



Teessen Consulting

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TC Insure-IV Suite Web User Guide

Elsabe Vermaak

Teessen Consulting

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Introduction

The Insure-IV Web Application connects to the main database of the application and allows remote users access to the data, but with limited functionality and access as setup by the System Administrator.

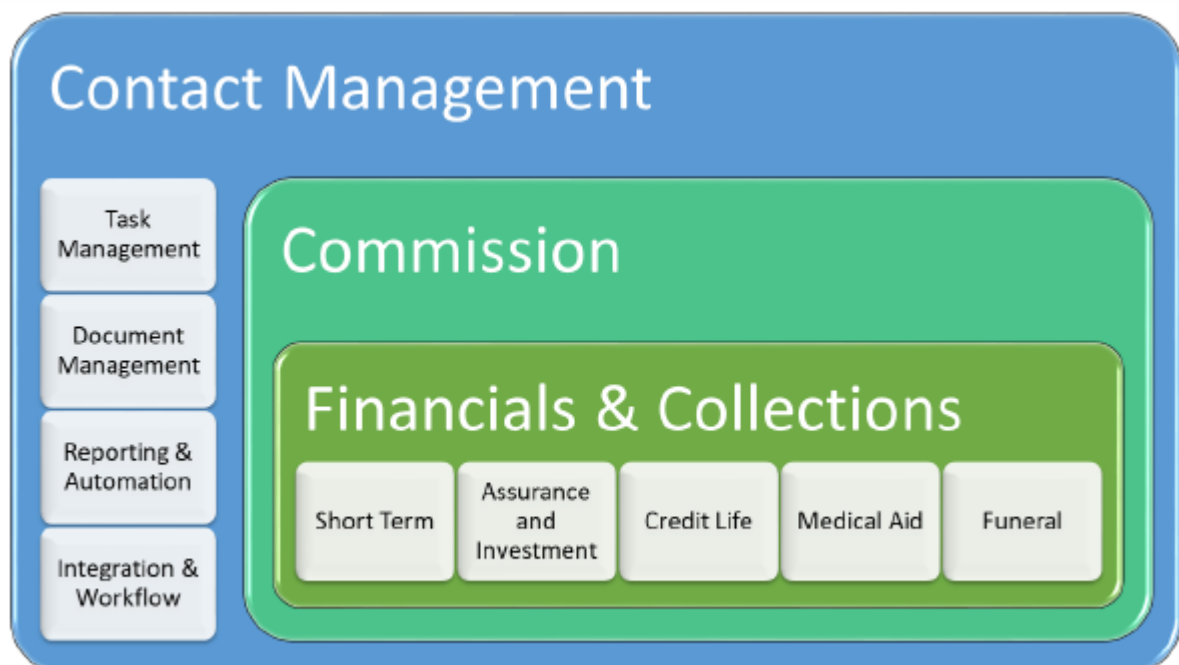
The Insure-IV Suite is a complete practice management solution for Financial Services and consists of a selection of modules:

- [Contact Management \(CRM\)](#)
- [Short Term](#)
- [Credit Life](#)
- [Assurance](#)
- [Investments](#)
- [Medical Aid](#)
- [Funeral](#)
- [Commission Tracking](#)
- [Financials](#)

A central customer database shared by all the modules to provide you with a single view of your client.

The purpose of this document is to provide a high-level overview of the basic functionalities provided by each module.

This guide will describe how to perform certain actions and will provide details regarding the data requirements on the various list views.





Security and Login

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

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

Welcome! Please enter your user name and password below.

User Name:

Password:

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

Your password must be at least 8 characters long and must contain uppercase- & lowercase characters, numeric values and special characters e.g., P@ssw0rd1

Change Password

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

Old Password:

New Password:

Confirm Password:

Manage your user details

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

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

Navigation Pane:

- Contact Management
- Dashboard
- Contact
- Department Contact
- Company
- Person
- Supplier
- Task
- Contact Group
- Note
- Document
- Questionnaire
- Email
- Email Manager Mail
- SMS
- Calendar
- System Notification
- My Details**
- Filter Criteria

Top Menu Bar:

- New
- Change My Password
- Refresh User Full Name
- Refresh
- Links

Main Content Area:

Permission User - Vermaak Elsabe (E.)

