



Teessen Consulting

2023

TC Desktop Application - Administrator Guide

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Teessen Consulting

05/2023



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Introductions

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

Automation, System configurations and drop-down menus are managed and populated by the System Administrator.

This functionality is controlled by user permissions and will therefore not be visible to a non-administrative user.



Security and Login

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

Teessen Consulting uses an online form process for User license requests and the user login details will be provided via email.

License Renewal

Should the application prompt you to renew your product license, then please email the relevant information to support@tconsult.co.za

The Activation Form dialog box has a title bar 'Activation Form'. It features the Teessen Consulting logo and the text 'WELCOME TO INSURE-IV.WIN' and 'Please call the codes department on 087 550 1427 for your special unlock code.' Below this, there are four tabs: 'Online', 'Manual', 'Serial Number', and 'Proxy Settings'. The 'Online' tab is selected. It contains three input fields: 'PC Name:' with the value 'IDM-CT-DT86', 'Surname:', and 'Order #:'. At the bottom, there is a checkbox for 'Proxy Settings Enabled' and two buttons: 'OK' and 'Cancel'.

Reset User Passwords

As System Administrator you have access to reset or change user passwords.

Navigate to Permission User on the Navigation Pane

The screenshot shows the TC Desktop Application interface. On the left is the 'Navigation' pane with a tree view. The 'Administration' folder is expanded, and 'Permission User' is highlighted. The main area displays a table of users with columns: Full Name, User Name, Prefix, Billing R..., My Person, Notify Email, Confidential..., Color, Is Admin, and Email Account. The table lists various users, including Admin, CLS User, Dane Bouwer, Evaluation User Account Test, HAJ Nel (N.), Hanlie Lazare, Louise Geel, Maxine, Niel Booysen, Petro Teessen, Shamiel Jacobs, Teessen Pieter (P.G.), Test, Tian van der Westhuizen, and Vermaak Elsabe (E.).

Full Name	User Name	Prefix	Billing R...	My Person	Notify Email	Confidential...	Color	Is Admin	Email Account
Admin	Admin	ADM	R0,00			Level 5	255. 0. 0	☒	
CLS User	CLS User	CLS	R0,00			Level 5	0. 0. 0	☒	CreditLifeEmail
Dane Bouwer	DaneB	DBX	R0,00			None	0. 0. 0	☐	
Evaluation User Account Test	NielTest	NBT	R0,00		niel@tconsult...	None	0. 0. 0	☐	
HAJ Nel (N.)	HAJ	HAJ	R0,00	HAJ Nel (N.)	haj@tconsult...	Level 5	0. 0. 0	☒	
Hanlie Lazare	HanlieL	HLX	R0,00			None	0. 0. 0	☐	
Louise Geel	LouiseG	LGX	R0,00			None	0. 0. 0	☐	
Maxine	MaxineD	MD	R0,00		nicholas@tcon...	Level 5	0. 0. 0	☒	Outlook Mail
Niel Booysen	NielB	NB	R0,00		niel@tconsult...	Level 3	0. 0. 0	☒	TC Services - ...
Petro Teessen	PetroT	PT	R0,00		petro@tcons...	Level 5	0. 0. 0	☒	Outlook Mail
Shamiel Jacobs	ShamielJ	SJ	R0,00		shamiel@t...	Level 5	0. 0. 0	☒	
Teessen Pieter (P.G.)	PieterT	GT	R0,00	Teessen Piet...	pieter@tcon...	Level 5	0. 0. 0	☒	Outlook Mail
Test	Test	TT	R0,00			Level 5	0. 0. 0	☒	
Tian van der Westhuizen	TianW	TW	R0,00			Level 5	0. 0. 0	☒	Outlook Mail
Vermaak Elsabe (E.)	ElsabeV	EVX	R0,00	Vermaak Elsa...	elsabe@tcon...	Level 5	0. 0. 0	☐	Outlook Mail



Select the user and choose Reset Password

The screenshot shows the 'Vermaak Elsabe (E.) - Permission User' window. The top toolbar contains buttons for 'New', 'Save', 'Save and Close', 'Save and New', 'Delete', 'Reset Password' (highlighted), 'Refresh User Full Name', 'Open Related Record', 'Workflow', 'Refresh', 'Previous Record', 'Next Record', and 'Close'. The main form displays user details for 'Vermaak Elsabe (E.)'. The 'Full Name' field is 'Vermaak Elsabe (E.)', 'User Name' is 'ElsabeV', 'Billing Rate' is 'R0,00', 'My Person' is 'Vermaak Elsabe (E.)', 'Notify Email' is 'elsabe@tconsult.co.za', 'Confidentiality Level' is 'Level 5', 'Reminder Check' is '0', and 'Registration Code' is '5d401e0c-7064-4872-a9af-7262d610353a'. The 'Force Password Change' checkbox is checked. The 'Is Active' checkbox is checked. The 'Prefix' is 'EVX', 'Color' is '0. 0. 0. 0', 'Email Account' is 'Elsabe Vermaak', and 'Team' is 'Commission'. The 'Is Admin' checkbox is unchecked. The 'Is System User' checkbox is unchecked, and the 'Is Box User' checkbox is unchecked. The 'Win' and 'Web' checkboxes are checked. The bottom section shows a table with columns 'Name', 'Is Administrative', and 'Can Edit Model'. The table contains one row: 'Administrator (User)'.

The application will auto generate a password and select the 'Force Password Change'. The user will be prompted to create a new password on first login.

Users on the application are allocated to a collection of groups and are performing one or more roles within the application.

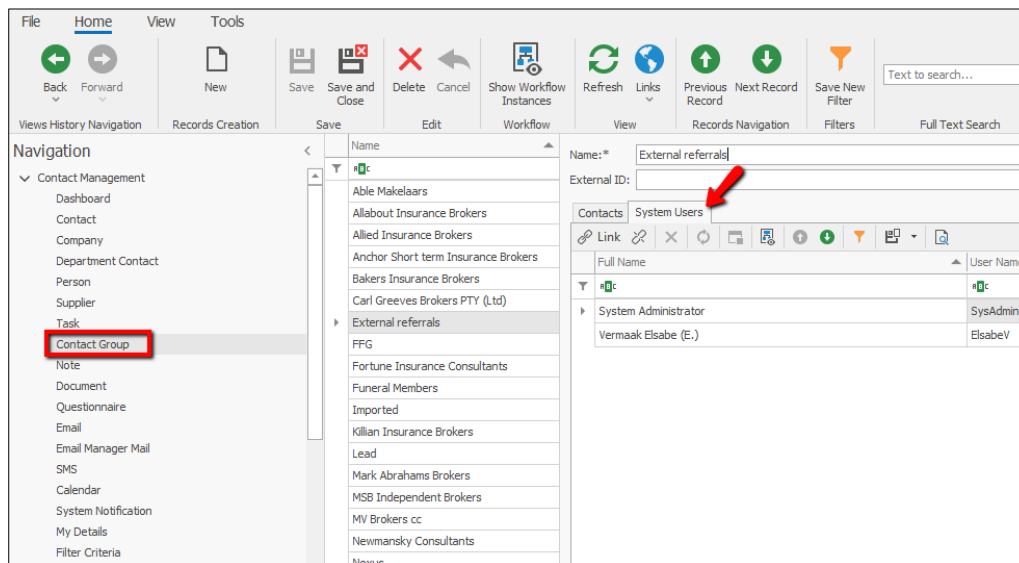
User Roles

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

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

User Groups

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



Confidentiality level

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

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

Email Account

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

Teams

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

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



Administration

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

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

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

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

File	Home	View	Tools
Views History Navigation	Records Creation	Edit	Record Edit
Workflow	Show Workflow Instances	Refresh	Contact List View
Automated Process	Show in Report	Previous Record	Next Record
Filters	Save New Filter	Full Text Search	

Navigation	Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
> Contact Management	1-2-3 Marketing Corporatio...	Client			(078) 1161164	00716765742	haj@tconsult.co.za	Afrikaans	MSB Independent Br...	☒		3
> CreditLife	22nd On North Guest Hous...	Client				00716765742	haj@tconsult.co.za	Afrikaans	Able Makelaars	☒		5
> Assurance	24/7 TAXI SERVICES	Client			(021) 4444444444	0798837962	haj@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Investment	365 TRANSPORT SOLUTIONS	Client		710 1120064083	(021) 8220365	0798837962		Afrikaans	V1 - Group	☒		4
> MedicalAid	3Labuschagne Mpho (M.F.)	Client		830 7047614119		00170806957	MphoLabuschagne@...	English	Bakers Insurance Br...	☒		0
> Commission	50 CENTS TOURS	Client			(021) 4082290	0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Financials	A & D Transport Services	Client			(021) 5772116	0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Administration	A D PONI TAXI	Client				0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		1
> Address Type	A G Andrews /as Defensiv...	Client			(021) 5919160	0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		1
> Auditing	A LAREY & SON TRUOQING	Client			(012) 2520356	0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Automation	A.G. JACOBS /as WATERF...	Client			(021) 5317718	0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Bank	AA TOURS	Client				0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Bank Account Type	ABASS Shehaam (S)	Client		7706140165080		0798837962	tian@tconsult.co.za	Afrikaans	MSB Independent Br...	☒		0
> Company Type	Abdula D (D)	Client		4703185108086	(041) 4817322	0798837962	tian@tconsult.co.za	Afrikaans	Able Makelaars	☒		3
> Compliance	Abdula M S (M S)	Client		5207165095023	(041) 39655521	0798837962	tian@tconsult.co.za	Afrikaans	Able Makelaars	☒		1
> Contact Category	Abdula R (R)	Client		7011195154083		0798837962	tian@tconsult.co.za	Afrikaans	Able Makelaars	☒		6
> Contact Type	ABDULLAH Essack (E Y)	Client		6502035200087			tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Country	ABDULLAH Orhan (O)	Client		7507015178087	(021) 5922817		tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Document Type	Abdurahman Riefqah (R...)	Client		8302200203083				English	MSB Independent Br...	☒		0
> Department	Abdurahman Tougeeda (T)	Client		7406170219085			tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Email	ABED IMRAAN (I)	Client		8102135174080		0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Ethnic Group	ABELS C (C S)	Client		6607055205088		0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Formula	Abels G (G)	Orphan		6910305169082			tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Import Export	ABELS G (G)	Client		6910305169082		0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Language Type	ABELS M (M)	Client		6209225098087		0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Lead Source	Abosse Service Station CC	Orphan				0798837962	tian@tconsult.co.za	Afrikaans	Able Makelaars	☒		0
> Marital Status	ABRAHAMS A.	Client			(021) 6920171	0798837962	tian@tconsult.co.za	Afrikaans	V1 - Group	☒		0
> Nationality												
> Note Subject												

Drop-down menus

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

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



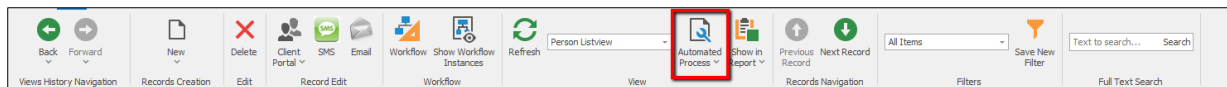
- Nationality
- Note Subject
- Occupation
- Payment Type
- Qualification
- Relationship Type
- Religion
- Task Type
- Task Log Type
- Text Template
- Title

Automation

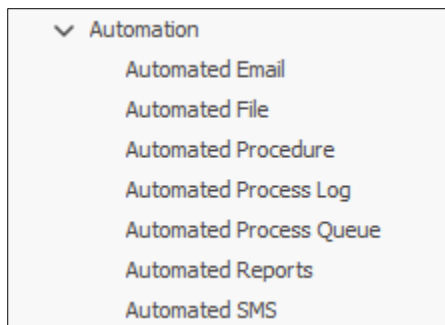
Automated Reports, -Email, -SMS or -Files can be set up to improve proficiency, uniformity and timeous communication with less effort.

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

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



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



Automated Report

Set up a standardised email body with linked reports.

*Automated Report Setup*

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



Attachments

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

Message Body

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

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



Definition

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

Request for personal information - Automated Email

File Home Tools

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

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

Setup Email Body Definition

Send quarterly to all Contacts with incomplete personal information

Teams

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

Automated Report Setup Message Body Definition Teams

Name Last Assigned

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

Automated email

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

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



Request for personal information - Automated Email

File Home Tools

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

Records Creation Save Edit Open Related Record Records Navigation Close

Setup Email Body Teams Definition

Setup

System Area: Person

Name:* Request for personal information

Status: Production

Criteria: ...

☒ Inplace Process Email Account: Elsabe Vermaak

☒ Log Email To Recipient

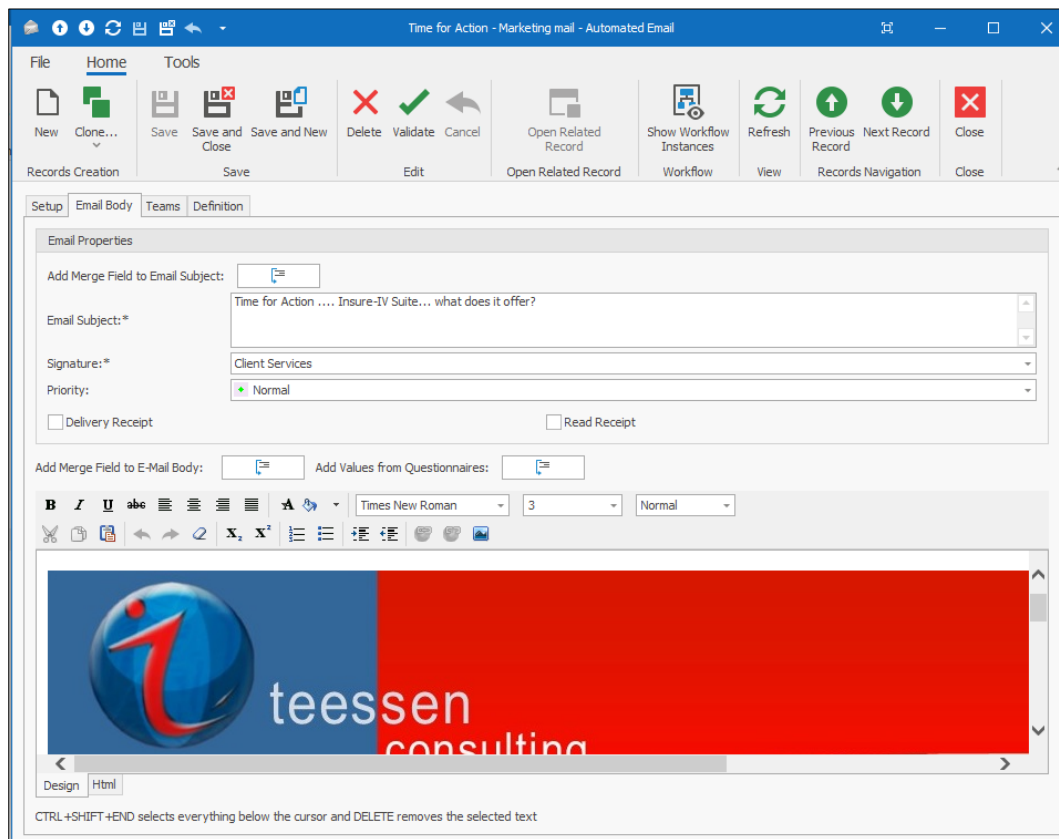
Recipient Name: Displayname

Recipient Address: Email

Error reporting name

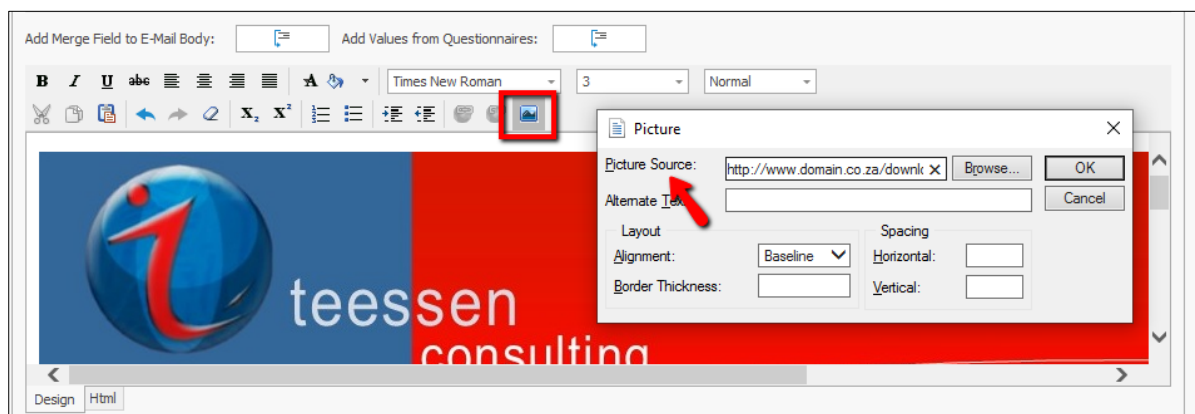
Display Name:* Displayname

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



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

Do not copy and paste image onto email body



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



Automated SMS

Sending standardized bulk SMS with pre-populated script:

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



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

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

Automated File

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

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

The screenshot shows the 'Credit Life Credit Control Cancellation Report - Automated File' window. The 'Setup' tab is selected, displaying various configuration options. The 'Report Data' dropdown is set to 'Credit Life Credit Control Cancellation Report'. The 'Export Format' is set to 'Pdf'. The 'System Area' is 'Credit Life Policy'. The 'Name' is 'Credit Life Credit Control Cancellation Report'. The 'Status' is 'Production'. The 'Description' is 'Credit Life Credit Control Cancellation Report'. The 'Criteria' is empty. The 'Inplace Process' checkbox is checked. The 'File Path' is 'C:\Users\TCSUPW03\OneDrive - Teessen Consulting\Documents\TC'. The 'Attach Document' section has 'Attach Output' checked, 'Attachment Property' set to 'Owner.Documents', 'Document Type' set to 'Estate Planning – Last Will & Testament', 'Document Category' set to 'Bond Cover', and 'Reference' set to 'ContractNumber'. The 'Error Reporting name' section has 'Display Name' set to 'CancelDate'.

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



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

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

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

Automated Process Log

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

Back

Forward

Delete

Open Related Record

Show Workflow Instances

Refresh

Previous Record

Next Record

All Logs

Save New Filter

Text to search... Search

Views History Navigation

Edit

Open Related Record

Workflow

View

Records Navigation

Filters

Full Text Search

Navigation

Commission

Financials

Administration

Address Type

Auditing

Automation

Automated Reports

Automated Email

Automated SMS

Automated File

Automated Procedure

Automated Process Log

Automated Process Qu...

