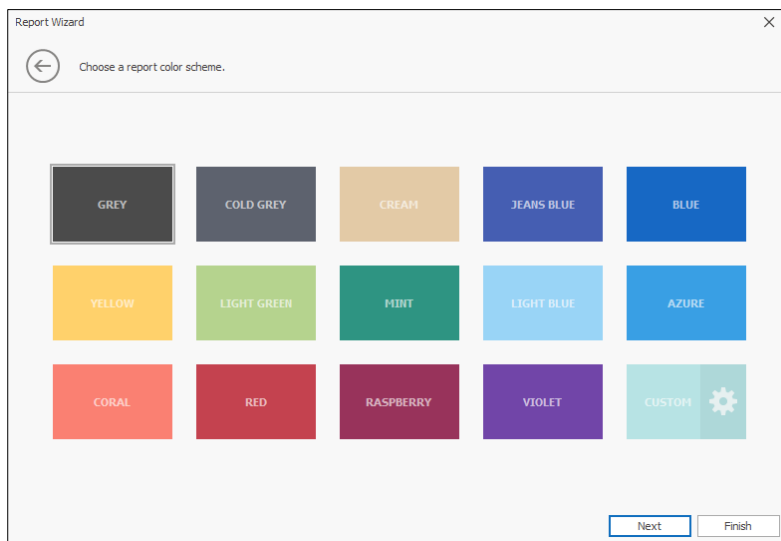
You have the option to add grouping to your report:

This is the third step of the Report Wizard. It has a title bar 'Report Wizard' and a close button. Below the title bar is a back arrow icon and the instruction 'Group data in the selected reports. You can specify one or more fields for each group.' There is a 'Select the report:' dropdown menu showing 'CollectionDataSource'. Below it is a 'Select group fields:' section with a list of fields: 'Displayname', 'Is Male', and 'Old'. To the right of this list are three buttons: '>', '>>', and '<'. Below these are two more buttons: '^' and 'v'. At the bottom right are 'Next' and 'Finish' buttons.

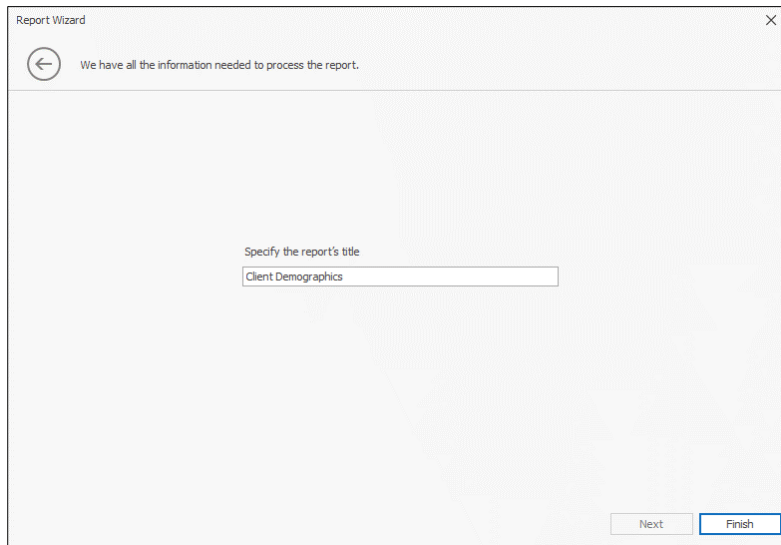
Select the layout of your report:

The "Report Wizard" window shows the "Specify report page settings" step. On the left is a preview of a report page with a header, footer, and a central content area. On the right, under the "Paper" section, the "Size" is set to "A4", the "Unit" is "Inch", the "Width" is "8.27\"", and the "Height" is "11.69\". There are two icons for "Portrait" and "Landscape" orientations. Below this, the "Page Margins" section shows "Left: 1\"", "Right: 1\"", "Top: 1\"", and "Bottom: 1\". At the bottom right are "Next" and "Finish" buttons.

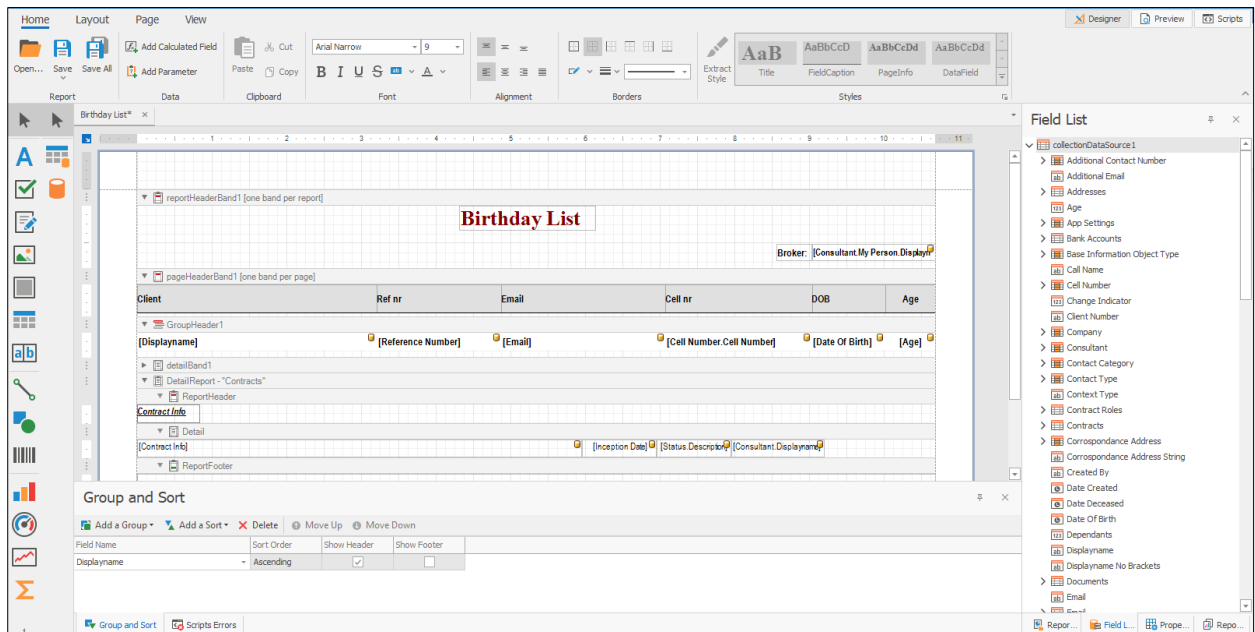
Select the colour scheme you prefer for your report:

The "Report Wizard" window shows the "Choose a report color scheme" step. It displays a grid of 15 color scheme options: GREY, COLD GREY, CREAM, JEANS BLUE, BLUE, YELLOW, LIGHT GREEN, MINT, LIGHT BLUE, AZURE, CORAL, RED, RASPBERRY, VIOLET, and a CUSTOM option with a gear icon. At the bottom right are "Next" and "Finish" buttons.

Create a heading for your report:

A screenshot of the 'Report Wizard' dialog box. It has a title bar with a close button. Inside, there's a back arrow icon and the text 'We have all the information needed to process the report.' Below this is a section titled 'Specify the report's title' with a text input field containing 'Client Demographics'. At the bottom right are 'Next' and 'Finish' buttons.

The report is now generated with the criteria selected in the wizard.

A screenshot of the 'Report Designer' application. The main window shows a report layout with a header band titled 'Birthday List' and a table with columns: Client, Ref nr, Email, Cell nr, DOB, and Age. The table is grouped by 'Contract Info'. The right sidebar shows a 'Field List' with various data fields like 'Additional Contact Number', 'Additional Email', 'Addresses', etc. The bottom pane shows 'Group and Sort' settings for the 'Displayname' field, set to 'Ascending'.

You can add more detail to your report or improve the 'look' of your report, e.g., Logo, colour coding etc.

To view your final report, click on Print Preview.

Birthdays List - Report Designer

Designer Preview Scripts

Save Print Quick Print Parameters Scale Margins Orientation Size Find Thumbnails Bookmarks Editing Fields First Page Previous Page Next Page Last Page Many Pages Zoom Out Zoom In Zoom Page Color Watermark Export To E-Mail As Page Background Export

Document: Birthdays List*

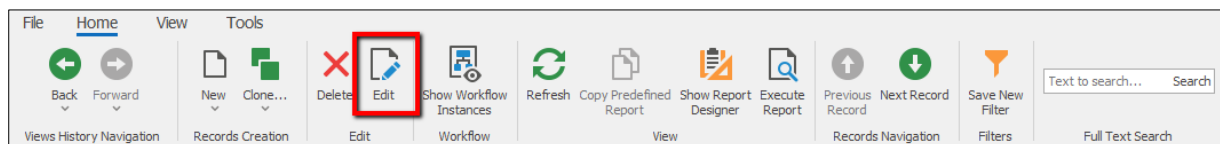
Birthdays List

Broker:

Client	Ref nr	Email	Cell nr	DOB	Age
Mphahlele Mphahlele (M.F.)		Mphahlele.mphahlele@demo.co.za	2717886957	1983/07/04	36
Contract Info					
ABASS Shehaam (B)	VENDOM		2798837962	1977/06/14	42
Contract Info					
AIMS - INVACC - AIMS (JA10003028)		2018/03/01	Active	Kane J (J)	
Cadiz Asset Management - Equity Fund- Cadiz (C020098779)		2018/02/02	Active	Kane J (J)	
Abdulla D (D)	PL489 / 1329		2798837962	1947/03/18	72
Contract Info					
AIMS - AIG Personal Insurance (AIG201807)		2010/01/02	Cancelled	Lemmer-Karen (K)	
Discovery - Test Medical Aid Plus (123456789)		2018/02/01	Active	Kane J (J)	
		2017/10/07	Active	Discovery	
		2013/03/01	Imported	Nortier Elize (E)	
Abdulla M S (M S)	24		2798837962	1952/07/16	67
Contract Info					

To make this report available as an 'In Place report', click the 'Edit' icon on the toolbar and select 'Is Inplace Report'. The report will be available on specific data views based on the selected data type.

Link the relevant Group/s to which this report applies.



Birthdays List - Report

File Home Tools

New Clone... Save Save and Close Save and New Delete Validate Cancel Show Workflow Instances Refresh Previous Record Next Record Close

Records Creation Save Edit Workflow View Records Navigation Close

Display Name: Birthdays List

Data Type: Person

Parameters Object Type: (none)

☒ Is Inplace Report

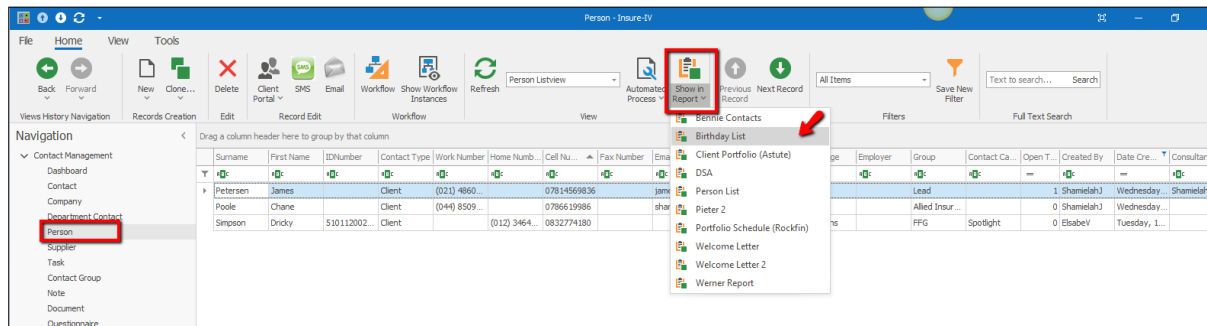
Status: Production

Teams

Name Commission Last Assigned

The Test Team Teessen Pieter (P.G.)

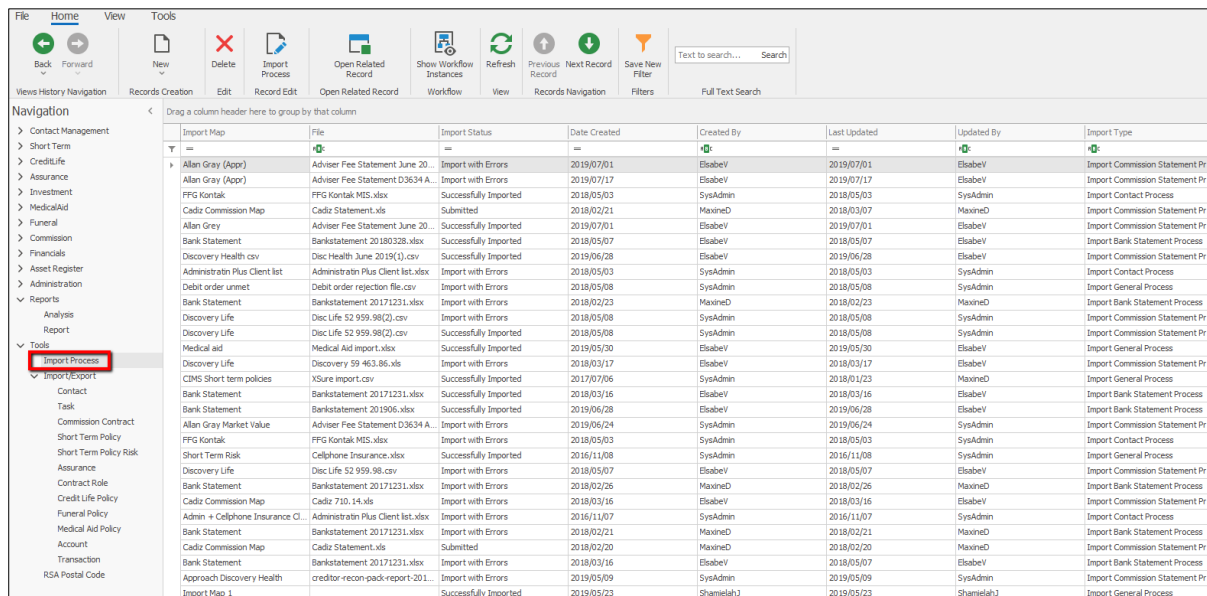
You will now be able to generate this report directly from the Person screen on Contact Management.



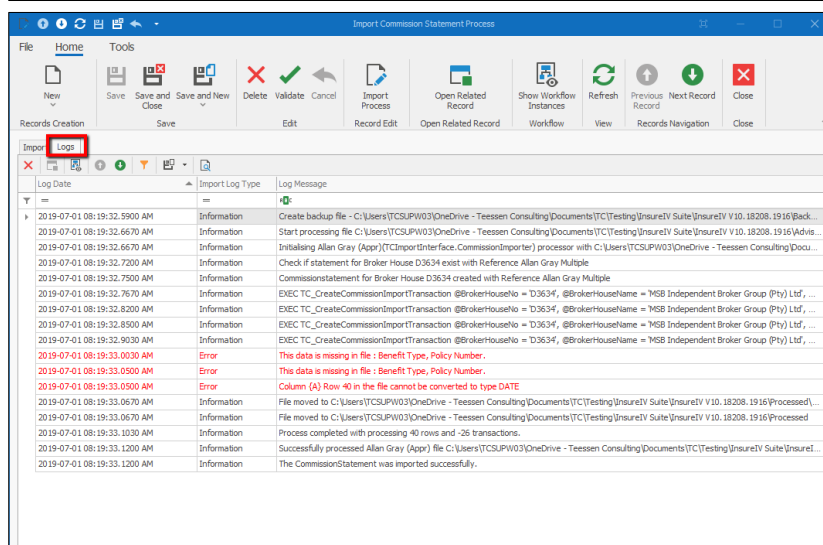
Tools

Import Process

Import Process list view will display all imports done in the application with a detailed log with possible errors and explanation thereof.