Full Name: Vermaak Elsabe (E.) User Name: ElsabeV

Billing Rate: R 0.00 EVX

My Person: Vermaak Elsabe (E.) Prefix: 0;0;0

Notify Email: elsabe@tconsult.co.za Color: Elsabe Vermaak

Confidentiality Level: Level 5 Email Account: Commission

Reminder Check Time: 0 Team:

Registration Code: 5d401e0c-7064-4872-a9af-7262d610353a

Force Password Change

Is Active: ☒ Is Admin: ☐

Is System User: ☐ Is Box User: ☐

Win: ☒ Web: ☒

Roles:

Title	Notification Type	Date Created	Priority	Created By	URL
Automated Wizard	Info	11 June 2020 04:36 PM	Normal	ElsabeV	
Automated Wizard	Info	19 June 2020 03:37 PM	Normal	ElsabeV	
Automated Wizard	Info	19 June 2020 03:37 PM	Normal	ElsabeV	



1. Change my password

A dialog box titled "Change Password" with a warning icon. It contains three text input fields labeled "Old Password:", "New Password:", and "Confirm Password:". At the bottom are "OK" and "Cancel" buttons.

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

2. Notify email

Application notifications will be send to this email address.

Leave empty if you prefer to not receive application notifications via email

Click Edit tab to change notification email address.

3. Reminder check time

Select how often you want to receive reminder pop-up messages

4. Notifications

All application notifications can be viewed from this tab

5. Email Account

Select Email account on main screen to edit account details:

The screenshot shows the "Permission User - Vermaak Elsabe (E.)" profile page. The "Email Account" field is highlighted with a red box. Below the profile information is a table of notifications.

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

Select Edit to update email account details:



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

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

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

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

The 'Win' and 'Web' tick boxes indicate to which application you have access.

Home List view

The home list view consists of 3 different sections:

1. Action Toolbar
Actions are controlled by security settings and thus you may see different Action icons as someone else.
2. Navigation Pane
This specialised toolbar gives access to the various areas within the application. The Navigation Pane can also be pinned, or you can have it slide in from the left when required.
3. Client data
A view of all client data captured in the application.
Use the Filter row to quickly find a specific record.



The screenshot displays the 'Contact' management interface. On the left is a 'Navigation Pane' with options like Dashboard, Contact, Company, Person, Supplier, Task, Note, Document, Questionnaire, Email, SMS, Calendar, Notification, My Details, and Filter Criteria. The top 'Action Toolbar' contains buttons for New, Create Lead, Edit, Client Portal, SMS, Email, Automated Process, Refresh, Export to, Show in Report, and Filter. A 'Wild search' bar is located next to the toolbar. Below the toolbar, there are 'Pre-defined filters'. The main area shows a table of contacts with columns: Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Group, Primary Record, Open Tasks, and Consultant. A 'Filter row' is highlighted in the table header.

	Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
☒	A Swanepoel	Client			N/A	0834472420	firesky@xnets.co.za	English	First Company Group	☒	0	
☐	A&S Interior Design & Shopfitters	Client			(011) 8578563	0824567874	asinterior@gmail.com	English	Global Group	☒	0	
☐	ABC Brokers	Intermediary		2001/45656657/44	(012) 1455689	N/A	info@abcbrokers.co.za	English	Global Group	☒	0	
☐	Adami Jacqueline (J)	Client		6810290172085	(011) 123456	0833212112	sales@dpgsa.co.za	English	Global Group	☒	0	Teessen Pieter (P.)
☐	Adams Janine (J.)	Lead			N/A	N/A		English	ABC Group Clients	☐	0	Van Der Merwe Elsabe (E.)

Editing Records

The screenshot shows the 'Edit' button highlighted in the 'Action Toolbar' of the 'Contact' management interface. The table below shows the contact details for 'Company 1'.

	Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
☒	Company 1	Brokerage		123456	N/A	N/A	company1@gmail.com		Insurance Companies	☐	0	

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



Contact Management

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

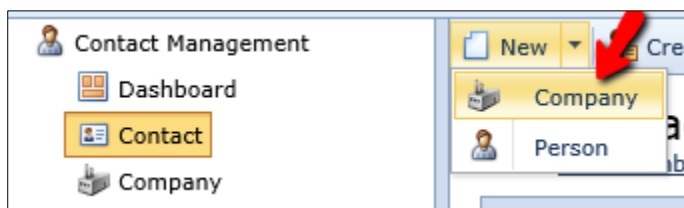
Create a new Record

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

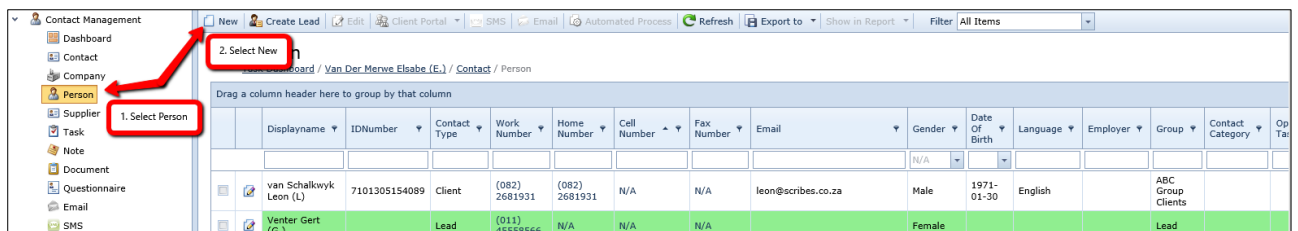
It is important to determine what type of record you want to create before clicking the 'New' button.

The selected button will be highlighted on the Navigation Pane.

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



New Person record



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



Client Details

- All compulsory fields are marked with 
 -  on fields indicates that a drop-down menu exists allowing you to select values from a pre-populated list.
 -  will allow you to create a new record
 -  clears the existing record

Fieldname	Description	Required
Displayname	Automatically created from the surname, first name and initials once they have been captured.	
Surname	Person surname will form part of the display name. The combination of first name, surname and date of birth must be unique	
First Name	First name. The first letter will be used in initials	
Second Name	Second name only used as part of the initials	
Call Name	Default from the first name, but can be overwritten	
Initials	Build from the first and second names and can be overwritten	
Title	Selected from a list. List can be maintained by a user with the appropriate rights. Selecting the title will default the gender if possible	
Primary Record	Select this if the record is a client or someone that you mostly deal with and not just a contact	
Date Deceased	Enter deceased date of the client. This date is directly linked to a Funeral Policy	
Date of Birth	If you want to use the default birthday filters, then populate this field. It is recommended that you capture this data whenever possible	
Age	Calculated from the date of birth	
ID Number	Identification number. This is not currently validated but must be unique. Therefore, no duplicate ID numbers can exist within the application	
Language	Select from a list. This is important if you want to communicate to your client in their home language	



Gender	This will default from the title if possible. Can be Male, Female or Both
Work Number	Telephone number at work
Cell Number	Cell phone number is used for SMS services
Home Number	Telephone number at home
Fax Number	Fax number for the person
Email	Primary email address to be used when contacting the client. This field is hyper-linked and will launch your default email client application. This email address is also used as default when sending an email directly from the application.
Open Tasks	Displays the total number of open tasks linked to this record.

Use the binoculars to search for title in pre-defined list

Title	Gender
(UNKNOWN)	Both
Adv	Both
Adv.	Female
Doctor	Both
Dr	Male
Dr.	Male

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

Click on the edit button to capture telephone numbers

For cel phone numbers select the mobile number check box

Country: * South Africa

Dailing Code: 27

☐ Mobile Number

Area Code:

Number: *

Extension:

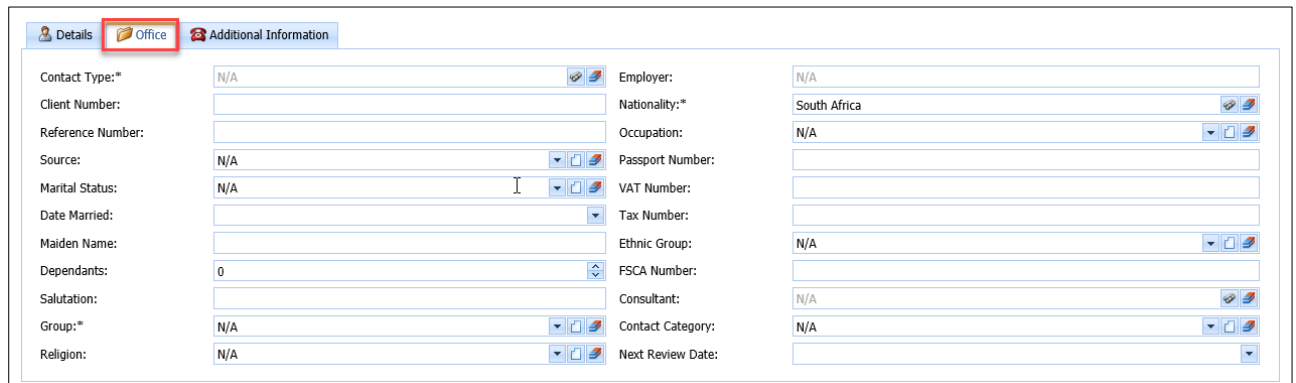
OK Cancel



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

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

Office Details



Fieldname	Description	Required
Contact Type	Select from the available list. This value will determine if a record form part of the supplier list or not. This field also determines the display colour of this record on list views. More detail on the colour later in this document.	
Client number	Can be used for internal purposes. If you use a client number or file number in your business, then utilise this field for that purpose.	
Reference Number	Similar to a client number, but usually refers to an external reference. Should you run a bookkeeping application with an account for each client, then this will be the account number for the client in your application.	
Source	How did this person hear from your business? Was it via a campaign, client referral or your website? The list of options can help you to determine the success of your marketing efforts.	
Marital Status	List of options to choose from. Can be maintained in the application.	
Date Married	Capture date married	
Maiden name	In the case of a married female, you can record her maiden name in this field.	
Dependants	Enter the number of dependants for this person record.	
Salutation	This field can be used in your communication directly to this person.	
Group	One of the most important fields in the application. It will determine the group that the person is allocated to. This field is related to security and the groups that individual users are assigned to. The list of groups that you can choose from depends on your user access.	
Religion	Select from a pre-populated list	
Employer	Employer will populate once the Relationship between Employer and Employee has been selected	
Nationality	Select from the list of nationalities	
Occupation	Select from a list of occupations.	



Passport Number	Enter the Passport number. No validation checking performed.
VAT Number	Enter VAT number if relevant
Tax Number	Enter Tax number if relevant
Ethnic Group	Select from a list.
FSCA Number	Financial Sector Conduct Authority number allocated to this person if he or she is a broker.
Consultant	Select from a list of internal users. Allocating a client to a specific person/consultant within your business, helps to determine client responsibility.
Contact Category	Use this field to categorise clients
Next Review Date	Capture clients next review date

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

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

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

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

Additional Information

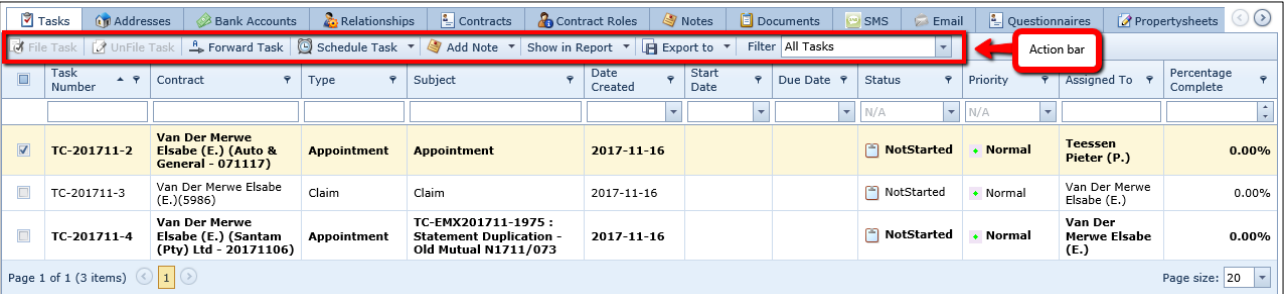
Fieldname	Description	Required
Image	Add a photo of the person	
Additional Email	Use this field to capture an additional email address for your client. The field is hyper-linked to allow you to send an email directly from your default email application, but this field will not be used when you send emails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



Credit score	Enter client's credit score manually or with Credit score questionnaire
Credit score date	Date last score was calculated
Risk Rating	Enter your client's risk rating manually or discuss an automated scoring method with your TC Consultant.

