



Teessen Consulting

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TC Commission Administration - Web App User Guide

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Teessen Consulting

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Introduction

The Commission System keeps track of all recipients and their various contracts on which they earn commission or fees.

This application 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 also 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.



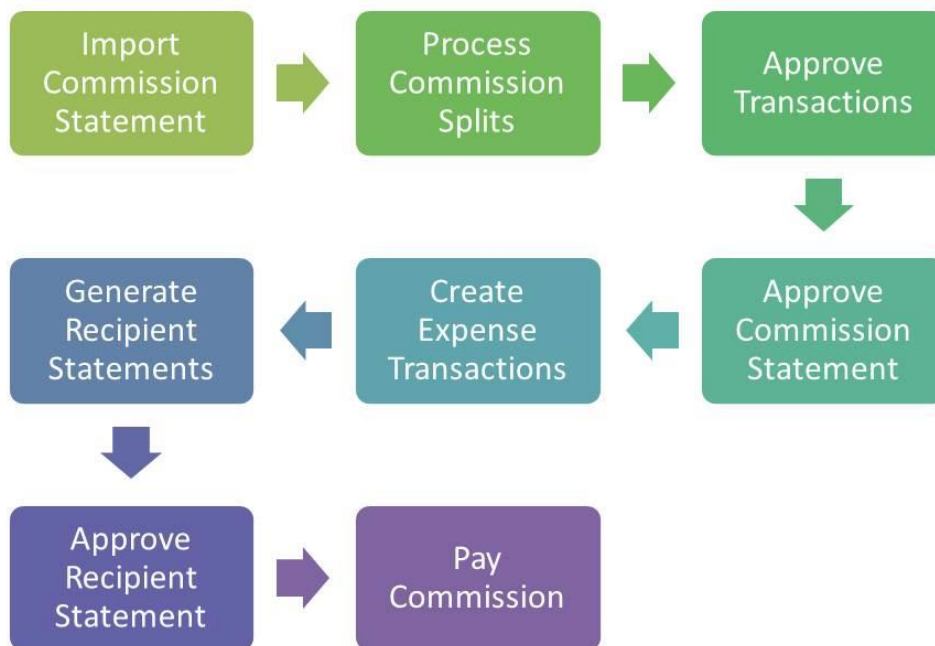
Each of these set-up functionalities are described in full in the TC Desktop Application Administrator Guide on the Help Resource page.

Commission Life-cycle

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 log on you only need to provide the username given to you by your System Administrator. No password is required on first log on:

Welcome! Please enter your user name and password below.

User Name:

Password:

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 application and your user identity is therefore important.

Change Password

To change your password, please enter your old and new passwords in the text fields below.

Old Password:

New Password:

Confirm Password:

Manage your user details

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

On the Navigation Pane, click 'My Details' icon to access your user details or use the action button – top right corner of your screen:

Navigation Pane: Contact Management, Dashboard, Contact, Department Contact, Company, Person, Supplier, Task, Contact Group, Note, Document, Questionnaire, Email, Email Manager Mail, SMS, Calendar, Notification, **My Details**, Filter Criteria

Header: Edit, Change My Password, Reset Password, Refresh User Full Name, Refresh

Commission User - Vermaak Elsabe (E.)

Task Dashboard / Email Account / Vermaak Elsabe (E.)

Full Name: Vermaak Elsabe (E.)
Billing Rate: R 0.00
My Person: [Vermaak Elsabe \(E.\)](#)
Notify Email: elsabe@tconsult.co.za
Confidentiality Level: Level 5
Reminder Check Time: 0

User Name: ElsabeV
☒ Is Active
Prefix: EVX
Color: 000000
Email Account: [Outlook Mail](#)
Team: [Commission](#)
☐ Is Admin
☐ Is System User

Roles, User Groups, **Notifications**, Email Signatures

Export to: [dropdown]

Title	Notification Type	Date Created	Priority	Created By	URL
TASK (TC-ADM201307-100603)	Notification popup	2018-11-05	Low	PieterT	

Page 1 of 1 (1 Items) | Page size: 20



1. Change my password

Click Change My Password tab to change your password.

Permission User - Vermaak Elsabe (E.)
Task Dashboard / Vermaak Elsabe (E.)

Full Name:* Vermaak Elsabe (E.) User Name:* ElsabeV
Billing Rate: R 0.00 Prefix:* EVX
My Person: Vermaak Elsabe (E.) Color: 0:0:0
Notify Email: elsabe@tconsult.co.za Email Account: Outlook Mail
Confidentiality Level: Level 5 Team: Commission
Reminder Check Time: 0
☐ Change Password On First Logon

☐ Is Active
☐ Is Admin
☐ Is System User

Roles User Groups Notifications Email Signatures

Name	Is Administrative	Can Edit Model
System Administrator	☐	☐

Page 1 of 1 (1 items) Page size: 20

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

Click Edit tab to change notification email address.

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

Select Email account on main screen and edit.

Permission User - Vermaak Elsabe (E.)
Task Dashboard / Outlook Mail / Elsabe Vermaak / Email Account / Vermaak Elsabe (E.)

Full Name: Vermaak Elsabe (E.) User Name: ElsabeV
Billing Rate: R 0.00 Prefix: EVX
My Person: Vermaak Elsabe (E.) Color: 0:0:0
Notify Email: elsabe@tconsult.co.za Email Account: **Elsabe Vermaak**
Confidentiality Level: Level 5 Team: Commission
Reminder Check Time: 0
☐ Change Password On First Logon

☐ Is Active
☐ Is Admin
☐ Is System User

Roles User Groups Notifications Email Signatures

Title	Notification Type	Date Created	Priority	Created By	URL
TASK (TC-ADM201307-100603)	Notification popup	2018-11-05	Low	PieterT	

Page 1 of 1 (1 items) Page size: 20



Select Edit to update email account details:

Email Account - Elsabe Vermaak
Task Dashboard / Outlook Mail / Email Account / Vermaak Elsabe (E.) / Elsabe Vermaak

Name: Elsabe Vermaak
Email Type: Web mail
Host: office365.com
Port: 567
User Name: elsabe@tconsult.co.za
Password: *****
☒ Enable SSL
From Email: elsabe@tconsult.co.za
BCC Email:
Service Point Max Idle Time: 0
☒ Active

Email Account - Elsabe Vermaak
Task Dashboard / Outlook Mail / Email Account / Vermaak Elsabe (E.) / Elsabe Vermaak

☒ Save ☒ Save and Close ☒ Save and New ☒ Cancel

Name:* Elsabe Vermaak
Email Type: Web mail
Host: office365.com
Port: 567
User Name: elsabe@tconsult.co.za
Password:
☒ Enable SSL
From Email: elsabe@tconsult.co.za
BCC Email:
Service Point Max Idle Time: 0
☒ Active

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 application. 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 application.
Use the Filter row to quickly find a specific record.



The screenshot shows the 'Contact' management interface. The left sidebar contains a 'Navigation Pane' with options like Dashboard, Contact, Company, Person, Supplier, Task, Note, Document, Questionnaire, Email, SMS, Calendar, Notification, My Details, and Filter Criteria. The top 'Action Toolbar' includes buttons for New, Create Lead, Edit, Client Portal, SMS, Email, Automated Process, Refresh, Export to, Show in Report, and Filter. A 'Wild search' box is located next to the 'Filter' dropdown. Below the toolbar, a table of contacts is displayed with columns: Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Group, Primary Record, Open Tasks, and Consultant. A 'Filter row' is highlighted above the table. The table contains several records, including 'A Swanepoel', 'A&S Interior Design & Shopfitters', 'ABC Brokers', 'Adami Jacqueline (J)', and 'Adams Janine (J)'.

Editing Records

This screenshot shows the 'Edit' function in the 'Contact' management interface. The 'Edit' button in the top toolbar is highlighted with a red box. Below the toolbar, the same table of contacts is shown, but with the 'Company 1' record selected. The 'Edit' button is also highlighted in the row's action column. The bottom of the interface shows pagination information: 'Page 1 of 1 (1 items)' and a 'Page size: 20' dropdown.

You will notice the Edit button on every view within the application. To edit a record, you need to select the edit function.

Contact Management

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

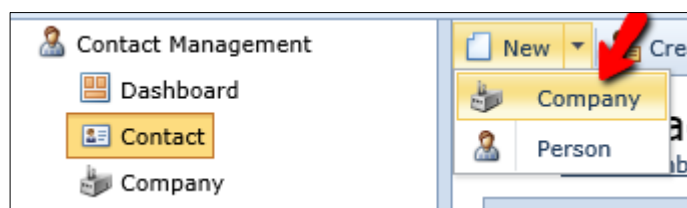
Create a new Record

- 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 application including those marked as Suppliers.
- Person – List of person records in the application.
- Supplier – List of Suppliers

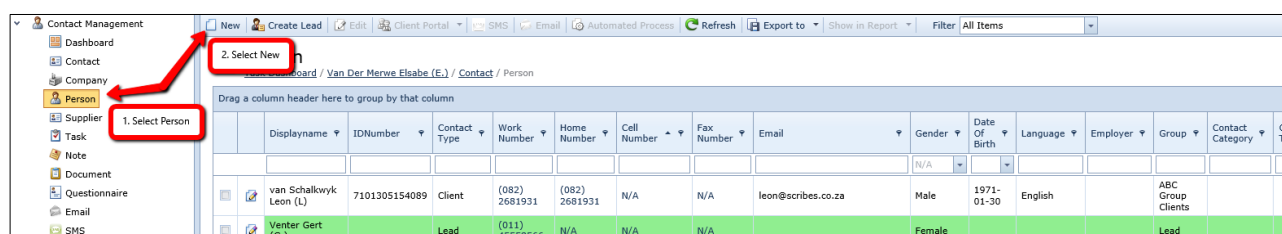
It is important to determine what type of record you want to create before clicking the 'New' button.

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 and then that type of record will 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 
 -  on fields indicates that a drop-down menu exists allowing you to select values from a pre-populated list.
 -  will allow you to create a new record
 -  clears the existing record

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, but can be overwritten	✓
Initials	Build from the first and second names and can be overwritten	✓
Title	Selected from a list. List can be maintained by a user with the appropriate rights. Selecting the title will default the gender if possible	✓
Primary Record	Select this if the record is a client or someone that you mostly deal with and not just a contact	
Date Deceased	Enter deceased date of the client. This date is directly linked to a Funeral Policy	
Date of Birth	If you want to use the default birthday filters, then populate this field. It is recommended that you capture this data whenever possible	
Age	Calculated from the date of birth	
ID Number	Identification number. This is not currently validated, but must be unique. Therefore, no duplicate ID numbers can exist within the application	
Language	Select from a list. This is important if you want to communicate to your client in their home language	
Gender	This will default from the title if possible. Can be Male, Female or Both	
Work Number	Telephone number at work	
Cell Number	Cell phone number is used for SMS services	
Home Number	Telephone number at home	
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 address is also used as default when sending an email directly from the application.	
Open Tasks	Read-only field displaying the total number of tasks linked to this record that has not been closed yet.	

- 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.



Title:* N/A    Click on the edit button to capture telephone numbers

Work Number: N/A   

Cell Number: N/A   

Home Number: N/A   

Contact Number

Country:* South Africa    For cel phone numbers select the mobile number check box

Dialing Code: 27   

☐ Mobile Number

Area Code:

Number:*

Extension:

OK Cancel

- Contact numbers can be added or edited using the edit button and should be captured without spaces or punctuation.
- Use the  to clear or remove the contact number.

Click on the 'Office' tab to complete relevant information.

Office Details

Details **Office** **Additional Information**

Contact Type:* N/A   

Client Number:

Reference Number:

Source: N/A   

Marital Status: N/A   

Date Married:

Maiden Name:

Dependants: 0   

Salutation:

Group:* N/A   

Religion: N/A   

Employer: N/A   

Nationality:* South Africa   

Occupation: N/A   

Passport Number:

VAT Number:

Tax Number:

Ethnic Group: N/A   

FSCA Number:

Consultant: N/A   

Contact Category: N/A   

Next Review Date:

Fieldname	Description	Required
Contact Type	Select from the available list. This value will determine if a record forms 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 application 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 application.

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

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



Additional Information

Details Office **Additional Information**

Browse...

Additional Email:

Additional Contact Number: N/A

Twitter Handle:

Facebook:

Qualification: N/A

Monthly Salary: R 0.00

Smoker Status: Non-Smoker

Special Needs: No

Credit Score: 0

Credit Score Date:

Fieldname	Description	Required
Image	Add a photo of the person	
Additional Email	Use this field to capture the second email address of 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:

Tasks										
File Task	UnFile Task	Forward Task	Schedule Task	Add Note	Show in Report	Export to	Filter	All Tasks	Action bar	
Task Number	Contract	Type	Subject	Date Created	Start Date	Due Date	Status	Priority	Assigned To	Percentage Complete
☒	TC-201711-2	Van Der Merwe Elsabe (E.) (Auto & General - 071117)	Appointment	Appointment	2017-11-16		NotStarted	Normal	Teessen Pieter (P.)	0.00%
☐	TC-201711-3	Van Der Merwe Elsabe (E.) (5986)	Claim	Claim	2017-11-16		NotStarted	Normal	Van Der Merwe Elsabe (E.)	0.00%
☐	TC-201711-4	Van Der Merwe Elsabe (E.) (Santam (Pty) Ltd - 20171106)	Appointment	TC-EMX201711-1975 : Statement Duplication - Old Mutual N1711/073	2017-11-16		NotStarted	Normal	Van Der Merwe Elsabe (E.)	0.00%

Page 1 of 1 (3 items) Page size: 20



Task

Please refer to the section on how to [create a task](#)

Address Details

The screenshot shows the 'Addresses' tab selected in the top navigation bar. The main form displays the details for an address: 529 6th street, Eftyhias Village nr 28, MONTANA UIT 2, PRETORIA, South Africa, 0182. The form includes fields for Type of Address (Home), Address, Suburb, City, Country, Postal Code, Province (Gauteng), Region (City Of Tshwane), and checkboxes for Main and Use For Correspondence.

- 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 screenshot shows the 'RSA Postal Code' lookup table. The table has columns for Suburb, Postal Code, Area, Is Box, Region, Province, and Last Updated. A search bar is at the top.

Suburb	Postal Code	Area	Is Box	Region	Province	Last Updated
Eersterus Uit 2	0022	Silverton	☒	City Of Tshwane	Gauteng	2020-06-18
Wonderkop Uit 2	0317	Rustenburg	☒	Bojanala Platinum	North West	2020-06-18
Kwaguqa Ext 11	1039	Witbank	☒	Nkangala	Mpumalanga	2020-06-18
Corporate Post Office	0074	Pretoria	☒		Gauteng	2020-06-18
Fairlands	2195	Johannesburg	☒	City Of Johannesburg	Gauteng	2020-06-18
Zakariyapark	1813	Eldoradopark	☒	City Of Johannesburg	Gauteng	2020-06-18
Madadeni	2951	Madadeni	☒	Amajuba	Kwazulu-Natal	2020-06-18
Polokwane Uit 44	0699	Polokwane	☒	Capricorn	Limpopo	2020-06-18
Kameelboom	0340	Rustenburg	☒		North West	2020-06-18
Nkanini	2952	Osizweni	☒	Amajuba	Kwazulu-Natal	2020-06-18
Casteel	1370	Acornhoek	☒	Ehlanzeni	Mpumalanga	2020-06-18
Alexandra Fase 1	2090	Johannesburg	☒	City Of Johannesburg	Gauteng	2020-06-18
Happy Valley	7000	De Aar	☐	Pixley Ka Seme	Northern Cape	2020-06-18
Kwadlangezwa	3886	-	☒		Eastern Cape	2020-06-18



- 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

The screenshot shows the 'Bank Accounts' module in the TC Commission Administration Web App. The 'Bank Accounts' tab is selected. Below the tab, there is a 'Bank Account' detail form. The form includes the following fields:

- Bank Name:*
- Branch Name:
- Branch Code:*
- Type of Account:*
- Account Number:*
- Account Holder:

There are also two checkboxes: ☒ Active and ☐ ACB Checked.

Below the form, there is a 'Statements' section with a table header for 'Statement Reference', 'From Date', and 'To Date'. The table currently shows 'No data to display'.

Fieldname	Description	Required
Bank Name	List of banks defined in the application. Select the appropriate bank for this account.	☒
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 prepopulate if captured by your Administrator	☒
Type of Account	Select from a list: Cheque, Current, Savings, etc.	☒
Account Number	The account number must be correct when using for collections.	☒
Account Holder	The registered name for this account at the bank.	
Active	Select if the bank account is Active	
ACB Checked	If box selected, then it indicates that the account details captured were 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.

Click 'binocular icon' to search for an existing client in the database or to create a new record:

Click 'Related' tab to show the reverse relationship between the parties:



The dialog box titled "Contact Relationship" has two tabs: "Current" and "Related". The "Related" tab is selected and highlighted with a red box. Below the tabs are four input fields: "Related Party:*" with the value "ABC Brokers", "Current Party:*" with the value "Van Der Merwe Elsabe (E.)", "Related As:*" with the value "Employer", and "Date Linked:*" with the value "2017-12-01". A red arrow points to the "Related As:*" field. At the bottom right are "OK" and "Cancel" buttons.

To remove/break the relationship, delete the relationship record. This action will not delete the actual client record.

The screenshot shows the "Relationships" tab in the web application. A table lists relationships between clients and other parties. The "Delete" button in the toolbar is highlighted with a red box. A red arrow points to the first row of the table.

Related Party	Client Number	Relationship	Cell Number	Work Number	Consultant	Contact Type
Teessen Pieter (P.G.)	P34567	Business Associate	0829058049	(087) 5501427	Maxine	Client
1-2-3 Marketing Corporation cc		Employer	00716765742	(078)1161164		Client

Contracts

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

The screenshot shows the "Contracts" tab in the web application. A table lists contracts. The "Contracts" tab in the top navigation bar is highlighted with a red box. A red arrow points to the "New" button in the toolbar.

Product Provider Name	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Intermediary
Discovery	Commission Contract	TC20190805-1	2019-08-01	R 0.00	R 5 000.00	In Progress	Gerber Ralf (R.)	

Select New to create a new [commission contract](#):

The screenshot shows the "Contracts" tab in the web application. A table lists contracts. The "New" button in the toolbar is highlighted with a red box. A red arrow points to the "New" button.

Product Provider Name	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Intermediary
Discovery	Commission Contract	TC20190805-1	2019-08-01	R 0.00	R 5 000.00	In Progress	Gerber Ralf (R.)	



Contract Roles

Each contract has roles. 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



Vermaak Elsabe (E.) - Linked Contract Role

Contract:	Adonisi Timothy (T M) (Investec - 15062020)		
Party:*	Vermaak Elsabe (E.)		
Legal Reference:			
Person Date Of Birth:	1970-03-05		
Age:	50		
Role:*	Beneficiary		
Percentage Share:*	30.00%		
Start Date:*	2020-06-15	End Date:	
			☒ Active
Last Updated:	2020-06-15	Updated By:	ElsabeV

OK Cancel

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	
Last Updated	System creates a timestamp of last record update	
Updated By	System auto populates user details who last updated this record	

From Policy

Contract Roles							
New	Delete	Convert To Contact	Export to	Legal Reference	Role	Person Date Of Birth	Age
Company Contract Role							
Linked Contract Role				us (C.J.)	Beneficiary	1968-08-21	52
Person Contract Role				(J.)	Beneficiary	1968-09-28	52

Page 1 of 1 (4 records) Page size: 20

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:



Company Contract Role

Registration Name:*

Trading Name:

Registration Number:

VAT Number:

Role:*   

Percentage Share:* 

Display Name:

Start Date:*  End Date:  ☒ Active

Last Updated:  Updated By:

Fieldname	Description	Required
Display Name	Display name will auto populate as data is captured	
Registration name	Enter Company's registration name	
Trading name	Enter Company's trading name	
Registration number	Capture Company's registration number	
VAT number	Capture Company's VAT number	
Role	Select Role, from pre-defined list, this party plays 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	
Active	Record will automatically change to in-active when end date is captured	
Last Updated	System creates a timestamp of last record update	
Updated By	System auto populates user details who last updated this record	

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:



- Person Contract Role

First Name:*

Surname:*

ID Number:

Date Of Birth:

Age:

Role:*

Percentage Share:*

Start Date:* End Date: ☒ Active

Last Updated: Updated By:

OK Cancel

Convert Contract Role to Contact

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

Commission Contract - Vermeulen Aletta (A C) (Sanlam Life Insurance Limited - 12438723)

Task / Department Contact / Department Contact / Commission Contract / Vermeulen Aletta (A C) (Sanlam...)

Save Save and Close Save and New Cancel

Owner: Vermeulen Aletta (A C) Contribution: R 0.00

Commission Product: Glacier SPP Contribution Frequency: N/A

Product Provider: Sanlam Life Insurance Limited Annual Escalation: 0.00%

Contract Number: 12438723 Market Value: R 0.00

Reference Number: Initial Commission: R 3.56

Source: N/A Second Year Commission: R 0.00

Inception Date: 2011-09-01 Comment: A Vermeulen

Status: Active Last Statement Date: 2011-10-01

Cancel Date: Cancel Reason: N/A Current Commission: R 0.00

Consultant: Gerber Ralf (R.) Total Commission: R 0.00

Template: Sanlam Template Created By: Date Created: Last Updated: 2020-09-10

Use Template

Updated By: ElsabeV

Commissions Market Values Statement Details Contract Links **Contract Roles** Tasks Notes Documents Questionnaires Property Sheet History

New Delete Edit Convert To Contact Reset View Settings

	Display Name	Role	Legal Reference	Percentage Share	Start Date	End Date	Active	Age	Last Updated	Updated By
☒	Fast Tracking	Beneficiary	1994/1256698/08	0	2001-09-10		☒	0	2020-09-10	ElsabeV

Page 1 of 1 (1 items) Page size: 20

Complete all the compulsory fields on the converting [Person](#) or [Company](#) record.