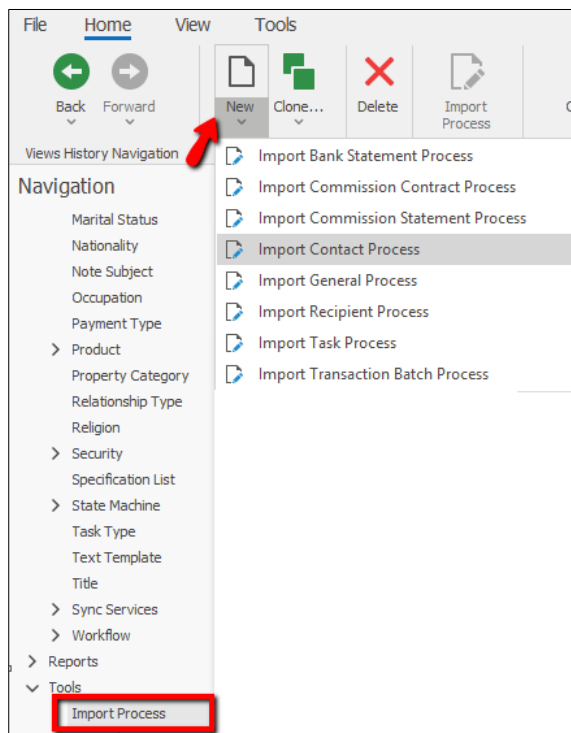
Import Map	File	Import Status	Date Created	Created By	Last Updated	Updated By	Import Type
Allan Gray (Appr)	Adviser Fee Statement June 20...	Import with Errors	2019/07/01	ElsabeV	2019/07/01	ElsabeV	Import Commission Statement Pr...
Allan Gray (Appr)	Adviser Fee Statement D3634 A...	Import with Errors	2019/07/17	ElsabeV	2019/07/17	ElsabeV	Import Commission Statement Pr...
FFG Kontak	FFG Kontak MIS.xlsx	Successfully Imported	2018/05/03	SysAdmin	2018/05/03	SysAdmin	Import Contact Process
Cadiz Commission Map	Cadiz Statement.xls	Submitted	2018/02/21	MaxineD	2018/03/07	MaxineD	Import Commission Statement Pr...
Allan Gray	Adviser Fee Statement June 20...	Successfully Imported	2019/07/01	ElsabeV	2019/07/01	ElsabeV	Import Commission Statement Pr...
Bank Statement	Bank Statement 20180328.xlsx	Successfully Imported	2018/05/07	ElsabeV	2018/05/07	ElsabeV	Import Bank Statement Process
Discovery Health csv	Discovery Health 2019(1).csv	Successfully Imported	2019/06/28	ElsabeV	2019/06/28	ElsabeV	Import Commission Statement Pr...
Administratn Plus Client list	Administratn Plus Client list.xlsx	Import with Errors	2018/05/03	SysAdmin	2018/05/03	SysAdmin	Import Contact Process
Debit order unmet	Debit order rejection file.csv	Import with Errors	2018/05/08	SysAdmin	2018/05/08	SysAdmin	Import General Process
Bank Statement	Bank Statement 20171231.xlsx	Import with Errors	2018/02/23	MaxineD	2018/02/23	MaxineD	Import Bank Statement Process
Discovery Life	Discovery Life 52 959.98(2).csv	Import with Errors	2018/05/08	SysAdmin	2018/05/08	SysAdmin	Import Commission Statement Pr...
Discovery Life	Discovery Life 52 959.98(2).csv	Successfully Imported	2018/05/08	SysAdmin	2018/05/08	SysAdmin	Import Commission Statement Pr...
Medical Aid	Medical Aid import.xlsx	Successfully Imported	2019/05/30	ElsabeV	2019/05/30	ElsabeV	Import General Process
Discovery Life	Discovery 59 463.86.xls	Import with Errors	2018/03/17	ElsabeV	2018/03/17	ElsabeV	Import Commission Statement Pr...
CMS Short term policies	XSure import.csv	Successfully Imported	2017/07/06	SysAdmin	2018/01/23	MaxineD	Import General Process
Bank Statement	Bank Statement 20171231.xlsx	Successfully Imported	2018/03/16	ElsabeV	2018/03/16	ElsabeV	Import Bank Statement Process
Bank Statement	Bank Statement 201906.xlsx	Successfully Imported	2019/06/28	ElsabeV	2019/06/28	ElsabeV	Import Bank Statement Process
Allan Gray Market Value	Adviser Fee Statement D3634 A...	Import with Errors	2019/06/24	SysAdmin	2019/06/24	SysAdmin	Import Commission Statement Pr...
FFG Kontak	FFG Kontak MIS.xlsx	Import with Errors	2018/05/03	SysAdmin	2018/05/03	SysAdmin	Import Contact Process
Short Term Risk	Cellphone Insurance.xlsx	Successfully Imported	2016/11/08	SysAdmin	2016/11/08	SysAdmin	Import General Process
Discovery Life	Discovery Life 52 959.98.csv	Import with Errors	2018/05/07	ElsabeV	2018/05/07	ElsabeV	Import Commission Statement Pr...
Bank Statement	Bank Statement 20171231.xlsx	Import with Errors	2018/02/26	MaxineD	2018/02/26	MaxineD	Import Bank Statement Process
Cadiz Commission Map	Cadiz 710.14.xls	Import with Errors	2018/03/16	ElsabeV	2018/03/16	ElsabeV	Import Commission Statement Pr...
Admin + Cellphone Insurance Cl...	Administratn Plus Client list.xlsx	Import with Errors	2016/11/07	SysAdmin	2016/11/07	SysAdmin	Import Contact Process
Bank Statement	Bank Statement 20171231.xlsx	Import with Errors	2018/02/21	MaxineD	2018/02/21	MaxineD	Import Bank Statement Process
Cadiz Commission Map	Cadiz Statement.xls	Submitted	2018/02/20	MaxineD	2018/02/20	MaxineD	Import Commission Statement Pr...
Bank Statement	Bank Statement 20171231.xlsx	Import with Errors	2018/03/16	ElsabeV	2018/05/07	ElsabeV	Import Bank Statement Process
Approch Discovery Health	creditor-recon-pack-report-201...	Import with Errors	2019/05/09	SysAdmin	2019/05/09	SysAdmin	Import Commission Statement Pr...
Import Map 1		Successfully Imported	2019/05/23	ShamelaJ	2019/05/23	ShamelaJ	Import General Process



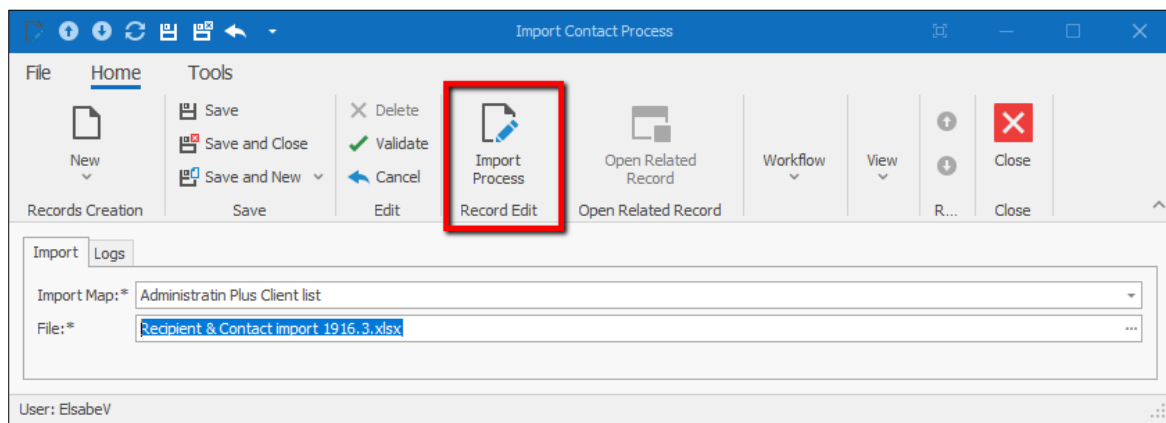
Log Date	Log Type	Log Message
2019-07-01 08:19:32.5900 AM	Information	Create backup file - C:\Users\TCSPW03\OneDrive - Teessen Consulting\Documents\TC\Testing\Insurance Suite\Insurance V 10.18208.1916\Back...
2019-07-01 08:19:32.6670 AM	Information	Start processing file C:\Users\TCSPW03\OneDrive - Teessen Consulting\Documents\TC\Testing\Insurance Suite\Insurance V 10.18208.1916\Adv...
2019-07-01 08:19:32.6670 AM	Information	Initialising Allan Gray (Appr)\TC\ImportInterface.CommissionImporter processor with C:\Users\TCSPW03\OneDrive - Teessen Consulting\Docu...
2019-07-01 08:19:32.7200 AM	Information	Check if statement for Broker House D3634 exist with Reference Allan Gray Multiple
2019-07-01 08:19:32.7500 AM	Information	Commission statement for Broker House D3634 created with Reference Allan Gray Multiple
2019-07-01 08:19:32.7670 AM	Information	EXEC TC_CreateCommissionImport(Transaction @BrokerHouseId = D3634, @BrokerHouseName = MSB Independent Broker Group (Pty) Ltd, ...
2019-07-01 08:19:32.8200 AM	Information	EXEC TC_CreateCommissionImport(Transaction @BrokerHouseId = D3634, @BrokerHouseName = MSB Independent Broker Group (Pty) Ltd, ...
2019-07-01 08:19:32.8500 AM	Information	EXEC TC_CreateCommissionImport(Transaction @BrokerHouseId = D3634, @BrokerHouseName = MSB Independent Broker Group (Pty) Ltd, ...
2019-07-01 08:19:32.9030 AM	Information	EXEC TC_CreateCommissionImport(Transaction @BrokerHouseId = D3634, @BrokerHouseName = MSB Independent Broker Group (Pty) Ltd, ...
2019-07-01 08:19:33.0030 AM	Error	This data is missing in file : Benefit Type, Policy Number.
2019-07-01 08:19:33.0500 AM	Error	This data is missing in file : Benefit Type, Policy Number.
2019-07-01 08:19:33.0500 AM	Error	Column (A) Row 40 in the file cannot be converted to type DATE
2019-07-01 08:19:33.0670 AM	Information	File moved to C:\Users\TCSPW03\OneDrive - Teessen Consulting\Documents\TC\Testing\Insurance Suite\Insurance V 10.18208.1916\Processed...
2019-07-01 08:19:33.0670 AM	Information	File moved to C:\Users\TCSPW03\OneDrive - Teessen Consulting\Documents\TC\Testing\Insurance Suite\Insurance V 10.18208.1916\Processed...
2019-07-01 08:19:33.1030 AM	Information	Process completed with processing 40 rows and -26 transactions.
2019-07-01 08:19:33.1200 AM	Information	Successfully processed Allan Gray (Appr) file C:\Users\TCSPW03\OneDrive - Teessen Consulting\Documents\TC\Testing\Insurance Suite\Insurance...
2019-07-01 08:19:33.1200 AM	Information	The CommissionStatement was imported successfully.

New imports into the Temporary Tables are also done from this view.

Select Import process and the relevant importer to import your data, e.g., Import Contact Process:



Select the appropriate map and file to be imported. Save your record and use Import Process action to import the data to the temp tables.



All the data have now been imported into the temp tables from where it can be altered, imported individually or in bulk.

FileHomeViewTools

Back

Forward

New

Clone...

Delete

Set Status

Import Contact

Workflow

Show Workflow Instances

Refresh

Previous Record

Next Record

All Items

Save New Filter

Text to search... Search

Views History Navigation

Records Creation

Edit

Record Edit

Workflow

View

Records Navigation

Filters

Full Text Search

Navigation

Marital Status

Nationality

Note Subject

Occupation

Payment Type

Product

Property Category

Relationship Type

Religion

Security

Specification List

State Machine

Task Type

Text Template

Title

Sync Services

Workflow

Reports

Tools

Import Process

Import/Export

Contact

Task

Commission Contract

Short Term Policy

Drag a column header here to group by that column

Surname	First Name	Initials	Legal Reference	Import Status	Import Attempts	Imported	Error Message	Is Latest
Simpson		S F	2007/016939/07	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Van Zyl		P J W	5101120026084	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			4203025014081	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			It 4487/08	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			2001/017003/23	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			It 7688/01	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Christodoulou		CA	6101215002080	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			1 T 2012/08	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			1987/04301/07	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Dippenaar		R J	6507175126083	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			2008/006298/07	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			Tba	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Bosman			6205260030084	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			2005/034163/07	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Wolles Auto		F	6205165175083	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			It 1210/2000	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			2004/031067/07	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			1 T 2895/01	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Robert		SB J	8109105213087	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			1992/001639/06	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Pausen		D W H	691175017088	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>
			It8967/04	New	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>

Each record will show Import information to indicate possible discrepancies in the data to be amended or completed before second attempt of import.

Data can be imported multiple times until it is successful.

Import Information

Error Message:

☒ Imported

Import Status:

Imported successfully

Date Created:

Thursday, 15 February 2018 12:49

Import Attempts:

3

Date Last Imported:

Tuesday, 18 June 2019 10:50

☒ Is Latest

Data can be imported into the temp tables from 3rd party applications using Questionnaires and Property sheets. Specific procedures and/or workflows will be used to import this data into your database.

IMP Contact

File Home Tools

New Clone... Save Save and Close Save and New Delete Cancel Set Status Import Contact Workflow Show Workflow Instances Refresh Previous Record Next Record Close

Records Creation Save Edit Record Edit Workflow View Records Navigation Close

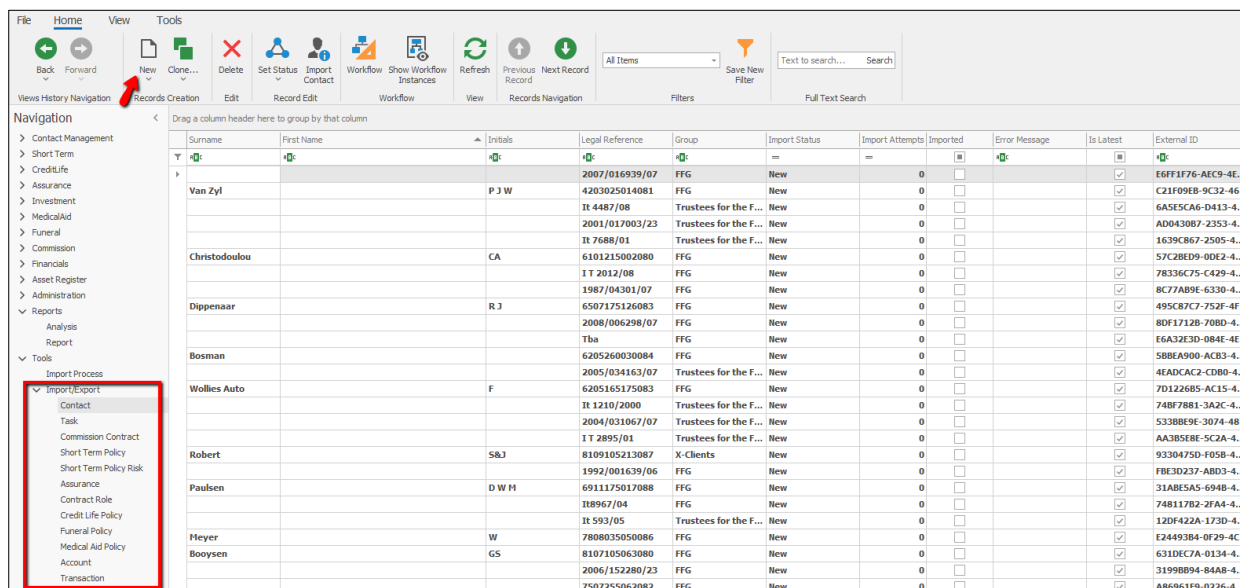
Contact Properties

Property ID	Sheet ID	Category Name	Data Type	Value	Last Name
Client reference	Chief	Info	Text	N03978	
Current Insurance	CurrIns	Info	Text	No	
Total Value	TotVal	Info	Money	250000	

Please discuss your requirements with our Consulting team.

Import / Export Temporary tables

View, amend or capture new info in the Temporary tables before importing it into the database.



The screenshot shows the application's main interface. On the left, a navigation menu is visible with 'Import/Export' highlighted. The main area displays a table with columns: Surname, First Name, Initials, Legal Reference, Group, Import Status, Import Attempts, Imported, Error Message, Is Latest, and External ID. The table contains several rows of data, including entries for 'Van Zyl', 'Christodoulou', 'Dippenaar', 'Bosman', 'Wolles Auto', 'Robert', 'Paulsen', 'Meyer', and 'Booyen'. A red arrow points to the 'Import/Export' menu item.

Short term

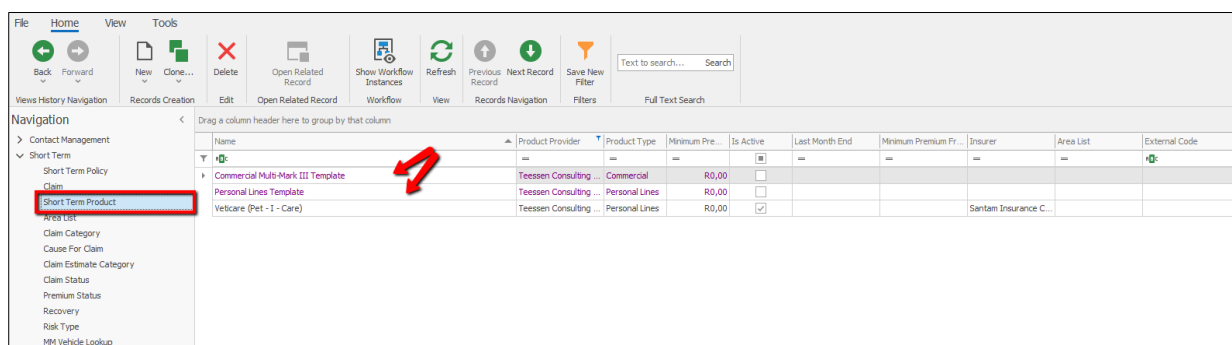
A product must be set up in the application before any policies can be captured.

The amount of information captured on a product will determine on which level (Tier 1, 2 or 3) a policy will be administered.

Only basic product information is needed for a Tier 1 policy whereas full information will be required for both Tier 2 and 3 policies.

Short term Product

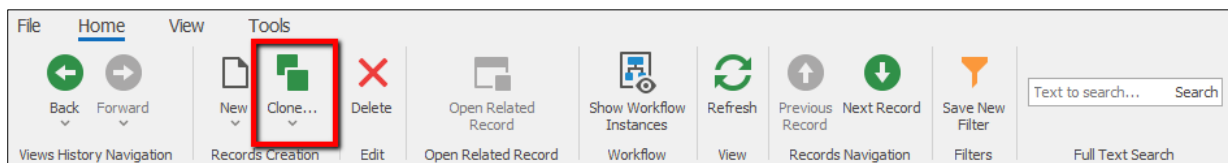
You will find both a Commercial Multi-Mark III Template and a Personal Lines Template already available in the application:



The screenshot shows the application's main interface. On the left, a navigation menu is visible with 'Short Term Product' highlighted. The main area displays a table with columns: Name, Product Provider, Product Type, Minimum Pre..., Is Active, Last Month End, Minimum Premium Fr..., Insurer, Area List, and External Code. The table contains three rows of data, including entries for 'Commercial Multi-Mark III Template', 'Personal Lines Template', and 'Veticare (Pet - I - Care)'. A red arrow points to the 'Short Term Product' menu item.

For ease of creating a new Short Term Product, these templates can be cloned (copied) and modified for your own purposes.

1. Open either one of the templates and click on the Clone button on the top left of the screen:



2. Rename the template to your required Product and Save
3. You are now setting up your own Product and need to enter the following General Information:

Fieldname	Description	Required
Name	Name of the Product you are creating	✓
Product Provider	Select the Provider details from your Contact list	✓
Description	Simplified description of the Product	
Product Type	Select the product type from the drop-down menu	
Minimum Premium	Capture a minimum premium value (if applicable)	
Minimum Premium Frequency	Field will become available if minimum premium was captured. Selection Monthly / Annually	
Insurer	Select Insurer details from your Contact list	
External Scheme Code	Enter your external scheme code (if applicable)	
Discount Rate	Enter discount rate	
Area List	Select Area List from drop-down menu or create new if not existing	
External Code	Capture external code if applicable	
Start Date	Enter date from when this product is active	
End Date	Enter End date if Product is no longer in use	
Commission Calculated Before VAT	Select when applicable	
Is Active	Product will be set as active when start date is entered and made inactive by default when end date is entered	
Compliance Change Tracking	Compliance Change Tracking will prompt you to enter details of changes made to any policy	
Enable Collection	Transaction history and pro-rata premiums will be generated when selected. All changes on Risk as well as policy must be authorized before collection of premiums. (Tier 2 & 3)	
Is Vatable	Select if Vat is applicable for manual commission transactions	
Validate Contract Consultant	Applicable to Commission processing. The application will warn the Commission Administrator if the Consultant to receive commission is different from the Consultant linked to the Policy.	