Bank

Bank Account Type

Company Type

Compliance

Contact Category

Contact Type

Country

Document Type

Department

Drag a column header here to group by that column

Log Date

Automated Process

Import Log Type

System User

Log Message

Log Date	Automated Process	Import Log Type	System User	Log Message
2017-08-29 11:29:31.5630 AM	Test Policy/Creditor	Information	System Administrator	Mal was send successfully to Plessis Johannes (J.P.J.)
2017-08-29 11:29:31.5630 AM	Test CLP	Information	System Administrator	Mal was send successfully to Plessis Johannes (J.P.J.)
2017-08-29 11:28:45.7800 AM	Credit LifePolicy Test	Information	System Administrator	Mal was send successfully to Margoeloe Mosa (M.J.) (ti
2017-08-29 11:22:36.2900 AM	Credit LifePolicy Test	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:22:35.8870 AM	Credit LifePolicy Test	Error	System Administrator	Mal sending to Desai Shilpa Bianca Lesan Si-ane (S.G.)
2017-08-29 11:22:35.7300 AM	Credit LifePolicy Test	Error	System Administrator	Retrieving the COM class factory for component with ...
2017-08-29 11:15:22.7630 AM	Credit LifePolicy Test	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:15:22.4200 AM	Credit LifePolicy Test	Error	System Administrator	Mal sending to Desai Shilpa Bianca Lesan Si-ane (S.G.)
2017-08-29 11:15:22.2900 AM	Credit LifePolicy Test	Error	System Administrator	Retrieving the COM class factory for component with ...
2017-08-29 11:12:34.7470 AM	Test CLP	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:12:34.7470 AM	Test Policy/Creditor	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:12:34.4930 AM	Test CLP	Error	System Administrator	Error message: System.Exception: System.Exception...
2017-08-29 11:12:34.4930 AM	Test Policy/Creditor	Error	System Administrator	Error message: System.Exception: System.Exception...
2017-08-29 11:12:34.4830 AM	Test Policy/Creditor	Error	System Administrator	Mal sending to Pelvine Gerald (G.) (ban@iconsuult.co...
2017-08-29 11:12:34.4830 AM	Test CLP	Error	System Administrator	Mal sending to Pelvine Gerald (G.) (ban@iconsuult.co...
2017-08-29 11:12:34.3530 AM	Test Policy/Creditor	Error	System Administrator	Mal sending to Pelvine Gerald (G.) (ban@iconsuult.co...
2017-08-29 11:12:34.3530 AM	Test CLP	Error	System Administrator	Retrieving the COM class factory for component with ...
2017-08-29 11:12:34.2070 AM	Test Policy/Creditor	Error	System Administrator	Retrieving the COM class factory for component with ...
2017-08-29 11:12:34.2070 AM	Test CLP	Error	System Administrator	System.Exception: System.Exception: System.Except...
2017-08-29 11:09:36.4270 AM	Credit LifePolicy Test	Error	System Administrator	System.Exception: System.Exception: System.Except...

Open a specific log to view error message.

[illegible]



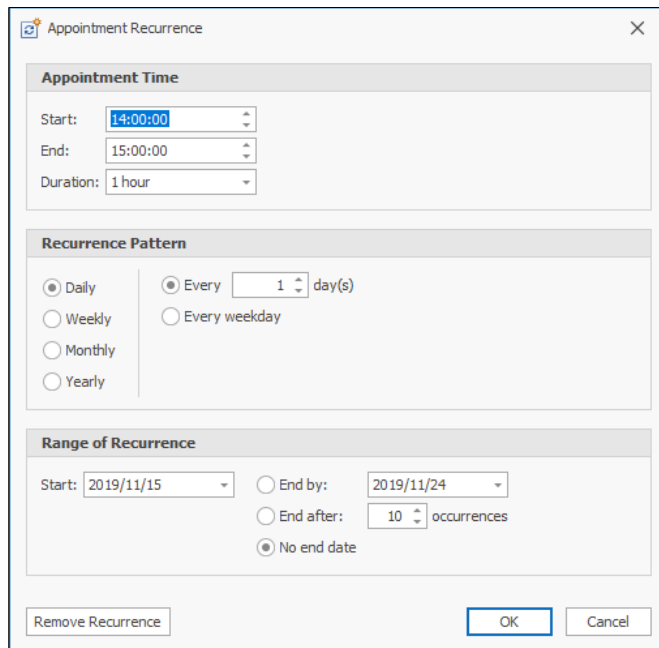
Automated Process Queue

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

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

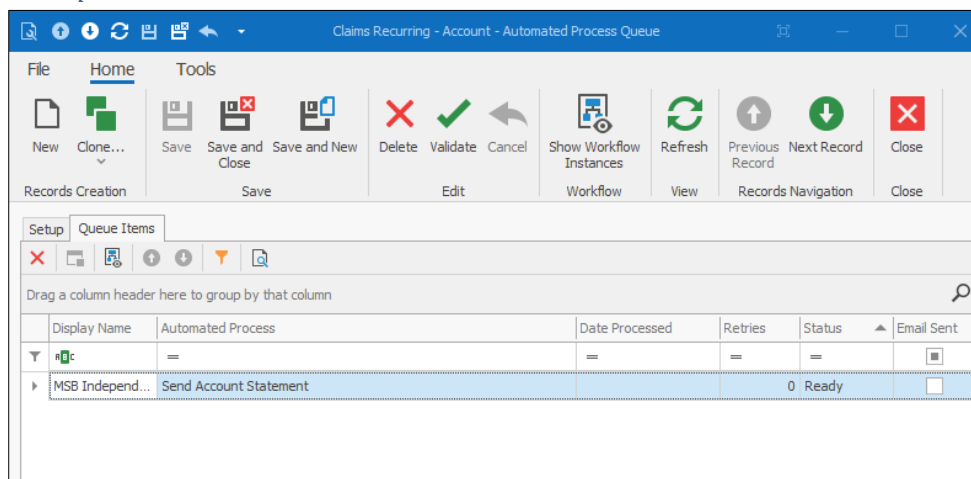


Set Recurrence details



The 'Appointment Recurrence' dialog box is used to configure recurring appointments. It contains three main sections: 'Appointment Time', 'Recurrence Pattern', and 'Range of Recurrence'. The 'Appointment Time' section has fields for Start (14:00:00), End (15:00:00), and Duration (1 hour). The 'Recurrence Pattern' section has radio buttons for Daily, Weekly, Monthly, and Yearly, and a section for 'Every' with a dropdown for '1' day(s) and an option for 'Every weekday'. The 'Range of Recurrence' section has a Start date (2019/11/15) and options for End by (2019/11/24), End after (10 occurrences), or No end date. At the bottom are buttons for 'Remove Recurrence', 'OK', and 'Cancel'.

View queue items

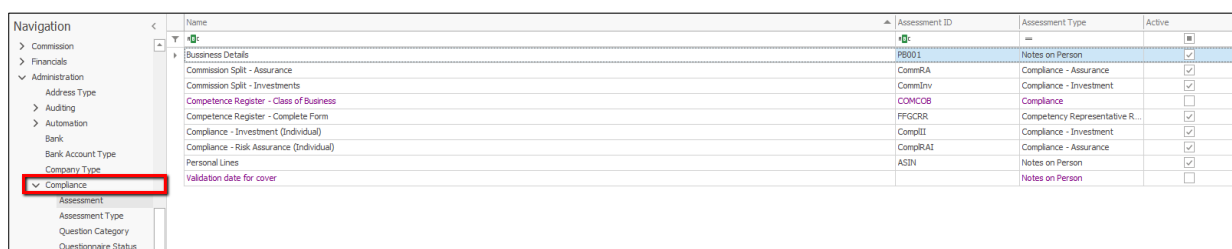


The 'Claims Recurring - Account - Automated Process Queue' window displays a list of queue items. The window has a menu bar (File, Home, Tools) and a toolbar with icons for New, Clone, Save, Save and Close, Save and New, Delete, Validate, Cancel, Show Workflow Instances, Refresh, Previous Record, Next Record, and Close. Below the toolbar is a 'Setup' tab and a 'Queue Items' tab. The 'Queue Items' tab shows a table with columns: Display Name, Automated Process, Date Processed, Retries, Status, and Email Sent. The table contains one item: 'MSB Independ... Send Account Statement' with 0 retries and a status of 'Ready'.

Compliance

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

This information can be used in standard forms and reporting.



The screenshot shows the 'Compliance' section in the application. The left sidebar has a tree view with 'Compliance' selected. The main area displays a table with columns: Name, Assessment ID, Assessment Type, and Active. The table lists various compliance items, including 'Business Details', 'Commission Split - Assurance', 'Commission Split - Investments', 'Competence Register - Class of Business', 'Competence Register - Complete Form', 'Compliance - Investment (Individual)', 'Compliance - Risk Assurance (Individual)', 'Personal Lines', and 'Validation date for cover'. The 'Active' column shows checkboxes for each item.

Name	Assessment ID	Assessment Type	Active
Business Details	PR001	Notes on Person	☒
Commission Split - Assurance	CommRA	Compliance - Assurance	☒
Commission Split - Investments	CommInv	Compliance - Investment	☒
Competence Register - Class of Business	COMCOB	Compliance	☐
Competence Register - Complete Form	FFGCR	Competency Representative R...	☒
Compliance - Investment (Individual)	ComplI	Compliance - Investment	☒
Compliance - Risk Assurance (Individual)	ComplRAI	Compliance - Assurance	☒
Personal Lines	ASIN	Notes on Person	☒
Validation date for cover		Notes on Person	☐



Assessment Type

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

Assessment

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



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

Compliance - Risk Assurance (Individual) - Assessment

File Home Tools

New Clone... Save Save and Close Save and New Delete Validate Cancel Export Assessment Import Assessment Re-Sequence Open Related Record Workflow View Previous Record Next Record Close

Records Creation Edit Record Edit Open Related Record Records Navigation Close

Name:* Compliance - Risk Assurance (Individual)

Assessment ID: ComplRAI

Assessment Type:* Compliance - Assurance

☒ Active

Questions Questionnaires

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

Formulate Questions

The screenshot displays the 'Compliance - Investment (Individual) - Assessment' application. The main window features a top menu bar with 'File', 'Home', and 'Tools'. Below this is a toolbar with icons for 'New', 'Clone...', 'Save', 'Save and Close', 'Save and New', 'Delete', 'Validate', 'Cancel', 'Export Assessment', 'Import Assessment', 'Re-Sequence', 'Open Related Record', 'Show Workflow Instances', 'Refresh', 'Links', 'Previous Record', 'Next Record', and 'Close'. The main content area shows the 'Assessment ID: ComplIT' and 'Assessment Type: Compliance - Investment' with the 'Active' checkbox checked. A sidebar on the left, labeled 'Questions', is highlighted with a red box and contains a list of questions categorized by 'Category 1: FICA (Count=4)', 'Category 2: FAIS (Count=10)', 'Category 3: Beneficiary (Count=1)', and 'Category 4: New Business Forms (Count=4)'. A dialog box titled 'ID - ID Card - Assessment Question' is open, showing details for a specific question. The dialog box has its own menu bar and toolbar, and contains fields for 'Question: ID - ID Card', 'Sequence: 1', 'Type Of Answer: Yes no', 'Category: 1. FICA', 'Date Format: ', 'Proof Criteria: [X] Proof Required', 'Question ID: ComplID', 'Default Value: ', 'Formulas: ', and 'User: Elisabeth'. The background shows a table with columns 'Active', 'Date Format', 'Use As Reference', and 'Has Score'.

Fieldname	Description	Required
Question	The question that needs to be answered	
Sequence	Sequence in which this question must appear on questionnaire	
Type of answer	Determines the data type of the answer, i.e., text, numeric, date etc.	
Specification list	You can set up a list of possible answers to select from	
Category	Categorise questions	



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

Specification list

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

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

The screenshot shows the 'Service Rating - Specification List' form. The form displays a table with the following data:

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



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

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

Questionnaire Status

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

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

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

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

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



Claim

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

Claim Category

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

The screenshot shows the 'Claim Category' form. The top ribbon has tabs for 'File', 'Home', and 'Tools'. The 'Tools' tab is active, showing a toolbar with icons for 'New', 'Save', 'Save and Close', 'Save and New', 'Validate', 'Cancel', 'Open Related Record', 'Workflow', 'View', 'Previous Record', 'Next Record', and 'Close'. Below the toolbar, there are input fields for 'Description:', 'Claim Type:', 'Default Template:', and 'Category Code:'. At the bottom, there is a table with columns for 'Description', 'Catastrophe', and 'Police Information'. The 'Description' column has a dropdown arrow and a small icon. The 'Catastrophe' and 'Police Information' columns have checkboxes. The user 'SysAdmin' is logged in.

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

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

Claim Category must be linked to at least 1 cause of claim and thus it is important to capture cause of claim first.

Cause of Claim

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

Select Catastrophe and/or Police Information required where applicable.

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



The screenshot shows the 'Cause For Claim' form. The ribbon has 'File', 'Home', and 'Tools' tabs. Under 'Home', there are groups for 'Records Creation' (New), 'Save' (Save, Save and Close, Save and New), 'Edit' (Validate, Cancel), 'Open Related Record' (Open Related Record), 'Workflow', 'View', 'Records Navigation' (Previous Record, Next Record), and 'Close' (Close button). The form fields include 'Description:', 'Category:', and two checkboxes: 'Catastrophe' and 'Police Information Required'.

Claim Status

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

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

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

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

The screenshot shows the 'Claim Status' form. The ribbon has 'File', 'Home', and 'Tools' tabs. Under 'Home', there are groups for 'Records Creation' (New), 'Save' (Save, Save and Close, Save and New), 'Edit' (Validate, Cancel), 'Open Related Record' (Open Related Record), 'Workflow', 'View', 'Records Navigation' (Previous Record, Next Record), and 'Close' (Close button). The form fields include 'Description:*', 'Is Final State' checkbox, 'Reason Required' checkbox, and 'Reason Code:*'.

Document

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

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

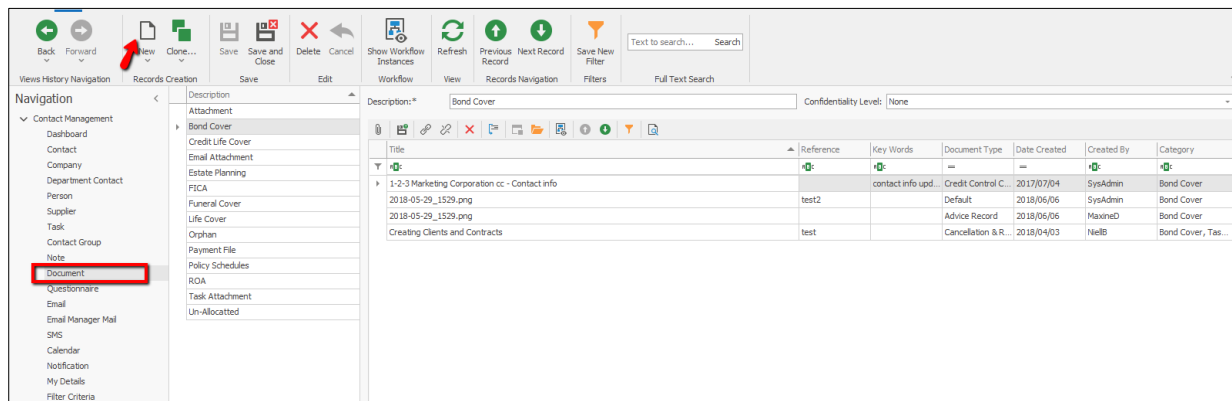
Take care in creating your document hierarchy as this will determine how efficient a document can be searched.

Document types and categories are also linked to automated processes.



Document Category

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



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

Confidentiality levels can be set per category or document.

Document type

Document type further defines a document.

Document Type

File Home Tools

Records Creation **Save** **Edit** **Record Edit** **Open Related Record** **Workflow** **View** **Rec...** **Close**

Description: *

Save Location: *

Default Category:

Filter:

☐ Allow For Upload

☐ Use As Default

☒ Active

Expire Months: 60

☐ Is System

Fieldname	Description	Required
Description	Describe the document type	☒
Save Location	Select location as either Database, Network, SharePoint or Azure	
Default Category	Assign a default category per document type	
Filter	Filter specifies the format in which a document must be saved to select this document type i.e., xlsl can only be used for Excel documents.	
Allow for Upload	To make document available for upload to Client Portal	
Use as default	Set as default document type	
Active	Not visible to users when Active is disabled	



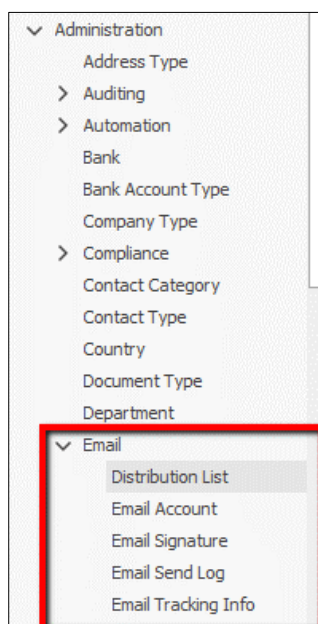
Expire Months	Add expire months to this document to indicate age analysis on list views. Expiry date is calculated from the date the document was created
Is System	Cannot be selected by user. Used for workflow purposes.

Email

Set up standardised distribution lists.

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

Set up email signatures.



Distribution List

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

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



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

The screenshot shows the 'Distribution List' application window. The menu bar includes 'File', 'Home', and 'Tools'. The 'Tools' menu is open, showing options like 'New', 'Clone...', 'Save', 'Save and Close', 'Save and New', 'Delete', 'Validate', 'Cancel', 'Show Workflow Instances', 'Refresh', 'Previous Record', 'Next Record', and 'Close'. The 'New' button is highlighted. Below the menu bar, there are fields for 'Name: *', 'Date Last Updated: 2019/06/14', 'Active' checkbox, 'Updated By: Vermaak Elsabe (E.)', and 'Member Count: 0'. The main area is titled 'Distribution List Members' and contains a table with columns 'Recipient', 'Email', 'Date Added', and 'Added By'. The table is currently empty.

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

New Member

Select a new member from the database.

