TEESSEN CONSULTING

Insure-IV Suite

Commission Processing

Win Application

THE BUSINESS TECHNOLOGY
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Contents

Introduction

The Commission System keeps track of all commission recipients (Financial Advisors) and their various broker codes with Product Providers through which they earn commission and/or fees.

This system allows and maintains the use of complex splitting rules to multiple commission recipients on a single contract.

The purpose of this document is to give a high-level overview of the basic functionalities of the Commission system and how to perform certain actions and provides details regarding data requirements on various system views.

Commission structure

Before any commission can be processed, your company's commission hierarchy needs to be setup by the Commission- or Systems Administrator. This is extremely important as it determines how commission will be divided and influences reporting.

Each commission recipient is linked to a Broker House and both are issued with specific Broker Codes from the various Product Providers/Insurers.

Each commission recipient also has a unique commission remuneration agreement, referred to as Templates, with the Company/Broker House.

You will also receive commission from various Product Providers for various transaction categories/types.

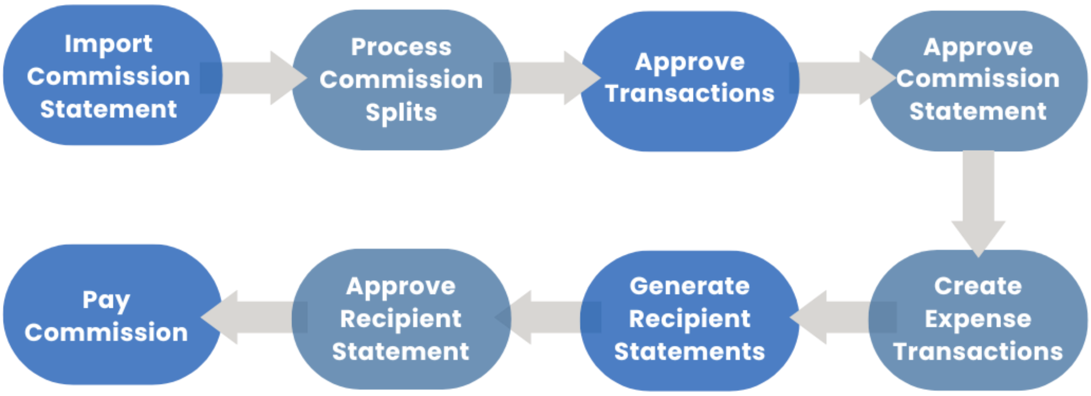
Each of these set-up functionalities are described in full in the TC Desktop Application Administrator Guide on the Help Resource page.

Commission Lifecycle

There are seven processes in the lifecycle of commission from being received from the product providers until paid out to the various commission recipients.

These processes are repeated for every commission statement file that you receive from the various product providers for each of the registered Broker Houses.

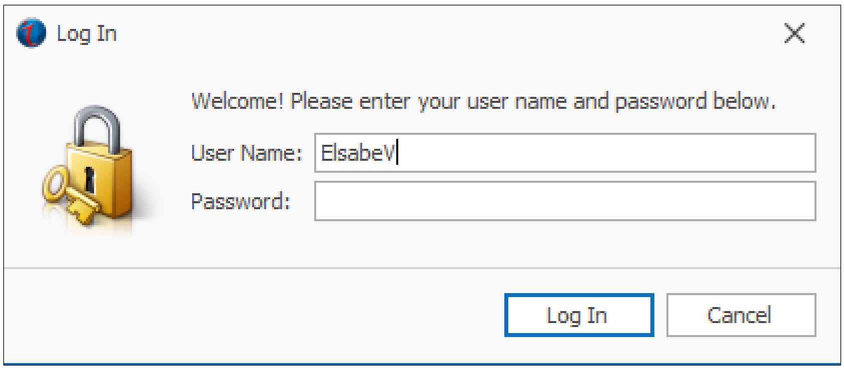
Commission files received as PDF files cannot be processed electronically and will thus start the process at a different stage in the overall lifecycle.



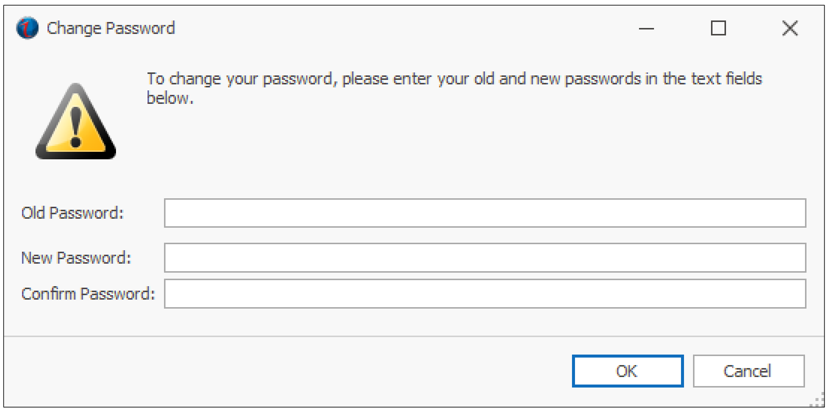
Security and Login

When you start the application, you will be presented by a log on screen. The application requires both a username and a password.

On first logon, you need to use the User Name and Password provided by Teessen Consulting



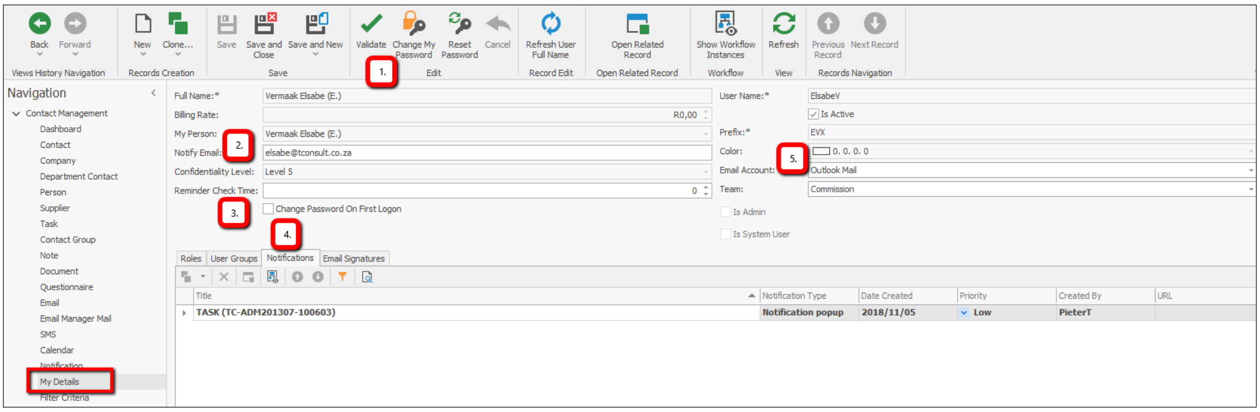
The application will prompt you to supply a new password. This password should only be known to yourself as most user actions are tracked throughout the system and your user identity is therefore important.



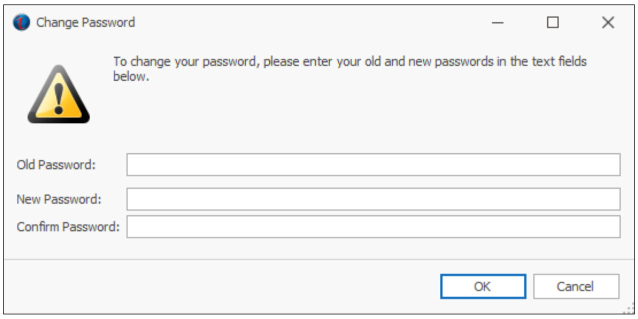
Manage your user details

You can access your own user information and change some of the settings e.g. reset password or change your Reminder check time if permitted by the Administrator.

On the Navigation Pane, click 'My Details' to access your user details:



1. Change my Password



The password must be at least 8 characters long and must contain uppercase- & lowercase characters, numeric values and special characters e.g. P@ssw0rd

2. Notify Email
System notifications will be send to this email address
Leave empty if you prefer to not receive system notifications via email

3. Reminder check time
   Select how often you want to receive reminder pop-up messages

4. Notifications
   All system notifications can be viewed from this tab

5. Email Account
   Manage your account details

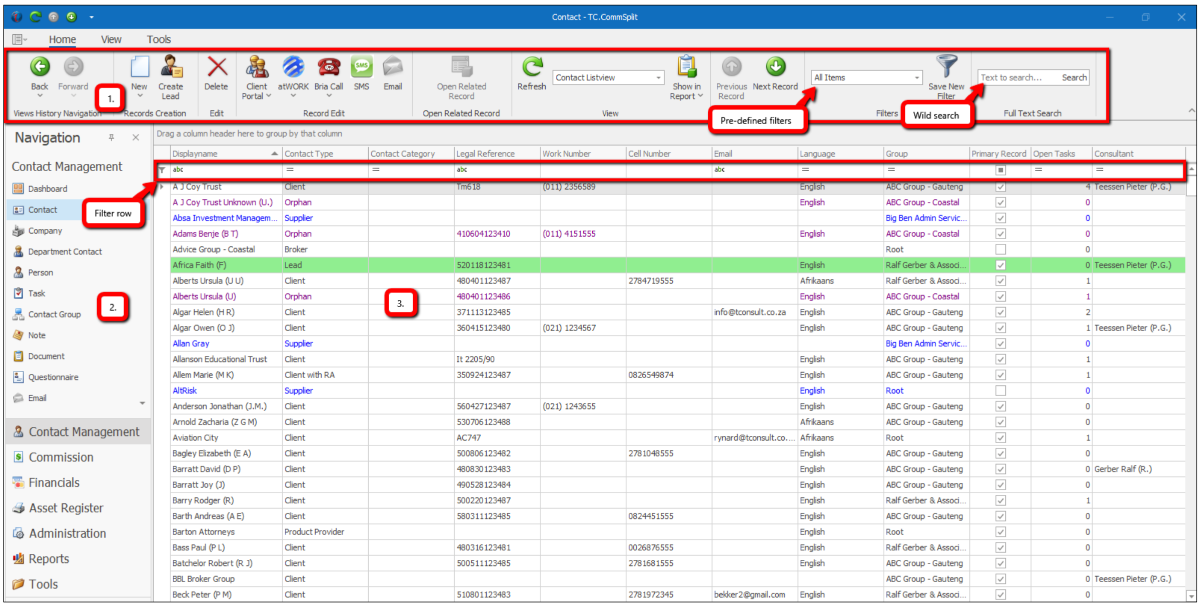
Home List view

The home list view consists of 3 different sections:

1. Action Toolbar
   To perform actions like save, save & close, new and many more.

2. Navigation Pane
   This specialised toolbar gives access to the various areas within the system. The Navigation Pane can also be pinned, or you can have it slide in from the left when required.

3. Client data
   A view of all client data captured in the system.
   Use the Filter row to quickly find a specific record.



Contact Management

All records captured in the system are referred to as a Contact, whether it is a person, company, supplier etc.

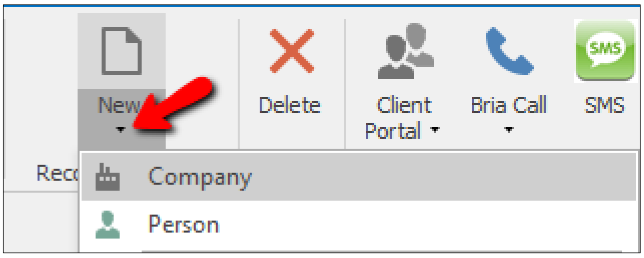
Create a new Record

- Contacts – List of companies, suppliers and persons combined in a single list or view. This can include primary and non-primary records.
- Company – List of company records in the system including those marked as Suppliers.
- Person – List of person records in the system.
- Supplier – List of Suppliers

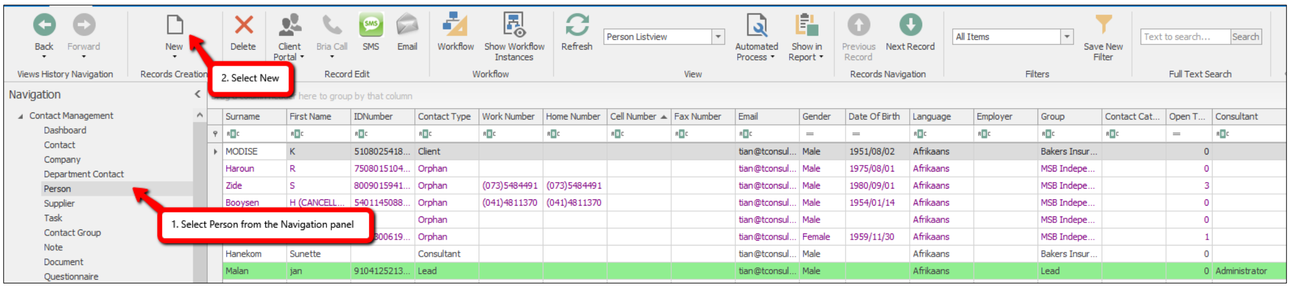
It is important to determine what type of record you want to create before clicking the 'New' button.

The selected button will be highlighted on the Navigation Pane.

When you have selected Contact, you will need to select either Company or Person from the drop-down menu. When you have selected Person or Company, that record will then automatically be created:

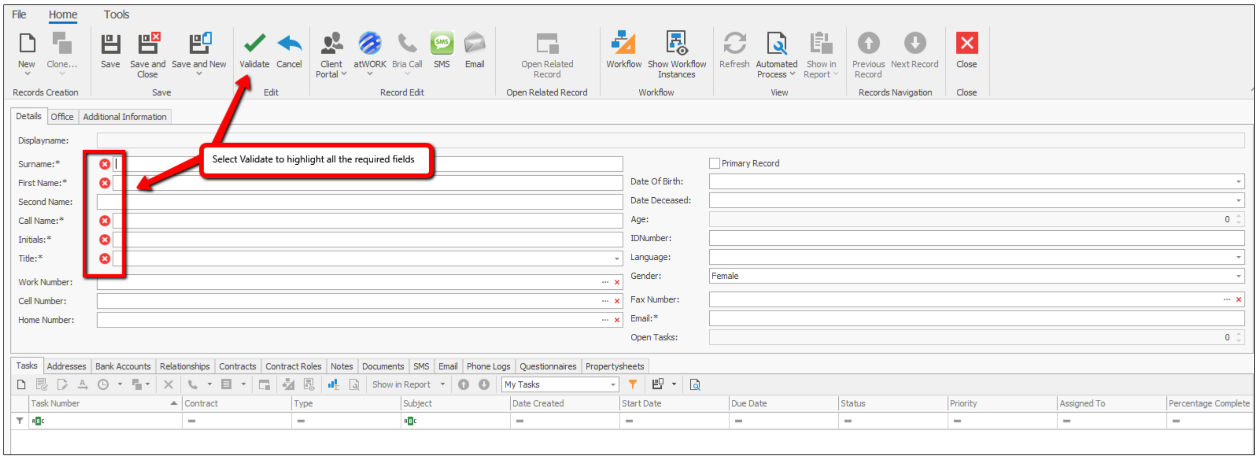


New Person record



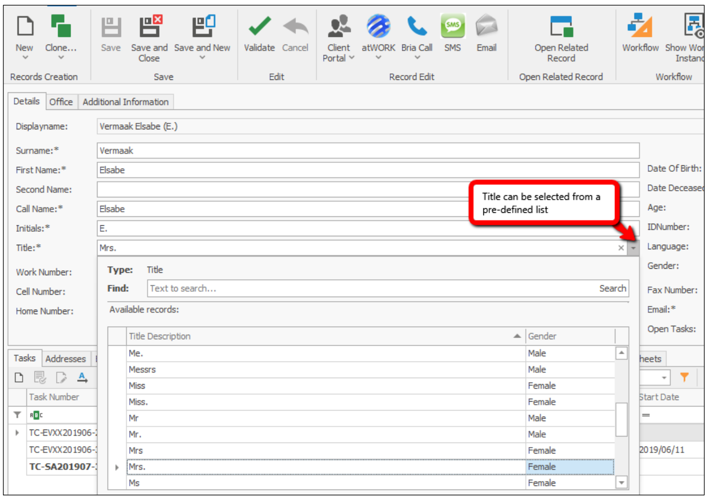
- On the Navigation Pane, go to 'Person' and then click on the 'New' button to open the new person dialog box.

Client Details

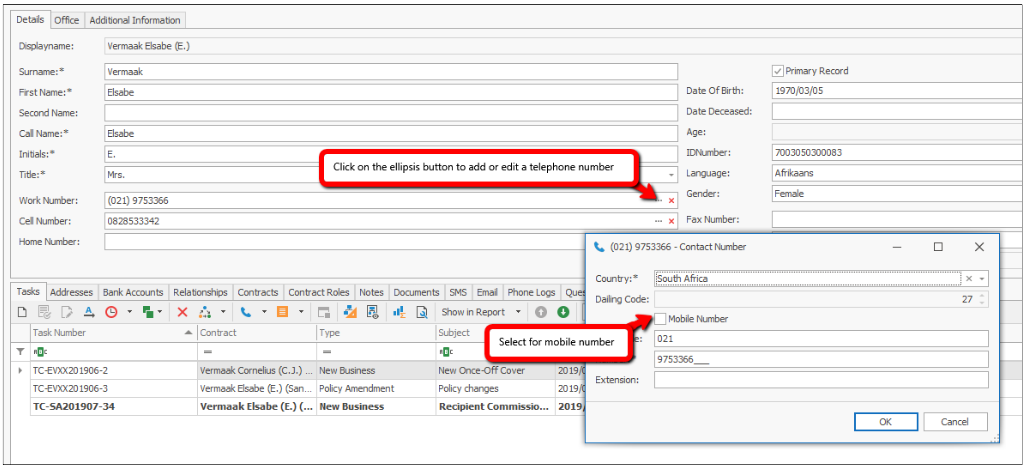


- All compulsory fields are marked with
- The on fields indicates that a drop-down menu exists with values from a pre-populated list.

Fieldname	Description	Required
Displayname	Automatically created from the surname, first name and initials once they have been captured.	✓
Surname	Person surname will form part of the display name. The combination of first name, surname and date of birth must be unique	✓
First Name	First name. The first letter will be used in initials	✓
Second Name	Second name only used as part of the initials	
Call Name	Default from the first name and can be changed	✓
Initials	Based on first and second names and can be changed	✓
Title	Selected from a list. List can be maintained by a user with the appropriate rights.	✓
Work Number	Telephone number at work	
Cell Number	Cell phone number is used for SMS services	
Home Number	Telephone number at home	
Primary Record	Select if the record is a client or person you mostly deal with and not just a contact.	
Date of Birth	It is recommended to select the date of birth. This date will be used for default birthday filters.	
Date Deceased	Enter deceased date of the client. This date is directly linked to a Funeral Policy. A deceased person record will be displayed as a “strike-out” record.	
Age	Calculated from the date of birth	
ID Number	Identification number of the person.	
Language	Select from a list. This is important if you want to communicate to your client in their preferred language.	
Gender	Defaults from the selected title if possible. Else select the appropriate title of Male or Female.	
Fax Number	Fax number for the person	
Email	Primary email to be used when contacting the client via email. This field is hyper-linked and will launch your default email client application. This email address will also be used as default when sending an email directly from the system.	
Open Tasks	Displays the total number of open tasks linked to this record.	



- Depending on user permissions, a user can append to an existing list of values. The ‘new’ button will be enabled if a user has the proper permissions to add values to a list.



- Contact numbers can be added or edited using the ellipsis button and should be captured without spaces or punctuation.
- Click the ‘X’ to clear or remove the contact number.
- Click on the ‘Office’ tab to complete relevant information

Office Details

Fieldname	Description	Required
Contact Type	Select from the available list. This value will determine if a record form part of the supplier list or not. This field also determines the display colour of this record on list views. More detail on the colour later in this document.	✓
Client number	Can be used for internal purposes. If you use a client number or file number in your business, then utilise this field for that purpose.	
Reference Number	Similar to a client number, but usually refers to an external reference. Should you run a bookkeeping application with an account for each client, then this will be the account number for the client in your application.	
Source	How did this person hear from your business? Was it via a campaign, client referral or your website? The list of options can help you to determine the success of your marketing efforts.	
Marital Status	List of options to choose from. Can be maintained in the application.	
Date Married	Capture date married	
Maiden name	In the case of a married female you can record her maiden name in this field.	
Dependants	Enter the number of dependants for this person record.	
Salutation	This field can be used in your communication directly to this person.	
Group	One of the most important fields in the application. It will determine the group that the person is allocated to. This field is related to security and the groups that individual users are assigned to. The list of groups that you can choose from depends on your user access.	✓
Religion	Select from a pre-populated list	
Employer	Employer will populate once the Relationship between Employer and Employee has been selected	
Nationality	Select from the list of nationalities	
Occupation	Select from a list of occupations.	
Passport Number	Enter the Passport number. No validation checking performed.	
VAT Number	Enter VAT number if relevant	
Tax Number	Enter Tax number if relevant	
Ethnic Group	Select from a list.	
FSCA Number	Financial Sector Conduct Authority number allocated to this person if he or she is a broker.	
Consultant	Select from a list of internal users. Allocating a client to a specific person/consultant within your business, helps to determine client responsibility.	
Contact Category	Use this field to categorise clients	
Next Review Date	Capture clients next review date	

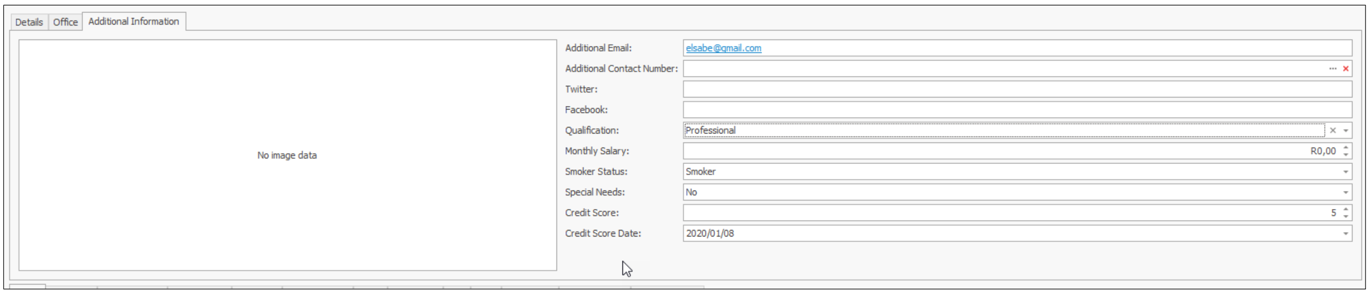
Group is the mechanism used within the system to segment data and is the method used to filter client records based on the current user.

Each client is defined individually and may belong to separate Groups within the system.

Groups will have a direct impact on who will be able to access which records.

A list of Groups defined by your Systems Administrator will be available for selection.

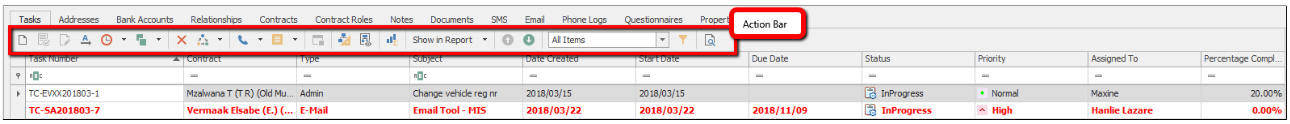
Additional Information



Fieldname	Description	Required
Image	Add a photo of the person	
Additional Email	Use this field to capture an additional email address for your client. The field is hyper-linked to allow you to send an email directly from your default email application, but this field will not be used when you send emails using the email button in the application.	
Additional contact number	Use this field to capture an extra cell phone- or landline number.	
Twitter	If you capture the person's twitter account details in the format @mytwittername, the application will launch twitter directly. Please note that the user also requires a twitter account.	
Facebook	The Facebook field will launch the Facebook website and you will be required to login to Facebook with your account details.	
Qualification	Select the appropriate qualification from pre-defined drop-down list	
Monthly Salary	Capture salary when applicable	
Smoker Status	Select status applicable	
Special Needs	Indicate if client has special needs for Will purposes	
Credit score	Enter client's credit score manually or with Credit score questionnaire	
Credit score date	Date last score was calculated	

The lower group of tabs on the Client Details screen, will help you to expand on your client's personal details and to manage relationships, roles, policies, documents etc. and access all client related tasks.

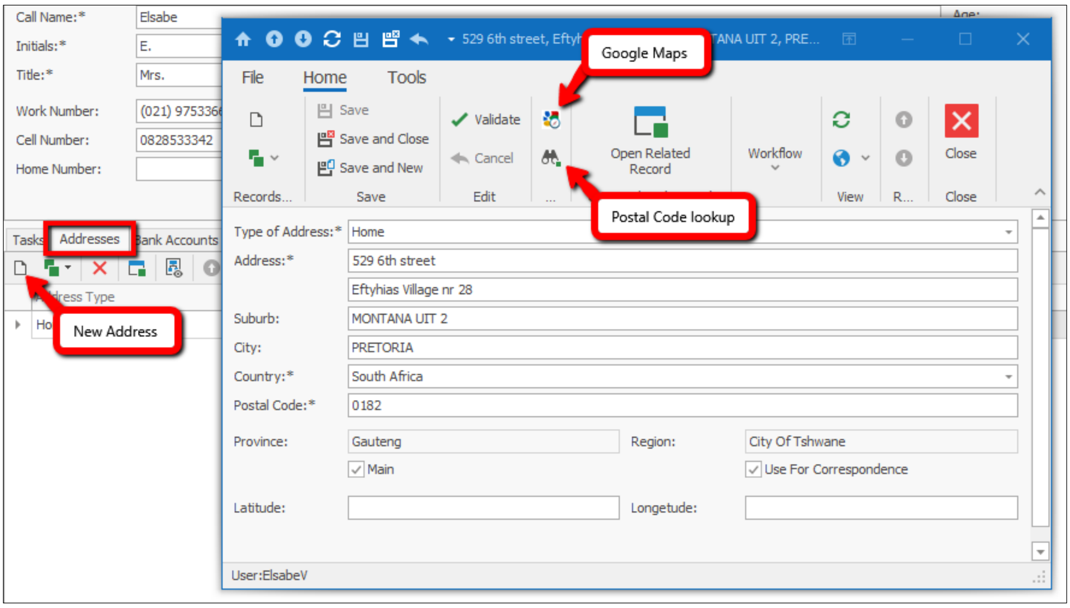
Please note that each one of these tabs has its own Action bar which is relevant to the specific area:



Task

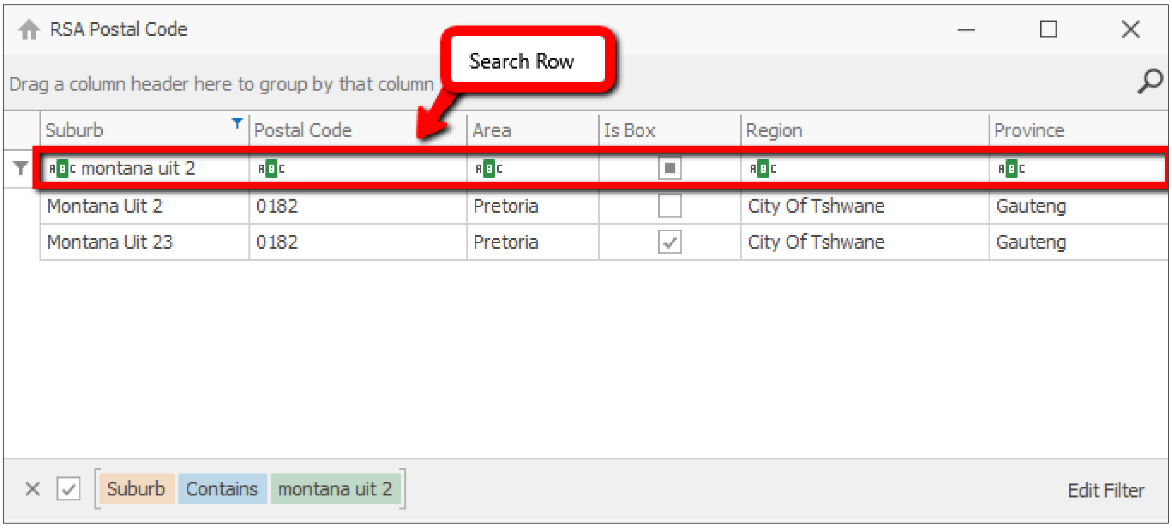
Please refer to the section on how to create a task

Address Details



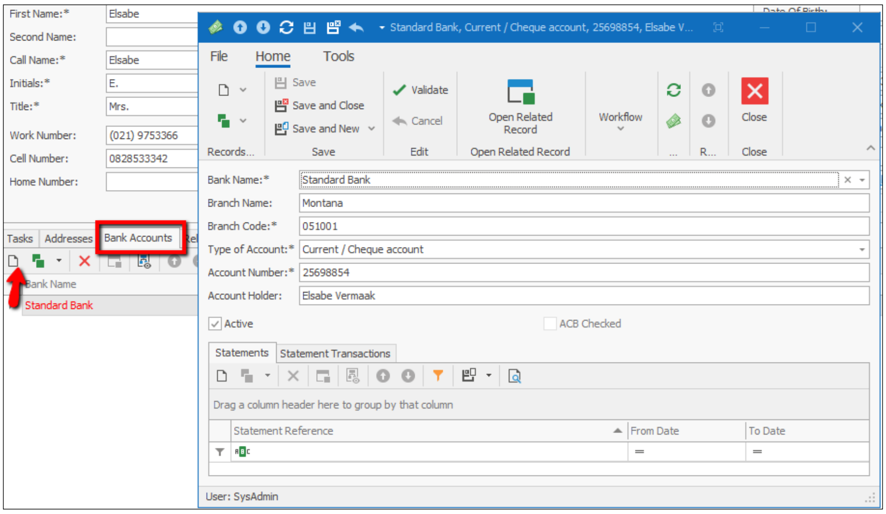
- The system allows you to capture multiple addresses.
- Use the 'New' button to create a new address record or double-click to open the highlighted record.
- Postal code lookup will auto populate Postal code, Province and Region address fields.
- Use the Google maps button to search for the address on Google maps. Internet connection and access to Google maps are required.
- Select Main if this is the main address for the client record. Only one address can be selected as Main address.
- This address will be used as a postal address on labels and client correspondence if 'Use for Correspondence' is selected.

Postal Code Lookup



- The postal code lookup table is periodically updated.
- You can use this detail view like any other detail view within the system and filter on any column or combination of columns.
- Select the required record by double-clicking the row or by clicking the row and the 'OK' button.
- The filter of your last search will remain active, so always check the status bar for active filters before you start your search.

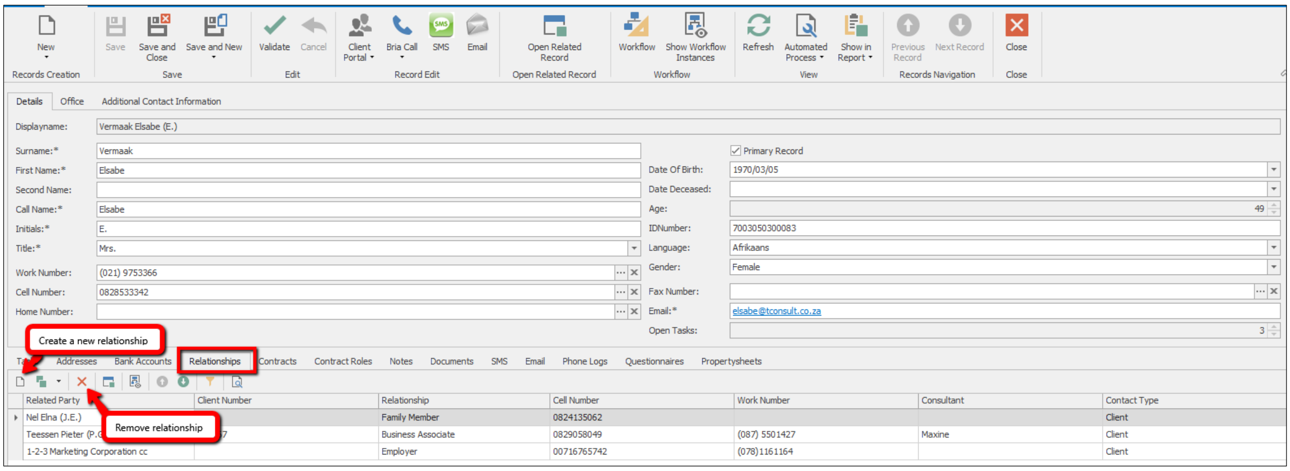
Bank Accounts



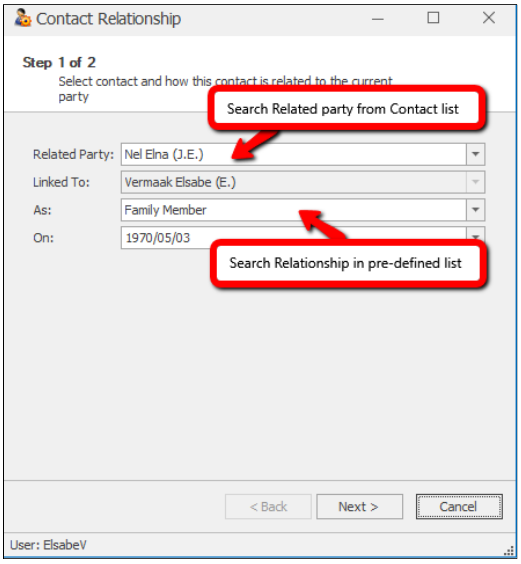
Fieldname	Description	Required
Bank Name	Select the appropriate bank name for this account from a predefined list in the system.	✓
Branch Name	This is optional and is only validated through the ACB validation process. This service is earmarked for future releases.	
Branch Code	Central Brach Code (CBC) will be populated if captured by your system administrator.	✓
Type of Account	Select from a predefined list, e.g. Cheque, Current, Savings, etc.	✓
Account Number	Capture the bank account number.	✓
Account Holder	Provide the registered name for this bank account.	
Active	Select if this bank account is Active	
ACB Checked	When selected, the account details captured will be checked for correctness via the validation service. This service will be launched in a future release.	

Relationships

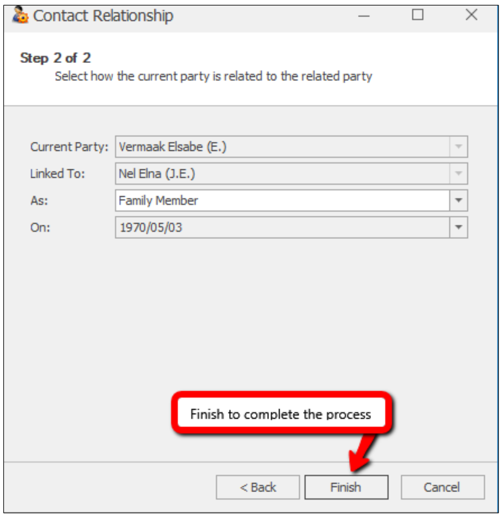
Relationships define the inner connections between the various parties within the database. This area allows you to build a network between your clients and to understand how they are inter-related. It allows you to specify Personal- and Business relationships.



- The list displays basic contact information of the party to whom it is related and the definition of the relationship.
- You can:
  - browse directly to the person or company record from this view
  - update the relationship by clicking on the record
  - create a new relationship by clicking 'New' and completing the wizard steps.

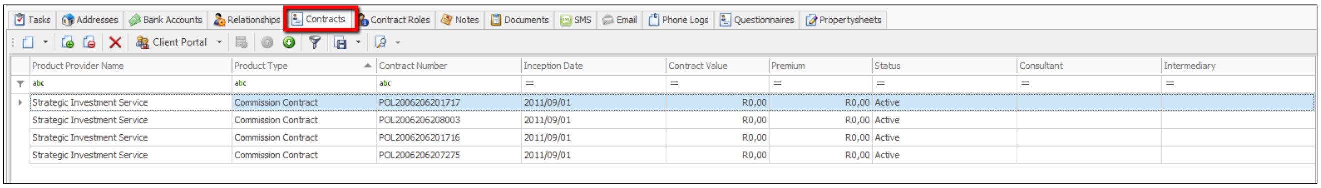


- All fields are required.
- After you have searched and selected the related party, you need to define the relationship between the 2 parties.
- Related parties can be a person or a company.
- If you can't find the party in the Search list, then use the 'New' button (depending on your user permissions) to create the related person or company. Note that a person or company not available in the Search list, might be listed in a group that you do not have access to. The system will however warn you if you are trying to create a duplicate record.

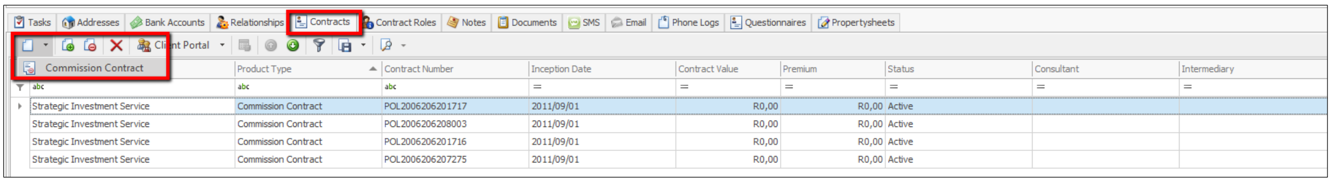


Contracts

All policies/contracts of which the selected Contact is the Owner will display in this area:

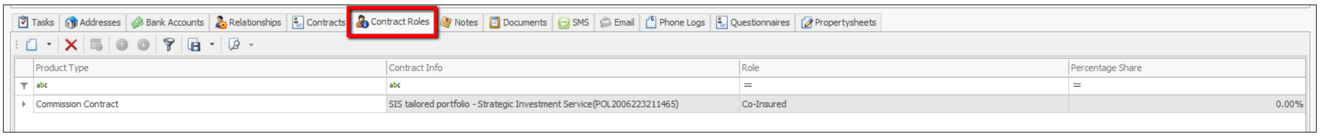


Depending on your user permissions you will be able to only view certain policies, amend policies or create a new policy from this view:



The Contact Management module combines all modules to provide a single view of a client and the various products and services.

Contract Roles



Each contract has roles, whether it is a short-term policy, an investment or a project. Roles can include co-insured, beneficiary, project manager. When these roles are created on a contract and the parties are assigned to the roles, you will be able to track which role a specific individual or company is performing in the various business areas within your organisation.

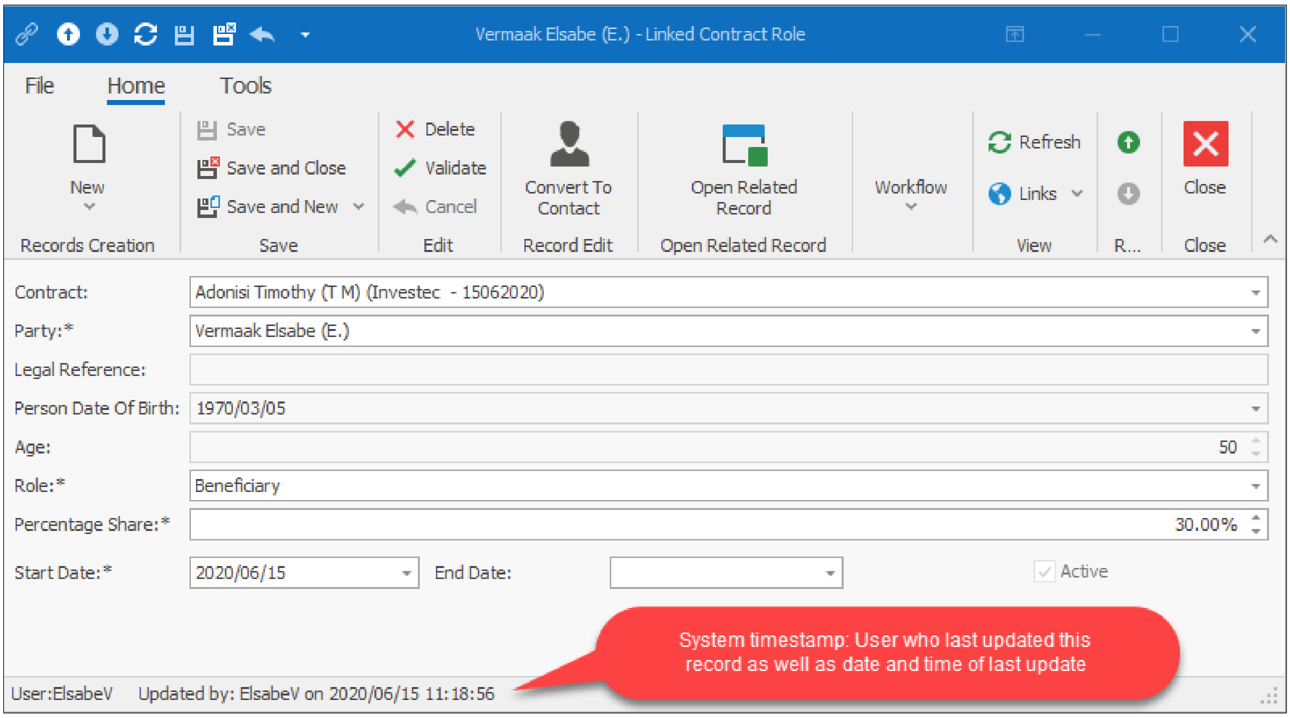
Contract roles manage the relationship of a contact with his contracts.

Creating a Contract Role

Creating a Contract Role from a Client record will be different than creating a Contract Role from a Policy.

From Client Record

Link relevant Policy on which this client record plays a role.

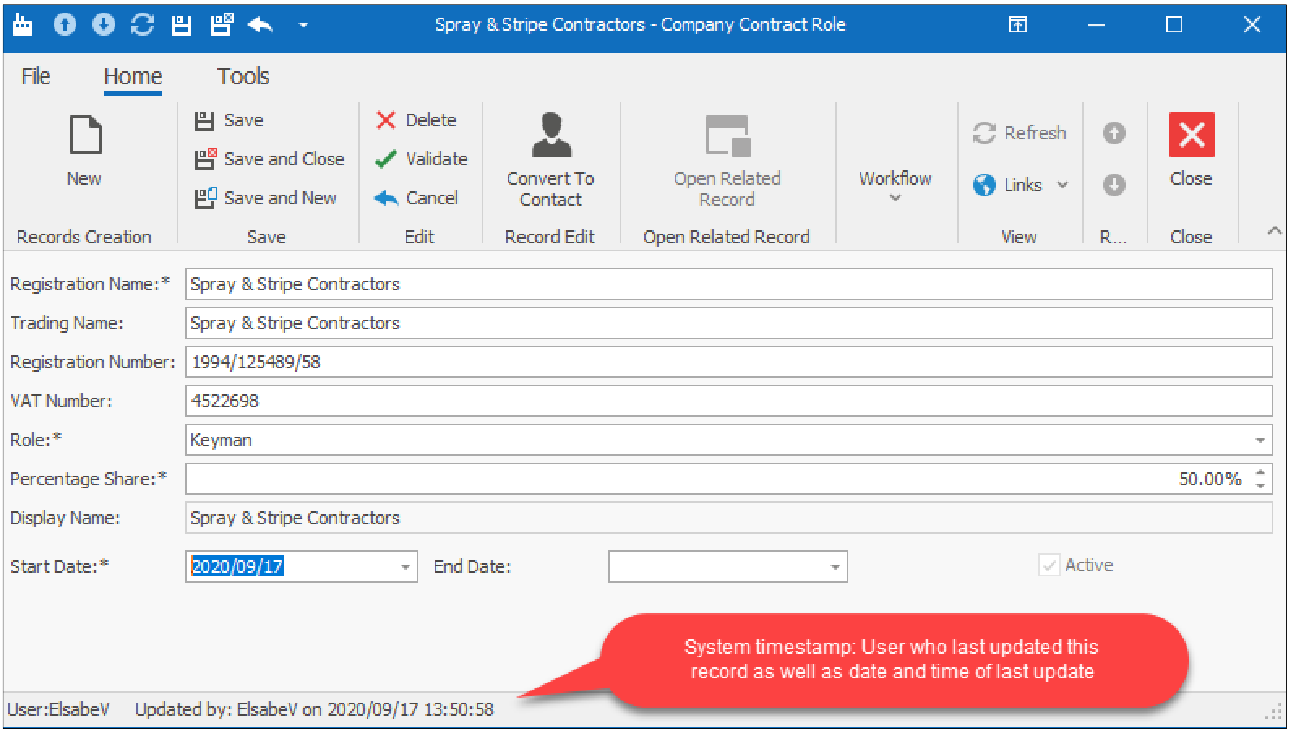


Fieldname	Description	Required
Contract	Link relevant policy to this client record	✓
Party	Pre-populated with current record	✓
Legal Reference	Selected party's legal reference will auto populate	
Person date of birth	Selected party's date of birth will auto populate	
Age	Selected party's age will auto populate	
Role	Select the Role, from pre-defined list, of this party on the linked policy.	✓
Percentage Share	Enter percentage share when applicable as specified on selected role	
Start date	Defaults to current date but can be altered to date when this relationship commenced	✓
End date	Enter date when this relationship ends	

From Policy

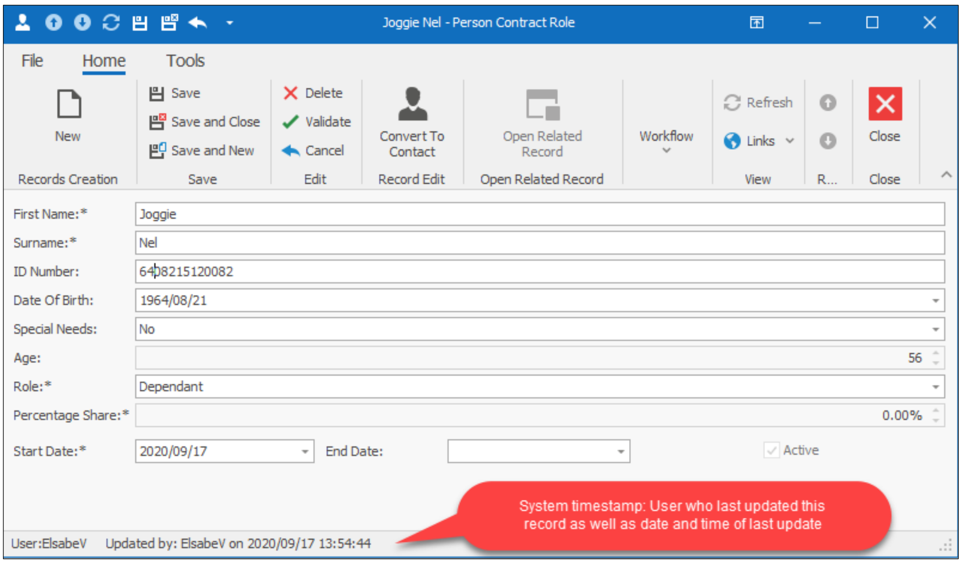
There are 3 types of contract roles to select from:

1. Company contract role for company details that is not an existing company record in the database:



Fieldname	Description	Required
Registration name	Enter Company registration name	✓
Trading name	Enter Company trading name	
Registration number	Capture Company registration number	
VAT number	Capture Company VAT number	
Role	Select the Role this party plays on the linked policy from pre-defined list	✓
Percentage Share	Enter percentage share when applicable as specified on selected role	
Display Name	Display name will auto populate as data is captured	✓
Start date	Defaults to current date but can be altered to the date when this relationship commenced	✓
End date	Enter date when this relationship ends	
Active	Record will automatically change to in-active when end date is captured	

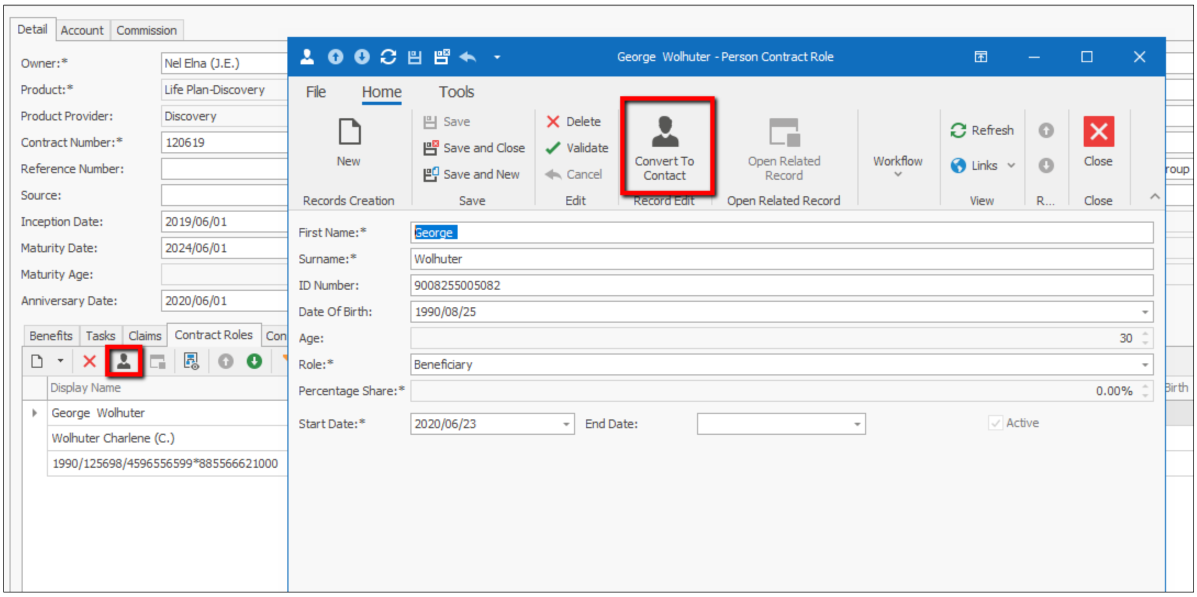
2. Linked contract role – as above
3. Person contract role – Any other person related to this policy which is not an active client. This record is not linked to Contact Management. Capture relevant details:



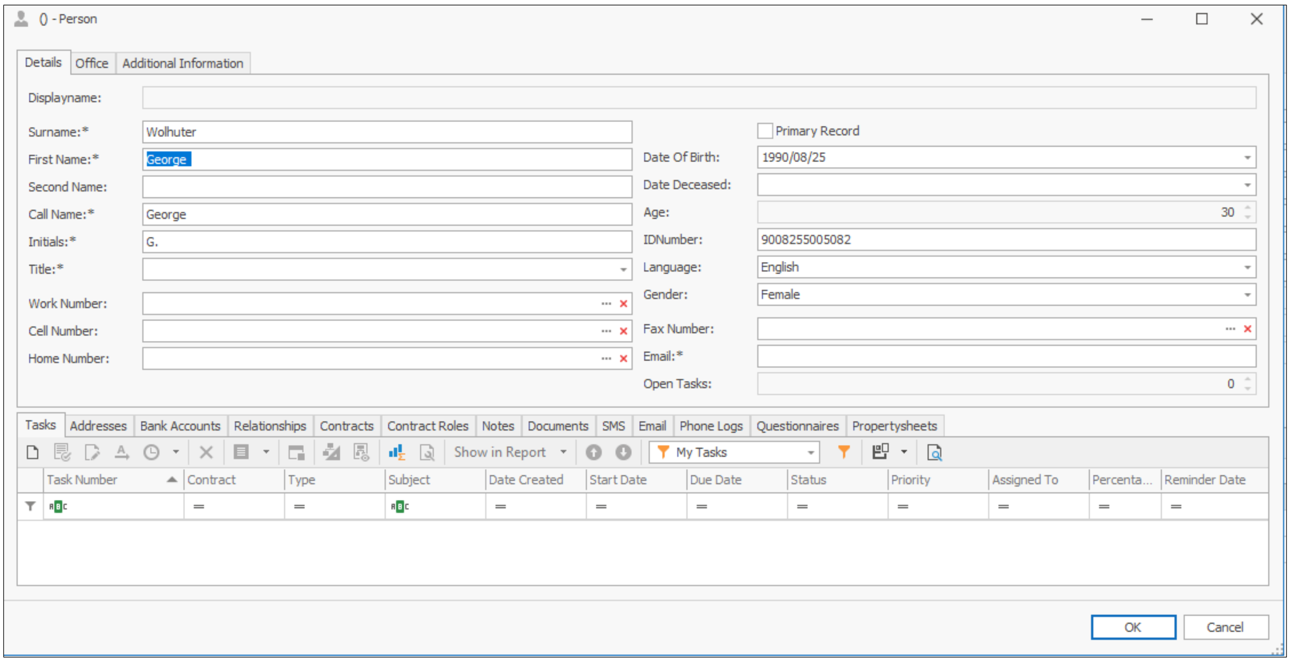
Contract roles (Product roles) are setup on each Product within the system by your System Administrator.