4. Create the content of your product

Description	Priority	Sasria Group	Translation 1	Translation 2
All Risks	2	A	Alle Risico	All Risks
Building	3	A	Geboue	Building
Caravan / Trailer	7	C	Karavaan / Sleepwa	Caravan / Trailer
Computer Equipment	0		Rekenaar toerusting	Computer Equipment
Death Benefit Plan	8		Death Benefit Plan	Death Benefit Plan
Electronic Equipment	0		Elektroniese toerusting	Electronic Equipment
Extended Personal Legal Liability	6		Uitgebreide Persoonlike Regsaanspreeklikheid	Extended Personal Legal Liability
Extended Personal Liability	0		Uitgebreide Persoonlike aanspreeklikheid	Extended Personal Liability
Home Owners	0		Huseienaars	Home Owners
House Contents	0		Huishoud	House Contents
Householders	1	A	Huisbewoners	Householders
Legal Access	9		Legal Access	Legal Access

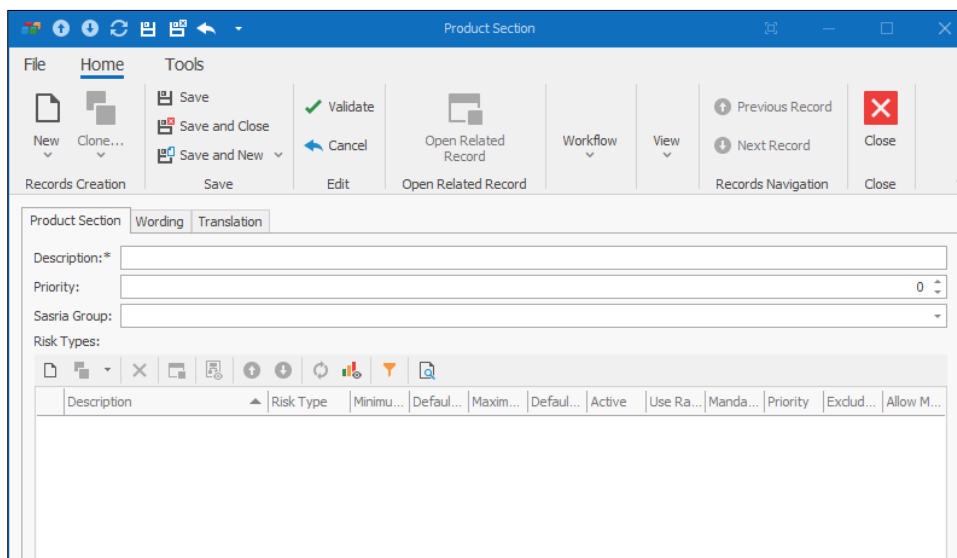
Sections

The basic sections for Personal Lines policies, as well as for Commercial Lines, have already been created on the template.

Customize your product using the pre-set sections as well as adding or deleting sections to your requirement.

The set-up will depend on the level of detail you require (Tier 1 – 3).

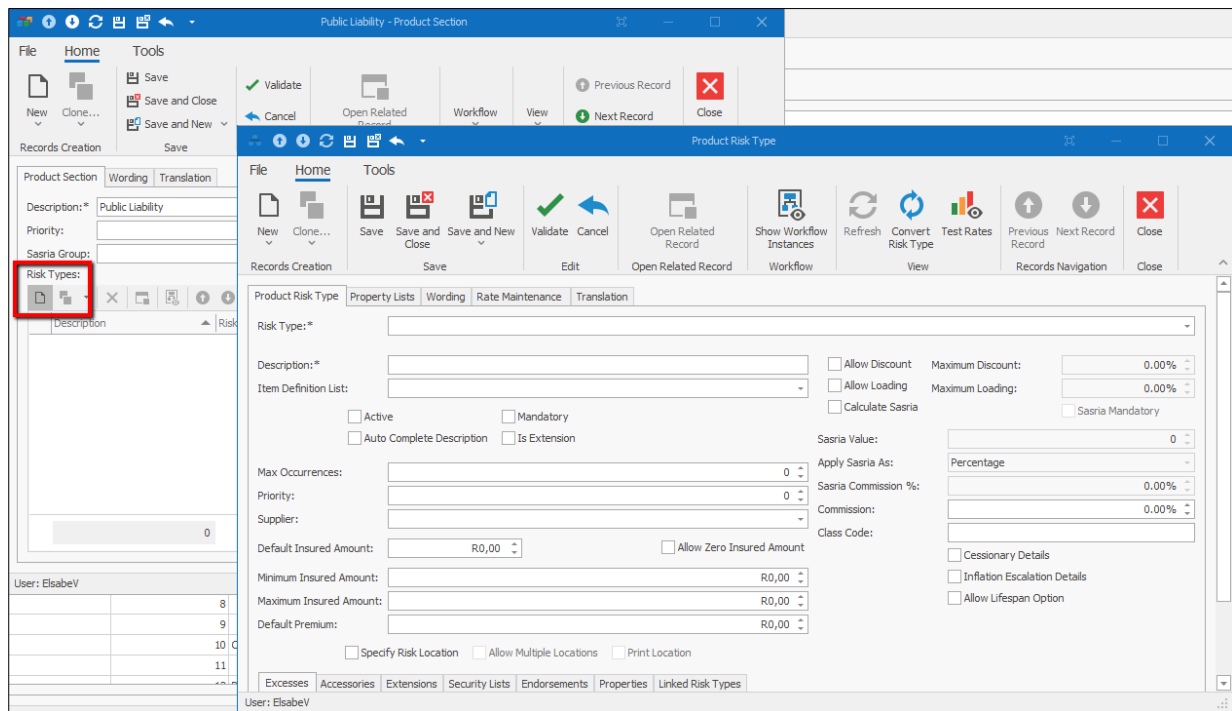
Create a new Section by selecting the 'New' button:



- Description - e.g. All Risks
- Priority - Specify the sequence of your Sections
- Sasria Group - Link section to appropriate Sasria Group as defined on Short Term Product View (if applicable)

Risk type

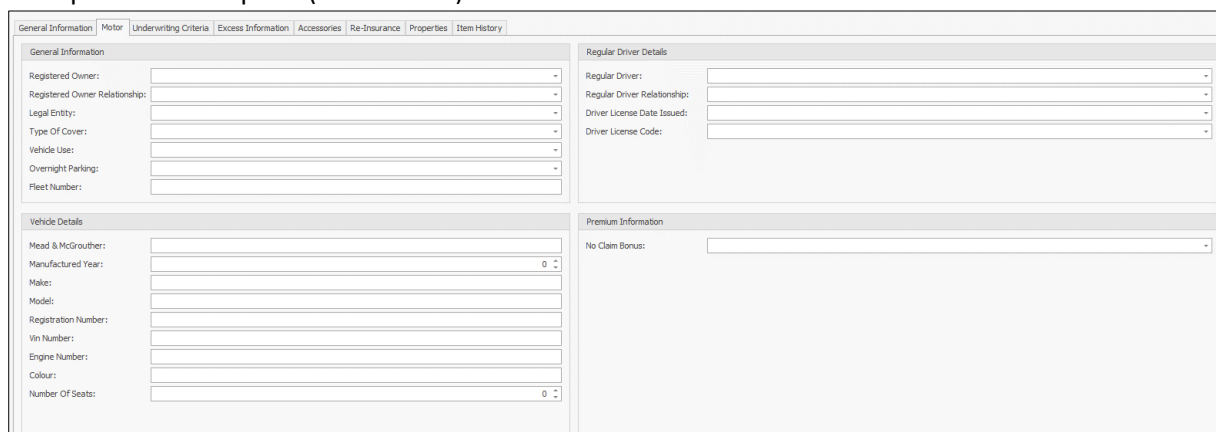
Create Risk Types with full detail i.e., Excess structure, Accessories etc. applicable to this Section:



Fieldname	Description	Required
Risk Type	Choose from various templates created with more specific detail relevant to a Risk Type	
Description	Auto populated from Risk Type description, but can be changed manually	✓
Item Definition List	Various specification lists have already been set-up for selection or create a new unique list to choose from.	
Active	Must be selected to capture details.	
Auto Complete Description	As the description of the Risk Type and the description of the item may differ, the application allows you to enter a different value in this field. By selecting this option, the application will default to Risk Type Description entered.	
Mandatory	Select when applicable	
Is Extension	Select when applicable	
Max Occurrences	Enter maximum occurrences as per underwriting criteria	
Priority	Prioritise the sequence in which the Risk Types will display	
Supplier	Select supplier where applicable	
Default Insured Amount	Enter when applicable	
Minimum Insured Amount	Enter when applicable as per underwriting criteria	
Allow Zero Insured Amount	Select when insured amount does not apply to this risk	
Maximum Insured Amount	Enter when applicable as per underwriting criteria	
Default Premium	Enter when applicable	
Allow Discount	Select when applicable to enter the Maximum Discount value percentage	
Allow Loading	Select when applicable to enter the Maximum Loading percentage	

Calculate Sasria	Select when applicable to activate Sasria fields
Sasria Mandatory	Select when applicable
Sasria Value	Enter value
Apply Sasria as	Select either percentage or cost
Sasria Commission %	Enter value
Commission	Enter commission value as per product specifications
Class Code	Enter when applicable
Cessionary Details	Select when applicable
Inflation Escalation Details	Select when applicable
Allow Lifespan Options	Select when applicable
Specify Risk Location	Select when you require the risk address to be selected on this specific risk
Allow Multiple location	Select when applicable
Print Location	When selected, the risk address will appear on the policy schedule

Example of risk template (Motor view):



The screenshot shows a web-based form for a Motor risk template. It is divided into several sections: General Information, Regular Driver Details, Vehicle Details, and Premium Information. Each section contains various input fields and dropdown menus for capturing risk details.

To complete the Risk Type details, you need to capture the complete Risk structure

- Excess structure
- Accessories (when applicable)
- Extensions
- Security List
- Endorsements
- Properties (when applicable)
- Linked Risk Types (when applicable)



The screenshot shows the 'Excesses' tab in the risk template. It features a table with columns for Description, Is Voluntary Exc..., Default Amount, Default Percenta..., Mandatory, Editable, Translation 1, and Translation 2. The table is currently empty.

To capture this information, select 'New' on each tab individually, complete the relevant information which is self-explanatory



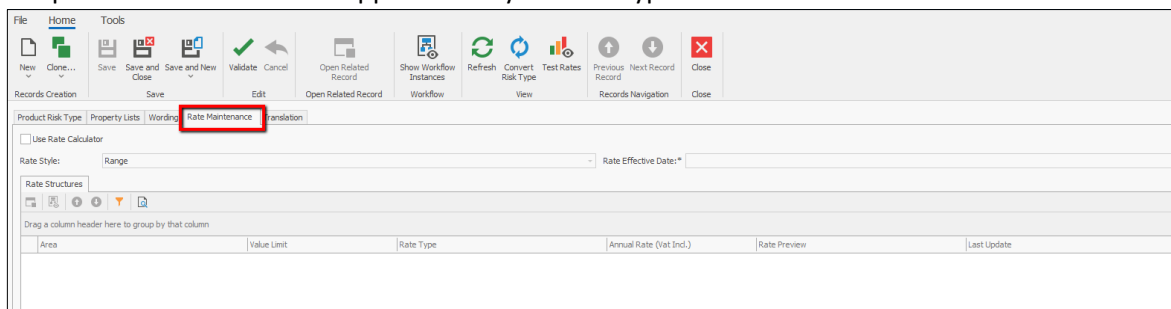
please note that each view has a Wording and Translation tab where you need to capture the specific wording and translation of that wording applicable to that specific view

Product Linked Risk:

The linked risk types are used for those risks where another risk is insured separately, but is part of the original risk item. An example of this is a watercraft (motorboat) where the engines are insured separately, but are also part of the craft. Each engine is therefore a risk in its own right.

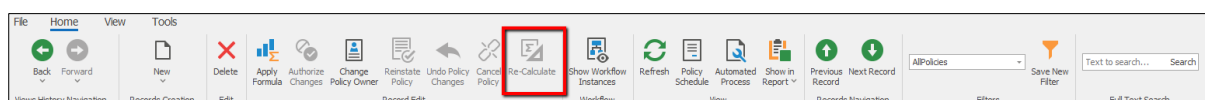
Rate Maintenance

Complete the Rate structure applicable to your Risk Type:



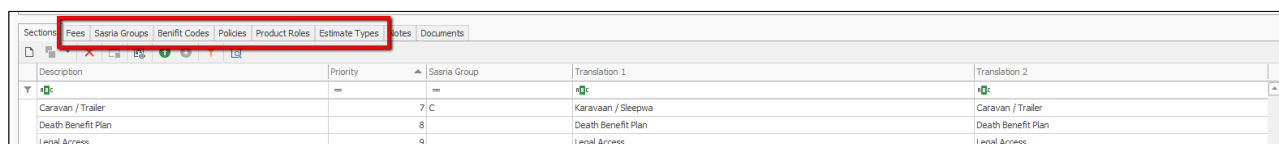
Risk premium will automatically be calculated once the rate structure is active.

You will notice a new icon on the policy view when the rate has been changed – ‘Re-Calculate’ – which will recalculate all risk premiums to the new rate selected.



Use the ‘Save’ and ‘New’ options to capture the next Risk Type applicable to your Product and repeat the same procedure until the Product layout is complete.

Once all Sections and Risk Types have been created, the Fee structure and Claims Estimate types can be defined and then policies can be captured against this product.



Description	Priority	Sasria Group	Translation 1	Translation 2
Caravan / Trailer	7	C	Karavaan / Sleepwa	Caravan / Trailer
Death Benefit Plan	8		Death Benefit Plan	Death Benefit Plan
Legal Access	9		Legal Access	Legal Access

Benefit Codes

Each product has a unique benefit code which is used by the Commissions module for processing commission, e.g., Santam Multiplex etc.

Commission processing will fail if this is not specified.

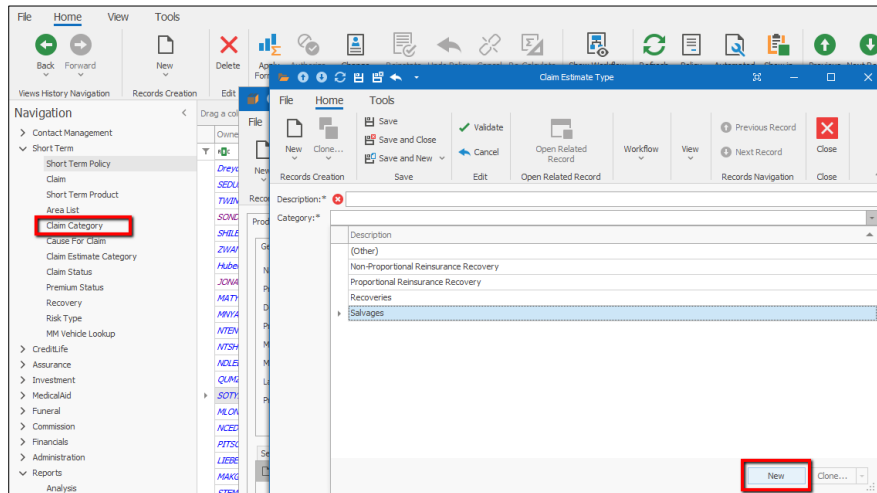
Product Roles

Each type of policy has its own unique product role(s) to be used when another person or entity has an interest on the specific policy, e.g., Short term product role may be Co-Insured. Please refer to the TC Insure-IV Suite User Guide > Contract Roles section.

Estimate Types

Claim Estimate Types are compulsory during the Claims process and won't be available unless specified on the product.

Claims Category is set up on the Claim Estimate type screen or the Navigation Panel:



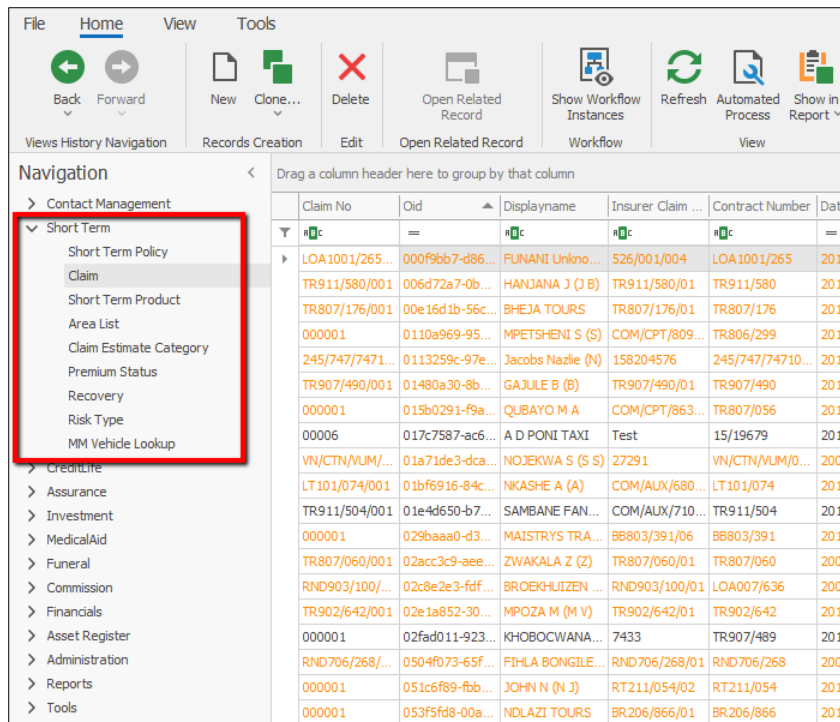
All fields captured during product creation will be available on the policy view as drop-down lists or selections.

You may want to attach the master policy to your documents to be available as reference when capturing a policy or registering a claim.

Short term Claims

Required drop-down menus for registering a claim must be set up before any claim can be registered

Refer to [Claim](#) for Category, Cause of Claim and claim status drop-down menus.



The screenshot shows the software's navigation pane on the left. Under the 'Short Term' category, the 'Claim' option is highlighted. The main window displays a table of claims with columns: Claim No, Oid, Displayname, Insurer Claim, Contract Number, and Date. The table contains multiple rows of claim data.