The screenshot shows the 'Distribution List' application window with the 'Tools' menu open. The 'New' button is highlighted. Below the menu bar, there are fields for 'Name: *', 'Date Last Updated: 2019/06/14', 'Active' checkbox, 'Updated By: Vermaak Elsabe (E.)', and 'Member Count: 0'. The main area is titled 'Distribution List Members' and contains a table with columns 'Recipient', 'Email', 'Date Added', and 'Added By'. The table is currently empty. A red arrow points to the 'New' button in the 'Tools' menu. A 'Distribution List Member' dialog box is open, showing a list of members to select from. The dialog box has a 'Recipient' field and a 'Find' search bar. The list of members includes: 1-2-3 Marketing Corporation cc, 22Nd On North Guest House, Flynn Harry (H.J.), 3Labuschagne Mpho (M.F.), 50 CENTS TOURS, Abrahams Alice (A.S.), Andrea Verwey, and Associated Marine. The 'New' button in the dialog box is highlighted with a red box.

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



Create / Add information

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

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

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

Send information via a distribution list

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

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



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

Email account

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

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

Name:*

Email Type: SMTPMail

Host:

Port: 0

User Name:

Password:

☐ Enable SSL

BCC Email:

Service Point Max Idle Time: 0

☐ Active

SMTP and/or Web Mail

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

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

Typically used outside of your Company's network.



Outlook Mail

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

Database mail

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

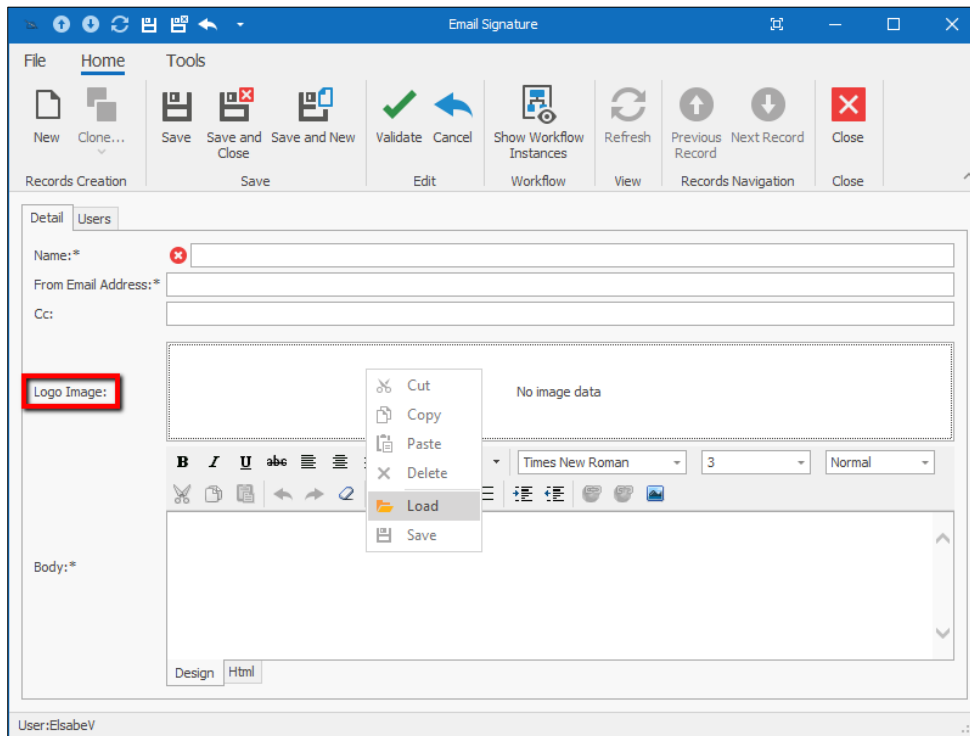
Email signature

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

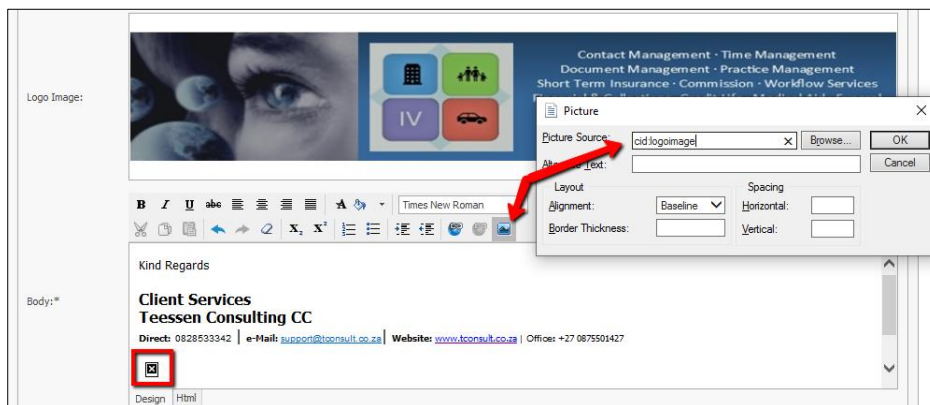
Add a default cc email address to which an email will be sent automatically when this signature is used.



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



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





Import / Export

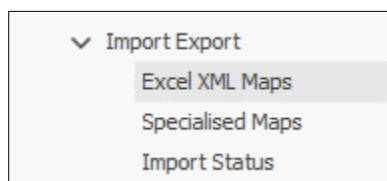
This functionality enables you to import bulk records from a spreadsheet or 3rd party applications by mapping the data fields to a system import map.

Importing plays a vital role in commission processing.

Excel XMLMap

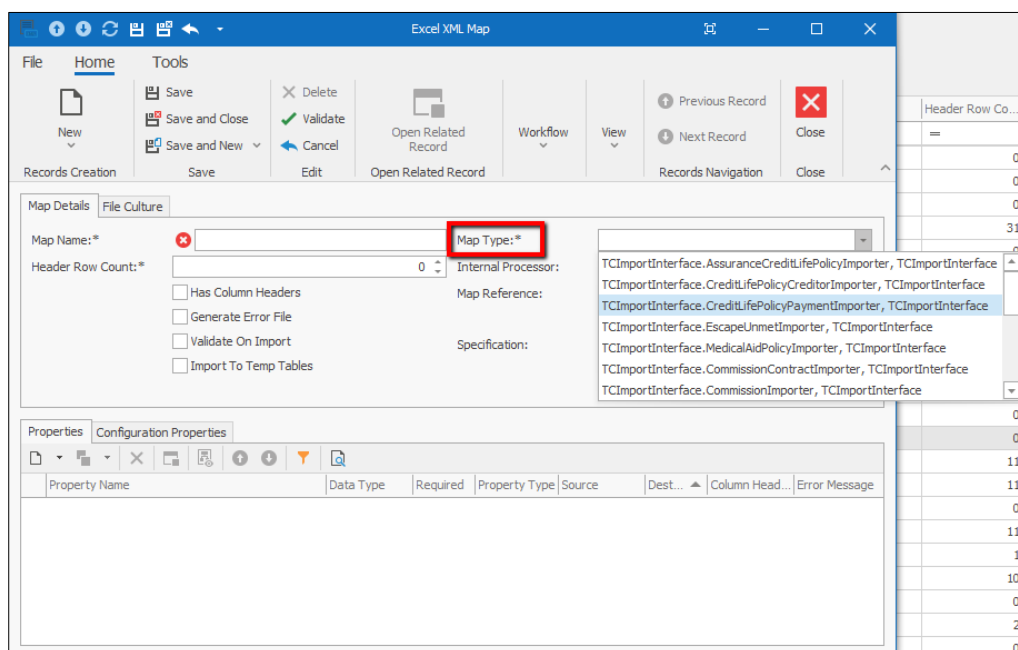
Excel XMLMap is a standard mapping tool which allows users to set up their own importing maps according to a simple spreadsheet of information.

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



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

Specifications on all import types are available on request.



Map Details

Fieldname	Description	Required
Map Name	Provide a unique name to identify the import map	✓
Header Row Count	Some data spreadsheets may have headers with various information and logos. These rows are not considered when importing.	
Has Column Headers	Should be selected when statement has column headers.	
Generate Error file	Recommended to always select this option to enable the application to create an error file should the import fail.	



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

File Culture

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

You can indicate the specific file culture on this tab.

Properties

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



Property Name	Data Type	Required	Property Ty...	Source	Des...	Column Hea...	Error Message
ENTITY	STRING	☒	Excel XML C...			1	
CLIENT CODE	STRING	☒	Excel XML C...			2	
CLIENT CHECK	INTEGER	☒	Excel XML C...			3	
CONTACT TYPE	STRING	☐	Excel XML C...			4	
GROUP	STRING	☐	Excel XML C...			5	
SURNAME / REGISTRATION NAME	STRING	☒	Excel XML C...			6	

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

Each property Source must be linked to the data spreadsheet.

Property Name: * FIRST NAME / TRADING NAME

Data Type: STRING ☒ Required

Property Type: Excel XML Column Property

Source: {A}

Column Header Name:

Destination Index: 7

☒ Trim Data

Expression:

Property Description: For a person record this will be the persons first name, for Company this will be the company's Trading Name.

Please use the property description as guidance.

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



Map Details | File Culture

Map Name: *

Header Row Count: *

☒ Has Column Headers

☒ Generate Error File

☒ Validate On Import

☒ Import To Temp Tables

Map Type: *

Internal Processor:

Map Reference:

Specification:

☒ Is Active

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

Specification:

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

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

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

Configuration Properties

Properties | **Configuration Properties**

Property Category:

☐ IsInvestmentStatement

☒ IsVatAdded

Configuration Properties:

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



Importing data

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

The screenshot shows the TC Desktop Application interface. The 'Tools' menu is open, and the 'General Import File' option is highlighted. Below the menu, a list of contacts is displayed with columns for Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Group, Primary Re., Updated By, Last Updated, Open Tasks, and Consultant.

Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Re.	Updated By	Last Updated	Open Tasks	Consultant
1-2-3 Marketing Corporation cc	Client			(078)1161164	00716765742	123@mc.co.za	Afrikaans	MSB Independe...	✓	ElsabeV	2019/06/14	3	
22nd On North Guest House	Client				00716765742	info@22north.c...	Afrikaans	Able Makelaars	✓	ElsabeV	2019/06/14	5	
24/7 TAXI SERVICES	Client			(021)4444444444	0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	0	
365 TRANSPORT SOLUTIONS	Client		7101120064083	(021)8220365	0798837962		Afrikaans	V1 - Group	✓	ShameelahJ	2019/04/24	5	Tian van der Westhul...
3Labuschagne Mpho (M.F.)	Client		8307047614119		00170806957	Mpholabusuchag...	English	Bakers Insuranc...	✓	MaxineD	2018/03/19	0	
50 CENTS TOURS	Client			(021)4082290	0798837962	info@tours.co.za	Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	0	
A & D Transport Services	Client			(021)5772116	0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	0	
A D PONI TAXI	Client				0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	1	
A G Andrews t/as Defensive ...	Client			(021)5919160	0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	1	
A LAREY & SON TRUCKING	Client			(012)2520356	0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	0	
A.G. JACOBS t/as WATERFR...	Client			(021)5317718	0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
AA TOURS	Client				0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
ABASS Sheham (S)	Client		7706140165080		0798837962		Afrikaans	MSB Independe...	✓	SysAdmin	2018/05/05	0	
Abdulla D (D)	Client		4703185108086	(041)4817322	0798837962		Afrikaans	Able Makelaars	✓	MaxineD	2018/03/19	3	
Abdulla M S (M S)	Client		5207165095023	(041)39655521	0798837962		Afrikaans	Able Makelaars	✓	MaxineD	2018/03/19	1	
Abdulla R (R)	Client		7011195154083		0798837962		Afrikaans	Able Makelaars	✓	MaxineD	2018/03/19	6	

The wizard will guide you through the process:

The screenshot shows the 'General File Import Process' wizard. It has a title bar 'General File Import Process' and a subtitle 'Import File Wizard'. Below the subtitle, it says 'Please select the file and map you wish to import'. There are two input fields: 'File:' and 'Base Import Map:'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The user 'ElsabeV' is logged in.

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

The screenshot shows the TC Desktop Application interface. The 'Tools' menu is open, and the 'Import Process' option is highlighted. Below the menu, a list of contacts is displayed with columns for Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Group, Primary Re., Updated By, Last Updated, Open Tasks, and Consultant.

Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Re.	Updated By	Last Updated	Open Tasks	Consultant
1-2-3 Marketing Corporation cc	Client			(078)1161164	00716765742	123@mc.co.za	Afrikaans	MSB Independe...	✓	ElsabeV	2019/06/14	3	
22nd On North Guest House	Client				00716765742	info@22north.c...	Afrikaans	Able Makelaars	✓	ElsabeV	2019/06/14	5	
24/7 TAXI SERVICES	Client			(021)4444444444	0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	0	
365 TRANSPORT SOLUTIONS	Client		7101120064083	(021)8220365	0798837962		Afrikaans	V1 - Group	✓	ShameelahJ	2019/04/24	5	Tian van der Westhul...
3Labuschagne Mpho (M.F.)	Client		8307047614119		00170806957	Mpholabusuchag...	English	Bakers Insuranc...	✓	MaxineD	2018/03/19	0	
50 CENTS TOURS	Client			(021)4082290	0798837962	info@tours.co.za	Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	0	
A & D Transport Services	Client			(021)5772116	0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	0	
A D PONI TAXI	Client				0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	1	
A G Andrews t/as Defensive ...	Client			(021)5919160	0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	1	
A LAREY & SON TRUCKING	Client			(012)2520356	0798837962		Afrikaans	V1 - Group	✓	ElsabeV	2019/06/14	0	
A.G. JACOBS t/as WATERFR...	Client			(021)5317718	0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
AA TOURS	Client				0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
ABASS Sheham (S)	Client		7706140165080		0798837962		Afrikaans	MSB Independe...	✓	SysAdmin	2018/05/05	0	
Abdulla D (D)	Client		4703185108086	(041)4817322	0798837962		Afrikaans	Able Makelaars	✓	MaxineD	2018/03/19	3	
Abdulla M S (M S)	Client		5207165095023	(041)39655521	0798837962		Afrikaans	Able Makelaars	✓	MaxineD	2018/03/19	1	
Abdulla R (R)	Client		7011195154083		0798837962		Afrikaans	Able Makelaars	✓	MaxineD	2018/03/19	6	
ABDULLAH Essack (E Y)	Client		6502035200087	(021)5922817			Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
ABDULLAH Orhan (O)	Client		7507015178087				Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
Abdurahman Riefah (R.)	Client		8102135174080		0798837962		English	MSB Independe...	✓	SysAdmin	2018/05/05	0	
Abdurahman Tougeeda (T)	Client		7406170219085				Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
ABED IMRAAN (I)	Client		8102135174080		0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
ABELS C (C S)	Client		66070552005088		0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
Abels G (G)	Orphan		6910305169082				Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
ABELS G (G)	Client		6910305169082		0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
ABELS M (M)	Client		6209225098087		0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	
Abossee Service Station CC	Orphan				0798837962		Afrikaans	Able Makelaars	✓	MaxineD	2018/03/19	0	
ABRAHAM A.	Client			(021)6920171	0798837962		Afrikaans	V1 - Group	✓	Admin	2013/07/09	0	



Specialised Import Maps

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

Please contact us should you require a specialised map.

Link Group

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

Create a new Link Group

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

Create a new Link

Link or change Group to which this Link will be applicable

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

Enter the relevant URL.

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



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

Please contact us to set up Data criteria.

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



Product

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

Cancellation Reason

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

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

Contract Roles

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

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

Product Status

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



Fieldname	Description
Allow Billing	Required if this status is used for collection premium through month-end process
Process Commission	Commission can only be processed if selected in conjunction with Is Active State
Is Final State	Select for statuses like Cancelled, Lapse etc. The application will prompt the user for cancel date and cancel reason when selected
Is Active State	This should not be confused with the "Active" status. Is Active state means that a certain process can be done, e.g., process commission. Use in conjunction with Process Commission.
Use as default	At least 1 status should be selected as default

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

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

Security

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

User Activity log

Displays user login activity:

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

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

Calendar Resource

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

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

Calendar Resource

File

Home

Tools

New

Save

Save and Close

Save and New

Delete

Validate

Cancel

Open Related Record

Show Workflow Instances

Refresh

Links

Previous Record

Next Record

Close

Records Creation

Save

Edit

Open Related Record

Workflow

View

Records Navigation

Close

Calendar Resource

System User:

Outlook Username:

Caption:*

Outlook Calendar:

Color:



Permission User

Limited access to Permission user

Please refer to [Reset User Password](#) section.

Team

Each user must be linked to a Team.