Convert Contract Role to Contact

Convert a Person or Company contract role to a Contact record by using the ‘Convert to Contact’ action



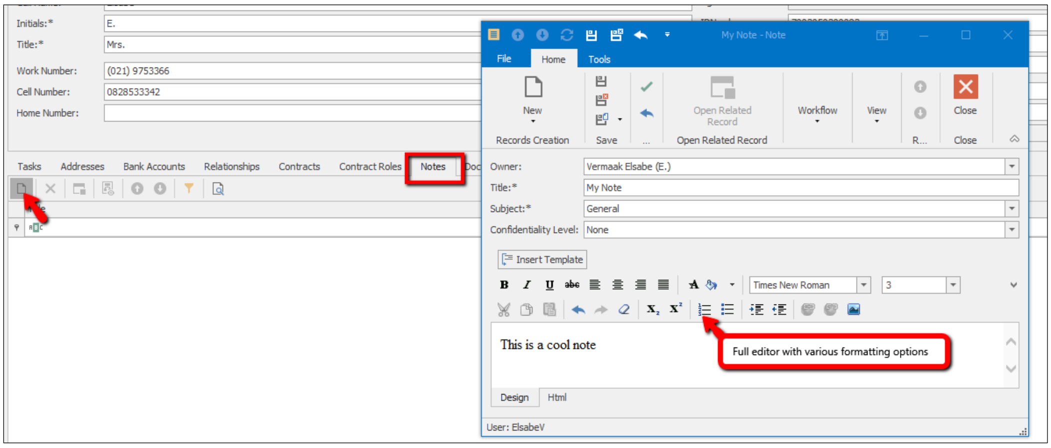
Complete all the compulsory fields on the converting Person or Company record.



Notes

Notes can be added in various areas in the application.

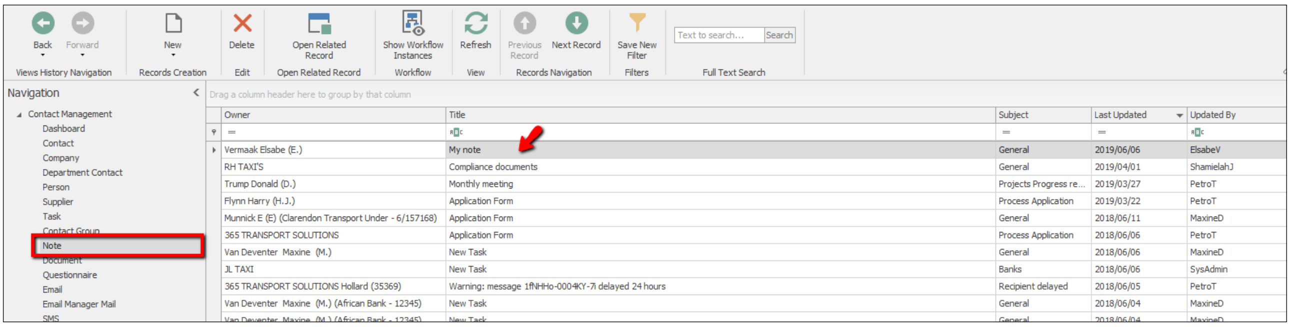
Add a note to a contact by selecting the 'Notes' tab and click on 'New'.



Fieldname	Description	Required
Owner	The owner of the note is either a contact (person/company) or a contract. When you create a new note from a person record, the owner will default to that person.	✓
Title	Provide a meaningful title to index the note for easy retrieval. The title is displayed in all list views.	✓
Subject	Select from a pre-defined list. This allows you to categorise notes into subject areas.	✓

Confidentiality Level	Set the confidentiality level required by a user to access this note.	✔
Note / Text	The detail of the note. This is a free text area where you can apply formatting using the controls at the top of the note area. You can also paste data into this area.	✔

Navigate to ‘Notes’ from the Navigation Pane.



Add Note from Insure Add-in

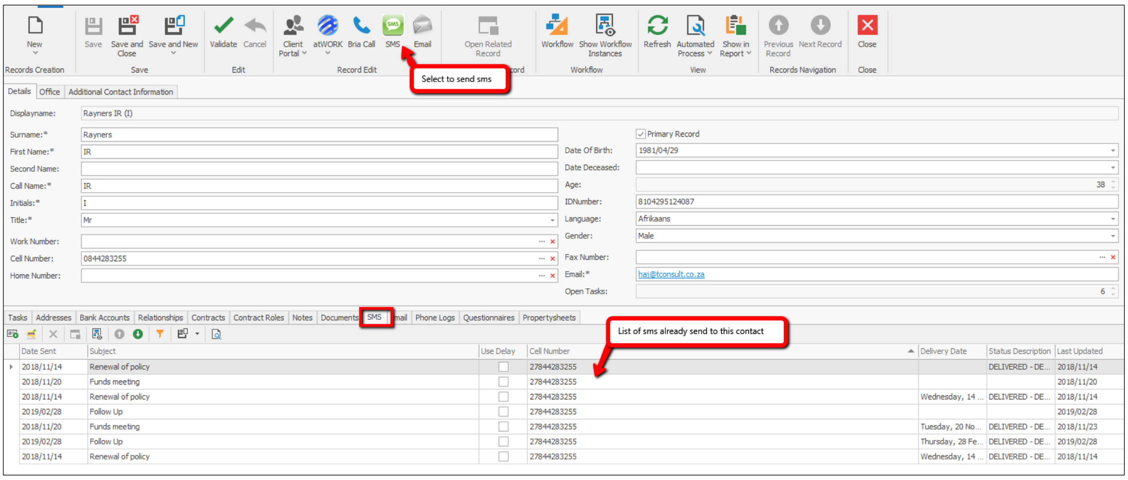
Refer to *TC Insure Add-in guide*

Documents

Refer to the Document Management section in this manual.

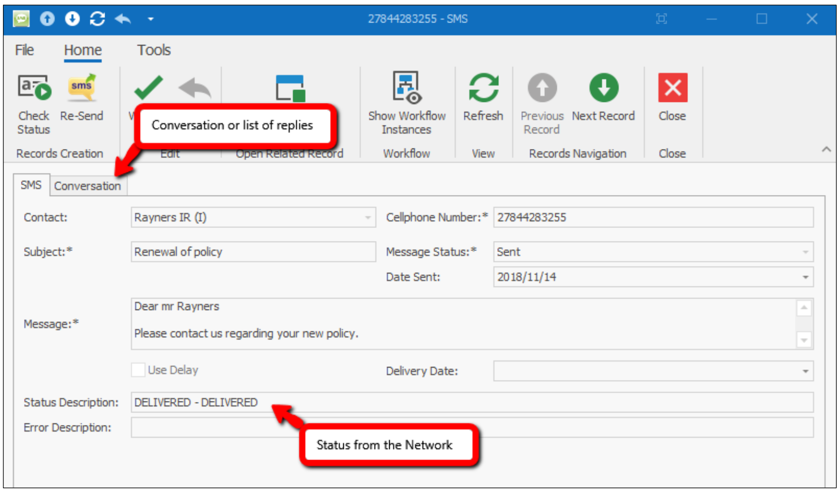
SMS and SMS Logs

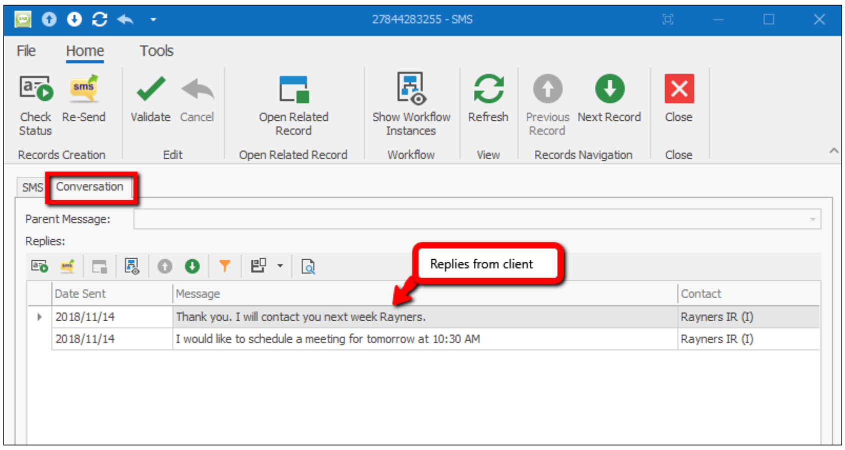
SMS and Email are the only tabs where you need to use the main Action bar to start a new conversation:



You can send a SMS to a contact directly from the contact detail view if a cell phone number has been captured for the contact.

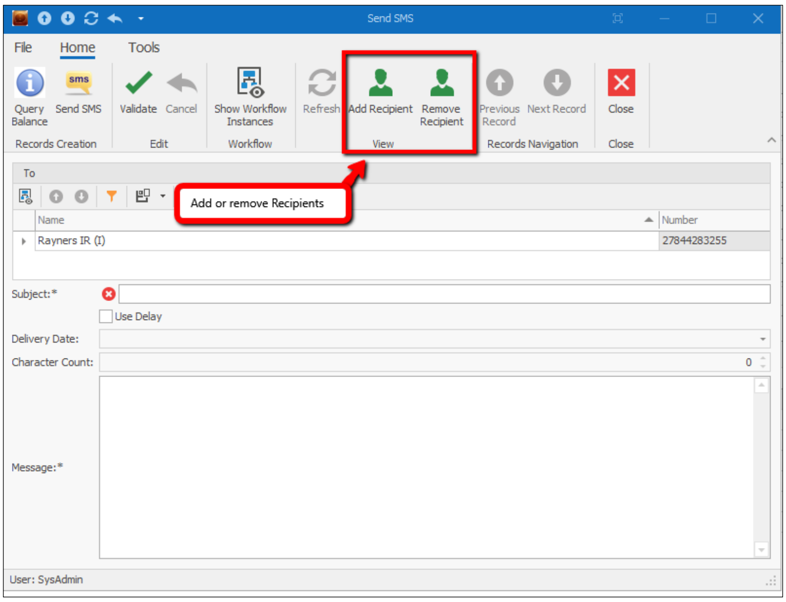
The SMSLog shows a list of all SMS sent to the client with options to check the status of the SMS:





- You can query the status of the message from the network.
- You can also resend the message directly from the log.

To create a new SMS, click the SMS button on the contact detail view. To send a SMS to multiple parties, click SMS on the contact list view:



Fieldname	Description	Required
To	List the contacts to receive this SMS. You can link them from the SMS form or by selecting multiple contacts from the contact list.	✓
Subject	Provide a title/subject to the message. Although not sent as part of the message, it can be used for improved referencing.	✓
Use Delay	When selected you will be allowed to specify a Delivery Date.	
Delivery Date	Select the date and time that this SMS should be delivered to the handset of the contact. When you send the message, the SMS will be delivered to the network, but will only be send to the handset on the specified date and time.	
Character count	Counts the characters of the message as you type.	
Message	The text that will be send to the product provider.	✓

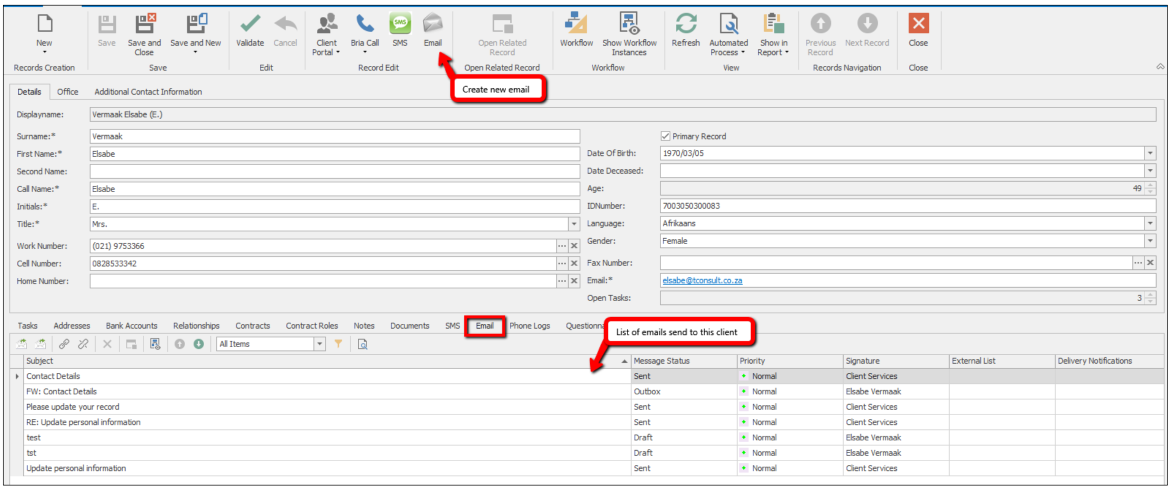
You will only be able to send an SMS if you are connected to the internet and the service provider has been configured for your implementation.

The SMS service work on a pre-paid principle and you will have to buy SMS credits online before sending SMS to contacts.

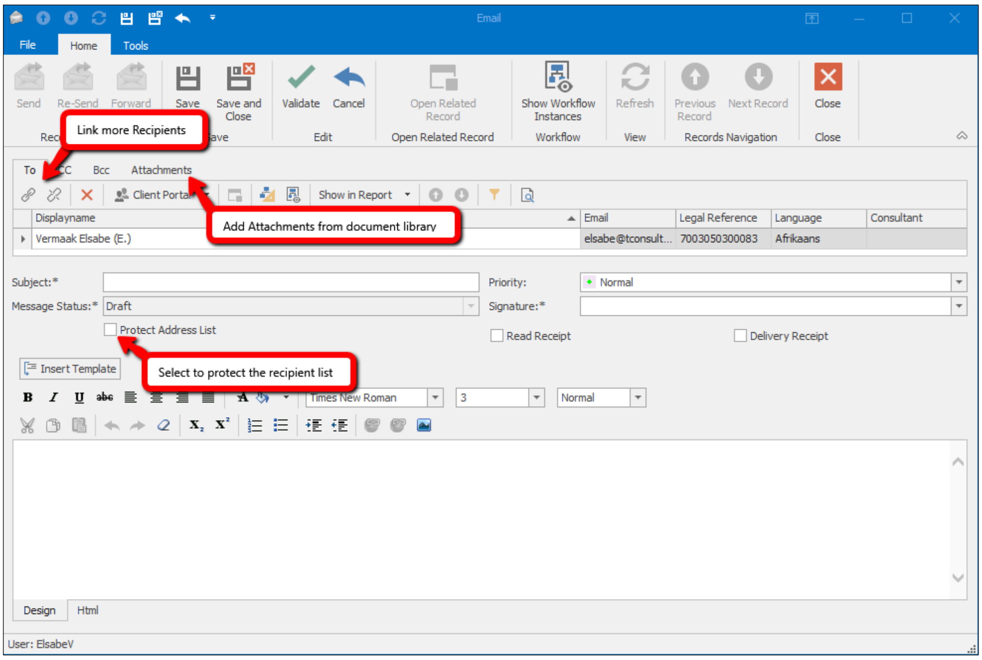
All replies from your client will reflect in the Conversations tab. You will receive an email informing you of any replies if this option was selected with setup.

Email

Sending an email from the application works on the same principle as the SMS service. You must have an email account configured for sending emails and the contact must have a valid email address captured:



- A new email can be created directly from the contact detail view or form the list of contacts.
- To send the same email to multiple contacts, select them from the contact list and then click the email button.

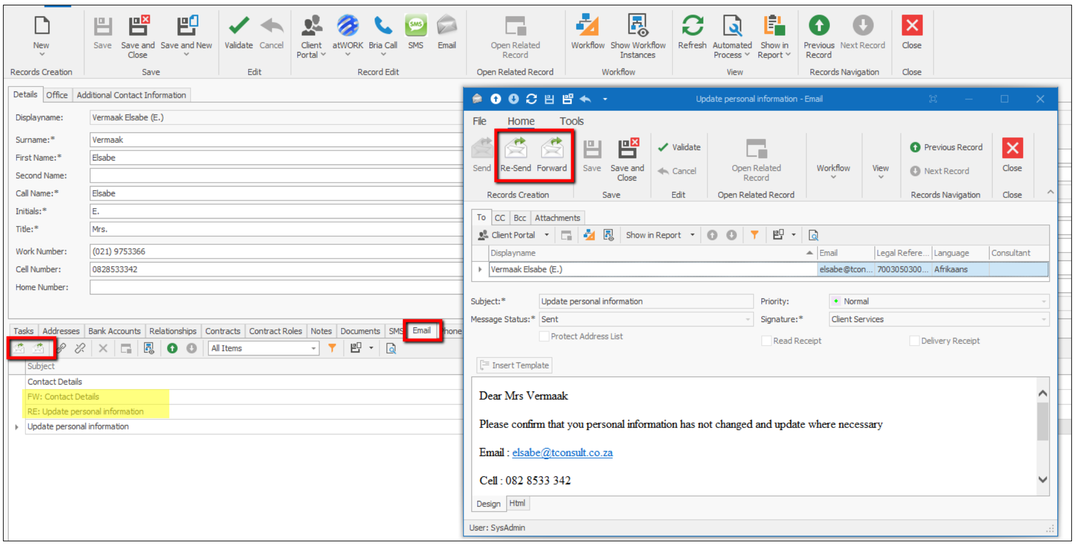


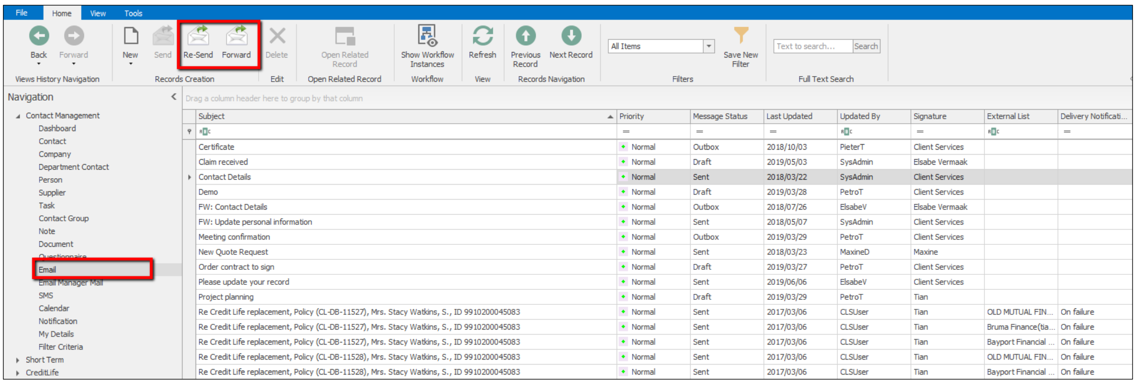
Fieldname	Description	Required
To, CC, Bcc	List of contacts to receive this email. You can link them from the email form or by selecting multiple contacts from the contact list. The CC and Bcc lists are optional, but work on the same principle as any email system.	✔
Attachments	You can add any number of documents from the document library as attachments to this email.	
Subject	Subject line on the email.	✔
Priority	Priority can be set for Normal, Low or High.	✔
Message Status	Defaults to draft but will automatically be set when the message is sent. Options are: • Draft – not yet send • Outbox – Saved but not send • Send – delivered to email server The email system can only send emails. Use an email client like Outlook to receive emails.	✔

Signature	You must select an email signature from the list. It is recommended that you set up generic signatures, e.g. Support or Accounts. The signature will be added to the bottom of the message when send.	✓
Protect Address List	If you are sending an email to multiple recipients and you do not want those recipients to see the email addresses of the other recipients, then select this option to protect the address list.	
Read Receipt	Select to receive a read receipt in Outcook.	
Delivery Receipt	Select to receive a delivery report in Outlook.	
Body	The body of the email is presented as html. You can use the formatting capabilities of the built-in editor to format the text.	✓

Re-Send and/or Forward existing email

Re-send and/or forward any existing email from within the client record (Email list view) or click Email on the Navigation Pane to view the list.





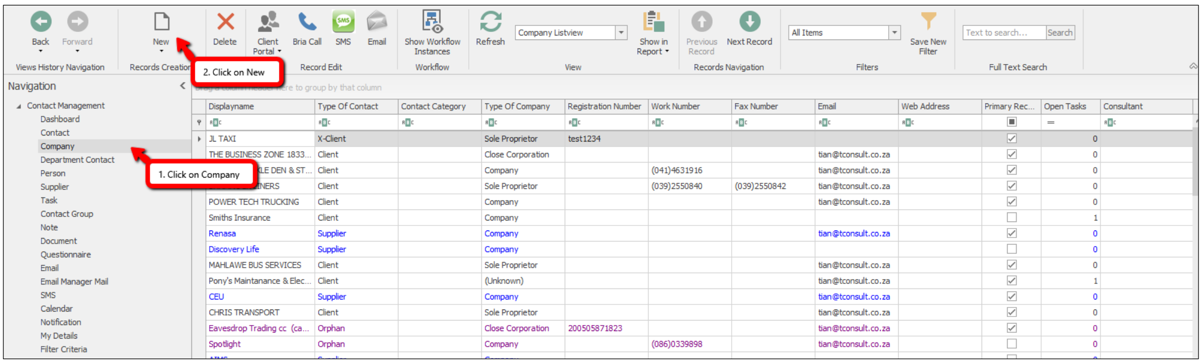
Questionnaires

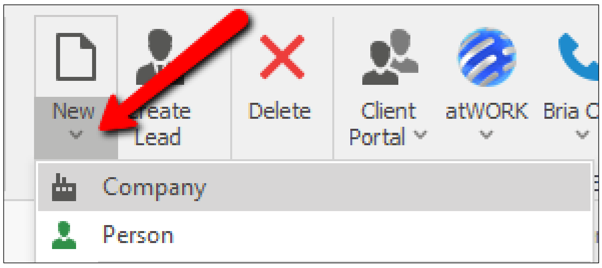
Questionnaires can be selected on all views provided it has been setup by the Administrator.

Please refer to the section on [Questionnaires](#).

New Company record

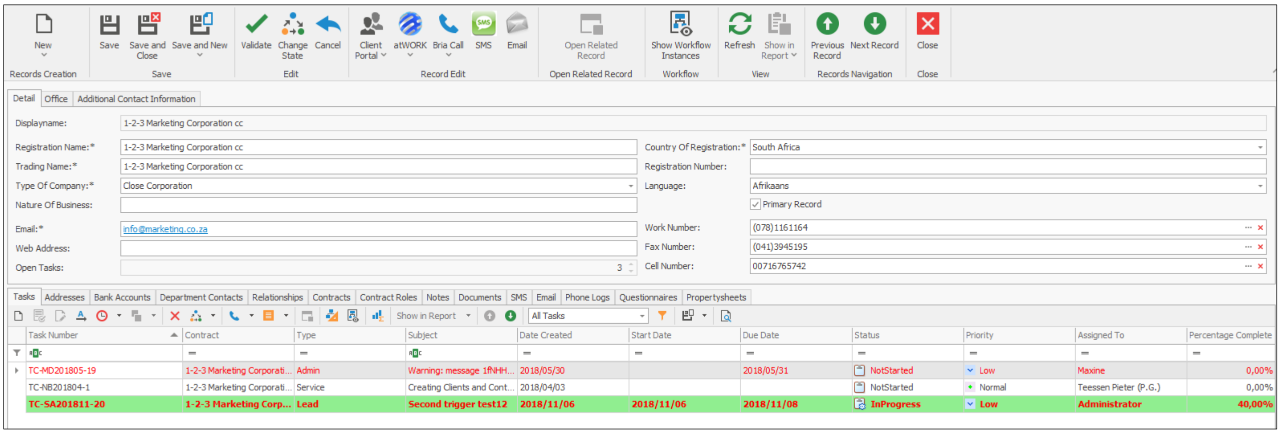
- On the 'Navigation' bar select Company and click the 'New' button, or
- From any list view, click the down arrow of the 'New' button and select 'Company'.





- This will open the new Company dialog.
- The Company detail view is very similar to the Person detail view. Ensure you have read and understood the sections relevant to Person.

Company Detail



Fieldname	Description	Required
Displayname	The same as the Trading name and will automatically be populated from the Trading name.	✓
Registration Name	Company registration name.	✓
Trading Name	Name used for trading. It will default to the Registration name.	✓
Type of Company	Select from a list of pre-defined company types.	✓
Nature of Business	Indicates the industry the company operates in.	
Email	Primary email to be used for contacting the client via email. This field is hyper-linked and will launch your default email client application. This address is also used as default when sending email directly from the system. Note that an email address can also be set up within Department Contacts.	

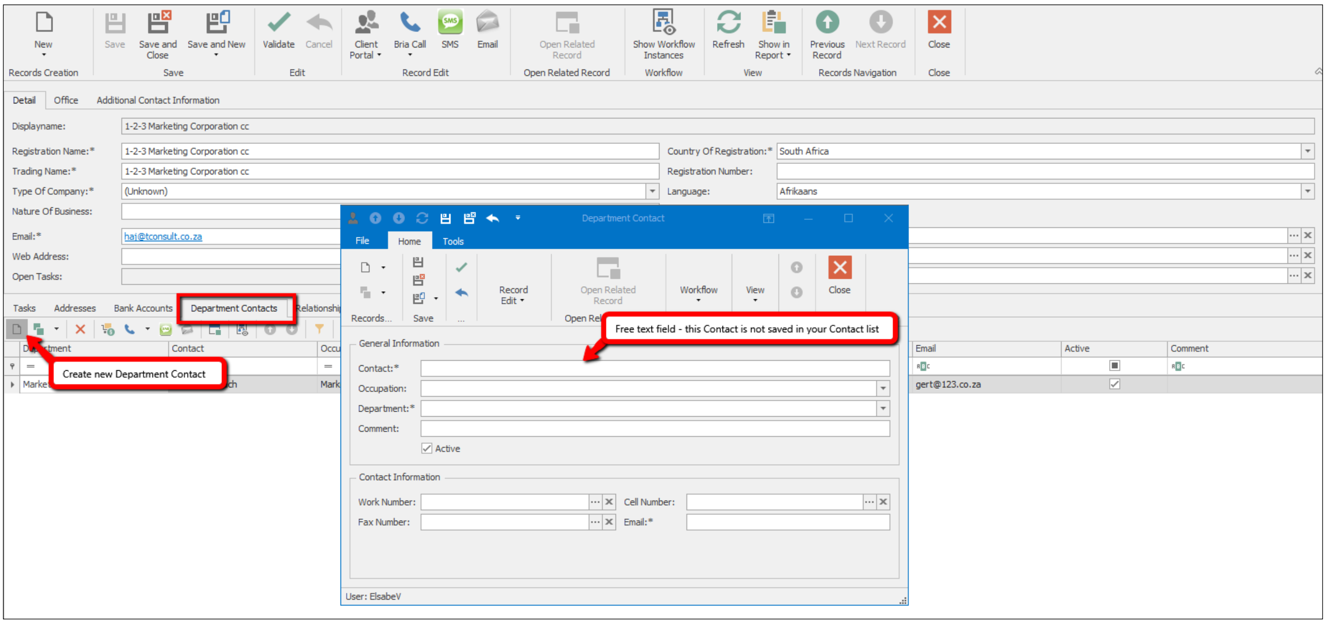
Web Address	The web address for the company. This field is also hyper-linked and will open the address in your default browser.	
Open Tasks	Read-only field displaying the total tasks linked to this record that has not yet been closed.	
Country of Registration	Default to South Africa, but you can select from the list of countries.	✓
Registration Number	Company registration number. Once populated it must be unique throughout the database.	✓
Language	Select applicable language from a list. This allows you to communicate with the Company in their choice of language.	
Primary Record	Select if this Company is the primary contact you deal with.	
Work Number	Company telephone number.	
Fax Number	Fax number for the company.	
Cell Number	Cell phone number is used for SMS services.	

- The 'Office' tab on Company is the same as for Person, but with detail relevant to a Company.
- 'Additional Contact Information' is the same as for Person.

The same tabs as for a Person record apply to Company with the addition of Department Contacts.

Department Contacts

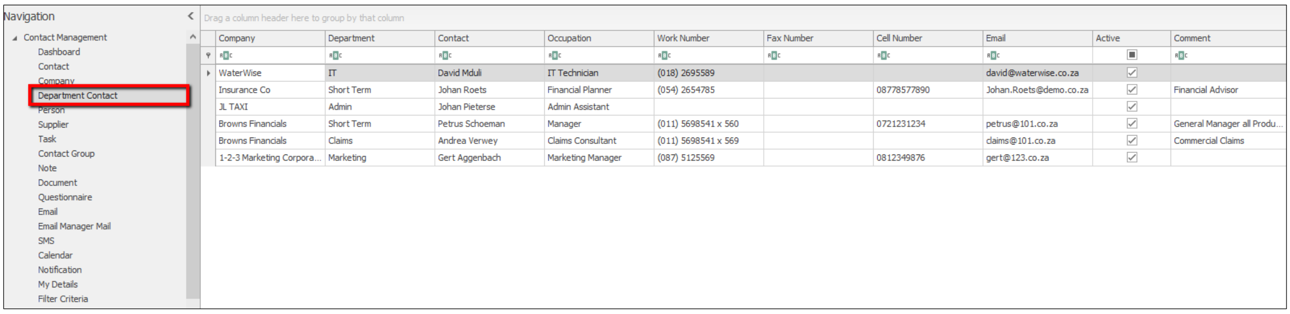
Use this data to capture contact information for people working at a company without having to capture a person record and setting up a relationship of employer/employee between the company and the person:



Fieldname	Description	Required
Contact	Capture the name of the contact. This will not create a contact record in the database.	✓
Occupation	Select from a predefined list of occupations.	
Department	Select from a predefined list of departments.	✓
Comment	This is a free text field to enter applicable comments.	
Active	Select if this record is Active or untick when record becomes in-active	

Work Number	Telephone number of the person.
Fax Number	Fax number of the person.
Cell Number	Cell number of the person.
Email	Email address of the person. This field is hyper-linked and will start the default email client when selected.

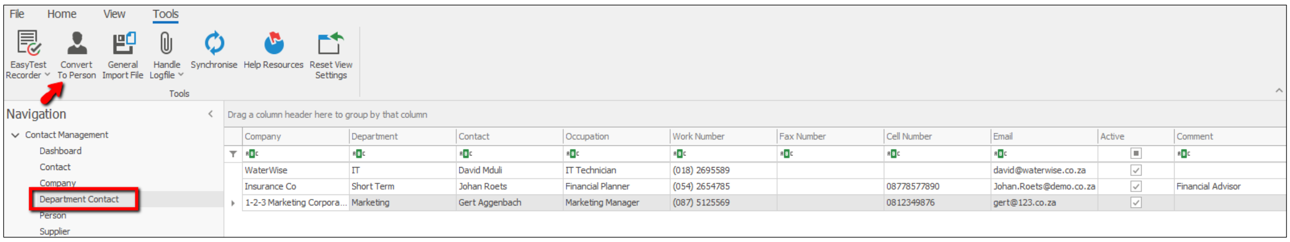
Easy access to all Department Contacts from the Navigation Pane:



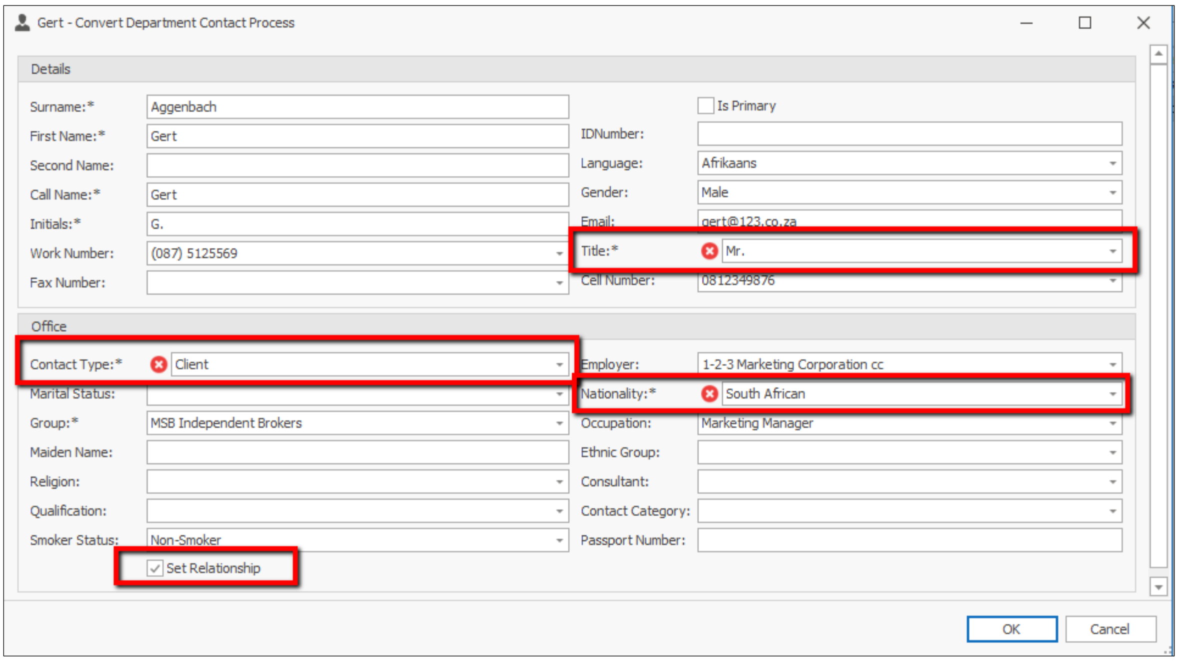
Convert Department Contact to Contact record

Use 'Convert to Person' action should a Department Contact become a client, dependant, beneficiary, etc instead of recapturing your information.

Select the relevant Department Contact and navigate to the Tools tab to access the 'Convert to Person' action:

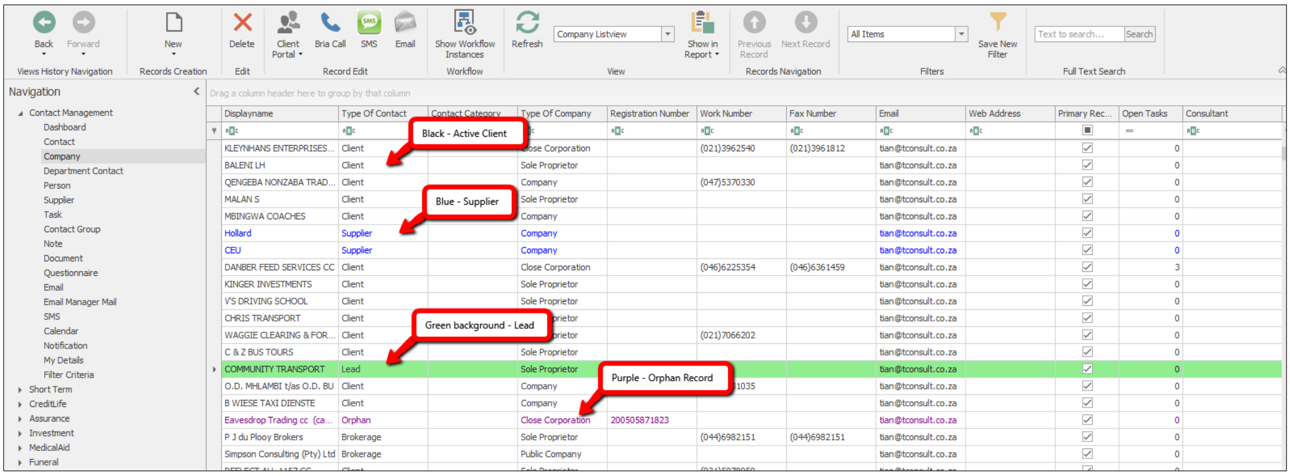


Make sure you complete the additional compulsory fields for this record to be created.



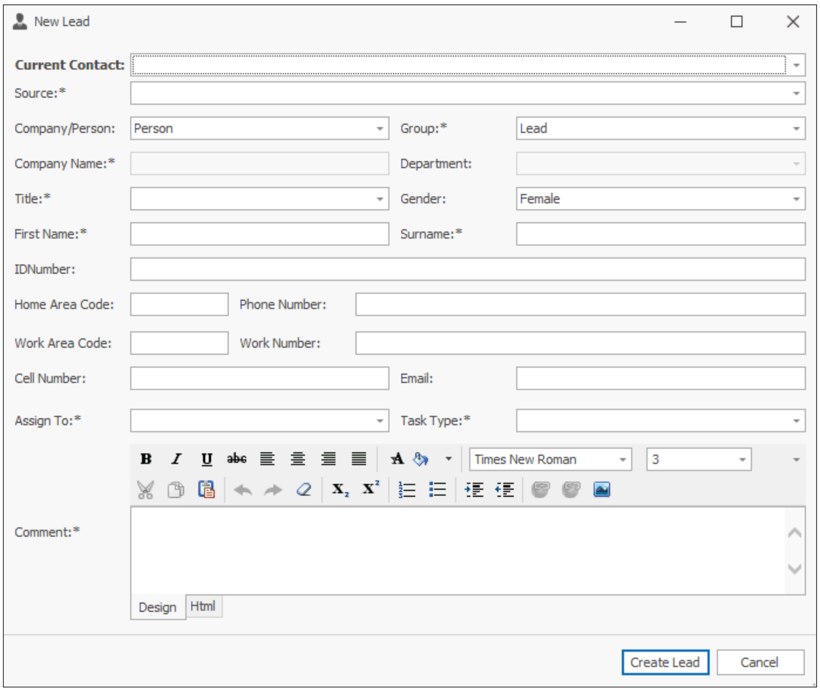
Use of colour and grouping

- In the system, certain elements are presented using distinct colours and contact type is one of them:
  - Purple – Orphan record
  - Green – Lead
  - Black – Active client
  - Blue – Supplier



Create a New Lead

On the Action bar, you will find the ‘Create Lead’ icon. This function allows you to capture minimum details of a person and assign the lead to the Consultant who will take further action:



Once captured, the system will automatically add this person detail to your contact list and colour code this record green for ease of reference.

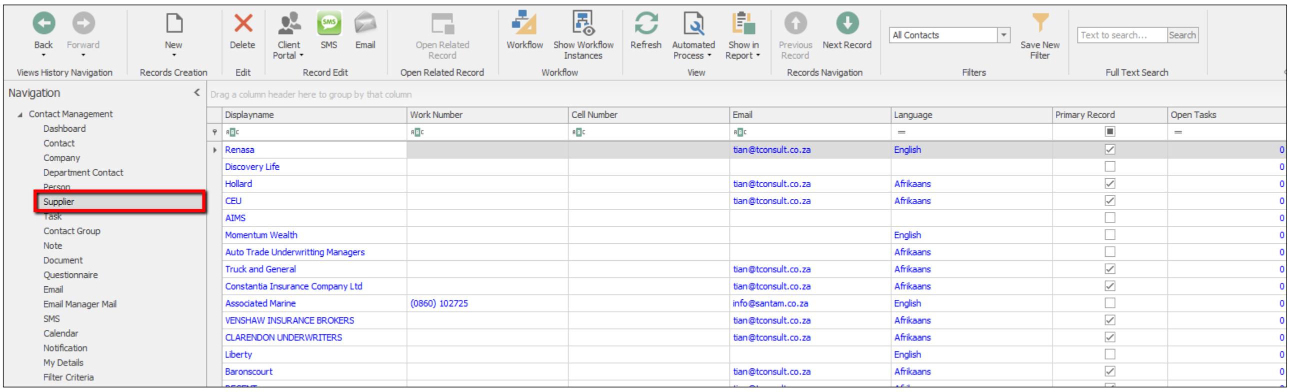
Please note that the ‘Assign to’ on a new Lead will also generate the Consultant record on the Contact.

A Task will also be generated for the person to whom this lead has been assigned to take further action.

Supplier

Supplier shows all Company / Person records which have been captured with the contact type of ‘Supplier’.

Easy access to all Suppliers via the Navigation Pane:



Document Management

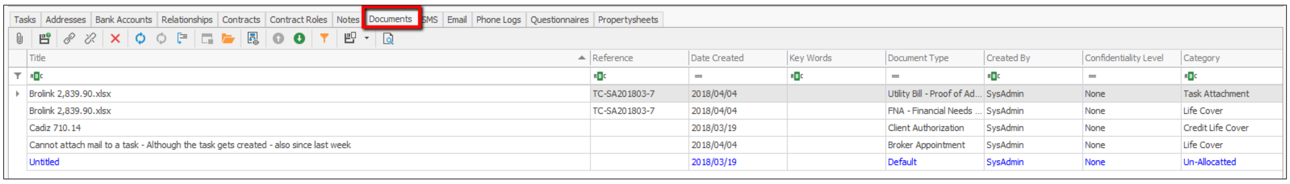
Documents are stored either in the Database or Network.

This is determined and setup by your System Administrator on the Document type.

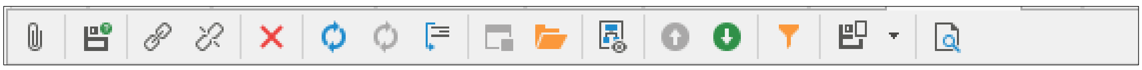
New Document from system area

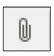
You can add a new document from any area in the system using the action items where the Documents tab is available or by using Insure Add-in on Outlook.

- use the various action buttons on the Action bar or,
- select to drag and drop a file directly from your computer onto the document area or,
- create a new document from the document library or,

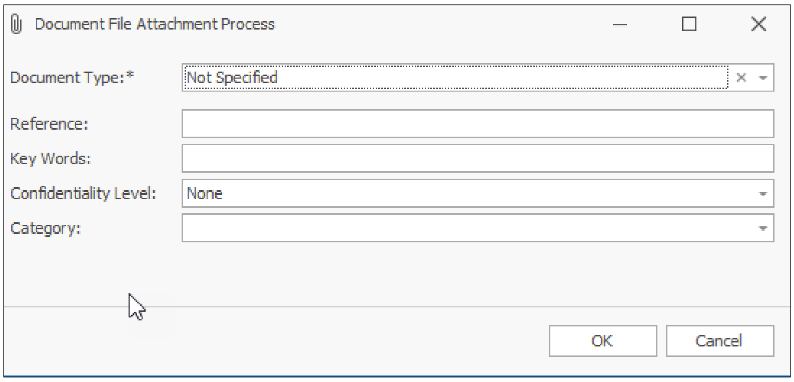


Select from the Action bar:



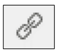
 Add from file, will open your File explorer.

Complete the relevant information on the Document file attachment process. Saved document will automatically be linked to either Contact, Contract or Task depending on where you create the document.

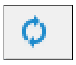


Selecting OK will divert to your File Explorer to link the relevant file.

 Save As - save file to your local computer

 Link file from the Document Library

 Unlink file from Client record

 Convert document to selected document type

Location where document is stored is determined by your System Administrator and set up by Document Type. Documents can be saved on Database, Network root folder or Azure cloud.