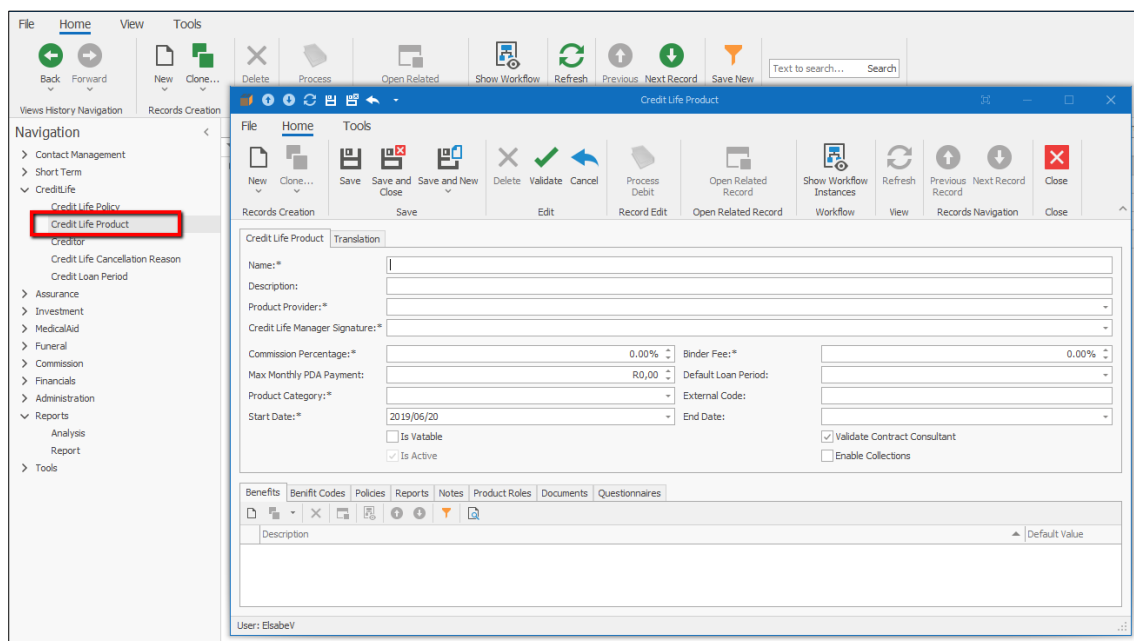
Create lists for the following items to be selected when a new claim is registered.

- Claim Estimate Category
- Recovery

Credit Life

Credit Life Product

A product must be set up in the application before any policies can be captured.



The screenshot shows the 'Credit Life Product' form in the software. The form includes fields for Name, Description, Product Provider, Credit Life Manager Signature, Commission Percentage, Max Monthly PDA Payment, Product Category, Start Date, Binder Fee, Default Loan Period, External Code, and End Date. There are also checkboxes for 'Is Valuable', 'Is Active', 'Validate Contract Consultant', and 'Enable Collections'. The 'Navigation' pane on the left shows 'Credit Life Product' highlighted under 'Credit Life'.

Detail

Fieldname	Description	Required
Name	Name of the Product you are creating	✓
Description	Simplified description of the Product	
Product Provider	Select the Provider details from your Contact list	✓
Credit Life Manager Signature	Select a default signature to be used with automated processes	
Commission percentage	Provide the percentage which will automatically be calculated when policy is generated	
Max monthly PDA Payment	Provide the max value. The application will not allow a value higher than this specified value to be captured for this product.	
Product Category	Identifies the product	✓
Start Date	Enter the date from which this Product is active.	✓
Is Vatable	Select if applicable	
Is Active	Only active products will be available on Credit Life policy for selection. Automatically Active when start date is entered and no end date is captured. Product will become in-active once end date is captured	
Binder Fee	Enter value when applicable	
Default loan period	Create a list of default values applicable to this product	
External code	Can be used as an internal reference e.g., Pastel codes for reporting	
End Date	Enter date from which this product is in-active	
Validate Contract Consultant	Commission process will validate Consultant on Contract with Consultant receiving commission.	
Enable Collections	Select when premium is collected on this product	

Translation

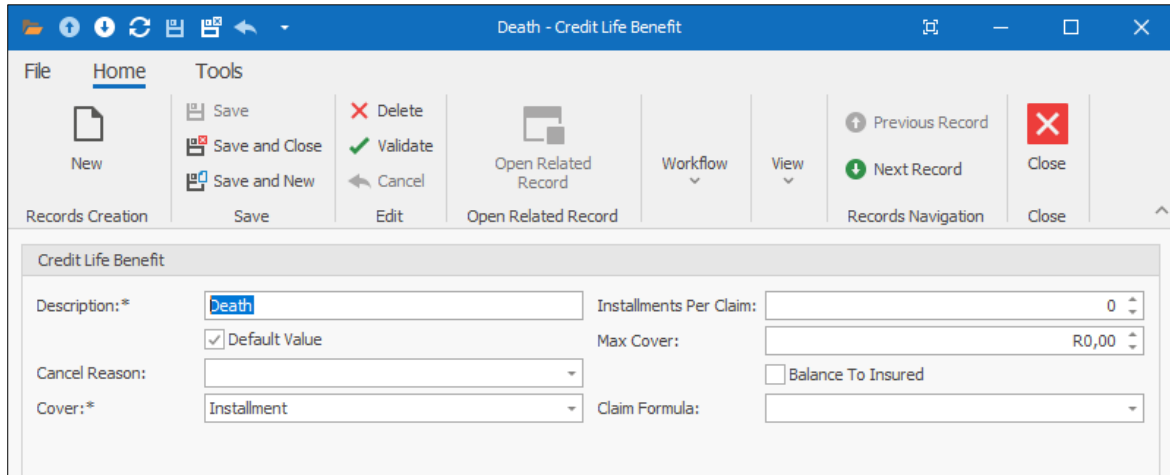
Contract and Claim number can be automated using specific criteria and back-end processes on the New Contract and New Claim Number format fields.

Please contact Teessen Consulting to discuss and implement your specific requirements.

Credit Life Product		Translation	
Translation 1:	Credit Life Underwritten by AIG		
Translation 2:	Credit Life Underwritten by AIG		
New Contract Number Format:			
New Claim Number Format:			
Reinstate Email		Cancel Email	
Client Reinstate Email:*		Client Cancel Email:*	
Creditor Reinstate Email:*		Creditor Cancel Email:*	

Benefits

Capture a list of Benefits applicable to this product. These benefits will auto populate on the policy.



The screenshot shows the 'Death - Credit Life Benefit' form. The 'Description' field is set to 'Death'. The 'Installments Per Claim' is set to 0. The 'Max Cover' is set to R0,00. The 'Cover' is set to 'Installation'. The 'Claim Formula' is set to 'Balance To Insured'. The 'Cancel Reason' is set to 'Default Value'. The 'Previous Record' and 'Next Record' buttons are visible in the top right corner.

Apply product specific benefit structure which will be supportive to the claims process and claim estimate calculations.

Benefit Codes

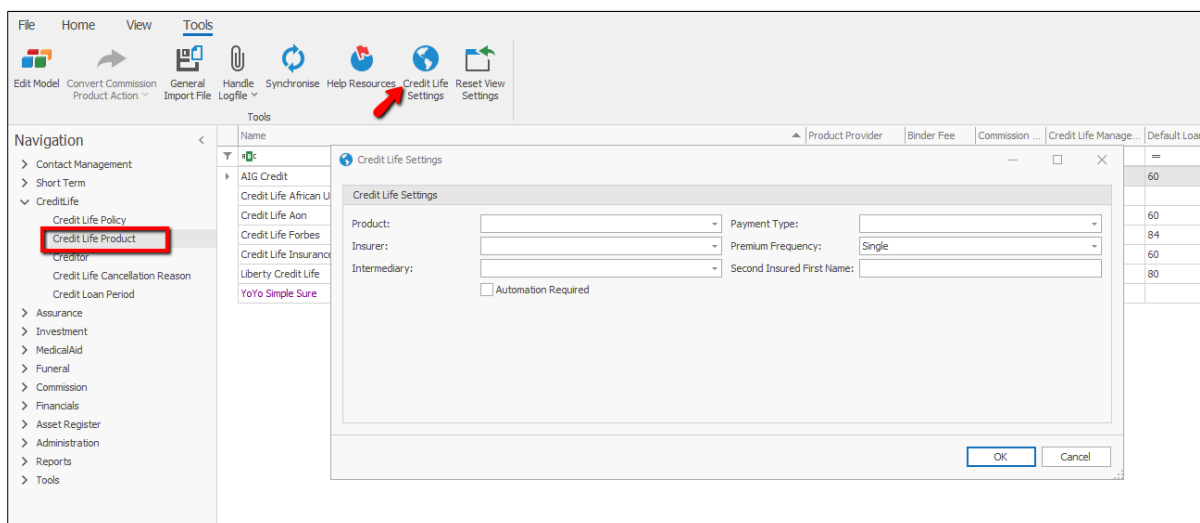
Each product has a unique benefit code which is used by the Commissions module for processing commission e.g., Sanlam Credit life etc.

Commission processing will fail if this is not specified.

Reports

Reports can be send automatically using a backend process specifically set up for your business requirements.

This needs to be set up on Credit Life settings in conjunction with Teessen Consulting.



The screenshot shows the 'Credit Life Settings' form. The 'Product' field is set to 'Credit Life Product'. The 'Insurer' field is set to 'ATG Credit'. The 'Payment Type' is set to 'Single'. The 'Premium Frequency' is set to 'Single'. The 'Second Insured First Name' field is empty. The 'Automation Required' checkbox is checked. The 'OK' and 'Cancel' buttons are visible at the bottom right.

If Automation Required is selected, the compulsory fields on the [Translation tab](#) also needs to be completed.

Link specific reports relevant to this product to be used in automated processes:

Report	Description	Creditor	Client	Attach To Cont...	Is Active	Is Imported	Document Type	Internal Email
Credit Life Cancellation and Replacement of Credit Life Insurance		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Imported	Replacement of Insura...	
Credit Life Credit Control Cancellation Report		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cancelled	Credit Control Cance...	
Credit Life Holdall Policy Wording		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Imported	Credit Life Policy Word...	
Credit Life NCR Form 22		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Imported	Credit Life NCR Form	
Credit Life NCR Form 23		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Imported	Credit Life NCR Form	
Credit Life Policy Cancellation Notice		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cancelled	Credit Life Cancellation ...	banvdiwest@gmail.com
Credit Life Policy Schedule		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Imported	Credit Life Policy Sched...	banvdiwest@gmail.com
Credit Life Record Of Advice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Imported	Record of advice	
Credit Life Welcome Letter		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Imported	Credit Life Welcome Le...	

Creditors are linked to the specific report:

Credit Life Cancellation and Replacement of Credit Life insurance - Credit Life Report

File Home Tools

Records Creation Save Edit Open Related Record Workflow View Records Navigation Close

Report: * Credit Life Cancellation and Replacement of Credit Life insurance

Description:

Apply to process: Imported ☒ Is Active

Document Type: * Replacement of Insurance ☒ Attach To Contracts

Internal Email: ☐ Client ☒ Creditor

Creditors

Name	Email	Company	RID Trader	Address	NCR Registra...	Active	Hyphen Desc...	Hyphen Creditor...
Bayerport Financial Services	info@bayerpor...	ADONISI TAX...	12345678	ZONE 8 NO 3...	54321	<input checked="" type="checkbox"/>		
Bruna Finance	info@bruma...	ADONISI TAX...	12345679	ZONE 8 NO 3...	54321	<input checked="" type="checkbox"/>		
CAPITEC BANK LIMITED	info@capitec...	50 CENTS TO...	-1	P.O. BOX 600...	1234	<input checked="" type="checkbox"/>		
Direct Axis	info@directa...	50 CENTS TO...	2003156	17 ZIQHAMO ...	123456	<input checked="" type="checkbox"/>		
Direct Axis Wiesbank Only 5454006334	info@directa...	50 CENTS TO...	01234567	P.O. BOX 600...	1234	<input checked="" type="checkbox"/>		
DIRECT AXIS/WESBANK	info@directa...	ADONISI TAX...	2003748	ZONE 8 NO 3...	54321	<input checked="" type="checkbox"/>		
Edgars Credit Card (Standard Bank)	info@edgars...	50 CENTS TO...	-1	P.O. BOX 600...	1234	<input checked="" type="checkbox"/>		
FNB	info@fnb.co.za	50 CENTS TO...	01234567	P.O. BOX 600...	1234	<input checked="" type="checkbox"/>		
Jet	info@inedbac...	ADONISI TAX...	2004363	ZONE 8 NO 3...	54321	<input checked="" type="checkbox"/>		
Nedbank Credit Card	info@nedban...	50 CENTS TO...	2004333	P.O. BOX 600...	12345	<input checked="" type="checkbox"/>		
Nedbank Credit Card	info@nedban...	22nd On Nort...	123456789	22 Nort Stree...	1995	<input checked="" type="checkbox"/>		

Product Roles

Each type of policy has its own unique product role(s) to be used when another person or entity has an interest on the specific policy e.g., Negotiator, Representative etc.

This is particularly important for claims purposes.

Creditor

Create a list of Creditors to be linked to the policy as well as reports, with their own unique information for reporting purposes.

File Home View Tools

Navigation: Contact Management, Short Term, Credit Life, Credit Life Policy, Credit Life Product, Credit Life Cancellation and Replacement of Credit Life Insurance, Credit Loan Period, Assurance, Investment, Medical Aid, Funeral, Commission, Financials, Administration, Reports, Analysis, Report, Tools

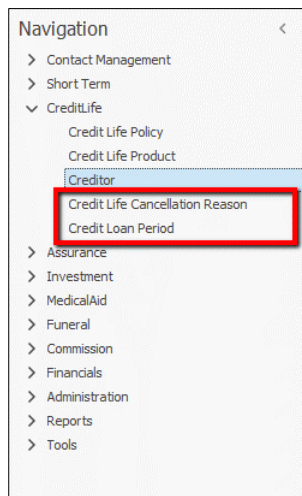
Creditor

Company: [Select] NCR Registration Number: [Select]
 Name: [Text] RID Trader: [Select]
 Email: [Text] Hyphen Description: [Text]
 Address: [Text] Hyphen Creditor Link: [Text]

Credit Life Reports

Report	Product	Description	Creditor	Attach	Is Active	Is Imported	Document Type	Internal Email
Credit Life Cancellation and Replacement of Credit Life Insurance			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Replacement of Insura...	
Credit Life Credit Control Cancellation Report			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit Control Cance...	
Credit Life Holdall Policy Wording			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit Life Policy Word...	
Credit Life NCR Form 22			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit Life NCR Form	
Credit Life NCR Form 23			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit Life NCR Form	
Credit Life Policy Cancellation Notice			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit Life Cancellation ...	banvdiwest@gmail.com
Credit Life Policy Schedule			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit Life Policy Sched...	banvdiwest@gmail.com
Credit Life Record Of Advice			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Record of advice	
Credit Life Welcome Letter			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit Life Welcome Le...	

Create lists for the following items to be selected when capturing or cancelling a policy:

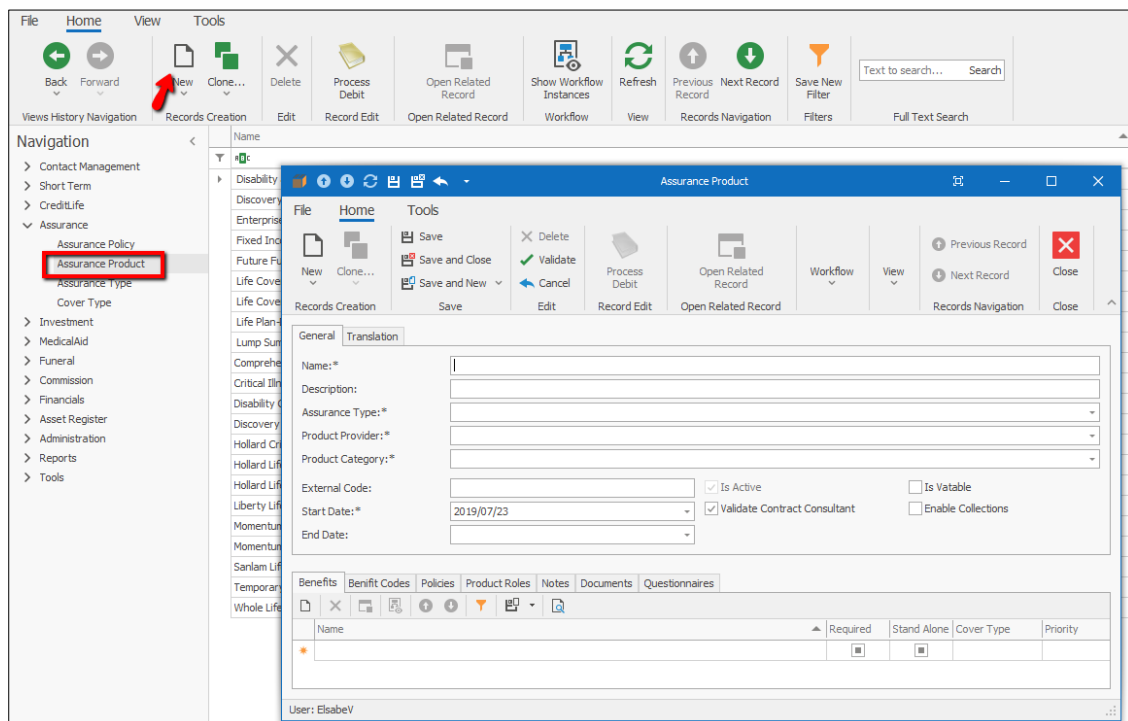


- Credit life cancellation reason
- Credit loan period

Assurance

Assurance Product

A product must be set up in the application before any policies can be captured.