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

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

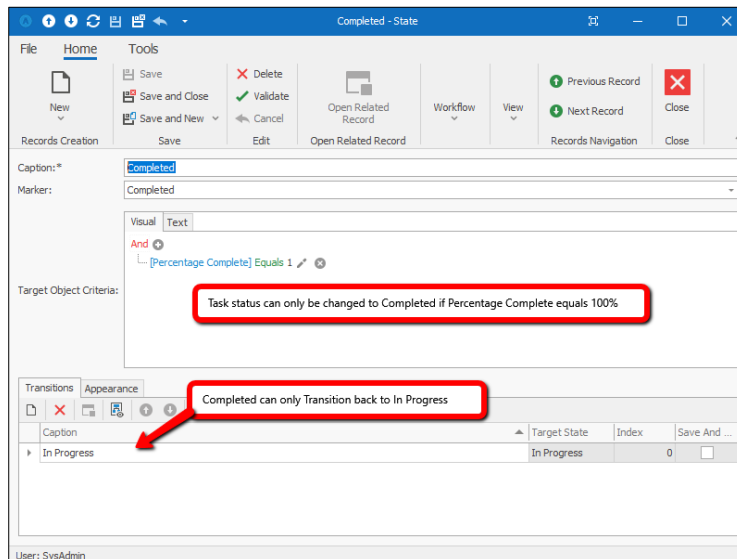
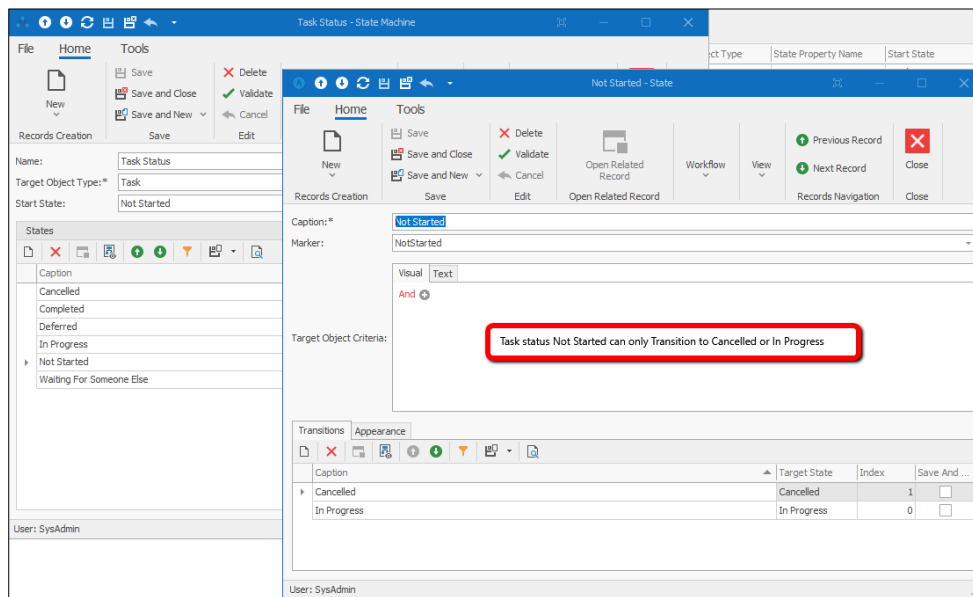
Full Name	User Name	Win	Web
r@c	r@c		

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

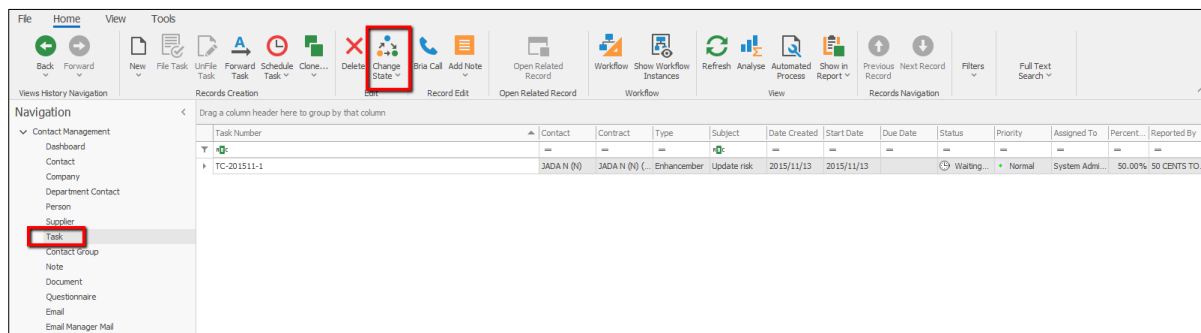
State Machine

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

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



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





Task Type, Task log type & Text Template

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

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

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

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

Task Type

New Business - Task Type

Description: New Business **Cost:** R0,00

Code: NBW **Duration(Minutes):** 0

Default Template: [Dropdown]

☒ Active

Description	Code	Active	Default Template	Cost	Duration	Full Duration	Is System
Application Submitted	AS	☒		R0,00	0	0 hours and 0 minutes.	☐
Brokers Note	BN	☒		R0,00	0	0 hours and 0 minutes.	☐
New Business Issued	NBI	☒		R0,00	0	0 hours and 0 minutes.	☐
New Business Submitted	NBS	☒	New Business Submitted	R0,00	0	0 hours and 0 minutes.	☐

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



Task Log Type

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

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

Example:

Task type: New Business: Assurance

Task log type: Confirmation of cover

Task log type code: ConfCovAss

And

Task type: New Business: Short term

Task log type: Confirmation of cover

Task log type code: ConfCovST

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



Text Templates

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

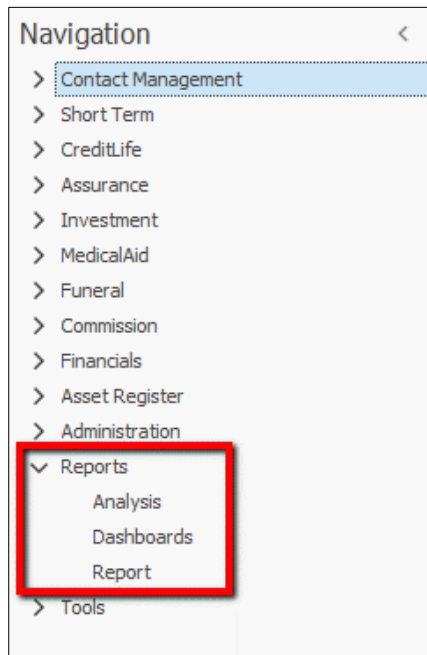
Create a text template in the system area from which the template will be used. Make use of the Merge fields from that specific system area to auto fill the required information.

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

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



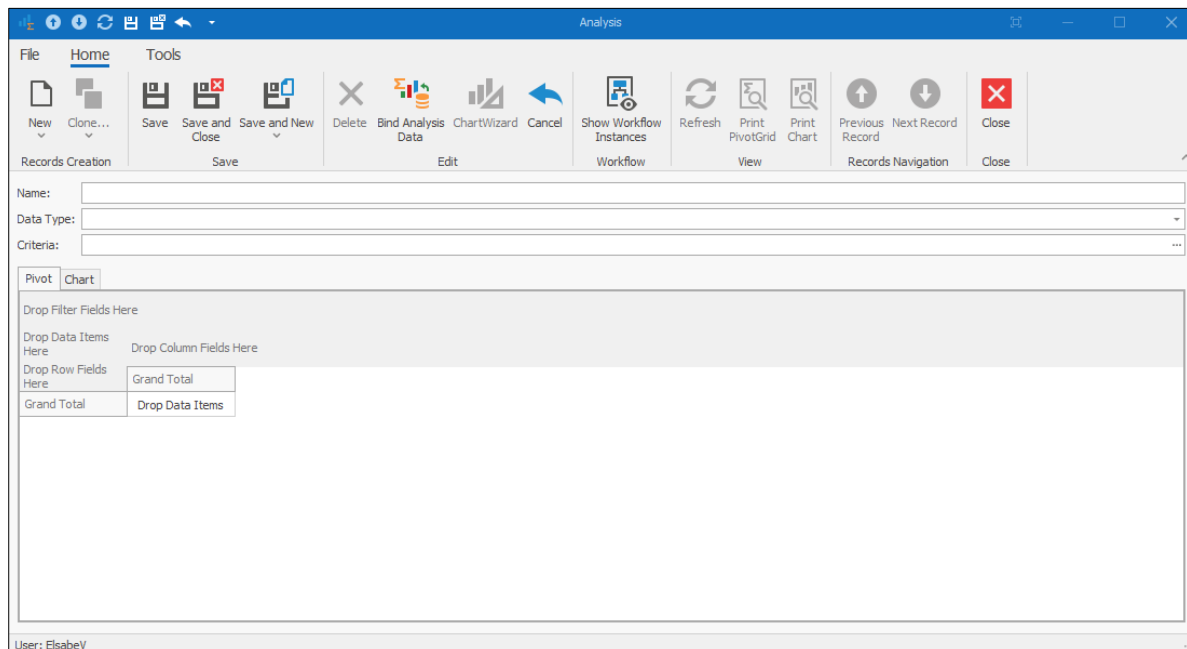
Reporting



Analysis

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

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

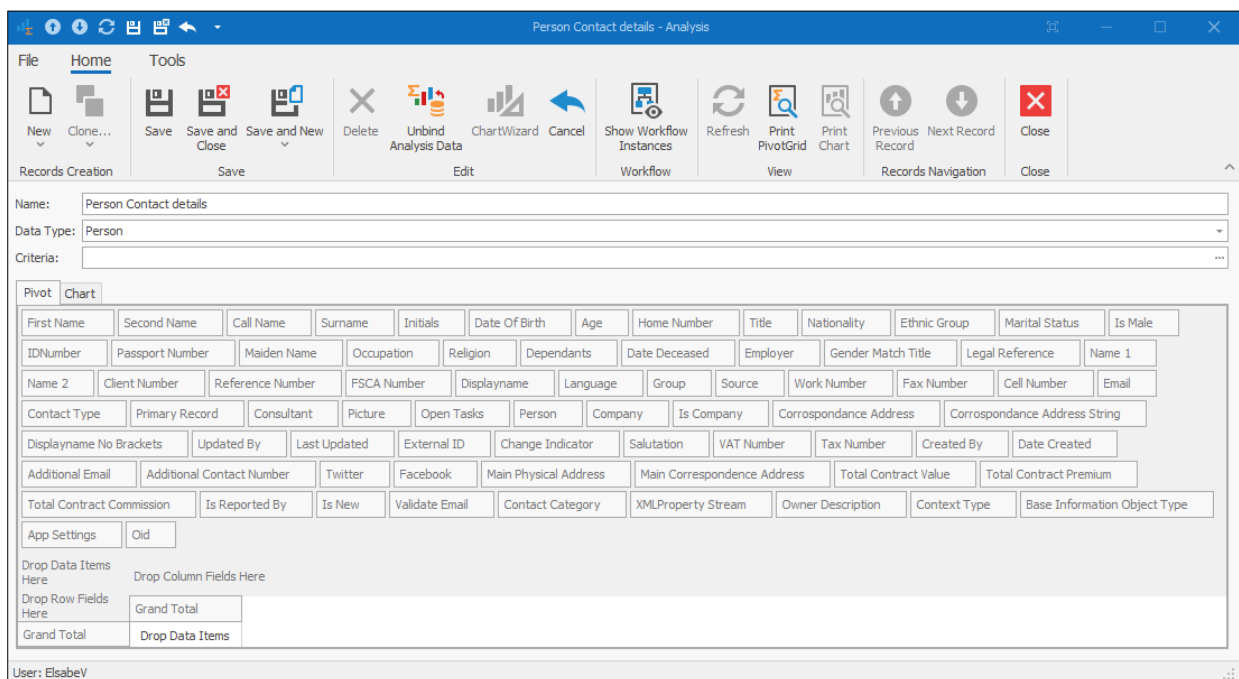
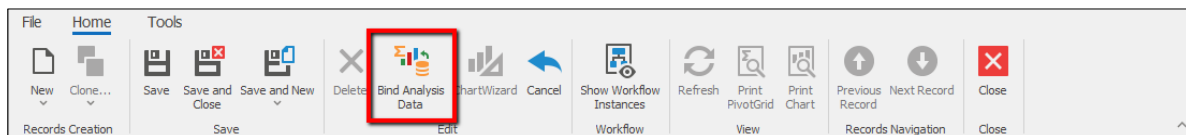




Provide a unique Name for the report.

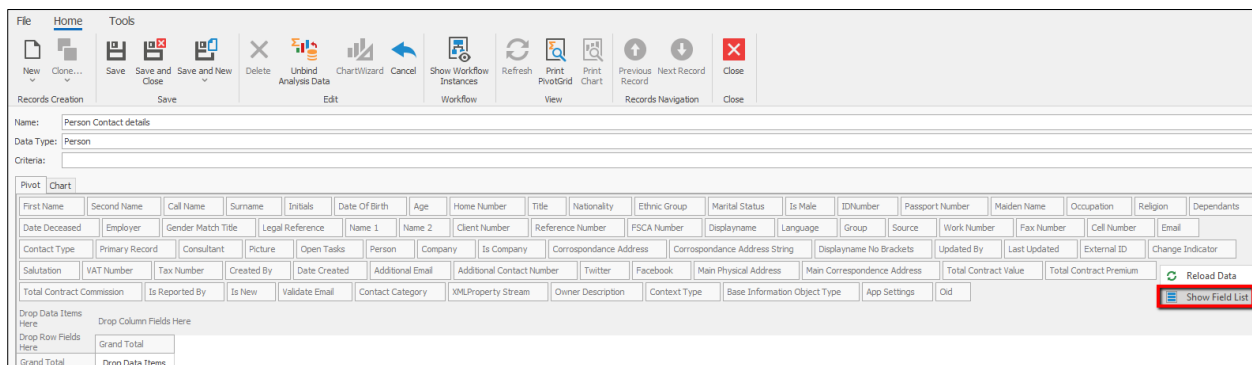
Select a data type from the drop-down menu for your Analysis report. For this example, we are going to use 'Person' data type.

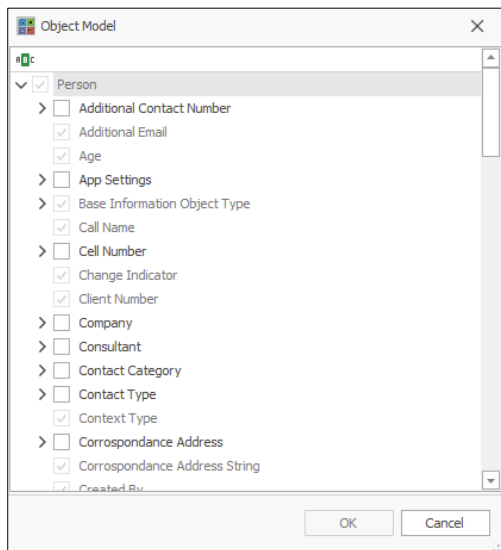
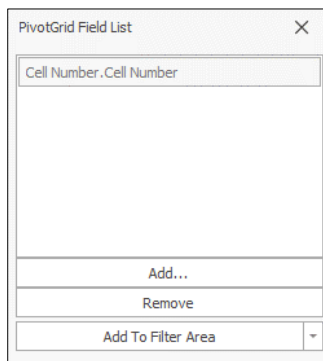
After selecting the data type, you need to 'Bind Analysis data' to display all fields in the application related to this data type.



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

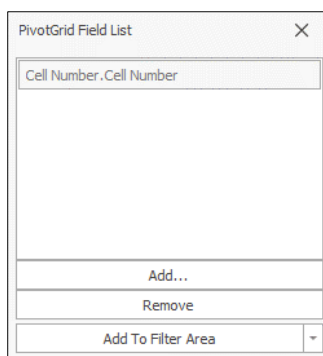
Right click anywhere in the field area and select 'Show Field list'. An additional screen will pop-up. Click 'Add' and then you can select the required fields to be added from the Object Model:





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

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



Drop Data Items Here	
Drop Column Fields Here	
Drop Row Fields Here	Grand Total
Grand Total	Drop Data Items



TC Desktop Application - Administrator Guide

Name:	Client Demographics
Data Type:	Person
Criteria:	

Pivot Chart

Second Name	Call Name	Initials	Date Of Birth	Home Number	Title	Nationality	Ethnic Group	Marital Status	First Name	IDNumber	Passport Number	Maiden Name	Occupation	Religion	Dependants	Date Deceased	Employer
Gender Match Title	Legal Reference	Name 1	Name 2	Client Number	Reference Number	FSCA Number	Language	Group	Source	Work Number	Fax Number	Cell Number	Email	Contact Type	Primary Record	Consultant	
Picture	Open Tasks	Displayname	Surname	Person	Company	Is Company	Correspondance Address	Correspondance Address String	Displayname No Brackets	Updated By	Last Updated	External ID	Change Indicator	Salutation			
VAT number	Tax Number	Created By	Date Created	Additional Email	Additional Contact Number	Twitter	Facebook	Main Physical Address	Main Correspondence Address	Total Contract Value	Total Contract Premium	Total Contract Commission					
Is Reported By	Is New	Contact Category	XMLProperty Stream	Owner Description	Context Type	Base Information Object Type	App Settings	Old									
Age	Is Male																

Corresp...	False	True	Grand Total
AfHone	28		28
Bononi	54		54
Beyers Park	62		62
Bokoburg	52		52
Butlers	53		53
Cape Town	58	195	253
Centurion	40		40

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

The screenshot shows the 'Edit Criteria' dialog box in a data application. The dialog has two tabs: 'Visual' and 'Text'. The 'Text' tab is active, showing a rule: 'And [Age] is greater than 30'. The background shows a form with fields like Name, Data Type, and a table with columns like Second Name, Call Name, etc.