Company

Clone...

Detail Office Additional Contact Information

Displayname:

Registration Name: Country Of Registration:

Trading Name: Registration Number:

Type Of Company: Language:

Nature Of Business:

Email:

Web Address:

Open Tasks:

Work Number:

Fax Number:

Cell Number:

Primary Record ☐

Tasks Addresses Bank Accounts Department Contacts Relationships Contracts Contract Roles Notes Documents SMS Email Phone Logs Questionnaires Properties

New Clone... Delete Edit Add to Distribution List SMS Email Reset View Settings

Department	Contact	Occupation	Work Number	Fax Number	Cell Number	Email	Active	Comment

No data to display

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'.

Tasks Addresses Bank Accounts Relationships Contracts Contract Roles **Notes**

New Delete Edit Export to

Title	Subject	Last Updated

Note

Owner:

Title:*

Subject:*

Confidentiality Level:

Insert Template

Normal Arial (Font Size) B I U

Fieldname	Description	Required
Owner	The owner of the note is either a contact (person/company) or other objects like contracts. When you create a new note from a person the owner will default to that record.	✓
Title	This is free text field and used 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 from other windows applications like Word, Email and many others.



Navigate to 'Notes' from the Navigation Pane.

Owner	Title	Subject	Last Updated	Updated By
InsureBaseIV.Claim(aad37056-bdaa-467d-b2b4-954468c9d893)	Claim	General	2015-08-19	Admin
Strydom Jannie (J.)	Japie	General	2012-02-07	Admin
Teessen Pieter (P.)	My Note	General	2011-12-13	Admin
Teessen Consulting	Test	Information	2011-09-26	Admin
Teessen Pieter (P.) (Sanlam - SAN234234)	Test Note	General	2015-08-19	Admin
Teessen Consulting	Win SMS Balance	Information	2011-03-25	Admin

Add Note from the 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:

Date Sent	Subject	Use Delay	Cellphone Number	Delivery Date	Status Description	Last Updated
-----------	---------	-----------	------------------	---------------	--------------------	--------------

No data to display

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 of 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:

The screenshot displays the 'Person - Van Der Merwe Elsabe (E.) ()' page. The top navigation bar includes buttons for New, Edit, Client Portal, SMS, Email, Automated Process, Refresh, and Show in Report. The 'Email' button is highlighted with a red box. Below the navigation bar, the contact details are shown in a tabbed interface with tabs for Details, Office, and Additional Contact Information. The Details tab is active, showing fields for Displayname, Surname, First Name, Second Name, Call Name, Initials, Title, Work Number, Cell Number, Home Number, Date Of Birth, Age, IDNumber, Language, Gender, Fax Number, Email, and Open Tasks. The Email field is populated with 'elsabe@tconsult.co.za'. Below the details, there is a section for Tasks, Addresses, Bank Accounts, Relationships, Contracts, Contract Roles, Notes, Documents, SMS, Email, Questionnaires, and Property sheets. The 'Email' button is highlighted in this section. Below this, there is a table with columns for Subject, Message Status, Priority, Signature, External List, and Delivery Notifications. The table contains one row with the subject 'Testing Insure-IV Web', Message Status 'Sent', Priority 'Normal', Signature 'Client Services', and Delivery Notifications 'OnSuccess, OnFailure'. The page footer shows 'Page 1 of 1 (1 items)' and 'Page size: 20'.

- 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.



New Send Re-Send Validate Refresh

Email
Task Dashboard / Person / Van Der Merwe Elsabe (E.) / Email

Save Save and Close Save and New Cancel

Link more recipients Add attachments from the document library

Link Unlink Delete Edit Client Portal Automated Process Show in Report Export to Filter All Items

Displayname	Email	Legal Reference	Language	Consultant
Van Der Merwe Elsabe (E.)	elsabe@tconsult.co.za		Afrikaans	

Page 1 of 1 (1 items) Page size: 20

Subject:*
Message Status:* Draft
Priority: Normal
Signature: N/A

Protect Address List
Read Receipt
Delivery Receipt

Insert Template

Normal Arial (Font Size) B I U S

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 application.	✓
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	Default to draft, but will automatically be set when the message is sent. - Draft – not yet send - Outbox – Saved but not send - Send – delivered to email server The email application 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 signatures that are more generic e.g. support or accounts department. 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	Receive a read receipt in outlook when selected	
Delivery Receipt	Receive a delivery report in outlook when selected	
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.



RE: Update personal information - Email

Send Re-Send Forward

Automated Process Export to

Displayname	Email	Legal Reference	Language	Consultant
Vermaak Elsabe (E.)	elsabe@tconsult.co.za	7003050300083	Afrikaans	

Page 1 of 1 (1 items) Page size: 20

Subject: RE: Update personal information Priority: Normal
Message Status: Sent Signature: Client Services
☐ Protect Address List ☐ Read Receipt ☐ Delivery Receipt

Insert Template

Dear Mrs Vermaak

Please confirm that you personal information has not changed and update where necessary

Email : elsabe@tconsult.co.za

Cell : 082 8533 342

Address : 529 6th street, Montana, Pretoria

Thank you kindly

Navigation: Contact Management, Dashboard, Contact, Department Contact, Company, Person, Supplier, Task, Contact Group, Note, Document, Questionnaire, **Email**, SMS, Calendar, Notification, My Details, Filter Criteria

Buttons: New, Send, Re-Send, Forward, Delete, Edit, Refresh, Export to, Filter All Items

	Subject	Priority	Last Updated	Updated By	Signature	External List	Delivery Notifications
	Contact Details	N/A	2018-03-22	SysAdmin	Client Services		N/A
☒	W: Update personal information	Normal	2018-05-07	SysAdmin	Client Services		OnSuccess, OnFailure
	New Quote Request	Normal	2018-03-23	MaxineD	Test Maxine		OnSuccess, OnFailure
	Re Credit Life replacement, Policy (CL-DB-11527), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	2017-03-06	CLSUser	Tian	OLD MUTUAL FINANCE (PTY) LTD (tian@tconsult.co.za)	On failure
	Re Credit Life replacement, Policy (CL-DB-11527), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	2017-03-06	CLSUser	Tian	Buma Finance(tian@tconsult.co.za)	On failure
	Re Credit Life replacement, Policy (CL-DB-11527), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	2017-03-06	CLSUser	Tian	Bayport Financial Services (tian@tconsult.co.za)	On failure
	Re Credit Life replacement, Policy (CL-DB-11528), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	2017-03-06	CLSUser	Tian	OLD MUTUAL FINANCE (PTY) LTD (tian@tconsult.co.za)	On failure

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'.

Navigation: Contact Management, Dashboard, Contact, Department Contact, **Company**, Person, Supplier, Task, Contact Group, Note, Document, Questionnaire, Email, SMS, Calendar, Notification, My Details, Filter Criteria

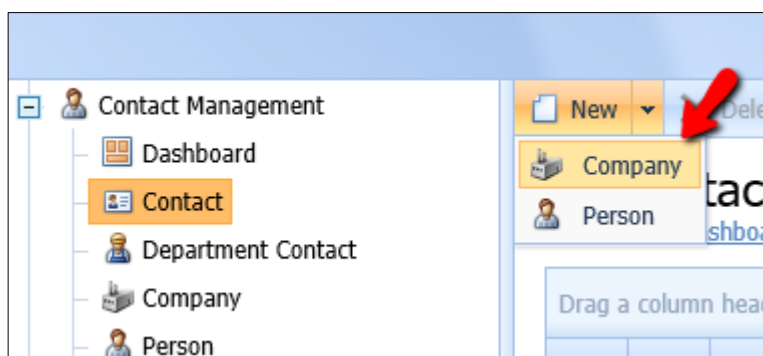
Buttons: New, Create Lead, Delete, Edit, Client Portal, SMS, Email, Refresh, Export to, Show in Report, Filter All Items

Quick create: Text to search... Search

Company
Task Dashboard / Person / Van Der Merwe Elsabe (E.) / Company

Drag a column header here to group by that column

Displayname	Type Of Contact	Contact Category	Type Of Company	Registration Number	Work Number	Fax Number	Email	Web Address	Primary Record	Open Tasks	Consultant



- 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

Company - ()

Person / Van Der Merwe Elsabe (E.) / Contact / Company / ()

Save Save and Close Save and New Cancel

Detail Office Additional Contact Information

Displayname:

Registration Name:* Country Of Registration:* South Africa

Trading Name:* Registration Number:

Type Of Company:* N/A Language: N/A

Nature Of Business: ☐ Primary Record

Email:* Work Number: N/A

Web Address: Fax Number: N/A

Open Tasks: 0 Cell Number: N/A

Tasks Addresses Bank Accounts Department Contacts Relationships Contracts Contract Roles Notes Documents SMS Email Question

New Delete Edit Add to Distribution List SMS Email Export to

Department	Contact	Occupation	Work Number	Fax Number	Cell Number	Email	Active	Comment

No data to display

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 application. 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	This is a free text field to enter the name of the contact. It will not create a contact record in the database.	✓
Occupation	Select from a list of occupations. Occupations can be added if they do not exist in the list.	
Department	Select from a list of departments. Departments can be added if they do not exist in the list.	✓
Comment	This is a free text field to enter applicable comments.	
Active	Select if this record is Active or unselect 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 application when selected.

Easy access to all Department Contacts from the Navigation Pane:

	Company	Department	Contact	Occupation	Work Number	Fax Number	Cell Number	Email	Active	Comment
	1-2-3 Marketing Corporation cc	IT	Gert Aggenbach	Programmer	(087) 5125569			gert@123.co.za	☒	
	Company 101	Short Term	Petrus Schoeman	Manager	(011) 5698541 x 560			petrus@101.co.za	☒	General Manager all Products
	Company 101	Claims	Andrea Verwey	Claims Consultant	(011) 5698541 x 569			claims@101.co.za	☒	Commercial Claims
	Company 101	Short Term	Nadia Grobelaar	Admin Assistant	(061) 5692548			nadia@101.co.za	☒	Personal lines
	Insurance Co	Sales	Johan Roets	Financial Planning	(053) 2654789		0728952598	johan@inco.co.za	☒	Financial Advisor
	WaterWise	IT	David Mduli	Programmer	(018) 2695589		00785965803	david@waterwise.co.za	☒	

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 Tools to access the Convert to Person action:

	Company	Department	Contact	Occupation	Work Number	Fax Number	Cell Number	Email	Active	Comment
	Flowers Industries	Sales	Gino Flowers	Claims Consultant	0720335066	0720335066	0720335066	gino@tconsult.co.za	☒	Selling of flowers
	Filies Tours	Finance	Desmond Filies	Manager				desmond@telkomsa.net	☒	
	RH TAXI'S	Admin	Johan Pieterse	Admin Assistant					☒	
	Innovative and Creative	HR	Lauren Brown	HR Manager					☒	Contact her to arrange meetings
	Fabio's Company	IT	Pierre	IT Manger					☒	Team 3 manager
	Innovative and Creative	Marketing	Tobie van der Laan						☒	Referral from Johan van As
	Aviation City	Admin	Annie	Hearing Officer					☒	
	JL TAXI	Admin	Johan Pieterse	Admin Assistant				shamelah@tconsult.co.za	☒	
	Browns Financials	Short Term	Petrus Schoeman	Manager	(011) 5698541 x 560		0721231234	petrus@101.co.za	☒	General Manager all Products
	RH TAXI'S	Admin	June Pieterse	Admin Assistant					☒	
	Browns Financials	Claims	Andrea Verwey	Claims Consultant	(011) 5698541 x 569			claims@101.co.za	☒	Commercial Claims
☒	Legal Wise	Legal	Nadia Grobelaar	Admin Assistant	(061) 5692548			nadia@101.co.za	☒	

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



Nadia - Convert Department Contact Process

Details

Surname:*	Grobelaar	☐ Is Primary
First Name:*	Nadia	IDNumber:
Second Name:		Language: English
Call Name:*	Nadia	Gender: Female
Initials:*	N.	Email: nadia@101.co.za
Work Number:	(061) 5692548	Title:*
Fax Number:	N/A	Cell Number: N/A

Office

Contact Type:*	N/A	Employer: Legal Wise
Marital Status:	N/A	Nationality:*
Group:*	Sean Steyn	Occupation: Admin Assistant
Maiden Name:		Ethnic Group: N/A
Religion:	N/A	Consultant: N/A
Qualification:	N/A	Contact Category: N/A
Smoker Status:	Non-Smoker	Passport Number:

☐ Set Relationship

OK Cancel

Use of colour and grouping

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



	Adami Jacqueline (J)	Client	6810290172085	(011) 123456	0833212112	sales@doort.co.za	English	Global Group	☒	0	Teessen Pieter (P.)
	Adams Janine (J.)	Purple : Orphan record		N/A	N/A		English	ABC Group Clients	☐	0	Van Der Merwe Elsabe (E.)
	Adamson Craig (C)	Orphan Record	7502265167088	N/A	0724736000	craig.realty@gmail.com	English	Orphan Clients	☒	0	
	Afrivent (Pty) Ltd	Client	2003/023485/07	(011) 6793281	N/A	paulrich.1@gmail.com	English	First Company Group	☒	1	
	Allcock Sabrina (S)	Black : Active client	097005	(011) 4674222	0828066846	s.allcock@holidayholdings.co.za	English	ABC Group Clients	☒	0	Van Der Merwe Elsabe (E.)
	Almeida Jose (J E N)	Client	5201205200107	(011) 3921179	0833807030	zac@coronacafe.co.za	English	ABC Group Clients	☒	1	
	Annandale Okdert (O P)	Client	4804065099088	N/A	0742391300	ockie.a@mtloaded.co.za	English	First Company Group	☒	0	Teessen Pieter (P.)
	Antic Miladen (M)	Client	5604175196181	(011) 4765415	0833076116	theantics@saol.com	English	ABC Group Clients	☒	1	
	Appelgryn Aletha (A J)	Client	4908290088087	N/A	0833831957	alet.appelgryn@astrazeneca.com	English	First Company Group	☒	0	
	Armstrong Samantha (S)	Blue : Supplier	905310151083	(011) 4321665	0836426085	s.sammyra@gmail.com	English	ABC Group Clients	☒	4	
	Associatted Marine	Supplier		N/A	N/A		English	Insurance Companies	☐	0	
	Atkinson Jacqueline (J A)	Client	8101280229087	N/A	N/A		English	First Company Group	☒	0	

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:

Quick create

Task Dashboard / Person / Van Der Merwe Elsabe (E.) / Company / Contact

New Lead

Current Contact: N/A

Source:* N/A

Company/Person: Person Group:* Lead

Company Name:* Department: N/A

Title:* N/A Gender: Female

First Name:* Surname:*

IDNumber:

Home Area Code: Phone Number:

Work Area Code: Work Number:

Cell Number: Email:

Assign To:* N/A Task Type:* N/A

Comment:*

Once captured, the application will automatically add the person detail to your contact list and colour code the 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.

The application will also generate a Task to the person to whom this lead is assigned to take further action.

Supplier

Supplier shows all records which have been captured on Company or Person with the contact type specified as Supplier.

Easy access to all Suppliers via the Navigation Pane:

	Displayname	Work Number	Email	Language	Primary Record	Open Tasks
☐	Associated Marine	(0860) 102725	info@santam.co.za	English	☐	0
☐	Spotlight Interactive	(086) 0339898	tian@tconsult.co.za	Afrikaans	☐	0
☐	Clarendon Transport Under	(011) 2741300	info@ctu.co.za	Afrikaans	☐	0
☐	Auto & General Insurance	(011) 6946694	clientservices@autogenlife.co.za	Afrikaans	☐	0
☐	Momentum Life	(011) 6718911	info@momentum.co.za	Afrikaans	☐	0
☐	Old Mutual	(041) 5024111	tian@tconsult.co.za	Afrikaans	☒	0

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 application where the Documents tab is available:

- use the various action buttons on the Action bar or,
- create a new document from the document library

	Title	Reference	Date Created	Key Words	Document Type	Created By	Confidentiality Level	Category
☒	[The job succeeded.] SQL Server Job System	Pieter	2014-02-12	sql	Broker Appointment	Admin	None	E-Mail, FICA

Select from the Action bar:



Tasks Addresses Bank Accounts Relationships Contracts Contract Roles Notes Documents SMS Email Phone Logs Questionnaires Pr										
Link Unlink Delete Edit Download Convert Document Export to										
	Title	Reference	Key Words	Archived	Document Type	Date Created	Created By	Category		
☒	201806 - Application Form.docx	Application Form	Application, Maxine	☐	Application Form	2018-06-06	PetroT	Task Attachment		
☐	Marketing article	4912175025081	Marketing	☐	Quotation	2019-07-31	PetroT	Task Attachment		
☐	NTLC Quotation - Body of email.docx			☐	Default	2018-06-06	SysAdmin	Task Attachment		
☐	Policy Schedule Wording.pdf			☐	Default	2018-06-06	SysAdmin	Task Attachment		
☐	TC Report Requirement Spec - download to Templates folder			☐	Default	2016-09-05	Admin			
☐	TEST	4912175025081	Marketing, Email	☐	Application Form	2019-07-31	PetroT	Task Attachment		



Create a new record with the selected file attached

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

Document File Attachment Process

Document Type:*

N/A

File:*

Browse...

Title:*

Reference:

Key Words:

Confidentiality Level:

None

Category:

N/A

OK

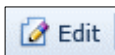
Cancel



Link file from the Document Library



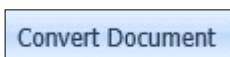
Unlink file from Client record



Edit document



Download to PC



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, SharePoint or Azure cloud.



In line Edit



When selecting 'In line edit' you will be able to edit various fields, e.g. Title, Reference, Key word etc. without opening the document view:

Link	Unlink	Delete	Edit	Download	Export to	Title	Reference	Date Created	Key Words	Document Type	Created By	Confidentiality Level	Category
						[The job succeeded.] SQL Server Job	Pieter	2014-02-12	sql	Broker Appointment	Admin	None	E-Mail, FICA

Page 1 of 1 (1 items) 1 Page size: 20



Edit

When selecting "Edit" a new window will open where changes can be applied

Cadiz 710.14 - Document Link

Title:* Cadiz 710.14
Reference:
Key Words:
Confidentiality Level: None
File:* 51561874-b769-4511-8e31-476aab1c1b71.xls
Document Type:* Root Network folder
Date Created:* 2019-07-18
Created By: ElsabeV
File Size: 0 B

Categories Owners

Link Unlink Delete Edit Export to

Description
Credit Life Cover

Page 1 of 1 (1 items) 1 Page size: 20

OK Cancel



Save As to save file to your local computer

From Insure Add-in

Refer to *TC Insure Add-in guide*

Individual Documents

Documents attached to an email can be saved individually.

Refer to *TC Insure Add-in guide*



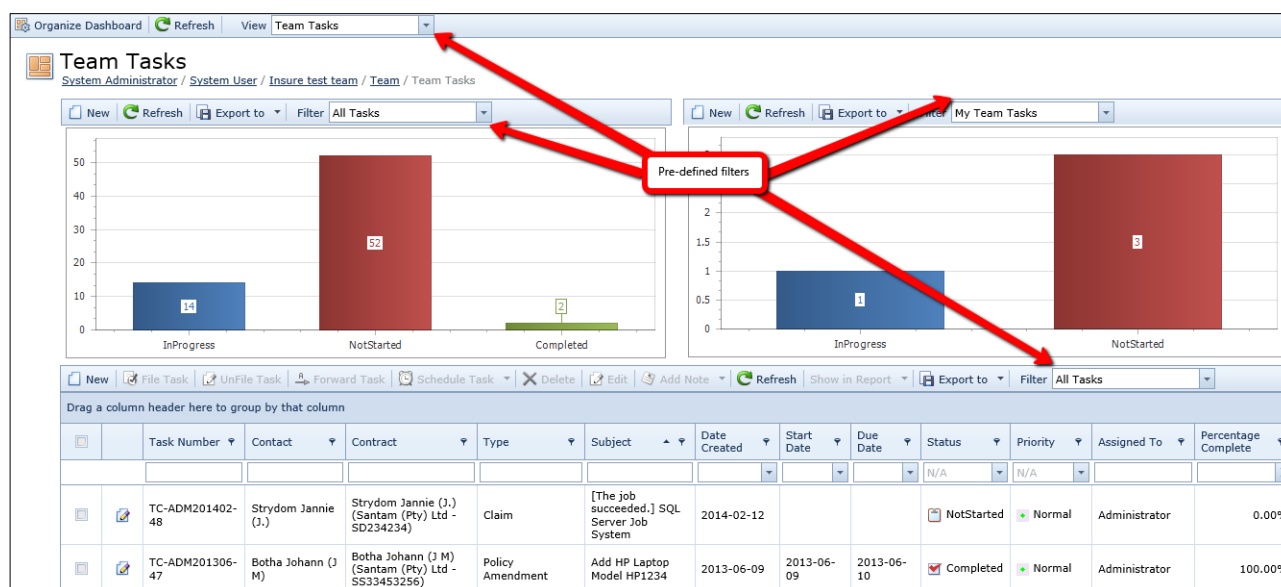
Task Management

Task Management is one of the most prominent features within the application. All processes in the application 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 first view that opens when you log onto the application. All tasks assigned to you are summarised and accessible from the Dashboard:



You can change the data required by using the pre-defined filter drop-down boxes:

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

Create a New Task

Tasks can be created from 4 separate places:

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 the Insure Add-in, you will have to enter all relevant details to the task.