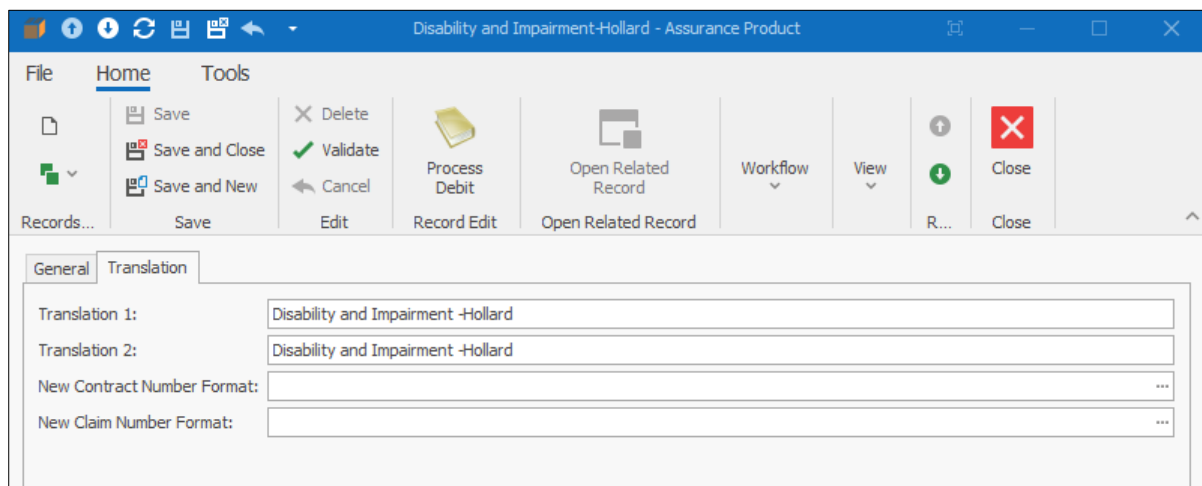
Fieldname	Description	Required
Name	Name of the Product you are creating	<input checked="" type="checkbox"/>
Description	Simplified description of the Product	<input checked="" type="checkbox"/>
Assurance Type	Specify the type of assurance product	<input checked="" type="checkbox"/>

Product Provider	Select the Provider details from your Contact list	✓
Product Category	Identifies the product	✓
External Code	Can be used as an internal reference e.g., Pastel codes for reporting	
Start Date	Enter date from when this Product is active	✓
End Date	Enter date from when this Product is in-active	
Is Active	Only active products will be available on Assurance Policy for selection. Automatically Active once start date is entered and no end date is captured. Product will become in-active once end date is captured.	
Is Vatable	Select when applicable	
Validate Contract Consultant	Commission process will validate Consultant on Contract with Consultant receiving commission.	
Enable Collections	Select when premium is collected on this product	

Translation

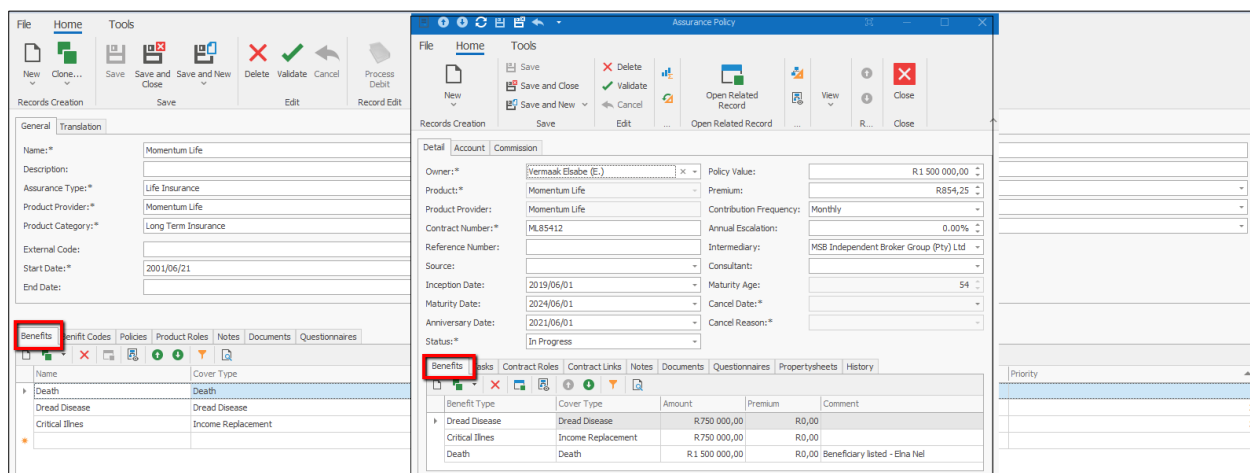
Contract and Claim number can be automated using specific criteria and back-end processes on the New Contract and New Claim Number format fields.

Please contact Teessen Consulting to discuss and implement your specific requirements.



Benefits

Capture a list of benefits unique to this product which will be auto populated on the policy once created. Specify cover type per benefit to allow reporting on grouped information per Benefit type.



Benefit Codes

Each product has a unique benefit code which is used by the Commissions module for processing commission, e.g., Discovery Life, etc.

Commission processing will fail if this is not specified.

Product Roles

Each type of policy has its own unique product role(s) to be used when another person or entity has an interest on the specific policy, e.g., Keyman, Co-Insured etc.

This is particularly important for claims purposes.

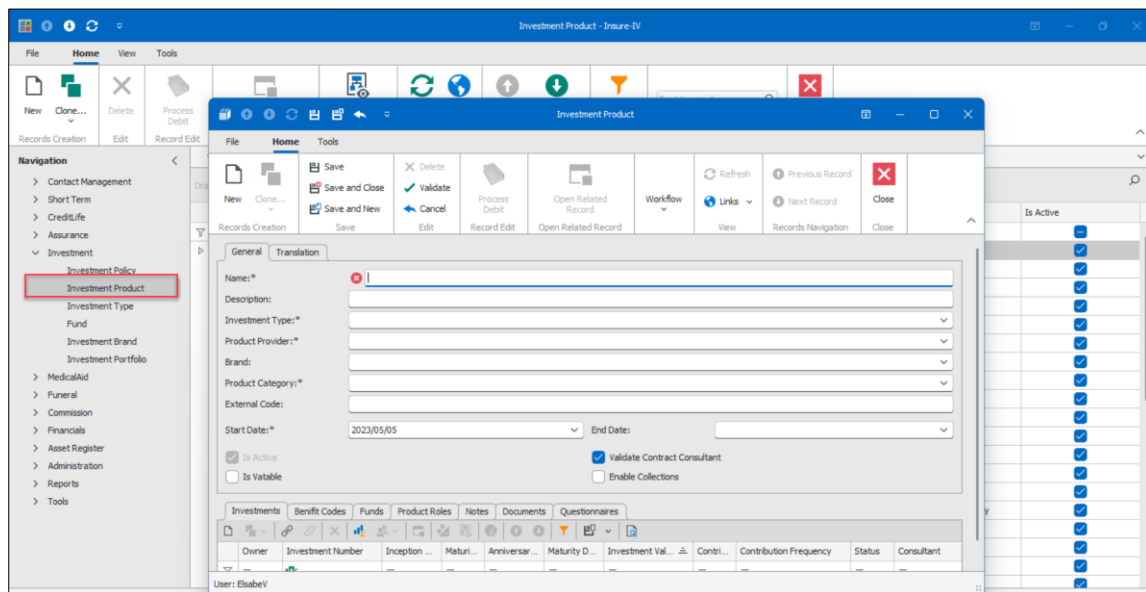
Assurance Type

Create a list of assurance types which can be selected when creating a new assurance product.

Investment

Investment Product

A product must have been set up in the application before any policies can be captured.



Fieldname	Description	Required
Name	Name of the Product you are creating	✓
Description	Simplified description of the Product	
Investment Type	Specify the type of investment product	✓
Product Provider	Select the Provider details from your Contact list	✓
Brand	Select the relevant Investment Brand listed on the Product Provider	
Product Category	Identifies the product	✓
External Code	Can be used as an internal reference e.g., Pastel codes for reporting	
Start Date	Enter date from when this Product is active	✓
End Date	Enter date from when this Product is in-active	

Is Active	Only active products will be available on Investment Policy for selection. Product is automatically Active when start date is entered and no end date is captured. Product will become in-active once end date is captured.
Is Vatable	Select when applicable
Validate Contract Consultant	Commission process will validate Consultant on Contract with Consultant receiving commission.
Enable collections	Select when premium is collected on this Product

Benefit Codes

Each product has a unique benefit code which is used by the Commissions module for processing commission, e.g., AIMS etc.

Commission processing will fail if this is not specified.

Funds

Link all Funds related to this Product to build the client's portfolio.

Product Roles

Each type of policy has its own unique product role(s) to be used when another person or entity has an interest on the specific policy e.g., Insured life etc.

Investment Type

Create a list of investment types which can be selected when creating a new Investment product.

Fund

Create a list of Funds with fund codes which can be linked to various Investment Products.

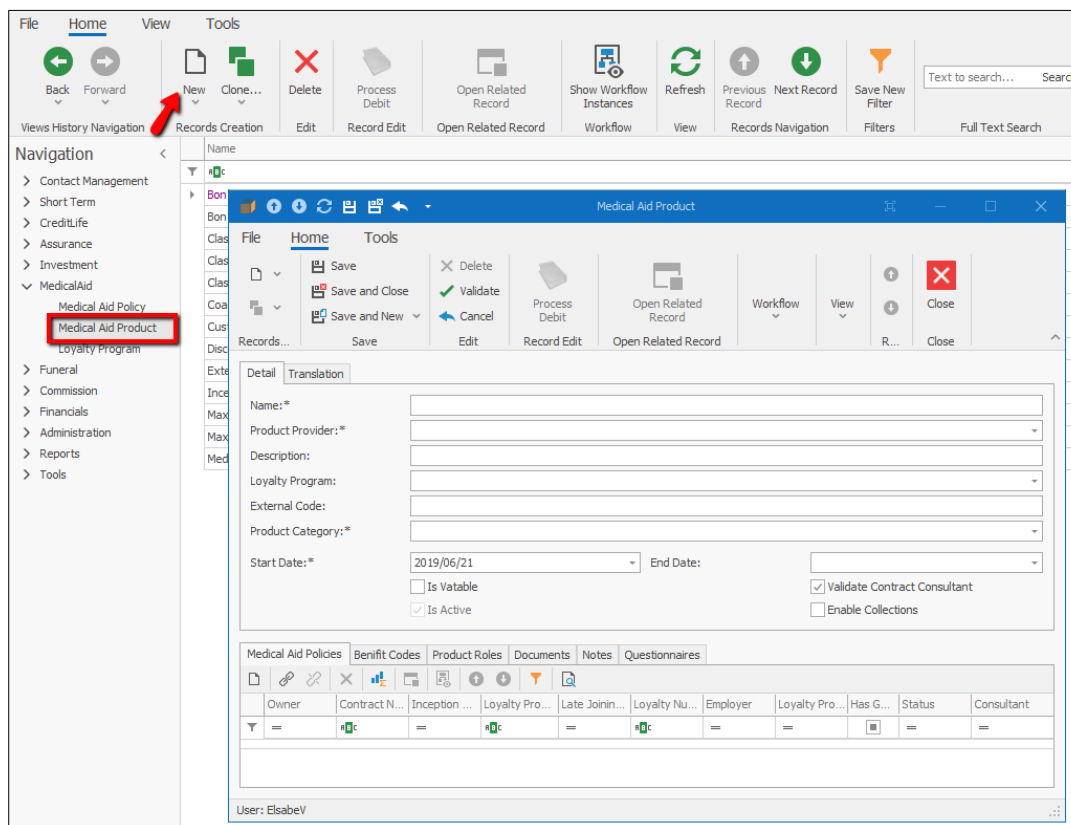
Investment Brand

Create various Brand's per Product Provider which can be linked to a specific Investment Product

Medical Aid

Medical Aid Product

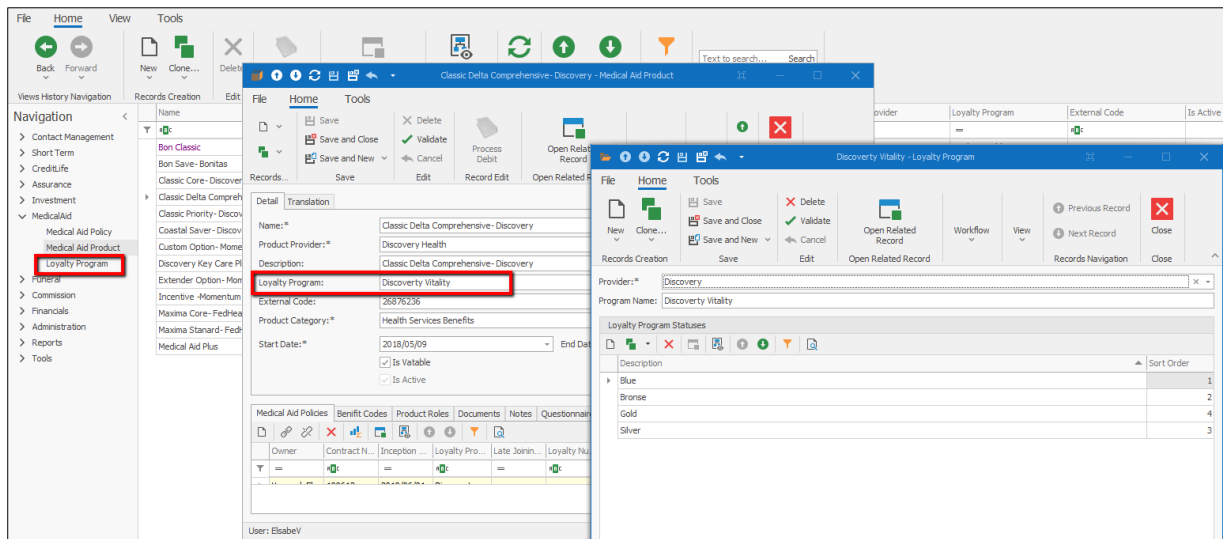
A product must be set up in the application before any policies can be captured.



Fieldname	Description	Required
Name	Name of the Product you are creating	✓
Product Provider	Select the Provider details from your Contact list	✓
Description	Simplified description of the Product	
Loyalty Program	Select the loyalty program relevant to this product	
External Code	Can be used as an internal reference, e.g., Pastel codes for reporting	
Product Category	Identifies the product category	✓
Start Date	Enter date from when this Product is active	✓
End Date	Enter date from when this Product is in-active	
Is Vatable	Select if applicable	
Is Active	Only active products will be available on Medical Aid Policy for selection. Automatically Active when start date is entered and no end date is captured. Product will become in-active once end date is captured	
Validate Contract Consultant	Commission process will validate Consultant on Contract with Consultant on which commission is received	
Enable collections	Select when premium is collected on this Product	

Loyalty Program

Set up a list of Loyalty Programs which needs to be linked to the Medical Aid Product.



Loyalty Program will auto populate on Policy when specified on Product.

Benefit Codes

Each product has a unique benefit code which is used by the Commissions module for processing commission, e.g., Medihelp etc.

Commission processing will fail if this is not specified.

Product Roles

Each type of policy has its own unique product role(s) to be used when another person or entity has an interest on the specific policy, e.g., Dependent etc.

Funeral

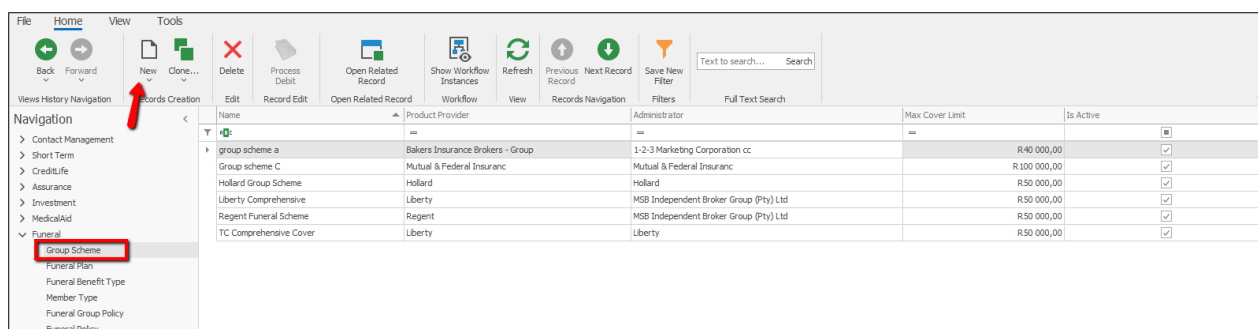
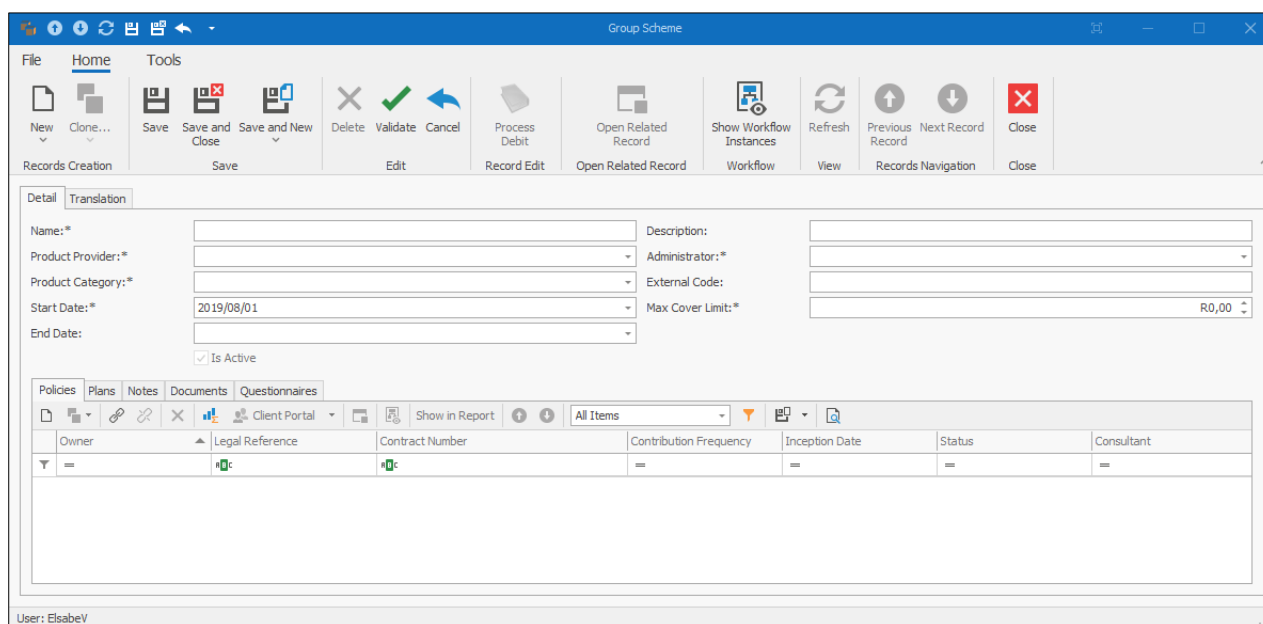
Group Scheme

Policies for both Group Scheme and Individual Funeral plans can be administered within the Funeral Module.

Each Group Scheme will consist of various Funeral plans; each with their own unique criteria.

Create new Group Scheme

Select Group Scheme from the Navigation Pane.