 Change document affiliations

 Open selected document

 Export document list in various formats

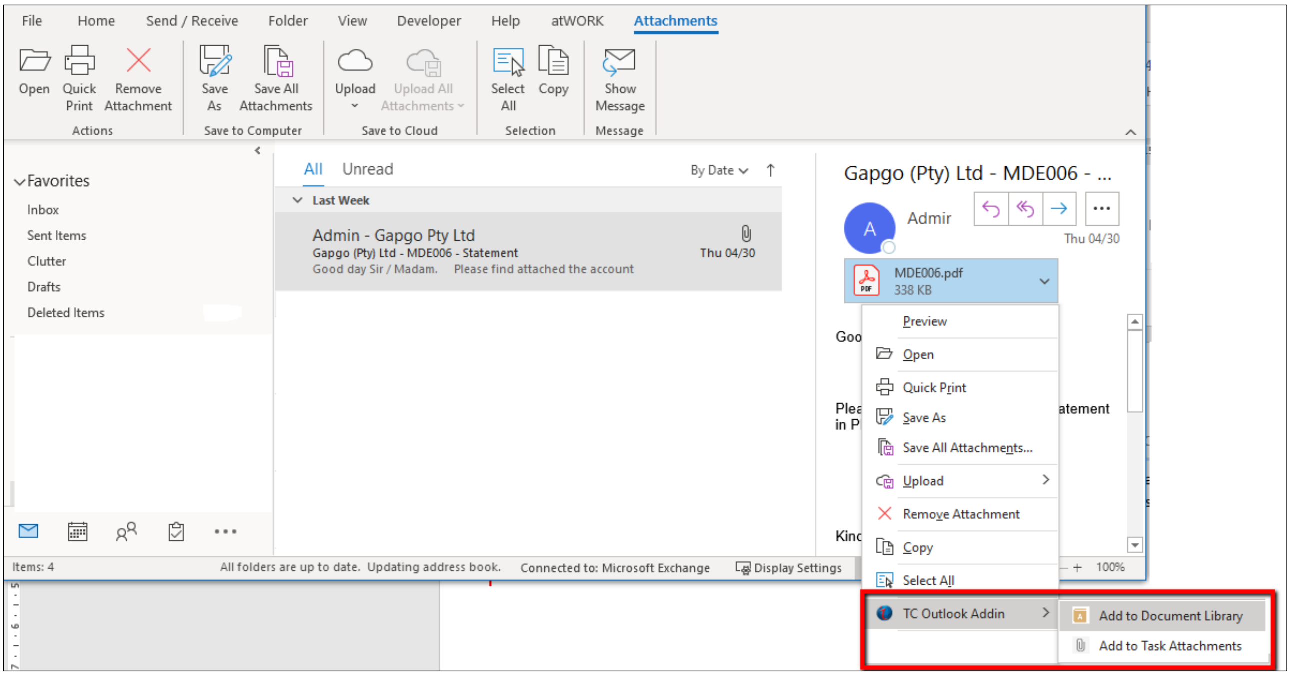
From Insure Add-in

Refer to *TC Insure Add-in guide*

Individual Documents

Documents attached to an email can be saved individually by following these steps:

Right click on the attachment and scroll to Insure add-in



Select to save this document to either:

Document Library

Refer to *TC Insure Add-in guide*

Task Attachments

Refer to *TC Insure Add-in guide*

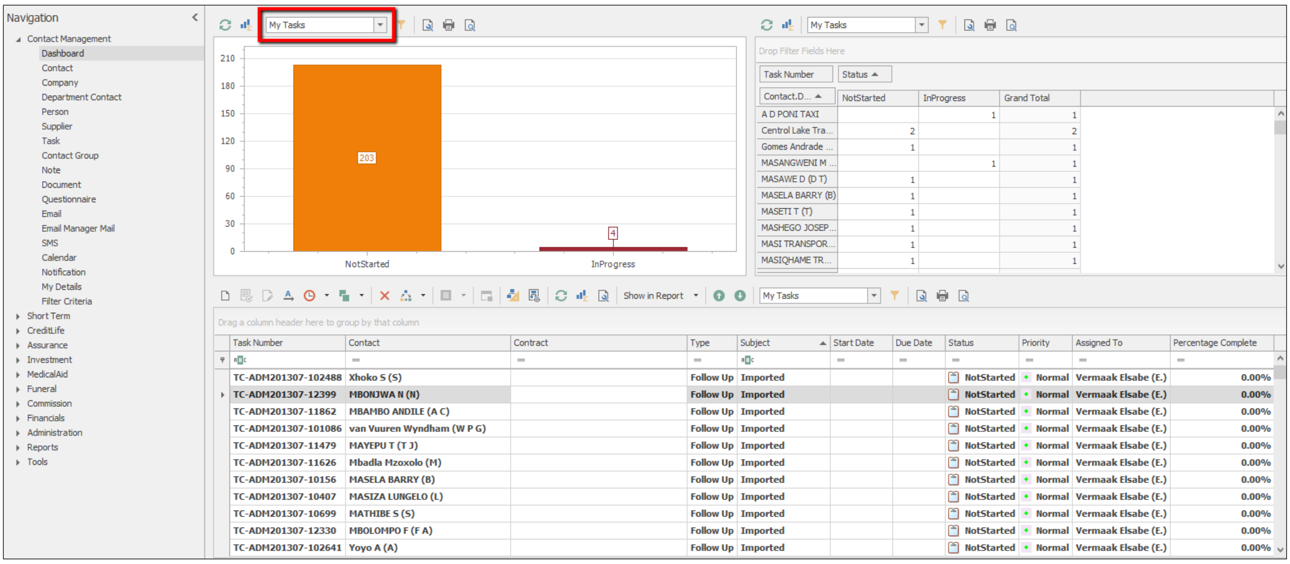
Task Management

Task Management is one of the most prominent features within the application. All processes in the system can be linked to tasks, one way or the other.

A task can be defined as a unit of work that needs to be performed by a user for a client on one of the client's contracts.

Dashboard

Tasks can be managed from your Dashboard. The dashboard is the default view when you log onto the system. All tasks assigned to you are summarised and accessible on this view:



Use the pre-defined filter drop-down boxes to show the required data required:

Filter	Action
My Tasks	Will display all tasks of the current user signed in.
My Due Tasks	Will display all due tasks of the current user signed in.
My Task Reminders for Today	Will show all due tasks for that day for the current user signed in.

Create a New Task

Tasks can be created from 4 separate areas in the application:

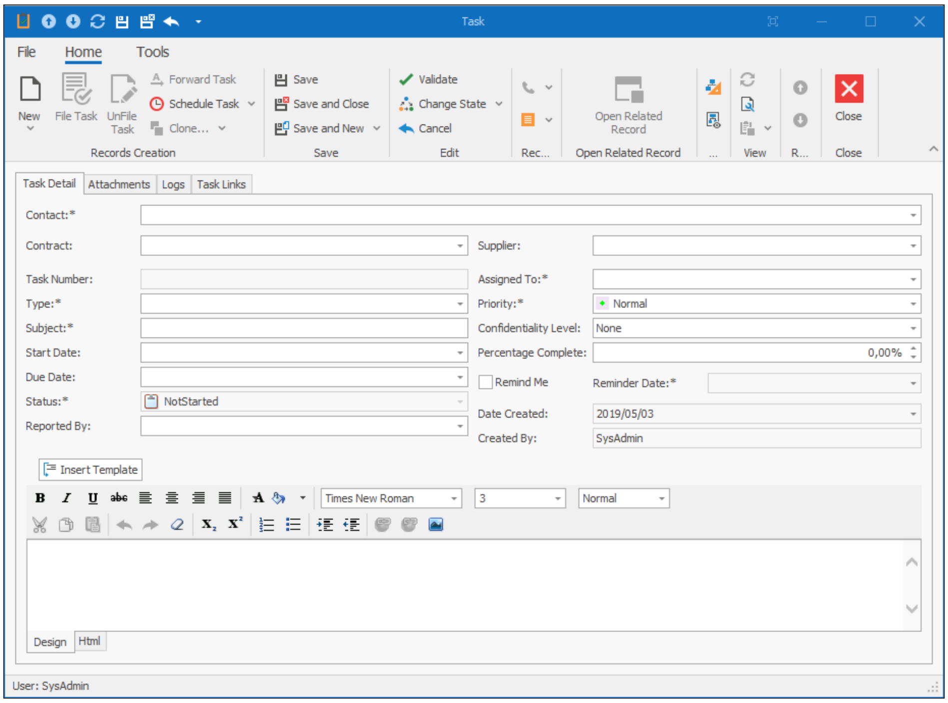
1. Navigation Pane
2. Contact detail view
3. Policy / Contract detail view
4. Email

When creating a task from the Navigation Pane you will be required to select the Contact as well as policy / contract relevant to the task. When you create the task from Contact, the client record will automatically default to the record you are currently on. The same applies for when you create a task from Contract, both the client and policy/contract will automatically be selected.

Task Detail

When creating a task, except from Insure Add-in, you will have to enter all relevant details to the task.

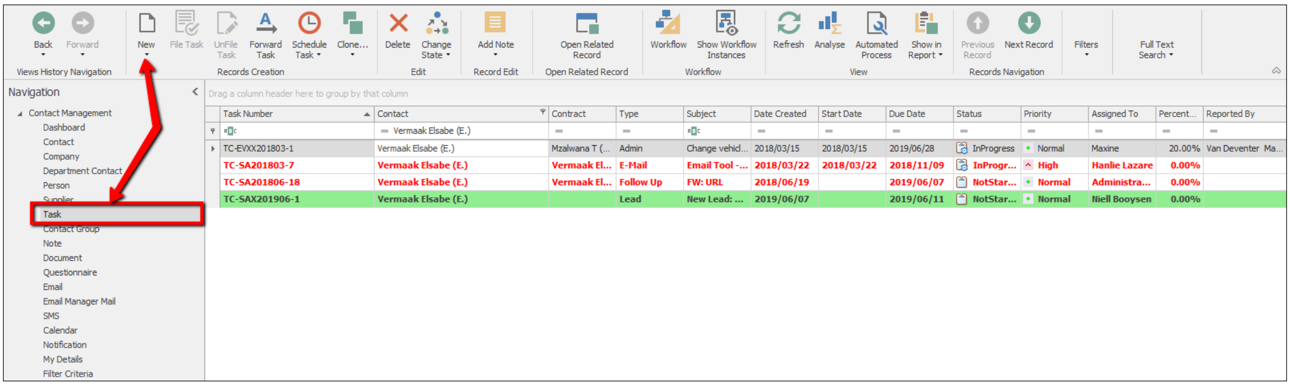
When using Insure Add-in, the detail is populated via the wizard:



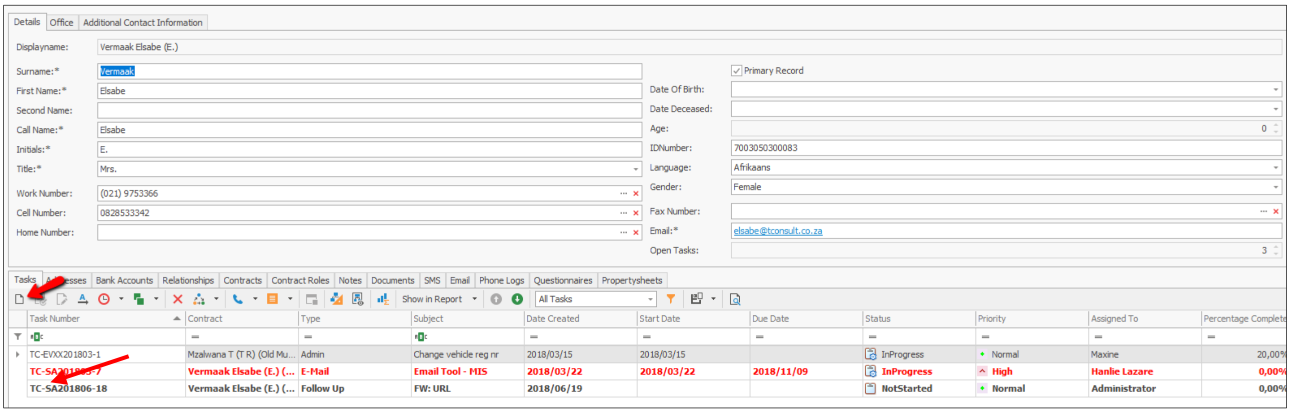
Fieldname	Description	Required
Contact	A task must always be linked to a contact or owner. Tasks are performed for a client.	✓
Contract	You can optionally link a task to a contract, e.g. if you need to perform a task pertaining to a specific short term policy, then you can select that specific short term policy.	
Task Number	Auto generated using abbreviations as defined on the user setup. Task numbers are useful for references to other parties.	✓
Type	Select from a predefined list of Task types. The administrator can amend this list.	✓
Subject	Specify descriptive and relevant subject for the task.	✓
Start Date	This date is automatically populated when the status of this task changes from open to in-progress.	
Due Date	The expected date when this task should be completed.	
Status	Task status will default to Not Started. Other statuses are: In Progress, Deferred, Waiting for someone else and Completed. When changing the status of a Task, the system will automatically create a change log indicating the change of status. When a task has been completed, the task will automatically be re-assigned to the creator of the task who will then receive a notification that the task has been completed. The creator is the only person that can then ‘file’ the task.	
Reported By	The person who reported something relevant for a task to be generated	
Supplier	Supplier will auto populate when Contract is linked	

Assigned To	A task can only be assigned to a user on the system. The user will receive an email notification of the assignment.
Priority	There are three priorities: Low, Normal, High
Confidentiality Level	This level sets the control of user access to a task. Be careful not to assign a task to a user with a lower clearance level than that of the task.
Percentage Complete	Use this to indicate progress. It can be useful for reporting purposes.
Remind Me	Select this option to allow you to enter a reminder date and time. Reminders will pop-up on your home view with the notification interval as set on your user profile
Reminder Date	Set the date and time for the reminder.
Date Created	Auto generated based on the date and time when the task was created
Created By	Set to the user that created the task
Task Body	Detail describing the task that needs to be performed. You can type the detail, copy and paste or populate via Insure Add-in
Attachments	You can link any number of documents from the document library as attachments to a task, e.g. if a client sends you an email instruction to amend certain risk details on his short term policy, you can paste the body of his email onto the task body and attach the original email as an attachment to the task.

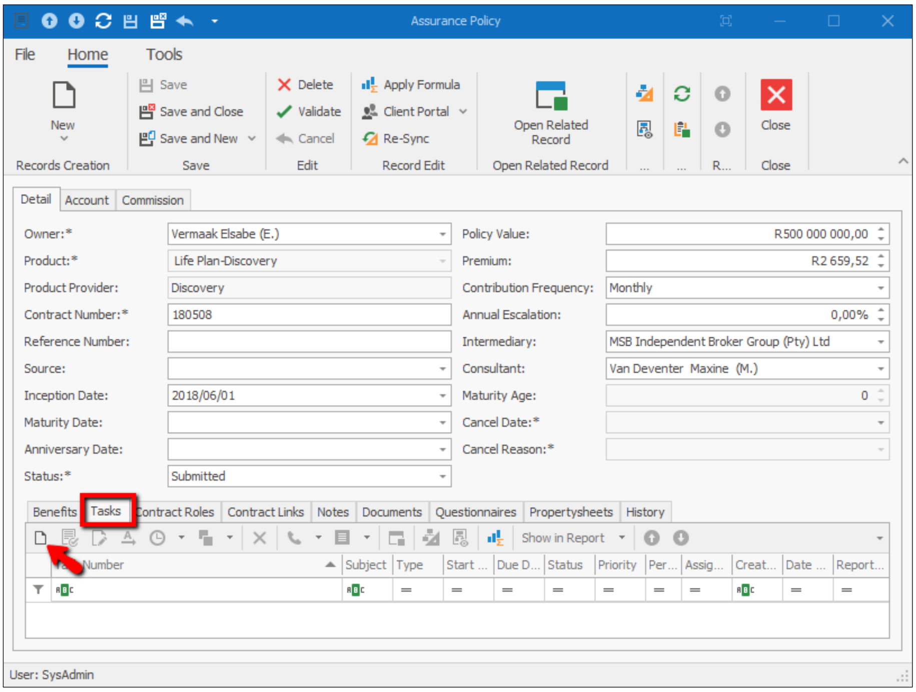
From the Navigation Pane



From a Contact



From a Contract/ Policy



From your email (Insure add-in):

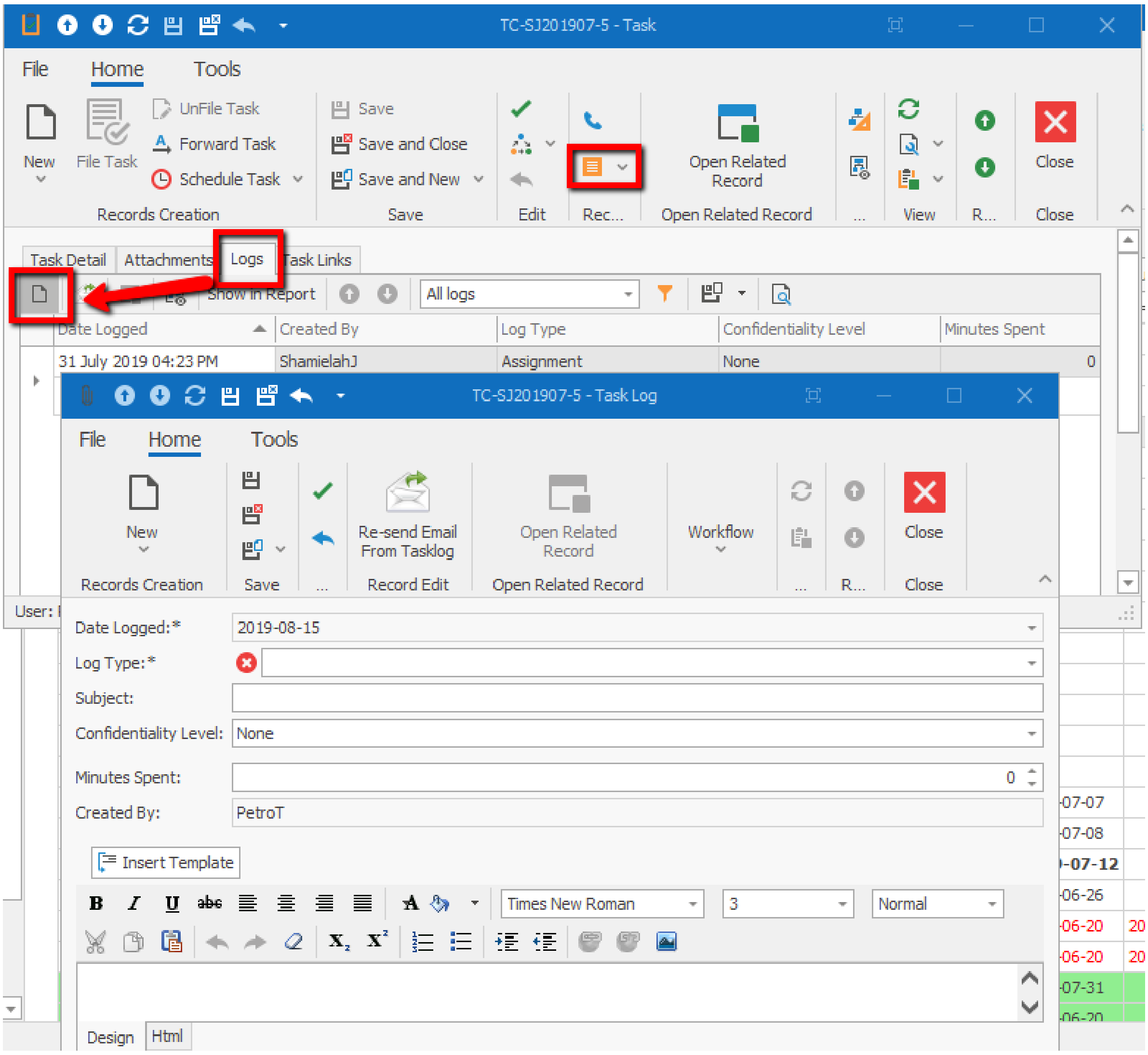
Refer to *TC Insure Add-in guide*

Task Logs

Task logs are used to track the progress of a task from inception to completion. Some of the log entries are automatically generated, i.e. when the task status changes or the task is re-assigned.

Task logs can be created by selecting Logs > New or Add Note or using Insure Add-in:

From Task Log on Task

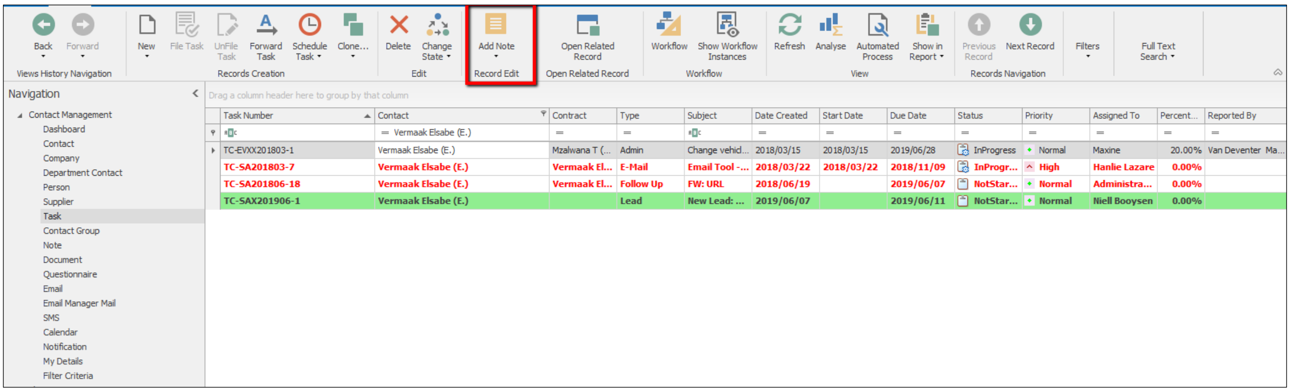


Fieldname	Description	Required
Date Logged	Auto generated based on current date	
Log Type	Select from the list of task types.	✓
Subject	Enter a relevant subject to be used as easy reference to the body of the task log	
Confidentiality Level	This level sets the control of user access to the log entry.	
Minutes Spent	Can be used to track time spent as the task progresses.	
Created By	Auto filled with user name that creates the log	
Message Body	Free text field to capture information relevant to this log entry.	✓

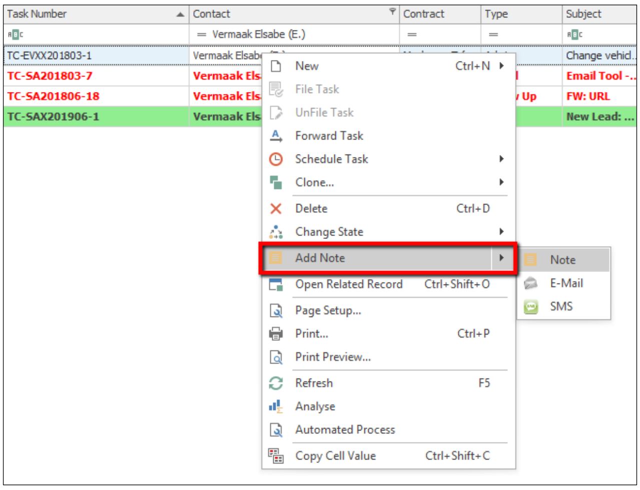
From Add Note Action

In the Task list view, you can create a task log on an existing task, using 'Add note'.

Select the relevant task and click 'Add Note' from the Action bar



or right click on the task and use the fly out menu for 'Add Note'.



Note

Create a task log without having to open the task. Same detail view as new task log.

Email

Email sent from a task will automatically be logged as a task log and be visible in your Outlook sent items.

Email address defaults to the email address captured for the selected Contact and Subject defaults to Task's subject line. Both can be edited.

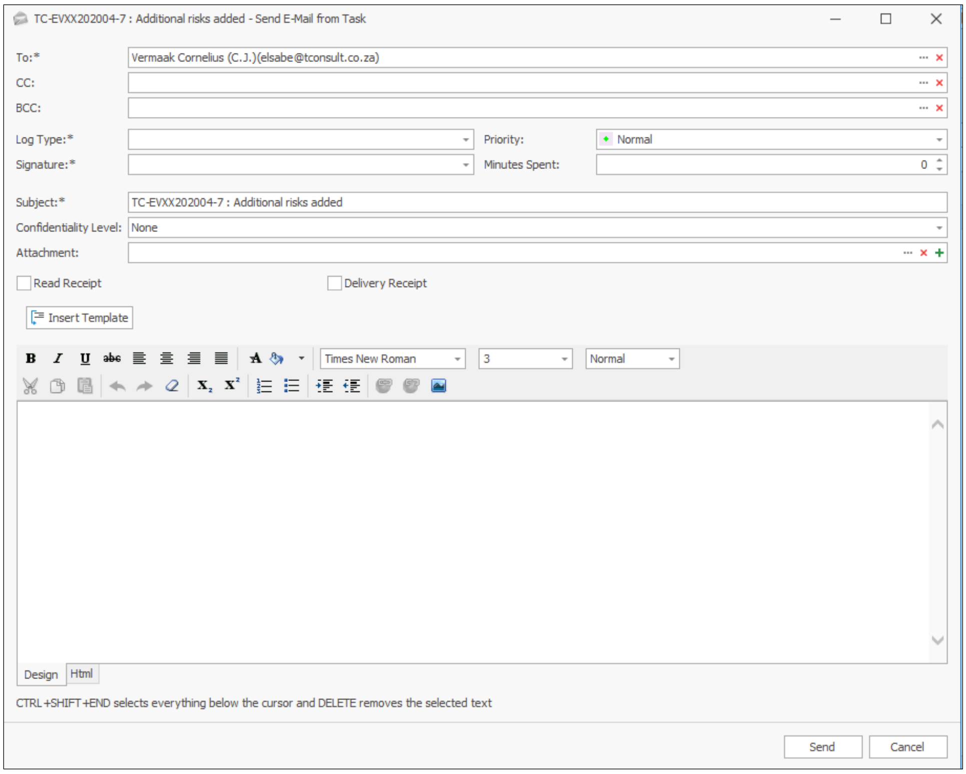
Note

Create a task log without having to open the task. Same detail view as new task log.

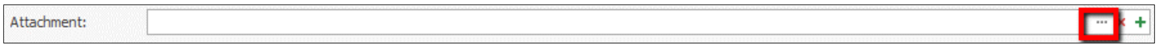
Email

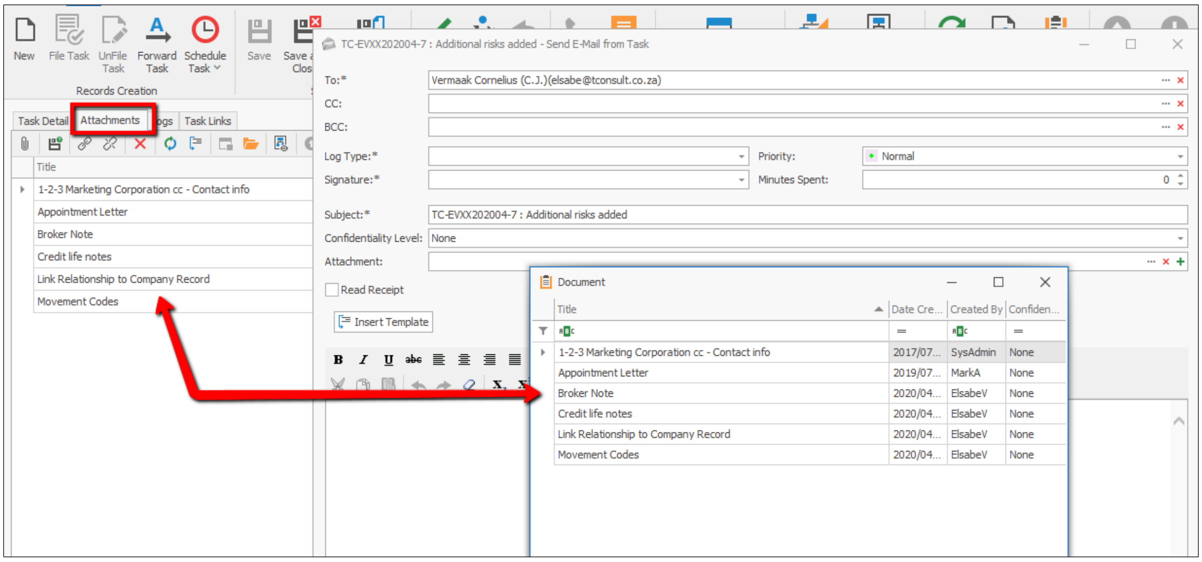
Email sent from a task will automatically be logged as a task log and be visible in your Outlook sent items.

Email address defaults to the email address captured for the selected Contact and Subject defaults to Task’s subject line. Both can be edited.

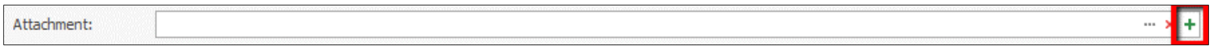


Attach any document saved on the Task, or

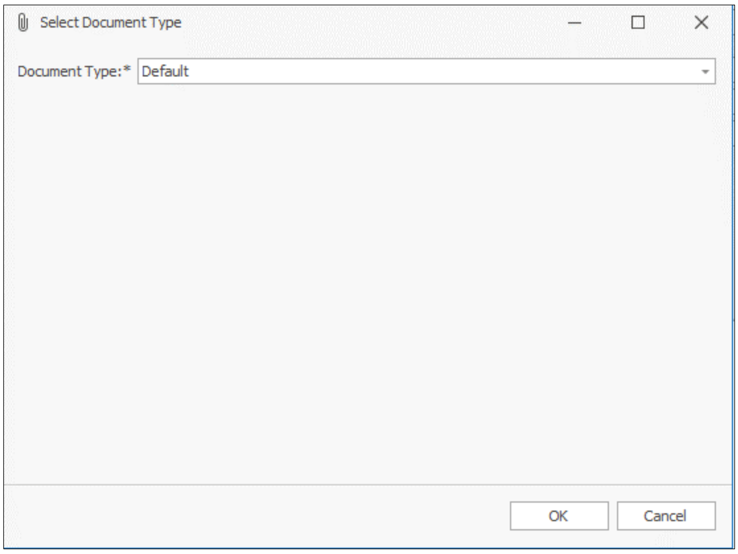




Attach document from your computer:

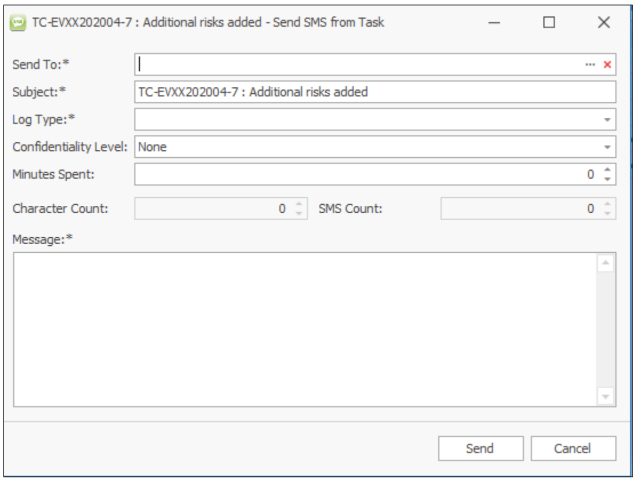


First select the applicable document type, then browse to your computer by selecting OK.



SMS

When selecting SMS, the cell number defaults to the cell number captured for the selected Contact.



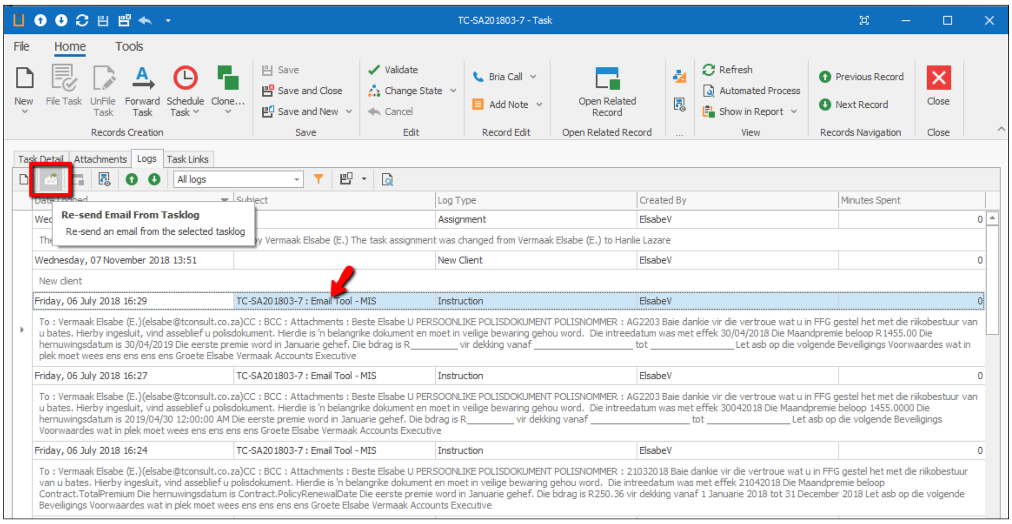
The SMS message will automatically be saved as a task log.

From Insure Add-in

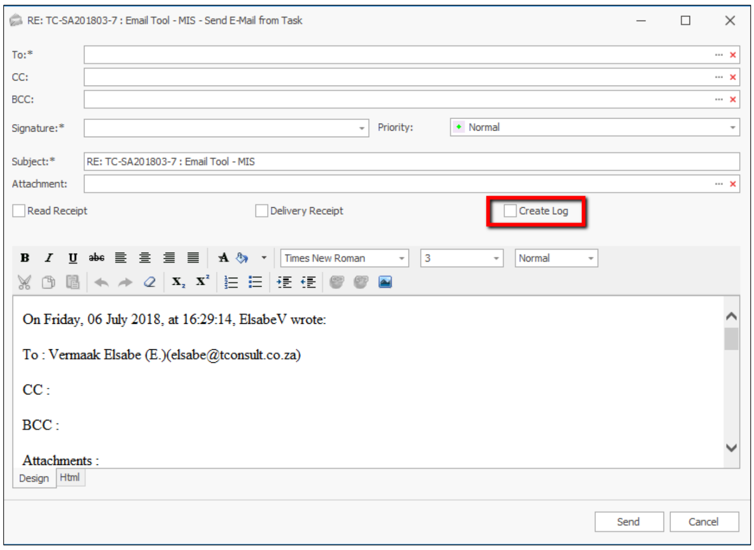
Refer to *TC Insure Add-in guide*

Re-send an email from task log

An email previously sent from the task log can now be re-send from the same log.



You have the option to save this “re-send” email as a task log

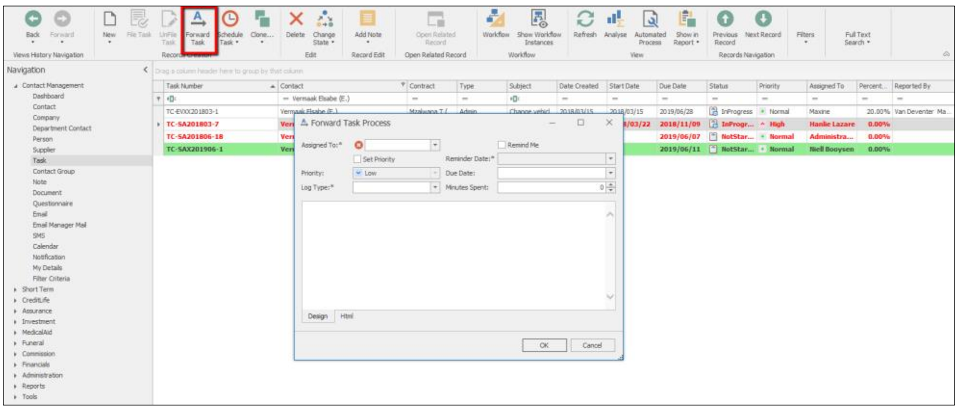


Task Attachment

Refer to *TC Insure Add-in guide*

Forward Task

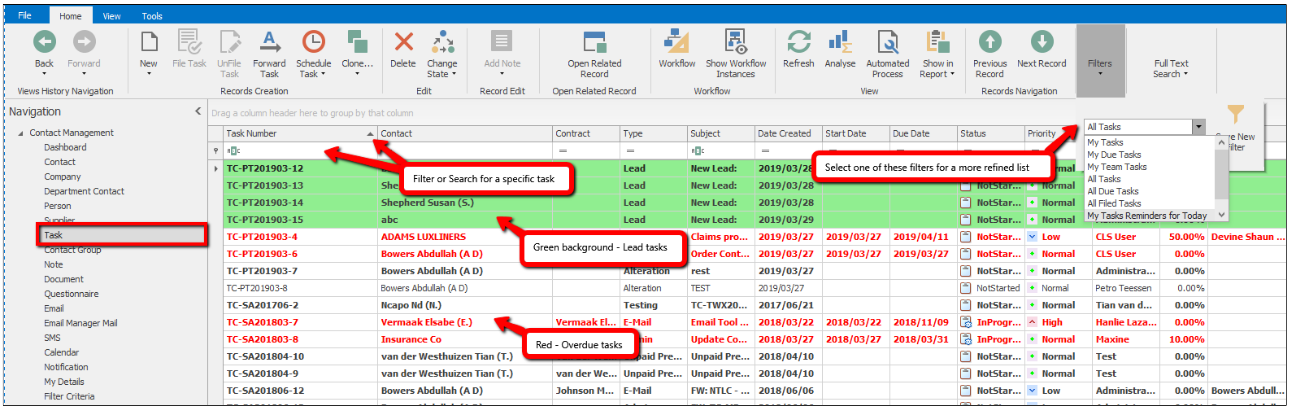
A task can be forwarded to any person at any given time:



Note that a text template assigned to the task log type will auto populate when the specific task log is selected.

Please note: ‘Remind me’ and ‘Reminder date’ fields are relevant to the person this task is assigned to and not to the person assigning the task or task log.

Task List



The task list view can be used to track all tasks in the system:

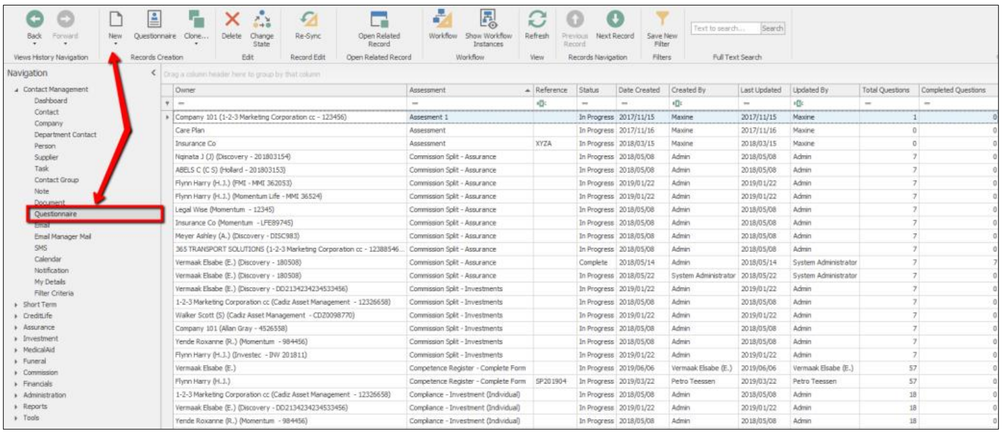
- Group, sort and filter tasks based on pre-set filters or by using the filter row.
- Select multiple rows and choose to print one of the task reports.
- Use the Analysis tool for further reporting / analysis of tasks.
- Use the export functionality to export to Excel or other applications.

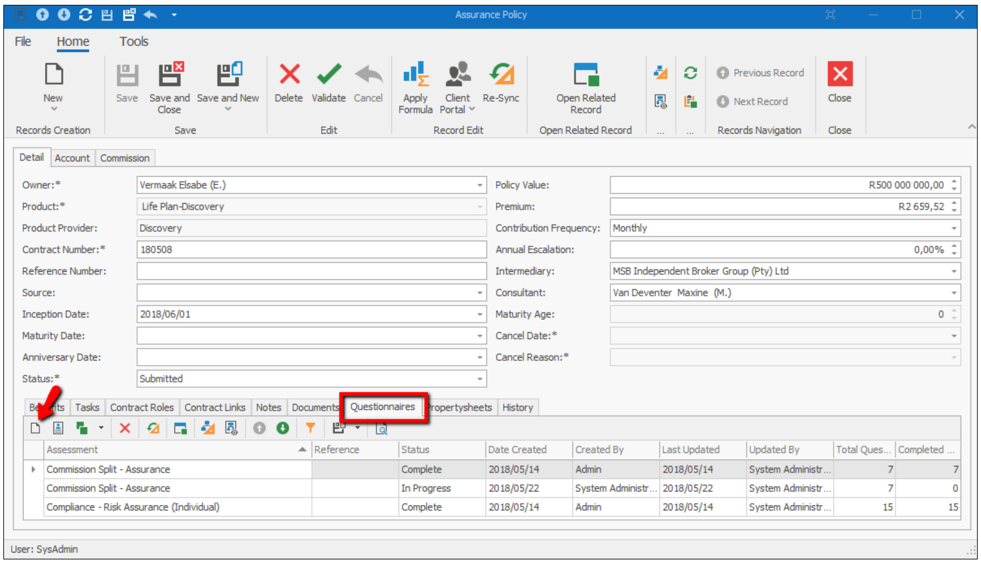
Questionnaires

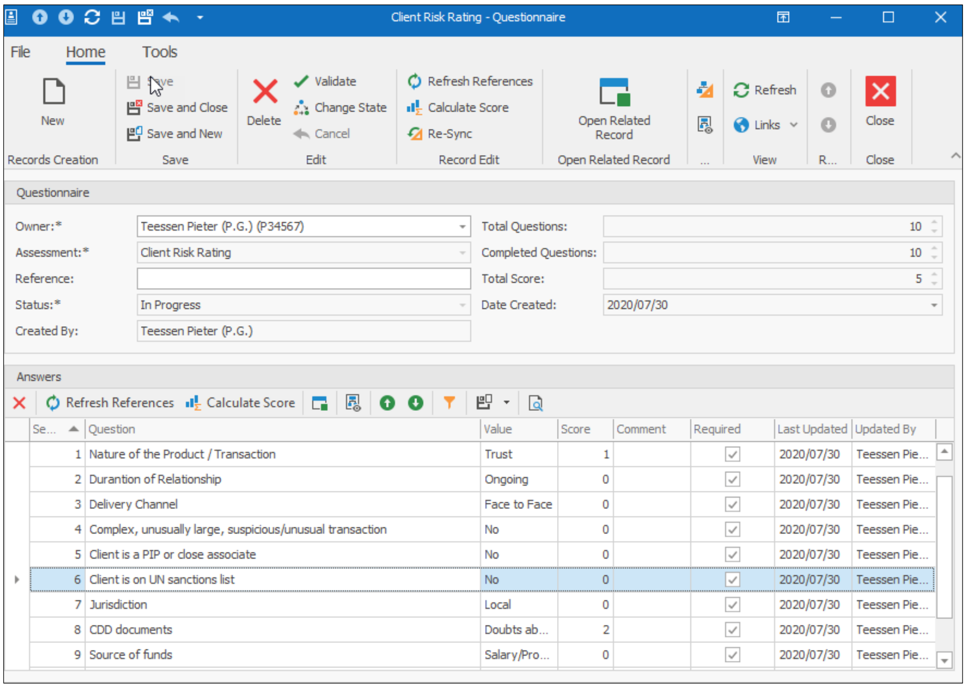
Questionnaires are typically a list of requirements or questions relevant to a specific topic on a record and accessible throughout the system, e.g. Client Needs Analysis.

Questionnaires will be setup by the System Administrator.

You may select to complete a new questionnaire from the Navigation Pane or directly from the relevant area:







Bria Call

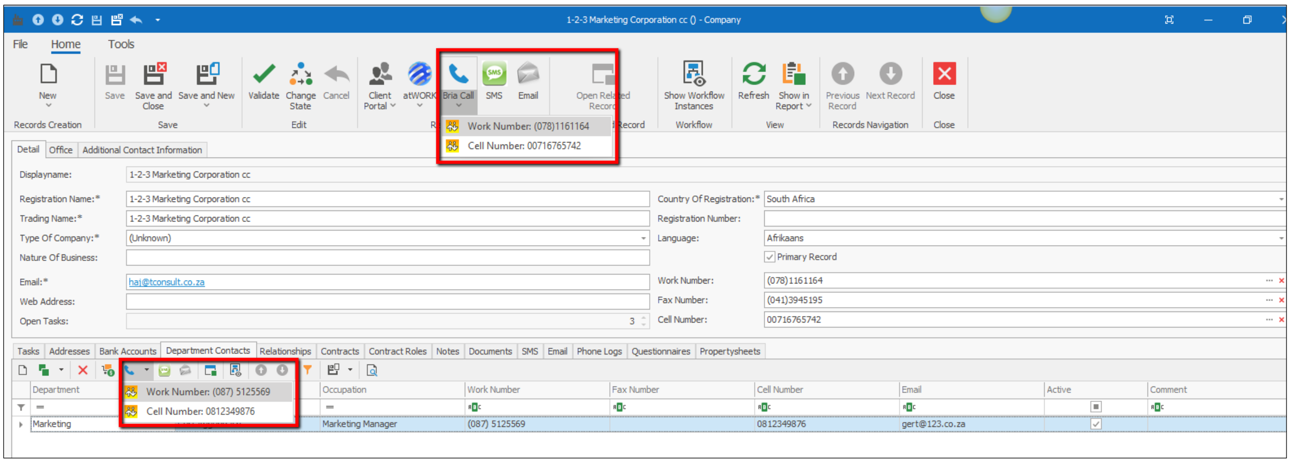
Bria Call is only available to users using the Bria softphone solution.

Please note that no task logs are automatically saved in the system yet.

Contact your client using ‘Bria Call’ from specific areas within the system:

- Contact
- Company
- Person
- Task
- Department Contacts

Simply click and dial:

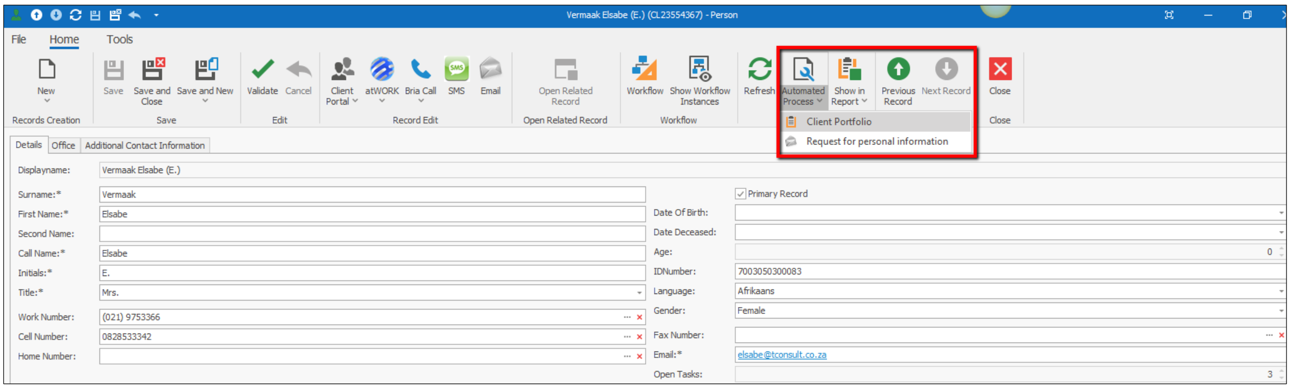


Automated Processes

Data processing can be a time-consuming task depending on the complexity and volume of data.

The Automation feature allows you to manage your time by distributing data in bulk to multiple clients using pre-populated reports, emails, SMS and files.

You will notice a new icon on the toolbar when an automated process applies to that specific system area.