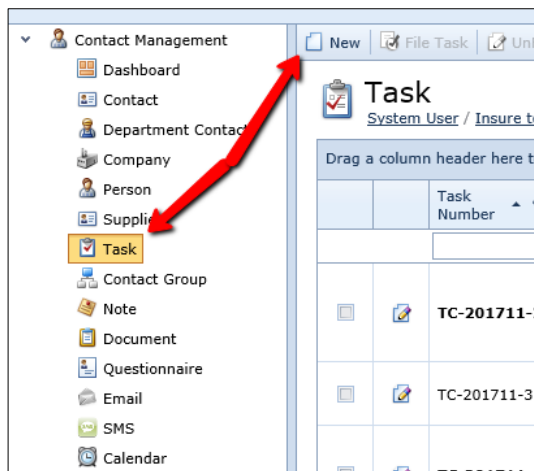
When using the Insure Add-in, the detail is populated via the wizard:

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	This is an auto generated field using abbreviations as defined on the user setup. Task numbers are useful for references to other parties.	✓
Type	Select from a list of predefined types. The administrator can amend this list.	✓
Subject	Specify the subject of the task for easy reading and display in list views.	✓
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 application 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 in order for a task to be generated	
Supplier	Supplier will auto populate when Contract is linked	
Assigned To	A task must always be assigned to a user within the application. 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 on reporting.	
Remind Me	This allows 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. Note that there is no reminder pop-up window on web	
Date Created	Automated to 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 through the 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

Person - Van Der Merwe Elsabe (E.) ()

Team Tasks / Task / Contact / Person / Van Der Merwe Elsabe (E.) ()

Save Save and Close Save and New Cancel

Details Office Additional Contact Information

Displayname: Van Der Merwe Elsabe (E.)

Surname:* Van Der Merwe

First Name:* Elsabe

Second Name:

Call Name:* Elsabe

Initials:* E.

Title:* Miss

Work Number: N/A

Cell Number: 0828533342

Home Number: N/A

Date Of Birth: 1970-03-05

Age: 47

ID Number:

Language: Afrikaans

Gender: Female

Fax Number: N/A

Email:* elsabe@tconsult.co.za

Open Tasks: 3

Tasks Addresses Bank Accounts Relationships Contracts Contract Roles Notes Documents SMS Email Questionnaires Property Sheets

New File Task UnFile Task Forward Task Schedule Task Delete Edit Add Note Show in Report Export to Filter All Tasks

Task Number	Contract	Type	Subject	Date Created	Start Date	Due Date	Status	Priority	Assigned To	Percentage Complete
TC-201711-2	Van Der Merwe Elsabe (E.) (Auto & General - 071117)	Appointment	Appointment	2017-11-16			NotStarted	Normal	Teessen Pieter (P.)	0.00%



From a Contract/ Policy

Commission Contract - Vermeulen Aletta (A C) (Sanlam Life Insurance Limited - 12438723)

Task / Department Contact / Department Contact / Commission Contract / Vermeulen Aletta (A C) (Sanlam...)

Save Save and Close Save and New Cancel

Owner:	Vermeulen Aletta (A C)	Contribution:	R 0.00
Commission Product:	Glacier SPP	Contribution Frequency:	N/A
Product Provider:	Sanlam Life Insurance Limited	Annual Escalation:	0.00%
Contract Number:	12438723	Market Value:	R 0.00
Reference Number:		Initial Commission:	R 3.56
Source:	N/A	Second Year Commission:	R 0.00
Inception Date:	2011-09-01	Comment:	A Vermeulen
Status:	Active	Last Statement Date:	2011-10-01
Cancel Date:		Current Commission:	R 0.00
Cancel Reason:	N/A	Total Commission:	R 0.00
Consultant:	Gerber Ralf (R.)	Created By:	
	☒ Use Template	Date Created:	
Template:	Sanlam Template	Updated By:	ElsabeV
		Last Updated:	2020-09-10

Commissions Market Values Statement Details Contract Links Contract Roles **Tasks** Notes Documents Questionnaires Propertiesheet History

New File Task UnFile Task Forward Task Clone... Schedule Task Delete Edit Add Note Reset View Settings Show in Report Filter My Tasks

Task Number	Subject	Type	Start Date	Due Date	Status	Priority	Percentage Complete	Assigned To	Created By	Date Created	Reminder Date	Reported By
					N/A	N/A						

No data to display

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, e.g. 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

New File Task UnFile Task Forward Task Schedule Task Validate **Add Note** Refresh Show in Report

Task - TC-201711-3

Claim / Contact / Person / Task / TC-201711-3

Save Save and Close Save and New Cancel

Task Detail Attachments **Logs** Task Links

New Edit Export to Filter All logs

Date Logged
16 November 2017 02:54 PM
Task created for Van Der Merwe Elsabe (E.) by SysAdmin with Normal pri
16 November 2017 03:50 PM
Schedule appointment

Page 1 of 1 (2 items)

Add Note on Task - TC-201711-3

Log Type:* N/A

Subject:

Minutes Spent: 0

Insert Template

OK Cancel

Fieldname	Description	Required
Log Type	Select from the list of task types.	
Subject	Enter a subject as easy reference to the body of the task log	
Minutes Spent	Can be used to track time spent as the task progresses.	



Insert Template Various templates can be setup to auto generate when a specific task log type is selected. Please discuss your requirements with the System Administrator

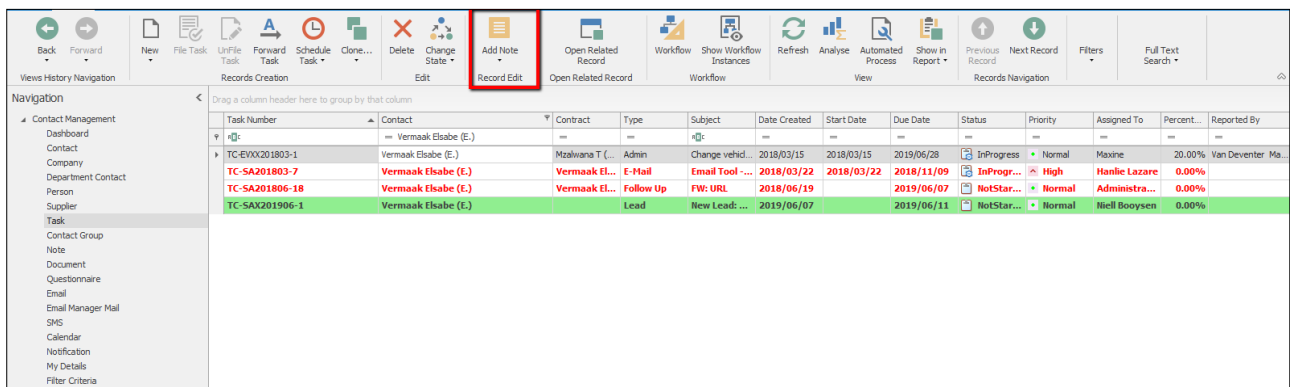
Message Body Free text field to capture the action or log a progress message



From Add Note Action

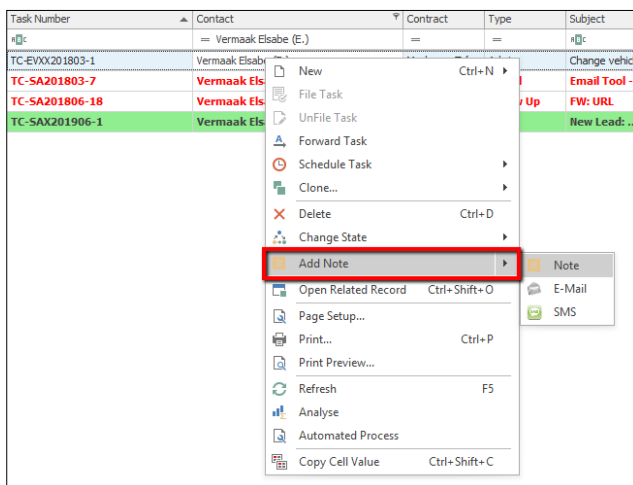
In the Task list view, you can create a task log on an existing task, using 'Add note'.

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



Task Number	Contact	Contract	Type	Subject	Date Created	Start Date	Due Date	Status	Priority	Assigned To	Percent...	Reported By
TC-EVXX201803-1	Vermaak Elsabe (E.)											
TC-SA201803-7	Vermaak Elsabe (E.)	Mzalwana T (...)	Admin	Change vehid...	2018/03/15	2018/03/15	2019/06/28	InProgress...	Normal	Maxine	20.00%	Van Deventer Ma...
TC-SA201806-18	Vermaak Elsabe (E.)	Vermaak El...	E-Mail	Email Tool ...	2018/03/22	2018/03/22	2018/11/09	InProgr...	High	Hanlie Lazare	0.00%	
TC-SA201906-1	Vermaak Elsabe (E.)	Vermaak El...	Follow Up	FW: URL	2018/06/19		2019/06/07	NotStar...	Normal	Administra...	0.00%	
TC-SAX201906-1	Vermaak Elsabe (E.)		Lead	New Lead: ...	2019/06/07		2019/06/11	NotStar...	Normal	Nicell Booysen	0.00%	

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



Task Number	Contact	Contract	Type	Subject
TC-EVXX201803-1	Vermaak Elsabe (E.)			Change vehid...
TC-SA201803-7	Vermaak Elsabe (E.)			Email Tool ...
TC-SA201806-18	Vermaak Elsabe (E.)			FW: URL
TC-SAX201906-1	Vermaak Elsabe (E.)			New Lead: ...

New	Ctrl+N
File Task	
UnFile Task	
Forward Task	
Schedule Task	
Clone...	
Delete	Ctrl+D
Change State	
Add Note	
Open Related Record	Ctrl+Shift+O
Page Setup...	
Print...	Ctrl+P
Print Preview...	
Refresh	F5
Analyse	
Automated Process	
Copy Cell Value	Ctrl+Shift+C

Note

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

Email

Email send from the 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.



TC-EVXX202004-7 : Additional risks added - Send E-Mail from Task

To:* Vermaak Cornelius (C.J.)(elsabe@tconsult.co.za)  

CC:  

BCC:  

Log Type:* N/A   Priority: Normal 

Signature:* N/A   Minutes Spent: 0  

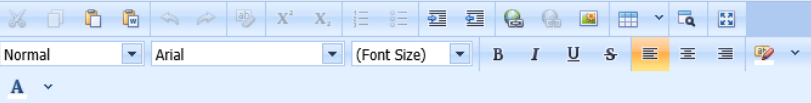
Subject:* TC-EVXX202004-7 : Additional risks added

Confidentiality Level: None 

Attachment: N/A   

☐ Read Receipt ☐ Delivery Receipt







Attach any document saved on Task, or

Attachment: N/A   

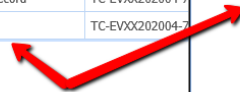
Task - TC-EVXX202004-7

[Task Type](#) / [Task Log Type](#) / [Vermaak Cornelius \(C.J.\)](#) / [Task](#) / TC-EVXX202004-7

☒ Task Detail  ☐ Logs ☐ Task Links

 Download  Convert Document

☐	Title	Reference
☐	1-2-3 Marketing Corporation cc - Contact info	
☐	Appointment Letter	Appointment
☐	Broker Note	TC-EVXX202004-7
☐	Credit life notes	TC-EVXX202004-7
☐	Link Relationship to Company Record	TC-EVXX202004-7
☐	Movement Codes	TC-EVXX202004-7



Document

Text to search... 

☐	Title	Date Created	Created By	Confidentiality Level
☐	1-2-3 Marketing Corporation cc - Contact info	2017-07-04	SysAdmin	N/A
☐	Appointment Letter	2019-07-09	MarkA	None
☐	Broker Note	2020-04-07	ElsabeV	None
☐	Credit life notes	2020-04-07	ElsabeV	None
☐	Link Relationship to Company Record	2020-04-07	ElsabeV	None
☐	Movement Codes	2020-04-07	ElsabeV	None

Page 1 of 1 (6 items)   Page size: 20 

Attach document from your Computer

Attachment: N/A   

First select the applicable document type, then browse your computer for document to be attached.



The screenshot shows a dialog box titled "Select Document Type". It contains two input fields: "Document Type:*" with the value "Default" and a small icon to its right, and "File:*" with an empty text box and a "Browse..." button to its right. At the bottom right, there are "OK" and "Cancel" buttons.

SMS

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

The screenshot shows a dialog box titled "TC-EVXX202004-7 : Additional risks added - Send SMS from Task". It contains several input fields: "Send To:*" with the value "27828533342" and a small icon to its right; "Subject:*" with the value "TC-EVXX202004-7 : Additional risks added"; "Log Type:*" with the value "N/A" and a small icon to its right; "Confidentiality Level:" with a dropdown menu showing "None"; "Minutes Spent:" with a spinner box showing "0"; "Character Count:" with a spinner box showing "0"; "SMS Count:" with a spinner box showing "0"; and "Message:*" with a large text area. At the bottom right, there are "Send" and "Cancel" buttons.

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.

Task - TC-SA201803-7
Vermaak Elsabe (E.) / Email / TC-EMX201803-1 / Task / TC-SA201803-7

Save Save and Close Save and New Cancel

Task Detail Attachments Logs Task Links

New Edit Send Email From Tasklog Show in Report Export to Filter All logs

Date Logged	Subject	Created By	Log Type	Minutes Spent
22 March 2018 03:27 PM		SysAdmin	Assignment	0
Task created for Elsabe Vermaak by SysAdmin with Normal priority and 0% completion.				
22 March 2018 04:17 PM		SysAdmin	Updated	0
The task status was changed from NotStarted to InProgress				
22 March 2018 04:18 PM	Check email tool	SysAdmin	Review	0
From: Elsabe Vermaak Sent: Thursday, 22 March 2018 2:36 PM To: African Eagle Insurance Brokers Subject: RE: TC-EMX201803-2306 : Upgrade Insure - IV 9.17206.1810.0 Hi Connie Yes we need Team Viewer access to your server please You can send this through to us beforehand Cameron will make contact with you to make sure he can access the server to continue with the upgrade at 16:00 Kind Regards Elsabe Vermaak Accounts Executive Teessen Consulting 087550 1427 0828533342 elsabe@tconsult.co.za www.tconsult.co.za Gauteng Warning: Any unauthorised use or interception of this email is illegal. If this email is not intended for you, you may not copy, distribute or disclose the contents to anyone. Save for bona fide company matters, Teessen Consulting CC does not accept any responsibility for the opinions expressed in this email.				
22 March 2018 04:56 PM		SysAdmin	Updated	0
The task status was changed from NotStarted to InProgress				

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

RE: Check email tool - Send E-Mail from Task

To:* CC: BCC: Signature:* N/A Priority: Normal Subject:* RE: Check email tool Attachment: N/A

☐ Read Receipt ☐ Delivery Receipt ☒ Create Log

Normal Arial (Font Size) B I U S

On 22 March 2018, at 04:18:40 PM, SysAdmin wrote:

From: Elsabe Vermaak
Sent: Thursday, 22 March 2018 2:36 PM
To: 'African Eagle Insurance Brokers'
Subject: RE: TC-EMX201803-2306 : Upgrade Insure - IV 9.17206.1810.0

Hi Connie

Yes we need Team Viewer access to your server please

Design HTML Preview

Send Cancel

Task Attachment

Attach email to task using the Attachment action on the Insure Add-in.

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 application:

- 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 application, e.g. Client Needs Analysis.

Questionnaires will be setup by the Systems Administrator.

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

Sequence	Question	Value	Score	Comment	Required	Last Updated	Updated By
8	CDD documents	Doubts about veracity/suspicious changes to client record	2		☒	2020-07-30	Teessen Pieter (P.G.)
5	Client is a PIP or close associate	No	0		☒	2020-07-30	Teessen Pieter (P.G.)
6	Client is on UN sanctions list	No	0		☒	2020-07-30	Teessen Pieter (P.G.)
4	Complex, unusually large, suspicious/unusual transaction	No	0		☒	2020-07-30	Teessen Pieter (P.G.)
3	Delivery Channel	Face to Face	0		☒	2020-07-30	Teessen Pieter (P.G.)
2	Duration of Relationship	Ongoing	0		☒	2020-07-30	Teessen Pieter (P.G.)
7	Jurisdiction	Local	0		☒	2020-07-30	Teessen Pieter (P.G.)
10	Nature of payment	Cash/Cross Border Flow/Same name payments	2		☒	2020-07-30	Teessen Pieter (P.G.)
1	Nature of the Product / Transaction	Trust	1		☒	2020-07-30	Teessen Pieter (P.G.)
9	Source of funds	Salary/Provident Fund/RA/inheritance	0		☒	2020-07-30	Teessen Pieter (P.G.)



Score will calculate automatically if a value is applied to the question.

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.

These processes will be setup by your Systems Administrator.

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

The screenshot shows the 'Person' Task Dashboard. The toolbar includes buttons for 'New', 'Create Lead', 'Delete', 'Edit', 'Client Portal', 'SMS', 'Email', 'Automated Process', 'Refresh', 'Export to', 'Show in Report', and 'Filter'. The 'Automated Process' dropdown menu is open, showing options: 'Happy Birthday' and 'Confirmation of contact details'. Below the toolbar is a table with columns: Displayname, IDNumber, Contact Type, Work Number, Home Number, Cell Number, Fax Number, Email, Gender, Date Of Birth, Language, Employer, Group, Contact Category, and Open Tasks. The table lists two contacts: 'Van Der Merwe Vincent (V)' and 'Van Der Merwe Elsabe (E.)'. The 'Van Der Merwe Elsabe (E.)' row is highlighted in yellow.

	Displayname	IDNumber	Contact Type	Work Number	Home Number	Cell Number	Fax Number	Email	Gender	Date Of Birth	Language	Employer	Group	Contact Category	Open Tasks
	van der merwe								N/A						
	Van Der Merwe Vincent (V)	5506265653080	Client	(017) 7124681	(017) 7124681	0764864268	N/A		Male	1955-06-26	English		First Company Group		0
☒	Van Der Merwe Elsabe (E.)		Staff	N/A	N/A	0828533342	N/A	elsabe@tconsult.co.za	Female	1970-03-05	Afrikaans		Root		4

Select the automated process and follow the Wizard.

Automated process queue

An automated process can be queued in order 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:

The screenshot shows the 'Automated Report Process' wizard. It has two tabs: 'Step 1 - Recipient List' and 'Step 2 - Process Detail'. The 'Step 2 - Process Detail' tab is active. The form fields are: 'Queue:' (with a dropdown menu showing 'N/A' and a red box around it), 'Subject: *' (with a dropdown menu showing 'Claims Recurring - Account'), 'Signature: *' (with a dropdown menu showing 'Distribute Policy documents'), 'Priority:' (with a dropdown menu showing 'Normal'), 'BCC:' (with an empty text box), and 'Attachment:' (with an empty text box and a 'Browse...' button).



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.

	Surname	First Name	IDNumber	Contact Type	Work Number	Home Number	Cell Number	Fax Number	Email	Gender	Date Of Birth	Language	Employer	Group	Contact Category
☒	Bowers	Abdullah	4912175025081	Client	(041) 4813071	(041) 4813071	N/A	N/A	johan@tconsult.africa	Male	1949-12-17	Afrikaans	365 TRANSPORT SOLUTIONS	Able Makelaars	
☐	WANA	E	8009265580087	Client	(021) 3874216	(021) 3874216	N/A	N/A		Male	1980-09-26	Afrikaans		V1 - Group	
☐	Atties	Marius	7703305153083	Client	N/A	N/A	N/A	N/A		Male	1977-03-30	Afrikaans		V1 - Group	
☐	LUBBE	JOHN		Orphan	N/A	N/A	N/A	N/A		Male		Afrikaans		V1 - Group	

Display Name	Data Type	Status	Is Inplace Report
Adviser Commission Statement	Recipient Statement	Production	☒
Adviser Suspense Report	Recipient	Production	☒
Adviser Suspense Report 2	Recipient	Production	☐
Birthday List	Person	Production	☒
Client Portfolio (Astute)	Person	Production	☒
Commission Split Control Report	Commission Statement	Development	☐
Company Portfolio	Company	Production	☒
Portfolio Schedule (Rfin)	Person	Production	☒
Production Report		Production	☐
Receipt report	Commission Statement	Production	☐
Recipient Transaction Report (Detailed)	Recipient Statement	Production	☒

Print or export a report in various formats as per the drop-down menus:

Client	Ref nr	Email	Cell nr
Booyesen H (CANCELLED) (H)	419		

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.



This functionality does not replace the automated process of sending bulk emails or reports.

Distribution List - Annual Medical Aid Renewal
Task Dashboard / Distribution List / Annual Medical Aid Renewal

Name: Annual Medical Aid Renewal Date Last Updated: 2019-07-18
☒ Active Updated By: Vermaak Elsabe (E.)
Member Count: 5

Distribution List Members

Automated Process Export to

Recipient	Email	Date Added	Added By
Abrahams Alice (A.S.)	AliceAbrahams@demo.co.za	2019-07-18	Vermaak Elsabe (E.)
Brown TracyLynn (T.K.)	TracyLynnBrown@demo.co.za	2019-07-18	Vermaak Elsabe (E.)
Crouw Chantal (C.P.)	chantal@cuba.co.za	2019-07-18	Vermaak Elsabe (E.)
Flynn Harry (H.J.)	flynnharry@gmail.com	2018-11-14	Shamiehl Jacobs
Vermaak Elsabe (E.)	elsabe@tconsult.co.za	2019-06-18	Vermaak Elsabe (E.)