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

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

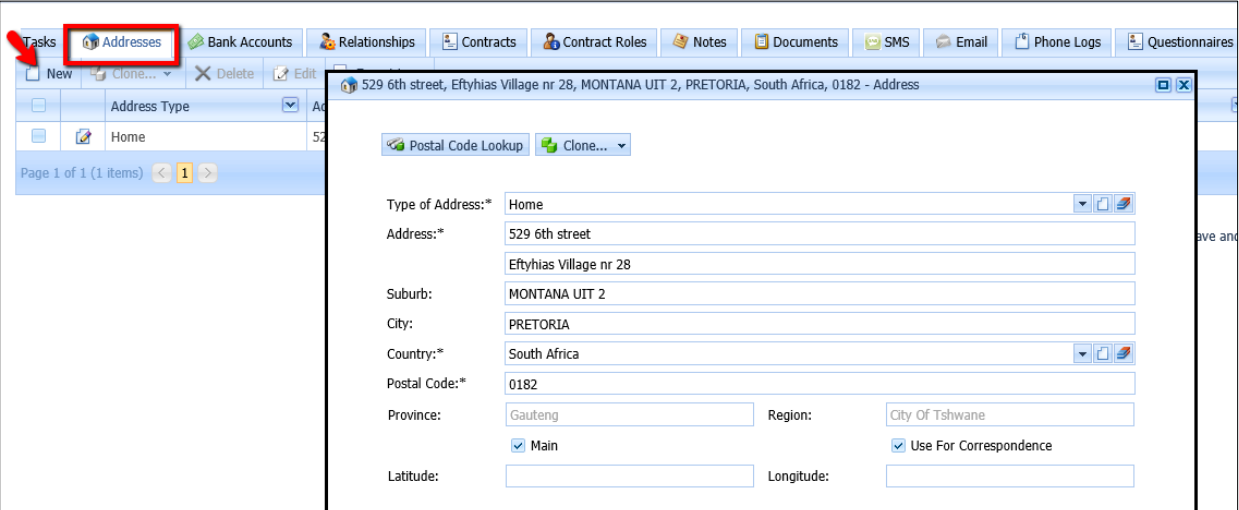


Task Number	Contract	Type	Subject	Date Created	Start Date	Due Date	Status	Priority	Assigned To	Percentage Complete
TC-201711-2	Van Der Merwe Elsabe (E.) (Auto & General - 071117)	Appointment	Appointment	2017-11-16			NotStarted	Normal	Teessen Pieter (P.)	0.00%
TC-201711-3	Van Der Merwe Elsabe (E.) (5986)	Claim	Claim	2017-11-16			NotStarted	Normal	Van Der Merwe Elsabe (E.)	0.00%
TC-201711-4	Van Der Merwe Elsabe (E.) (Santam (Pty) Ltd - 20171106)	Appointment	TC-EMX201711-1975 : Statement Duplication - Old Mutual N1711/073	2017-11-16			NotStarted	Normal	Van Der Merwe Elsabe (E.)	0.00%

Task

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

Address Details



529 6th street, Eftyhias Village nr 28, MONTANA UIT 2, PRETORIA, South Africa, 0182 - Address

Postal Code Lookup Clone...

Type of Address:* Home

Address:* 529 6th street

Eftyhias Village nr 28

Suburb: MONTANA UIT 2

City: PRETORIA

Country:* South Africa

Postal Code:* 0182

Province: Gauteng Region: City Of Tshwane

☒ Main ☒ Use For Correspondence

Latitude: Longitude:

- The application allows you to capture multiple addresses.
- Use the 'New' button to create a new address record.
- Postal code lookup will auto populate Postal code, Province and Region address fields.