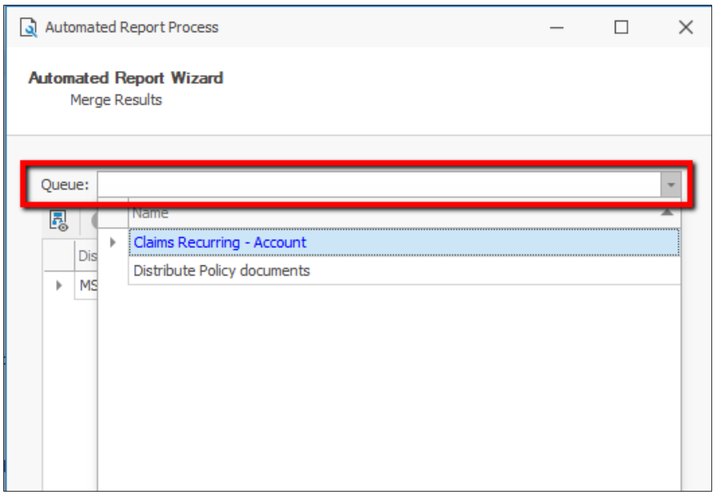


Select the automated process and follow the Wizard.

Automated Process queue

An automated process can be queued to action the process and distribute its content in batch mode, i.e. at a more convenient and effective time. The process queue can also be setup as a recurring instance. Automated processes and queues will be setup by your System Administrator.

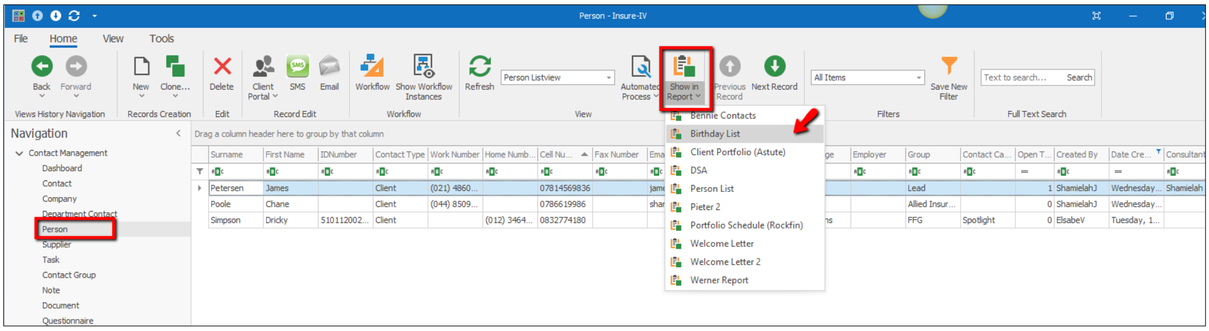
Select the applicable queue item on the wizard when initiating the automated process:

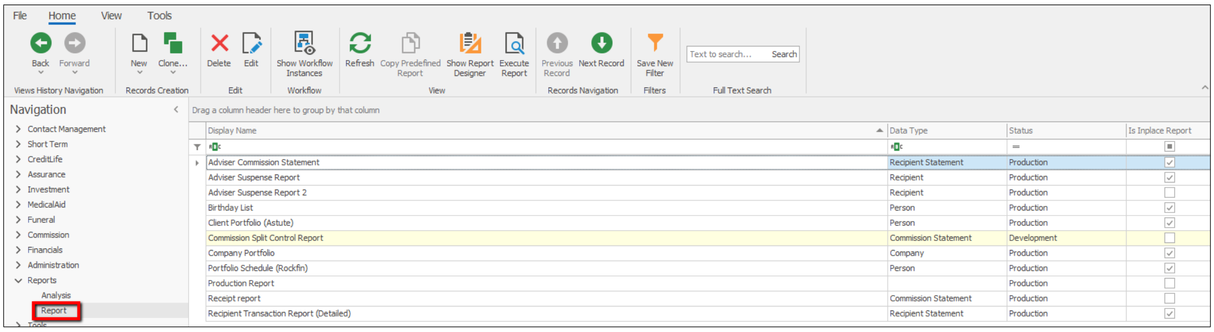


Reports

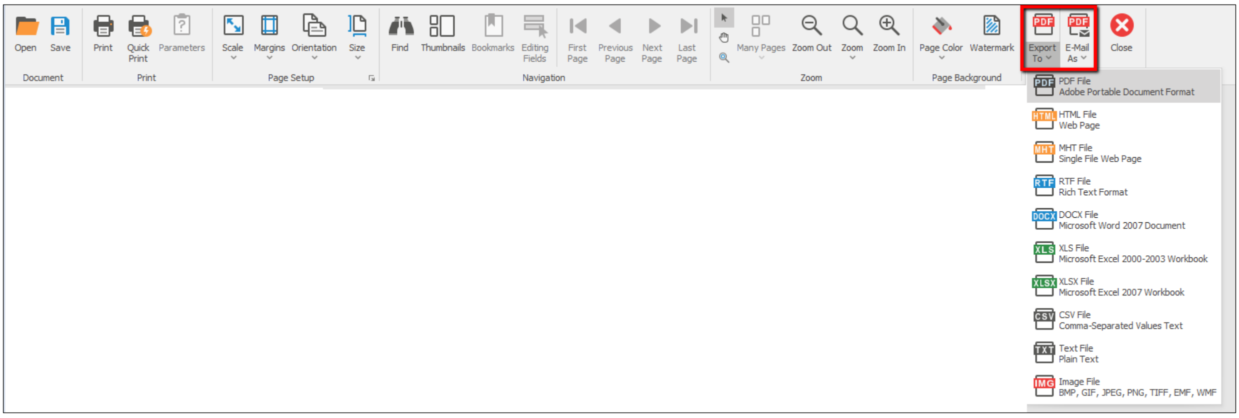
Reports are designed by your System Administrator on request and made available for easy use.

Use ‘Show in Report’ on the action bar or navigate to ‘Reports’ on the Navigation Pane to access your reports.

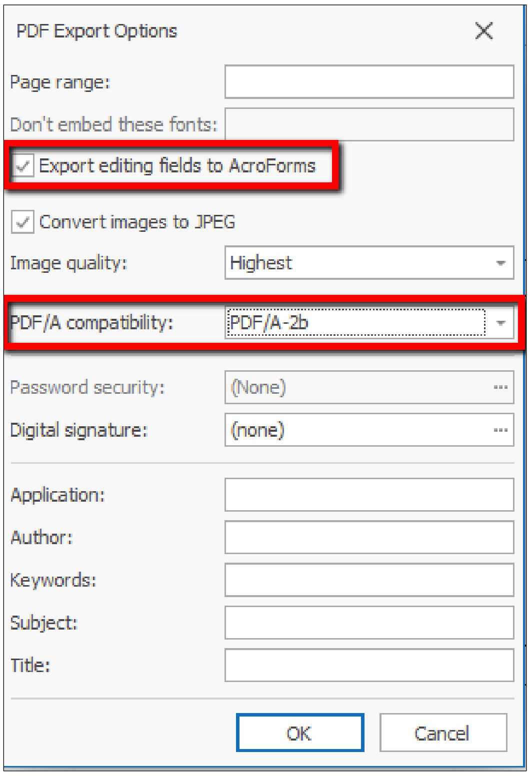




Open the required report and select to print, export or email the report in various formats as per the drop-down menus.



Please make sure to select the correct exporting options when exporting or email a report as a pdf editable form/report.

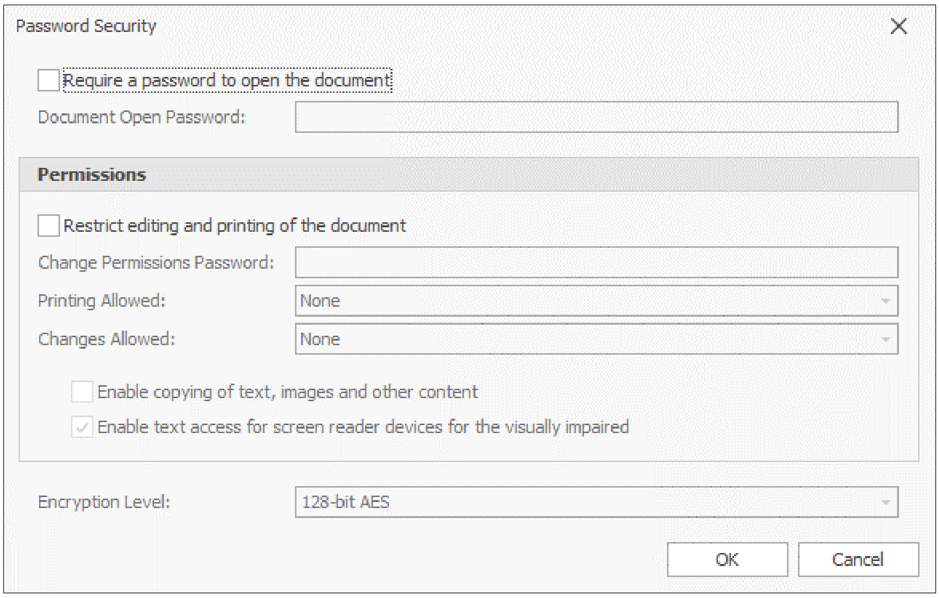


Fieldname	Description	Required
Page range	Specifies the range of pages which will be included in the resulting file. To separate page numbers, use commas. To set page ranges, use hyphens.	
Don’t embed these fonts	Specifies font names which should not be embedded into the resulting file to reduce the file size. To separate fonts, use semi-colons.	
Export editing fields to AcroForms	Select this option if you want to create a pdf editable form/report.	

Convert Images to JPEG	Specifies whether all bitmaps contained in the document should be converted to JPEG format during export to Pdf
Image Quality	Specifies the image quality level of the document. The higher the quality, the bigger the file, and vice versa.
PDF/A compatibility	Select PDF/A-2b to export report as editable pdf form
Password Security	Allow you to set security options for the pdf file
Digital Signature	This feature is not currently available

You can complete the fields for Application, Author, Keywords, Subject and Title. These fields specify the Document properties of the pdf file.

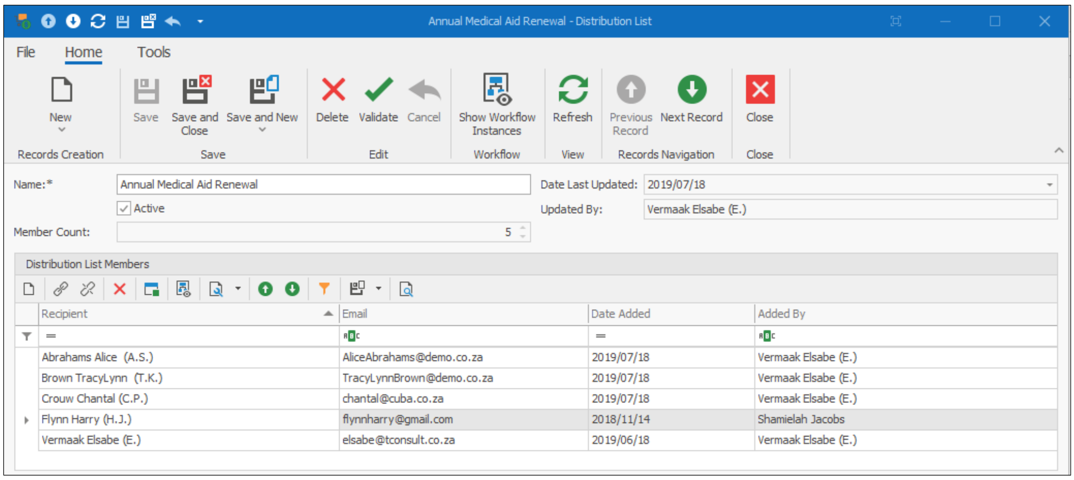
Password security options



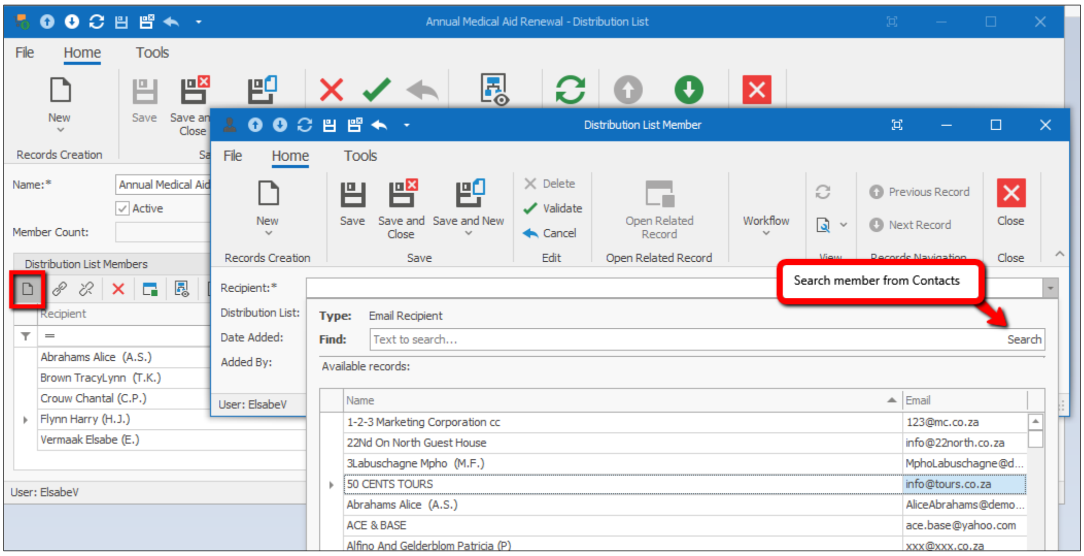
These options allow you to adjust the security options of the resulting Pdf file.

Distribution List

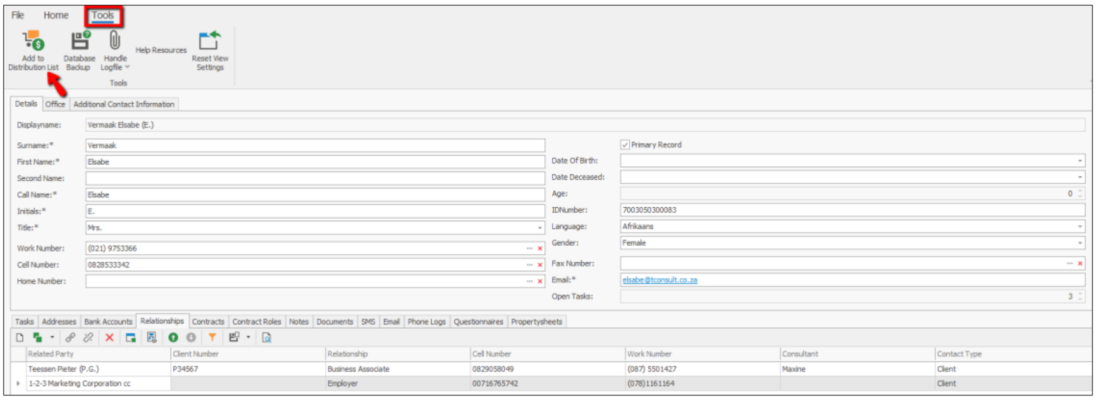
A distribution list provides the option to create a custom group of recipients with the purpose to distribute/send the same information to each recipient, e.g. Newsletters to your clients.

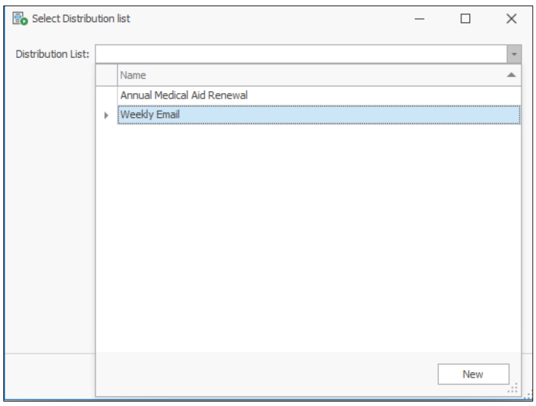


Members can be added directly from the Distribution list,



Or from a Contact-, Company-, Person- or Department Contact record to a predefined Distribution list by selecting the action from the Tools menu.



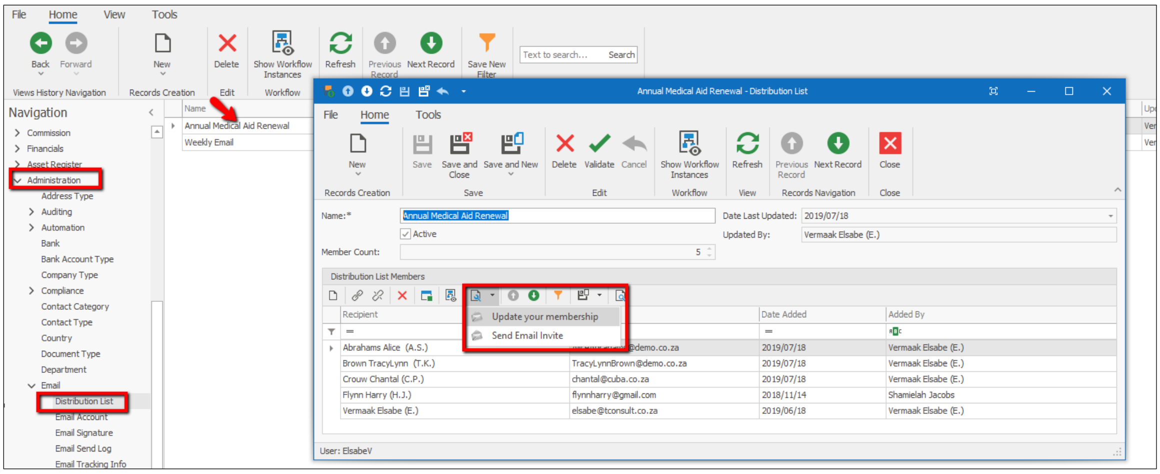


A member can belong to multiple distribution lists.

The content of your communication e.g. Newsletter, email etc needs to be setup as an automated process by your System Administrator.

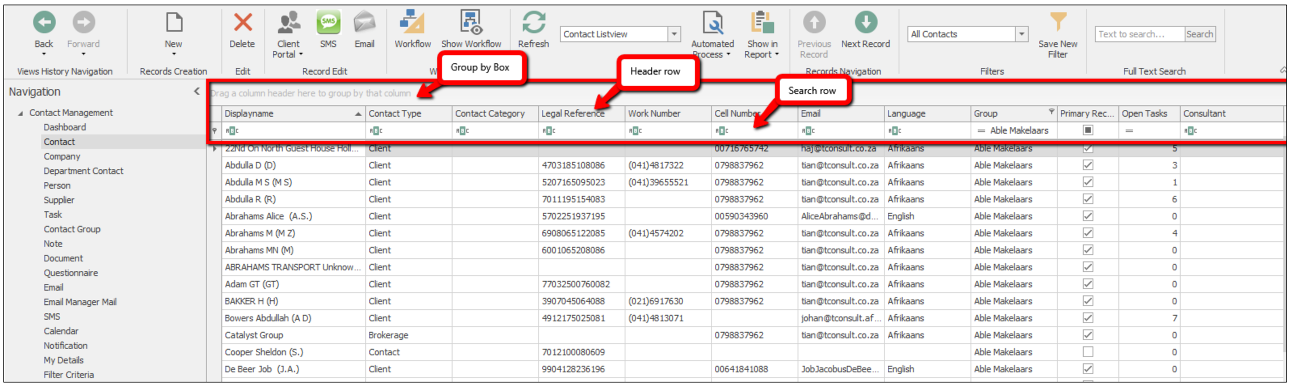
Depending on your user permission rights you can send communication to distribution list members using a pre-setup automated process.

Navigate to Distribution List and select the appropriate list to use:



Select the members to whom the communication needs to be send and follow the automated process wizard to complete the process.

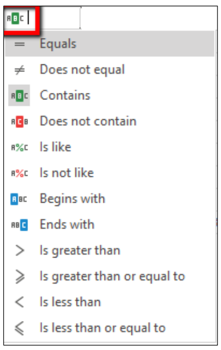
Data analysis & Customization



Search Row

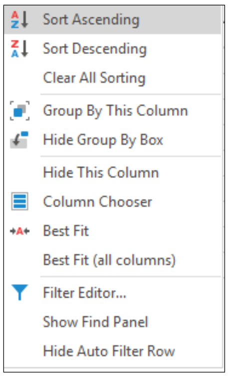
The search row makes it easy to quickly find a specific record.

Click the icon on the left of each column in the search row for a drop-down list of search actions:



You can customize the list view layout as per your needs to only see what is relevant to you. Changes you make to the list view layout will only affect you and no other users on the system.

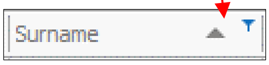
Right click on the header bar to show customize options:



Sorting of data

You can sort any column in Ascending or Descending order.

Take note of the next to the heading of the column that has been sorted. The arrow indicates the sort order applied to the column

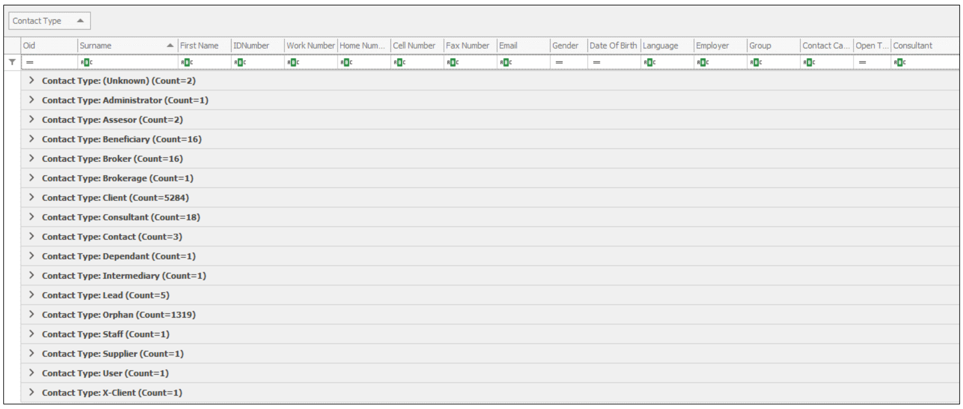


Right click on column header and select 'Clear all sorting' to remove the sorting.

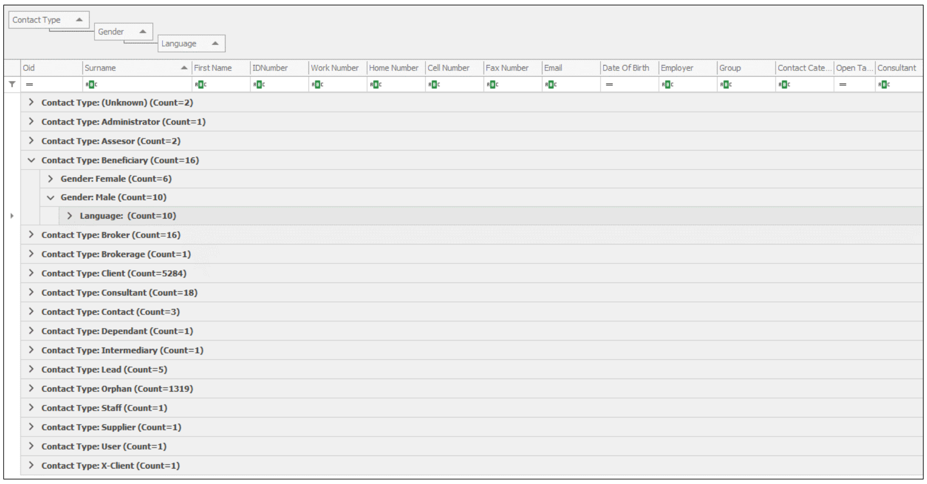
Grouping of data

You can group any column and number of columns to analyse your data.

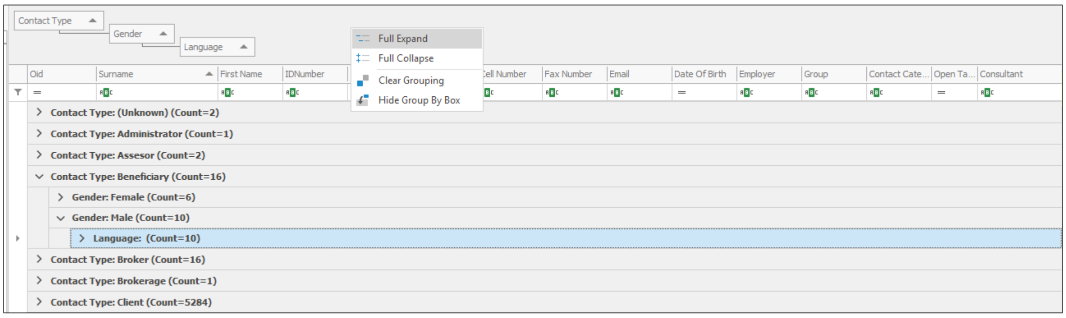
Click on the column you want to group and select 'Group by this column'. Notice that the column heading of the grouped column now appears in the Group by area above the other headers and all data is grouped by this column heading:



You can also drag and drop a column heading to the Group by area:



Right click in Group by area to clear, expand or collapse the data selection:



Hide the group by area if you do not wish to use the functionality.

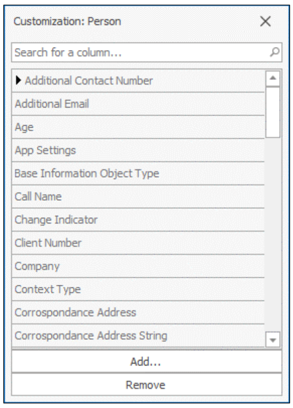
Add or remove columns from list view

You can add or remove columns from your list view as per your requirement.

Right click on the column you want to remove and select ‘Remove this column’. This column can still be retrieved when you select Column chooser.

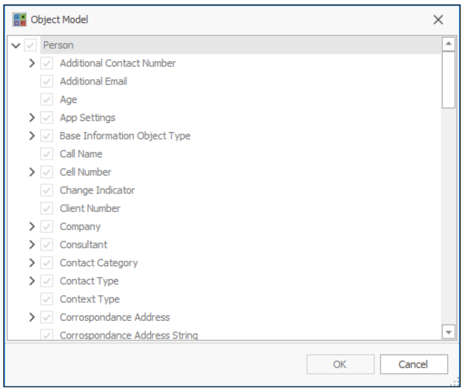
Column chooser

You will notice the ‘Column Chooser’ popup window at the bottom right of the list view:



Any column in the 'Column Chooser' can be dragged and dropped onto the column area of the List view. If you double click a column in the 'Column Chooser', it will be added as the last column to the List view.

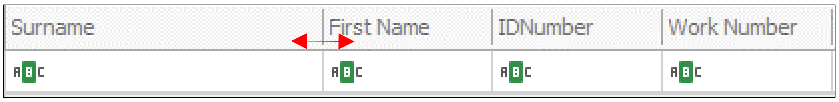
You can customize your List view even further by selecting 'Add' on the 'Column Chooser'. This allows you to select any field which is available for the current List view:



Change column width

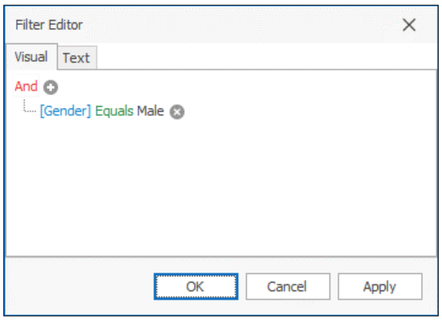
Right click any column and choose best fit to change the width of that column or select best fit (all columns).

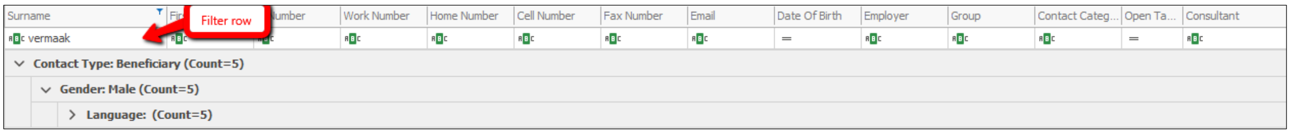
You can also drag-size any column width:



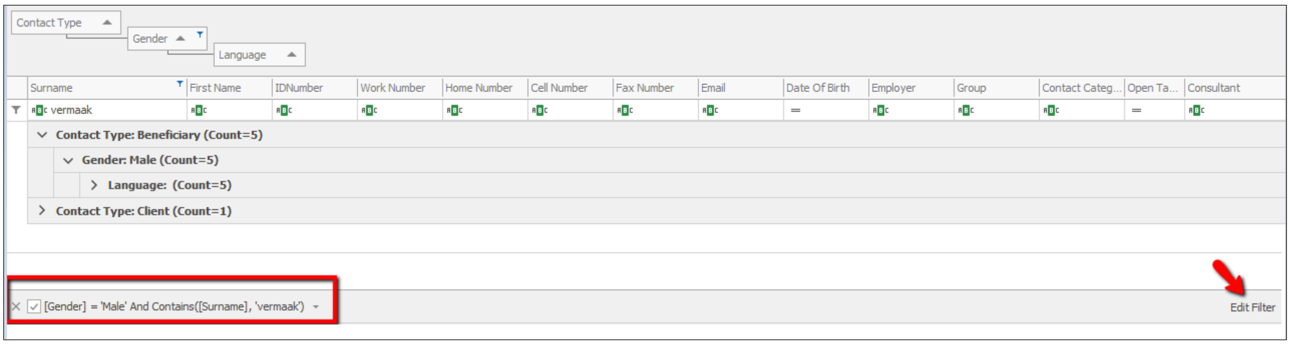
Filter editor

Create your own filter criteria on any List view by using either the filter editor or the filter row:

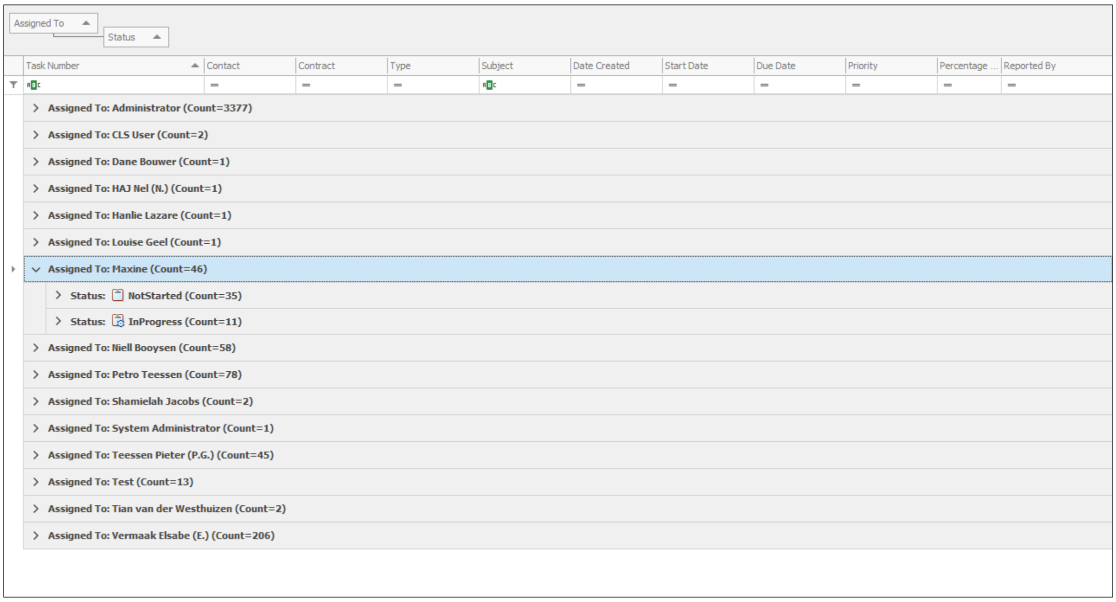




Notice that the filter criteria is displayed at the bottom of the List view and the filter will be active until you clear it.



Grouping of Task detail view

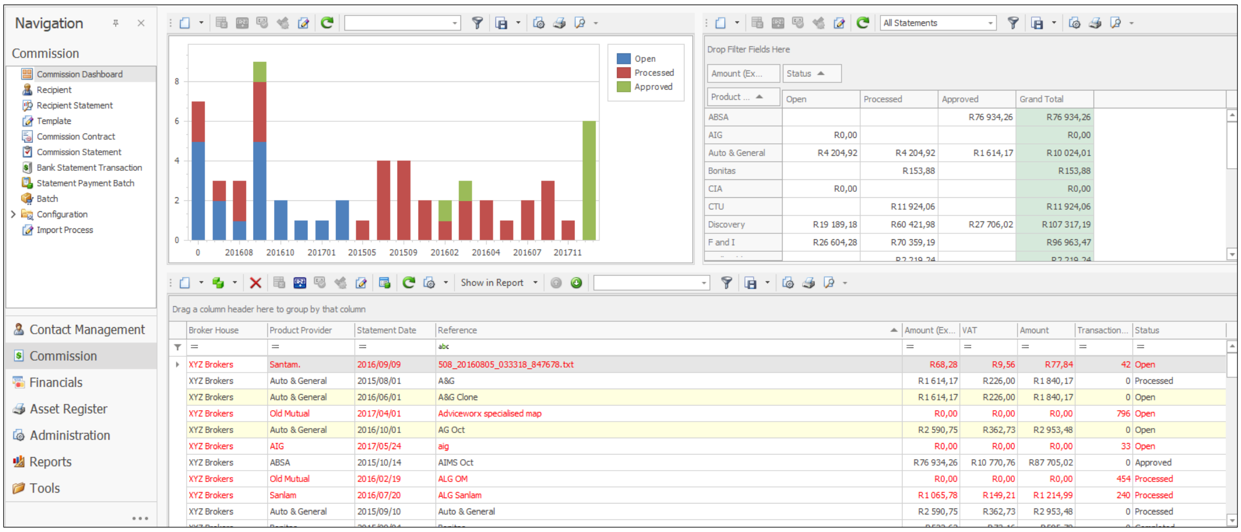


The above example will allow you to manage tasks within your section or division.

The Commission Process

Home Screen

On the Navigation pane, select Commission. The Home screen will change accordingly:



Note the menu items specifically related to Commission.

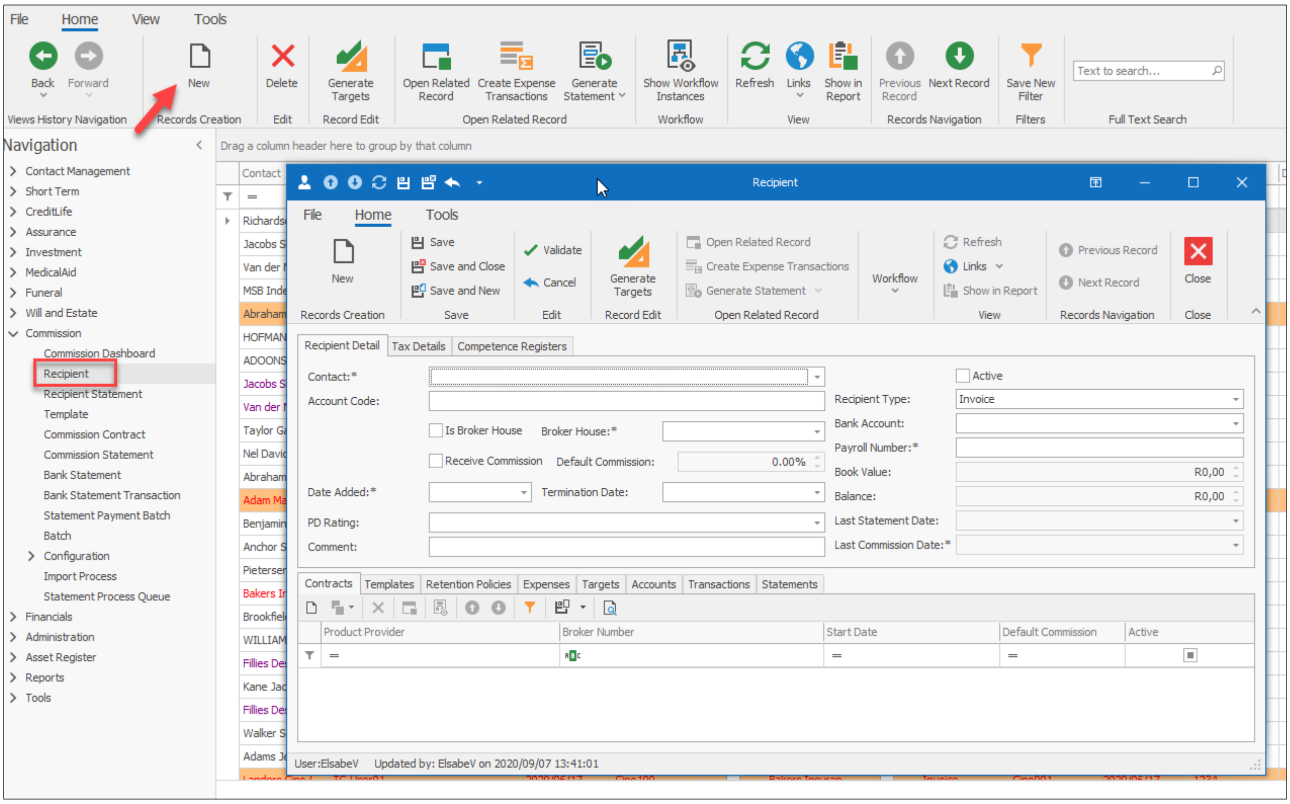
Fieldname	Description
Recipient	Person or Company who will receive commission
Recipient statement	Month-end statement per recipient
Template	Recipient payment structure
Commission Contract	Client and policy details on which commission is earned
Commission Statement	Statement of commission received from Insurer
Bank Statement Transaction	List of all bank transactions imported
Statement Payment Batch	Monthly Recipient payment batches
Batch	Summary of expenses of ad-hoc payments
Commission Product	Insurer product/s on which commission is earned
Commission Product Category	Insurer product categories e.g. medical, short term, etc.
Product Code	Summary of all Product benefit codes
Transaction Type	Type of commission earned, e.g. 1st year, ongoing, etc.
Transaction Category	Categorise transaction types into categories
Remuneration Model	Lis of Remuneration modules in use
Formula	Pre-setup commission formulas
Commission Payment Type	Export document with summary of payments made to Recipients
Performance Development	Summary of PD rating statuses in use
Type of Training	Summary of Training types
Import Process	Summary of all imports done

Recipient

A recipient is any person or company that receives commission.

Information captured on this screen will determine how this Recipient’s commission will be divided per Product Provider.

Recipient detail

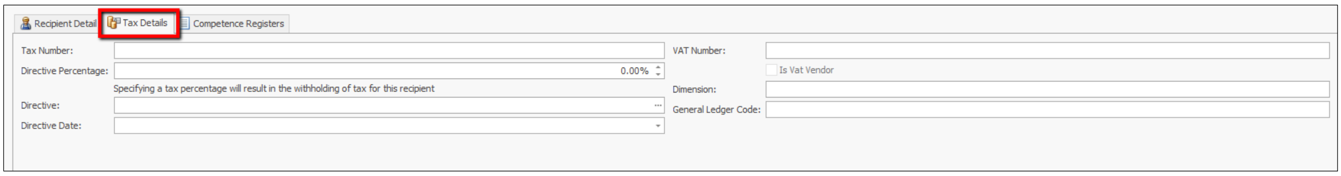


Fieldname	Description	Required
Contact	The contact that is defined as a recipient. User can create a new contact if not already in the database.	✓
Account Code	Application generated code which is the unique identifier when importing journal entries using the Batch import process.	
Is Broker House	Indicates if the current recipient is a Broker House.	
Broker House	Select the Broker House for this recipient.	✓
Receive Commission	Default to true. If not selected, no commission can be processed against this record	
Default Commission	When specified it is used as a default for all commission contracts set-up between the broker/recipient and the product provider. It is also used when commission needs to be split without pre-defined splitting rules or templates.	
Date Added	This date is relevant to determine from when a recipient is liable to receive commission.	✓
Termination Date	Date on which Broker terminated his/her services. Commission will still be processed against this record until the Last Commission Date	
PD Rating	Select PD rating applicable (Performance Development)	
Comment	A free format text field. Can be used to describe the recipient account in more detail.	
Active	Mark the recipient as active once you have completed the configuration.	
Recipient Type	Determines whether Broker is paid via payroll or invoiced	✓

Bank Account	If commission is paid into a bank account, then select the bank account to use form the list of bank accounts on the contact record.
Payroll Number	If the recipient type is payroll, then this property is required. It is also used as output in the payment process.
Book Value	Summary of Market Value of all Contracts linked to this recipient.
Balance	Displays the amount still due to the recipient. This is the total of non-paid transactions.
Last Statement Date	Generated by the application during the month-end process.
Last Commission Date	This will be the last date on which commission is processed against this record

Select the relevant Recipient from the Contact drop-down list. If the contact details do not exist, you can capture the new record on Contact Manager using the new button to create a new company/person to use as the recipient.

Tax Details

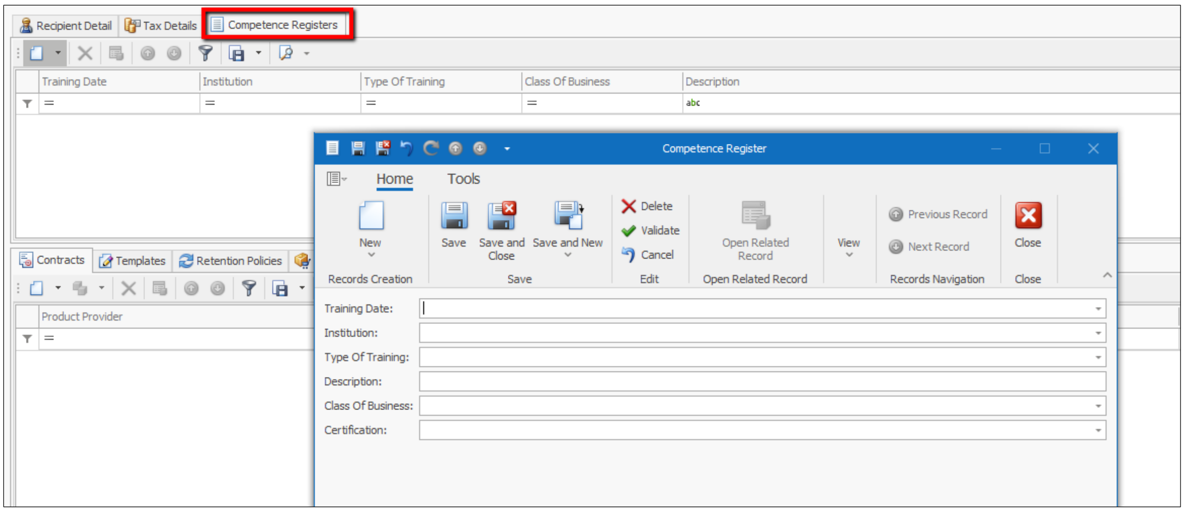


Fieldname	Description
Tax Number	Use this property for the tax number or for the tax directive reference number.
Directive Percentage	When this percentage is greater than zero the system will generate a transaction to withhold tax at the specified rate. This occurs at the approval of the recipient commission statement. Tax is calculated on the income before expenses.
Directive	Attach Tax Directive document.
Directive Date	This is the latest date this directive is valid. This must be specified if the directive percentage is greater than zero.
VAT Number	When Recipient is a VAT Vendor this detail must be captured when creating the client record on Contact Management. It will then automatically display in this field.
Is Vat Vendor	Select if applicable
Dimension	Free text field
General Ledger Code	Enter relevant general ledger code if applicable

Competence Registers

Broker accreditations can be controlled and linked to the Broker Contract with the specific Product Categories he/she is accredited to sell.

Link qualifications/training events to a specific class of business for Competence Register purposes.



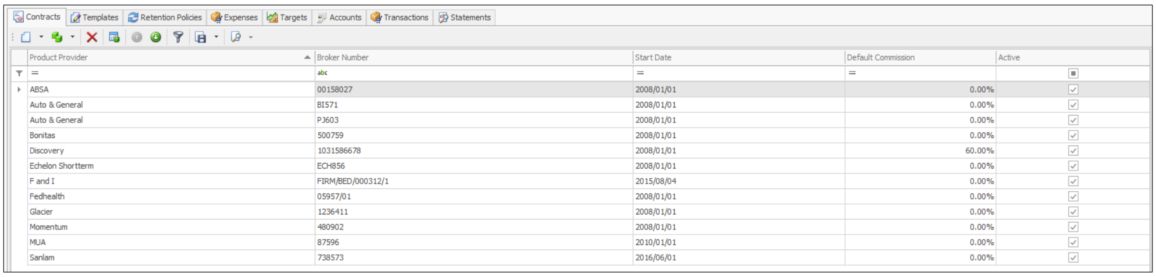
Fieldname	Description	Required
Training date	Enter date of specific training	✓
Institution	Select from Contact list	✓
Type of training	Select from pre-defined list	✓
Description	Free text field to enter an easy reference	
Class of Business	Select from pre-defined list	✓
Certification	Add supporting document	✓

Contracts

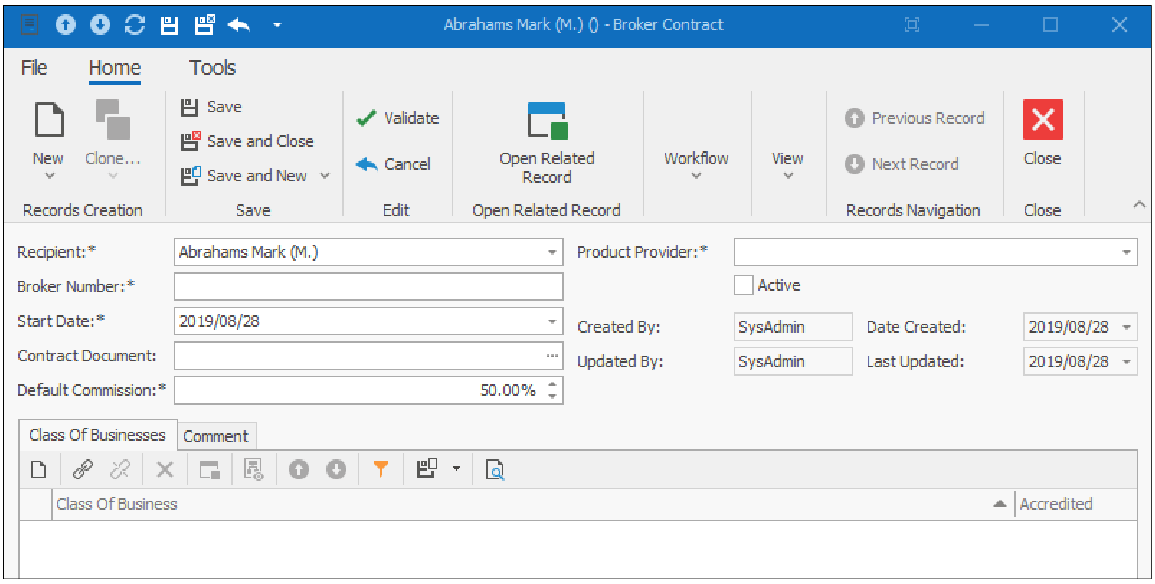
You can define the ralationship between the Broker/Recipient and the Product provider via the Broker Contract using the Broker number as the unique identification.

By adding class of business to this contract you can control the type of business that can be sold under a specific Broker number. This provides more control over the accreditation of a KI or representative providing the service.

The Broker number is imperative when processing commission transactions and must be unique per Product Provider for all Broker contracts.