Members can be added directly from the Distribution list,

Distribution List - Annual Medical Aid Renewal
Task Dashboard / Distribution List / Annual Medical Aid Renewal

Name: Annual Medical Aid Renewal Date Last Updated: 2019-07-18
☒ Active Updated By: Vermaak Elsabe (E.)
Member Count: 5

Distribution List Members

New Link Unlink Delete Edit

Recipient: N/A
Distribution List: Annual Medical Aid Renewal
Date Added: **Search member from Contacts**
Added By:

Email Recipient

Text to search... Search

Name	Email
1-2-3 Marketing Corporation cc	123@mc.co.za
22Nd On North Guest House	info@22north.co.za
3Labuschagne Mpho (M.F.)	MphoLabuschagne@demo.co.za
50 CENTS TOURS	info@tours.co.za
Abrahams Alice (A.S.)	AliceAbrahams@demo.co.za

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

Person - Makunyane Koketso (K.E.) (5605090563095)
Task Dashboard / Distribution List / Annual Medical Aid Renewal / Person / Makunyane Koketso (K.E.) (5605090563095)

Details Office Additional Information

Displayname: Makunyane Koketso (K.E.)
Surname: Makunyane
First Name: Koketso
Second Name: Elzaan
Call Name: Koketso
Initials: K.E.
Title: Ms
Work Number: N/A
Cell Number: 00097319705
Home Number: N/A

Date Of Birth: 1956-05-09
Date Deceased: N/A
Age: 63
IDNumber: 5605090563095
Language: English
Gender: Female
Fax Number: N/A
Email: KoketsoMakunyane@demo.co.za
Open Tasks: 0

Tools

Add to Distribution List
Reset View Settings

Tasks Addresses Bank Accounts Relationships Contracts Contract Roles Notes Documents SMS Email Phone Logs Questionnaires

Export to

Address Type Address Line 1 Address Line 2 Suburb City Postal Code Main



Select Distribution list

Distribution List: N/A

Annual Medical Aid Renewal

Weekly Email

OK Cancel

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.

Distribution List - Weekly Email

Name: Weekly Email Date Last Updated: 2018-05-28

Member Count: 3 Updated By: Maxine

Automated Process

Recipient	Email	Date Added	Added By
1-2-3 Marketing Corporation cc	haj@tconsult.co.za	2016-10-27	Administrator
22nd On North Guest House Holland	haj@tconsult.co.za	2016-10-19	System Administrator
Flynn Harry (H.J.)	flynnharry@gmail.com	2018-11-14	Shamiehl Jacobs

Page 1 of 1 (3 items)

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

Data analysis & Customization

Group by box

Header row

Search row

Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
A Swanepoel	Client			N/A	0834472420	fresky@xnets.co.za	English	First Company Group	☒	0	

Search Row

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



Take note of the search criteria at the bottom of your screen. The criteria will change depending on your search selection.

Contact
Assessment Type / Question Category / Questionnaire Status / Assessment / Contact

Drag a column header here to group by that column

	Displayname	Contact Type	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
		client								
☐	1-2-3 Marketing Corporation cc	Client	(078) 1161164	00716765742	haj@tconsult.co.za	Afrikaans	MSB Independent Brokers	☒	3	
☐	22Nd On North Guest House Holland	Client	N/A	00716765742	haj@tconsult.co.za	Afrikaans	Able Makelaars	☒	5	
☐	24/7 TAXI SERVICES	Client	(021) 4444444444	0798837962	haj@tconsult.co.za	Afrikaans	V1 - Group	☒	0	
☐	Abdurahman Riefqah (R.)	Client	8302200203083	N/A		English	MSB Independent Brokers	☒	0	
☐	Abdurahman Tougeeda (T)	Client	7406170219085	N/A	tian@tconsult.co.za	Afrikaans	V1 - Group	☒	0	

Criteria defaults to Begins with

Page 1 of 9 (6164 items) 1 2 3 4 5 6 Z ... 307 308 309 > Page size: 20

Begin with([Contact.Type.Description], 'client') Clear

Contact
Assessment Type / Question Category / Questionnaire Status / Assessment / Contact

Drag a column header here to group by that column

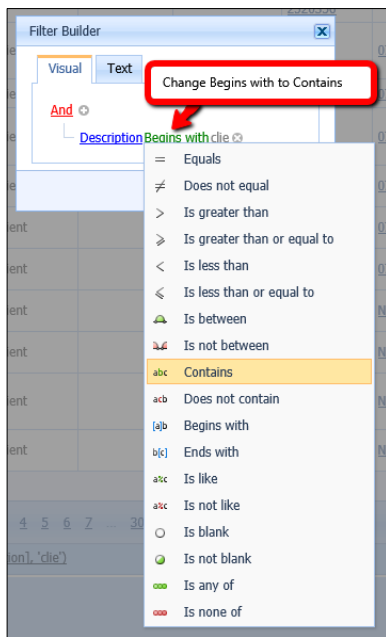
	Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
		Client										
☐	1-2-3 Marketing Corporation cc	Client			(078) 1161164	00716765742	haj@tconsult.co.za	Afrikaans	MSB Independent Brokers	☒	3	
☐	22Nd On North Guest House Holland	Client			N/A	00716765742	haj@tconsult.co.za	Afrikaans	Able Makelaars	☒	5	
☐	24/7 TAXI SERVICES	Client			(021) 4444444444	0798837962	haj@tconsult.co.za	Afrikaans	V1 - Group	☒	0	
☐	Abdurahman Riefqah (R.)	Client		8302200203083	N/A	N/A		English	MSB Independent Brokers	☒	0	
☐	Abdurahman Tougeeda (T)	Client		7406170219085	N/A	N/A	tian@tconsult.co.za	Afrikaans	V1 - Group	☒	0	

Filter criteria defaults to Equals

Page 1 of 9 (6164 items) 1 2 3 4 5 6 Z ... 307 308 309 > Page size: 20

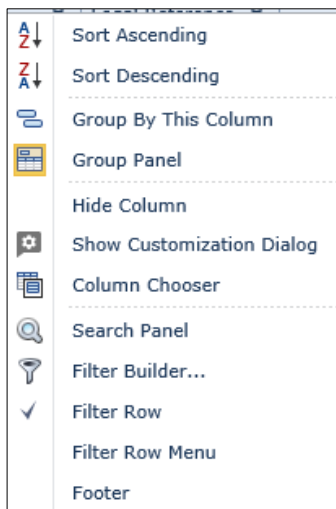
[Contact.Type.Description] Equals 'Client' Clear

Click on the search criteria to edit the current filter, i.e. to add additional criteria or to change the filter.



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 application.

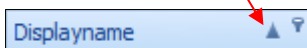
Right click on the header bar to show customize options:



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:

The screenshot shows the 'Contact' management interface. At the top, there's a navigation bar with 'My Details' and 'Log Off'. Below it, a toolbar contains various actions like 'New', 'Create Lead', 'Delete', 'Edit', 'Client Portal', 'SMS', 'Email', 'Automated Process', 'Refresh', 'Export to', 'Show in Report', and a 'Filter' dropdown set to 'All Items'. The main header area shows 'Contact' and a breadcrumb trail: 'Task Dashboard / Person / Van Der Merwe Elsabe (E.) / Contact'. Below this, a 'Group by' dropdown menu is open, displaying a list of groups with their counts: 'Group: (Count=1)', 'Group: ABC Group Clients (Count=52)', 'Group: First Company Group (Count=17)', 'Group: Global Group (Count=15)', 'Group: Insurance Companies (Count=10)', 'Group: Lead (Count=1)', 'Group: Orphan Clients (Count=1)', 'Group: Private Clients (Count=4)', and 'Group: Root (Count=4)'. The table below has columns: Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Primary Record, Open Tasks, and Consultant. The footer shows 'Page 1 of 1 (9 items)' and 'Page size: 20'.

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

This screenshot is similar to the previous one, but it highlights the 'Group by' and 'Consultant' dropdowns with a red rectangular box. The 'Group by' dropdown is now set to 'Consultant', and the data in the table is grouped accordingly. The table shows columns: Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Primary Record, Open Tasks, and Consultant. The data is grouped by consultant, with 'ABC Group Clients' having 52 items, 'Teessen Pieter (P.)' having 2 items, and 'Van Der Merwe Elsabe (E.)' having 3 items. The footer shows 'Page 1 of 1 (12 items)' and 'Page size: 20'.



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

Group by area context menu options:

- Expand All
- Collapse All
- Clear Grouping
- Group Panel

List view details:

- Group: (Count=1)
- Group: ABC Group Clients (Count=52)
 - Consultant: (Count=47)
 - Consultant: Teessen Pieter (P.) (Count=2)
 - Consultant: Van Der Merwe Elsabe (E.) (Count=3)
- Group: First Company Group (Count=17)
- Group: Global Group (Count=15)
- Group: Insurance Companies (Count=10)
- Group: Lead (Count=1)
- Group: Orphan Clients (Count=1)
- Group: Private Clients (Count=4)
- Group: Root (Count=4)

Hide the group by area if you do not want 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:

Column Chooser popup window options:

- Additional Contact Number
- Additional Email
- App Settings
- Base Information
- Object Type

List view table columns:

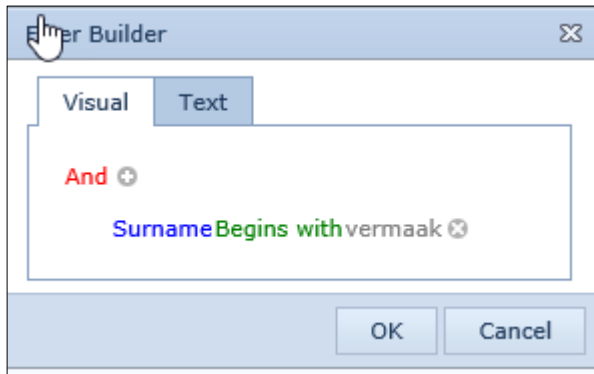
Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
van Deventer Maxine van Deventer (M.)	Administrator			N/A	N/A			Insurance Companies		0	
Frirst Tecnologies	Attorney			N/A	N/A			Global Group		0	
Futurum Financial Group (PTY)	Brokerage			N/A	N/A		English	Root		0	
Company 1	Brokerage		123456	N/A	N/A	company1@gmail.com		Insurance Companies		0	
Casey Terence (T P)	Client		6309215794180	(011) 4754099	0829338525	tpcasey@iafrica.com	English	First Company Group		2	
Appelgryn Aletha (A J)	Client		4908290088087	N/A	0833831957	alet.appelgryn@astrazeneca.com	English	First Company Group		0	
Claassen Hanlie (H)	Client		6112270150086	(012) 3452817	0824698848	gert.claassen@standardbank.co.za	Afrikaans	ABC Group Clients		0	
Peacock Larry (L L)	Client		6308235102085		0833265450	larryp@nedcor.co.za or llp42@mweb.co.za	English	ABC Group Clients		0	
Van Den Berg Petronella (PJS)	Client		8001240153080	(011) 6608820	0798753575	petrovdb@hotmial.com	Afrikaans	ABC Group Clients			
van Schalkwyk Leon (L)	Client		7101305154089	(082) 2681931	N/A	leon@scribes.co.za	English	ABC Group Clients			
Schoeman Sandra Joan (SJ)	Client		5209160147189		0833077160	rhinosales@rhinoofficefurniture.co.za	English	ABC Group Clients			
Armstrong Samantha (S)	Client		6905310151083	(011) 4321665	0836426085	s.sammyra@gmail.com	English	ABC Group Clients			
A Swanepoel	Client			N/A	0834472420	firesky@xnets.co.za	English	First Company			



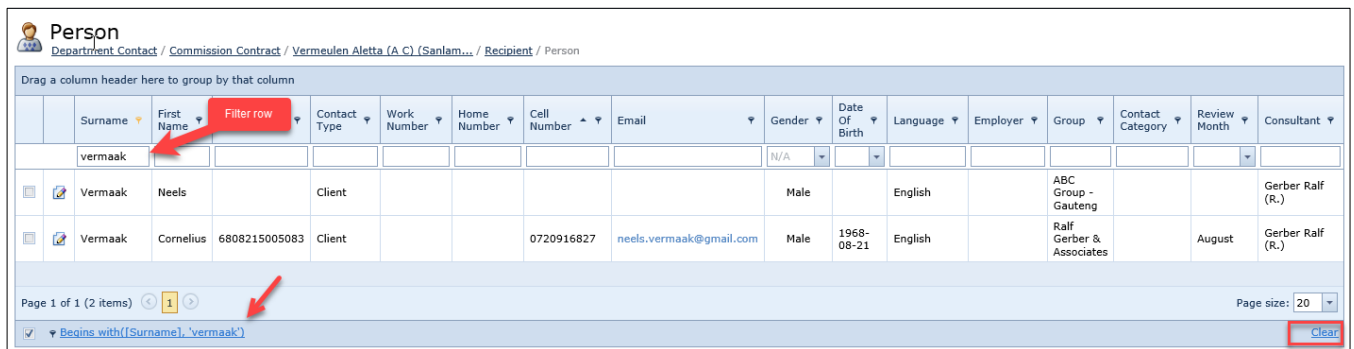
Any column in the 'Column Chooser' can be dragged and dropped onto the column area of the List view. If you double click a column in the 'Column Chooser', it will be added as the last column to the List view.

Filter editor

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



The Filter Builder dialog box has a title bar 'Filter Builder' with a close button. It contains two tabs: 'Visual' and 'Text'. The 'Text' tab is selected. Inside the dialog, there is a red 'And' button with a plus icon. Below it, the filter criteria 'Surname Begins with vermaak' is displayed. At the bottom, there are 'OK' and 'Cancel' buttons.

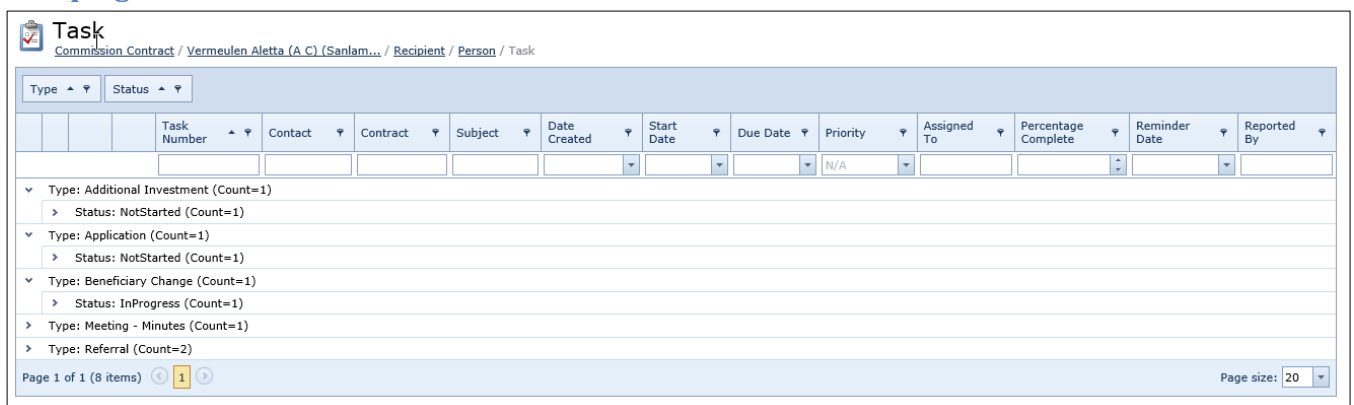


The screenshot shows the 'Person' list view. The breadcrumb trail is 'Department Contact / Commission Contract / Vermeulen Aletta (A C) (Sanlam... / Recipient / Person'. Below the breadcrumb, there is a header row with columns: Surname, First Name, Contact Type, Work Number, Home Number, Cell Number, Email, Gender, Date Of Birth, Language, Employer, Group, Contact Category, Review Month, and Consultant. The first row has the value 'vermaak' in the Surname column. A red arrow points to the 'Filter row' button above the first row. Below the table, there is a footer row with 'Page 1 of 1 (2 items)', a pagination control, and a 'Page size: 20' dropdown. At the bottom, there is a filter criteria bar showing 'Begins with([Surname], 'vermaak')' and a 'Clear' button.

	Surname	First Name	Contact Type	Work Number	Home Number	Cell Number	Email	Gender	Date Of Birth	Language	Employer	Group	Contact Category	Review Month	Consultant
	vermaak							N/A							
☐	Vermaak	Neels	Client					Male		English		ABC Group - Gauteng			Gerber Ralf (R.)
☐	Vermaak	Cornelius	6808215005083	Client		0720916827	neels.vermaak@gmail.com	Male	1968-08-21	English		Ralf Gerber & Associates		August	Gerber Ralf (R.)

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 screenshot shows the 'Task' detail view. The breadcrumb trail is 'Commission Contract / Vermeulen Aletta (A C) (Sanlam... / Recipient / Person / Task'. Below the breadcrumb, there is a header row with columns: Task Number, Contact, Contract, Subject, Date Created, Start Date, Due Date, Priority, Assigned To, Percentage Complete, Reminder Date, and Reported By. The first row has the value 'N/A' in the Priority column. Below the table, there is a footer row with 'Page 1 of 1 (8 items)', a pagination control, and a 'Page size: 20' dropdown. The table is grouped by 'Type' and 'Status'. The groups are: 'Type: Additional Investment (Count=1)' with 'Status: NotStarted (Count=1)'; 'Type: Application (Count=1)' with 'Status: NotStarted (Count=1)'; 'Type: Beneficiary Change (Count=1)' with 'Status: InProgress (Count=1)'; 'Type: Meeting - Minutes (Count=1)'; and 'Type: Referral (Count=2)'.

	Task Number	Contact	Contract	Subject	Date Created	Start Date	Due Date	Priority	Assigned To	Percentage Complete	Reminder Date	Reported By
								N/A				

The above example will allow you to manage tasks per type and status



The Commission Process

Home Screen

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

Contact Management

Commission

Recipient

Recipient Statement

Template

Commission Contract

Commission Statement

Bank Statement Transaction

Statement Payment Batch

Batch

Configuration

Commission Product

Commission Product Category

Product Code

Transaction Type

Transaction Category

Remuneration Model

Formula

Commission Payment Type

Performance Development

Type Of Training

Financials

Asset Register

Administration

Reports

Tools

NewDeleteEditCreate Expense TransactionsGenerate StatementGenerate TargetsRefreshReset View SettingsExport to

RecipientTask / Recipient

Drag a column header here to group by that column

	Contact	Client Number	Reference Number	Date Added	Account Code	Is Broker House	Broker House	Receive Commission	Recipient Type	Payroll Number	Tax Number	Directive Percentage	Active	Last Statement Date
	Money Management Pty (Ltd)			2011-09-01		☒		☒	Invoice			0.00%	☒	2015-01-29
	Advice Group - Coastal			2014-01-01	2	☒	BBL Broker Group	☒	Invoice			0.00%	☒	
	Venter Jan (J.)	ALG0000001		2013-01-01		☐	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	
	BBL Broker Group			2011-09-01		☒	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	2016-07-28
	Wilmott Peter (P.)	PGT556677		2012-09-01		☐	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	
	Kinnear Fanie (F.)			2015-01-01		☐	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	2015-03-04
	De Koker Jan (J.)			2013-01-01		☐	Advice Group - Coastal	☒	Invoice			0.00%	☒	
	Gerber Ralf (R.)	ALG0000003		2012-01-01		☐	Money Management Pty (Ltd)	☒	Payroll	VIP0023445	156562354	15.00%	☒	2015-02-12
	Teessen Pieter (P.G.)			2013-05-01		☐	BBL Broker Group	☒	Invoice			0.00%	☒	2016-10-04
	Wilmott Peter (P.)	PGT556677		2011-12-01		☐	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	2014-09-18

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 code's
Transaction Type	Type of commission earned, e.g. 1 st year, ongoing, etc.
Transaction Category	Categorise transaction types into categories
Remuneration Model	List 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.



Quick create

Contact Management New Delete Edit Create Expense Transactions Generate Statement Generate Targets Refresh Reset View Settings Export to

Commission **Recipient** Recipient Statement Template Commission Contract Commission Statement Bank Statement Transaction Statement Payment Batch Batch

Recipient
Task / Recipient

Drag a column header here to group by that column

	Contact	Client Number	Reference Number	Date Added	Account Code	Is Broker House	Broker House	Receive Commission	Recipient Type	Payroll Number	Tax Number	Directive Percentage	Active	Last Statement Date
	Money Management Pty (Ltd)			2011-09-01		☒		☒	Invoice			0.00%	☒	2015-01-29

Recipient Detail

Recipient
Department Contact / Commission Contract / Vermeulen Aletta (A C) (Sanlam... / Recipient / Recipient

Recipient Detail Tax Details Competency Registers

Contact:

Account Code:

☐ Is Broker House Broker House:

☐ Receive Commission Default Commission:

Date Added: Termination Date:

PD Rating:

Comment:

Active ☐

Recipient Type:

Bank Account:

Payroll Number:

Book Value:

Balance:

Last Statement Date:

Last Commission Date:

Contracts Templates Retention Policies Expenses Targets Accounts Transactions Statements

	Product Provider	Broker Number	Start Date	Default Commission	Active

No data to display

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 from 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 by clicking the 'binocular button' in the Contact field.

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 application will generate a transaction to withhold tax at the specified rate. This occur 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 with that link the Broker Contract with the specific Product Categories for which he/she is accredited to sell.

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



Recipient - Gerber Ralf (R.)
Task / User Activity Log / Recipient / Gerber Ralf (R.)

Recipient Detail Tax Details **Competence Registers**

Reset View Settings Export to

Training Date	Institution	Type Of Training	Class Of Business	Description
2010-01-01	Moonstone	Regulatory Examination - Representative (RE 5)	Securities & Investments	RE5 Advanced
2010-01-01	Moonstone			

Page 1 of 1 (2 items) 1

Contracts Templates Retention Policies

Reset View Settings Export to

Product Provider

Absa Investment Management Services
Old Mutual Investment Administrators
Strategic Investment Service IAC
Strategic Investment Service
Investec Guernsey

RES Advanced - Competence Register

Training Date: 2010-01-01
Institution: Moonstone
Type Of Training: Regulatory Examination - Representative (RE 5)
Description: RE5 Advanced
Class Of Business: Securities & Investments
Certification: RE5 Certification

OK Cancel

Page size: 20

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

Contracts

You can define the relationship 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.