RSA Postal Code

New

Text to search... Search

Drag a column header here to group by that column

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

- Select Main if this is the main address for the client record. Only one address can be selected as Main address.
- This address will be used as a postal address on labels and client correspondence when Use for Correspondence is selected.
- Select Edit on Client record before you will be able to edit an existing address

New Clone... Edit SMS Email Automated Process Refresh Links Show in Report

Person - Vermaak Elsabe (E.) (CL23554367)

Task Dashboard / Person / Vermaak Elsabe (E.) (CL23554367)

Details Office Additional Information

Displayname: Vermaak Elsabe (E.)
Surname: Vermaak
First Name: Elsabe
Second Name:
Call Name: Elsabe
Initials: E.
Title: Mrs.
Work Number: (021) 9753366
Cell Number: 0828533342
Home Number: N/A

Date Of Birth: 1970-03-05
Date Deceased:
Age: 50
IDNumber: 7003050300083
Language: English
Gender: Female
Fax Number: N/A
Email: elsabe@tconsult.co.za
Open Tasks: 54

Primary Record

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

Edit address details

Address Type	Address Line 1	Address Line 2	Suburb	City	Postal Code	Main
Home	529 6th street	Efthias Village nr 28	MONTANA UIT 2	PRETORIA	0182	☒

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



Bank Accounts

Fieldname	Description	Required
Bank Name	List of banks defined in the application. Select the appropriate bank for this account.	✓
Branch Name	This is optional and is only validated through the ACB validation process. This service is earmarked for future releases.	
Branch Code	Central Branch Code (CBC) will prepopulate if captured by your Administrator	✓
Type of Account	Select from a list: Cheque, Current, Savings, etc.	✓
Account Number	The account number must be correct when using for collections.	✓
Account Holder	The registered name for this account at the bank.	
Active	Select if the particular bank account is Active	
ACB Checked	If box ticked, then it indicates that the account details captured were checked for correctness via the validation service. This service will be launched in a future release.	
Validation Reason	Applicable for debit order mandate. Refer to Mandate	

Relationships

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



Taskbar: New, Delete, Edit, Export to

Relationships

Related Party: Client Number

Contact Relationship

Current Related

Current Party:* Van Der Merwe Elsabe (E.)

Related Party:* ABC Brokers

Related As:* Employee

Date Linked:* 2017-12-01

OK Cancel

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

Contact

New

Company

Dependant

Person

Text to search... Search

Displayname Legal Reference

No data to display

OK Cancel

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

Contact Relationship

Current Related

Related Party:* ABC Brokers

Current Party:* Van Der Merwe Elsabe (E.)

Related As:* Employer

Date Linked:* 2017-12-01

OK Cancel

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



Tasks	Addresses	Bank Accounts	Relationships	Contracts	Contract Roles	Notes	Documents	SMS	Email	Phone Logs	Questionnaires	Pr
New	Delete	Edit	Export to									
Related Party	Client Number	Relationship	Cell Number	Work Number	Consultant	Contact Type						
Teessen Pieter (P.G.)	P34567	Business Associate	0829058049	(087) 5501427	Maxine	Client						
1-2-3 Marketing Corporation cc		Employer	00716765742	(078)1161164		Client						

Contracts

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

Tasks	Addresses	Bank Accounts	Relationships	Contracts	Contract Roles	Notes	Documents	SMS	Email	Questionnaires	Propertiesheets
New	Link	Unlink	Delete	Edit	Client Portal	Export to					
Product Provider Name	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant				
Sanlam	Commission Contract	Top0711	2017-11-01	R 0.00	R 2 569.25	Pending					
Holland Insurance Company	Funeral Policy	256987	2017-11-30	R 0.00	R 0.00	Pending					
Auto & General	Short Term Policy	071117	2017-11-01	R 0.00	R 290.64	Pending					
Santam (Pty) Ltd	Short Term Policy	20171106	2017-11-01	R 0.00	R 1 239.83	Active					

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

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

Tasks	Addresses	Bank Accounts	Relationships	Contracts	Contract Roles	Notes	Documents	SMS	Email	Questionnaires	Propertiesheets
New	Link	Unlink	Delete	Edit	Client Portal	Export to					
Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant					
Commission Contract	Top0711	2017-11-01	R 0.00	R 2 569.25	Pending						
Funeral Policy	256987	2017-11-30	R 0.00	R 0.00	Pending						
Short Term Policy	071117	2017-11-01	R 0.00	R 290.64	Pending						
Short Term Policy	20171106	2017-11-01	R 0.00	R 1 239.83	Active						