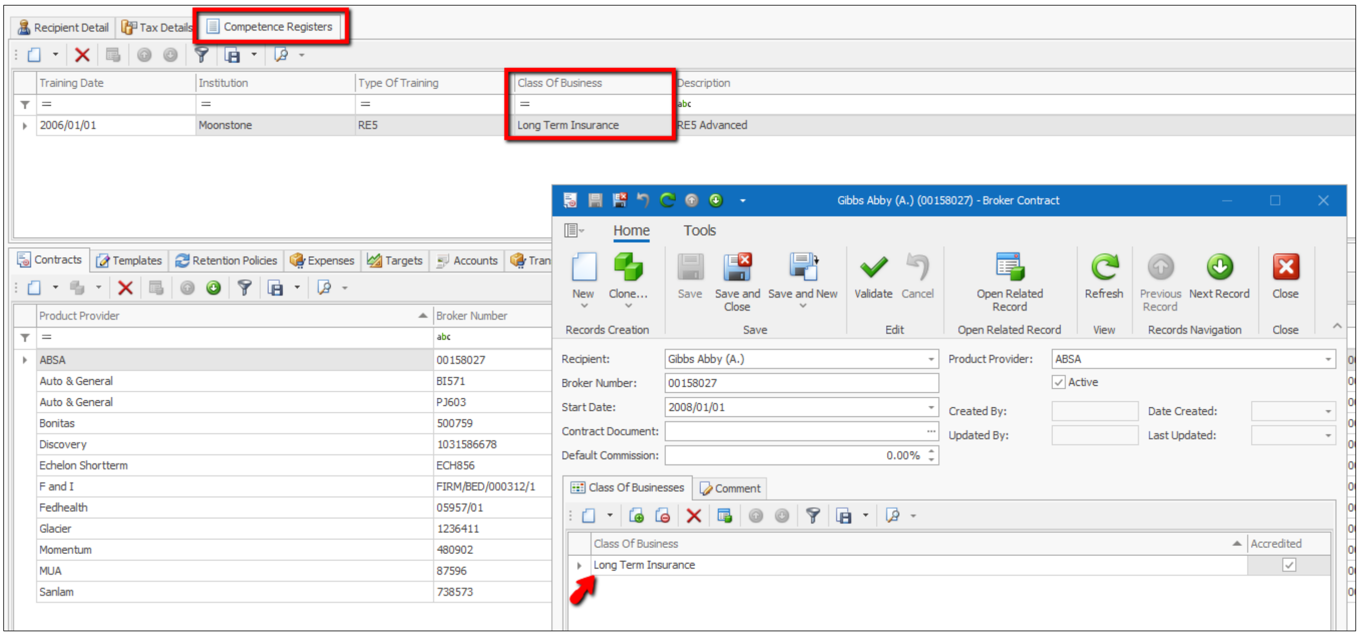


Product Provider	Broker Number	Start Date	Default Commission	Active
ABSA	00158027	2008/01/01	0.00%	✓
Auto & General	BI571	2008/01/01	0.00%	✓
Auto & General	PJ603	2008/01/01	0.00%	✓
Bonitas	500759	2008/01/01	0.00%	✓
Discovery	1031586678	2008/01/01	60.00%	✓
Echelon Shortterm	ECH856	2008/01/01	0.00%	✓
F and I	FIRM/BED/000312/1	2015/08/04	0.00%	✓
Fedhealth	05957/01	2008/01/01	0.00%	✓
Glacier	1236411	2008/01/01	0.00%	✓
Momentum	480902	2008/01/01	0.00%	✓
MUA	87596	2010/01/01	0.00%	✓
Sanlam	738573	2016/06/01	0.00%	✓



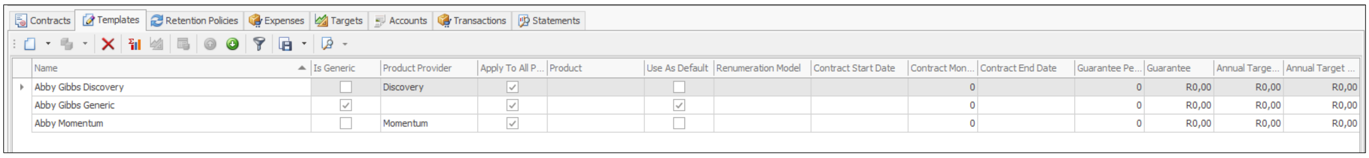
Fieldname	Description	Required
Recipient	Auto generates from Recipient detail screen	
Broker Number	Unique Broker number issued by Product Provider	✓
Start Date	Date when this Contract number became valid	✓
Contract Document	Attach Broker contract with Product Provider.	
Default Commission	Default commission will auto fill as specified on Recipient detail screen but can be changed if necessary.	
Product Provider	Select product provider as pre-setup or create new	✓
Active	Commission will not be calculated if this record is not active.	
Class of Business	Link relevant Class of Business	
Comment	Free text field	

Broker Contract is directly linked to Competence Register and will issue a warning during commission processing if not accredited for that specific Class of Business.



Templates

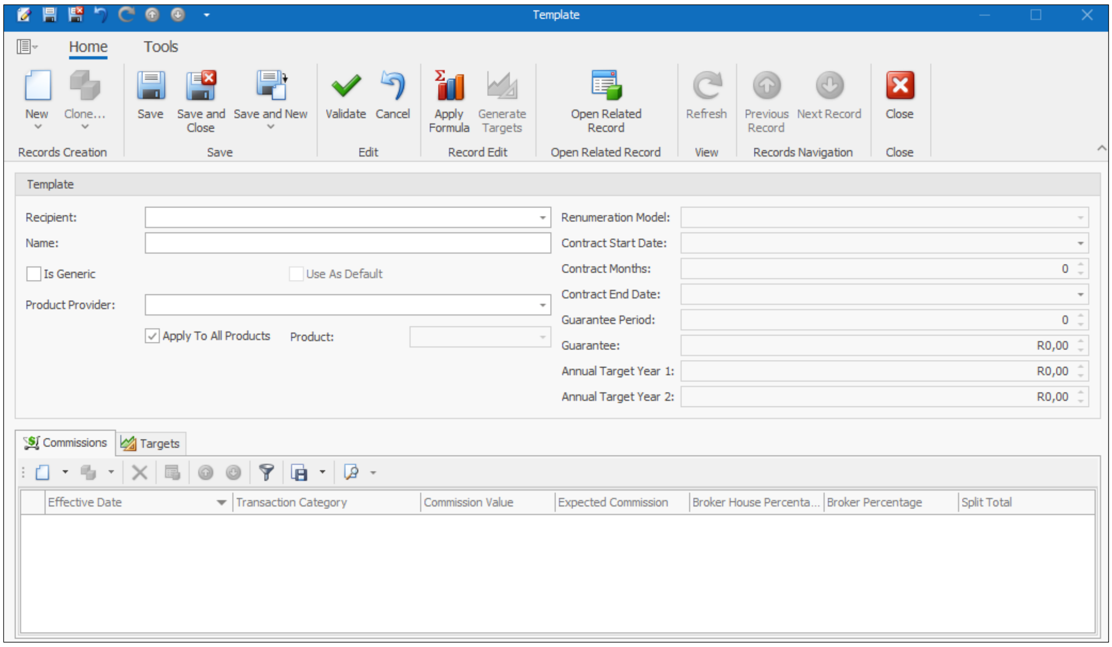
Templates are used as a default set of rules for splitting commission on a transaction basis to the Broker House, Broker and any 3rd party.



Name	Is Generic	Product Provider	Apply To All P...	Product	Use As Default	Renumeration Model	Contract Start Date	Contract Mon...	Contract End Date	Guarantee Pe...	Guarantee	Annual Targe...	Annual Target ...
Abby Gibbs Discovery	☐	Discovery	☑		☐			0		0	R0,00	R0,00	R0,00
Abby Gibbs Generic	☑		☑		☑			0		0	R0,00	R0,00	R0,00
Abby Momentum	☐	Momentum	☑		☐			0		0	R0,00	R0,00	R0,00

- Templates can be created to apply to all products from a specific product provider or for a specific product depending on the Broker's remuneration agreement.
- The template selection rule when processing commission is based on transaction date and template effective date. When processing commission the system will search which template satisfies all criteria
  - Apply default Template
  - Apply Template where Product Provider and Product are specified
  - Apply split rule where no Template is available
- It is highly recommended that you specify at least one template for every Broker record for every product provider. Use the cloning functionality to copy a specific template to another Broker House.
- Should a Broker receive the same remuneration structure for all transactions on all Product Providers, a Generic template will apply as default.
- Each template should have its own unique name.

You can access templates directly from the Recipient detail view or from the navigation bar.



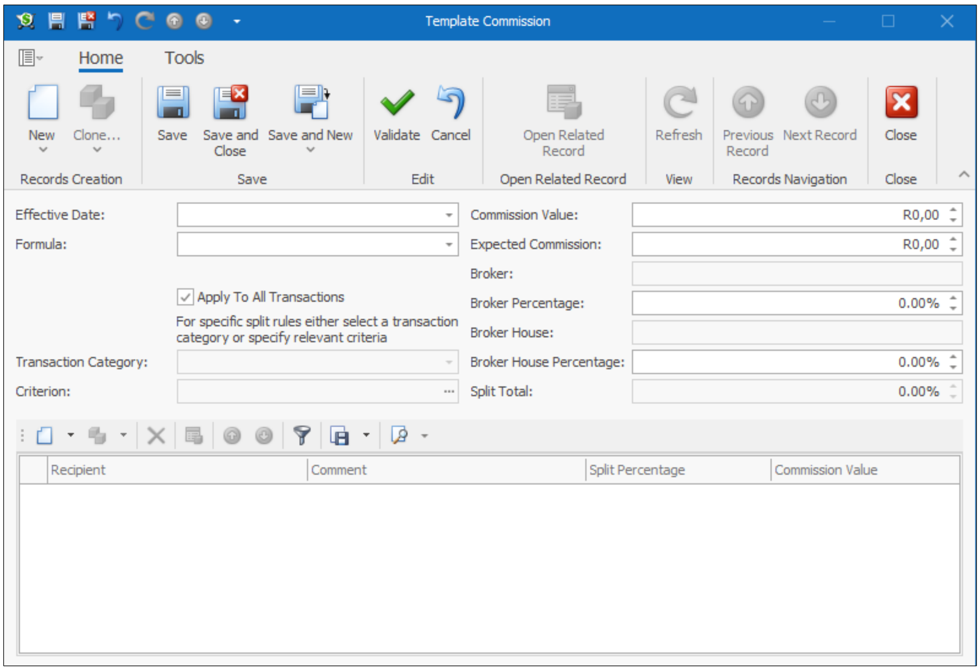
Commission Split Rules

A template consists out of a collection of splitting rules that the system will apply in the processing of the commission based on the effective date of the rule.

Always add a new rule when the remuneration structure of a Broker changes rather than updating an existing rule. This will ensure an accurate history on commission received which is imperative should a lapse occur.

For each template there needs to be at least one split rule that applies to all transactions. This ensures that all the transaction types received in the commission file can be processed.

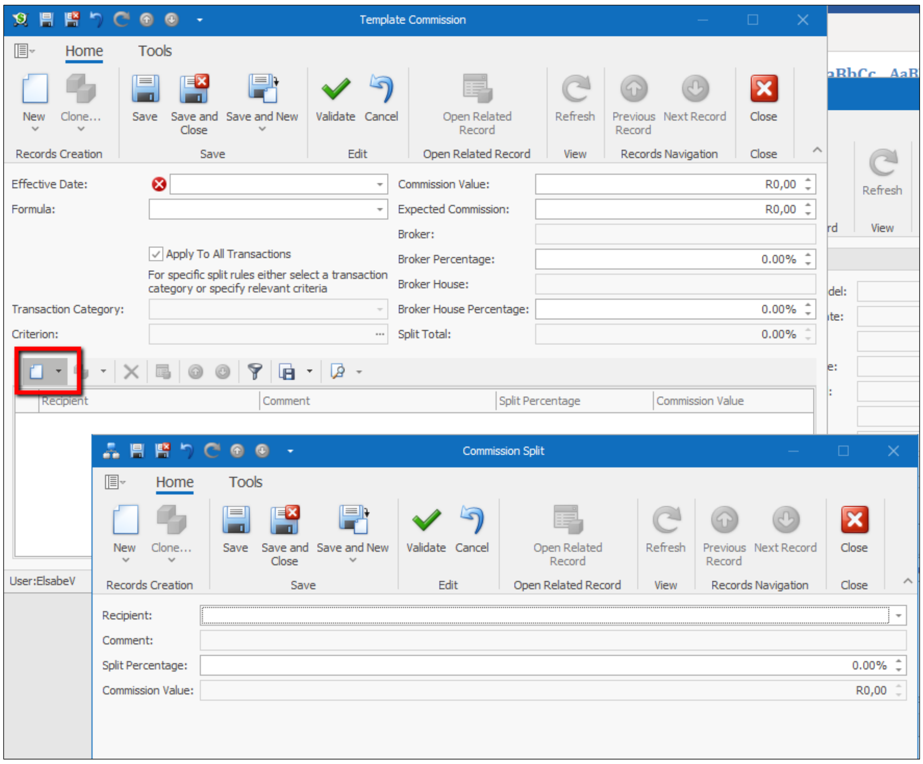
Commission can be split amongst any number of parties if the overall total adds up to 100%. There are two fixed rules that the split can use. The Broker and Broker House are both determined by the Recipient record. Should the Recipient move between Broker Houses, the template split rules will adapt to the new Broker House.



Fieldname	Description	Required
Effective Date	Date from when this rule applies.	✓
Formula	Formulas can be used for calculations, e.g. to calculate fees from Investment Market values. See section about Formulas.	
Apply to all transactions	When selected, the rule will apply to all transactions for this specific Product Provider or all Product Providers in case of Generic template.	
Transaction Category	It is difficult to group transaction types only on their transaction descriptions, because they are mainly determined by the data received on the commission file from the various product providers. The transaction category will group transaction types and allow you to specify splitting rules based on this category.	
Criterion	Specific criterion may be used to define the rule.	
Commission Value	A fixed commission value may sometimes apply.	
Expected Commission	Expected commission may be entered for reporting purposes but have no effect on the split rule.	
Broker	System will default to the selected Broker.	
Broker Percentage	System will default to the default commission percentage as set-up on Recipient detail screen. This percentage can be changed.	
Broker House	Broker House will default as set-up on Recipient detail screen.	

Broker House Percentage	Percentage will default to percentage as set-up on Recipient detail screen. This percentage can be changed.
Split Total	Split Total must always add up to 100%.

If a third-party recipient receives a share of the 100% commission split, you will have to enter those details as per below section:



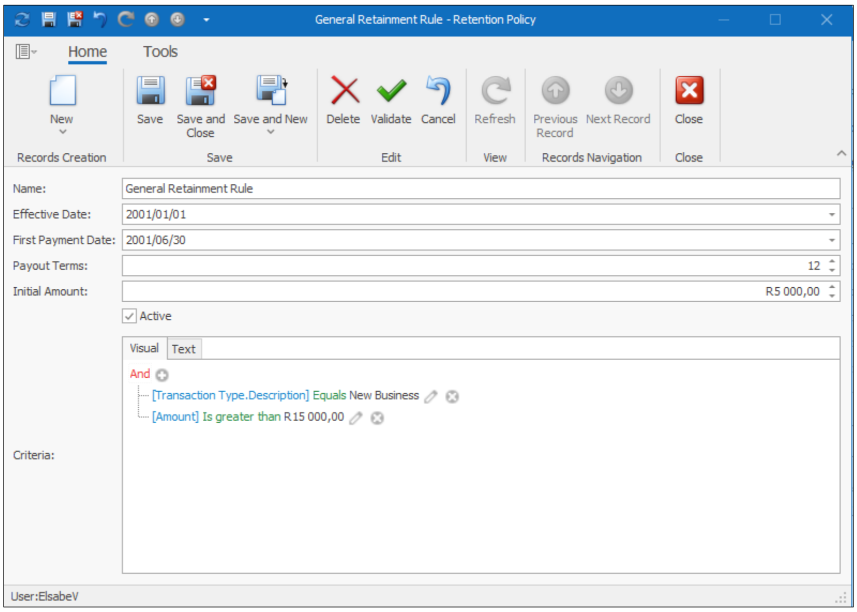
Select the relevant recipient and enter the percentage share.

The rule structure set-up on templates will determine how commissions are calculated during the processing of commission statements.

Retention Policies

It may be necessary to apply retention rules on transactions where certain criteria are specified.

These rules are set up on Recipient and will apply to all transactions processed.



Fieldname	Description	Required
Name	Unique name for this retention policy	✓
Effective Date	Date from when this policy applies	
First Payment date	Specify from when the first monthly payment should be released	
Payout Terms	Number of months over which the amount must be split	
Initial Amount	Initial amount (excl VAT) which will be released	
Active	Policy will only apply once selected as active	
Criteria	Enter criteria which should apply	

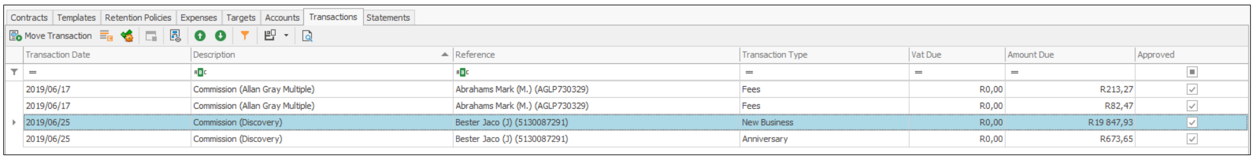
As per the above example, the retention rule will apply as follows:

When the Transaction Type of a transaction is New Business and the amount (excl VAT) due to the Recipient is greater than R15 000.00, an initial amount (excl VAT) of R5 000.00 will be paid to this Recipient during the month-end process.

The remainder amount will be allocated in 12 equal monthly payments during the month-end process.

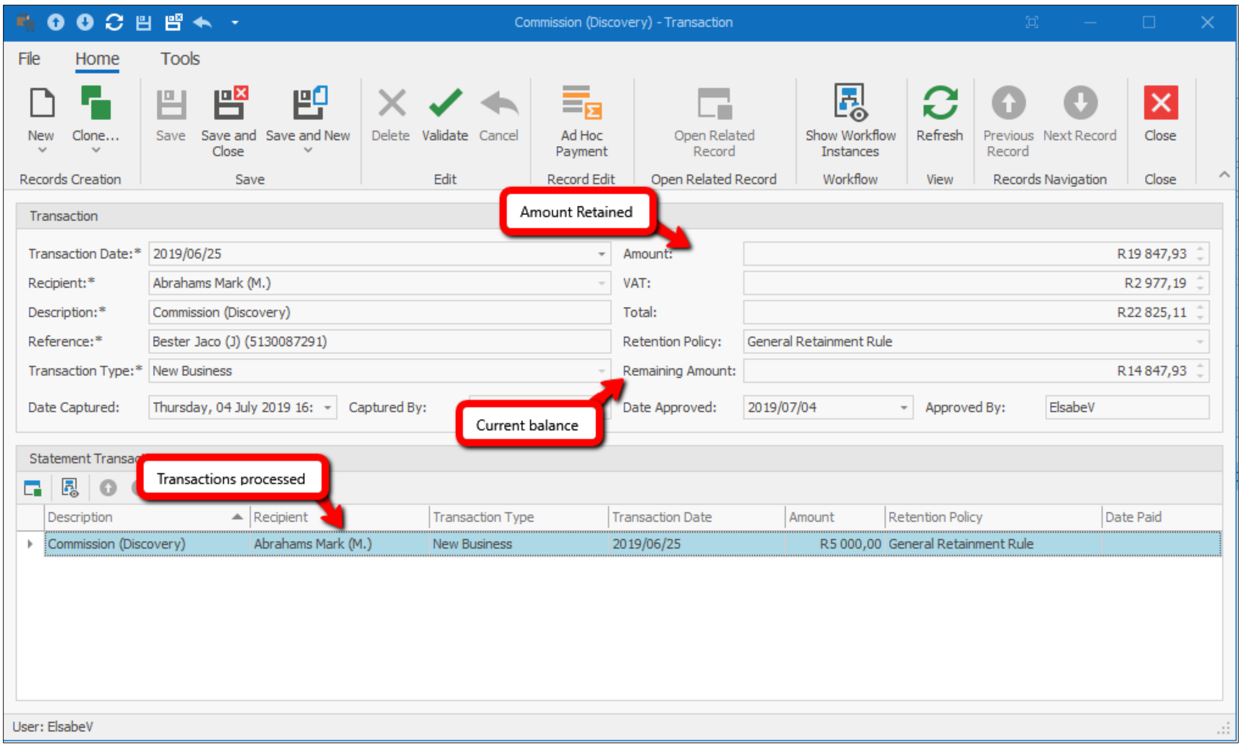
The initial rule will, by default, apply on the selected criteria starting from the effective date, but a different rule may apply to another scenario on the Broker split which can be selected when processing commission.

You will only notice the effect of the rule on Recipient transactions, once the transactions have been approved. The rule will only apply when Recipient Statement is generated. Please refer to Recipient Statement.



Manage Retained Transactions

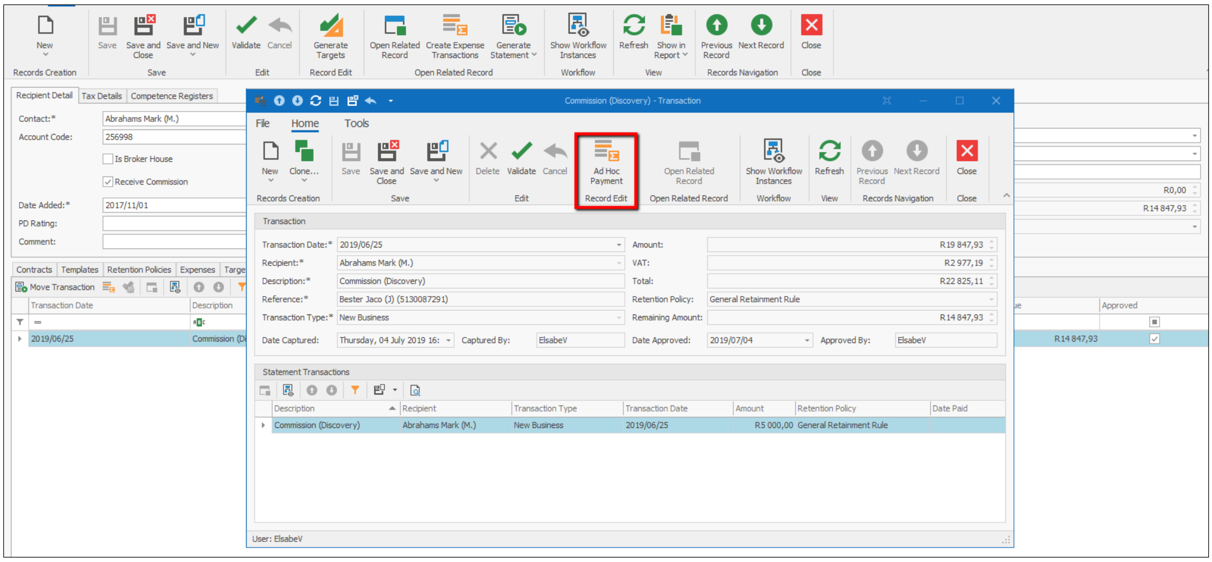
Double click the retained transaction to see the transaction movement.



Revoke Retention Rule

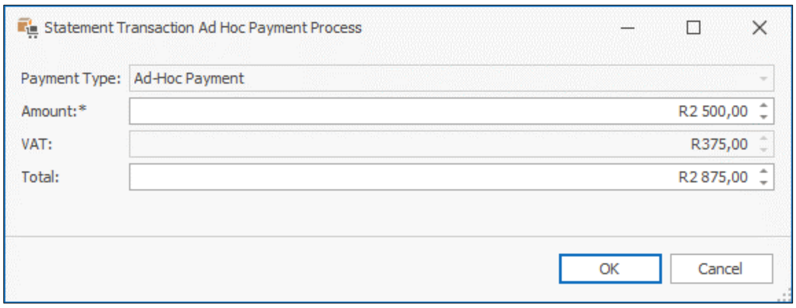
The balance of the retained amount can be released at any given time by adding an Ad Hoc Payment for the remaining balance.

Open the transaction to make an Ad Hoc Payment

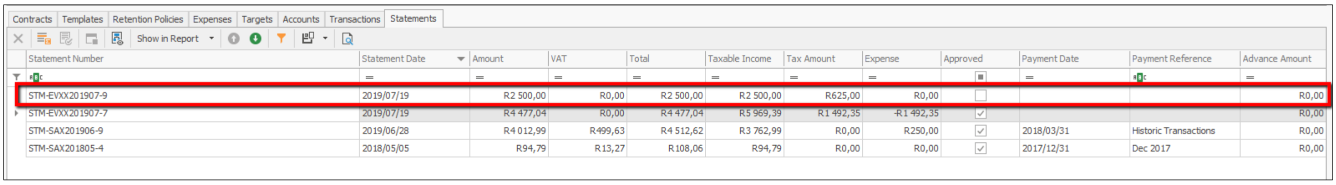


Release Initial amount without releasing all Retained transactions

As retained transactions are generally released once a month, you will use the Generate Statement with Retention for this purpose **BUT** a new retainment for a Recipient with already retained transactions, may occur during the month and then you need to generate a normal Statement without Retention **AND** release the initial amount of the new retained transaction using the Ad Hoc Payment Process.



This amount will generate to an open Recipient Statement or create a new Recipient Statement if all previous statements are approved.

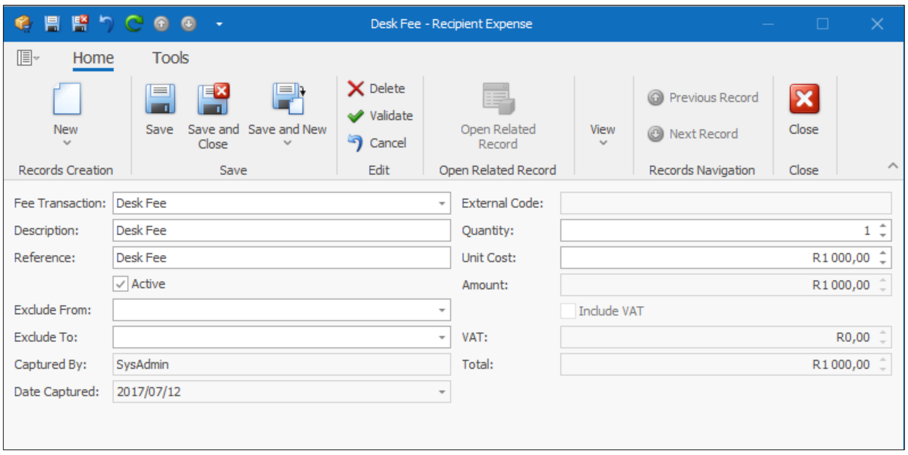


Expenses

A Recipient may be liable for some expenses. These expenses may be once-off or occur over a period of months.

Recurring expenses will be captured on the Expenses tab.

Recurring Expenses



Fieldname	Description	Required
Fee Transaction	Select fee transaction from a pre-defined list	
Description	Describe the expense record	✓
Reference	Enter a unique reference which will appear on the Recipient Statement.	✓
Active	Select active when applicable.	

Exclude from	Enter the date from when expense should be excluded.
Exclude to	Enter the date until when expense should be excluded.
Captured by	Auto filled field defaults to user login details.
Date Captured	Defaults to current date.
External code	Auto filled to General ledger code as specified on Fee transaction.
Quantity	Enter the quantity of expense.
Unit cost	Enter the unit cost of expense.
Amount	Auto calculate quantity multiplied by unit cost
Include VAT	VAT will be calculated if selected.
VAT	VAT portion of expense if selected.
Total	Total Income / Expense

After all expenses have been allocated, these transactions need to be processed in order to reflect on the Recipient statement.

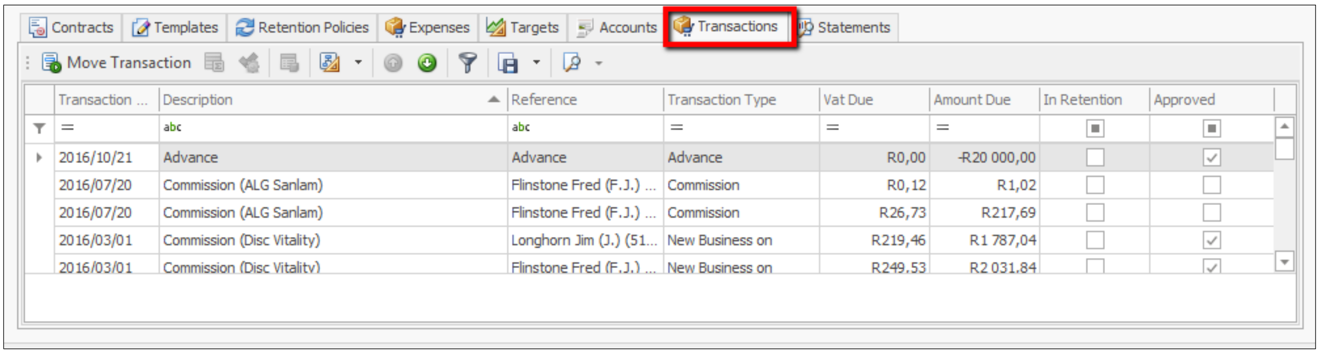
Accounts

Accounts can be linked to a recipient in 4 capacities.

Refer to Financials section

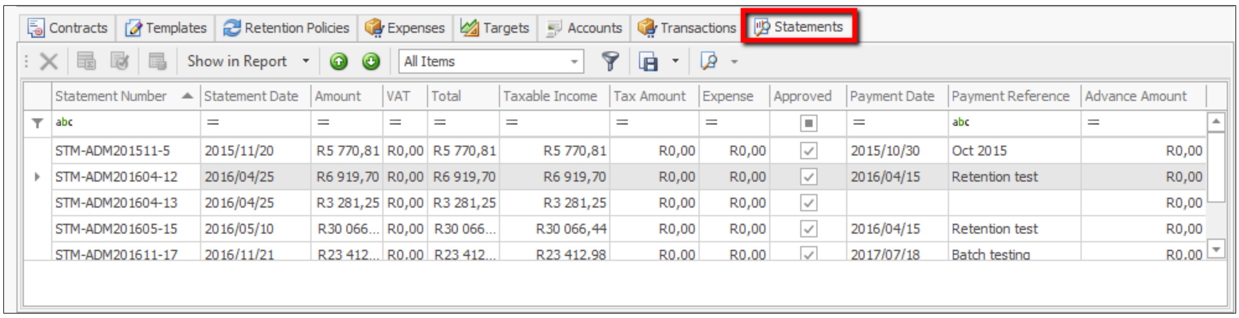
Transactions

Each transaction that has been processed will be displayed on this tab. During the month-end process these transactions are approved and paid to the Recipient.



Statements

Summary of all statements paid and/or due for payment



Refer to Recipient Month-End Process

Commission Contract

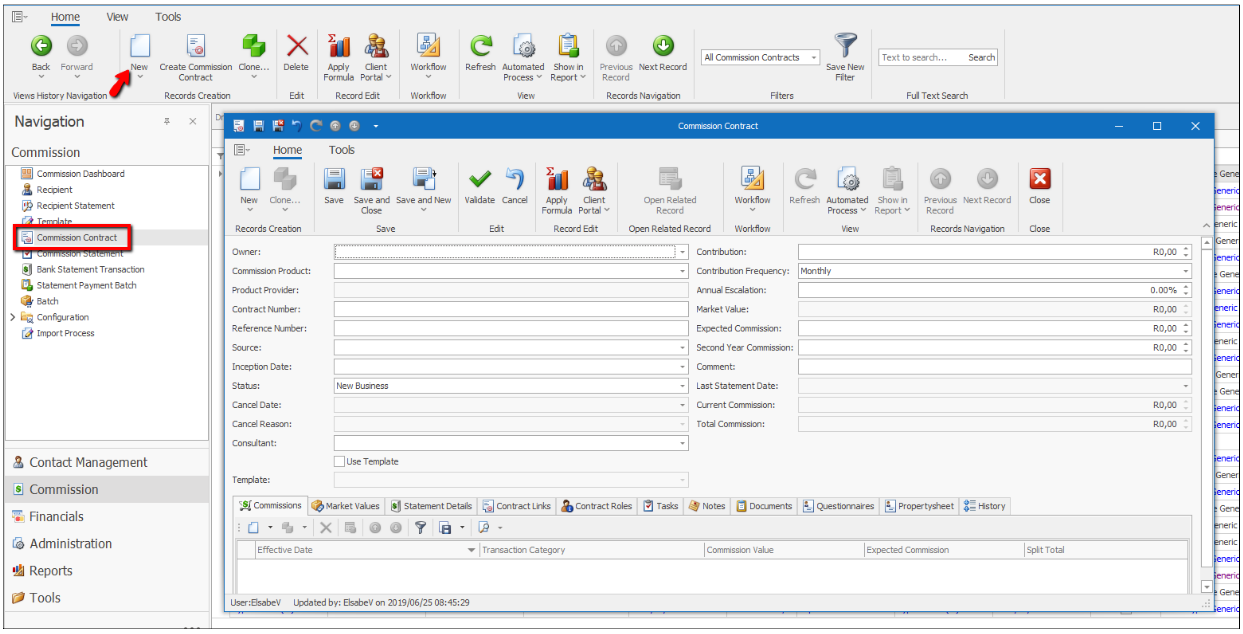
Commission contract is the record of the policy on which commission is earned.

Commission Contract can be created in 3 different ways:

- Created manually at the time the policy is sold by the Broker allowing the system to match the commission to the contract when the commission is received from the Product Provider.
- Auto created during the commission statement import process and then certain default assumptions will be made based on the data received on the commission transaction data file.
- Imported using the Contract Importer

Create a New Commission Contract

Select Commission Contract from the Navigation Bar, then select New from the action bar.



Fieldname	Description	Required
Owner	The owner of a commission contract can be the client that the policy was sold to, the Broker House or the broker. The owner can be changed at any point. To select the owner, you need a contact record in the database. Refer to Create a new Record for details on how to create this contact record. It is recommended that you use the correct owner record to improve the reporting experience.	✓
Commission Product	Select the product that this contract is based on. When creating the contract automatically via the commission process, the product will be selected based on the matching of the Benefit Type column in the transaction column with the Benefit code property of the product.	
Product Provider	Display field only based on the selected product.	
Contract Number	The policy number that uniquely identifies the contract. It is matched with the policy number from the commission transaction file.	✓
Reference Number	Free text field to enter a value	

Source	Select the source where this Contract originates from, from a pre-defined list.	
Inception Date	The date the policy was submitted.	✔
Status	Commission will only be accepted for contracts in the active state.	✔
Cancel Date	Provide the date when the policy should be set to a cancel state. It will not stop the processing of commission.	
Cancel Reason	Provide a reason for setting a cancel date.	
Consultant	Use to allocate contracts to internal business Consultants. This is assigned to the Recipient/Broker when the contract is created through the import process.	
Use Template	Select if a template applies. Alternatively create a unique commission split rule applicable to this contract. Refer to Commissions tab.	
Template	Must select a template if you choose to use templates. Changes to the splitting rules of a template will affect the splits on contracts using that template.	
Contribution	Monthly contribution if applicable.	
Contribution Frequency	Select the frequency applicable to this specific policy. Monthly is the default.	✔
Annual Escalation	Percentage escalation of the contribution.	
Market Value	Auto populate when imported. Market Value can be updated on the Market Value tab. When imported the system will track the value as per the value date on the import	
Expected Commission	Capture First year expected commission	
Second Year Commission	Capture second year expected commission	
Comment	Free text field	
Last statement date	Last commission statement processed for this contract.	
Current commission	Last commission earned as per last statement processed.	
Total Commission	All commissions earned on this specific contract since inception.	

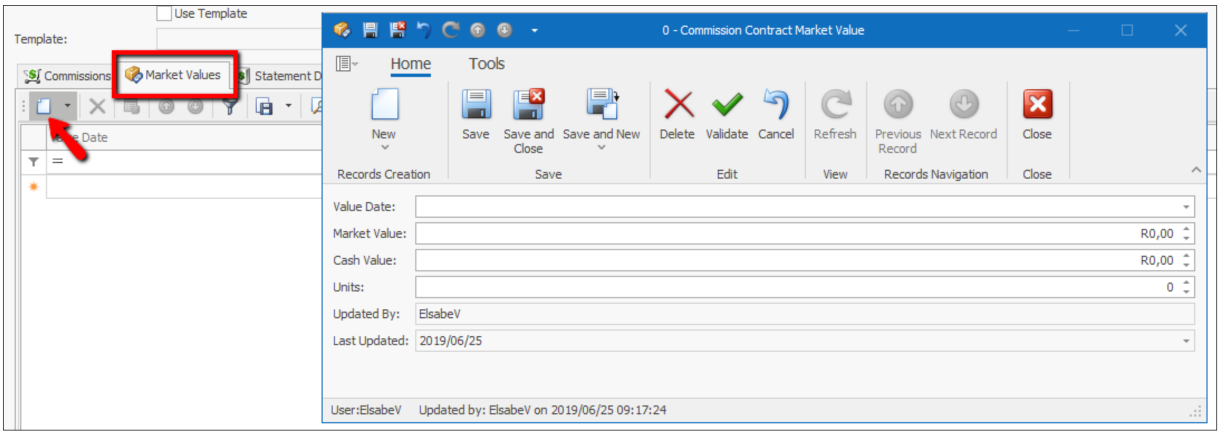
Commissions

This tab will only be used when a template does not apply. Capture commission split specific to this Contract only.

Market Values

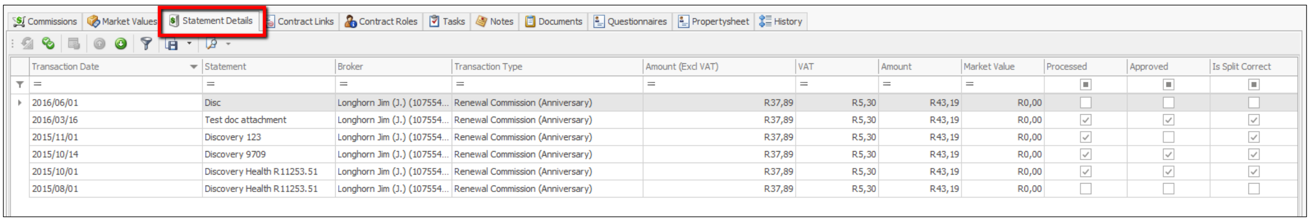
A list of market values will display when imported. This is specifically imported when dealing with Investment Statements.

Market values can also be captured manually.

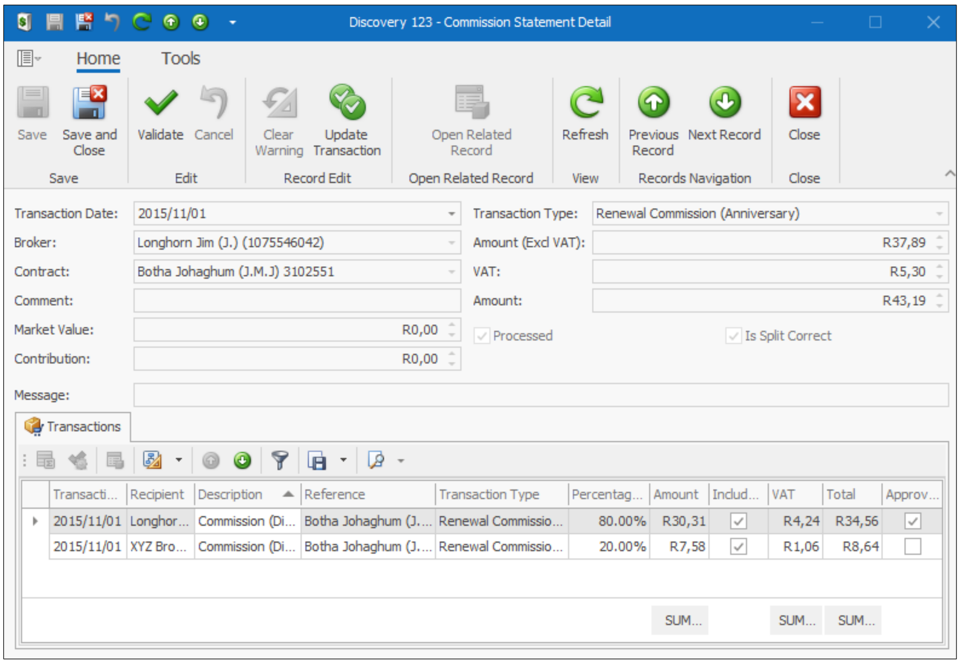


Statement Details

A summary of all transactions processed on this specific contract.

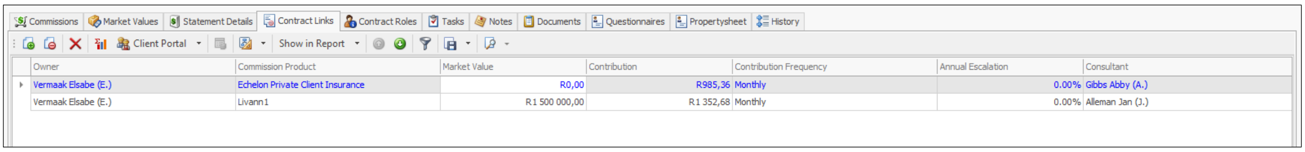


Double click a transaction to view more detailed information, e.g commisission split applied.



Contract Links

Link any number of contracts to one another. This feature is useful to determine the value of a client based on all business generated through the connection i.e. Business policy linked to personal policies or Spouses individual policies linked to each other.



Contract Roles

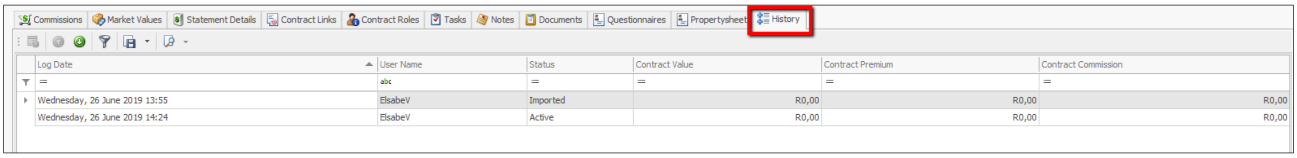
Each contract has roles, whether it is a short term policy, an investment or a project. Roles can include co-insured, beneficiary, project manager. When these roles are created on a contract and the parties are assigned to the roles, you will be able to track which role a specific individual or company is performing in the various business areas within your organisation.

Contract roles manage the relationships between a contact and his contracts.

Contract roles are specified on the specific Product by your System Administrator

History

Keep record of the status history of this contract.



Bank Statement Transaction

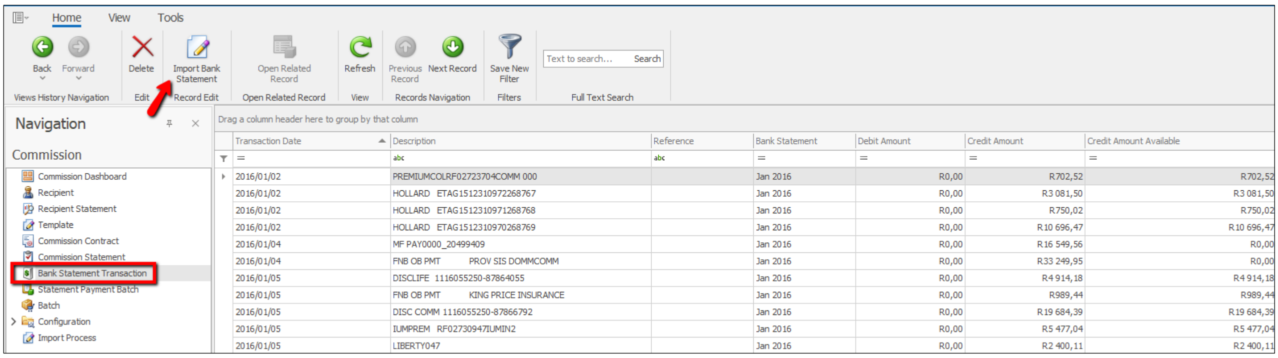
The Broker House bank statement can be imported to allocate transactions to commission statements as received.

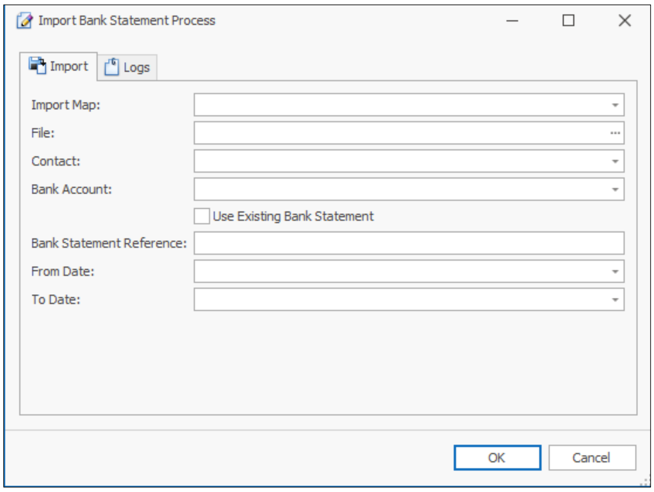
Ensure that the Broker House banking details are captured on the Contact record.

Import Bank Statement

The Bank Statement Import map will be setup by your System Administrator.

Import the Bank Statement from the Bank Statement Transaction list view





Fieldname	Description	Required
Import Map	Select the Bank statement import map	✓
File	Attach bank statement file	✓
Contact	Defaults to Brokerhouse	✓
Bank Account	Defaults to Bank account details	
Use Existing Bank Statement	You may add daily transactions to the same bank statement import	✓
Bank statement reference	Use a reference to identify this statement	✓
From Date	Select the date from when transactions must be considered for commission reconciliation	✓
To Date	Select the date until when transactions must be considered for commission reconciliation	✓

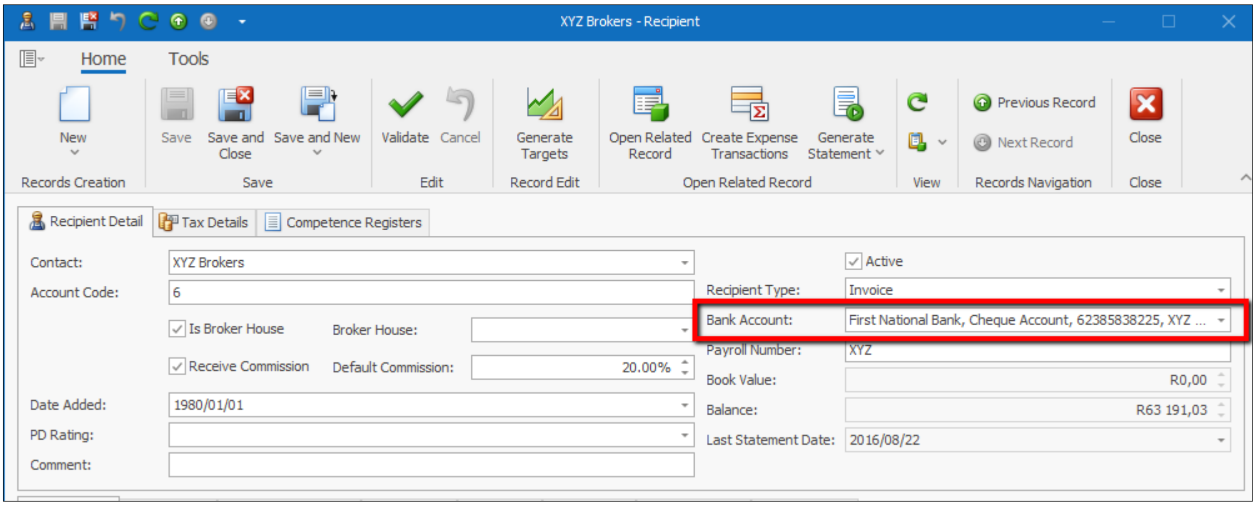
A bank statement can be imported on a daily or monthly basis to reflect payments received. When imported more frequently than once a month, you need to select 'Use Existing Bank Statement' to add additional transactions for the period.

Monitor all commissions processed on the Bank statement Transaction list view.