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

Name: Client Demographics

Data Type: Person

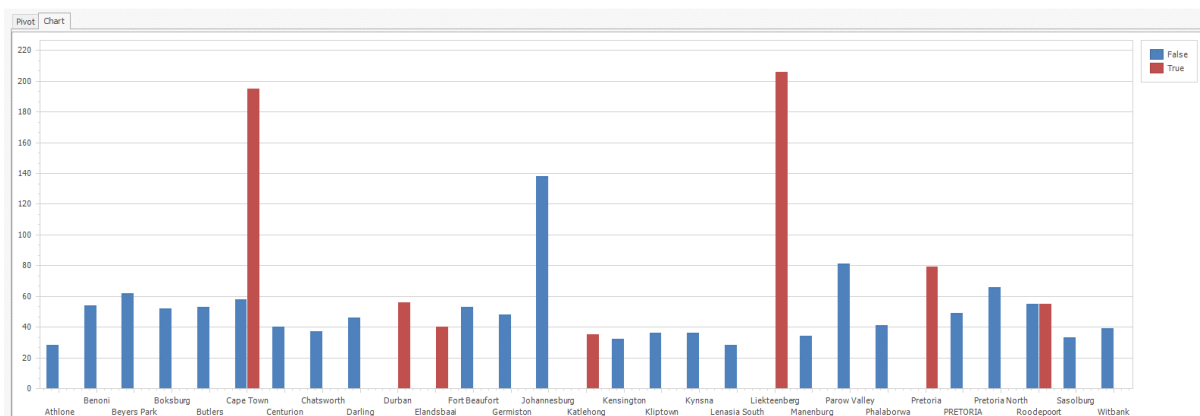
Criteria:

Pivot **Chart**

Second Name	Call Name	Initials	Date Of Birth	Home Number	Title	Nationality	Ethnic Group	Marital Status	First Name	IDNumber	Passport Number	Maiden Name	Occupation	Religion	Dependants	Date Deceased	Employer
Gender Match Title	Legal Reference	Name 1	Name 2	Client Number	Reference Number	FSCA Number	Language	Group	Source	Work Number	Fax Number	Cell Number	Email	Contact Type	Primary Record	Consultant	
Picture	Open Tasks	Displayname	Surname	Person	Company	Is Company	Correspondance Address	Correspondance Address String	Displayname No Brackets	Updated By	Last Updated	External ID	Change Indicator	Salutation			
VAT Number	Tax Number	Created By	Date Created	Additional Email	Additional Contact Number	Twitter	Facebook	Main Physical Address		Main Correspondence Address	Total Contract Value	Total Contract Premium	Total Contract Commission				
Is Reported By	Is New	Contact Category	XMLProperty Stream	Owner Description	Context Type	Base Information Object Type	App Settings	Old									

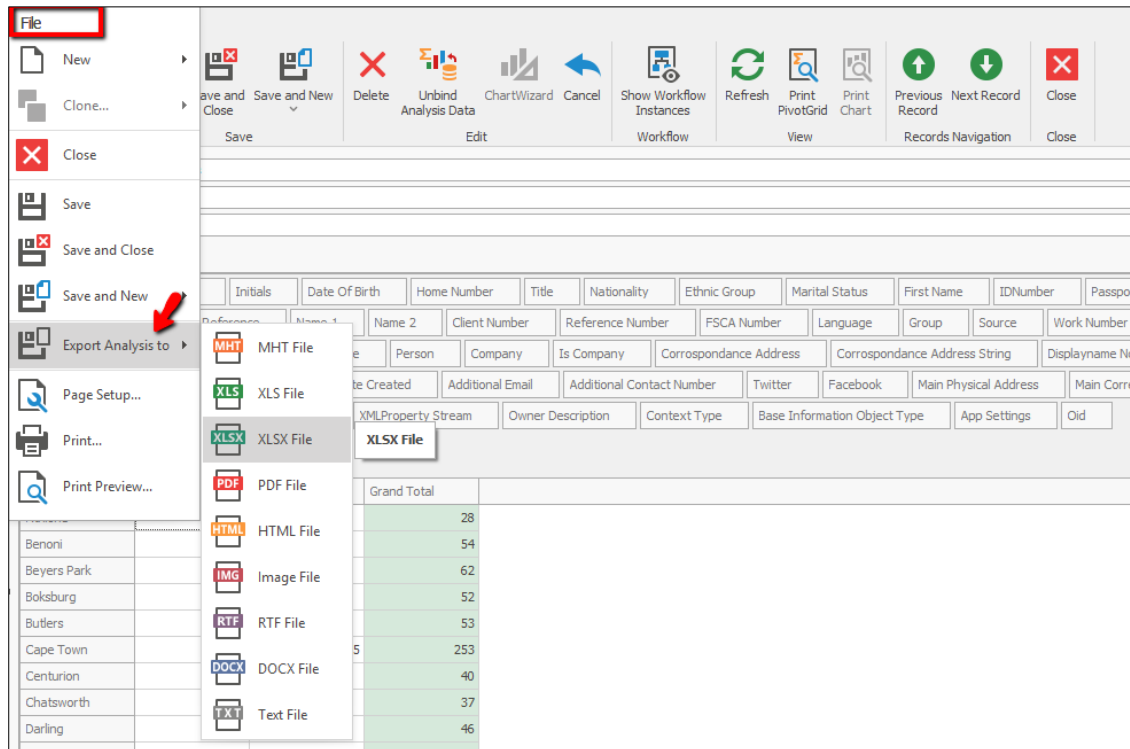
Age Is Male ▴

Corrosio ▴ ▾	False	True	Grand Total
Athlone	28		28
Beroni	54		54
Beyers Park	62		62
Boksburg	52		52
Bullers	53		53
Cape Town	58	195	253
Centurion	40		40
Chatsworth	37		37
Darling	46		46
Durban		56	56

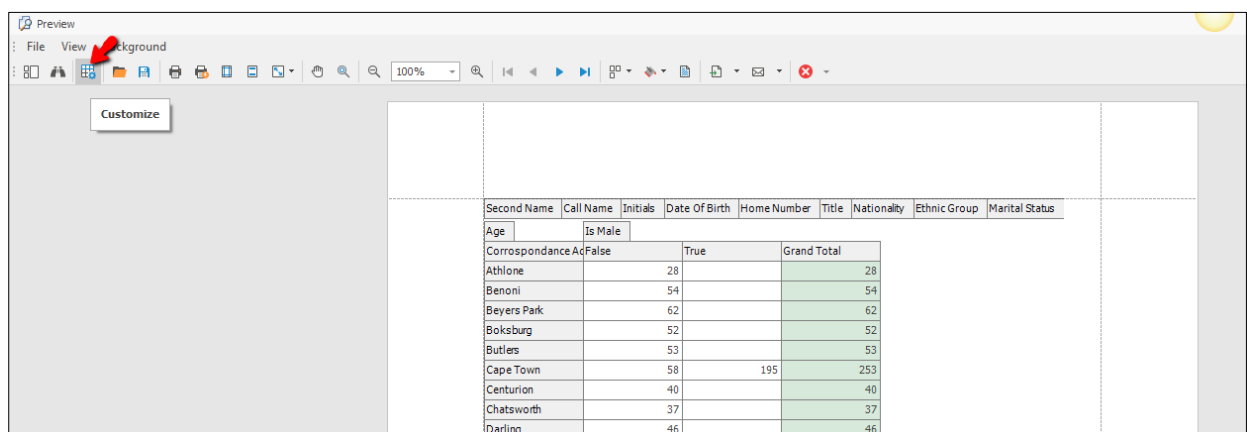
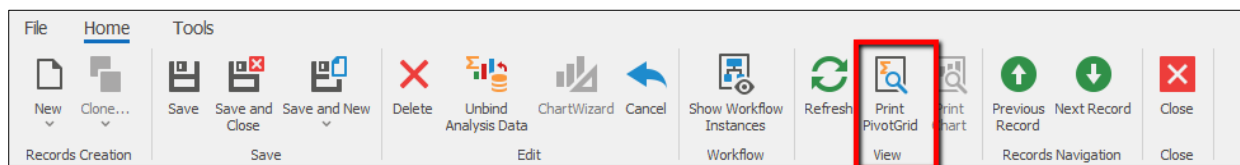




Your analysis report can be exported in various formats:



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





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

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

Dashboards

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

Please contact us with your Dashboard requirements.

Standard Report

A standard report can be created and then be generated as an 'In place report' at any given time. Standard reports can also be used in Automated processes.

The screenshot shows the TC Desktop Application interface. The 'Reports' menu is highlighted in the left sidebar. The main window displays a list of reports with columns for Display Name, Data Type, Status, and Is Inplace Report. The 'Commission Split Control Report' is highlighted in yellow.

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 (Asstute)	Person	Production	☒
Commission Split Control Report	Commission Statement	Development	☐
Company Portfolio	Company	Production	☒
Portfolio Schedule (Rockfin)	Person	Production	☒
Production Report		Production	☐
Receipt report	Commission Statement	Production	☐
Recipient Transaction Report (Detailed)	Recipient Statement	Production	☒



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

Report Wizard

Enter a report name and select the primary data type of the report.

Display Name:

Data Type:

Report Type:

Next Finish

Select the fields you want to display in the report:

Report Wizard

Select one or more data members to assign to the report and its detail reports.
Choose fields to display in these reports.

Select data members:

- ☒ CollectionDataSource
 - ☒ Addresses
 - ☐ Bank Accounts
 - ☐ Contract Roles
 - ☐ Contracts
 - ☐ Documents
 - ☐ Email
 - ☐ My Contacts
 - ☐ Notes
 - ☐ Phone Logs
 - ☐ Properties
 - ☐ Questionnaires
 - ☐ SMS
 - ☐ Tasks

Select data fields:

- ☒ CollectionDataSource
 - ☒ Addresses
 - ☐ Address Line 1
 - ☐ Address Line 2
 - ☐ Address Type
 - ☐ Change Indicator
 - ☒ City
 - ☐ Contact
 - ☐ Country
 - ☐ External ID
 - ☐ Full Address
 - ☐ Is Valid
 - ☐ Latitude
 - ☐ Longitude
 - ☐ Main
 - ☐ Old
 - ☐ Postal Code
 - ☐ Suburb
 - ☐ Use For Correspondence

Next Finish



You have the option to add grouping to your report:

Report Wizard

← Group data in the selected reports. You can specify one or more fields for each group.

Select the report:

Select group fields:

Displayname

Is Male

Old

>

>

<

<

<

<

Next Finish

Select the layout of your report:

Report Wizard

← Specify report page settings.

Paper

Size:

Unit:

Width:

Height:

Portrait

Landscape

Page Margins

Left:

Right:

Top:

Bottom:

Next Finish



Select the colour scheme you prefer for your report:

A screenshot of the 'Report Wizard' dialog box. The title bar says 'Report Wizard' with a close button. Below the title bar is a back arrow icon and the text 'Choose a report color scheme.'. The main area displays a grid of 15 color scheme buttons: GREY, COLD GREY, CREAM, JEANS BLUE, BLUE, YELLOW, LIGHT GREEN, MINT, LIGHT BLUE, AZURE, CORAL, RED, RASPBERRY, VIOLET, and CUSTOM (with a gear icon). At the bottom right are 'Next' and 'Finish' buttons.

Report Wizard

Choose a report color scheme.

GREY COLD GREY CREAM JEANS BLUE BLUE

YELLOW LIGHT GREEN MINT LIGHT BLUE AZURE

CORAL RED RASPBERRY VIOLET CUSTOM

Next Finish

Create a heading for your report:

A screenshot of the 'Report Wizard' dialog box. The title bar says 'Report Wizard' with a close button. Below the title bar is a back arrow icon and the text 'We have all the information needed to process the report.'. The main area has a large, faint background image of a city skyline. In the center, there is a text input field with the placeholder text 'Specify the report's title' and the text 'Client Demographics' entered. At the bottom right are 'Next' and 'Finish' buttons.

Report Wizard

We have all the information needed to process the report.

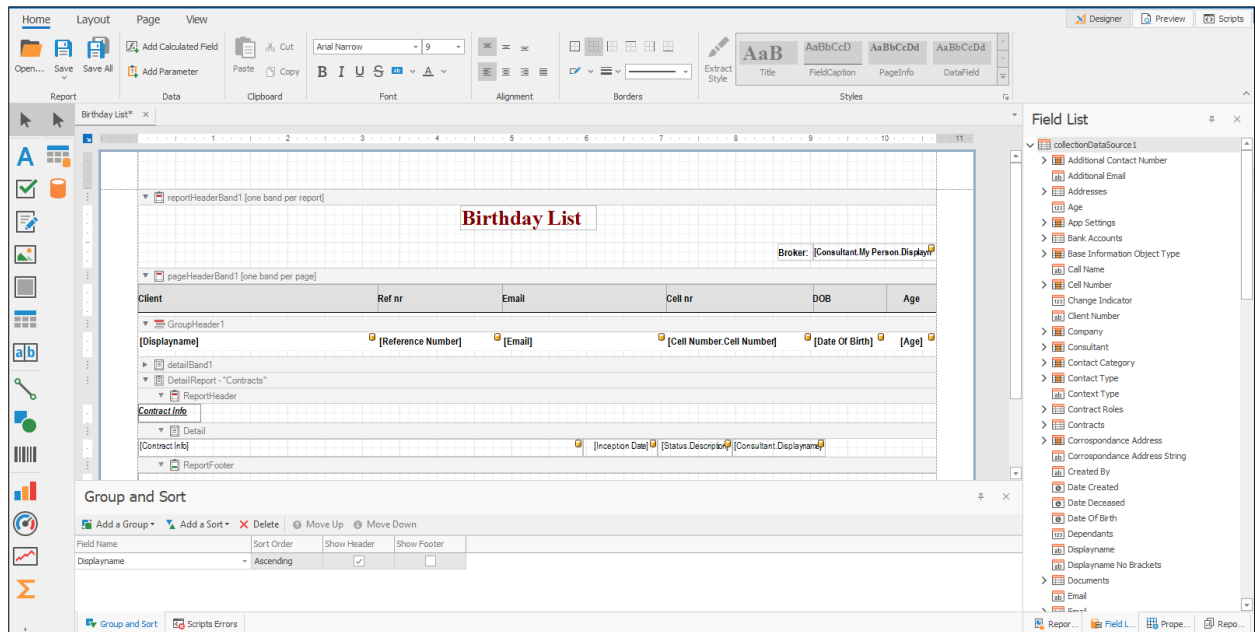
Specify the report's title

Client Demographics

Next Finish

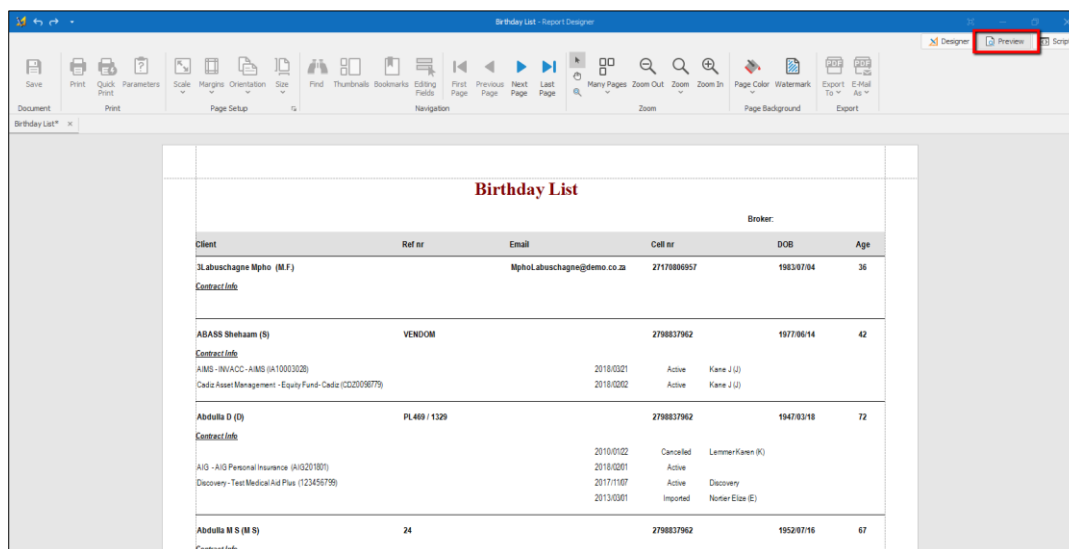


The report is now generated with the criteria selected in the wizard.



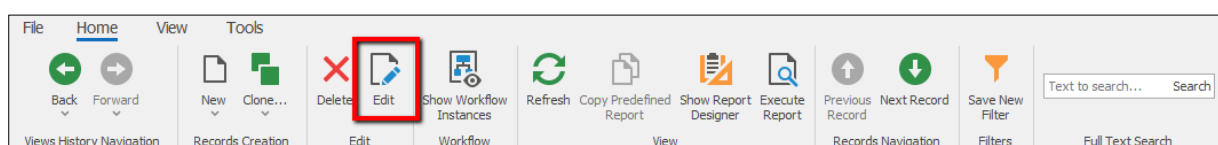
You can add more detail to your report or improve the 'look' of your report, e.g., Logo, colour coding etc.

To view your final report, click on Print Preview.



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

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





File Home Tools

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

Records Creation Save Edit Workflow View Records Navigation Close

Display Name: Birthday List

Data Type: Person

Parameters Object Type: (none)

☒ Is Inplace Report

Status: Production

Teams

Name	Last Assigned
Commission	
The Test Team	Teessen Pieter (P.G.)

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

File Home View Tools

Back Forward New Clone... Delete Client Portal SMS Email Workflow Show Workflow Instances Refresh Person Listview Automated Process Show Report Previous Record Next Record All Items Save New Filter Text to search... Search

Views History Navigation Records Creation Edit Record Edit Workflow View Filters Full Text Search

Navigation

- Contact Management
- Dashboard
- Contact
- Company
- Recipient Contact
- Person
- Supplier
- Task
- Contact Group
- Note
- Document
- Questionnaire

Surname	First Name	ID Number	Contact Type	Work Number	Home Number	Cell Number	Fax Number	Email	Date
Petersen	James	Client	(021) 4960...	07814569836				james.petersen@insure-iv.co.za	
Poole	Chane	Client	(044) 8509...	0786619986				shanepoole@insure-iv.co.za	
Simpson	Dricky	Client	510112002...		(012) 3464...	0832274180			

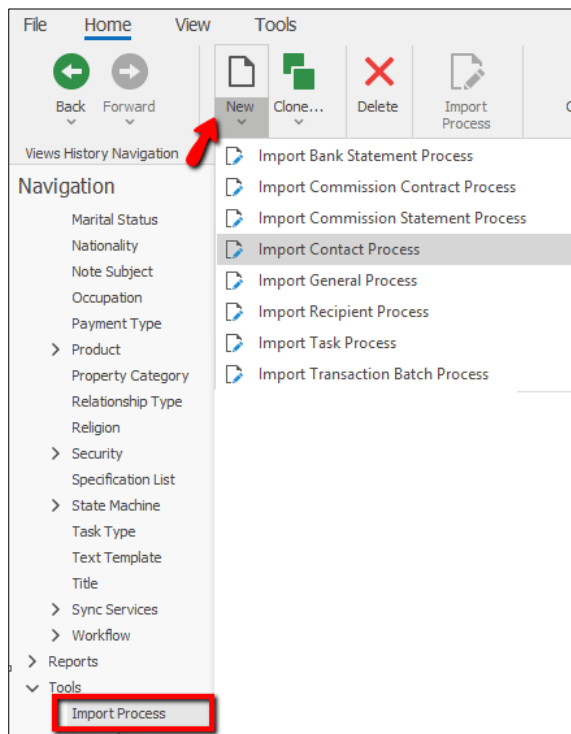


Import Process list view will display all imports done in the application with a detailed log with possible errors and explanation thereof.