Recipient - Gerber Ralf (R.)
 Task / User Activity Log / Recipient / Gerber Ralf (R.)

Recipient Detail | Tax Details | Competence Registers

Reset View Settings | Export to

Training Date | Institution | Type Of Training | Class Of Business | Description

2010-01-01 | Moons | | | |
 2010-01-01 | Moons | | | |

Page 1 of 1 (2 items)

Contracts | Templates | Retention Policies

Reset View Settings | Export to

Product Provider

Absa Investment Management Services
 Old Mutual Investment Administrators
 Strategic Investment Service IAC
 Strategic Investment Service
 Investec Guernsey
 Discovery
 Investec
 RECM

Gerber Ralf (R.) (501022) - Broker Contract

Recipient: Gerber Ralf (R.) | Product Provider: Momentum
 Broker Number: 501022 | Active
 Start Date: 2012-02-28 | Created By: | Date Created: |
 Contract Document: N/A | Updated By: ElsabeV | Last Updated: 2019-07-04
 Default Commission: 0.00%

Class Of Business | Comment

Reset View Settings | Export to

Class Of Business | Accredited

Long Term Insurance | ☒
 Securities & Investments | ☒

Page 1 of 1 (2 items) | Page size: 20

OK | Cancel

Fieldname	Description	Required
Recipient	Auto generates from Recipient detail screen	
Broker Number	Unique Broker number issued by Product Provider	☒
Start Date	Date from when this Contract number is 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	

Templates

Templates are used as default rule sets for splitting commission on a transaction basis to the Broker House, Broker and any other 3rd party

		Name	Is Generic	Product Provider	Apply To All Products	Product	Use As Default	Remuneration Model	Contract Start Date	Contract Months	Contract End Date	Guarantee Period	Guarantee	Annual Target Year 1	Annual Target Year 2
		Absa Template		Absa Investment Management Services	☒					0		0	R 0.00	R 0.00	R 0.00
		Acsis Template		BBL Broker Group	☒					0		0	R 0.00	R 0.00	R 0.00
		Allan Gray Template		Allan Gray	☐	Allan Gray Unit Trust				0		0	R 0.00	R 0.00	R 0.00
		BOE Template		Old Mutual Investment Administrators BOE Funds	☒					0		0	R 0.00	R 0.00	R 0.00
		Coronation Template		Coronation	☒					0		0	R 0.00	R 0.00	R 0.00
		Element Template		Element	☒					0		0	R 0.00	R 0.00	R 0.00

- 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 application 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.
- 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 pane.

Contracts Templates Retention Policies Expenses Targets Accounts Transactions Statements Apply Formula Generate Targets Reset View Settings Export to						
Name	Product Provider	Product	Apply To All Products	Is Generic	Use As Default	
Absa Template			☒	☒	☐	
Acsis Template	BBL Broker Group		☒	☐	☐	
Allan Gray Template	Allan Gray	Allan Gray Unit Trust	☐	☐	☐	
BOE Template	Old Mutual Investment Administrators BOE Funds	RAF	☐	☐	☐	
Coronation Template	Coronation		☒	☐	☐	
Element Template	Element		☒	☐	☐	
FNB Template	FNB - Insurance Brokers		☒	☐	☐	
Gerber (Generic)			☒	☒	☒	

Commission Split rules

A template consists out of a collection of splitting rules that the application 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 to update 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 wrt 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	Application will default to the selected Broker.	
Broker Percentage	Application 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.

Template Commission

Clone...

Effective Date: 2011-09-01 Commission Value: R 0.00
Formula: N/A Expected Commission: R 0.00
Apply To All Transactions
For specific split rules either select a transaction category or specify relevant criteria
Transaction Category: First Year Broker: Gerber Ralf (R.)
Criterion: Broker Percentage: 50.00%
Broker House: Money Management Pty (Ltd)
Broker House Percentage: 40.00%
Split Total: 100.00%

Reset View Settings Export to

Recipient	Comment	Split Percentage	Commission Value
Teessen Pieter (P.G.)		10.00%	R 0.00

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OK Cancel

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.

Retention Policy

Name: General Retainment Rule
Effective Date: 2001-01-01
First Payment Date: 2001-06-30
Payout Terms: 12
Initial Amount: R 5 000.00
Active

Visual Text

Criteria:
And
Transaction Type Equals New Business
Amount Is greater than R 15 000.00



Fieldname	Description	Required
Name	Unique name for this retention policy	
Effective Date	Date from which this policy applies	
First Payment date	Specify from when the first monthly payment should be released	
Pay out 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 when 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 or equal to 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 of 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](#).

Contracts	Templates	Retention Policies	Expenses	Targets	Accounts	Transactions	Statements
Edit Transaction	Move Transaction	Ad Hoc Payment	Approve/Un-Approve	Export to			
☐	Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	Approved
☐	2019-06-25	Commission (Discovery)	Bester Jaco (J) (5130087291)	New Business	R 0.00	R 12 347.93	☒

Manage Retained Transactions

Select the retained transaction to see the transaction movement.

Commission (Discovery) - Transaction

Transaction

Recipient: [Abrahams Mark \(M.\)](#)

Description: Commission (Discovery)

Reference: Bester Jaco (J) (5130087291)

Transaction Type: [New Business](#)

Transaction Date: 2019-06-25

Amount: R 19 847.93

VAT: R 2 977.19

☒ Include VAT

Total: R 22 825.11

Date Approved: 2019-07-04

Retention Policy: [General Retainment Rule](#)

Captured By: ElsabeV

Date Captured: 04 July 2019 04:35:40 PM

Approved By: ElsabeV

Statement Transactions

Export to

☐	Description	Recipient	Reference	Transaction Type	Transaction Date	Amount	Date Paid
☐	Commission (Discovery)	Abrahams Mark (M.)	Bester Jaco (J) (5130087291)	New Business	2019-06-25	R 2 500.00	
☐	Commission (Discovery)	Abrahams Mark (M.)	Bester Jaco (J) (5130087291)	New Business	2019-06-25	R 5 000.00	

Page 1 of 1 (2 items)

Page size: 20

OK

Cancel



Revoke Retention Rule

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

Select the in-line action on the relevant transaction to make an Ad Hoc Payment

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	Approved
2019-06-25	Commission (Discovery) Bester Jaco (J) (5130087291) New Business			R 0.00	R 12 347.93	☒

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 course of 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.

Payment Type: Ad-Hoc Payment

Amount: R 2 500.00

VAT: R 375.00

Total: R 2 875.00

OK Cancel

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

Statement Number	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
STM-EVXX201907-9	2019-07-19	R 2 500.00	R 0.00	R 2 500.00	R 2 500.00	R 625.00	R 0.00	☐			R 0.00
STM-SAX201805-4	2018-05-05	R 94.79	R 13.27	R 108.06	R 94.79	R 0.00	R 0.00	☒	2017-12-31	Dec 2017	R 0.00
STM-EVXX201907-7	2019-07-19	R 4 477.04	R 0.00	R 4 477.04	R 5 969.39	R 1 492.35	R -1 492.35	☒			R 0.00
STM-SAX201906-9	2019-06-28	R 4 012.99	R 499.63	R 4 512.62	R 3 762.99	R 0.00	R 250.00	☒	2018-03-31	Historic Transactions	R 0.00

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

Desk Fee - Recipient Expense

Fee Transaction:

Monthly Service Fee

External Code:

Description:

Desk Fee

Quantity:

1

Reference:

Desk Fee

Unit Cost:

R 1 000.00

☒ Active

Amount:

R 1 000.00

Exclude From:

☐ Include VAT

Exclude To:

VAT:

R 0.00

Captured By:

ElsabeV

Total:

R 1 000.00

Date Captured:

2019-06-27

OK

Cancel

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 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.



Contracts Templates Retention Policies Expenses Targets Accounts Transactions Statements										
Edit Edit Transaction Move Transaction Ad Hoc Payment Approve/Un-Approve Reset View Settings Export to										
			Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	Approved	In Retention
			2014-08-08	Commission (Absa 20140808 fix)	Brand Rhyna (R) (RA00020392)	Ongoing Commission	R 0.00	R 12.96	☐	☐
			2014-08-08	Commission (Absa 20140808 fix)	Moeko Sello (S M) (LA00019941)	Ongoing Commission	R 0.00	R 32.75	☐	☐
			2012-01-01	Commission (Acsis R683183.03)	Diar Amrat (A) (POL2010208234314)	Ongoing	R 0.00	R 211.79	☐	☐
			2013-09-12	Commission (AIMS 20130912)	Moeko Sello (S M) (LA00019941)	Ongoing Commission	R 0.00	R 30.96	☐	☐
			2013-09-12	Commission (AIMS 20130912)	Brand Rhyna (R) (RA00020392)	Ongoing Commission	R 0.00	R 10.86	☐	☐
			2013-09-12	Commission (AIMS 20130912)	Myburgh Etienne (E) (LA00018811)	Ongoing Commission	R 0.00	R 323.98	☐	☐
			2013-09-12	Commission (AIMS 20130912)	Brand Rhyna (R) (RA00020392)	Initial Commission	R 0.00	R 0.75	☐	☐
			2012-03-01	Commission (AIMS R1,306.28 20120307.csv)	Moeko Sello (S M) (LA00019941)	Ongoing Commission	R 0.00	R 17.88	☐	☐
			2012-03-01	Commission (AIMS R1,306.28 20120307.csv)	Brand Rhyna (R) (RA00020392)	Initial Commission	R 0.00	R 1.50	☐	☐

Statements

Summary of all statements paid and/or due for payment

Contracts Templates Retention Policies Expenses Targets Accounts Transactions Statements													
Delete Edit Pay Statement Approve Reset View Settings Reset Statement Export to Filter All Items													
	Statement Number	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount	
	STM-ADM201209-3	2012-09-12	R 286.58	R 0.00	R 286.58	R 286.58	R 42.99	R 0.00	☒	2012-02-15	PT001	R 0.00	
	STM-ADM201305-4	2013-05-24	R 186 332.97	R 0.00	R 186 332.97	R 219 215.25	R 32 882.29	R-32 882.29	☒	2013-05-25	PT002	R 0.00	
	STM-ADM201308-5	2013-08-18	R 623.25	R-140.00	R 483.25	R 1 909.70	R 286.46	R-1 286.46	☒	2015-03-16	PAY20150312	R 0.00	
	STM-ADM201309-6	2013-09-18	R 360.05	R 0.00	R 360.05	R 423.58	R 63.54	R-63.54	☒	2015-03-16	PAY20150312	R 0.00	
	STM-ADM201310-7	2013-10-08	R 250 770.59	R-140.00	R 250 630.59	R 296 407.06	R 44 461.06	R-45 636.46	☒	2015-03-16	PAY20150312	R 0.00	
	STM-ADM201404-10	2014-04-03	R-510.96	R-420.00	R-930.96	R 2 928.28	R 439.24	R-3 439.24	☒	2015-03-16	PAY20150312	R 0.00	
	STM-ADM201409-16	2014-09-18	R-1 586.28	R-280.00	R-1 866.28	R 589.91	R 88.49	R-2 176.19	☒	2015-03-04	PAY123	R 0.00	
	STM-ADM201409-18	2014-09-19	R 244.05	R 0.00	R 244.05	R 287.11	R 43.07	R-43.07	☒	2015-02-12	PT54	R 0.00	

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 application 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 pane, 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 through the commission process the product will be selected based on the matching of the Benefit Type column in the transaction column to the Benefit code property of the product.	
Product Provider	Display field only based on the selected product.	
Contract Number	This is 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	
Source	Select source from pre-defined list. Where did this Contract originate from	
Inception Date	The date the policy was submitted.	✓
Status	Commission will only be accepted for contracts in the active state.	✓
Cancel Date	Provide a date when the policy is 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 this 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 the contribution will escalate to.
Market Value	Auto populate when imported. Market Value can be updated on the Market Value tab. When imported the application 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
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 applicable to this specific contract:

Transaction Date	Statement	Broker	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Processed	Approved	Is Split Correct
2012-02-01	Licence Group Fees batch 477.csv	Gerber Ralf (R.) (102-24-01)	Ongoing	R 216.13	R 30.26	R 246.39	R 0.00	☐	☐	☐
2012-01-01	Acsis R683183.03	Gerber Ralf (R.) (102-24-01)	Ongoing	R 252.40	R 35.34	R 287.74	R 0.00	☒	☒	☒
2011-12-01	acsis R486,919.95 20111229_459	Gerber Ralf (R.) (102-24-01)	Ongoing	R 182.52	R 25.55	R 208.07	R 0.00	☒	☐	☒
2011-11-01	acsis_448_2011-11-23.csv	Gerber Ralf (R.) (102-24-01)	Ongoing	R 204.46	R 28.62	R 233.08	R 0.00	☒	☒	☒
2011-10-01	Acsis R573523.63	Gerber Ralf (R.) (102-24-01)	Ongoing	R 218.50	R 30.59	R 249.09	R 0.00	☒	☒	☒
2011-09-01	SIS0903	Gerber Ralf (R.) (102-24-01)	Ongoing	R 208.92	R 29.25	R 238.17	R 0.00	☒	☒	☒

Select a transaction to view more detailed information, e.g commission split applied.



acsis R486,919.95 20111229_459 - Commission Statement Detail

Transaction Date: 2011-12-01
Broker: Gerber Ralf (R.) (102-24-01)
Contract:
Comment:
Market Value: R 0.00
Contribution: R 0.00
Message:

Transaction Type: Ongoing
Amount (Excl VAT): R 182.52
VAT: R 25.55
Amount: R 208.07
☒ Processed ☒ Is Split Correct

Transactions

Edit Transaction | Add Hoc Payment | Approve/Un-Approve | Reset View Settings | Export to

Transaction Date	Recipient	Description	Reference	Transaction Type	Percentage Share	Amount	Include VAT	VAT	Total	Approved
2011-12-01	Gerber Ralf (R.)	Commission (acsis R486,919.95 20111229_459)	Kauffman Hyman (H C) (POL2006206200182)	Ongoing	50.00%	R 91.26	☒	R 12.78	R 104.04	☒
2011-12-01	Money Management Pty (Ltd)	Commission (acsis R486,919.95 20111229_459)	Kauffman Hyman (H C) (POL2006206200182)	Ongoing	50.00%	R 91.26	☒	R 12.78	R 104.04	☐
Sum=R 182.52						Sum=R 25.55		Sum=R 208.07		

Page 1 of 1 (2 items)

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OK Cancel

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.

Commissions | Market Values | Statement Details | **Contract Links** | Contract Roles | Tasks | Notes | Documents | Questionnaires | PropertySheet | History

Link | Unlink | Delete | Edit | Apply Formula | Export to

Owner: Vermaak Elsabe (E.)
Contract Info: Discovery Health - Classic Delta Comprehensive- Discovery (190612)
Consultant: In Progress
Status: In Progress

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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 particular contract.

Commissions | Market Values | Statement Details | Contract Links | **Contract Roles** | Tasks | Notes | Documents | Questionnaires | PropertySheet | **History**

Export to

Log Date	User Name	Status	Contract Value	Contract Premium	Contract Commission
24 June 2019 09:00 AM	SysAdmin	Active	R 0.00	R 0.00	R 0.00
24 June 2019 09:00 AM	SysAdmin	Active	R 0.00	R 0.00	R 0.00
21 June 2019 03:00 PM	SysAdmin	Active	R 0.00	R 0.00	R 0.00
21 June 2019 03:00 PM	SysAdmin	Active	R 0.00	R 0.00	R 0.00
21 June 2019 02:59 PM	SysAdmin	Active	R 0.00	R 0.00	R 0.00
21 June 2019 02:59 PM	SysAdmin	Active	R 0.00	R 0.00	R 0.00
21 June 2019 02:37 PM	SysAdmin	Active	R 0.00	R 0.00	R 0.00
21 June 2019 02:33 PM	SysAdmin	Active	R 0.00	R 0.00	R 0.00
12 June 2019 06:00 PM	ElsabeV	Active	R 0.00	R 0.00	R 0.00



Bank Statement

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	Brokerhouse will default	✓
Bank Account	Bank account details will default	
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.

Bank Statement Transaction								
Task Dashboard / Commission Contract / Commission Contract / Bank Statement Transaction								
Drag a column header here to group by that column								
	Transaction Date	Description	Reference	Bank Statement	Debit Amount	Credit Amount	Credit Amount Available	Comment
	2017-12-04	Investec	MAGTAPE CREDIT	Dec 2017	R 0.00	R 5 303.10	R 5 303.10	
	2017-12-05	AIG	MAGTAPE CREDIT	Dec 2017	R 0.00	R 75 527.52	R 75 527.52	
	2017-12-06	OMI	MAGTAPE CREDIT	Dec 2017	R 0.00	R 20 964.62	R 20 964.62	
	2017-12-07	Investec	MAGTAPE CREDIT	Dec 2017	R 0.00	R 5 303.10	R 0.00	
	2017-12-08	Merx	MAGTAPE CREDIT	Dec 2017	R 0.00	R 5 083.98	R 5 083.98	
	2017-12-09	Autotrader	MAGTAPE CREDIT	Dec 2017	R 0.00	R 2 120.55	R 2 120.55	
	2017-12-10	Brolink	MAGTAPE CREDIT	Dec 2017	R 0.00	R 8 438.34	R 8 438.34	
	2017-12-11	Hollard	MAGTAPE CREDIT	Dec 2017	R 0.00	R 3 206.96	R 3 206.96	
	2017-12-12	Sanlam	MAGTAPE CREDIT	Dec 2017	R 0.00	R 65 313.68	R 65 313.68	
	2017-12-13	Discovery	MAGTAPE CREDIT	Dec 2017	R 0.00	R 2 357.96	R 2 357.96	
	2017-12-14	Discovery	MAGTAPE CREDIT	Dec 2017	R 0.00	R 59 463.86	R 59 463.86	
	2017-12-15	FMI	MAGTAPE CREDIT	Dec 2017	R 0.00	R 2 863.62	R 2 863.62	
	2017-12-16	Momentum	MAGTAPE CREDIT	Dec 2017	R 0.00	R 9 194.63	R 9 194.63	
	2017-12-17	Allan Gray	MAGTAPE CREDIT	Dec 2017	R 0.00	R 25.55	R 25.55	
	2017-12-18	Cadiz	MAGTAPE CREDIT	Dec 2017	R 0.00	R 710.14	R 0.00	
	2018-03-11	LIBERTY047,GRP,526627,1	CATS THIRD PARTY PAYMENT	March 2018	R 0.00	R 3 997.34	R 3 997.34	

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:

Recipient - MSB Independent Broker Group (Pty) Ltd Commission Contract / Commission Contract / Bank Statement Transaction / Recipient / MSB Independent Broker Group (...)		
Recipient Detail Tax Details Competence Registers		
Contact: MSB Independent Broker Group (Pty) Ltd Account Code: 115-21 ☒ Is Broker House Broker House: N/A ☒ Receive Commission Default Commission: 0.00% Date Added: 2018-02-13 PD Rating: N/A Comment: ☒ Active Recipient Type: Invoice Bank Account: Standard Bank, Cheque Account, 080144365, Msb Independent Brok Payroll Number: Book Value: R 0.00 Balance: R 41 954.71 Last Statement Date:		

Commission Statement

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

For the application to calculate commissions imported, a map between the commission file and the application needs to be set-up.

Please refer to the TC Desktop Application Administrator Guide.

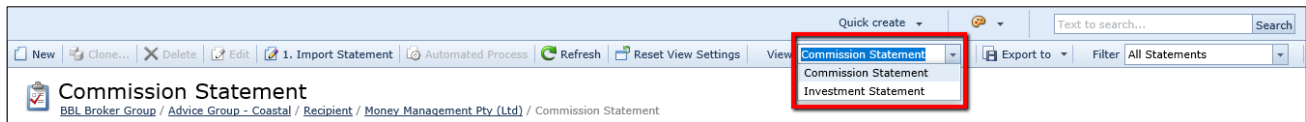


Importing Process

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

	Broker House	Statement Date	Product Provider	Broker House Contract	Reference	Status	Amount (Excl VAT)	VAT	Amount	Bank Statement Amount	Transactions Not Imported
	BBL Broker Group	2013-01-31	Momentum	112233	836666	Completed	R 42 862.67	R 6 000.69	R 48 863.36	R 0.00	0
	Money Management Pty (Ltd)	2017-12-01	Absa Investment Management Services	00200038	ABSA 01122017	Open	R 169.36	R 23.71	R 193.07	R 0.00	0
	Money Management Pty (Ltd)	2014-08-08	Absa Investment Management Services	00200038	Absa 20140808	Open	R 0.00	R 0.00	R 0.00	R 0.00	3
	Money Management Pty (Ltd)	2014-08-08	Absa Investment Management Services	00200038	Absa 20140808 fix	Processed	R 169.36	R 23.71	R 193.07	R 0.00	0
	Money Management Pty (Ltd)	2014-09-02	Absa Investment Management Services	00200038	ABSA20140902	Open	R 2 070.99	R 289.94	R 2 360.93	R 0.00	54

Ensure you apply the correct filters to see the imported file in the list view.



This will launch the import process.

Import Commission Statement Process

Import Map:* N/A

Statement Type: Commission statement

File:* Browse...