Drag a column header here to group by that column

Transaction Date	Description	Reference	Bank Statement	Debit Amount	Credit Amount	Credit Amount Available
=	abc	abc	=	=	=	=
2016/01/02	PREMIUMCOLRF02723704COMM 000		Jan 2016	R0,00	R702,52	R702,52
2016/01/02	HOLLARD ETAG1512310972268767		Jan 2016	R0,00	R3 081,50	R3 081,50
2016/01/02	HOLLARD ETAG1512310971268768		Jan 2016	R0,00	R750,02	R750,02
2016/01/02	HOLLARD ETAG1512310970268769		Jan 2016	R0,00	R10 696,47	R10 696,47
2016/01/04	MF PAY0000_20499409		Jan 2016	R0,00	R16 549,56	R0,00
2016/01/04	FNB OB PMT PROV SIS DOMMCOMM		Jan 2016	R0,00	R33 249,95	R0,00
2016/01/05	DISCLIFE 1116055250-87864055		Jan 2016	R0,00	R4 914,18	R4 914,18
2016/01/05	FNB OB PMT KING PRICE INSURANCE		Jan 2016	R0,00	R989,44	R989,44
2016/01/05	DISC COMM 1116055250-87866792		Jan 2016	R0,00	R19 684,39	R19 684,39
2016/01/05	IUMPREM RF02730947IUMIN2		Jan 2016	R0,00	R5 477,04	R5 477,04
2016/01/05	LIBERTY047		Jan 2016	R0,00	R2 400,11	R2 400,11
2016/01/05	LEGACY KOMM		Jan 2016	R0,00	R4 000,29	R4 000,29
2016/01/05	KERN DEKKEUNIT 24 PALMSIG/KERN		Jan 2016	R0,00	R400,00	R400,00
2016/01/06	SANTAM 06916140/0509267		Jan 2016	R0,00	R81,05	R81,05
2016/01/06	ABSA BANK VD Westhuizen huur		Jan 2016	R0,00	R4 200,00	R4 200,00
2016/01/06	BROLINK WEBSBROCOM0535T1FI3		Jan 2016	R0,00	R30 232,51	R30 232,51
2016/01/06	SANTAM 06913617/0508088		Jan 2016	R0,00	R75 254,61	R75 254,61
2016/01/06	BROLINK TIAL COMM 01201T1GJL		Jan 2016	R0,00	R16 592,31	R16 592,31
2016/01/07	LIBERTY047		Jan 2016	R0,00	R6 854,79	R6 854,79
2016/01/07	UNITYINS		Jan 2016	R0,00	R60,00	R60,00
2016/01/07	ISSCOMMISS		Jan 2016	R0,00	R1 172,00	R1 172,00
2016/01/07	FFWCOMM		Jan 2016	R0,00	R928,27	R928,27
2016/01/07	FFWINS		Jan 2016	R0,00	R50,00	R50,00
2016/01/07	A&GCOMM		Jan 2016	R0,00	R57,24	R57,24
2016/01/07	A&GCOMM		Jan 2016	R0,00	R3 692,74	R3 692,74
2016/01/07	FFWCOMM		Jan 2016	R0,00	R236,73	R236,73
2016/01/07	A&GCOMM		Jan 2016	R0,00	R5 044,50	R5 044,50
2016/01/07	ISSCOMMISS		Jan 2016	R0,00	R50,00	R50,00

Please ensure that the banking details of the Brokerhouse Recipient record is also selected on the Recipient record to link transactions when capturing a manual commission statement:



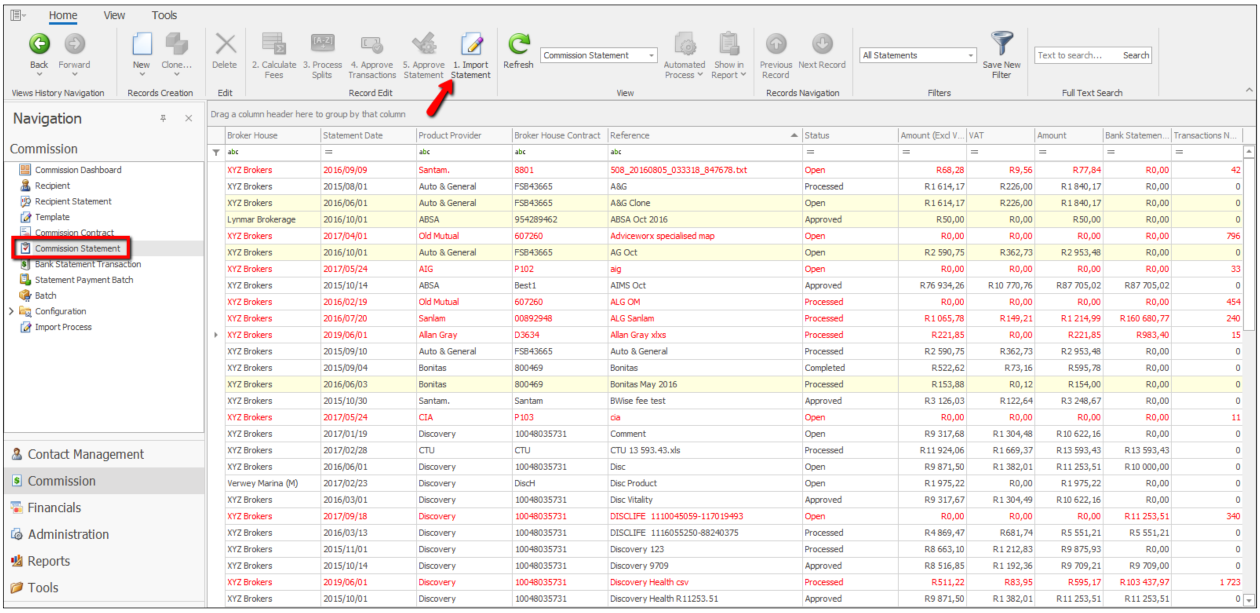
Commission Statement

The commission file import process caters for a variety of file formats for importing of commission data into the system for processing. These files are processed manually by a user selecting the file from a file location.

For the system to calculate commissions imported, the Commissions Administrator needs to set up a map between the commission file and the system. Please refer to the TC Desktop Application Administrator Guide.

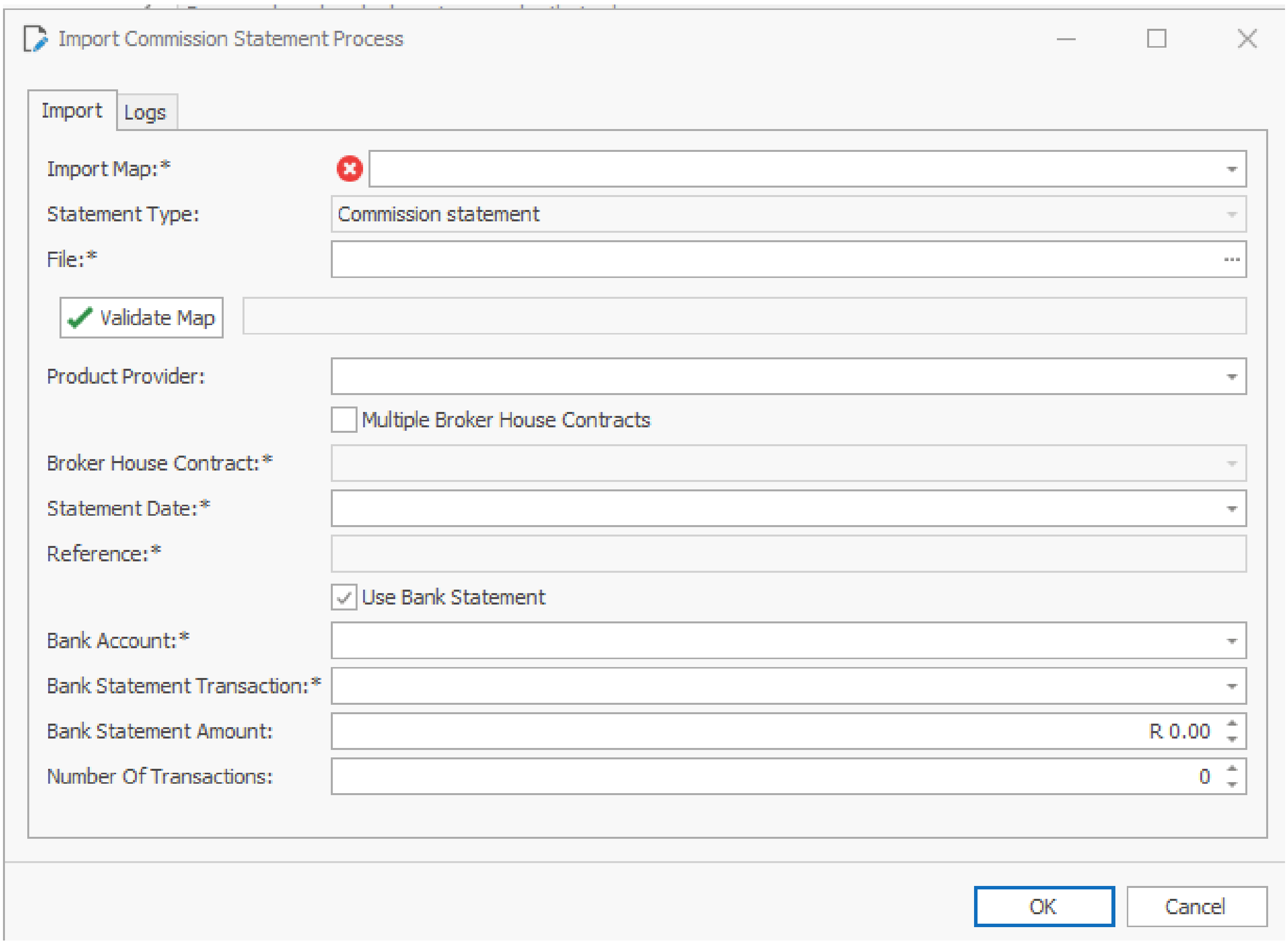
Importing Process

To start the Import Statement process, select 'Commission Statement' from the 'Navigation bar' and select 'Import Statement' from the 'Action bar':



Ensure you apply the correct filter to see the imported file in the list view:

This will launch the import process.



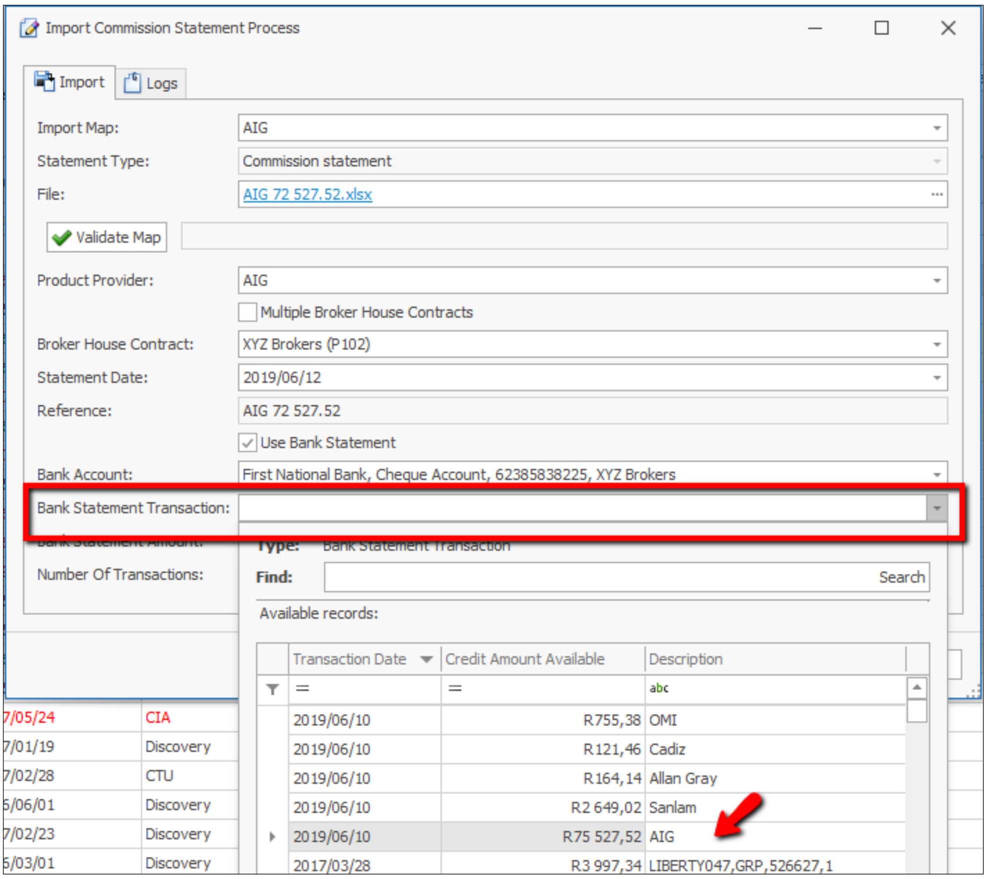
Select the relevant import map that matches the file you want to import. Each statement received from the product providers requires a specific map.

The selection of available maps is a combination of system defined maps and user-defined maps. Maps, as being used within this application, can be defined as a blueprint for the application on how to import data from an Excel- or CSV file.

Field	Description	Required
Import Map	This is a critical selection of informing the system of the file format to expect when processing the data file. You can select from a list of **active** maps already configured.	
Statement Type	Defaults to the criteria specified on Property Configuration	
File	Select your data file from the local or network drive. Make sure that the file you select matches the Import Map. The system will not be able to process the file if the incorrect map was chosen.	

Validate Map	When selected, the system will check if the selected map matches the file layout which is being imported.	
Product Provider	Select the Product Provider as per the statement you are processing.	
Multiple Broker House Contracts	Select this option when the statement is a summary of transactions for various Broker Houses.	
Broker House Contract	Select the appropriate contract that the Broker House has with the product provider of the file you want to process.	✓
Statement Date	The statement date is important. Various validation rules for the broker and broker contracts depend on this date. This date will also be used to generate the transactions.	✓
Reference	Reference number for a statement is unique. This field will auto populate from the Bank Statement Description field when you choose to use the Bank Statement transaction.	✓
Use Bank Statement	Select when Bank Statement Transactions must be linked to Commission statement.	
Bank Account	Select from drop-down list or create a new bank account	
Bank Statement Transaction	Select from drop-down list or create a new statement transaction	
Bank Statement Amount	Bank Statement Amount will auto populate from your selection made on Bank Statement Amount.	
Number of transactions	May be used for record purposes.	

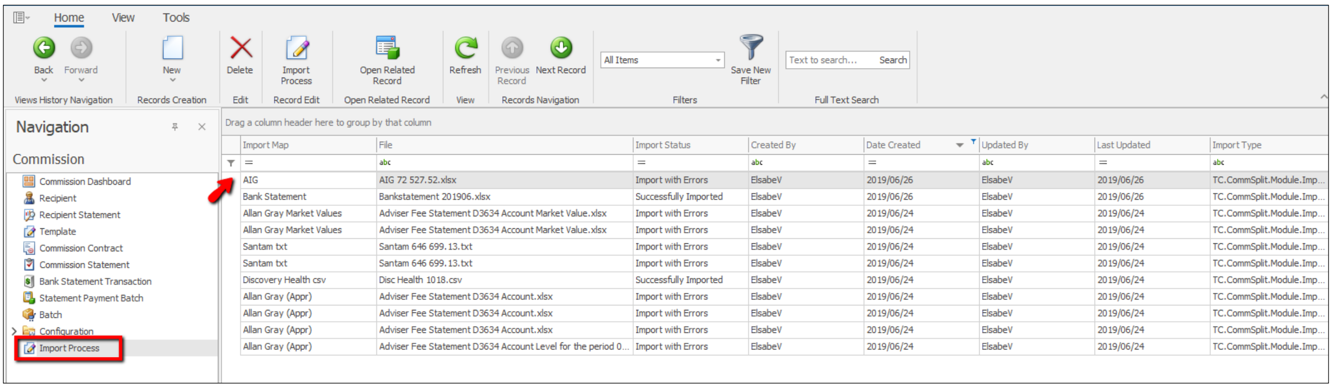
When selecting to Use Bank Statement, you will see all transactions from the Bank statement import.



Import process logs

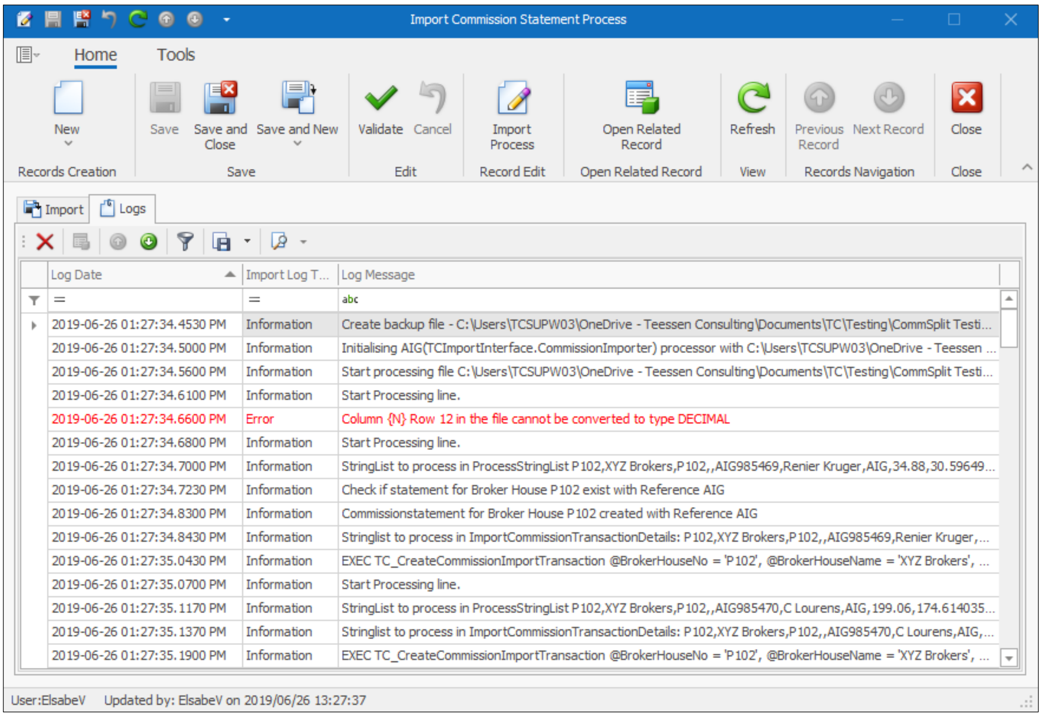
The system keeps record of each item imported and this process log can then be consulted when an import failed or was imported with errors.

Import Process logs can be accessed from the Navigation Bar from Commission or Tools menu:



Each import processed in the system will display on the Import Process list view.

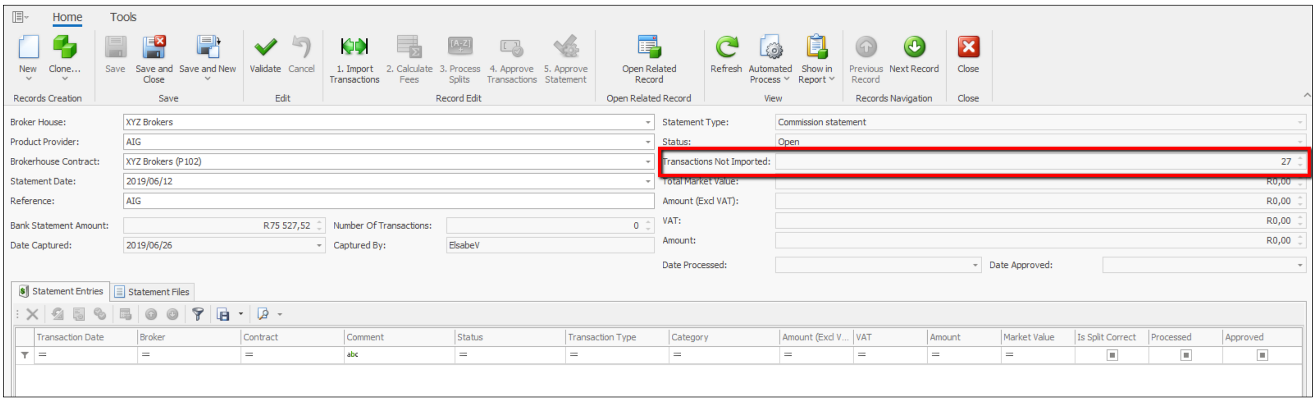
Each line item imported will be recorded.



Processing Commission

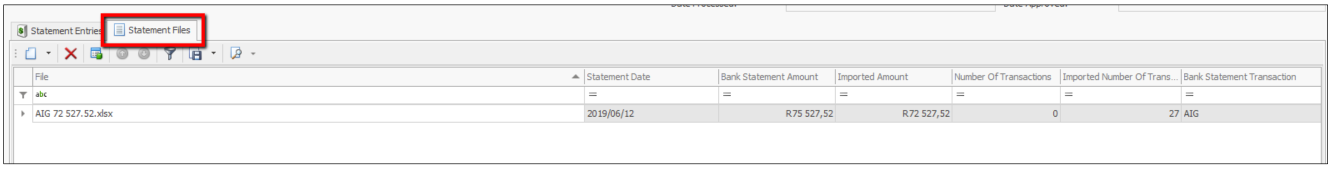
Your newly imported statement will display in red. This indicates that some actions still need to be performed on the statement. Open the newly imported statement.

After the import process the statement still appears 'empty' as all the imported data has been placed in a temporary holding file.



The 'Transactions Not Imported' property indicates the total number of records.

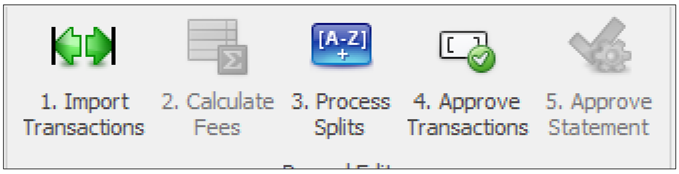
The file you selected on import will be saved automatically on the Statement File tab:



Field	Description	Required
File	File name as saved on PC	
Map Name	Map name used for the Import can be added to the display selection	
Statement Date	Defaults to Statement Date selected	
Bank Statement Amount	Amount selected from Bank Statement	
Imported Amount	Amount imported from import file	
Number of Transactions	Free capture field will display number of transactions as captured	
Imported Number of Transactions	Number of transactions calculated from import file	
Bank Statement Transaction	Bank description field	

Five steps are required to complete the imported statement to a status where the commission is either split or divided and ready for payment or the investment values calculated.

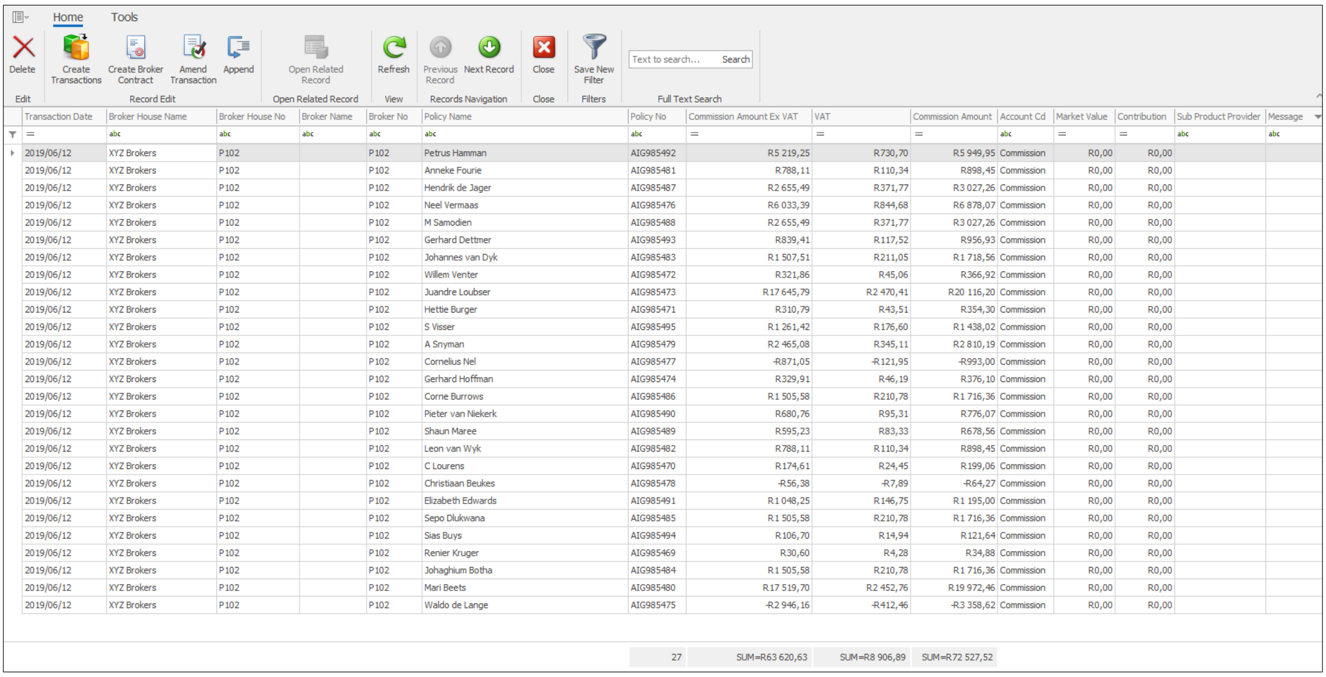
Each step will become available once the previous step has been completed.



Import Transactions

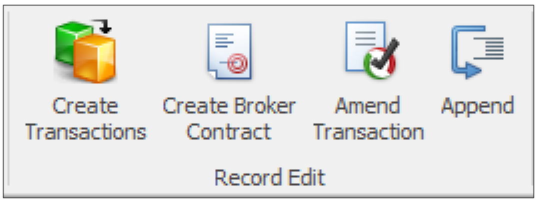
Select the Import Transactions option to access the data that was imported for this statement. This option provides a view of a copy of the data that was imported from the file.

This is also the first verification point where one needs to verify that the correct number of records was imported and that the totals as provided in the imported file match the totals after the import.



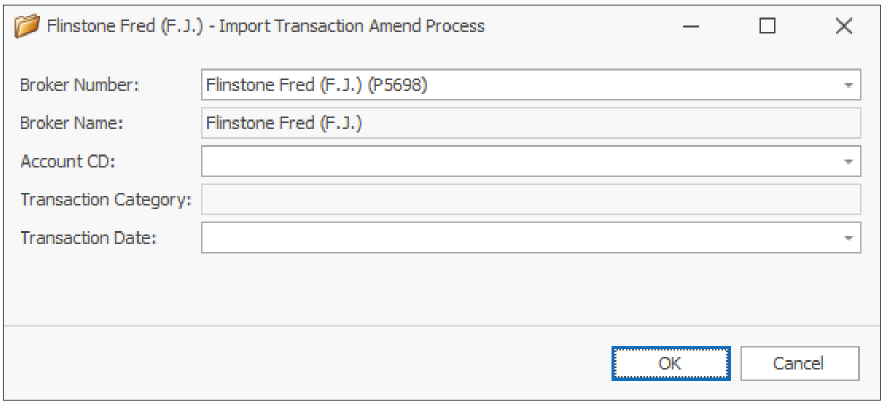
Transaction Date	Broker House Name	Broker House No	Broker Name	Broker No	Policy Name	Policy No	Commission Amount Ex VAT	VAT	Commission Amount	Account Cd	Market Value	Contribution	Sub Product Provider	Message
2019/06/12	XYZ Brokers	P102		P102	Petrus Hamman	AIG985492	R5 219,25	R730,70	R5 949,95	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Anneke Fourie	AIG985481	R788,11	R110,34	R898,45	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Hendrik de Jager	AIG985487	R2 655,49	R371,77	R3 027,26	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Neel Vermaas	AIG985476	R6 033,39	R844,68	R6 878,07	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	M Samodien	AIG985488	R2 655,49	R371,77	R3 027,26	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Gerhard Dettmer	AIG985493	R839,41	R117,52	R956,93	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Johannes van Dyk	AIG985483	R1 507,51	R211,05	R1 718,56	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Willem Venter	AIG985472	R321,86	R45,06	R366,92	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Juandre Loubser	AIG985473	R17 645,79	R2 470,41	R20 116,20	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Hettie Burger	AIG985471	R310,79	R43,51	R354,30	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	S Visser	AIG985495	R1 261,42	R176,60	R1 438,02	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	A Snyman	AIG985479	R2 465,08	R345,11	R2 810,19	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Cornelius Nel	AIG985477	-R871,05	-R121,95	-R993,00	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Gerhard Hoffman	AIG985474	R329,91	R46,19	R376,10	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Corne Burrows	AIG985486	R1 505,58	R210,78	R1 716,36	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Pieter van Niekerk	AIG985490	R680,76	R95,31	R776,07	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Shaun Maree	AIG985489	R595,23	R83,33	R678,56	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Leon van Wyk	AIG985482	R788,11	R110,34	R898,45	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	C Lourens	AIG985470	R174,61	R24,45	R199,06	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Christiaan Beukes	AIG985478	-R56,38	-R7,89	-R64,27	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Elizabeth Edwards	AIG985491	R1 048,25	R146,75	R1 195,00	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Sepo Dlukwana	AIG985485	R1 505,58	R210,78	R1 716,36	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Sias Buys	AIG985494	R106,70	R14,94	R121,64	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Renier Kruger	AIG985469	R30,60	R4,28	R34,88	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Johaghium Botha	AIG985484	R1 505,58	R210,78	R1 716,36	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Mari Beets	AIG985480	R17 519,70	R2 452,76	R19 972,46	Commission	R0,00	R0,00		
2019/06/12	XYZ Brokers	P102		P102	Waldo de Lange	AIG985475	-R2 946,16	-R412,46	-R3 358,62	Commission	R0,00	R0,00		
						27	SUM=R63 620,63	SUM=R8 906,89	SUM=R72 527,52					

From the import screen, you can edit the imported records:



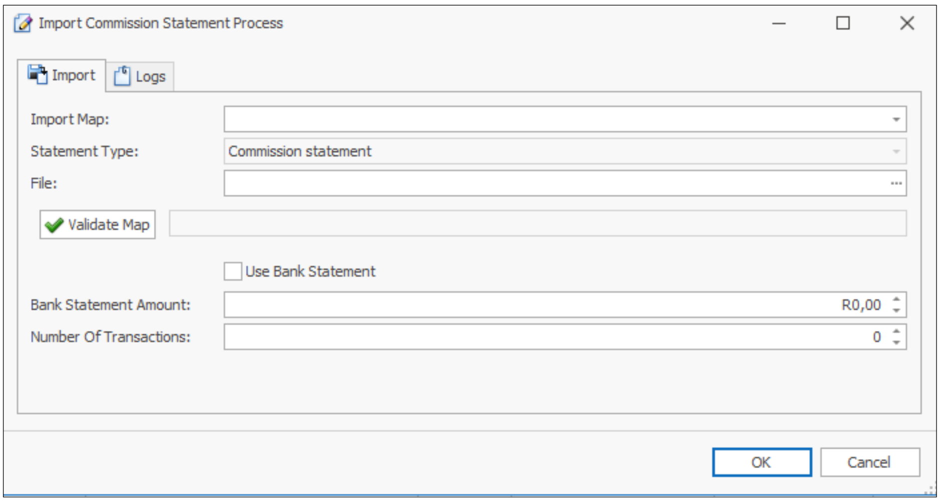
Amend Transaction

Select one or more records and then choose to amend transaction. Only broker number and the account cd (transaction type) data can be amended through this process.



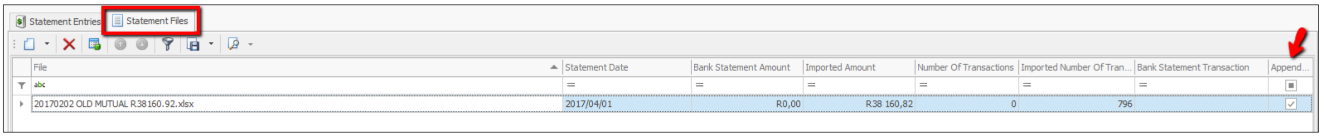
Append Files

In the event of receiving more than one statement per bank payment, these files can be appended and processed together as one payment. You may append files to any event depending on the circumstance.

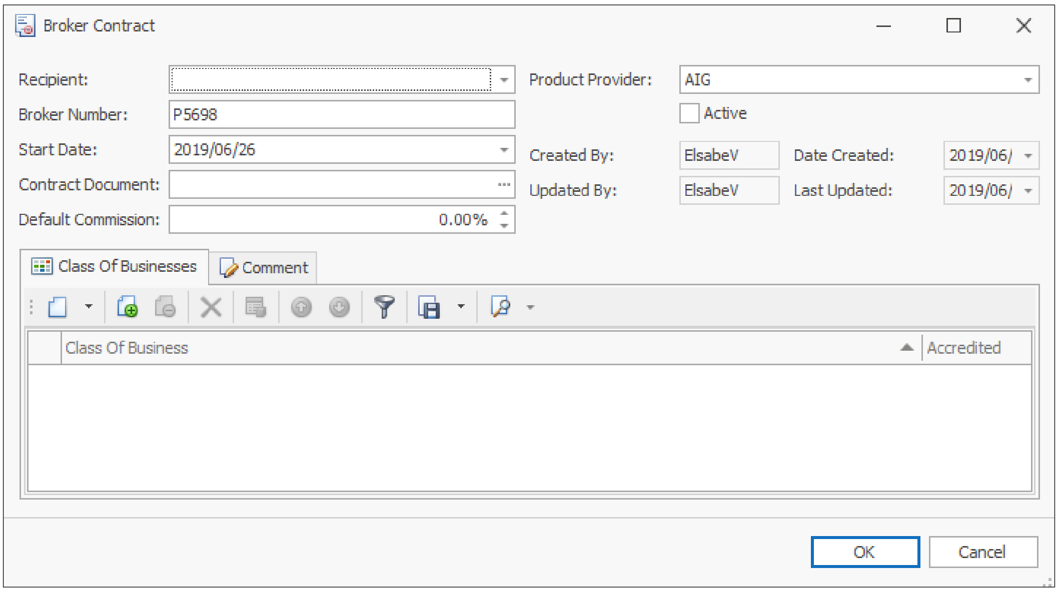


Field	Description	Required
Import Map	A very critical selection where you inform the system of the file format to expect when processing the data file. You can select from a list of **active** maps already configured.	✓
Statement Type	Defaults to the criteria specified on Property Configuration.	
File	Select your data file from the local or network drive. Make sure that the file you select matches the Import Map. The system will not be able to process the file if the incorrect map was chosen.	✓
Validate Map	When selected, the system will check if the selected map matches the file layout which is being imported.	
Use Bank Statement	Select when Bank Statement Transactions has to be linked to Commission statement	
Bank Statement Amount	Bank Statement Amount will auto populate from your selection made on Bank Statement Amount	
Number of transactions	May be used for record purposes.	

Notice that all files appended show on the Statement Files tab on the Commission Statement screen:



Create Broker Contract

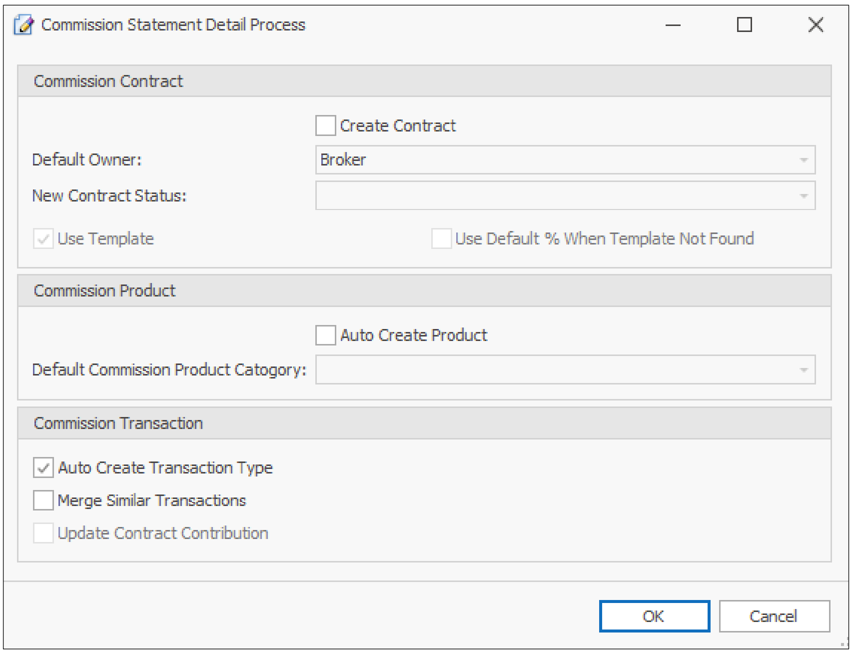


Create a Broker Contract if a transaction is imported for a new Broker where the Broker Contract has not yet been set up (provided this action is allowed by your Commission Administrator).

Create Transactions

The ‘Create Transactions’ action is one of the most important steps in the process where most of the validation will be performed. The ‘Broker House No’, ‘Broker No’ and ‘Policy No’ columns will be used to validate, find and automatically create commission contracts within the system.

The ‘Commission Amount Ex VAT’-, ‘VAT’-, ‘Commission Amount’- and ‘Account CD’ columns will be used to create new transaction types and transactions.



There might be new Client or Product records or even transaction types on the imported file which have not yet been captured in the system. The Commission Statement Detail Process allows you to auto create these details from the import process.

Commission Contract

If a new commission contract should exist on the import file, the system will automatically create this record when you select to 'Create Contract'.

The contract will then be created to the default owner, i.e. either Broker or Broker House.

New Contract Status should always be 'Imported'. This will now allow you to filter on these Contracts and allocate them to the correct owner.

You may choose to select either or both 'Use Template' or 'Use Default % when template is not found' option to indicate how this transaction should be split.

Remember to change the Contract Status to 'Active' in order to process the transaction.

Commission Product

This option allows one to auto create a product onto the database when a new Product has been specified on the import file.

Commission Transaction

Product Providers do not always notify you in advance when their transaction description has changed or when they have added a new description. This option allows you to auto create this transaction type in order to process the transaction.

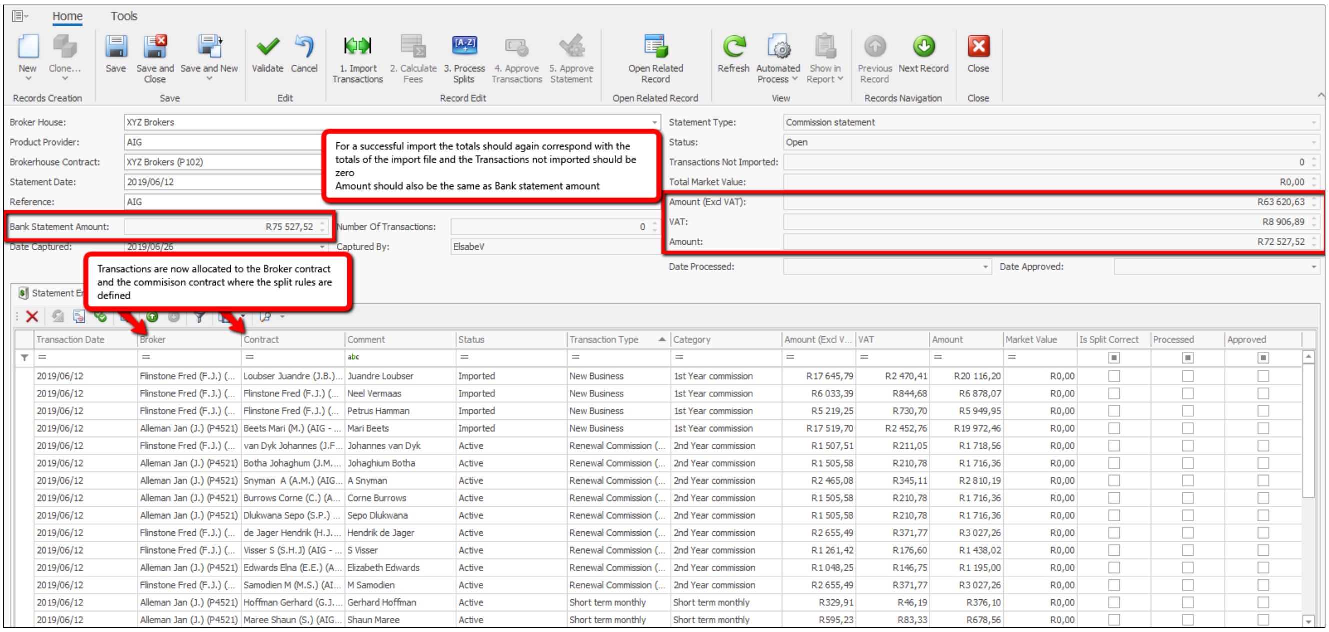
Use the Merge similar transactions option to combine transactions with the same contract number instead of having multiple transactions per contract.

If you choose not to select any of these options and there has been a change or new record on the import file, the system will flag this record in red with a warning message which will explain why the transaction could not be processed. You will then have to manually alter or add that record in order to process the transaction.

When all the transactions have been successfully imported, the Import Commission screen will be blank and all transactions will have been allocated to the correct contracts based on the policy number. The commission will be split according to a template that was attached to the contract.

Close the Import screen which will take you back to the Commission Statement screen.

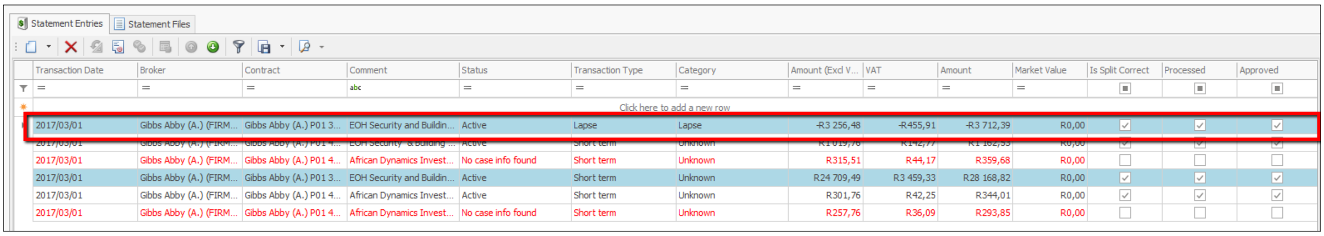
Refresh the Commission Statement detail view to display all transactions that have been successfully created.



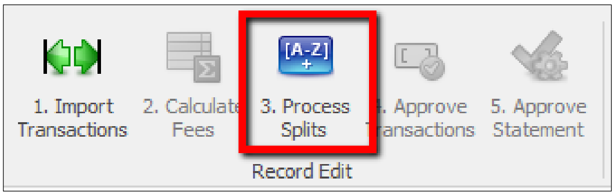
The newly created commission transactions have now been created against the correct policy (commission contract) and are also linked to the broker. The commission contract is either a new contract if the commission was imported for the first time or an existing contract if already created previously or through a different process.

A negative transaction, possibly a Lapse, where a retention rule applies, will now display in blue on the transaction list warning you to pay close attention to this transaction because of the retention rule that applies.

You might choose to revoke the retention rule to absorb this Lapse



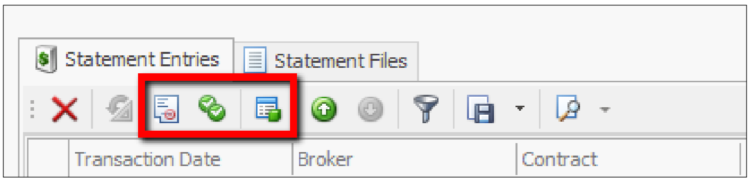
Process Splits



The next step in the commission process, depending on whether you are processing an Investment or Commission statement, is to apply the splitting rules defined on the various commission contracts. This process will create the split transactions for the relevant portion of the commission to each of the recipients.

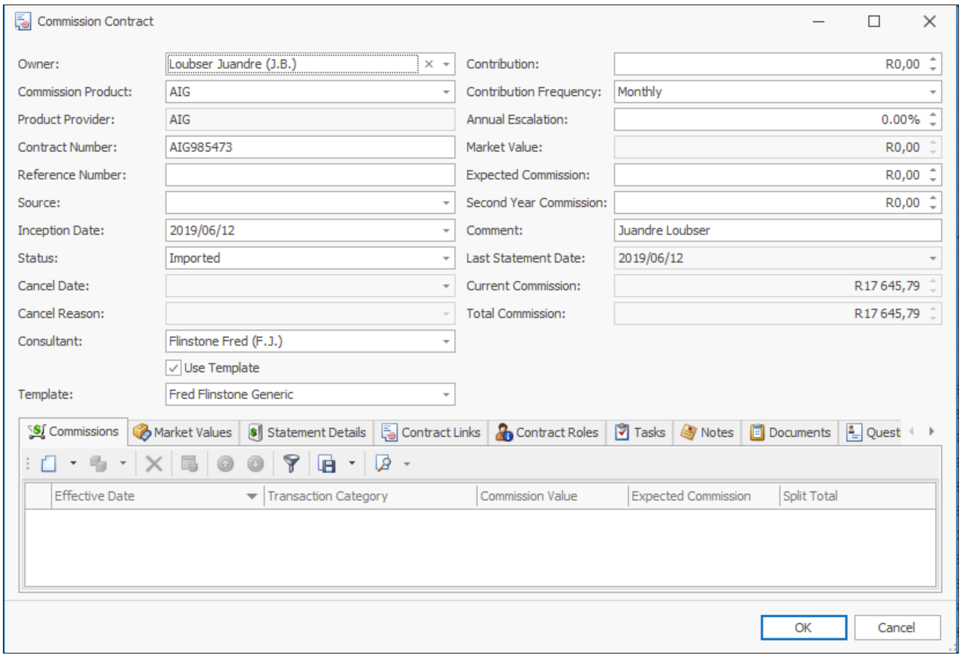
This action can be repeated multiple times as you have the option to adjust splits before re-generating the transactions.

Final changes can be made to a record after it has been imported.



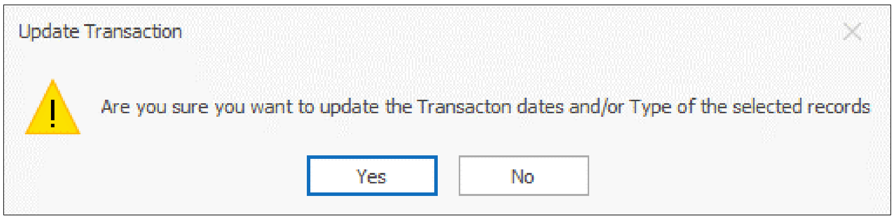
Edit Contract

It is sometimes necessary to make changes to a contract, e.g. to allocate a different template. This is now possible from the Commission Statement detail view:

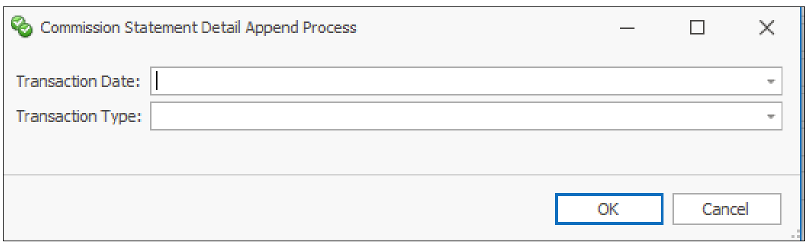


Update Transaction

Transaction type on a specific record can be changed by clicking the update transaction icon.



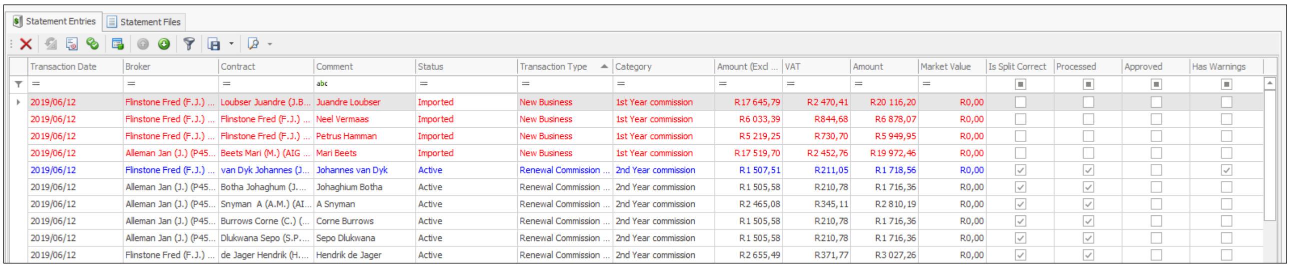
Amend transaction date or transaction type or both:



Once a split transaction is approved it cannot be re-processed unless you reset the complete statement. Please refer to the section on Reset Statement.