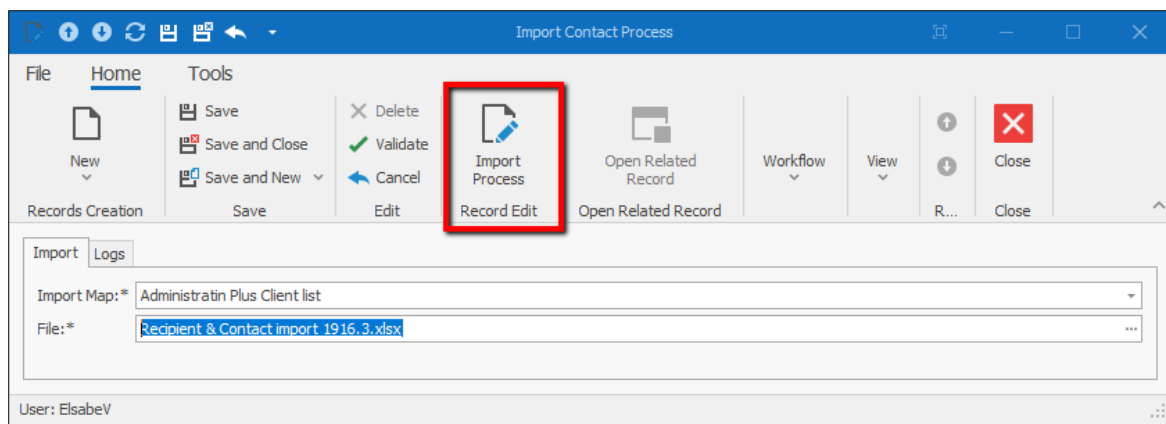
The screenshot shows the 'Import Commission Statement Process' window. The 'Log' button is highlighted with a red box. The log displays the following information:

Log Date	Import Log Type	Log Message
2019-07-01 08:19:32.5900 AM	Information	Create backup file - C:\Users\TCSUPW03\OneDrive - Teessen Consulting Documents\TC\Testing\InsureV Suite\InsureV V10.18208.1916\Backup\...
2019-07-01 08:19:32.6670 AM	Information	Start processing file C:\Users\TCSUPW03\OneDrive - Teessen Consulting Documents\TC\Testing\InsureV Suite\InsureV V10.18208.1916\Advise\...
2019-07-01 08:19:32.6670 AM	Information	Initialising Allan Gray (TC\Import\Interface.CommissionImporter) processor with C:\Users\TCSUPW03\OneDrive - Teessen Consulting\Docu...
2019-07-01 08:19:32.7200 AM	Information	Check if statement for Broker House D3634 exist with Reference Allan Gray Multiple
2019-07-01 08:19:32.7900 AM	Information	Confirm statement for Broker House D3634 created with Reference Allan Gray Multiple
2019-07-01 08:19:32.7670 AM	Information	EXEC TC_CreateCommissionImportTransaction @brokerhouseid = 'D3634', @brokerhouseName = 'YMSB Independent Broker Group (Phy) Ltd', ...
2019-07-01 08:19:32.8200 AM	Information	EXEC TC_CreateCommissionImportTransaction @brokerhouseid = 'D3634', @brokerhouseName = 'YMSB Independent Broker Group (Phy) Ltd', ...
2019-07-01 08:19:32.8500 AM	Information	EXEC TC_CreateCommissionImportTransaction @brokerhouseid = 'D3634', @brokerhouseName = 'YMSB Independent Broker Group (Phy) Ltd', ...
2019-07-01 08:19:32.9030 AM	Information	EXEC TC_CreateCommissionImportTransaction @brokerhouseid = 'D3634', @brokerhouseName = 'YMSB Independent Broker Group (Phy) Ltd', ...
2019-07-01 08:19:33.0030 AM	Error	This data is missing in file : BenefitType, Policy Number.
2019-07-01 08:19:33.0500 AM	Error	This data is missing in file : BenefitType, Policy Number.
2019-07-01 08:19:33.0500 AM	Error	Column (A) Row 40 in the file cannot be converted to type DATE
2019-07-01 08:19:33.0670 AM	Information	File moved to C:\Users\TCSUPW03\OneDrive - Teessen Consulting Documents\TC\Testing\InsureV Suite\InsureV V10.18208.1916\Processed\...
2019-07-01 08:19:33.0670 AM	Information	File moved to C:\Users\TCSUPW03\OneDrive - Teessen Consulting Documents\TC\Testing\InsureV Suite\InsureV V10.18208.1916\Processed\...
2019-07-01 08:19:33.1030 AM	Information	Process completed with processing 40 rows and -26 transactions.
2019-07-01 08:19:33.1200 AM	Information	Successfully processed Allan Gray (Appr) file C:\Users\TCSUPW03\OneDrive - Teessen Consulting Documents\TC\Testing\InsureV Suite\InsureV...
2019-07-01 08:19:33.1200 AM	Information	The CommissionStatement was imported successfully.

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



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



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



TC Desktop Application - Administrator Guide

File

Home

View

Tools

Back

Forward

New

Clone...

Delete

Set Status

Import Contact

Workflow

Show Workflow Instances

Refresh

Previous Record

Next Record

All Items

Save New Filter

Text to search...

Search

Views History Navigation

Records Creation

Edit

Record Edit

Workflow

View

Records Navigation

Filters

Full Text Search

Navigation

Marital Status

Nationality

Note Subject

Occupation

Payment Type

Product

Property Category

Relationship Type

Religion

Security

Specification List

State Machine

Task Type

Text Template

Title

Sync Services

Workflow

Reports

Tools

Import Process

Import/Export

Task

Commission Contract

Short Term Policy

Drag a column header here to group by that column

Surname	First Name	Initials	Legal Reference	Import Status	Import Attempts	Imported	Error Message	Is Latest
Simpson		S F	2007/016939/07	New	0	☐		☒
Van Zyl		P J W	5101120026084	New	0	☐		☒
			4203025014081	New	0	☐		☒
			It 4487/08	New	0	☐		☒
			2001/017003/23	New	0	☐		☒
			It 7688/01	New	0	☐		☒
Christodoulou		CA	6101215002080	New	0	☐		☒
			1 T 1012/08	New	0	☐		☒
			1987/04301/07	New	0	☐		☒
Dippenaar		R J	6507175126083	New	0	☐		☒
			2008/006298/07	New	0	☐		☒
			Tba	New	0	☐		☒
Bosman			6205260030084	New	0	☐		☒
			2005/034163/07	New	0	☐		☒
Wolles Auto		F	6205165175083	New	0	☐		☒
			It 1210/2000	New	0	☐		☒
			2004/031067/07	New	0	☐		☒
			1 T 2895/01	New	0	☐		☒
Robert		S&J	8109105213087	New	0	☐		☒
			1992/001639/06	New	0	☐		☒
Paulsen		D W H	6911175017088	New	0	☐		☒
			It8567/04	New	0	☐		☒

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

Data can be imported multiple times until it is successful.

Import Information	
Error Message:	
	☒ Imported
Import Status:	Imported successfully
Date Created:	Thursday, 15 February 2018 12:49
Import Attempts:	3
Date Last Imported:	Tuesday, 18 June 2019 10:50
	☒ Is Latest

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

File

Home

Tools

New

Clone...

Save

Save and Close

Save and New

Delete

Cancel

Set Status

Import Contact

Workflow

Show Workflow Instances

Refresh

Previous Record

Next Record

Close

Records Creation

Save

Edit

Record Edit

Workflow

View

Records Navigation

Close

Contact

Properties

Property ID

Sheet ID

Category Name

Data Type

Value

List Name

Client reference

ChRef

Info

Text

NH39978

Current Insurance

CurrIns

Info

Text

No

Total Value

TotVal

Info

Money

250000

Please discuss your requirements with our Consulting team.



Import / Export Temporary tables

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

File Home View Tools

Views History Navigation

Records Creation Edit Record Edit Workflow Show Workflow Instances View Refresh Previous Record Next Record

Filters Save New Filter

Text to search... Search

Full Text Search

Navigation

Drag a column header here to group by that column

Surname	First Name	Initials	Legal Reference	Group	Import Status	Import Attempts	Imported	Error Message	Is Latest	External ID
Van Zyl		P J W	2007/016939/07	FFG	New	0	☐		☒	E6FF3F76-AEC9-4E...
			4203025014081	FFG	New	0	☐		☒	C21F09E8-9C32-46...
			It 4487/08	Trustees for the F...	New	0	☐		☒	6A5E5CA6-0413-4...
			2001/017003/23	Trustees for the F...	New	0	☐		☒	AD0430B7-2353-4...
			It 7688/01	Trustees for the F...	New	0	☐		☒	1639C867-2505-4...
Christodoulou		CA	6101215002080	FFG	New	0	☐		☒	57C2BED9-0DE2-4...
			1T 2012/08	FFG	New	0	☐		☒	78336C75-C429-4...
			1987/04301/07	FFG	New	0	☐		☒	8C77AB9E-6330-4...
Dippenaar		R J	6507175126083	FFG	New	0	☐		☒	495C87C7-752F-4F...
			2008/006298/07	FFG	New	0	☐		☒	8DF1712B-70BD-4...
			Tba	FFG	New	0	☐		☒	E6A32E3D-084E-4E...
Bosman			6205260030084	FFG	New	0	☐		☒	58BEA900-ACB3-4...
			2005/034163/07	Trustees for the F...	New	0	☐		☒	4EADACAC2-CD80-4...
Wolles Auto		F	6205165175083	FFG	New	0	☐		☒	7D1226B5-AC15-4...
			It 1210/2000	Trustees for the F...	New	0	☐		☒	74BF7881-3A2C-4...
			2004/031067/07	Trustees for the F...	New	0	☐		☒	5338BE9E-3074-48...
			1T 2895/01	Trustees for the F...	New	0	☐		☒	AA3B8E9E-5C2A-4...
Robert		S&J	8109105213087	X-Clients	New	0	☐		☒	9330475D-F05B-4...
			1992/001639/06	FFG	New	0	☐		☒	F83C0237-AB03-4...
Paulsen		D W H	6911175017088	FFG	New	0	☐		☒	31ABE5A5-694B-4...
			It 593/05	Trustees for the F...	New	0	☐		☒	120F422A-173D-4...
			It 593/05	Trustees for the F...	New	0	☐		☒	120F422A-173D-4...
Meyer		W	7808035050086	FFG	New	0	☐		☒	E24493B4-8729-4C...
Booyesen		GS	8107105063080	FFG	New	0	☐		☒	631DEC7A-0134-4...
			2006/152280/23	FFG	New	0	☐		☒	3199B094-84A8-4...
			7507255062082	FFG	New	0	☐		☒	A86961F9-0226-4...

Import Process

- Import/Export
- Contact
- Task
- Commission Contract
- Short Term Policy
- Short Term Policy Risk
- Assurance
- Contract Role
- Credit Life Policy
- Funeral Policy
- Medical Aid Policy
- Account
- Transaction



Short term

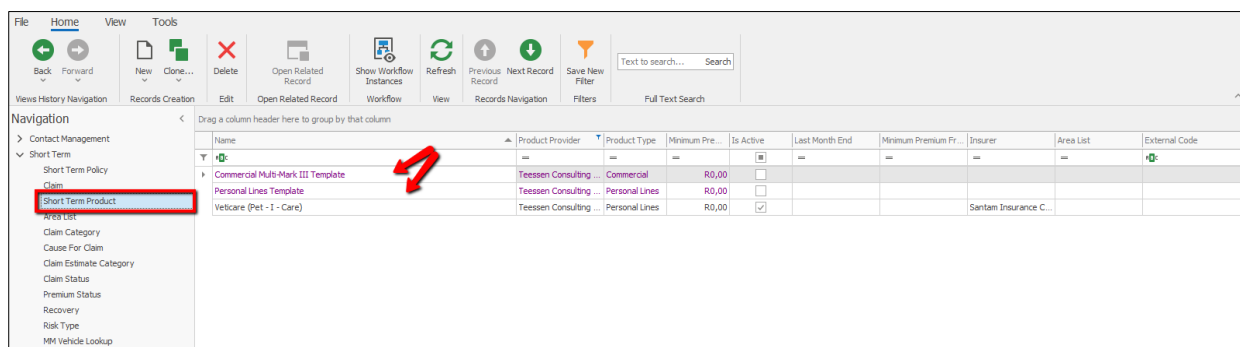
A product must be set up in the application before any policies can be captured.

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

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

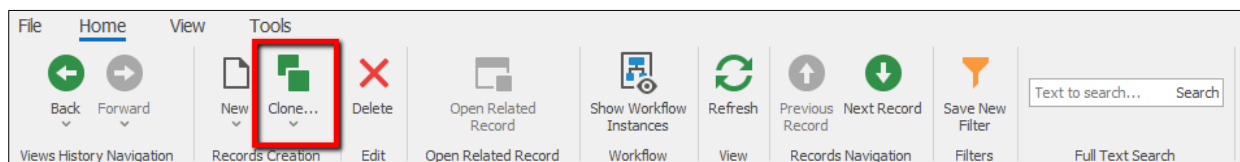
Short term Product

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



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

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



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

Fieldname	Description	Required
Name	Name of the Product you are creating	✓
Product Provider	Select the Provider details from your Contact list	✓
Description	Simplified description of the Product	
Product Type	Select the product type from the drop-down menu	
Minimum Premium	Capture a minimum premium value (if applicable)	
Minimum Premium Frequency	Field will become available if minimum premium was captured. Selection Monthly / Annually	
Insurer	Select Insurer details from your Contact list	
External Scheme Code	Enter your external scheme code (if applicable)	
Discount Rate	Enter discount rate	
Area List	Select Area List from drop-down menu or create new if not existing	
External Code	Capture external code if applicable	



Start Date	Enter date from when this product is active
End Date	Enter End date if Product is no longer in use
Commission Calculated Before VAT	Select when applicable
Is Active	Product will be set as active when start date is entered and made inactive by default when end date is entered
Compliance Change Tracking	Compliance Change Tracking will prompt you to enter details of changes made to any policy
Enable Collection	Transaction history and pro-rata premiums will be generated when selected. All changes on Risk as well as policy must be authorized before collection of premiums. (Tier 2 & 3)
Is Vatable	Select if Vat is applicable for manual commission transactions
Validate Contract Consultant	Applicable to Commission processing. The application will warn the Commission Administrator if the Consultant to receive commission is different from the Consultant linked to the Policy.

4. Create the content of your product

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

Sections

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

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

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

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



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

Risk type

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



Fieldname	Description	Required
Risk Type	Choose from various templates created with more specific detail relevant to a Risk Type	
Description	Auto populated from Risk Type description, but can be changed manually	✔
Item Definition List	Various specification lists have already been set-up for selection or create a new unique list to choose from.	
Active	Must be selected in order to capture details.	
Auto Complete Description	As the description of the Risk Type and the description of the item may differ, the application allows you to enter a different value in this field. By selecting this option, the application will default to Risk Type Description entered.	
Mandatory	Select when applicable	
Is Extension	Select when applicable	
Max Occurrences	Enter maximum occurrences as per underwriting criteria	
Priority	Prioritise the sequence in which the Risk Types will display	
Supplier	Select supplier where applicable	
Default Insured Amount	Enter when applicable	
Minimum Insured Amount	Enter when applicable as per underwriting criteria	
Allow Zero Insured Amount	Select when insured amount does not apply to this risk	
Maximum Insured Amount	Enter when applicable as per underwriting criteria	
Default Premium	Enter when applicable	
Allow Discount	Select when applicable to enter the Maximum Discount value percentage	
Allow Loading	Select when applicable to enter the Maximum Loading percentage	
Calculate Sasria	Select when applicable to activate Sasria fields	
Sasria Mandatory	Select when applicable	
Sasria Value	Enter value	
Apply Sasria as	Select either percentage or cost	
Sasria Commission %	Enter value	
Commission	Enter commission value as per product specifications	
Class Code	Enter when applicable	
Cessionary Details	Select when applicable	
Inflation Escalation Details	Select when applicable	
Allow Lifespan Options	Select when applicable	
Specify Risk Location	Select when you require the risk address to be selected on this specific risk	
Allow Multiple location	Select when applicable	
Print Location	When selected, the risk address will appear on the policy schedule	



Example of risk template (Motor view):

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

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

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



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

Product Linked Risk:

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

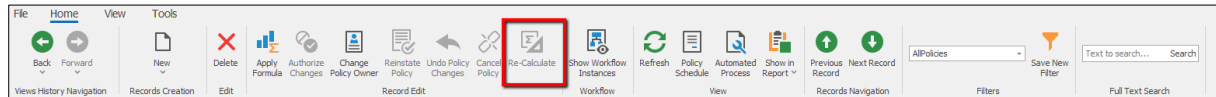
Rate Maintenance

Complete the Rate structure applicable to your Risk Type:



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

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



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

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

Sections	Fees	Sasria Groups	Benefit Codes	Policies	Product Roles	Estimate Types	Notes	Documents
Description	Priority	Sasria Group	Translation 1	Translation 2				
Caravan / Trailer	7	C	Caravan / Sleepwa	Caravan / Trailer				
Death Benefit Plan	8		Death Benefit Plan	Death Benefit Plan				
Legal Access	9		Legal Access	Legal Access				

Benefit Codes

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

Commission processing will fail if this is not specified.

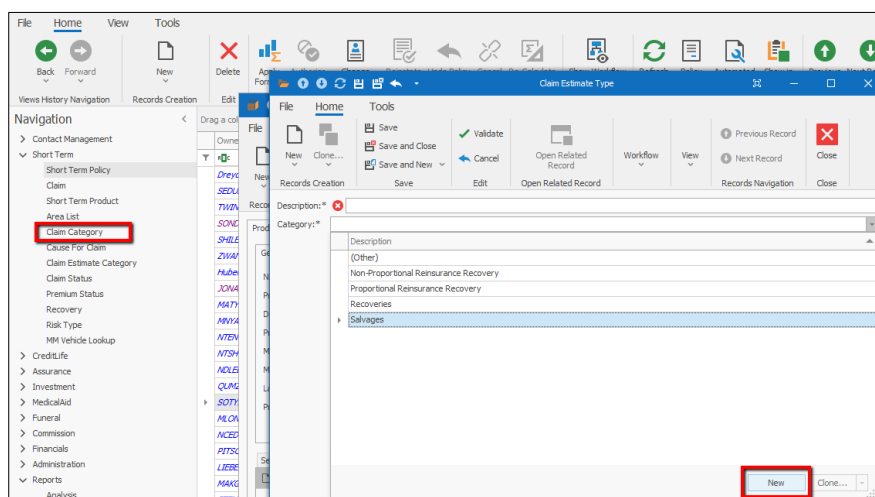
Product Roles

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

Estimate Types

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

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





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

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

Short term Claims

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

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

The screenshot shows the TC Desktop Application interface. The left navigation pane is expanded, and the 'Short Term' menu is highlighted with a red box. The main area displays a table of claims with columns: Claim No, Old, Displayname, Insurer Claim, Contract Number, and Date. The table contains multiple rows of claim data.