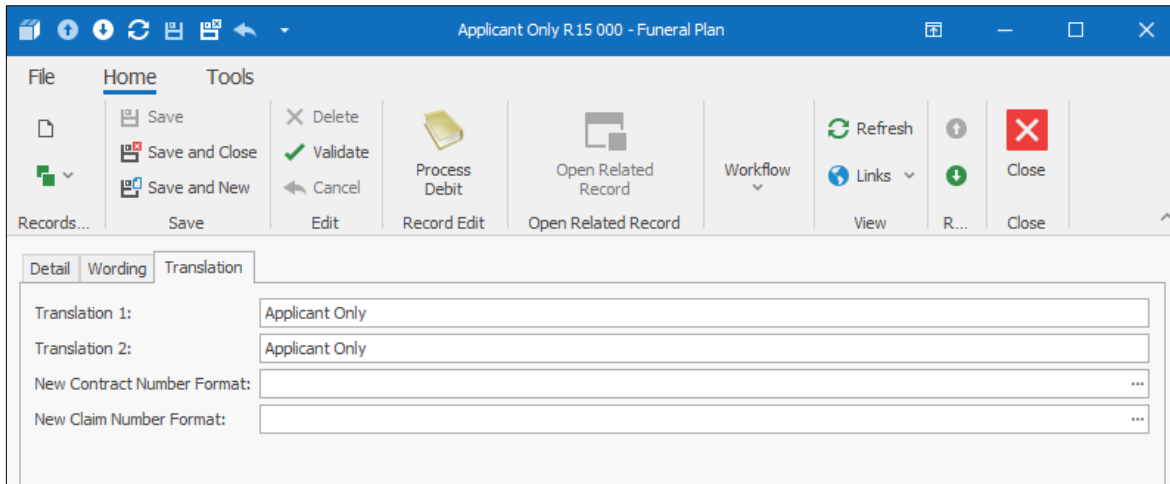



Fieldname	Description	Required
Name	Create a unique name for this Group Scheme	✓
Product Provider	Select Product Provider from database	✓
Product Category	Select Funeral Category	✓
Start Date	Enter Date from when this Group Scheme is active	✓
End Date	Enter Date from when this Group Scheme is in-active	
Is Active	Only active products will be available on Funeral policy for selection. Product is automatically Active when start date is entered and no end date is captured. Product will become in-active once end date is captured.	
Description	Add description for this Group Scheme	
Administrator	Select Administrator from database	✓
External Code	Capture external code if applicable	
Max Cover Limit	Enter overall max cover limit	✓

Translation

Both Contract and Claim number can be automated using specific criteria and back-end processes on the New Claim Number format field.

Please contact Teessen Consulting to discuss and implement your specific requirements.



Funeral Plans

Funeral Plan can be seen as the mandate from the Product Provider (Insurer) on the agreed Group Scheme which determines the Benefit Type, the members to be insured on the specific Type of cover and the benefit structure of the Type of Cover.

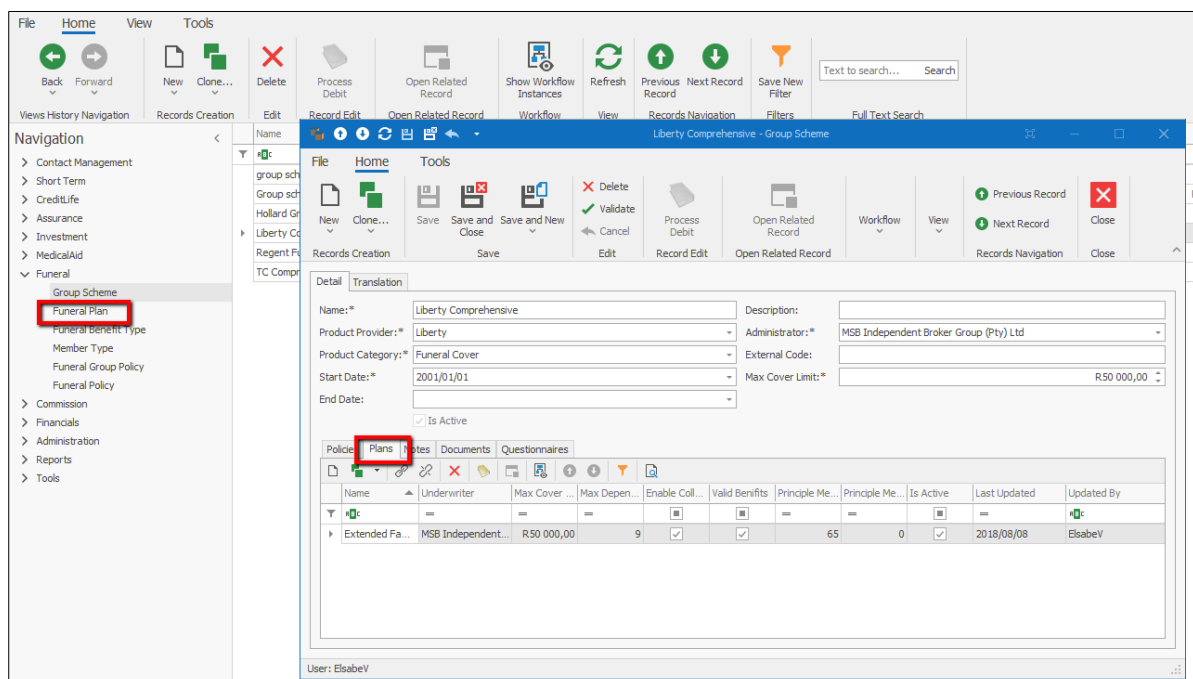
Example:

Benefit Type - Family Cover

Members (dependents) to be insured on Family Cover – Spouse & Child

Benefit structure of Family Cover i.e., 1 + 5 Ages 6 -21 R10 000 cover

Funeral Plans can be set up directly from the Group Scheme or separately when not part of a Group Scheme



Name	Underwriter	Max Cover	Max Depen	Enable Coll	Valid Benefits	Principle Me	Principle Me	Is Active	Last Updated	Updated By
Extended Fa...	MSB Independent...	R50 000,00	9	✓	✓	65	0	✓	2018/08/08	ElisabeV

Funeral Plan

File Home Tools

New Clone... Save Save and Close Save and New Delete Validate Cancel Process Debit Open Related Record Show Workflow Instances Refresh Previous Record Next Record Close

Records Creation Save Edit Record Edit Open Related Record Workflow View Records Navigation Close

Detail Wording

Name:* Description:

Product Provider:* Underwriter:*

Product Category:* Group Scheme: Liberty Comprehensive

Principle Member Min Age:* 0 External Code:

Waiting Period: 0 Principle Member Max Age:*

Start Date:* 2019/06/21 Max Cover Amount:* R0,00

End Date: Max Dependants: 0

☒ Is Active ☐ Enable Collections

☐ Is Vatable ☒ Validate Contract Consultant

☐ Compliance Change Tracking

Benefits Policies Benefit Codes Product Roles Notes Documents Questionnaires Propertiesheets

Benefit Minimum Age Apply Min Age As Maximum Age Apply Max Age As Max Co... Under... Adminis... Commis... Commis... Total P... Applied... Max De... Default Active

User: ElsabeV

Fieldname	Description	Required
Name	Select a unique name for this Plan	✓
Product Provider	Default to Product Provider specified on Group Scheme but can be edited if not the same	✓
Product Category	Default to Product Category selected on Group Scheme	
Principle Member Min Age	Enter minimum age	
Waiting Period	Waiting period applicable to this Plan	
Start Date	Enter Date from when this Group Scheme is active	✓
End Date	Enter Date from when this Group Scheme is in-active	
Is Active	Only active plans will be available on Funeral policy for selection. Plan is automatically Active when start date is entered and no end date is captured. Plan will become in-active once end date is captured.	
Is Vatable	Select if VAT applies to this product	
Compliance change tracking	The application will prompt you to either create or select a task with the instruction for change	
Description	Enter a more explanatory description	
Underwriter	Select Underwriter from database	✓
Group Scheme	Default to Group Scheme from which plan is created. Not available when Plan type is Individual	
External Code	Unique external code when applicable	
Principle Member Max Age	Enter maximum age	✓
Max Cover amount	Maximum cover amount for this Plan	✓
Max Dependants	Maximum dependants applicable to this Plan	
Enable Collection	Collection premium on behalf of Insurer	
Validate Contract Consultant	Select this option if validation is required	
Wording	Enter policy wording	

Benefits

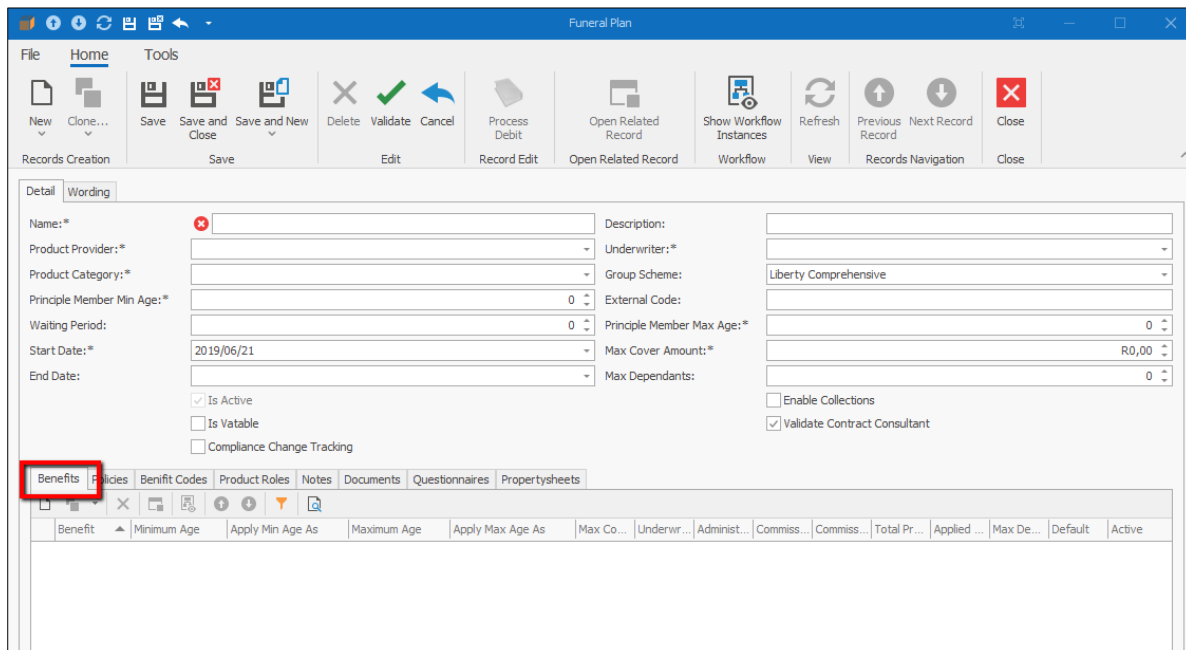
Each Funeral Plan has its own unique benefit structure.

Family Cover, for example, may have a different structure per Group Scheme and even on Individual cover.

Each Funeral plan should have at least 1 benefit structure linked to a Funeral Benefit Type i.e.

- 1 + 5 Ages 6 -21 R10 000 cover
- 1 + 5 Ages 22 – 45 R20 000 cover

Exception rules regarding Students and/or Handicapped dependants must be specified on benefit:

A screenshot of the "Funeral Plan" software interface. The window has a blue title bar and a ribbon menu with tabs for "File", "Home", and "Tools". The "Home" tab is active, showing various icons for file operations (New, Clone, Save, Save and Close, Save and New), editing (Delete, Validate, Cancel), record management (Process Debit, Open Related Record), workflow (Show Workflow Instances), view (Refresh, Previous Record, Next Record), and records navigation (Close). Below the ribbon, there are two tabs: "Detail" and "Wording", with "Detail" selected. The "Detail" tab contains a form with fields for "Name:", "Product Provider:", "Product Category:", "Principle Member Min Age:", "Waiting Period:", "Start Date:", "End Date:", "Description:", "Underwriter:", "Group Scheme:", "External Code:", "Principle Member Max Age:", "Max Cover Amount:", and "Max Dependents:". There are also checkboxes for "Is Active", "Is Vatable", "Compliance Change Trading", "Enable Collections", and "Validate Contract Consultant". Below the form, there is a tabbed interface with "Benefits" selected. The "Benefits" tab shows a table with columns: "Benefit", "Minimum Age", "Apply Min Age As", "Maximum Age", "Apply Max Age As", "Max Co...", "Underwr...", "Administ...", "Commiss...", "Commiss...", "Total Pr...", "Applied ...", "Max De...", "Default", and "Active". The table is currently empty.

Funeral Benefit

File Home Tools

New Clone... Save Save and Close Save and New Delete Validate Cancel Open Related Record Show Workflow Instances Refresh Previous Record Next Record Close

Records Creation Save Edit Open Related Record Workflow View Records Navigation Close

Funeral Benefit Exceptions

Benefit:*

Funeral Benefit Type:*

Max Dependants: 0

Apply Min Age As: Years

Minimum Age: 0

Apply Max Age As: Years

Maximum Age: 0

Priority: 0

Max Cover Amount: R0,00

Underwriting Premium: R0,00

Administrator Premium: R0,00

Total Premium: R0,00

Apply Commission As: Cost

Commission Percentage: 0.00%

Commission Cost: R0,00

☐ Active ☐ Default ☐ Applied Per Dependant

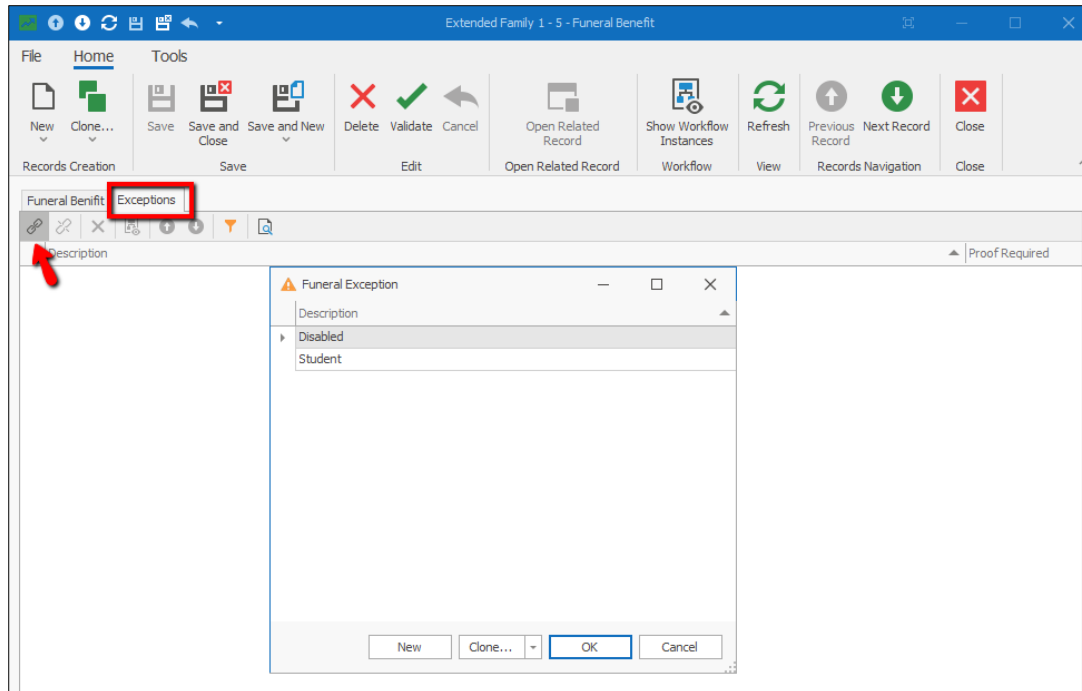
Fieldname	Description	Required
Benefit	Create a unique name for this benefit	✓
Funeral Benefit Type	Benefit type is linked to Member types which are relevant to this specific Funeral plan	✓
Max Dependants	Enter maximum dependants allowed on this benefit	
Apply Min Age As	Minimum age can be shown as months or years	
Minimum Age	Minimum age of person to be covered	
Apply Max Age As	Maximum age can be shown as months or years	
Maximum Age	Maximum age of person to be covered	
Priority	Select a priority for this benefit	
Max Cover Amount	Maximum cover amount any person can be covered for (if applicable)	
Underwriting Premium	Underwriting Premium for this benefit (if applicable)	
Administrator Premium	Administrator Premium for this benefit (if applicable)	
Total Premium	Total premium on which commission will be calculated if commission is specified as percentage	
Apply Commission As	Select either cost or percentage	
Commission Percentage	Enter percentage applicable	
Commission Cost	Enter commission value	
Active	Select 'Active' for this benefit to be available for user selection	
Default	Select if applicable	
Applied per dependant	Select if benefit is applicable per beneficiary. Underwriting- and Administrator premiums should be entered if cost is applicable per dependant	

Exceptions

Exceptions will apply on age of Dependant if dependant is older than 21, but still a Student or a Handicapped person.

This rule will allow you to capture this Dependant if the exception is selected and the required supporting documents attached.

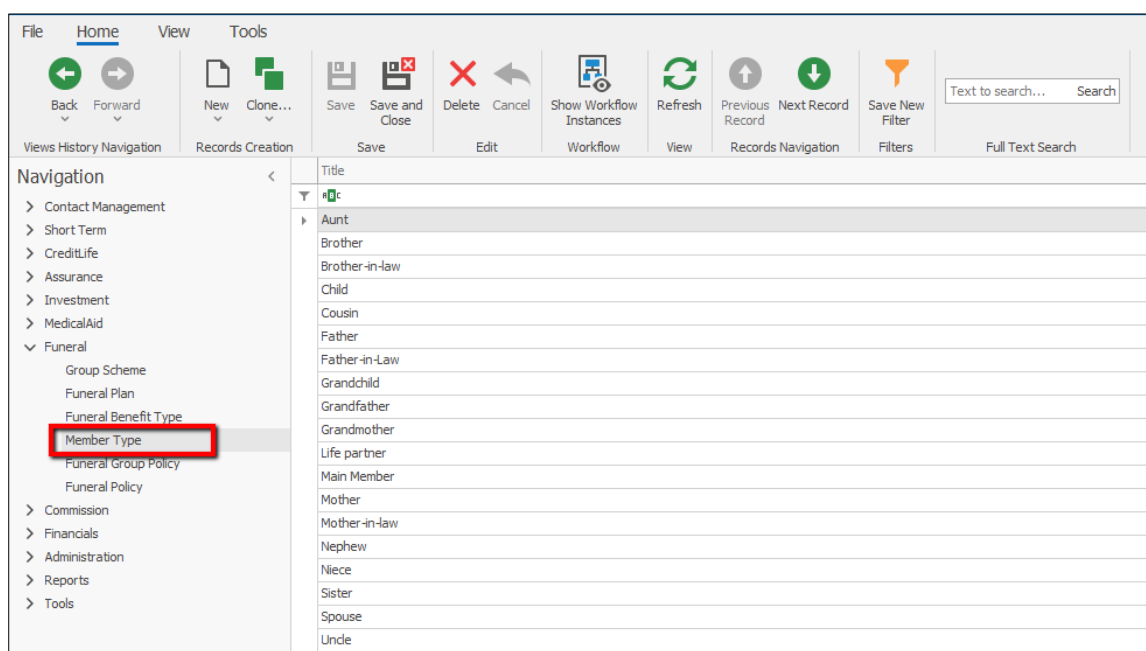
More Exceptions can be added if required.