Warnings

Two warnings may occur during the process procedure. In both instances you will be able to rectify the record from the current detail view.

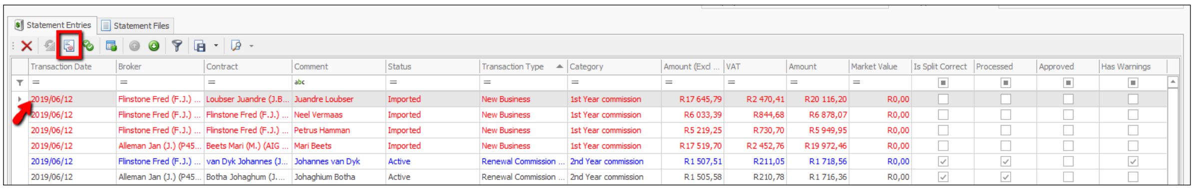


Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl ...	VAT	Amount	Market Value	Is Split Correct	Processed	Approved	Has Warnings
2019/06/12	Flinstone Fred (F.J.) ...	Loubser Juandre (J.B...	Juandre Loubser	Imported	New Business	1st Year commission	R17 645,79	R2 470,41	R20 116,20	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	Flinstone Fred (F.J.) ...	Neel Vermaas	Imported	New Business	1st Year commission	R6 033,39	R844,68	R6 878,07	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	Flinstone Fred (F.J.) ...	Petrus Hamman	Imported	New Business	1st Year commission	R5 219,25	R730,70	R5 949,95	R0,00				
2019/06/12	Alleman Jan (J.) (P45...	Beets Mari (M.) (AIG ...	Mari Beets	Imported	New Business	1st Year commission	R17 519,70	R2 452,76	R19 972,46	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	van Dyk Johannes (J...	Johannes van Dyk	Active	Renewal Commission ...	2nd Year commission	R1 507,51	R211,05	R1 718,56	R0,00	✓	✓		✓
2019/06/12	Alleman Jan (J.) (P45...	Botha Johaghum (J....	Johaghium Botha	Active	Renewal Commission ...	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	✓	✓		
2019/06/12	Alleman Jan (J.) (P45...	Snyman A (A.M.) (AI...	A Snyman	Active	Renewal Commission ...	2nd Year commission	R2 465,08	R345,11	R2 810,19	R0,00	✓	✓		
2019/06/12	Alleman Jan (J.) (P45...	Burrows Corne (C.) (...	Corne Burrows	Active	Renewal Commission ...	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	✓	✓		
2019/06/12	Alleman Jan (J.) (P45...	Dlukwana Sepo (S.P....	Sepo Dlukwana	Active	Renewal Commission ...	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	✓	✓		
2019/06/12	Flinstone Fred (F.J.) ...	de Jager Hendrik (H....	Hendrik de Jager	Active	Renewal Commission ...	2nd Year commission	R2 655,49	R371,77	R3 027,26	R0,00	✓	✓		

1. When a commission split rule was not found to create a transaction, the system will flag this transaction in red with a warning message 'No effective commission record found'. The transaction won't be processed.

Clear Warning

Make sure to select the contract information and then select 'Open Related Record' from the transaction's menu bar:



Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl ...	VAT	Amount	Market Value	Is Split Correct	Processed	Approved	Has Warnings
2019/06/12	Flinstone Fred (F.J.) ...	Loubser Juandre (J.B...	Juandre Loubser	Imported	New Business	1st Year commission	R17 645,79	R2 470,41	R20 116,20	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	Flinstone Fred (F.J.) ...	Neel Vermaas	Imported	New Business	1st Year commission	R6 033,39	R844,68	R6 878,07	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	Flinstone Fred (F.J.) ...	Petrus Hamman	Imported	New Business	1st Year commission	R5 219,25	R730,70	R5 949,95	R0,00				
2019/06/12	Alleman Jan (J.) (P45...	Beets Mari (M.) (AIG ...	Mari Beets	Imported	New Business	1st Year commission	R17 519,70	R2 452,76	R19 972,46	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	van Dyk Johannes (J...	Johannes van Dyk	Active	Renewal Commission ...	2nd Year commission	R1 507,51	R211,05	R1 718,56	R0,00	✓	✓		✓
2019/06/12	Alleman Jan (J.) (P45...	Botha Johaghum (J....	Johaghium Botha	Active	Renewal Commission ...	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	✓	✓		

This action will now open the relevant Contract detail view allowing you to amend the commission split rule.

After amending the commission split rule, you need to save the Commission Statement and re-process commission for the change to take effect. The record should now be processed.

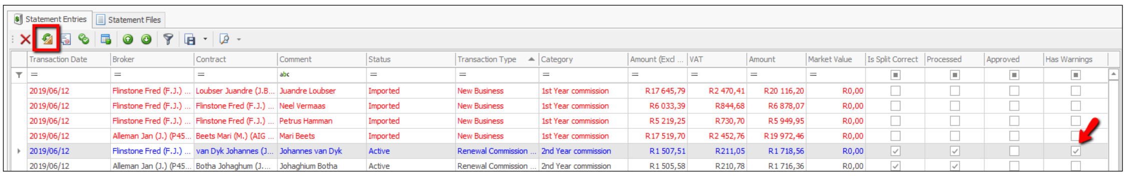
2. When the Broker record on the import file is different from the Consultant allocated to this contract, the system will highlight this record in blue with a warning 'WARNING: The Broker is not the same as the Consultant on the contract'. The transaction will be processed but you will not be able to approve this transaction until the warning has been cleared.

Clear Warning

If you are satisfied that the record is correct, you can clear the warning by using the 'Clear Warning' icon on the transaction action bar.

If the record however is incorrect, you need to follow the same procedure as above.

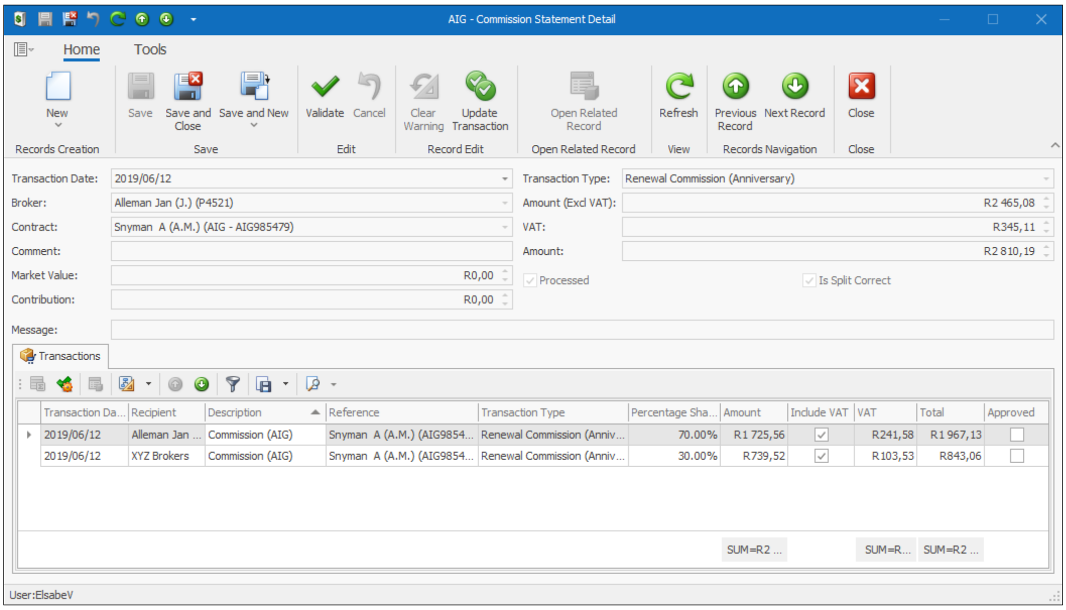
This warning will recur every time you process the statement until this specific record has been approved.



Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl ...	VAT	Amount	Market Value	Is Split Correct	Processed	Approved	Has Warnings
2019/06/12	Flinstone Fred (F.J.) ...	Loubser Juandre (J.B...	Juandre Loubser	Imported	New Business	1st Year commission	R17 645,79	R2 470,41	R20 116,20	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	Flinstone Fred (F.J.) ...	Neel Vermaas	Imported	New Business	1st Year commission	R6 033,39	R844,68	R6 878,07	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	Flinstone Fred (F.J.) ...	Petrus Hamman	Imported	New Business	1st Year commission	R5 219,25	R730,70	R5 949,95	R0,00				
2019/06/12	Alleman Jan (J.) (P45...	Beets Mari (M.) (AIG ...	Mari Beets	Imported	New Business	1st Year commission	R17 519,70	R2 452,76	R19 972,46	R0,00				
2019/06/12	Flinstone Fred (F.J.) ...	van Dyk Johannes (J...	Johannes van Dyk	Active	Renewal Commission ...	2nd Year commission	R1 507,51	R211,05	R1 718,56	R0,00	✓	✓		✓
2019/06/12	Alleman Jan (J.) (P45...	Botha Johaghum (J....	Johaghium Botha	Active	Renewal Commission ...	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	✓	✓		

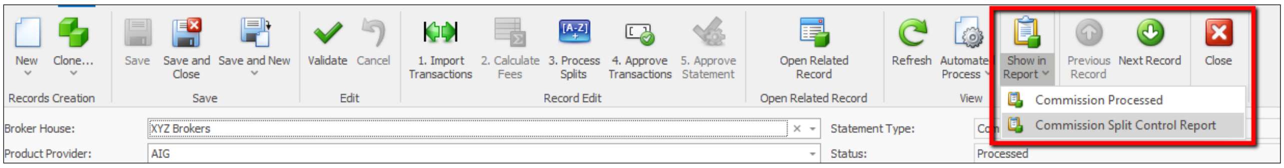
You will notice that each transaction processed successfully has been marked as 'Processed' and 'Is Split Correct'.

Double-click any of the transactions to view how the split was processed:

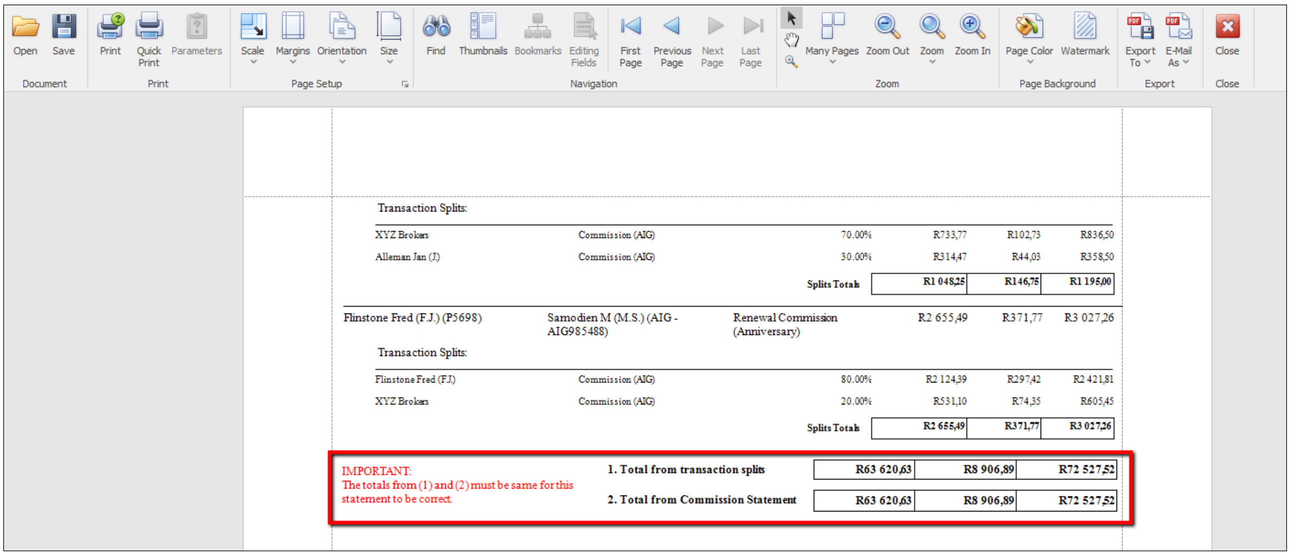


The received commission amount has now been split according to the rules that are currently active on the commission contract that this transaction is associated with. These splitting rules will apply for all the transactions on this commission contract until replaced with another definition.

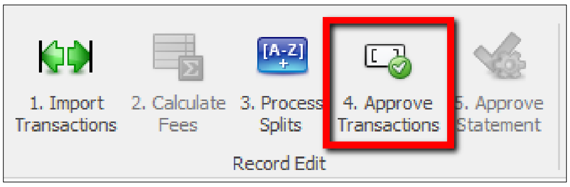
You can also utilize the Commission Split Control Report to verify all splits on this commission statement:



Go to the last page of the report and check that the totals match. If they match, then all commissions received on this statement were correctly split to the allocated recipients.



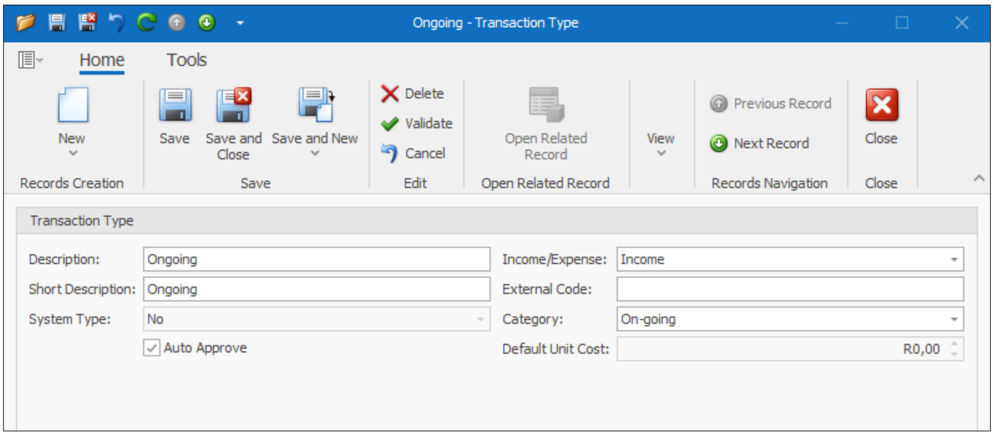
Approve Transactions



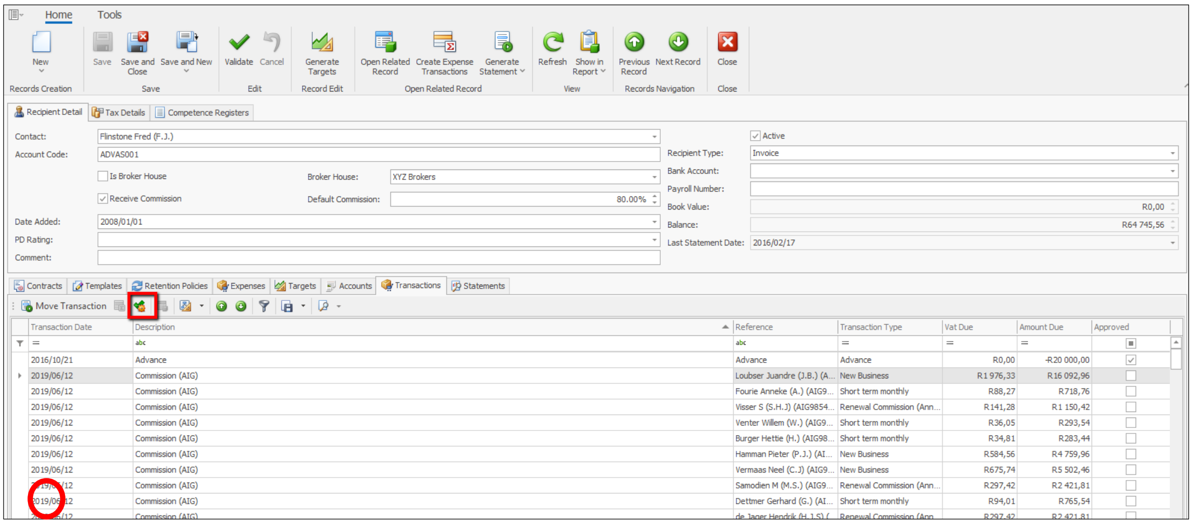
The fourth step is to approve the imported transactions. When approving a commission split transaction, you approve how the original commission amount has been divided between the various parties (recipients) sharing in that commission. This in effect will prevent any changes or re-generation of split transactions via the 'Process Splits' action.

There are 4 methods of approving a split transaction:

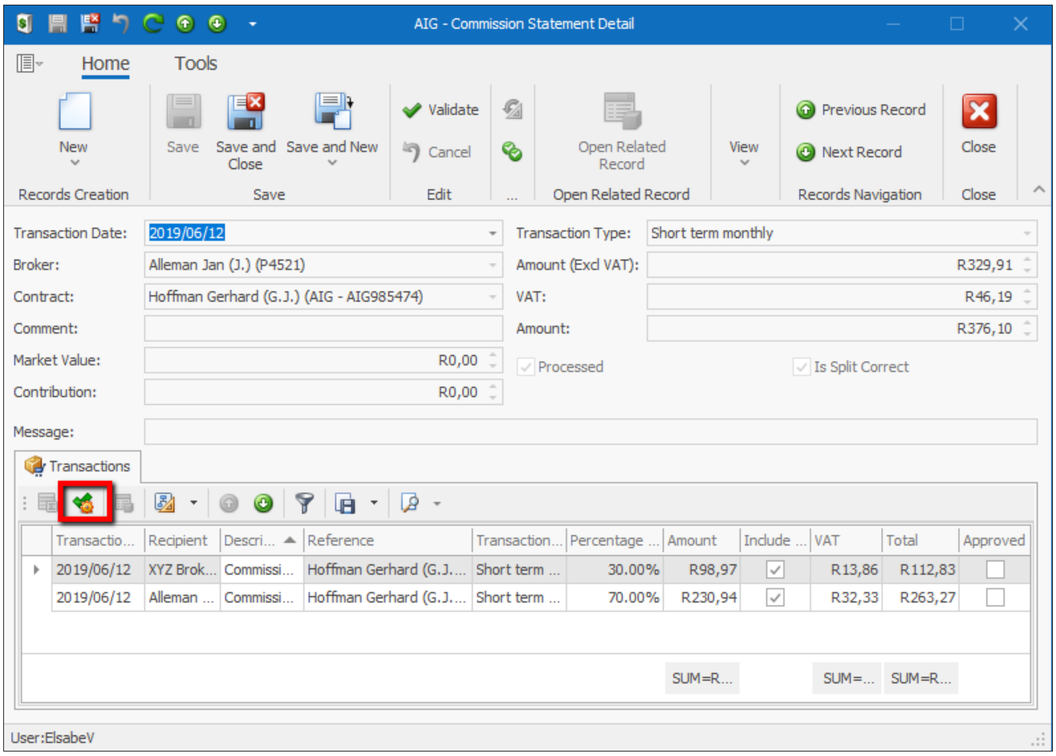
1. A transaction type can be configured as 'automatically approved', resulting in all transactions of this type to be approved by default during the generation. This method is also the only method that will allow the regeneration of the split transactions:



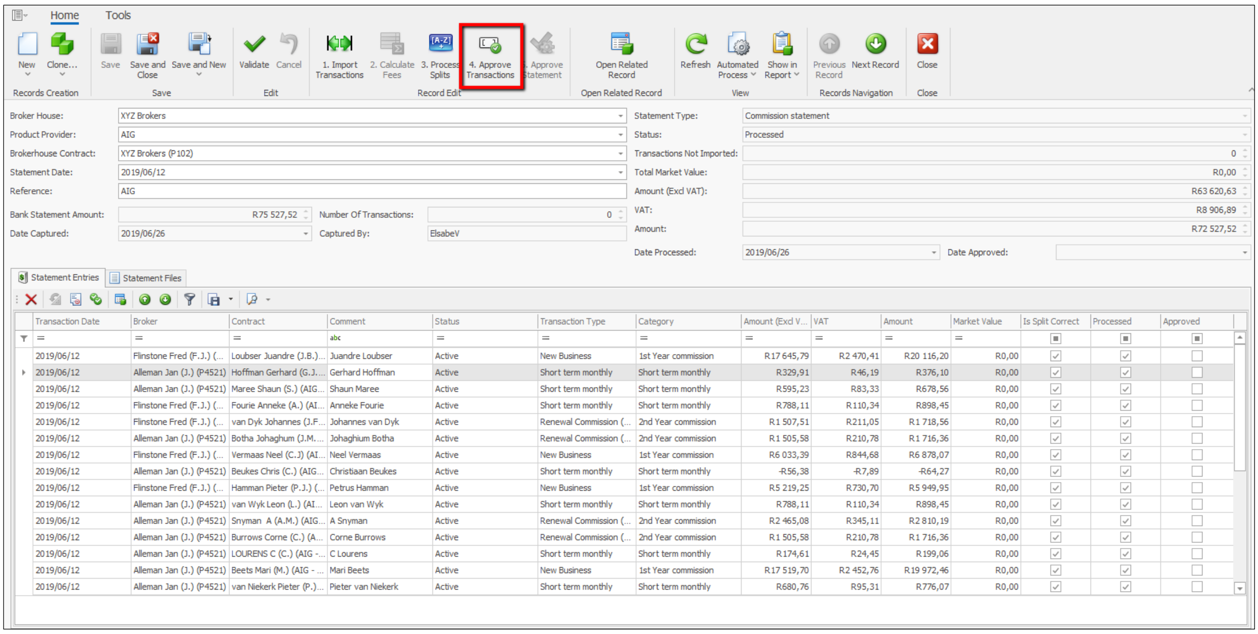
2. Approve transactions individually. This can be done by the Recipient or Administrator by selecting one or more transactions from the Recipient detail view. This option is normally used in combination with option one where new business type transactions will be approved using this method and the on-going transaction types will be auto approved.



3. You are also able to approve individual transactions on the Commission Statement. Double click any transaction to display the split rule:



4. The fourth method is a batch method that will approve all the split transactions per commission statement:



Commission can only be processed to a payment file once it has been approved.

You will notice that a transaction will change colour when a retention rule is applied to the criteria of that transaction. Please refer to the section on [Retention Policies.](#)

This transaction will now also display with a blue background.

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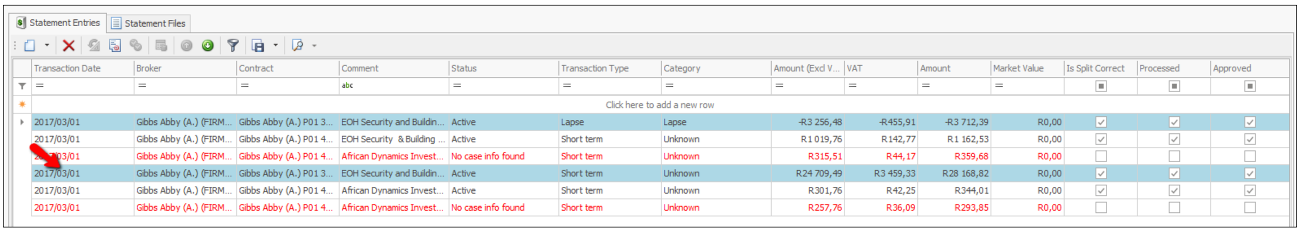
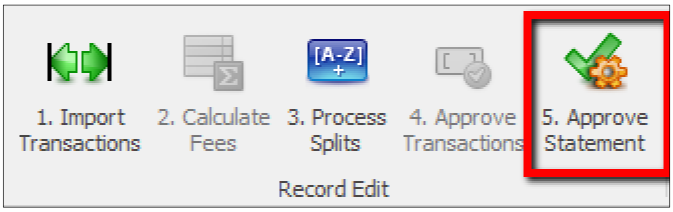


Approve Statement

This is the final action on the income side of the commission. Approve a statement to finalise it and not allow any further changes to any of the data on this statement.

The split transactions on this commission statement can now be added to a Recipient statement ready for approval and payment to the recipient.



Manual Process

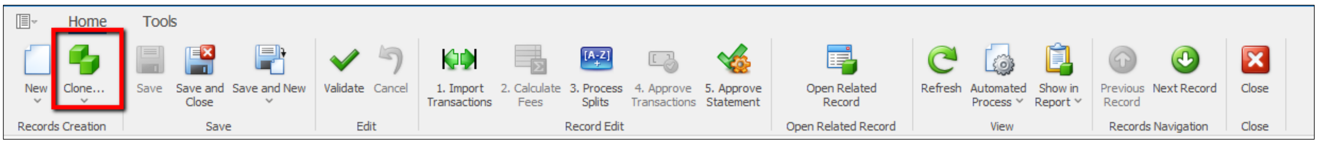
You may receive commission statements in formats which cannot be directly imported into the system, e.g. pdf.

There are a few options on how to process these statements:

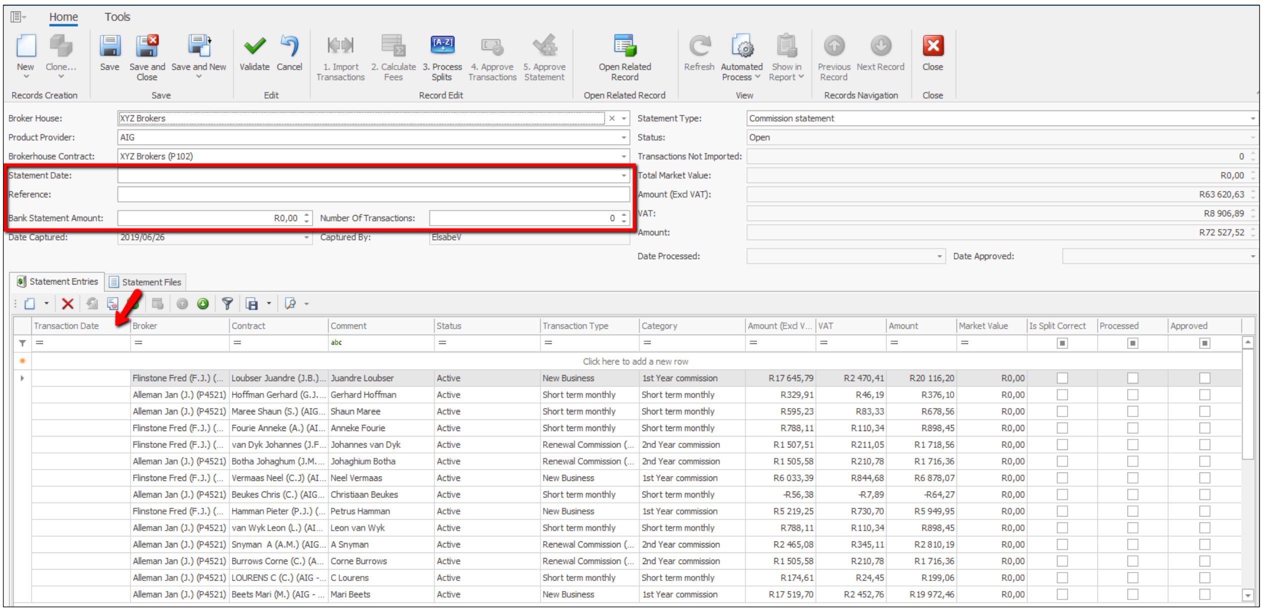
- Capture manually
- Clone previously captured statement
- Create an excel- or csv file for import

When cloning or manually capturing a statement, the initial process will be different than with importing.

Select to clone a previously captured statement:



Note that the fields for Statement date, Reference, Bank Statement amount and Transaction date are all empty:



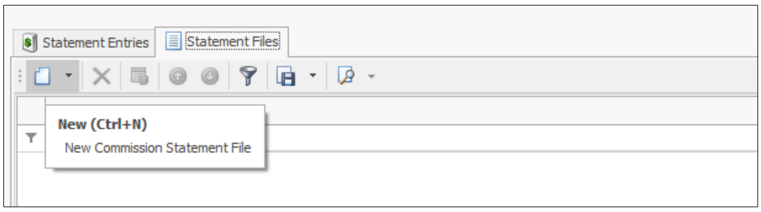
Enter the statement date, reference and bank statement amount and save the cloned statement to auto generate the transaction dates which will default to the statement date.

You can edit the cloned transactions should the amounts and contracts be different from the previous statement.

Open a transaction to edit it. Always capture the amount including VAT. The VAT- and Commission Excl VAT fields will be auto calculated.

When you clone or manually capture a statement, the commission file will not be automatically saved on the processed statement.

Select New on the Statement Files tab to add the original file as well as link this statement to the bank statement transactions.



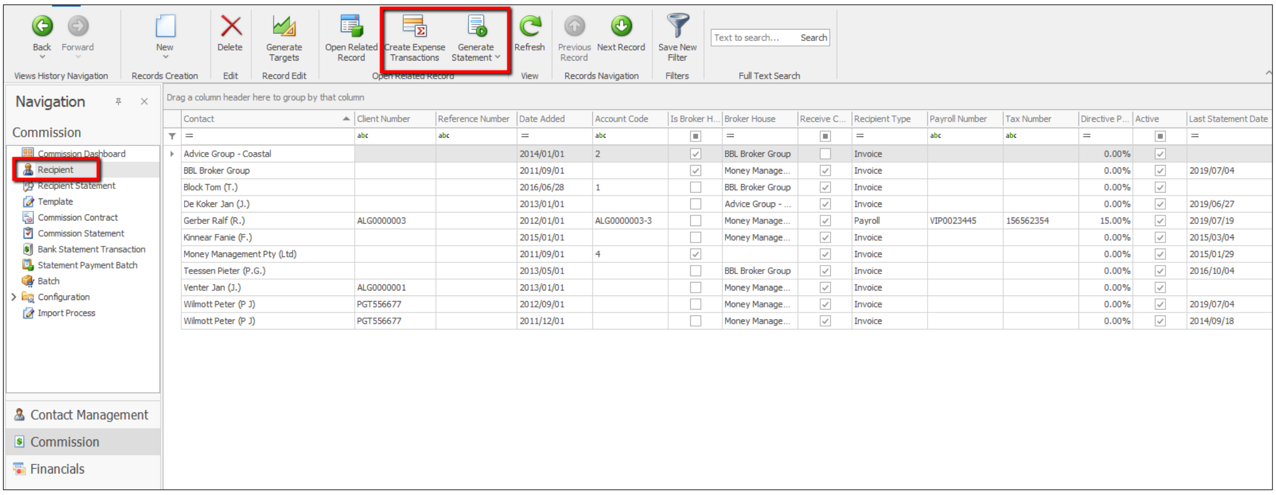
Recipient Month-End Process

Expenses

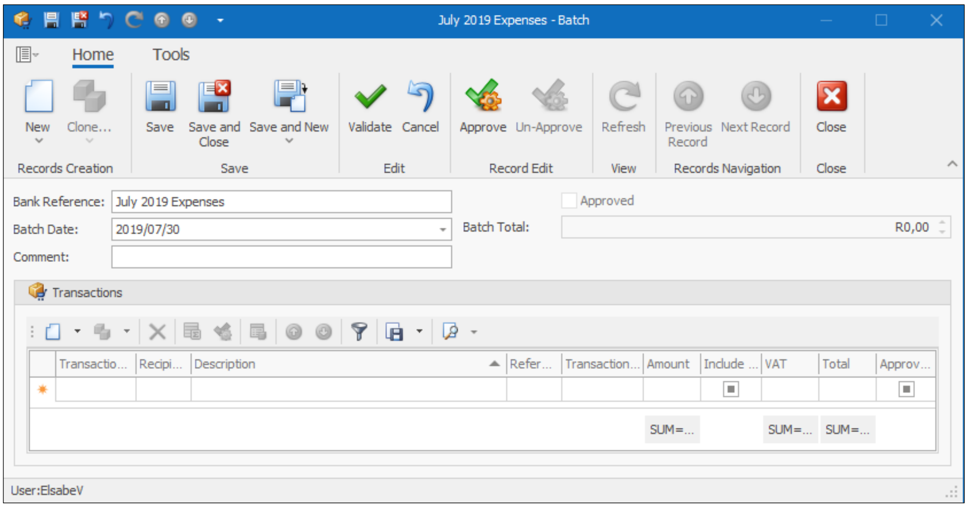
A Recipient may be liable for some expenses. These expenses may be once-off or occur over a period of months.

Recurring expenses will be captured on the Expenses tab.

Recurring Expenses



Select the ‘Create Expense Transactions’ action to allocate these transactions to a payment batch.

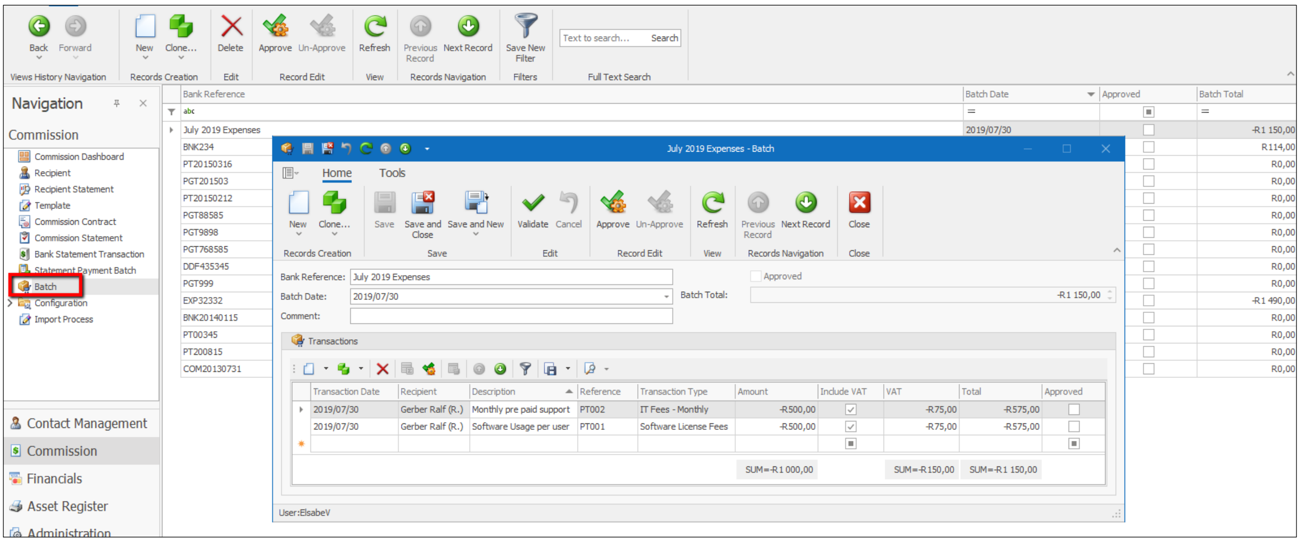


This action uses the active expense definitions on the recipient record to generate transactions for the recipient. Expenses are unique per batch and the user determines the timing and frequency of deduction of these expenses. This is normally an action that will be performed once a month.

Note that once-off journal entries (Expense/Ad hoc income) can also be captured as a Batch entry.

The batch needs to be approved before the recipient statement can be finalized.

Use the Batch icon on the navigation bar and select the relevant batch:

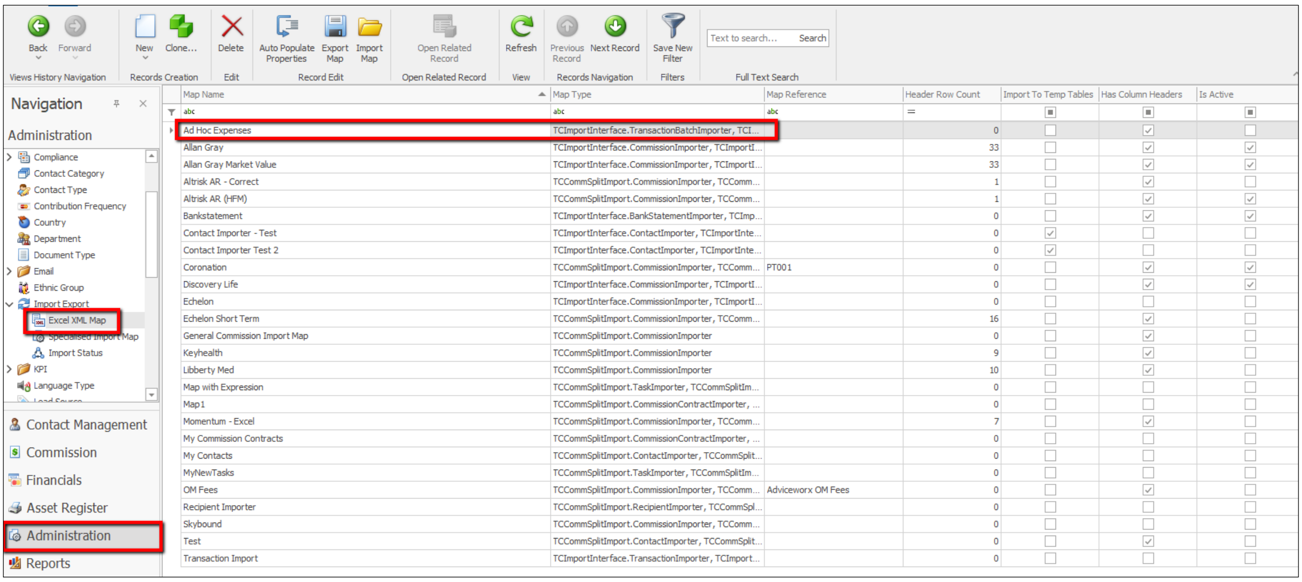


When the batch has been approved, the transactions on the batch are ready to be added to the recipient statement.

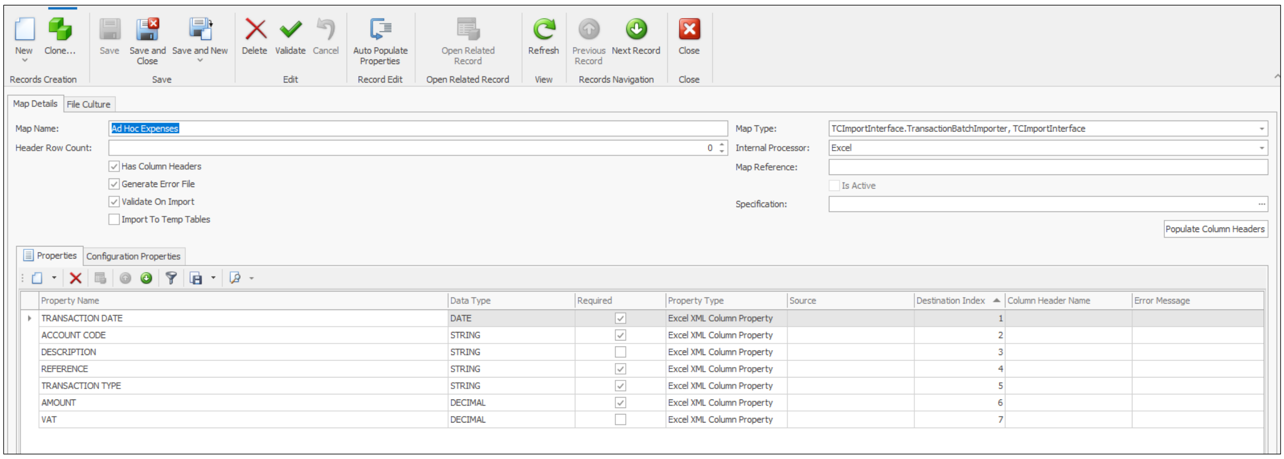
Batch entries / Journals

Journal entries may occur during the month or with month-end process, e.g. Reserve Account allocation, Advance Payments or Add-Hoc expenses, which must be posted against a Recipient before final payment. These journal entries can now be imported via the Batch Importer process.

Please make sure you have to proper User Permission rights to import batch transactions.

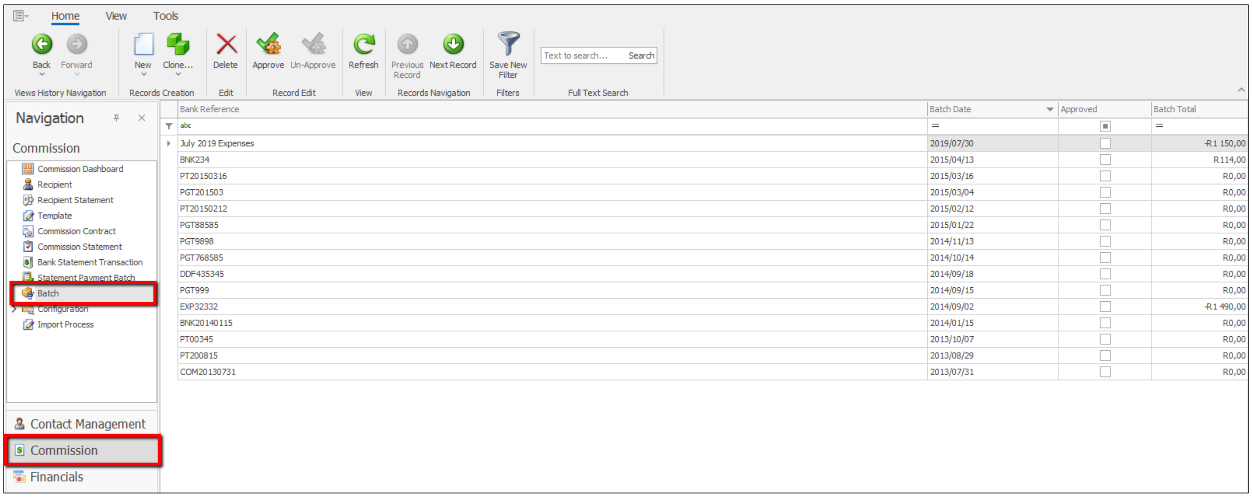


Select ‘New’ to create a new importer map using ***TCCommSplit.BatchImporter, TCCommSplitImport*** Map Type

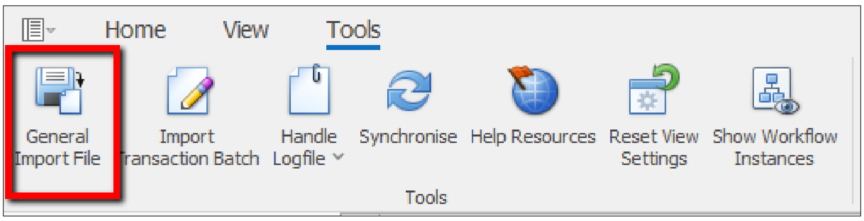


Property name	Description	Required
Transaction Date	Transaction date as per source file	✓
Account code	The unique code used on a Recipient record	✓
Description	Transaction description	✓
Reference	Payment or transaction reference	✓
Transaction type	Select the type from drop-down menu	✓
Amount (excl VAT)	The Importer requires an amount excluding VAT.	✓
VAT	Specify the VAT if this transaction requires it.	

Once the map has been set up, you can import the transactions as a single batch entry from the Batch list view

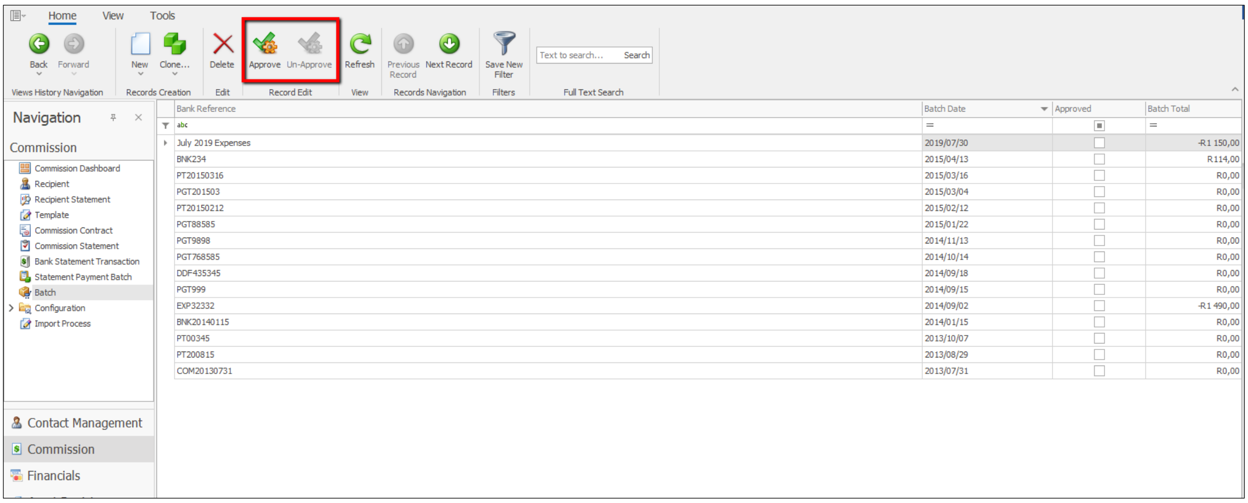


Select the General Import File on the Tools menu.

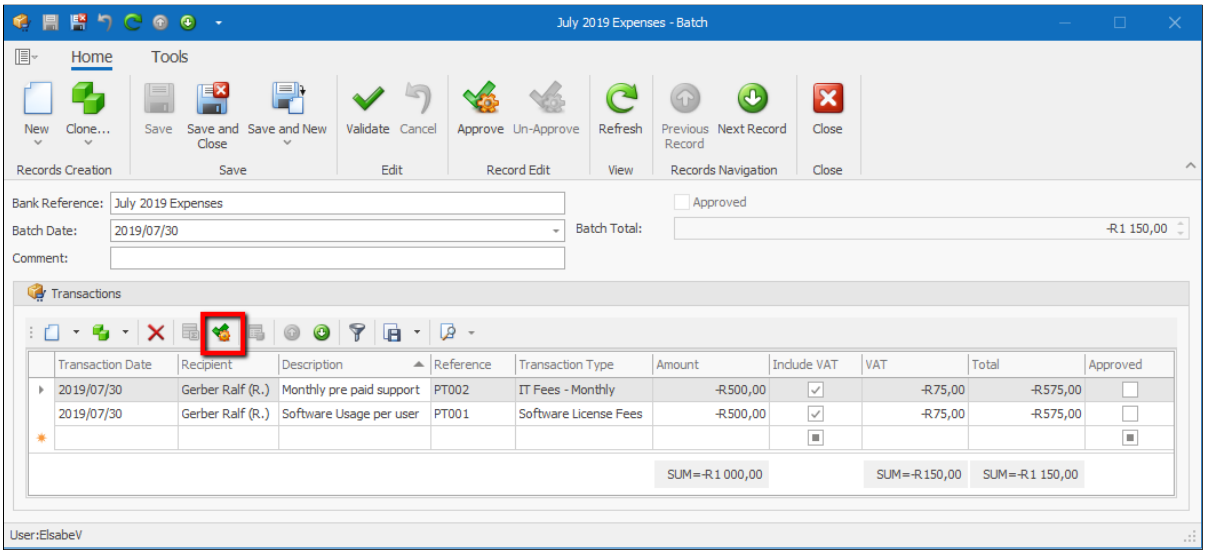


Follow the Wizard to import the batch entries.

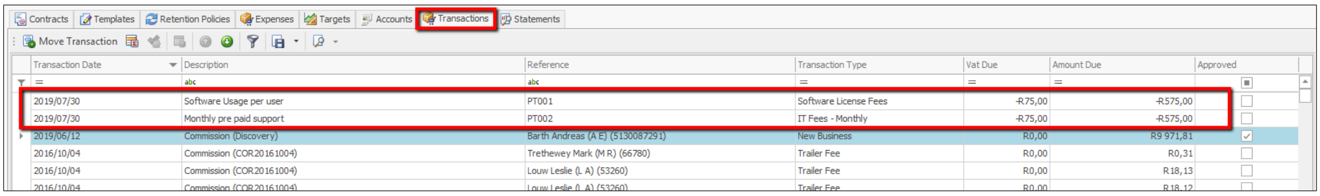
You can approve this batch now or you can select to open the batch and approve individual transactions.



Open batch to approve individual transactions.



Once the batch has been approved, these entries will be on the individual Recipients Transaction list.