Claim No	Old	Displayname	Insurer Claim	Contract Number	Date
LOA1001/265...	000f9bb7-d86...	FUNANI Unkno...	526/001/004	LOA1001/265	2010
TR911/580/001	006d72a7-0b...	HANJANA J (J B)	TR911/580/01	TR911/580	2011
TR807/176/001	00e16d1b-56c...	BHEJA TOURS	TR807/176/01	TR807/176	2011
000001	0110a969-95...	MPETSHENI S (S)	COM/CPT/809...	TR806/299	2012
245/747/7471...	0113259c-97e...	Jacobs Nazle (N)	158204576	245/747/74710...	2012
TR907/490/001	01480a30-8b...	GAJULE B (B)	TR907/490/01	TR907/490	2010
000001	015b0291-f9a...	QUBAYO M A	COM/CPT/863...	TR807/056	2012
00006	017c7587-ac6...	A D PONI TAXI	Test	15/19679	2016
VN/CTN/VUM/...	01a71de3-dca...	NOJEKWA S (S S)	27291	VN/CTN/VUM/0...	2009
LT101/074/001	01bf6916-84c...	NKASHE A (A)	COM/AUX/680...	LT101/074	2011
TR911/504/001	01e4d650-b7...	SAMBANE FAN...	COM/AUX/710...	TR911/504	2011
000001	029baaa0-d3...	MAISTRYS TRA...	BB803/391/06	BB803/391	2012
TR807/060/001	02acc3c9-see...	ZWAKALA Z (Z)	TR807/060/01	TR807/060	2009
RND903/100/...	02c8e2e3-fdf...	BROEKHUIZEN ...	RND903/100/01	LOA007/636	2009
TR902/642/001	02e1a852-30...	MPOZA M (M V)	TR902/642/01	TR902/642	2010
000001	02fad011-923...	KHOBOCWANA...	7433	TR907/489	2013
RND706/268/...	0504f073-65f...	FIHLA BONGILE...	RND706/268/01	RND706/268	2007
000001	051c6f89-fbb...	JOHN N (N J)	RT211/054/02	RT211/054	2013
000001	053f5fd8-00a...	NDLAZI TOURS	BR206/866/01	BR206/866	2012

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

- Claim Estimate Category
- Recovery



Credit Life

Credit Life Product

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

Detail

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



Translation

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

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

Benefits

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

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

Benefit Codes

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

Commission processing will fail if this is not specified.

Reports

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

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



The screenshot shows the 'Credit Life Settings' window in the TC Desktop Application. The 'Credit Life Product' is selected in the left navigation pane. The 'Credit Life Settings' window is open, showing fields for Product, Insurer, Intermediary, Payment Type, Premium Frequency, and Second Insured First Name. The 'Automation Required' checkbox is checked.

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

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

The screenshot shows the 'Reports' tab in the TC Desktop Application. The 'Reports' tab is selected, showing a list of reports with columns for Description, Creditor, Client, Attach To Cont., Is Active, Is Imported, Document Type, and Internal Email.

Description	Creditor	Client	Attach To Cont.	Is Active	Is Imported	Document Type	Internal Email
Credit Life Cancellation and Replacement of Credit Life Insurance					Imported	Replacement of Insura...	
Credit Life Credit Control Cancellation Report					Cancelled	Credit Control Cancela...	
Credit Life Holland Policy Wording					Imported	Credit Life Policy Word...	
Credit Life NCR Form 22					Imported	Credit Life NCR Form	
Credit Life NCR Form 23					Imported	Credit Life NCR Form	
Credit Life Policy Cancellation Notice					Cancelled	Credit Life Cancellation ...	tanvdwest@gmail.com
Credit Life Policy Schedule					Imported	Credit Life Policy Sched...	tanvdwest@gmail.com
Credit Life Record Of Advice					Imported	Record of advice	
Credit Life Welcome Letter					Imported	Credit Life Welcome Le...	

Creditors are linked to the specific report:

The screenshot shows the 'Credit Life Cancellation and Replacement of Credit Life Insurance - Credit Life Report' window. The 'Credit Life Cancellation and Replacement of Credit Life Insurance' report is selected. The 'Creditors' tab is active, showing a list of creditors with columns for Name, Email, Company, RID Trader, Address, NCR Registra..., Active, Hyphen Desc..., and Hyphen Creditor...

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

Product Roles

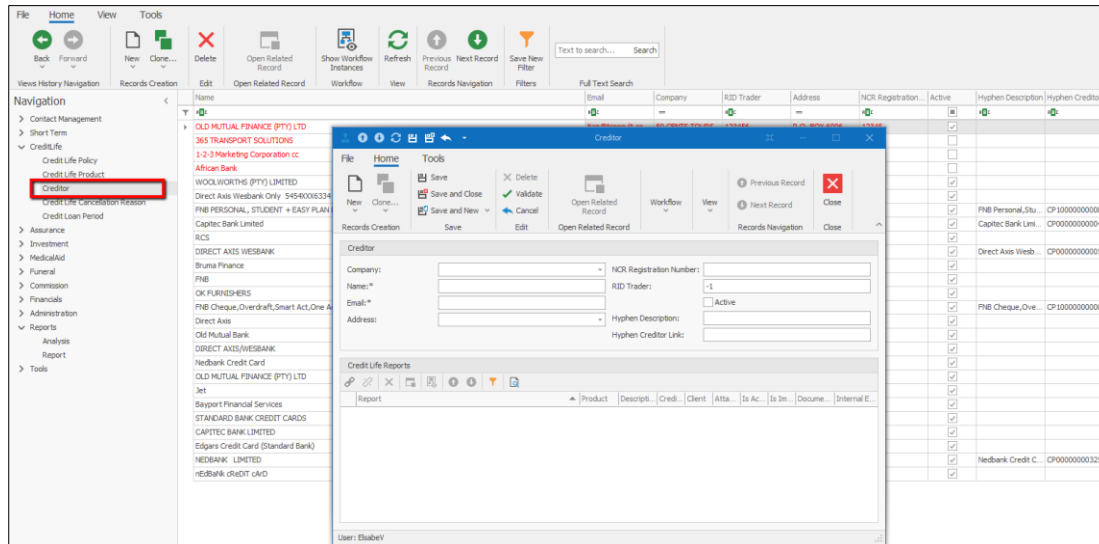
Each type of policy has its own unique product role(s) to be used when another person or entity has an interest on the specific policy e.g., Negotiator, Representative etc.

This is particularly important for claims purposes.

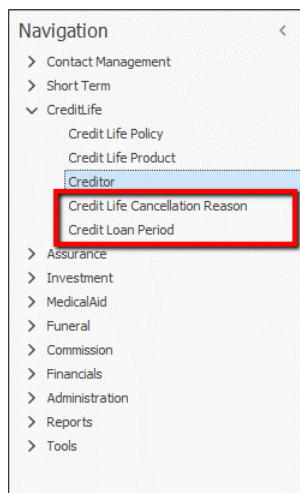


Creditor

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



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



- Credit life cancellation reason
- Credit loan period



Assurance

Assurance Product

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

The screenshot shows the 'Assurance Product' form in the TC Desktop Application. The left navigation pane has 'Assurance Product' highlighted. The main form has the following fields and options:

- Name:** Text field
- Description:** Text field
- Assurance Type:** Dropdown menu
- Product Provider:** Dropdown menu
- Product Category:** Dropdown menu
- External Code:** Text field
- Start Date:** Date field (2019/07/23)
- End Date:** Date field
- Is Active:** Checked checkbox
- Is Vatable:** Unchecked checkbox
- Validate Contract Consultant:** Checked checkbox
- Enable Collections:** Unchecked checkbox

The bottom of the form has tabs for Benefits, Benefit Codes, Policies, Product Roles, Notes, Documents, and Questionnaires. The 'Policies' tab is selected, showing a table with columns: Name, Required, Stand Alone, Cover Type, and Priority.

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

Translation

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

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



Benefits

Capture a list of benefits unique to this product which will be auto populated on the policy once created.

Specify cover type per benefit to allow reporting on grouped information per Benefit type.

Benefit Codes

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

Commission processing will fail if this is not specified.

Product Roles

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

This is particularly important for claims purposes.

Assurance Type

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



Investment

Investment Product

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

Fieldname	Description	Required
Name	Name of the Product you are creating	✓
Description	Simplified description of the Product	
Investment Type	Specify the type of investment product	✓
Product Provider	Select the Provider details from your Contact list	✓
Brand	Select the relevant Investment Brand listed on the Product Provider	
Product Category	Identifies the product	✓
External Code	Can be used as an internal reference e.g., Pastel codes for reporting	
Start Date	Enter date from when this Product is active	✓
End Date	Enter date from when this Product is in-active	
Is Active	Only active products will be available on Investment Policy for selection. Product is automatically Active when start date is entered and no end date is captured. Product will become in-active once end date is captured.	
Is Vatable	Select when applicable	
Validate Contract Consultant	Commission process will validate Consultant on Contract with Consultant receiving commission.	
Enable collections	Select when premium is collected on this Product	

Benefit Codes

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

Commission processing will fail if this is not specified.



Funds

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

Product Roles

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

Investment Type

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

Fund

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

Investment Brand

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



Medical Aid

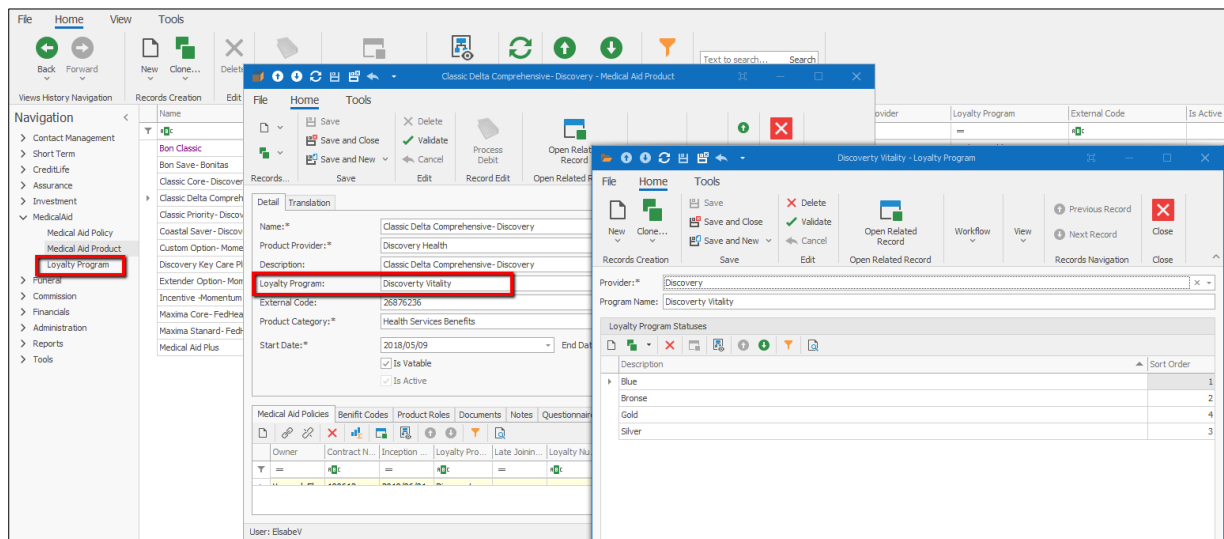
Medical Aid Product

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

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

Loyalty Program

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



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

Benefit Codes

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

Commission processing will fail if this is not specified.

Product Roles

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



Funeral

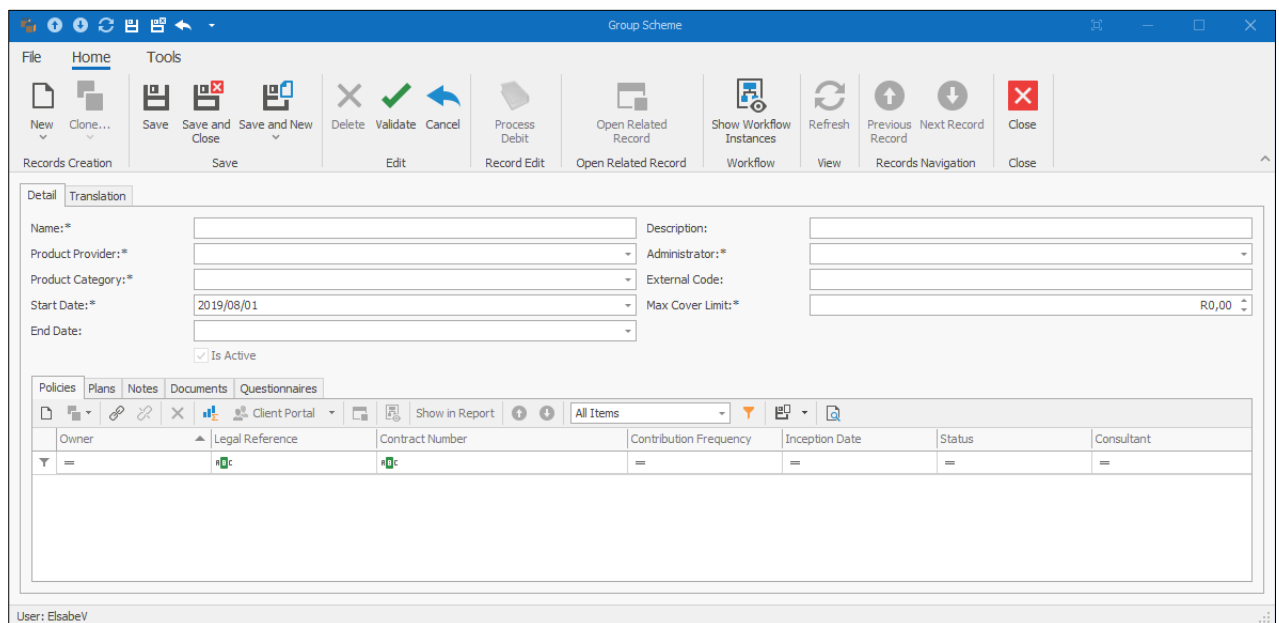
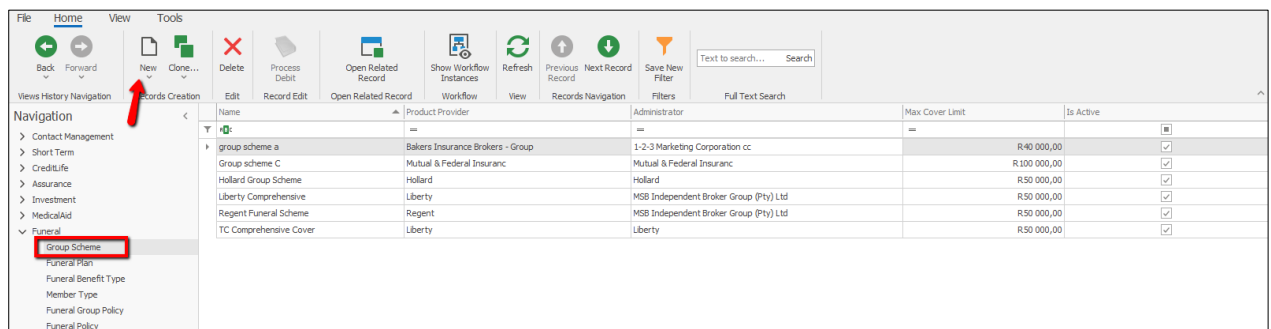
Group Scheme

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

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

Create new Group Scheme

Select Group Scheme from the Navigation Pane:



Fieldname	Description	Required
Name	Create a unique name for this Group Scheme	✓
Product Provider	Select Product Provider from database	✓
Product Category	Select Funeral Category	✓
Start Date	Enter Date from when this Group Scheme is active	✓
End Date	Enter Date from when this Group Scheme is in-active	
Is Active	Only active products will be available on Funeral policy for selection. Product is automatically Active when start date is entered and no end date is captured. Product will become in-active once end date is captured.	
Description	Add description for this Group Scheme	
Administrator	Select Administrator from database	✓



External Code	Capture external code if applicable	
Max Cover Limit	Enter overall max cover limit	

Translation

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

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

The screenshot shows the 'Applicant Only R15 000 - Funeral Plan' window. The 'Translation' tab is active, displaying fields for 'Translation 1:', 'Translation 2:', 'New Contract Number Format:', and 'New Claim Number Format:'. The first two fields contain the text 'Applicant Only'. The last two fields are empty and have a three-dot menu icon to their right. The interface includes a ribbon with 'File', 'Home', and 'Tools' tabs, and a toolbar with various icons for file operations, editing, and workflow.

Funeral Plans

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

Example:

Benefit Type - Family Cover

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

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

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



The screenshot shows the 'Liberty Comprehensive - Group Scheme' window. The 'Plans' tab is selected, and a table lists the plan details. The 'Is Active' checkbox is checked.

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

The screenshot shows the 'Funeral Plan' window. The 'Detail' tab is selected, and the plan details are displayed.

Fieldname	Description	Required
Name	Select a unique name for this Plan	✓
Product Provider	Default to Product Provider specified on Group Scheme but can be edited if not the same	✓
Product Category	Default to Product Category selected on Group Scheme	
Principle Member Min Age	Enter minimum age	
Waiting Period	Waiting period applicable to this Plan	
Start Date	Enter Date from when this Group Scheme is active	✓
End Date	Enter Date from when this Group Scheme is in-active	
Is Active	Only active plans will be available on Funeral policy for selection. Plan is automatically Active when start date	

Fieldname	Description	Required
Name	Select a unique name for this Plan	✓
Product Provider	Default to Product Provider specified on Group Scheme but can be edited if not the same	✓
Product Category	Default to Product Category selected on Group Scheme	
Principle Member Min Age	Enter minimum age	
Waiting Period	Waiting period applicable to this Plan	
Start Date	Enter Date from when this Group Scheme is active	✓
End Date	Enter Date from when this Group Scheme is in-active	
Is Active	Only active plans will be available on Funeral policy for selection. Plan is automatically Active when start date	



	is entered and no end date is captured. Plan will become in-active once end date is captured.	
Is Vatable	Select if VAT applies to this product	
Compliance change tracking	The application will prompt you to either create or select a task with the instruction for change	
Description	Enter a more explanatory description	
Underwriter	Select Underwriter from database	✓
Group Scheme	Default to Group Scheme from which plan is created. Not available when Plan type is Individual	
External Code	Unique external code when applicable	
Principle Member Max Age	Enter maximum age	✓
Max Cover amount	Maximum cover amount for this Plan	✓
Max Dependants	Maximum dependants applicable to this Plan	
Enable Collection	Collection premium on behalf of Insurer	
Validate Contract Consultant	Select this option if validation is required	
Wording	Enter policy wording	

Benefits

Each Funeral Plan has its own unique benefit structure.

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

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

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

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

The screenshot displays the 'Funeral Plan' application window. The 'Benefits' tab is selected and highlighted with a red box. The interface includes a top menu bar with 'File', 'Home', and 'Tools'. Below this is a toolbar with various icons for file operations (New, Clone, Save, Save and Close, Save and New), editing (Delete, Validate, Cancel), record management (Process Debit, Open Related Record), workflow (Show Workflow Instances), and navigation (Refresh, Previous Record, Next Record, Close). The main area is divided into 'Detail' and 'Wording' sections. The 'Detail' section contains fields for Name, Product Provider, Product Category, Principle Member Min Age, Waiting Period, Start Date, End Date, Description, Underwriter, Group Scheme, External Code, Principle Member Max Age, Max Cover Amount, Max Dependants, and checkboxes for 'Is Active', 'Is Vatable', 'Compliance Change Tracking', 'Enable Collections', and 'Validate Contract Consultant'. The 'Wording' section is currently empty. At the bottom, there is a table with columns: Benefit, Minimum Age, Apply Min Age As, Maximum Age, Apply Max Age As, Max Co..., Underwr..., Administ..., Commiss..., Commiss..., Total Pr..., Applied ..., Max De..., Default, and Active.