Validate Map

Product Provider: N/A

Multiple Broker House Contracts

Broker House Contract:* N/A

Statement Date:*

Reference:*

Use Bank Statement

Bank Account:* N/A

Bank Statement Transaction:* N/A

Bank Statement Amount: R 0.00

Number Of Transactions: 0

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 application 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 application 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 application will not be able to process the file if the incorrect map was chosen.	✓
Validate Map	When selected, the application 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 Commission Statement Process

Import | Logs

Import Map: Discovery Vitality

Statement Type: Commission statement

File: Disc Vitality .csv

Validate Map

Product Provider: Discovery

Multiple Broker House Contracts

Broker House Contract: XYZ Brokers (10048035731)

Statement Date: 2016/02/09

Reference: Vitality

Use Bank Statement

Bank Account: First National Bank, Cheque, 45269875145, XYZ Brokers

Bank Statement: Feb 2016

Bank Statement Transaction: N/A

Bank Statement Amount: 0

Number Of Transactions: 0

Bank Statement Transaction

New

Text to search... Search

		Transaction Date	Credit Amount Available	Description
		2016/02/03	R 5 408.32	ZURICHINSU6490489SA02COMMISSIO
		2016/02/03	R 84.41	EPIC3 FMDDORENASA/FDMUGJG9
		2016/02/03	R 1 171.33	BROLINK BROLINK NS HOLLUE1Y2
		2016/02/03	R 390.23	CASHFOCUS FSPCOMMJAN16
		2016/02/03	R 453.20	CASHFOCUS BESTMED
		2016/02/03	R 1 036.09	BROLINK BROLINK NS CIA UIUN0
		2016/02/03	R 823.68	MOMENTUM 038477 6539LQ
		2016/02/03	R 1 146.42	FSP 219245178 UC54C
		2016/02/03	R 401.68	CASHFOCUS FSP VUM JAN16
		2016/02/06	R 1 899.11	PPS INS COPPS SHORT TERM INSUR
		2016/02/06	R 30 416.36	INSURE COM1116055250-88759308

Import process logs

The application 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 Tools menu:



	Import Map	File	Import Status	Date Created	Created By	Last Updated	Updated By	Import Type
	Coronation	Coronation 20151201.xlsx	Successfully Imported	2016-02-09	Admin	2016-02-10	Admin	Import Commission Statement Process
	Coronation	Coronation 20151202.xlsx	Successfully Imported	2016-02-09	Admin	2016-02-10	Admin	Import Commission Statement Process
	Coronation	Coronation 20160101.xlsx	Import with Errors	2016-03-08	Admin	2016-03-08	Admin	Import Commission Statement Process
	Coronation	Coronation 20151230.xlsx	Import with Errors	2016-02-10	Admin	2016-02-10	Admin	Import Commission Statement Process
	Coronation	Coronation 20130731 - Master.xlsx	Import with Errors	2016-10-04	Admin	2016-10-04	Admin	Import Commission Statement Process
	Coronation	Coronation 20151101.xlsx	Successfully Imported	2016-02-09	Admin	2016-02-10	Admin	Import Commission Statement Process
	Coronation	Coronation 20160501.xlsx	Import with Errors	2016-07-28	Admin	2016-07-28	Admin	Import Commission Statement Process
	Coronation	Coronation 20160601.xlsx	Import with Errors	2016-09-12	Admin	2016-09-12	Admin	Import Commission Statement Process

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

Each line item imported will be recorded.

Log Date	Import Log Type	Log Message
	N/A	
2016-02-09 02:06:39.8700 PM	Information	Create backup file - D:\Data\Documents\Temp\Comm\Backup\Coronation 20151101.xlsx
2016-02-09 02:06:40.3000 PM	Information	Initialising Coronation(TCCommSplitImport.CommissionImporter) processor with D:\Data\Documents\Temp\Comm\Coronation 20151101.xlsx
2016-02-09 02:06:40.4870 PM	Information	Start processing file D:\Data\Documents\Temp\Comm\Coronation 20151101.xlsx
2016-02-09 02:06:49.7600 PM	Information	Start Processing line.
2016-02-09 02:06:50.3100 PM	Information	StringList to process in ProcessStringList 5324874,Money Management,6012939,Ralf Gerber,47059,Mrs PM Khumalo,CAA,16.74,2.06,Trailer Fee,,,



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:

File	Statement Date	Bank Statement Amount	Imported Amount	Number Of Transactions	Imported Number Of Transactions	Bank Statement Transaction
Discovery Life 486.13.xlsx	2016/03/30	R 0,00	R 486,14	0	7	

Field	Description	Required
File	File name as saved on PC	
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 get access to 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.

Delete

Amend Transaction

Create Transactions

Append

Refresh

Export to

Import Commission Transaction

Dashboard / Commission Statement / Discovery Life 486.13 / Import Commission Transaction

	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
☒	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	COETZEE,J,DS	5130829097	R 292,10	R 40,89	R 332,99	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	COETZEE,J,DS	5130829097	R 75,95	R 10,63	R 86,58	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	COETZEE,J,DS	5130829097	R 58,40	R 8,18	R 66,57	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	BOTHA,JMC,MNR	5130585892	R 0,07	R 0,01	R 0,09	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	BOTHA,JMC,MNR	5130585892	R-0,03	R 0,00	R-0,03	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	BOTHA,JMC,MNR	5130585892	R-0,03	R 0,00	R-0,03	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	BOTHA,JMC,MNR	5130585892	R-0,03	R 0,00	R-0,03	COMM	R 0,00	R 0,00		
Count=7								Sum=R 426,44	Sum=R 59,70	Sum=R 486,14					

Page 1 of 1 (7 items)

1

20

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From the import screen you are able to edit the imported records:

Create Broker Contract	Amend Transaction	Create Transactions	Append
------------------------	-------------------	---------------------	--------

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.

Flinstone Fred (F.) - Import Transaction Amend Process

Broker Number: Flinstone Fred (F.) (1066657360)

Broker Name: Flinstone Fred (F.)

Account CD: N/A

Transaction Category:

Transaction Date:

OK Cancel

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 application 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 application will not be able to process the file if the incorrect map was chosen.	
Validate Map	When selected, the application 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 Account	Broker House selected on Broker House Contract bank account details will be listed for selection	
Bank Statement	All Bank Statements saved for this Broker House will be listed for selection	
Bank Statement Transaction	All Transactions on the selected Bank Statement will be listed	
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:

File	Statement Date	Bank Statement Amount	Imported Amount	Number Of Transactions	Imported Number Of Transactions	Bank Statement Transaction	Append Process
Stratum Benefits 26 021.xls	2016/09/27	R 0.00	R 26 021.00	0	521		☐
Stratum Benefits 26 326.xls	2016/10/05	R 0.00	R 26 326.00	0	528		☒



Create Broker Contract

Broker Contract

Clone...

Recipient: N/A Product Provider: Stratum Benefits

Broker Number: 4699 Default Commission: 0

Contract Type: N/A Active

Start Date: 2016/10/05 Contract Document: Browse...

Comment:

Design HTML Preview

OK Cancel

Create a Broker Contract in the event that a transaction is imported for a new Broker where the Broker Contract has not yet been set up.

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 application.

The 'Commission Amount Ex VAT', 'VAT', 'Commission Amount', '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 application. The Commission Statement Detail Process allows you to auto create these details from the import process.

You may interpret the screen as: 'How the application reacts when a record has not been found'

Commission Contract

If a new commission contract could exist on the import file, the application 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.

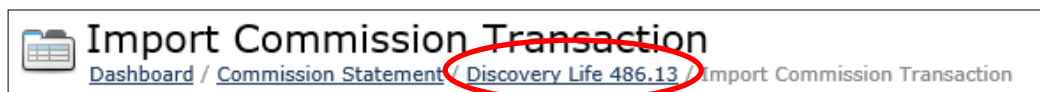
Use the Merge similar transactions option to combine transactions with the same contract number instead of having multiple transactions per contract.



If you choose not to select any of these options and there has been a change or new record on the import file, the application 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.

Return to the Commission Statement by selecting it from the “foot print”



New

Edit

1. Import Transactions

2. Calculate Fees

3. Process Splits

4. Approve Transactions

5. Approve Statement

Refresh

Show in Report

Commission Statement - Discovery Life 486.13

Dashboard / Commission Statement / Import Commission Transaction / Discovery Life 486.13

Broker House:

XYZ Brokers

Product Provider:

Discovery

Brokerhouse Contract:

XYZ Brokers (10048035731)

Statement Date:

2016/03/01

Reference:

Discovery Life 486.13

Bank Statement Amount:

R 0,00

Date Captured:

30 March 2016 02:35:31 PM

Statement Type:

Commission statement

Status:

Open

Transactions Not Imported:

0

Total Market Value:

R 0,00

Amount (Excl VAT):

R 426,44

VAT:

R 59,70

Amount:

R 486,14

Date Processed:

Number Of Transactions:

0

Captured By:

Elsabe

Date Approved:

Statement Entries

Statement Files

Clear Warning

Update Transaction Date

Export to

Transaction Date	Broker	Contract	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 58,40	R 8,18	R 66,57	R 0,00			
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R -0,03	R 0,00	R -0,03	R 0,00			
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R 0,07	R 0,01	R 0,09	R 0,00			
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R -0,03	R 0,00	R -0,03	R 0,00			
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 75,95	R 10,63	R 86,58	R 0,00			
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R -0,03	R 0,00	R -0,03	R 0,00			
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 292,10	R 40,89	R 332,99	R 0,00			
Count=7				Sum=R 59,70		Sum=R 486,14				

Page 1 of 1 (7 items)

Page size: 20

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.

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.



Statement Entries										Statement Files									
Delete Edit Clear Warning Edit Contract Update Transaction Reset View Settings Export to																			
				Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved		
				2016/10/01	Money Management Pty (Ltd) (8801)	Money Management Pty (Ltd) (Santam Limited - 5450008949)	SAMODIEN MS Mr	Active	Commission Paid	Unknown	R-522.40	R-73.14	R-595.54	R 0.00	☒	☒			
☒				2016/10/01	Money Management Pty (Ltd) (8801)	Money Management Pty (Ltd) (Santam Limited - 54500032305)	SAMODIEN MS Mr	Active	Commission Paid	Unknown	R 1 517.70	R 212.48	R 1 730.18	R 0.00	☒	☒			
Count=2												Sum=R 139.34			Sum=R 1 134.64				
Page 1 of 1 (2 items) 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 1045 1046 1047 1048 1049 1050 1051 1052 1053 1054 1055 1056 1057 1058 1059 1060 1061 1062 1063 1064 1065 1066 1067 1068 1069 1070 1071 1072 1073 1074 1075 1076 1077 1078 1079 1080 1081 1082 1083 1084 1085 1086 1087 1088 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116 1117 1118 1119 1120 1121 1122 1123 1124 1125 1126 1127 1128 1129 1130 1131 1132 1133 1134 1135 1136 1137 1138 1139 1140 1141 1142 1143 1144 1145 1146 1147 1148 1149 1150 1151 1152 1153 1154 1155 1156 1157 1158 1159 1160 1161 1162 1163 1164 1165 1166 1167 1168 1169 1170 1171 1172 1173 1174 1175 1176 1177 1178 1179 1180 1181 1182 1183 1184 1185 1186 1187 1188 1189 1190 1191 1192 1193 1194 1195 1196 1197 1198 1199 1200 1201 1202 1203 1204 1205 1206 1207 1208 1209 1210 1211 1212 1213 1214 1215 1216 1217 1218 1219 1220 1221 1222 1223 1224 1225 1226 1227 1228 1229 1230 1231 1232 1233 1234 1235 1236 1237 1238 1239 1240 1241 1242 1243 1244 1245 1246 1247 1248 1249 1250 1251 1252 1253 1254 1255 1256 1257 1258 1259 1260 1261 1262 1263 1264 1265 1266 1267 1268 1269 1270																			

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 screen:

Owner: Money Management Pty (Ltd)

Contract Number: 54500032305

Inception Date: 2016/10/01

Market Value: 0

Expected Commission: 0

Status: Active

Cancel Date:

Cancel Reason: N/A

☒ Use Template

Template: Jan de Klerk Generic

Product: Debit Order - Santam Limited

Product Provider: Santam Limited

Contribution: 0

Contribution Frequency: Monthly

Annual Escalation: 0

Comment: SAMODIEN MS Mr

Consultant: Gerber Ralf (R.)

Last Statement Date: 2016/10/01

Current Commission: 1517.7020

Total Commission: 1517.7020

Created By: SysAdmin

Date Created: 2016/10/05

Updated By: SysAdmin

Last Updated: 2016/10/05

Commissions

Market Values

Statement Details

Contract Links

Tasks

Contract Rules

Notes

Documents

Questionnaires

Property Sheets

Transaction Date	Statement	Broker	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Processed	Approved	Is Split Correct
2016/10/01	Santam 8801	Money Management Pty (Ltd) (8801)	Commission Paid	R 1 517.70	R 212.48	R 1 730.18	R 0.00	☒	☐	☒

Page 1 of 1 (1 items)

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Update Transaction

Transaction type on a specific record can be changed by using the update transaction icon:

Message from webpage

Are you sure you want to update the Transaction dates and/or Type of the selected records

Amend either transaction date or transaction type or both:

Commission Statement Detail Append Process

Transaction Date:

Transaction Type: N/A





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.

Statement Entries		Statement Files									
Clear Warning		Update Transaction Date				Export to					
☐	Transaction Date	Broker	Contract	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
☐	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 58,40	R 8,18	R 66,57	R 0,00	☐	☐	☐
☐	2016/03/01	Alleman Jan (J.) (1000204717)	van der Merwe Elsabe (E.) (Discovery - 2589741)	Commission	R 233,67	R 32,71	R 266,38	R 0,00	☒	☒	☐
☐	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R-0,03	R 0,00	R-0,03	R 0,00	☒	☒	☐
☐	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R 0,07	R 0,01	R 0,09	R 0,00	☒	☒	☐
☐	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R-0,03	R 0,00	R-0,03	R 0,00	☒	☒	☐
☐	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 75,95	R 10,63	R 86,58	R 0,00	☐	☐	☐
☐	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R-0,03	R 0,00	R-0,03	R 0,00	☒	☒	☐
☐	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 292,10	R 40,89	R 332,99	R 0,00	☐	☐	☐
Count=8					Sum=R 92,41		Sum=R 752,52				
Page 1 of 1 (8 items) 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 1045 1046 1047 1048 1049 1050 1051 1052 1053 1054 1055 1056 1057 1058 1059 1060 1061 1062 1063 1064 1065 1066 1067 1068 1069 1070 1071 1072 1073 1074 1075 1076 1077 1078 1079 1080 1081 1082 1083 1084 1085 1086 1087 1088 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116 1117 1118 1119 1120 1121 1122 1123 1124 1125 1126 1127 1128 1129 1130 1131 1132 1133 1134 1135 1136 1137 1138 1139 1140 1141 1142 1143 1144 1145 1146 1147 1148 1149 1150 1151 1152 1153 1154 1155 1156 1157 1158 1159 1160 1161 1162 1163 1164 1165 1166 1167 1168 1169 1170 1171 1172 1173 1174 1175 1176 1177 1178 1179 1180 1181 1182 1183 1184 1185 1186 1187 1188 1189 1190 1191 1192 1193 1194 1195 1196 11											

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

Clear Warning

You will have to return to the specific commission contract to rectify this error.

After amending the commission split rule, you have to save the Commission Statement and re-process commission in order 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 application 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.

Statement Entries		Statement Files															
 Clear Warning		Update Transaction Date				 Export to											
	Transaction Date	Broker	Contract	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved						
	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 58,40	R 8,18	R 66,57	R 0,00									
	2016/03/01	Alleman Jan (J.) (1000204717)	van der Merwe Elsabe (E.) (Discovery - 2589741)	Commission	R 233,67	R 32,71	R 266,38	R 0,00									

Click any of the transactions to view how the split was processed:



Transaction Date: 2016/03/01	Transaction Type: Commission
Broker: Alleman Jan (J.) (1000204717)	Amount (Excl VAT): R 233,67
Contract: van der Merwe Elsabe (E.) (Discovery - 2589741)	VAT: R 32,71
Comment:	Amount: R 266,38
Market Value: R 0,00	☒ Processed
Message:	☒ Is Split Correct

Transactions

Approve/Un-Approve Export to

Transaction Date	Recipient	Description	Reference	Transaction Type	Percentage Share	Amount	Include VAT	VAT	Total	Approved
2016/03/01	XYZ Brokers	Commission (Discovery Life 486.13)	van der Merwe Elsabe (E.) (2589741)	Commission	30.00%	R 70,10	☒	R 9,81	R 79,92	☐
2016/03/01	Flinstone Fred (F.)	Commission (Discovery Life 486.13)	van der Merwe Elsabe (E.) (2589741)	Commission	70.00%	R 163,57	☒	R 22,90	R 186,47	☐
						Sum=R 233,67		Sum=R 32,71	Sum=R 266,38	

Page 1 of 1 (2 items) 1 Page size: 20

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.

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:

Transaction Type - New Business

Dashboard / Commission Statement / Discovery Life 486.13 / Transaction Type / New Business

Save Save and Close Save and New Cancel

Description: New Business	Income/Expense: Income
Short Description: New Business	Default Unit Cost: 0
System Type: No	Category: First Year
☒ Auto Approve	External Code:

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.



Recipient - Gerber Ralf (R.)
Discovery Life 486.13 / Transaction Type / New Business / Recipient / Gerber Ralf (R.)

Recipient Detail **Tax Details**

Contact: Gerber Ralf (R.) Account Code: AT001-7 Recipient Type: Payroll
☐ Is Broker House Bank Account: N/A
 Broker House: BBL Broker Group Payroll Number: VIP0023445
☒ Receive Commission Book Value: R 0,00
 Default Commission: 40.00% Balance: R 476 496,76
 Date Added: 2012/01/01 Comment:
☒ Active Last Statement Date: 2013/05/24

Contracts **Templates** **Retention Policies** **Expenses** **Transactions** **Statements**

Approve/Un-Approve **Export to**

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	Approved	In Retention
2012/01/01	Commission (Acis R683183.03)	Diar Amrat (A) (POL2010208234314)	Ongoing	R 0,00	R 211,79	☐	☐
2012/02/01	Commission (Coronation 20120117 766.41.csv)	Louw Leslie (L A) (53260)	Advice Fees	R 0,00	R 31,27	☐	☐
2012/02/01	Commission (Coronation 20120117 766.41.csv)	Duffy Gerrard (G) (54400)	Advice Fees	R 0,00	R 32,12	☐	☐
2012/02/01	Commission (AIMS R1,397.01 20120210.csv)	Algar Helen (H R) (LA00022783)	Ongoing Commission	R 0,00	R 4,32	☐	☐
2012/02/01	Commission (AIMS R1,397.01 20120210.csv)	Moeko Sello (S M) (LA00019941)	Ongoing Commission	R 0,00	R 19,10	☐	☐
2012/02/01	Commission (AIMS R1,397.01 20120210.csv)	Brand Rhyna (R) (RA00020392)	Ongoing Commission	R 0,00	R 4,98	☐	☐

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

Transaction Date: 2016/03/01 Transaction Type: Commission
 Broker: Alleman Jan (J.) (1000204717) Amount (Excl VAT): R 233,67
 Contract: van der Merwe Elsabe (E.) (Discovery - 2589741) VAT: R 32,71
 Comment: Amount: R 266,38
 Market Value: R 0,00 ☒ Processed ☒ Is Split Correct

Transactions **Approve/Un-Approve** **Export to**

Transaction Date	Recipient	Description	Reference	Transaction Type	Percentage Share	Amount	Include VAT	VAT	Total	Approved
2016/03/01	XYZ Brokers	Commission (Discovery Life 486.13)	van der Merwe Elsabe (E.) (2589741)	Commission	30.00%	R 70,10	☒	R 9,81	R 79,92	☐
2016/03/01	Flinstone Fred (F.)	Commission (Discovery Life 486.13)	van der Merwe Elsabe (E.) (2589741)	Commission	70.00%	R 163,57	☒	R 22,90	R 186,47	☐
						Sum=R 233,67		Sum=R 32,71	Sum=R 266,38	

Page 1 of 1 (2 items) Page size: 20

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

Commission Statement - Discovery Life 486.13
Transaction Type / New Business / Recipient / Gerber Ralf (R.) / Discovery Life 486.13

Broker House: XYZ Brokers Statement Type: Commission statement
 Product Provider: Discovery Status: Processed
 Brokerhouse Contract: XYZ Brokers (10048035731) Transactions Not Imported: 0
 Statement Date: 2016/03/01 Total Market Value: R 0,00
 Reference: Discovery Life 486.13 Amount (Excl VAT): R 660,11
 Bank Statement Amount: R 0,00 Number Of Transactions: 0 VAT: R 92,41
 Date Captured: 30 March 2016 02:35:31 PM Captured By: Elsabe Amount: R 752,52
 Date Processed: 30 March 2016 03:18:38 PM Date Approved:

Statement Entries **Statement Files**

Transaction Date	Broker	Contract	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 58,40	R 8,18	R 66,57	R 0,00	☐	☐	☐
2016/03/01	Alleman Jan (J.) (1000204717)	van der Merwe Elsabe (E.) (Discovery - 2589741)	Commission	R 233,67	R 32,71	R 266,38	R 0,00	☒	☒	☐
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R 0,03	R 0,00	R 0,03	R 0,00	☒	☒	☐
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R 0,07	R 0,01	R 0,09	R 0,00	☒	☒	☐
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130585892)	Commission	R 0,03	R 0,00	R 0,03	R 0,00	☒	☒	☐
2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 75,95	R 10,63	R 86,58	R 0,00	☐	☐	☐

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 [Retention Policies](#)

This transaction will now also display with a blue background.