Member Type

Member types can be set up on the Benefit screen or via the Navigation panel.

Each Funeral Benefit type has its own list of members. Only these members specified will be available for selection when this benefit is selected on a Funeral Policy.



Benefit Codes

Each product has a unique benefit code which is used by the Commissions module for processing commission, e.g., Funeral etc.

Commission processing will fail if this is not specified.

Product Roles

Product Role refers to the role of a person, other than the Principal Owner, on this specific policy.

Make sure that Beneficiary and Dependant is selected as a required role if applicable.

Commission

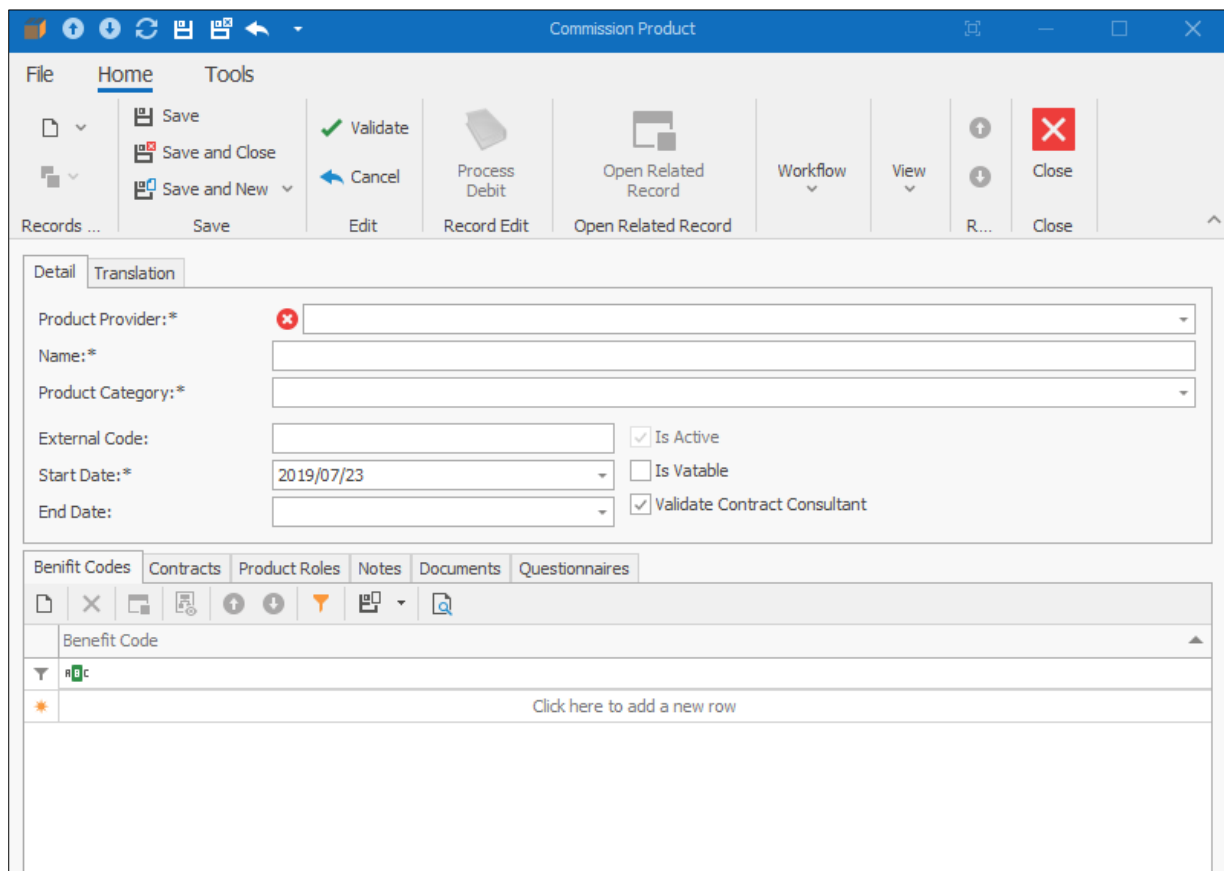
Configuration

In this section we will discuss the configuration requirements that supports the commission process.

Commission Product

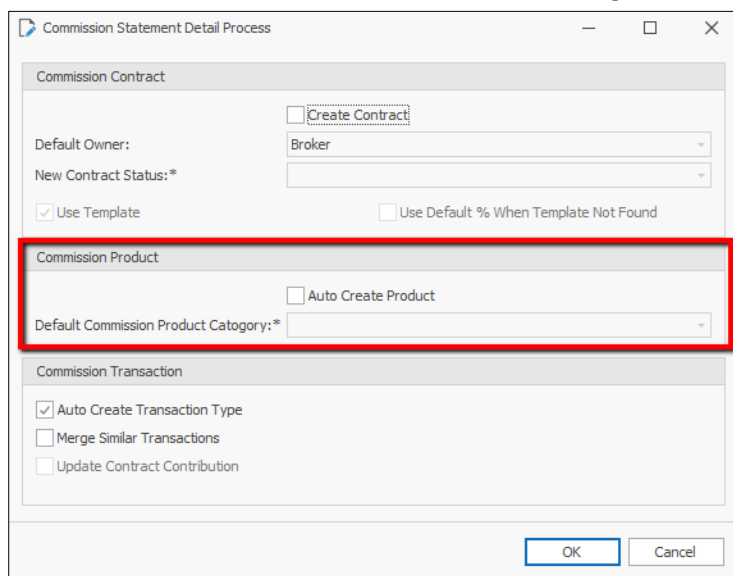
This represents each of the products that you will be receiving commission on.

You may choose to pre-populate a list of Products by using the Commission Product function from the Navigation pane.

The screenshot shows a software window titled "Commission Product". It has a ribbon interface with tabs for "File", "Home", and "Tools". The "Home" tab is active, showing a "Records ..." section with a "Save" button and a "Detail" section with various input fields. The "Detail" section includes "Product Provider: *" (a dropdown menu with a red 'x' icon), "Name: *" (a text field), "Product Category: *" (a dropdown menu), "External Code:" (a text field), "Start Date: *" (a date picker set to "2019/07/23"), and "End Date:" (a date picker). There are also three checkboxes: "Is Active" (checked), "Is Vatable" (unchecked), and "Validate Contract Consultant" (checked). Below the "Detail" section is a "Translation" tab and a "Benefit Codes" section. The "Benefit Codes" section has a table with one row containing a dropdown menu and a "Benefit Code" label. Below the table is a link that says "Click here to add a new row".

Fieldname	Description	Required
Product Provider	The company providing this product. Must be specified in Contact Manager as a company record with the contact type of Supplier.	✓
Name	Unique friendly name for this product.	✓
Product Category	Use this for segmentation of your products into various market segments or compliance business classes. (Life, Medical, Short Term, etc.)	✓
External Code	General ledger code which becomes applicable with Pastel Integration.	
Start Date	Enter date from which this Product should be active	✓
End Date	Enter date from which this Product should be in-active	
Is Active	Indicates if Product is active or in-active as determined by Start and End dates	
Is Vatable	Determine if VAT applies for this product. If a commission statement is captured and not imported, then this property will control the capturing of VAT on the individual transactions.	
Validate Contract Consultant	Validates if Broker on transaction and Consultant specified on Contract is the same	

or choose to select the Auto Create Products during the commission import process:



The product can be created automatically using the import process and need to be checked for correctness when created for the first time.

Your choice will be determined by how you want to structure reporting.

The product data is critical for the link between the commission statement file received from the product provider and the application.

‘Validate Contract on Consultant’ will determine if the warning *“The Broker is not the same as the Consultant on the contract”* is relevant or not. Please refer to [Clear Warning](#)

Typically, in short term the Product provider will issue a Brokerhouse code on which all commission is released instead of individual Broker codes. In this instance, you may choose to ignore the Warning by default.

Benefit Code

Each product has a unique benefit code which is used for processing commission, e.g., Santam Multiplex etc.

Commission processing will fail if this is not specified.

Product Roles

Each type of policy has its own unique product role(s) to be used when another person or entity has an interest on the specific policy e.g., Negotiator, Representative etc.

Commission Product Category

Use these user defined Product Categories to group products into various market segments and/or Compliance Business Classes e.g., Life, Short term etc. Using categories will improve your reporting.

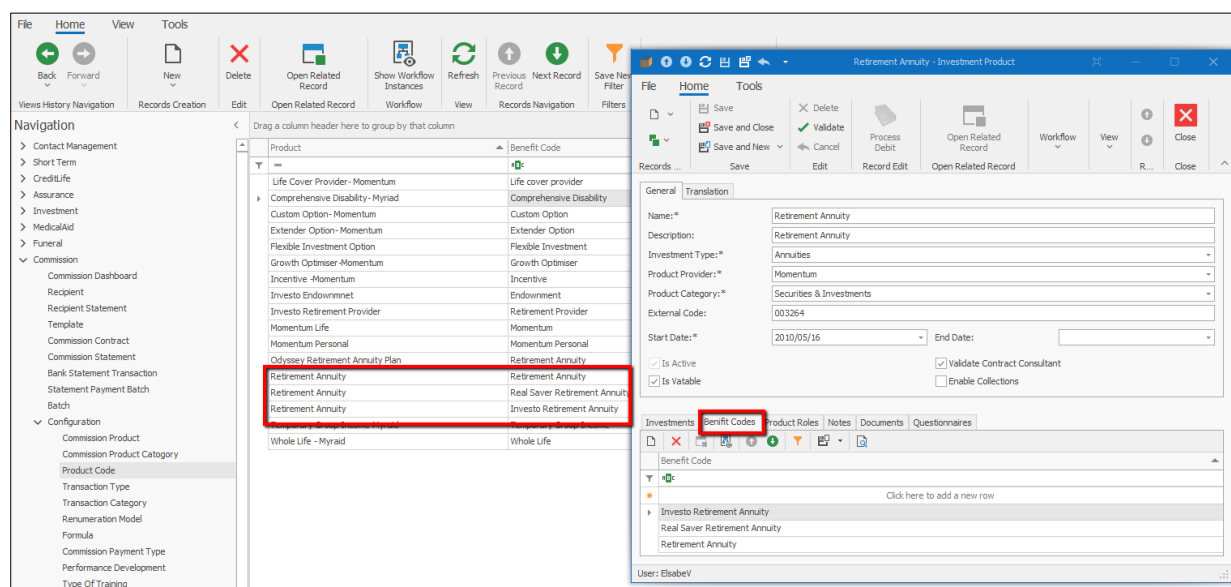
These Categories are a direct link to the Recipient Competence Register and Broker Contract.

Product Code

Product Providers may name their Products similar referring to the same type of product. It is now possible to group these Products by capturing the different product codes against a Product Group instead of each Product individually e.g., Retirement Annuity vs Real Time Retirement Annuity and Investor Retirement Annuity etc.

Each product has a unique benefit code which is used by the Commissions module for processing commission, e.g., Santam Multiplex etc.

Commission processing will fail if this is not specified.



The screenshot displays the 'Retirement Annuity - Investment Product' form in the Teessen Consulting software. The form is divided into several sections: General, Translation, Investments, and Benefit Codes. The 'Benefit Codes' tab is currently selected, showing a table of benefit codes. A red box highlights the following entries:

Product	Benefit Code
Retirement Annuity	Retirement Annuity
Retirement Annuity	Real Saver Retirement Annuity
Retirement Annuity	Investor Retirement Annuity

The 'General' section includes fields for Name, Description, Investment Type, Product Provider, Product Category, External Code, Start Date, and End Date. The 'Translation' section includes checkboxes for 'Is Active' and 'Is Valuable'. The 'Investments' section includes a list of investment types. The 'Benefit Codes' section includes a list of benefit codes.

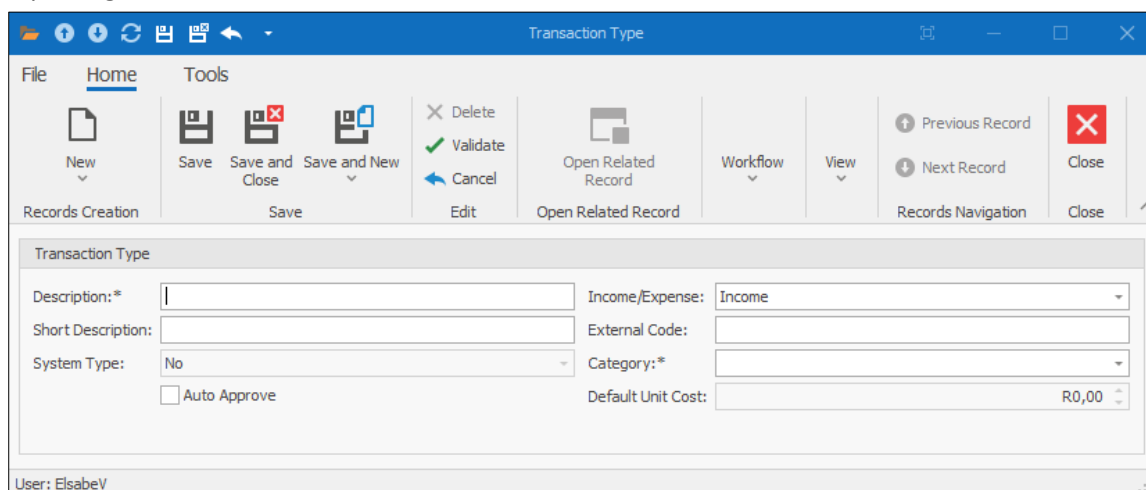
Transaction type

Transaction type plays an important role in the setup of a commission splitting rule.

It can be manually set up or auto created during the import process.

One Product Provider may define a transaction type differently than another product provider, although it might mean the same e.g., New Business vs Initial – New Business.

The Transaction Type- and Transaction Category sections will assist in cleaning this data to simplify reporting:



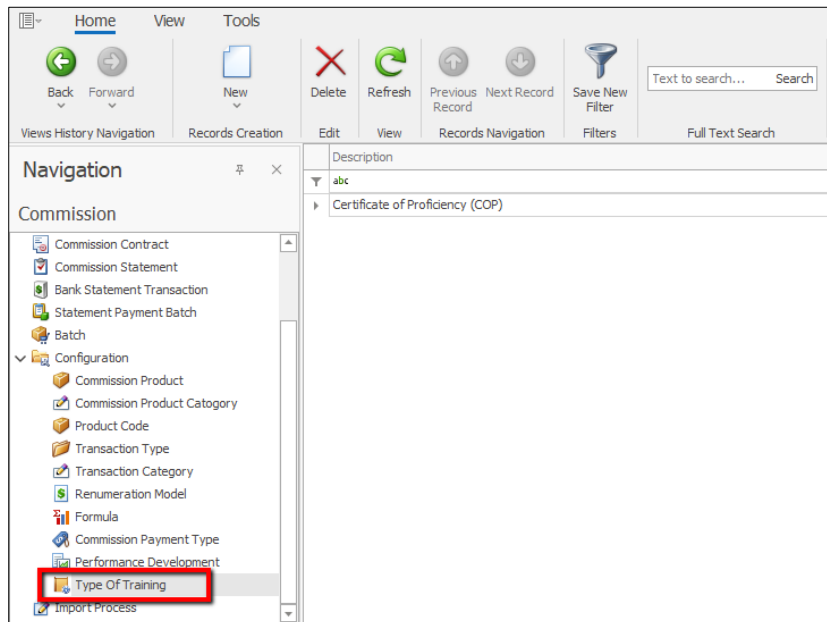
Fieldname	Description	Required
Description	Provide a user-friendly name for the transaction. It will be used in display and reporting.	✓
Short Description	This provides the link to the transaction type as referred to by the product provider and you should take care before changing this property as it will influence the import process. As with product, transaction types can also be generated automatically using the commission import process.	✓
System Type	System use only	
Auto Approve	If selected, any new transaction created with this type will be approved automatically. The only exception is expenses that can only be approved from the expense batch.	
Income/Expense	Income transaction types are used for transactions created for the commission statement. Expense transaction types will be those transactions that you specify as running expenses for the recipient. Fees or services provided will be defined as expenses and deducted from the recipient account.	✓
External Code	You can also link a transaction to an external application by using this property.	
Category	Categories provide a better way to group the same type of transactions together. Splitting rules can be specified per category. If you want to split 'Initial' commission differently than e.g., 'on-going' commission, use transaction category to perform this.	
Default Unit Cost	Only expenses allow a default cost. This will be based on the expense definition created for the recipient.	

Performance Development

Set up a list of performance rating classifications according to your Business Requirements that can be selected on Recipient record.

Type of Training

Capture a list of Training types that will be available for selection during capturing of Competence Register.



Commission Payment Type

Payment type determines the format in which the payment file is generated during the month-end process.

Please contact Teessen Consulting with your specific requirements.

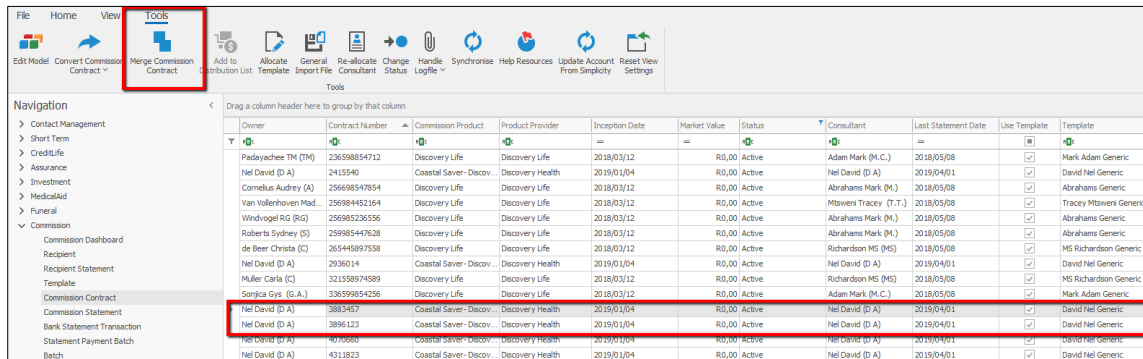
Merge duplicate Contracts

Duplicate contracts can be merged provided that the Owner and Product Provider of both records are the same.