Funeral Benefit

File Home Tools

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

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

Funeral Benefit Exceptions

Benefit:*

Funeral Benefit Type:*

Max Dependents: 0

Apply Min Age As: Years

Minimum Age: 0

Apply Max Age As: Years

Maximum Age: 0

Priority: 0

Max Cover Amount: R0,00

Underwriting Premium: R0,00

Administrator Premium: R0,00

Total Premium: R0,00

Apply Commission As: Cost

Commission Percentage: 0.00%

Commission Cost: R0,00

☐ Active ☐ Default ☐ Applied Per Dependant

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

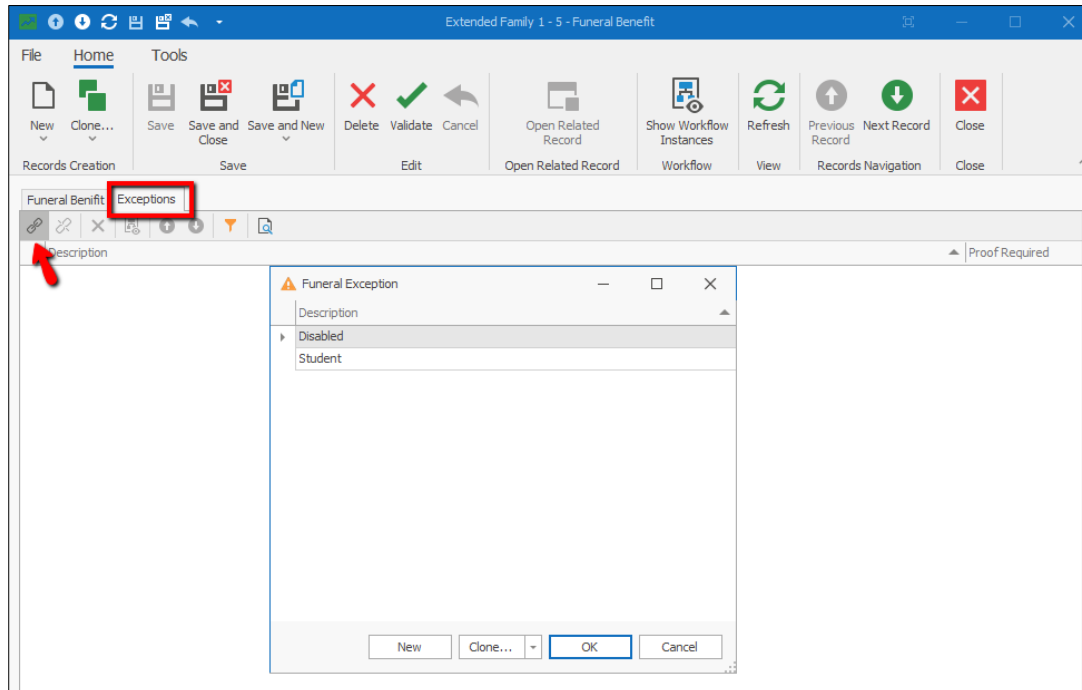


Exceptions

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

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

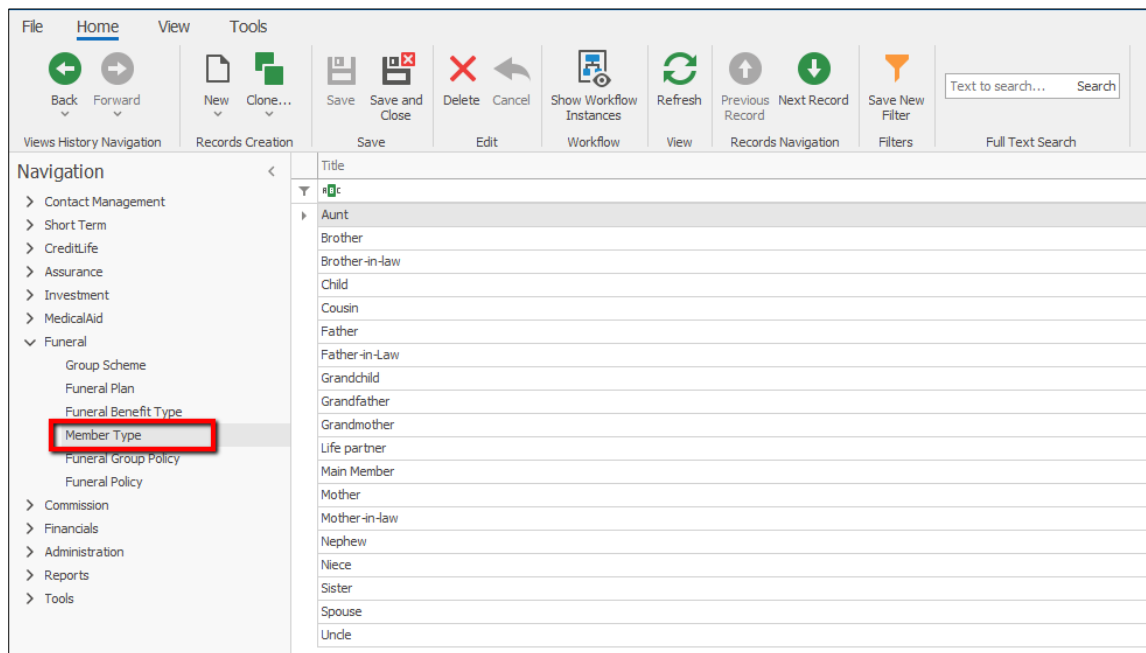
More Exceptions can be added if required.



Member Type

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

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



Benefit Codes

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

Commission processing will fail if this is not specified.

Product Roles

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

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



Commission

Configuration

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

Commission Product

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

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

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



	then this property will control the capturing of VAT on the individual transactions.
Validate Contract Consultant	Validates if Broker on transaction and Consultant specified on Contract is the same

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

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

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

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

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

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

Benefit Code

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

Commission processing will fail if this is not specified.

Product Roles

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



Commission Product Category

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

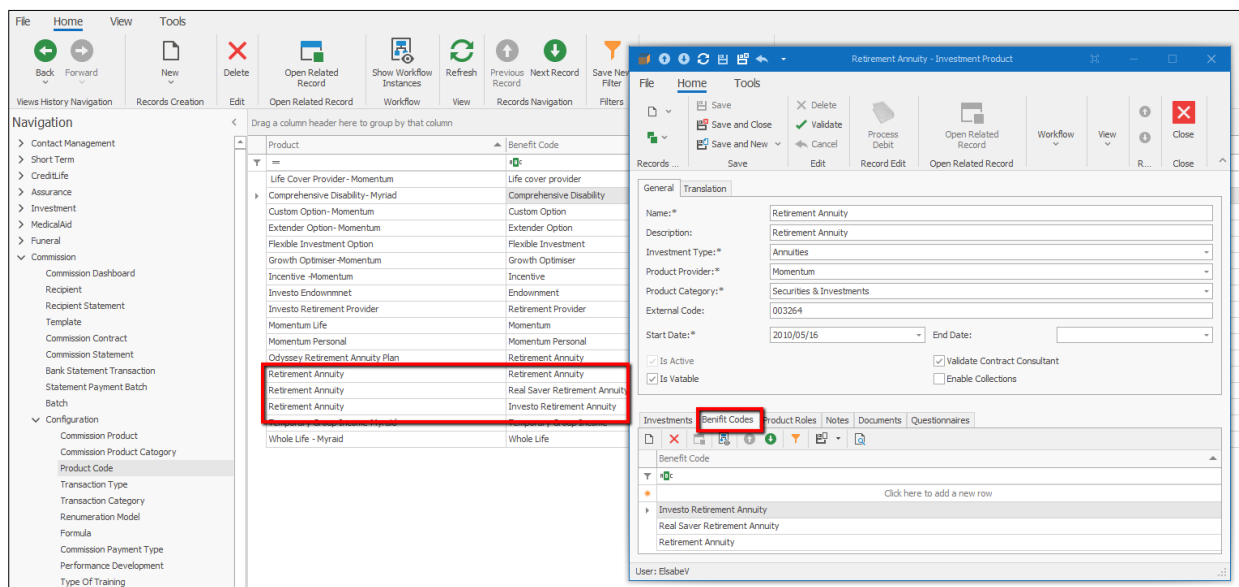
These Categories are a direct link to the Recipient Competence Register and Broker Contract.

Product Code

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

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

Commission processing will fail if this is not specified.



Transaction type

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

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

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

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



The screenshot shows the 'Transaction Type' form in the TC Desktop Application. The form is titled 'Transaction Type' and has a ribbon interface with tabs: File, Home, and Tools. The Home tab is active, showing fields for Description, Short Description, System Type, Income/Expense, External Code, Category, and Default Unit Cost. The Tools tab contains buttons for New, Save, Save and Close, Save and New, Delete, Validate, Cancel, Open Related Record, Workflow, View, Previous Record, Next Record, and Close. The form is titled 'Transaction Type' and the user is 'ElsabeV'.

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

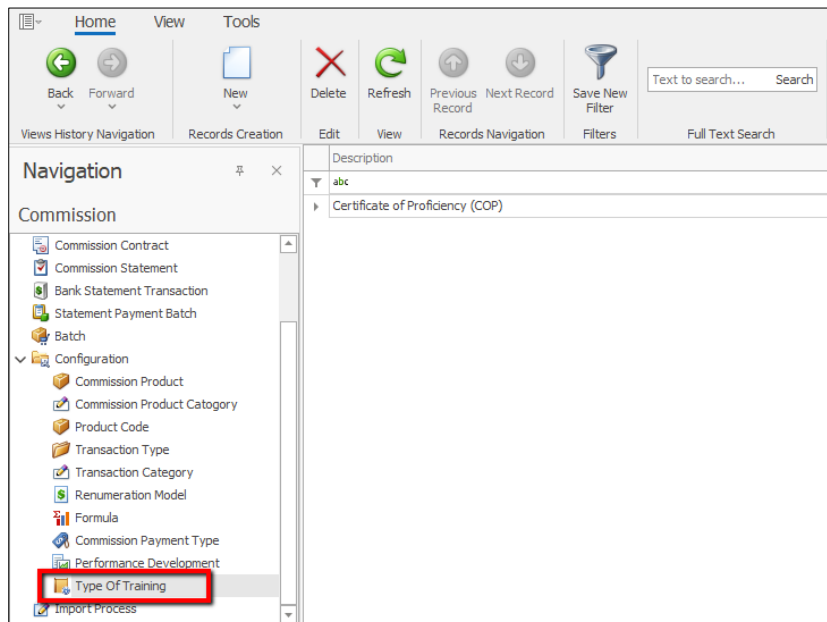


Performance Development

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

Type of Training

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



Commission Payment Type

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

Please contact Teessen Consulting with your specific requirements.

Merge duplicate Contracts

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

Fields that will be merged:

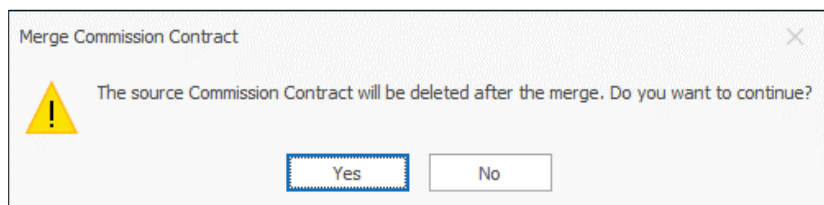
- Statement Details
- Market Values
- Tasks
- Notes
- Documents
- Questionnaires
- Property Sheets



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

Owner	Contract Number	Commission Product	Product Provider	Inception Date	Market Value	Status	Consultant	Last Statement Date	Use Template	Template
Padayachee TM (TM)	236598854712	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Adam Mark (M.C.)	2018/05/08	☒	Mark Adam Generic
Nel David (D A)	2415540	Coastal Saver- Discov	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Cornelius Aubrey (A)	25668542854	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	☒	Abrahams Generic
Van Vollenhoven Nad.	256684452164	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Maweni Tracey (T.T.)	2018/05/08	☒	Tracey Maweni Generic
Windvogel RG (RG)	259985236556	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	☒	Abrahams Generic
Roberta Sydney (S)	259985447628	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	☒	Abrahams Generic
de Beer Christa (C)	265445897558	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Richardson MS (MS)	2018/05/08	☒	MS Richardson Generic
Nel David (D A)	2936014	Coastal Saver- Discov	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Müller Carla (C)	321558974589	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Richardson MS (MS)	2018/05/08	☒	MS Richardson Generic
Sonjica Gys (G.A.)	336598854256	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Adam Mark (M.C.)	2018/05/08	☒	Mark Adam Generic
Nel David (D A)	3883457	Coastal Saver- Discov	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Nel David (D A)	3896123	Coastal Saver- Discov	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Nel David (D A)	4070660	Coastal Saver- Discov	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Nel David (D A)	4311823	Coastal Saver- Discov	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic

Select Merge Commission Contract from the Tools Menu.



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

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

Destination Contract:*

Type: Commission Contract

Find: nel david Search

Available records:

Owner	Product Provider	Commission Product	Contract Number
Nel David (D A)	Discovery Health	Coastal Saver- Discov	5008170
Nel David (D A)	Discovery Health	Coastal Saver- Discov	1915202
Nel David (D A)	Discovery Health	Coastal Saver- Discov	5056913
Nel David (D A)	Discovery Health	Coastal Saver- Discov	4070660
Nel David (D A)	Discovery Health	Coastal Saver- Discov	2936014
Nel David (D A)	Discovery Health	Coastal Saver- Discov	1198104
Nel David (D A)	Discovery Health	Coastal Saver- Discov	5303882
Nel David (D A)	Discovery Health	Coastal Saver- Discov	2196053

New Clone...

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



Convert Commission Contract

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

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

The screenshot shows the 'Tools' menu with the following options: Convert Commission Contract, Merge Commission Contract, Convert to Short Term Policy, Convert to Credit Life Policy, Convert to Medical Aid Policy, Convert to Assurance Policy, Convert to Funeral Policy, and Convert to Investment Policy. The 'Convert to Medical Aid Policy' option is highlighted. Below the menu is a table of commission contracts.

Owner	Contract Number	Commission Product	Product Provider	Inception Date	Market Value	Status	Consultant	Last Statement Date	Use Template	Template
Padayachee TM (TM)	236598854712	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Adam Mark (M.C.)	2018/05/08	☒	Mark Adam Generic
Nel David (D A)	2415540	Coastal Saver - Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Cornelius Audrey (A)	256698547854	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	☒	Abrahams Generic
Van Vollenhoven Mad...	256984452164	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Mtsweni Tracey (T.T.)	2018/05/08	☒	Tracey Mtsweni Generic
Windvogel RG (RG)	256985236556	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	☒	Abrahams Generic
Roberts Sydney (S)	259985447628	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Abrahams Mark (M.)	2018/05/08	☒	Abrahams Generic
de Beer Christa (C)	265445897558	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Richardson MS (MS)	2018/05/08	☒	MS Richardson Generic
Nel David (D A)	2936014	Coastal Saver - Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Muller Carla (C)	321558974589	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Richardson MS (MS)	2018/05/08	☒	MS Richardson Generic
Sonjica Gys (G.A.)	336599854256	Discovery Life	Discovery Life	2018/03/12	R0,00	Active	Adam Mark (M.C.)	2018/05/08	☒	Mark Adam Generic
Nel David (D A)	3883457	Coastal Saver - Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Nel David (D A)	3896123	Coastal Saver - Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Nel David (D A)	4070660	Coastal Saver - Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Nel David (D A)	4311823	Coastal Saver - Discov...	Discovery Health	2019/01/04	R0,00	Active	Nel David (D A)	2019/04/01	☒	David Nel Generic
Legal Wise	4526558	Group Savings Retire...	Allan Gray	2017/11/15	R0,00	Active			☒	Taylor Gareth Generic
Adams H (H J)	456789	Care Plan	Old Mutual	2017/10/31	R0,00	Active	Holland Insurance		☒	Abrahams Generic

The screenshot shows the 'Medical Aid Policy' form with the following fields:

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

Below the form is a 'Tasks' section with a table of tasks:

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



Financials

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

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

Payment Type

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

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

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

The screenshot shows the 'Payment Type' configuration window. The 'Home' tab is selected, displaying a ribbon with various actions like 'New', 'Clone...', 'Save', 'Save and Close', 'Save and New', 'Validate', 'Cancel', 'Show Workflow Instances', 'Refresh', 'Previous Record', 'Next Record', and 'Close'. Below the ribbon, the 'General Information' tab is active, showing a 'Description' text box and three checkboxes: 'Is Billable', 'Bank Account Details Required', and 'Use As Default'.

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



Transaction Type

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

Short Description	Is Debit	System Type	Auto Approve
ADJ	Credit	No	☐
CP	Credit	No	☐
CR	Debit	No	☐
CommP	Credit	No	☐
CommR	Debit	No	☐
DO	Debit	No	☐
DR	Credit	No	☐
EFT	Credit	No	☐
Inv	Debit	No	☐
	Credit	No	☐
	Debit	No	☐
	Debit	No	☐
	Credit	No	☐
	Credit	No	☐
Pro rata	Credit	No	☐
Pro rata	Debit	No	☐
Res	Credit	No	☐
Un	Credit	No	☐
UN	Credit	No	☐

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

Collection Type

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

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

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



The screenshot shows the 'Collection Type' form. The 'Home' tab is active, displaying input fields for 'Name', 'Username', 'Password', and 'Pin'. There are also dropdown menus for 'Implemented By' (set to 'Epic collection') and 'Is Payment' (set to 'Collection'). A checkbox for 'Require Bank Details' is present. The 'Tools' tab contains various icons for file operations (New, Clone, Save, Save and Close, Save and New), editing (Delete, Validate, Cancel), workflow (Show Workflow Instances), view (Refresh), and record navigation (Previous Record, Next Record, Close). Below the form fields is a section titled 'Unpaid Reasons' which contains a table with two columns: 'Reason Description' and 'Reason Code'. The table has one row with a green icon in the 'Reason Description' column and a green icon in the 'Reason Code' column.

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