Statement Entries				Statement Files									
 Clear Warning				 Update Transaction Date				 Export to					
	Transaction Date	Broker	Contract	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved		
													
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130784244)	Anniversary	R 2 052,28	R 287,32	R 2 339,60	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130785430)	Anniversary	R 4 270,12	R 597,82	R 4 867,94	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130784244)	Anniversary	R 1 623,53	R 227,29	R 1 850,82	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130087291)	Anniversary	R 4 004,59	R 560,64	R 4 565,23	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130087291)	Anniversary	R 1 359,12	R 190,28	R 1 549,39	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130784244)	Anniversary	R 7 793,47	R 1 091,09	R 8 884,56	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130784244)	Anniversary	R 7 226,12	R 1 011,66	R 8 237,78	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130784244)	Anniversary	R 4 971,49	R 696,01	R 5 667,50	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130708990)	New Business	R 21 929,82	R 3 070,18	R 25 000,00	R 0,00	☒	☒	☐		
	2016/03/01	Gerber Ralf (R.) (56987)	Gerber Ralf (R.) (Discovery - 5130784244)	Anniversary	R 9 327,27	R 1 305,82	R 10 633,09	R 0,00	☒	☒	☐		
Count=10					Sum=R 9 038,09		Sum=R 73 595,91						
Page 1 of 1 (10 items)  												Page size: 20 	

When you open this transaction, you will notice that the retention rule only applies to the Recipient portion of the transaction:

Transaction Date: 2016/03/01

Broker: [Gerber Ralf \(R.\) \(56987\)](#)

Contract: [Gerber Ralf \(R.\) \(Discovery - 5130708990\)](#)

Comment:

Market Value: R 0,00

Message:

Transaction Type: [New Business](#)

Amount (Excl VAT): R 21 929,82

VAT: R 3 070,18

Amount: R 25 000,00

☒ Processed

☒ Is Split Correct

Transactions

Approve/Un-Approve

Export to

☐	Transaction Date	Recipient	Description	Reference	Transaction Type	Percentage Share	Amount	Include VAT	VAT	Total	Approved
☐	2016/03/01	BBL Broker Group	Commission (Retention test)	Gerber Ralf (R.) (5130708990)	New Business	40.00%	R 8 771,93	☒	R 1 228,07	R 10 000,00	☐
☐	2016/03/01	Gerber Ralf (R.)	Commission (Retention test)	Gerber Ralf (R.) (5130708990)	New Business	60.00%	R 13 157,89	☒	R 1 842,11	R 15 000,00	☒
							Sum=R 21 929,82		Sum=R 3 070,18	Sum=R 25 000,00	

Page 1 of 1 (2 items)

1

Page size: 20

To see which Retention rule has been applied or to select a new rule, you have to open the portion of the transaction on which the rule applies.



Commission (Retention test) - Transaction

Transaction Date:	2016/03/01	Source Amount:	R 21 929,82
Recipient:	Gerber Ralf (R.)	Amount:	R 13 157,89
Description:	Commission (Retention test)	☒ Include VAT	
Reference:	Gerber Ralf (R.) (5130708990)	VAT:	R 1 842,11
Transaction Type:	New Business	Total:	R 15 000,00
Contract:	Gerber Ralf (R.) (Discovery - 5130708990)	Remaining Amount:	R 13 157,89
Date Captured:	30 March 2016 11:22:11 AM	Date Approved:	2016/03/30
Captured By:	Elsabe	Retention Policy:	Ralph Gerber
		Batch:	N/A

Statement Transactions

Export to

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	Retention Policy	Date Paid
No data to display							
				Sum=R 0,00	Sum=R 0,00		

OK Cancel

Approve Statement

This is the last 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.

New Edit 1. Import Transactions 2. Calculate Fees 3. Process Splits 4. Approve Transaction **5. Approve Statement** Refresh Show in Report

Commission Statement - 836666
[Gerber Ralf \(R.\)](#) / [Discovery Life 486.13](#) / [Retention test](#) / [Commission Statement](#) / 836666

Broker House:	BBL Broker Group	Statement Type:	Commission statement
Product Provider:	Momentum	Status:	Completed
Brokerhouse Contract:	BBL Broker Group (112233)	Transactions Not Imported:	0
Statement Date:	2013/01/31	Total Market Value:	R 0,00
Reference:	836666	Amount (Excl VAT):	R 42 862,67
Bank Statement Amount:	R 0,00	VAT:	R 6 000,69
Date Captured:	06 May 2013 11:35:03 AM	Amount:	R 48 863,36
Number Of Transactions:	0	Date Processed:	06 May 2013 11:41:28 AM
Captured By:	Admin	Date Approved:	

Statement Entries Statement Files

Clear Warning Update Transaction Date Export to

Transaction Date	Broker	Contract	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
2013/01/31	De Koker Jan (J.) (661225)	De Koker Jan (J.) (Momentum - PP 023725706)	Ongoing-Advisory Fee	R 102,41	R 14,33	R 116,74	R 0,00	☒	☒	☒
2013/01/31	De Koker Jan (J.) (661225)	De Koker Jan (J.) (Momentum - 01 005867577)	Initial-Trail Commission	R 0,43	R 0,06	R 0,49	R 0,00	☒	☒	☒
2013/01/31	De Koker Jan (J.) (661225)	Du Plessis Susan (S) (Momentum - PP 023649430)	Ongoing-Advisory Fee	R 236,86	R 33,16	R 270,02	R 0,00	☒	☒	☒
2013/01/31	De Koker Jan (J.) (661225)	De Koker Jan (J.) (Momentum - PP 023791487)	Ongoing-Advisory Fee	R 52,36	R 7,33	R 59,69	R 0,00	☒	☒	☒
2013/01/31	De Koker Jan (J.) (661225)	De Koker Jan (J.) (Momentum - 091109748)	Initial-CPI	R 247,36	R 34,63	R 281,99	R 0,00	☒	☒	☒
2013/01/31	De Koker Jan (J.) (661225)	De Koker Jan (J.) (Momentum - PP 023790915)	Ongoing-Advisory Fee	R 87,11	R 12,19	R 99,30	R 0,00	☒	☒	☒



Manual Process

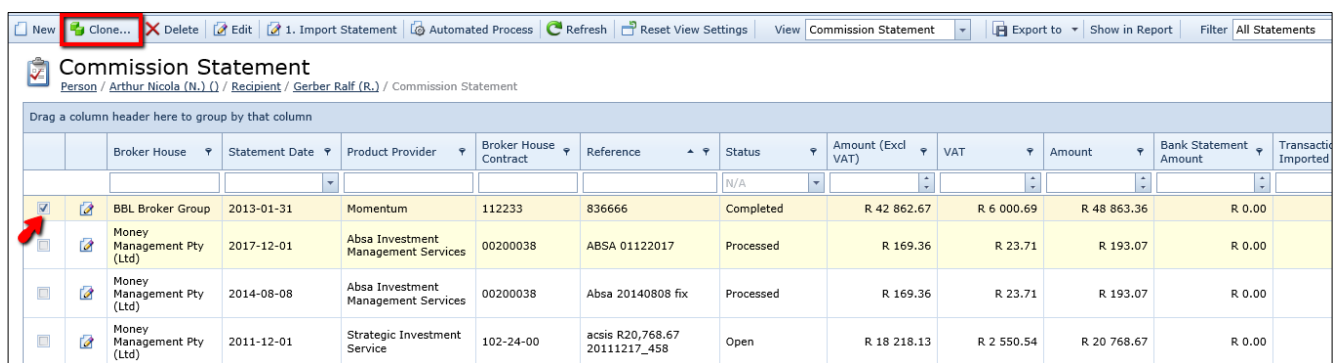
You may receive commission statements in formats which cannot be directly imported into the application, e.g. pdf.

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

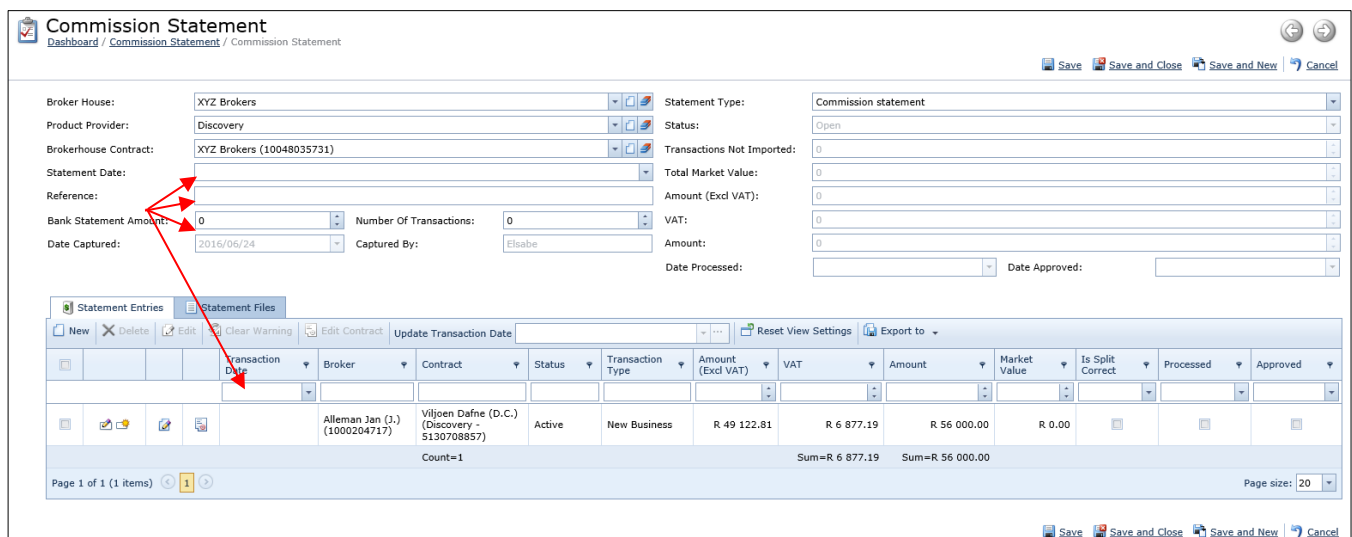
When cloning or manually capturing a statement, the initial process will be different than with importing.

Select to clone a previously captured statement:



New	Clone...	Delete	Edit	1. Import Statement	Automated Process	Refresh	Reset View Settings	View	Commission Statement	Export to	Show in Report	Filter	All Statements
Commission Statement													
Person / Arthur Nicola (N.) / Recipient / Gerber Ralf (R.) / Commission Statement													
Drag a column header here to group by that column													
	Broker House	Statement Date	Product Provider	Broker House Contract	Reference	Status	Amount (Excl VAT)	VAT	Amount	Bank Statement Amount	Transaction Imported		
☒	BBL Broker Group	2013-01-31	Momentum	112233	836666	Completed	R 42 862.67	R 6 000.69	R 48 863.36	R 0.00			
☐	Money Management Pty (Ltd)	2017-12-01	Absa Investment Management Services	00200038	ABSA 01122017	Processed	R 169.36	R 23.71	R 193.07	R 0.00			
☐	Money Management Pty (Ltd)	2014-08-08	Absa Investment Management Services	00200038	Absa 20140808 fix	Processed	R 169.36	R 23.71	R 193.07	R 0.00			
☐	Money Management Pty (Ltd)	2011-12-01	Strategic Investment Service	102-24-00	acsis R20,768.67 20111217_458	Open	R 18 218.13	R 2 550.54	R 20 768.67	R 0.00			

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



Commission Statement

Dashboard / Commission Statement / Commission Statement

Save Save and Close Save and New Cancel

Broker House: XYZ Brokers Statement Type: Commission statement

Product Provider: Discovery Status: Open

Brokerhouse Contract: XYZ Brokers (10048035731) Transactions Not Imported: 0

Statement Date: Reference: Total Market Value: 0

Bank Statement Amount: 0 Number Of Transactions: 0 Amount (Excl VAT): 0

Date Captured: 2016/06/24 Captured By: Elsabe VAT: 0

Date Processed: Date Approved:

Statement Entries Statement Files

New Delete Edit Clear Warning Edit Contract Update Transaction Date Reset View Settings Export to

	Transaction Date	Broker	Contract	Status	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
☐		Allemen Jan (J.) (1000204717)	Viljoen Dafne (D.C.) (Discovery - 5130708857)	Active	New Business	R 49 122.81	R 6 877.19	R 56 000.00	R 0.00			

Count=1 Sum=R 6 877.19 Sum=R 56 000.00

Page 1 of 1 (1 items) Page size: 20

Save Save and Close Save and New Cancel

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:

Statement Entries														Statement Files															
New		Delete		Edit		Clear Warning		Edit Contract		Update Transaction Date						Reset View Settings		Export to											
						Transaction Date		Broker		Contract		Status		Transaction Type		Amount (Excl VAT)		VAT		Amount		Market Value		Is Split Correct		Processed		Approved	
						2016/06/01		Alleman Jan (J.) (1000204717)		Viljoen Dafne (D.C.) (Discovery - 5130708857)		Active		New Business		R 49 122.81		R 6 877.19		R 56 000.00		R 0.00							

Select the edit button to open the transaction to be edited:

Commission Statement Detail - Discovery 56 800.000

Dashboard / Commission Statement / Initial amount 2 / Discovery 56 800.000 / Discovery 56 800.000

Save Save and Close Save and New Cancel

Transaction Date:	2016/06/01	Transaction Type:	New Business
Broker:	Alleman Jan (J.) (1000204717)	Amount (Excl VAT):	49122.8070
Contract:	Viljoen Dafne (D.C.) (Discovery - 5130708857)	VAT:	6877.1930
Comment:		Amount:	56000.0000
Market Value:	0	Processed	☐
Message:			

Save Save and Close Save and New Cancel

Always capture the amount including VAT in order for the VAT and Commission Excl VAT fields to be auto calculated.

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

Select Edit on the Commission file to add the original file as well as link this statement to the bank statement transactions:

Commission Statement - Discovery 56 800.000

Dashboard / Commission Statement / Initial amount 2 / Discovery 56 800.000 / Discovery 56 800.000

Save Save and Close Save and New Cancel

Broker House:	XYZ Brokers	Statement Type:	Commission statement
Product Provider:	Discovery	Status:	Open
Brokerhouse Contract:	XYZ Brokers (10048035731)	Transactions Not Imported:	0
Statement Date:	2016/06/01	Total Market Value:	0
Reference:	Discovery 56 800.000	Amount (Excl VAT):	49122.8070
Bank Statement Amount:	56800.0000	VAT:	6877.1930
Date Captured:	2016/06/24	Amount:	56000.00
Number Of Transactions:	0	Date Processed:	
Captured By:	Elsabe	Date Approved:	

Statement Entries Statement Files

New Delete Edit Reset View Settings Export to

File	Statement Date	Bank Statement Amount	Imported Amount	Number Of Transactions	Imported Number Of Transactions	Bank Statement Transaction

No data to display



Select New on Statement Files:

Discovery Health R11253.51(2).xlsx - Commission Statement File

Statement Date: 2016/07/20

File: [Discovery Health R11253.51\(2\).xlsx](#)

Bank Statement Amount: 0 Imported Amount: 0

Number Of Transactions: 0 Imported Number Of Transactions: 0

Bank Statement Transaction: N/A

☐ Append Process

OK Cancel

Attach the original statement file and link statement to Bank Statement Transaction.

Bank Statement Transaction

New

Text to search... Search

		Transaction Date	Credit Amount Available	Description
☐		2016/01/02	R 10 696.47	HOLLARD ETAG1512310970268769
☐		2016/01/02	R 750.02	HOLLARD ETAG1512310971268768
☐		2016/01/02	R 702.52	PREMIUMCOLRF02723704COMM 000
☐		2016/01/02	R 3 081.50	HOLLARD ETAG1512310972268767
☐		2016/01/04	R 33 249.95	FNB OB PMT PROV SIS DOMMMCOMM
☐		2016/01/04	R 16 549.56	MF PAY0000_20499409
☐		2016/01/05	R 5 477.04	IUMPREM RF02730947IUMIN2
☐		2016/01/05	R 19 684.39	DISC COMM 1116055250-87866792
☐		2016/01/05	R 4 000.29	LEGACY KOMM

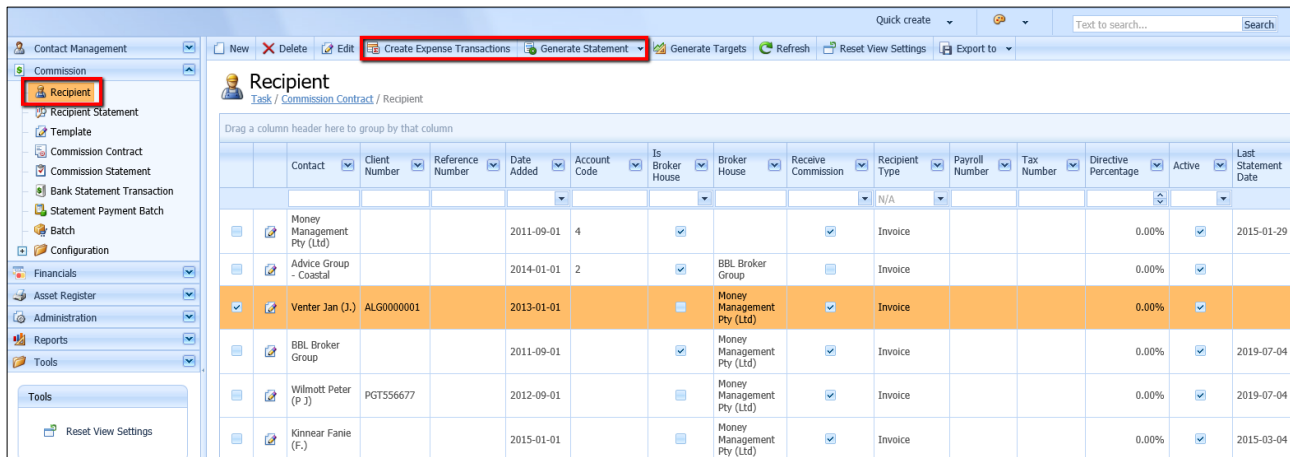


Recipient Month-End Process

Expenses

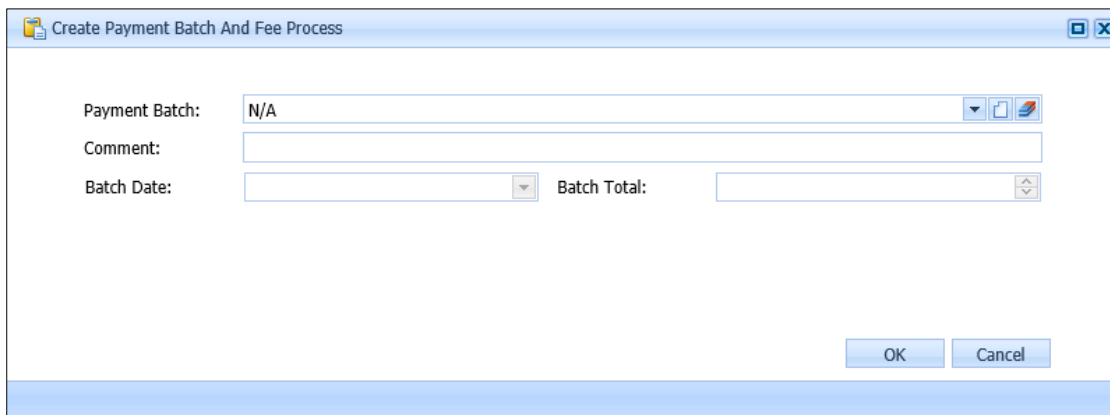
A Recipient may be liable for some expenses. These expenses may be once-off or occur over a period of months.

Recurring expenses will be captured on the Expenses tab.



	Contact	Client Number	Reference Number	Date Added	Account Code	Is Broker House	Broker House	Receive Commission	Recipient Type	Payroll Number	Tax Number	Directive Percentage	Active	Last Statement Date
	Money Management Pty (Ltd)			2011-09-01	4	☒		☒	Invoice			0.00%	☒	2015-01-29
	Advice Group - Coastal			2014-01-01	2	☒	BBL Broker Group	☐	Invoice			0.00%	☒	
☒	Venter Jan (J.)	ALG0000001		2013-01-01		☐	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	
	BBL Broker Group			2011-09-01		☒	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	2019-07-04
	Wilmott Peter (P J)	PGT556677		2012-09-01		☐	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	2019-07-04
	Kinnear Fanie (F.)			2015-01-01		☐	Money Management Pty (Ltd)	☒	Invoice			0.00%	☒	2015-03-04

Recurring Expenses



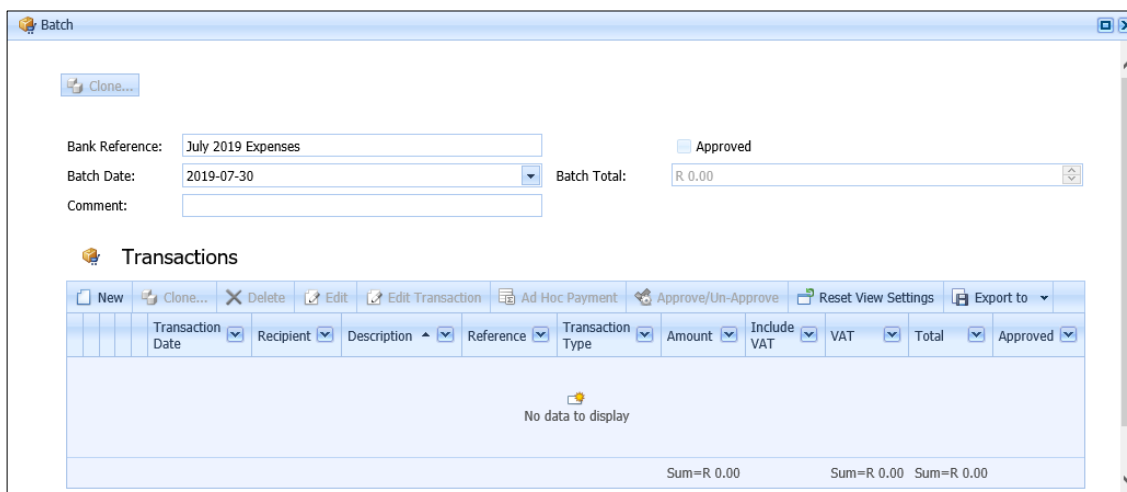
Payment Batch: N/A

Comment:

Batch Date: Batch Total:

OK Cancel

Select an open batch or create a new batch



Clone...