Fields that will be merged:

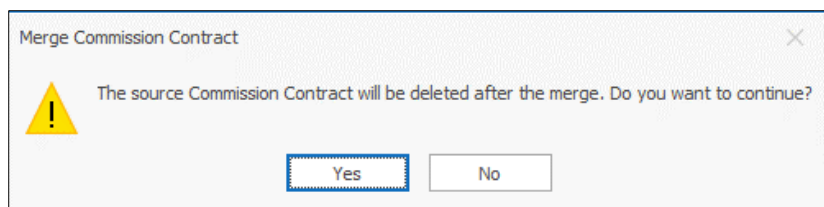
- Statement Details
- Market Values
- Tasks
- Notes
- Documents
- Questionnaires
- Property Sheets

Select the Source contract (duplicate record no longer required) from the Commission Contract list view:

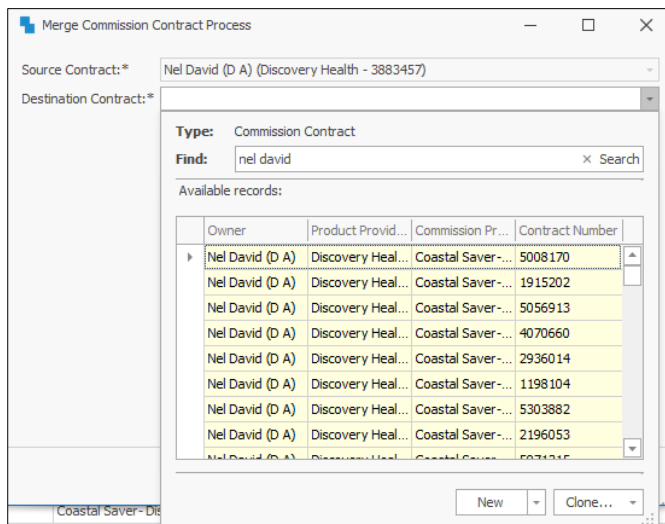


Owner	Contract Number	Commission Product	Product Provider	Inception Date	Market Value	Status	Consultant	Last Statement Date	Use Template	Template
Padayachee TM (TM)	236598854712	Discovery Life	Discovery Life	2018/03/12	==	Active	Adam Mark (M.C.)	2018/05/08	<input checked="" type="checkbox"/>	Mark Adam Generic
Nel David (D A)	2415540	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Cornelius Audrey (A)	256698547854	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	<input checked="" type="checkbox"/>	Abrahams Generic
Van Vollenhoven Mad...	256984452164	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Mtsweni Tracey (T.T.)	2018/05/08	<input checked="" type="checkbox"/>	Tracey Mtsweni Generic
Windvogel RG (RG)	256985236556	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	<input checked="" type="checkbox"/>	Abrahams Generic
Roberts Sydney (S)	259985447628	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	<input checked="" type="checkbox"/>	Abrahams Generic
de Beer Christa (C)	265448897558	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Richardson MS (MS)	2018/05/08	<input checked="" type="checkbox"/>	MS Richardson Generic
Nel David (D A)	2936014	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Müller Carla (C)	32158974589	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Richardson MS (MS)	2018/05/08	<input checked="" type="checkbox"/>	MS Richardson Generic
Sonjica Gys (G.A.)	336399854256	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Adam Mark (M.C.)	2018/05/08	<input checked="" type="checkbox"/>	Mark Adam Generic
Nel David (D A)	3883457	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Nel David (D A)	3896123	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Nel David (D A)	4070660	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Nel David (D A)	4311833	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic

Select Merge Commission Contract from the Tools Menu.



Select the Destination Contract from the dropdown menu. Only contracts where the Owner and Product provider are the same as the Source Contract will be displayed in the dropdown:



Source Contract: * Nel David (D A) (Discovery Health - 3883457)

Destination Contract: *

Type: Commission Contract

Find: nel david

Available records:

Owner	Product Provid...	Commission Pr...	Contract Number
Nel David (D A)	Discovery Heal...	Coastal Saver-...	5008170
Nel David (D A)	Discovery Heal...	Coastal Saver-...	1915202
Nel David (D A)	Discovery Heal...	Coastal Saver-...	5056913
Nel David (D A)	Discovery Heal...	Coastal Saver-...	4070660
Nel David (D A)	Discovery Heal...	Coastal Saver-...	2936014
Nel David (D A)	Discovery Heal...	Coastal Saver-...	1198104
Nel David (D A)	Discovery Heal...	Coastal Saver-...	5303882
Nel David (D A)	Discovery Heal...	Coastal Saver-...	2196053

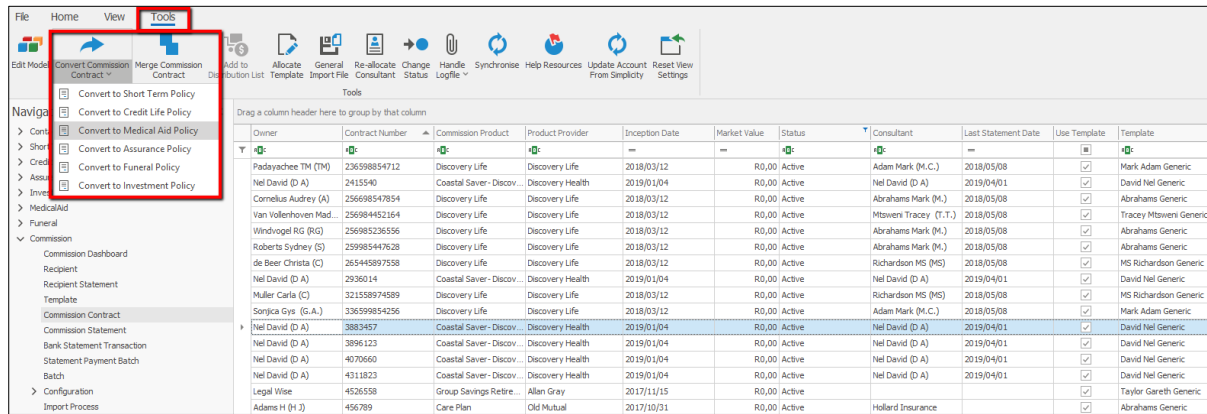
New Clone...

Only the Destination Contract will now be displayed in the list view.

Convert Commission Contract

When policies are imported via commission processing, they are automatically created as Commission Contracts.

These commission contracts can then be converted to the specific module or product e.g., Assurance, Medical Aid, etc.

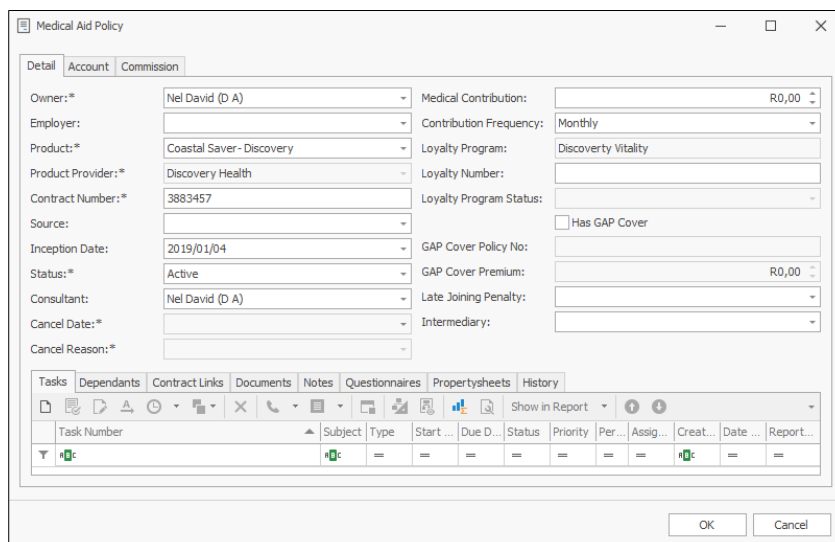


The screenshot shows the 'Tools' menu with the following options:

- Convert Commission Contract
- Convert to Short Term Policy
- Convert to Credit Life Policy
- Convert to Medical Aid Policy
- Convert to Assurance Policy
- Convert to Funeral Policy
- Convert to Investment Policy

The main window displays a table of commission contracts with the following columns:

Owner	Contract Number	Commission Product	Product Provider	Inception Date	Market Value	Status	Consultant	Last Statement Date	Use Template	Template
Padayachee TM (TM)	236598854712	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Adam Mark (M.C.)	2018/05/08	<input checked="" type="checkbox"/>	Mark Adam Generic
Nel David (D A)	2415540	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Cornelius Audrey (A)	256698547854	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.A)	2018/05/08	<input checked="" type="checkbox"/>	Abrahams Generic
van Vollenhoven Mad...	2566985236556	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Mtsweni Tracey (T.T.)	2018/05/08	<input checked="" type="checkbox"/>	Tracey Mtsweni Generic
Windvogel RG (RG)	2566985236556	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.A)	2018/05/08	<input checked="" type="checkbox"/>	Abrahams Generic
Roberts Sydney (S)	259985447628	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.A)	2018/05/08	<input checked="" type="checkbox"/>	Abrahams Generic
de Beer Christa (C)	265443897558	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Richardson MS (MS)	2018/05/08	<input checked="" type="checkbox"/>	MS Richardson Generic
Nel David (D A)	2936014	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Müller Carla (C)	321558974589	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Richardson MS (MS)	2018/05/08	<input checked="" type="checkbox"/>	MS Richardson Generic
Sonjica Gys (S.A.)	336598854256	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Adam Mark (M.C.)	2018/05/08	<input checked="" type="checkbox"/>	Mark Adam Generic
Nel David (D A)	3883457	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Nel David (D A)	3896123	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Nel David (D A)	4070660	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Nel David (D A)	4311823	Coastal Saver- Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	<input checked="" type="checkbox"/>	David Nel Generic
Legal Wise	4526558	Group Savings Retire...	Allan Grey	2017/11/15	R0,00	Active			<input checked="" type="checkbox"/>	Taylor Gareth Generic
Adams H (H J)	456789	Care Plan	Old Mutual	2017/10/31	R0,00	Active	Holland Insurance		<input checked="" type="checkbox"/>	Abrahams Generic



The Medical Aid Policy form displays the following details:

- Owner: Nel David (D A)
- Employer: Nel David (D A)
- Product: Coastal Saver- Discovery
- Product Provider: Discovery Health
- Contract Number: 3883457
- Source: Nel David (D A)
- Inception Date: 2019/01/04
- Status: Active
- Consultant: Nel David (D A)
- Cancel Date:
- Cancel Reason:
- Medical Contribution: R0,00
- Contribution Frequency: Monthly
- Loyalty Program: Discovery Vitality
- Loyalty Number:
- Loyalty Program Status:
- Has GAP Cover: ☐
- GAP Cover Policy No:
- GAP Cover Premium: R0,00
- Late Joining Penalty:
- Intermediary:

The form also includes a 'Tasks' section with a table of tasks:

Task Number	Subject	Type	Start	Due D	Status	Priority	Per	Assig	Creat	Date	Report
1											

Financials

Configuration of the various reference tables is an important part of how the Financial module implements business rules.

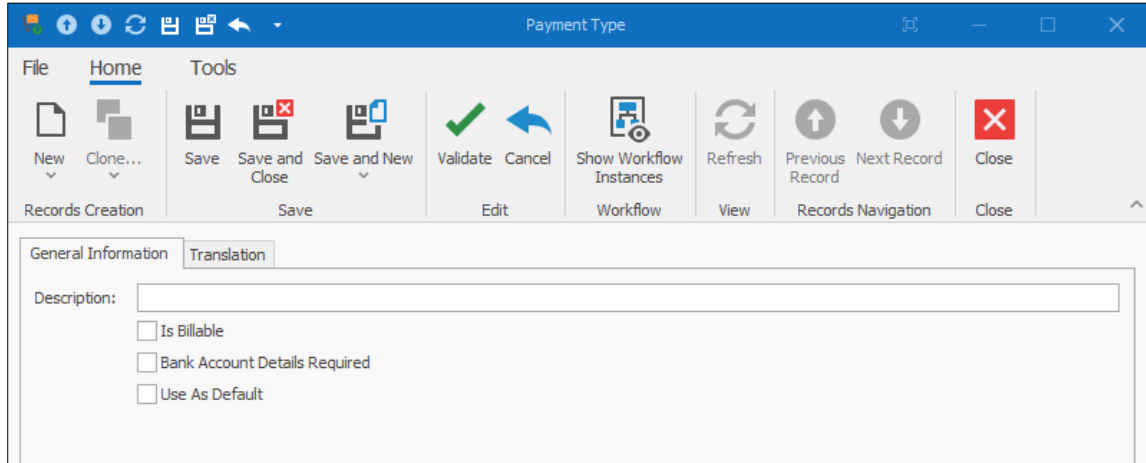
The values specified for these properties will determine how the ledger accounts and journal transactions are validated.


Payment Type

Contracts are linked to payment types to determine how the premium or fees related to the contract will be paid.

For short-term policy, you might want to select the “Collected by Insurer” as an option and when you are using the collection functionality you will want to use the “Debit Order” option.

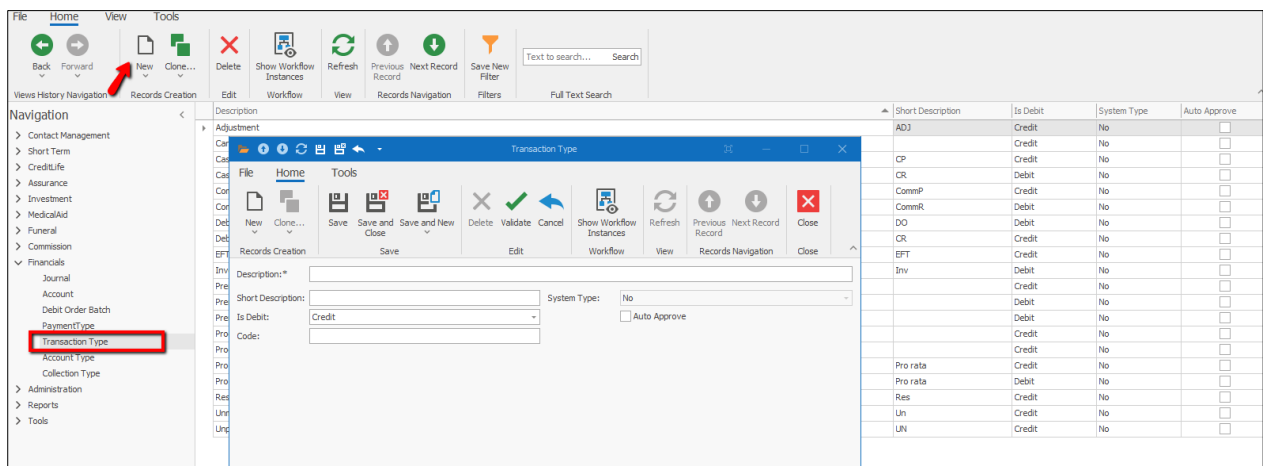
The rules related to these payment types will determine if you need to specify banking information or not.



Fieldname	Description	Required
Description	Unique name for this payment type	
Is Billable	When selected the contract will be included in the invoicing process or the *Timesheet module	
Bank account details required	For contracts with this payment type the contract also need to have banking details specified. For contracts participating in collections their payment types will have this flag set	
Use as default	When selected, all new contracts will be set with this type	

Transaction Type

Transaction type will determine if the transaction is a debit- or credit transaction.



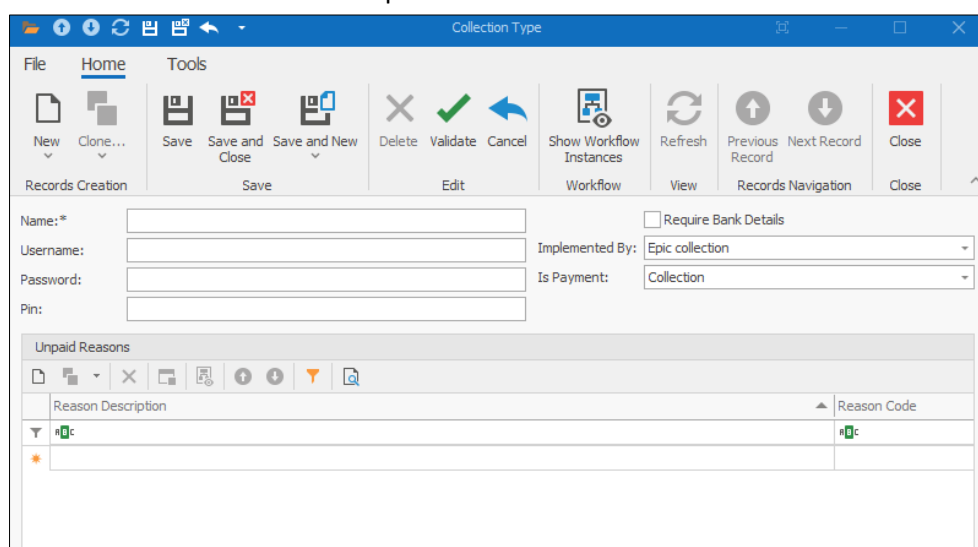
Fieldname	Description	Required
Description	Unique name for this transaction type	✓
Short Description	Use this for codes or abbreviations of transaction types	
Is Debit	Identifies the transaction as either Debit or Credit transaction. It will also validate the amount captured on the transaction	✓
System Type	Pre-defined types can be added to the financial module. These are used within system processes and cannot be altered by any user	

Collection Type

The financial module include functionality to collect premiums or fees from various collection houses or API's.

The following is a list of pre-installed collection and payment API's:

- Epic
- Escape
- SAGE
- FNB
- Other API's can be added on request



Fieldname	Description	Required
Description	Unique name for this collection type	✓
Username	Username for login to the selected API. Only required if the connection to the API is direct. When generating only payment files these details will not be required	
Password	Password for login to the selected API	
Pin	Pin for accessing the API	
Require Bank Details	Select if banking details will be required for this specific collection type	
Implemented By	Select the API that will be used in generating the payment or collection	
Is Payment	Specify if this payment type will institute a payment or a debit order collection	
Unpaid Reasons	List of reason codes returned from the API why a collection failed for the supplied account	