Recipient Statement

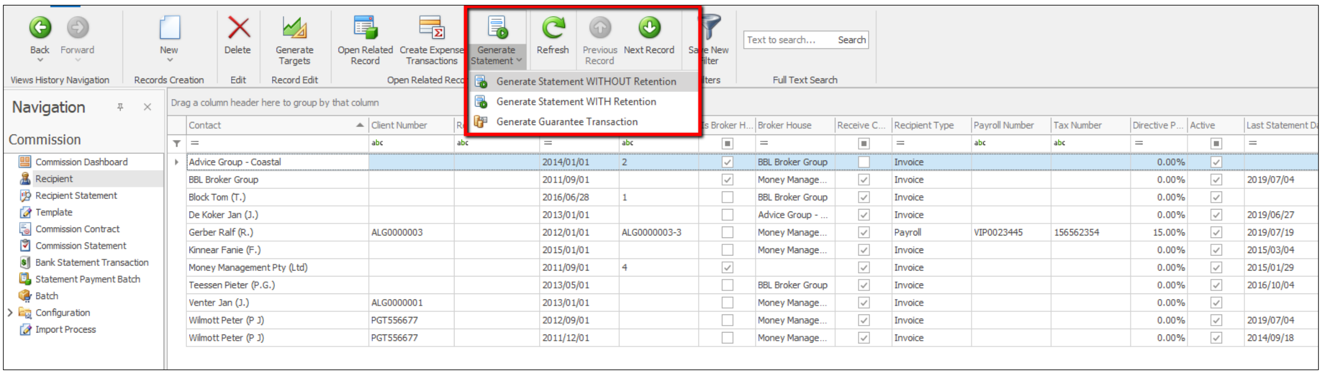
The commission statement represents the inflows/income part of the process and the recipient statement represents the outflows/expense part of the process. The recipient statement is a collection of approved commission-, retention rules, expense- and tax transactions that are combined on a statement representing a payment transaction to the recipient.

You have 2 options when generating the recipient statement:

1. Generate Statement WITHOUT Retention - when no retained commission is being paid on this statement

2. Generate Statement WITH Retention - to release monthly commission retained

Generate Recipient Statement

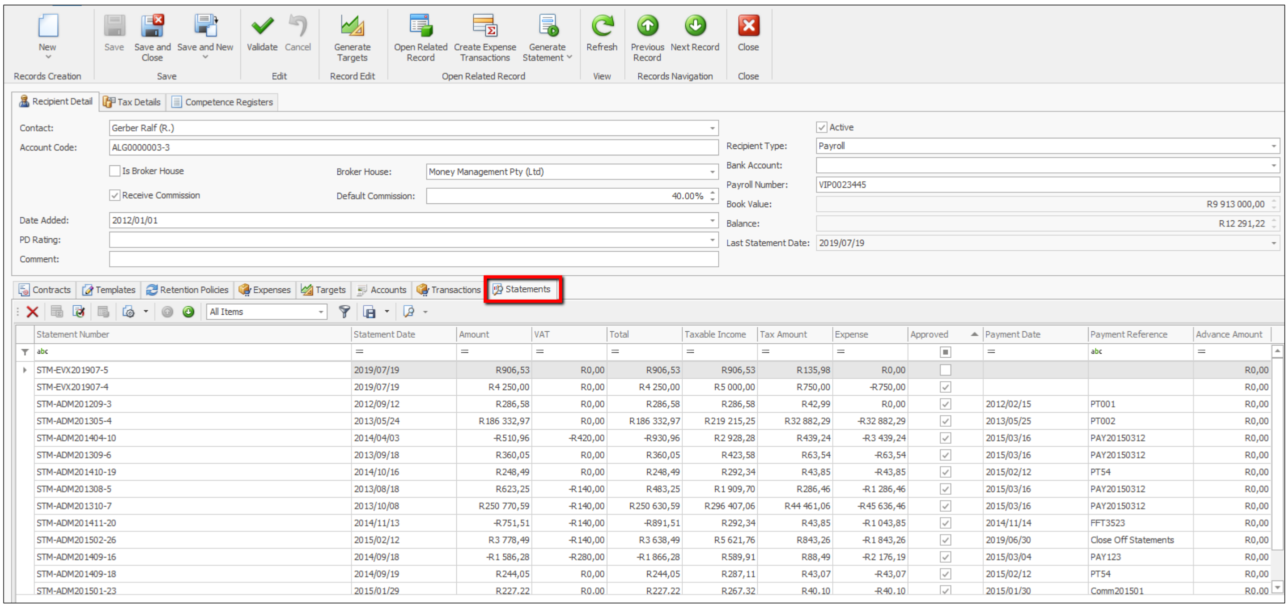


This action will add the approved transactions as well as apply all retention rules (Generate statement with Retention) on this recipient to a new recipient statement. If there is a statement for this recipient that has not been approved yet, then this process will add the approved transactions to this statement rather than generating a new statement.

Transactions with Retention Policy

Once the Recipient Statement has been generated you will notice that the transaction where a retention policy applies will remain on your Recipient list of Transaction. The Amount Due will change after the portion of the transaction, which has been identified by the retention rule criteria, has been released for payment.

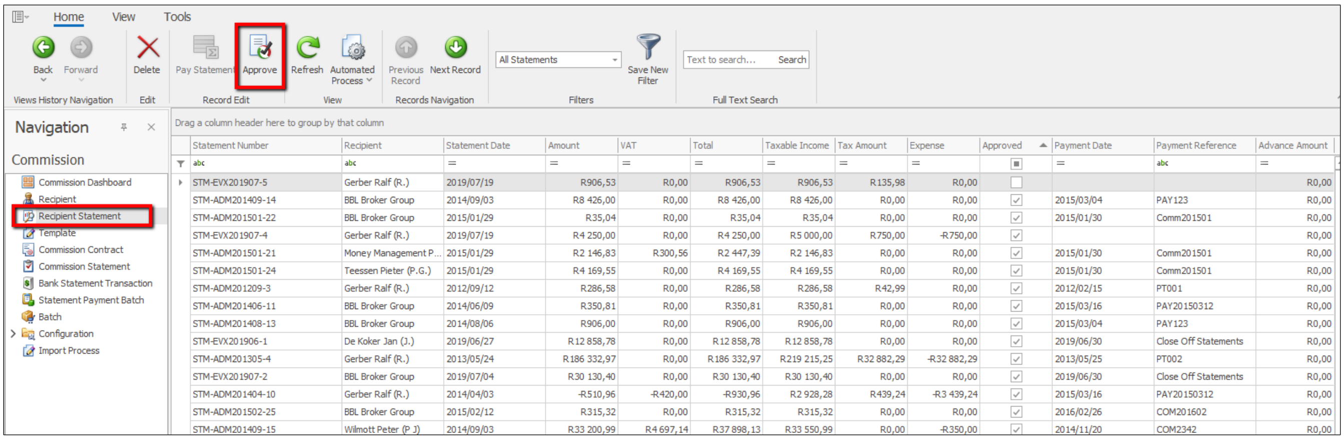
The newly generated statement is now on the Statements tab:



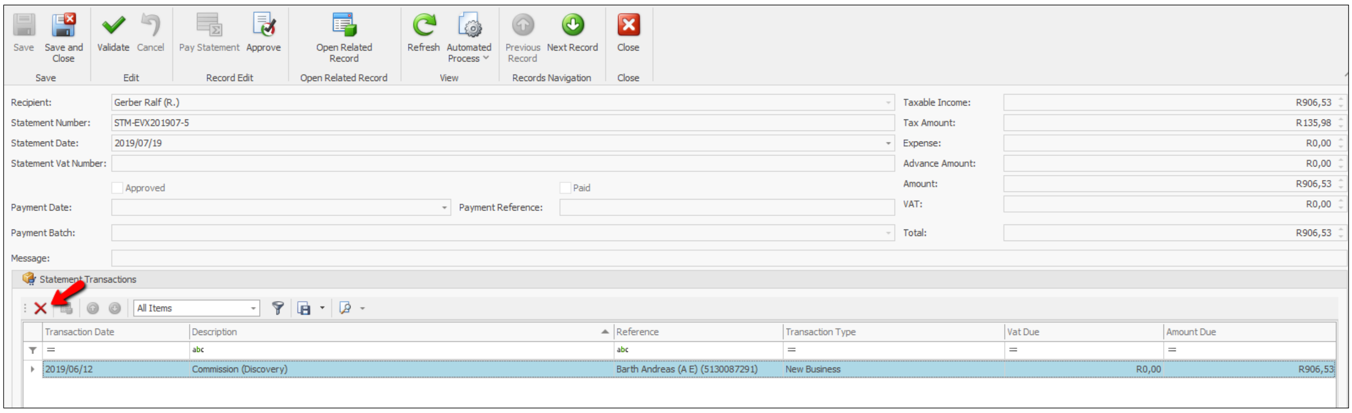
It might happen that when a statement is generated, the sum of the amounts on the statement is negative. This is possible if the expenses approved for the statement are more than the actual commission earned.

Approve Recipient Statement

Approve a recipient statement when you are ready to do a payment run. To perform this action for multiple statements at a time, you will need to navigate to the Recipient Statement list view.

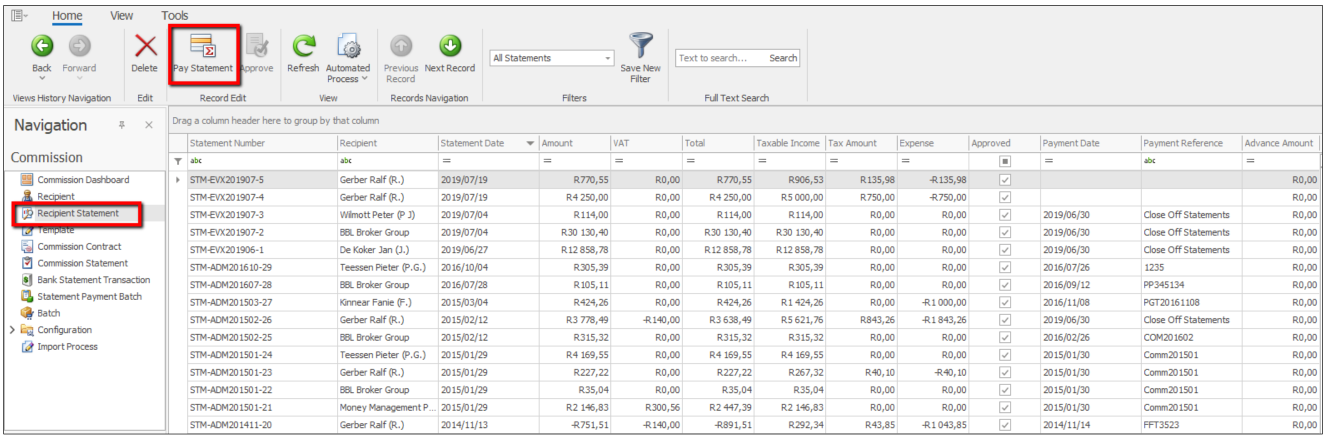


In the event where you have approved a transaction and the transaction should not be paid in this month-end run, you may delete the transaction from the Recipient Statement which will then unlink the transaction from the payment process and move it back to the Recipient Transactions tab. This needs to be done before the approval of the Recipient Statement.



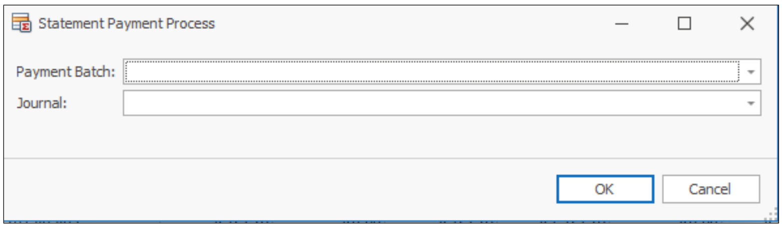
Pay Recipient

The pay statement process will not only allocate the statement for payment but will also generate additional transactions for the recipient if the recipient has a valid tax directive or any accounts set-up.



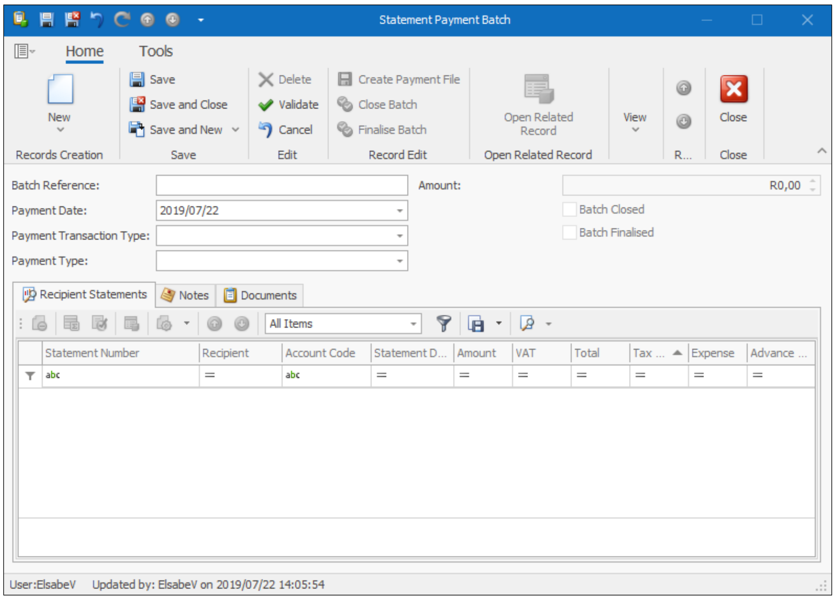
This process will calculate the tax to withhold on the income before expenses for this statement as well as allocate any amounts specified in the Recipient Account to the specific Journals.

Please refer to Commission Recipient Account Management section



Select an existing Payment batch or create a new batch for this payment.

Create a new Payment Batch.



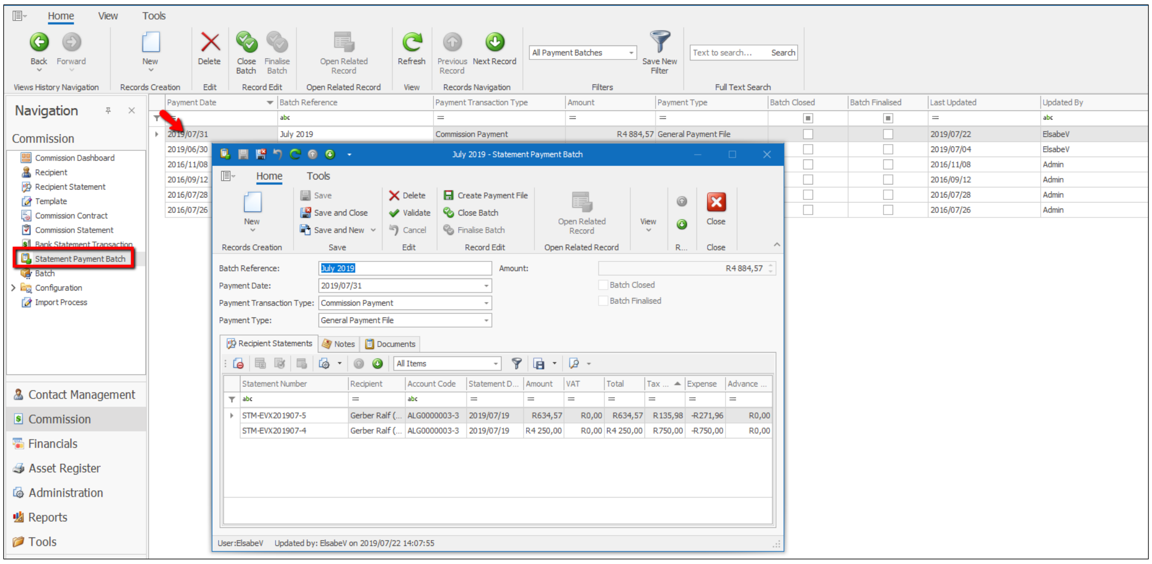
Property name	Description	Required
Batch Reference	Use a reference name to identify this Batch	✓
Payment Date	Date these transactions should be paid	✓
Payment Transaction Type	Transaction type to display on VIP file	✓
Payment Type	Select preferred payment type	✓
Amount	Auto calculates as transactions are added	
Batch Closed	Refer to Payment Batch section	
Batch Finalised	Refer to Payment Batch section	

Select the applicable Journal for account allocations.

After this statement has been selected for payment, no additional transactions can be added.

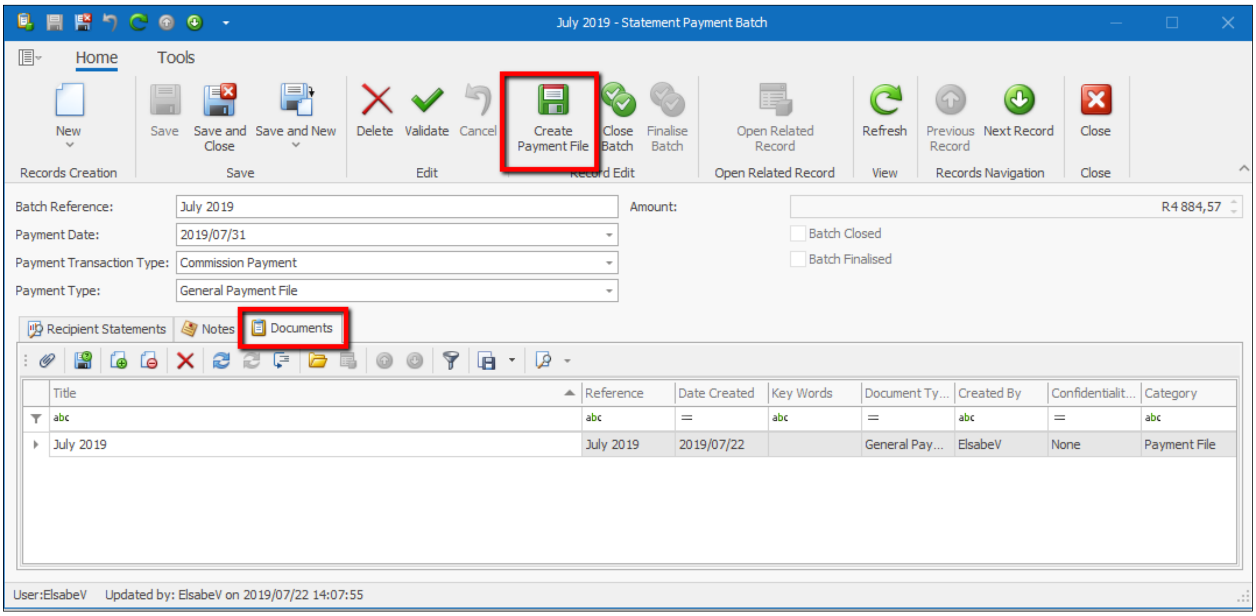
Statement Payment Batch

Open the Statement Payment Batch in the Navigation Bar to see all Recipient statements added for payment.

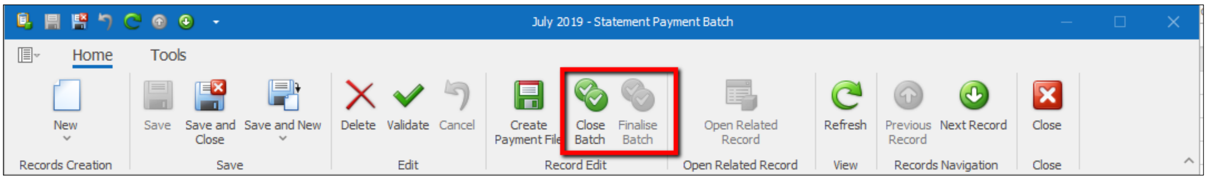


Create the Payment File to finalise the payment process.

The payment file is now available on the Document's tab.

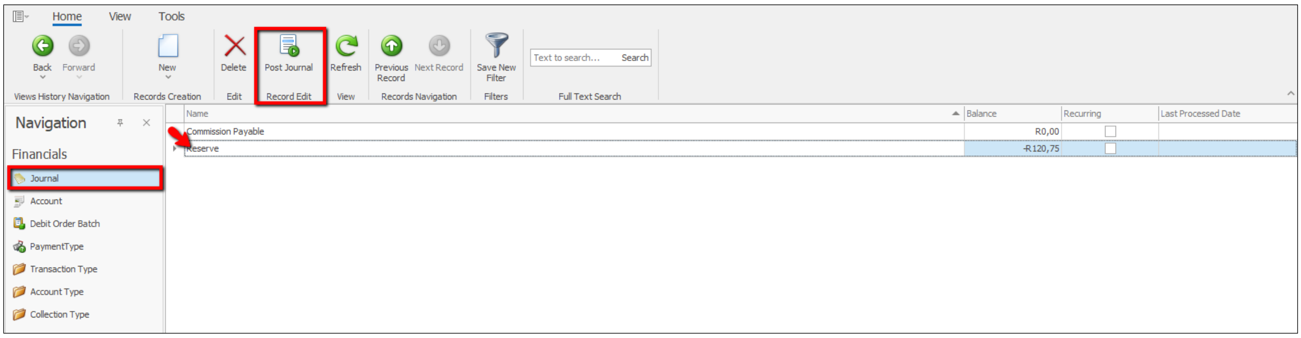


After the payment file has been processed, you can Close and Finalise the Payment Batch. No further changes can be applied to any record after the batch has been closed.



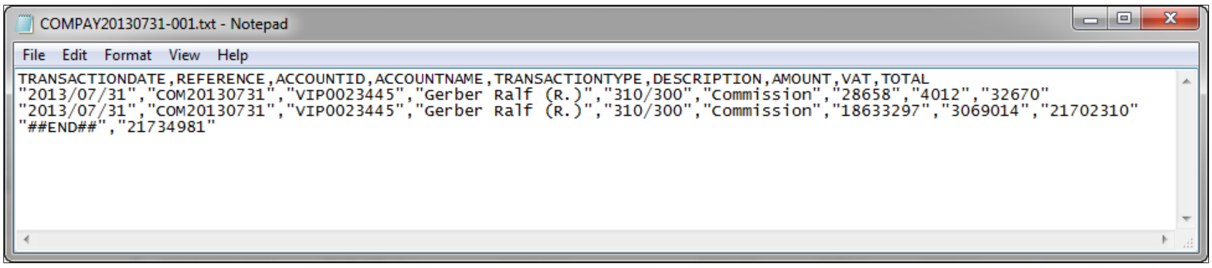
Process Journals

Post the applicable journals to allocate transactions to Recipient Accounts.



Commission Payment Type

The Commission Payment Type is a system defined type and is used in the payment process of the recipient statements. Each of the defined types represents an output format used for generating output to various payment systems. Below is a sample of a general payment file generated during the payment process:



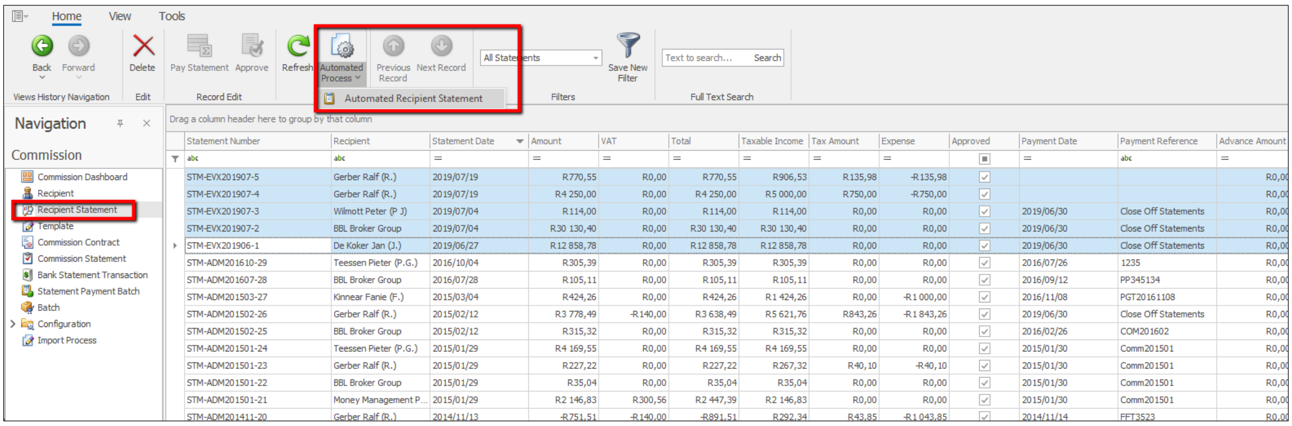
Print, export and e-mail Recipient Statements

Recipient statements can be printed, exported or emailed from the system using a manual or automated process.

Automated process

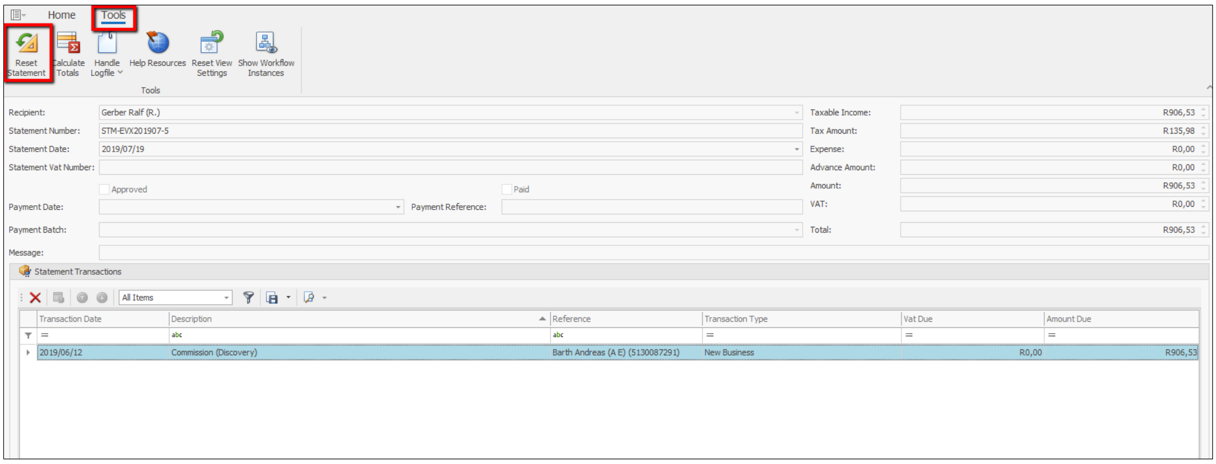
An automated process will be setup by your System Administrator.

Select the relevant automated process to distribute multiple Recipient Statements simultaneously



Reset Statements

In the event where transactions have been allocated incorrectly and needs to be un-approved, this process will allow the reset of statements. It can only be done by a user with the appropriate security level i.e. Administrator.



In the event where a Commission Statement needs to be reset, but some transactions have already been paid on a Recipient Statement, the Recipient Statement needs to be reset first.

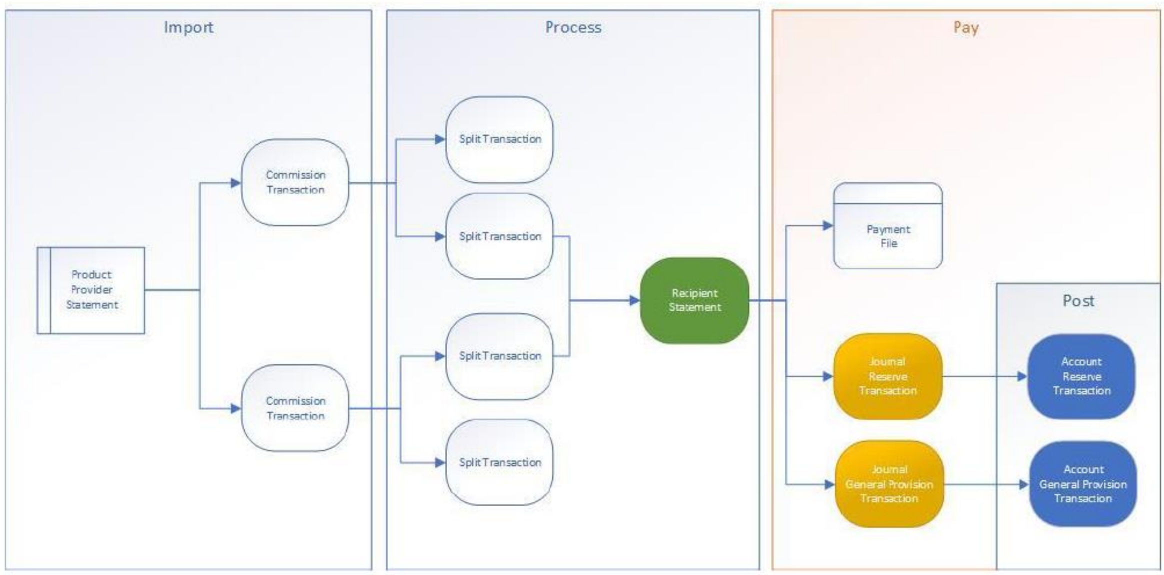
Financials

Commission Recipient Account Management

Various accounts can also be set up from a commission management perspective e.g. Reserve Account, VAT account etc.

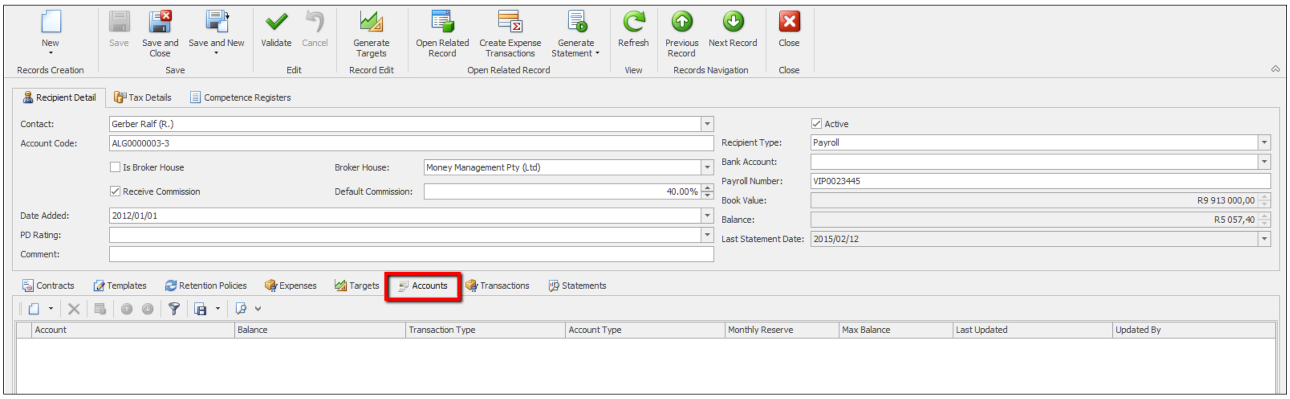
These accounts do not have a requirement for linked contracts and do not participate in collections.

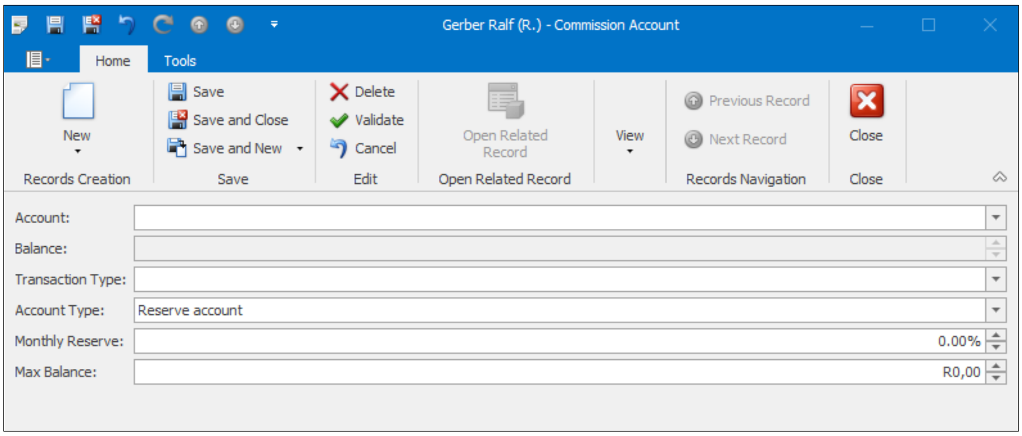
Commission Transaction Processing



Create Recipient Account

Accounts are accessible from the Recipient detail view:





Account

Refer to Account section in this document

Transaction Type

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

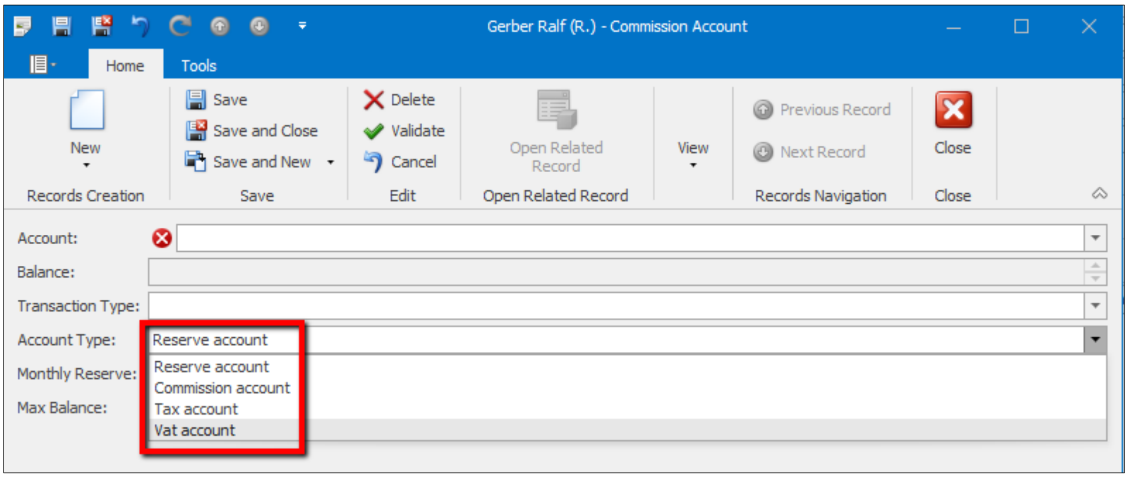
Account Type

The primary role of Account type is to differentiate between various accounts for the same owner.

Accounts can be linked to a Recipient in any of the following capacities:

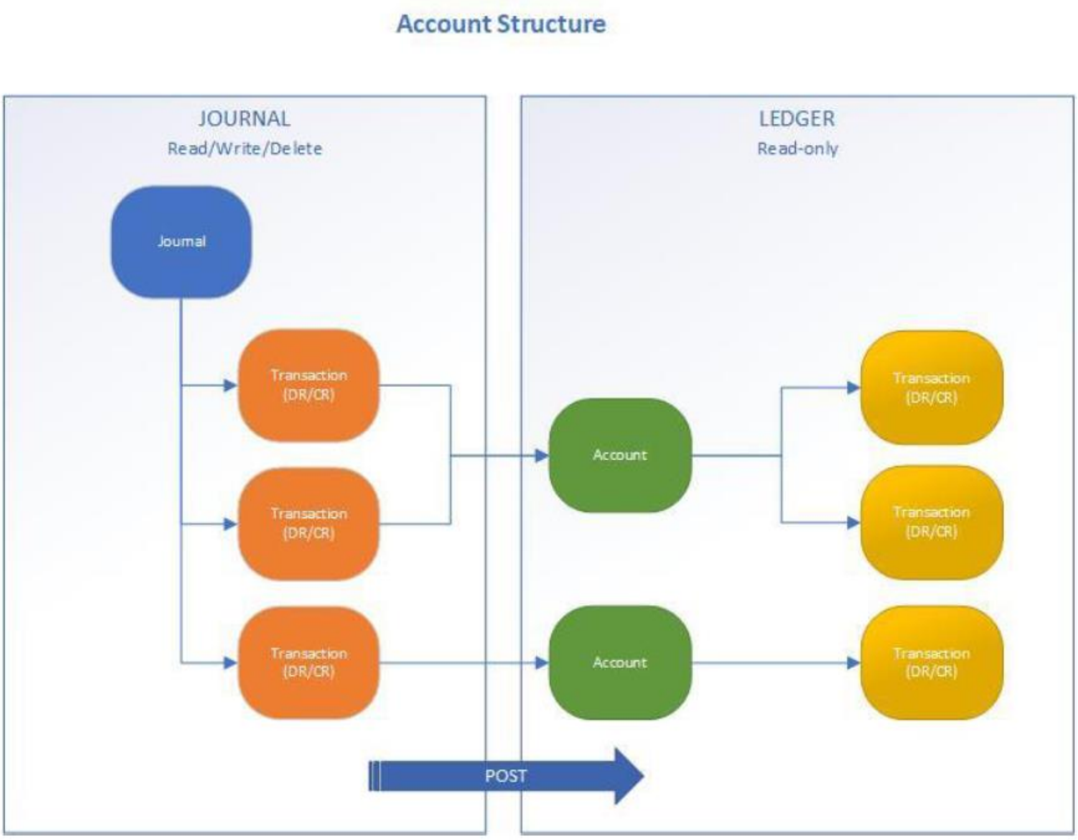
Account Type	Usage
Commission Account	Use this account to pay the balance of the Recipient statement. This account is optional
Reserve Account	Transfer a portion (%) of the Nett Commission into this account. You can setup multiple reserve accounts if the total percentage for the reserve stays below 100%
VAT Account	Transfer the VAT portion of the commission into a central VAT account. When the Recipient is not registered for VAT the VAT will be transferred to this central account
Tax Account	Central account to record the tax amounts withheld for each of the Recipients with a Tax Certificate. The % specified on the Tax Directive is used to calculate this amount

Select from a pre-set list of Account Types:



The two main areas of the Financial module are the Transaction Journals and the Accounts/Ledger.

Transactions are captured, generated or imported into a journal before they are posted to the various ledger accounts.



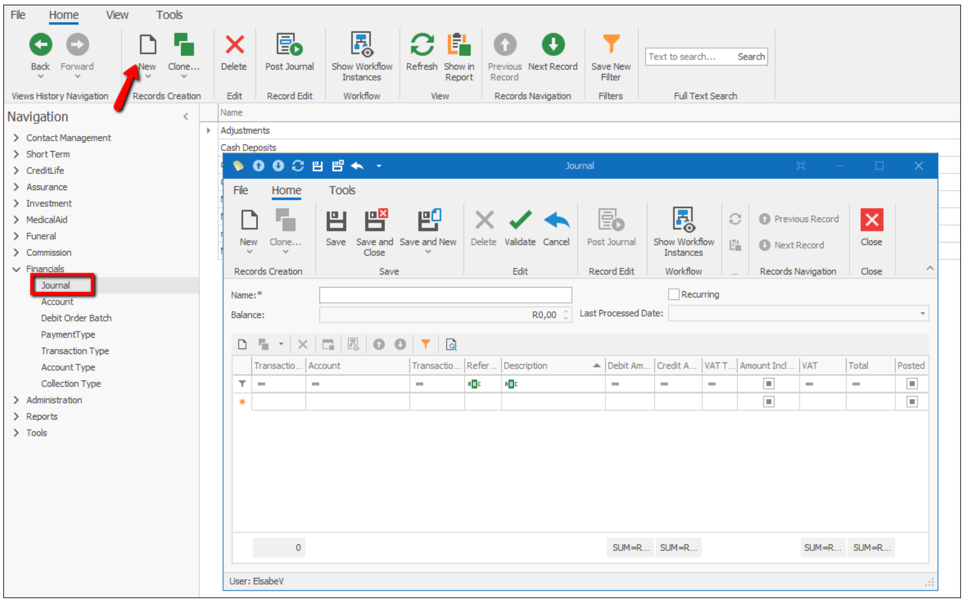
Journal

Journals are simply a collection of financial transactions of a specific transaction type (Debit / Credit) to be transferred to a specific Ledger account.

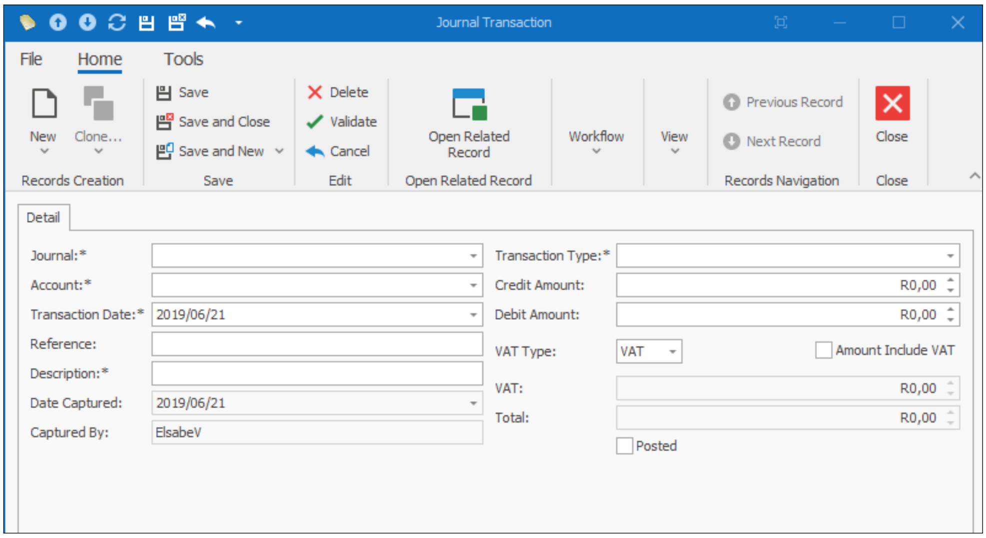
When journals are posted, a corresponding transaction will be created in a specific ledger account for each of the journal transactions.

There are 2 types of Journals that can be created: “Temporary” type that is used and cleared once all transactions have been posted and “Recurring” type that is not cleared and re-used.

Create a “Recurring” journal when you need to process the same transactions against Ledger accounts monthly.



Journal Transaction



Fieldname	Description	Required
Journal	This will default to the selected Journal	✓
Account	Select the Account this transaction applies to	✓
Transaction Date	Defaults to current date. Select the relevant date for the transaction. For recurring batches, the transaction date will automatically adjust using the month or the day the batch is posted.	✓
Reference	Any information relevant to this transaction. This could be a policy number or any information suitable for cross referencing the specific transaction.	
Description	Describe the purpose if this transaction	✓
Date Captured	Defaults to current date. Cannot edit this field.	
Captured By	Auto populated with the name of the user logged onto the application. Cannot edit this field.	
Transaction type	Select from a list of pre-defined transaction types. The transaction type determines if the transaction is a credit or debit.	✓
Credit amount	Field will become active if a Credit transaction type was selected. This is the amount the selected account needs to be credited with. The amount can be inclusive or exclusive of VAT.	✓
Debit amount	Field will become active if a Debit transaction type was selected. This is the amount the selected account needs to be debited with. The amount can be inclusive or exclusive of VAT.	
VAT type	Determine if VAT is applied or not	
Amount Incl VAT	Determine if the Credit/Debit amount is VAT inclusive or not	
VAT	VAT is calculated based on the transaction date and the VAT % for the default Country specified for the application.	
Total	Calculated as Credit/Debit amount plus VAT	
Posted	Indicates whether transaction has already been posted to the Ledger.	

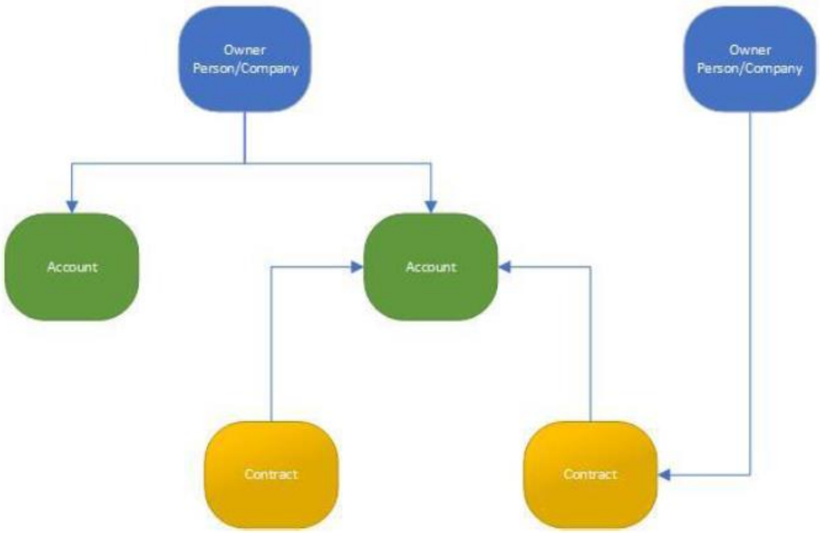
Journal transactions are not only captured manually but can also be generated via system processes or via import functions.

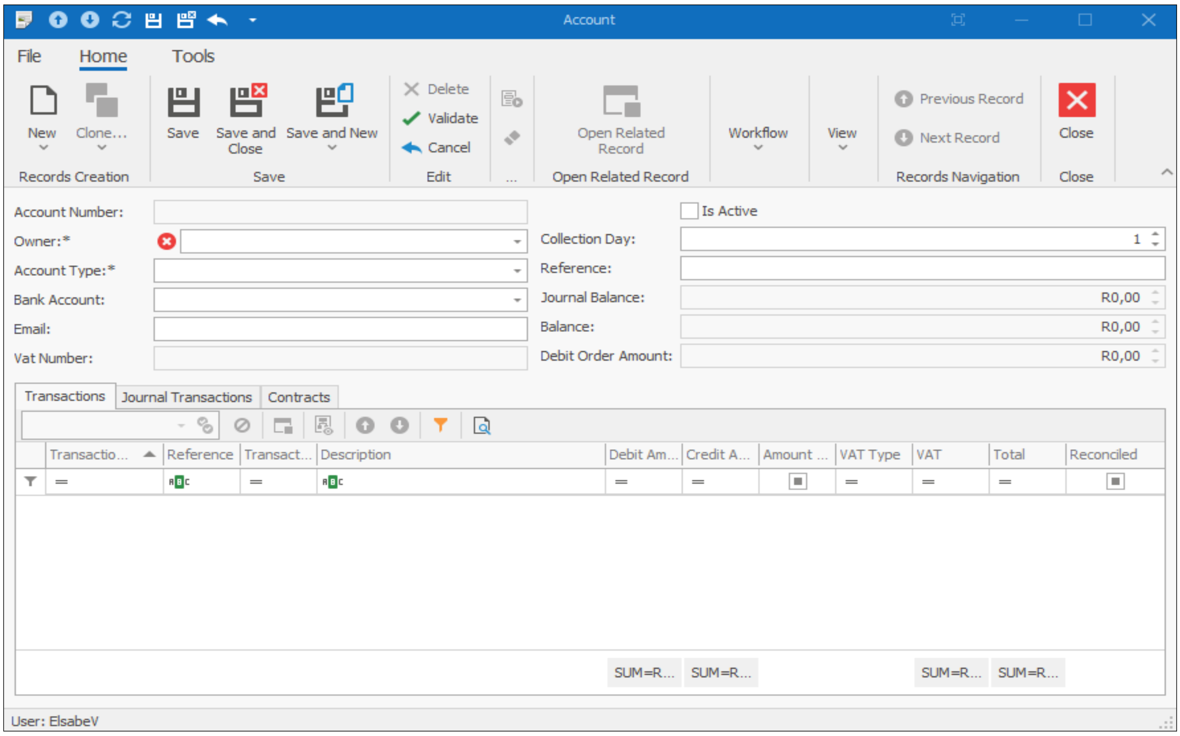
Accounts

The Financial Module allows for a flexible structure where you can create multiple ledger accounts for an owner with refence to one or more contracts (Policies).

The contract owner does not have to be account owner as well.

Account Structure





Fieldname	Description
Owner	Select owner of the account from the drop-down menu
Account Type	Select from predefined drop-down menu
Bank Account	Field will become active depending on Account Type selected. Select bank account as captured on Client Contact detail view.
Email	Capture email address if applicable
Is Active	Select if Account is Active
Collection day	Select the day on which premium will be collected. This is a compulsory field and needs to be filled even if no collection will be done.
Reference	Enter appropriate reference that will appear on client’s bank statement