Bank Reference: July 2019 Expenses

Batch Date: 2019-07-30

Batch Total: R 0.00

Comment:

Approved

Transactions

Transaction Date	Recipient	Description	Reference	Transaction Type	Amount	Include VAT	VAT	Total	Approved
No data to display									
					Sum=R 0.00		Sum=R 0.00	Sum=R 0.00	



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 pane and select the relevant batch.

The screenshot displays the 'Batch' management interface. On the left, the 'Batch' icon in the navigation pane is highlighted. The main window shows a table of batches with columns: Bank Reference, Batch Date, Approved, and Batch Total. Below this, a detailed view for 'Batch - July 2019 Expenses' is shown, including a 'Transactions' table with columns: Transaction Date, Recipient, Description, Reference, Transaction Type, Amount, Include VAT, VAT, Total, and Approved. The transactions table lists two entries for July 2019, both for 'Gerber Ralf (R.)', with a total amount of R-1 000.00.

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 Excel XMLMap from Administration in the Navigation Panel.

The screenshot displays the 'Excel XML Map' management interface. On the left, the 'Excel XML Map' icon in the navigation pane is highlighted. The main window shows a table of XML maps with columns: Map Name, Map Type, Map Reference, Header Row Count, Import To Temp Tables, Has Column Headers, and Is Active. The table lists various maps, including 'Ad Hoc Expenses', 'Allan Gray', 'Allan Gray Market Value', 'Altrisk AR - Correct', 'Altrisk AR (HFM)', 'Bankstatement', 'Contact Importer - Test', 'Contact Importer Test 2', 'Coronation', 'Discovery Life', 'Echelon', 'Echelon Short Term', 'General Commission Import Map', 'Keyhealth', 'Liberty Med', and 'Map with Expression'.



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

Map Name: Ad Hoc Expenses

Header Row Count: 0

Map Type: TCImportInterface.TransactionBatchImporter, TCImportInterface

Internal Processor: Excel

Map Reference:

Specification:

Properties Table:

Property Name	Data Type	Required	Property Type	Source	Destination Index	Column Header Name	Error Message
TRANSACTION DATE	DATE	☒	Excel XML Column Property		1		
ACCOUNT CODE	STRING	☒	Excel XML Column Property		2		
DESCRIPTION	STRING	☐	Excel XML Column Property		3		
REFERENCE	STRING	☒	Excel XML Column Property		4		
TRANSACTION TYPE	STRING	☒	Excel XML Column Property		5		
AMOUNT	DECIMAL	☒	Excel XML Column Property		6		
VAT	DECIMAL	☐	Excel XML Column Property		7		

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 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 these transactions as a single batch entry from the Batch list view.

Batch

Bank Reference	Batch Date	Approved	Batch Total
July 2019 Expenses	2019-07-30		R-1 150.00
BNK234	2015-04-13	☐	R 114.00
PT20150316	2015-03-16	☐	R 0.00
PGT201503	2015-03-04	☐	R 0.00
PT20150212	2015-02-12	☐	R 0.00
PGT88585	2015-01-22	☐	R 0.00
PGT9898	2014-11-13	☐	R 0.00
PGT768585	2014-10-14	☐	R 0.00
DDF435345	2014-09-18	☐	R 0.00
PGT999	2014-09-15	☐	R 0.00
EXP32332	2014-09-02	☐	R-1 490.00
BNK20140115	2014-01-15	☐	R 0.00
PT00345	2013-10-07	☐	R 0.00
PT200815	2013-08-29	☐	R 0.00
COM20130731	2013-07-31	☐	R 0.00

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



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.

Statement Number	Recipient	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
STM-EVX201907-5	Gerber Ralf (R.)	2019-07-19	R 906.53	R 0.00	R 906.53	R 906.53	R 135.98	R 0.00	☐			R 0.00
STM-ADM201409-14	BBL Broker Group	2014-09-03	R 8 426.00	R 0.00	R 8 426.00	R 8 426.00	R 0.00	R 0.00	☒	2015-03-04	PAY123	
STM-ADM201501-22	BBL Broker Group	2015-01-29	R 35.04	R 0.00	R 35.04	R 35.04	R 0.00	R 0.00	☒	2015-01-30	Comm201501	
STM-EVX201907-4	Gerber Ralf (R.)	2019-07-19	R 4 250.00	R 0.00	R 4 250.00	R 5 900.00	R 750.00	R-750.00	☒			R 0.00
STM-ADM201501-21	Money Management Pty (Ltd)	2015-01-29	R 2 146.83	R 300.56	R 2 447.39	R 2 146.83	R 0.00	R 0.00	☒	2015-01-30	Comm201501	

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.

Select to edit the relevant Recipient Statement.

Recipient Statement - STM-EVX201907-5

Task / Recipient / Gerber Ralf (R.) / Recipient Statement / STM-EVX201907-5

Save Save and Close Cancel

Recipient: Gerber Ralf (R.) Taxable Income: R 906.53
Statement Number: STM-EVX201907-5 Tax Amount: R 135.98
Statement Date: 2019-07-19 Expense: R 0.00
Statement Vat Number: Advance Amount: R 0.00
☐ Approved ☐ Paid Amount: R 906.53
Payment Date: Payment Reference: VAT: R 0.00
Payment Batch: N/A Total: R 906.53
Message:

Statement Transactions

Delete Reset View Settings Export to Filter All Items

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due
2019-06-12	Commission (Discovery)	Barth Andreas (A E) (5130087291)	New Business	R 0.00	R 906.53

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.



Statement Number	Recipient	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
STM-EVX201907-5	Gerber Ralf (R.)	2019-07-19	R 770.55	R 0.00	R 770.55	R 906.53	R 135.98	R-135.98	☒			R 0.00
STM-EVX201907-4	Gerber Ralf (R.)	2019-07-19	R 4 250.00	R 0.00	R 4 250.00	R 5 000.00	R 750.00	R-750.00	☒			R 0.00
STM-EVX201907-3	Wilmott Peter (P J)	2019-07-04	R 114.00	R 0.00	R 114.00	R 114.00	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements	R 0.00
STM-EVX201907-2	BBL Broker Group	2019-07-04	R 30 130.40	R 0.00	R 30 130.40	R 30 130.40	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements	R 0.00
STM-EVX201906-1	De Koker Jan (J.)	2019-06-27	R 12 858.78	R 0.00	R 12 858.78	R 12 858.78	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements	R 0.00
STM-	Teessen Pieter	2016-10-04	R 305.38	R 0.00	R 305.38	R 305.38	R 0.00	R 0.00	☒	2016-07-31	1235	

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

Statement Payment Process

Payment Batch: N/A

Journal: N/A

OK Cancel

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

Create a new Payment Batch:

Statement Payment Batch

Batch Reference: Amount: R 0.00

Payment Date: 2019-07-22

Payment Transaction Type: N/A

Payment Type: N/A

☐ Batch Closed

☐ Batch Finalised

Recipient Statements Notes Documents

Unlink Edit Pay Statement Approve Automated Process Reset View Settings Reset Statement Export to Filter All Items

Statement Number	Recipient	Account Code	Statement Date	Amount	VAT	Total	Tax Amount	Expense
No data to display								



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 on the Commissions Navigation pane. You will now 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.

Title	Reference	Date Created	Key Words	Document Type	Created By	Confidentiality Level	Category
July 2019	July 2019	2019-07-22		General Payment File	ElsabeV	None	Payment File

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

Process the applicable journals to allocate transactions to Recipient Accounts.

Name	Balance	Recurring	Last Processed Date
Commission Payable	R 0.00		
Reserve	R-120.75		

Commission Payment type

The Commission Payment Type is an application 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:

```
COMPAY20130731-001.txt - Notepad
File Edit Format View Help
TRANSACTIONDATE,REFERENCE,ACCOUNTID,ACCOUNTNAME,TRANSACTIONTYPE,DESCRIPTION,AMOUNT,VAT,TOTAL
"2013/07/31","COM20130731","VIP0023445","Gerber Ralf (R.)","310/300","Commission","28658","4012","32670"
"2013/07/31","COM20130731","VIP0023445","Gerber Ralf (R.)","310/300","Commission","18633297","3069014","21702310"
"##END##","21734981"
```

Print, export and e-mail Recipient Statement

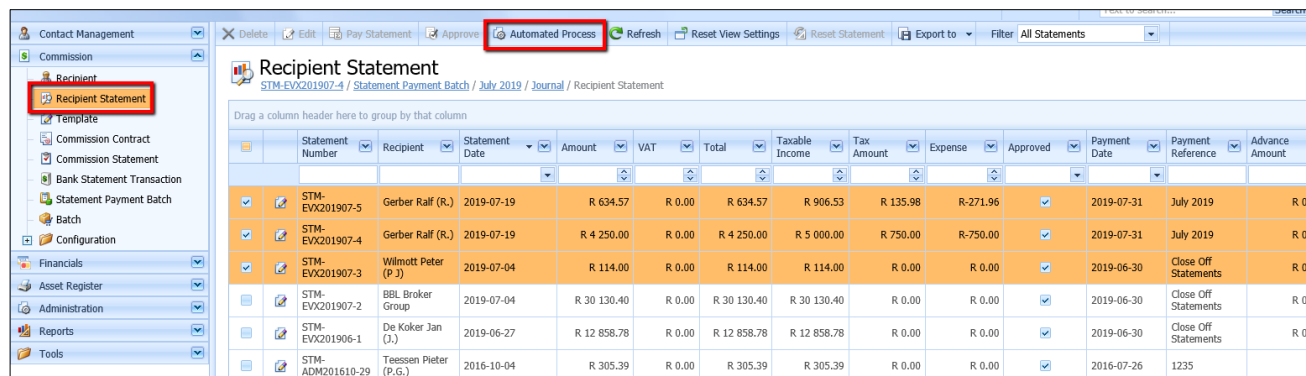
Recipient statements can be printed, exported or emailed from the application using a manual or automated process.



Automated process

An automated process will be setup by your System Administrator.

Select the relevant automated process to distribute multiple Recipient Statements simultaneously

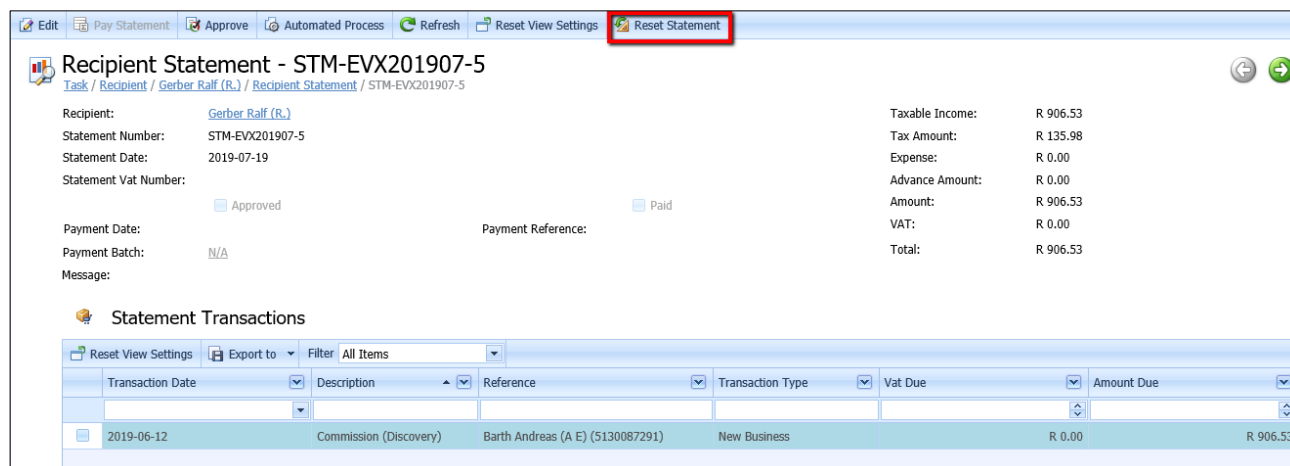


Statement Number	Recipient	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
STM-EVX201907-5	Gerber Ralf (R.)	2019-07-19	R 634.57	R 0.00	R 634.57	R 906.53	R 135.98	R-271.96	☒	2019-07-31	July 2019	R 0.0
STM-EVX201907-4	Gerber Ralf (R.)	2019-07-19	R 4 250.00	R 0.00	R 4 250.00	R 5 000.00	R 750.00	R-750.00	☒	2019-07-31	July 2019	R 0.0
STM-EVX201907-3	Wilmott Peter (P.)	2019-07-04	R 114.00	R 0.00	R 114.00	R 114.00	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements	R 0.0
STM-EVX201907-2	BBL Broker Group	2019-07-04	R 30 130.40	R 0.00	R 30 130.40	R 30 130.40	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements	R 0.0
STM-EVX201906-1	De Koker Jan (J.)	2019-06-27	R 12 858.78	R 0.00	R 12 858.78	R 12 858.78	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements	R 0.0
STM-ADM201610-29	Teessen Pieter (P.G.)	2016-10-04	R 305.39	R 0.00	R 305.39	R 305.39	R 0.00	R 0.00	☒	2016-07-26	1235	

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



Recipient Statement - STM-EVX201907-5

Task / Recipient / Gerber Ralf (R.) / Recipient Statement / STM-EVX201907-5

Recipient: [Gerber Ralf \(R.\)](#)

Statement Number: STM-EVX201907-5

Statement Date: 2019-07-19

Statement Vat Number: ☐ Approved ☐ Paid

Payment Date: Payment Reference:

Payment Batch: N/A

Message:

Taxable Income: R 906.53

Tax Amount: R 135.98

Expense: R 0.00

Advance Amount: R 0.00

Amount: R 906.53

VAT: R 0.00

Total: R 906.53

Statement Transactions

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due
2019-06-12	Commission (Discovery)	Barth Andreas (A E) (5130087291)	New Business	R 0.00	R 906.53

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.



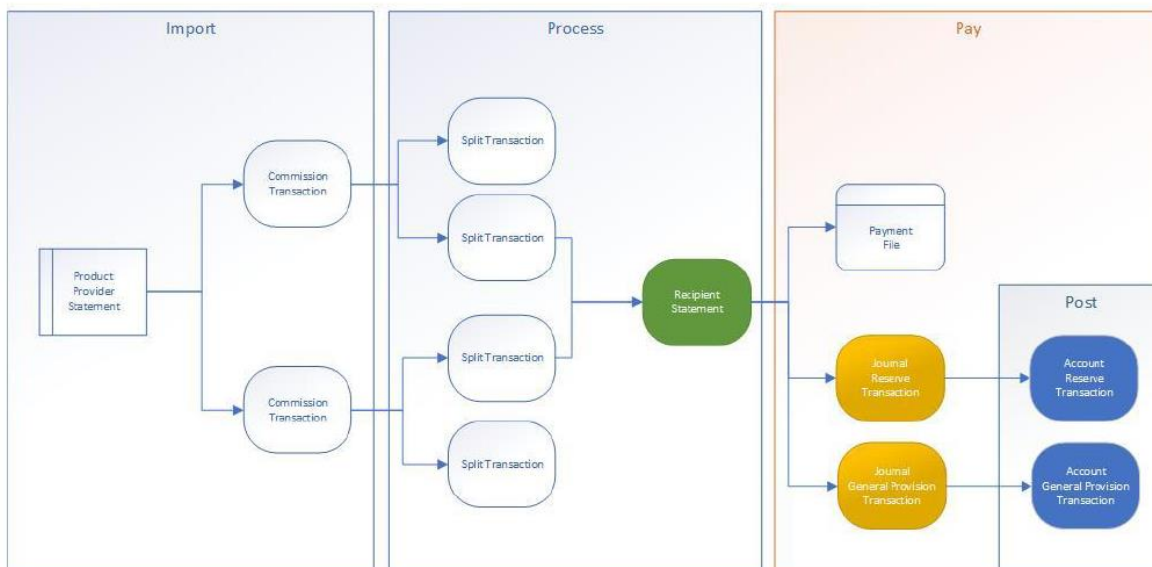
Financials

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:

Recipient - Gerber Ralf (R.)

Recipient Statement / Account / Journal / Recipient / Gerber Ralf (R.)

Recipient Detail | Tax Details | Competence Registers

Contact: [Gerber Ralf \(R.\)](#) ☒ Active

Account Code: ALG0000003-3

☐ Is Broker House

Broker House: [Money Management Pty \(Ltd\)](#)

☒ Receive Commission

Default Commission: 40.00%

Recipient Type: Payroll

Bank Account: N/A

Payroll Number: VIP0023445

Book Value: R 9 913 000.00

Balance: R 12 291.22

Last Statement Date: 2019-07-19

Date Added: 2012-01-01

PD Rating: N/A

Comment:

Contracts | Templates | Retention Policies | Expenses | Targets | **Accounts** | Transactions | Statements

Reset View Settings | Export to

Account	Balance	Transaction Type	Account Type	Monthly Reserve	Max Balance	Last Updated	Updated By
Gerber Ralf (R.) (ACC-EVX201907-1)	R 0.00	Reserve	Reserve account	3.00%	R 150 000.00	22 July 2019 02:53 PM	ElsabeV

Page 1 of 1 (1 items) 1 Page size: 20



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 for the 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

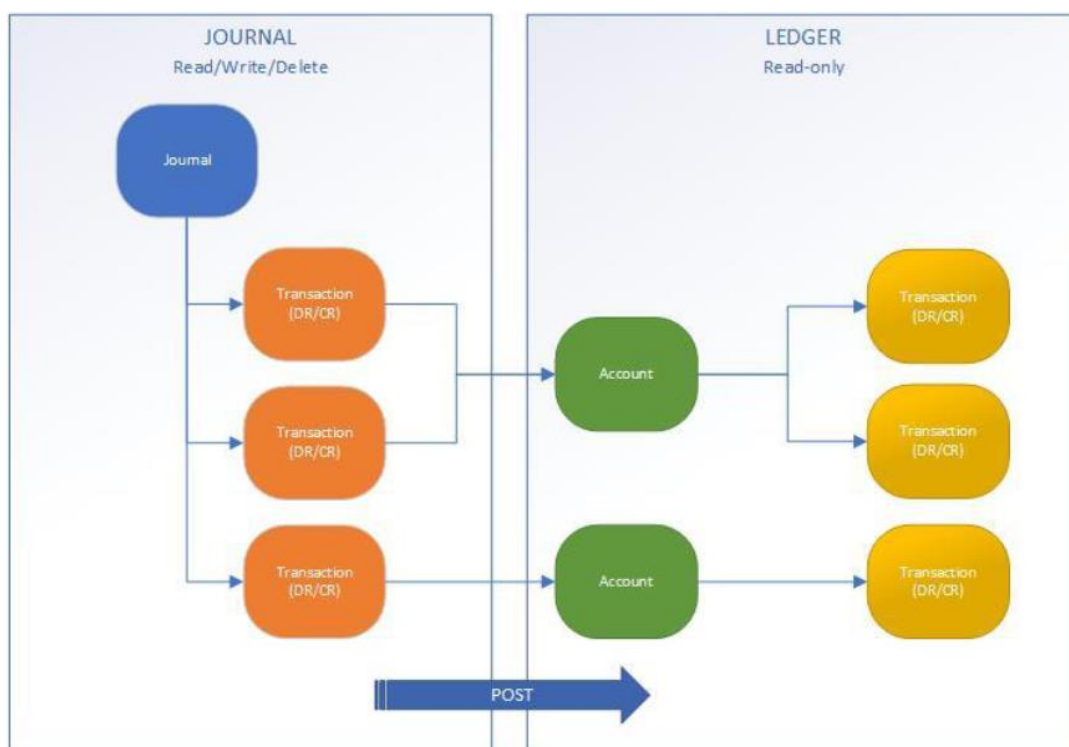
Select from a pre-set list of Account Types

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.



Account Structure



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.



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 of 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.	

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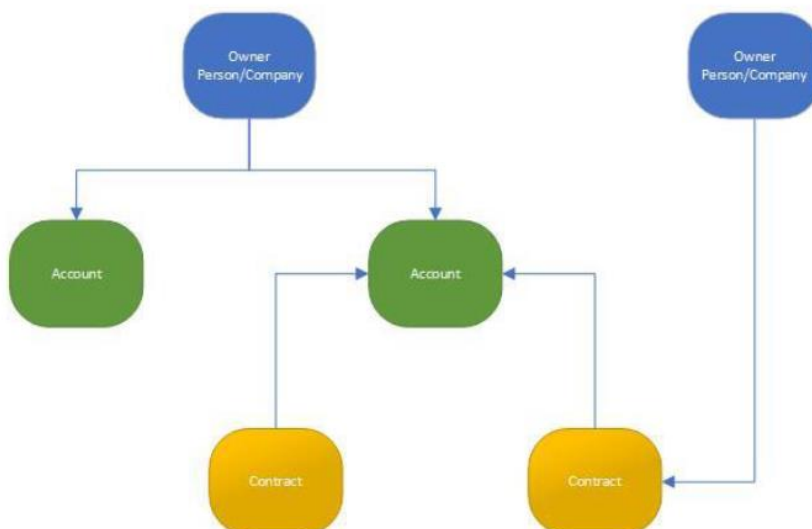


Accounts

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

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

Account Structure



Account
Task Dashboard / Journal / Account / Account

Save Save and Close Save and New Cancel

Account Number:

Owner: *

Account Type: *

Bank Account:

Email:

Vat Number:

☐ Is Active

Collection Day:

Reference:

Journal Balance:

Balance:

Debit Order Amount:

Transactions Journal Transactions Contracts

Reconcile Transaction Export to

Transaction Date	Reference	Transaction Type	Description	Debit Amount	Credit Amount	Amount Include VAT	VAT Type	VAT	Total	Reconciled
							N/A			

No data to display

Sum=R 0.00 Sum=R 0.00 Sum=R 0.00 Sum=R 0.00

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