Page size: 20

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

Contract Roles

Tasks	Addresses	Bank Accounts	Relationships	Contracts	Contract Roles	Notes	Documents	SMS	Email	Phone Logs	Questionnaires	Pr
Convert To Contact	Export to											
Product Type	Contract Info	Role	Active	Percentage Share	Last Updated	Updated By						
Medical Aid Policy	Discovery - Classic Core- Discovery (DIS 789456)	Dependant	☒	0.00%								
Commission Contract	Investec - Investec Investment Fund (15062020)	Beneficiary	☒	30.00%	2020-06-15	ElsabeV						

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

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

Creating a Contract Role

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



From Client Record

Link relevant Policy on which this client record plays a role

Vermaak Elsabe (E.) - Linked Contract Role

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

OK Cancel

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

From Policy

Benefits Tasks Claims Contract Roles Contract Links Notes Documents Questionnaires Property sheets History

New Delete Convert To Contact Export to

Company Contract Role Linked Contract Role Person Contract Role

Legal Reference	Role	Person Date Of Birth	Age	Active	Percentage Share
us (C.J.)	Beneficiary	1968-08-21	52	☒	0.00%
(J.)	Beneficiary	1968-09-28	52	☒	0.00%

Page size: 20

There are 3 types of contract roles to select from:

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



Company Contract Role

Registration Name:*

Trading Name:

Registration Number:

VAT Number:

Role:*   

Percentage Share:* 

Display Name:

Start Date:*  End Date:  ☒ Active

Last Updated:  Updated By:

Fieldname	Description	Required
Display Name	Display name will auto populate as data is captured	
Registration name	Enter Company's registration name	
Trading name	Enter Company's trading name	
Registration number	Capture Company's registration number	
VAT number	Capture Company's VAT number	
Role	Select Role, from pre-defined list, this party plays on the linked policy.	
Percentage Share	Enter percentage share when applicable as specified on selected role	
Start date	Defaults to current date but can be altered to date when this relationship commenced	
End date	Enter date when this relationship ends	
Active	Record will automatically change to in-active when end date is captured	
Last Updated	System creates a timestamp of last record update	
Updated By	System auto populates user details who last updated this record	

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



- Person Contract Role

First Name:*

Surname:*

ID Number:

Date Of Birth:

Age:

Role:*

Percentage Share:*

Start Date:* End Date: ☒ Active

Last Updated: Updated By:

OK Cancel

Contract roles are setup on each Product within the application by your System Administrator.

Convert Contract Role to Contact

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

Assurance Policy - Nel Elna (J.E.) (Discovery - 120619)

[Person / Vermaak Elsabe \(E.\) \(CL235436...](#) / [Vermaak Elsabe \(E.\) \(Momentum ...](#) / [Assurance Policy](#) / Nel Elna (J.E.) (Discovery - 1...

Detail **Account** **Commission**

Owner: [Nel Elna \(J.E.\)](#) Policy Value: R 0.00

Product: [Life Plan-Discovery](#) Premium: R 569.59

Product Provider: Discovery Contribution Frequency: [Monthly](#)

Contract Number: 120619 Annual Escalation: 0.00%

Reference Number: Intermediary: [MSB Independent Broker Group \(Pty\) Ltd](#)

Source: [N/A](#) Consultant: [N/A](#)

Inception Date: 2019-06-01 Status: [In Progress](#)

Maturity Date: 2024-06-01 Cancel Date:

Maturity Age: 56 Cancel Reason: [N/A](#)

Anniversary Date: 2020-06-01

Benefits **Tasks** **Claims** **Contract Roles** **Contract Links** **Notes** **Documents** **Questionnaires** **Property sheets** **History**

Convert To Contact **Export to**

	Display Name	Legal Reference	Role	Person Date Of Birth	Age	Active	Percentage Share
☒	Wolhuter Charlene (C.)		Has Share	1990-09-09	30	☒	20.00%
☐	George Wolhuter	9008255005082	Beneficiary	1990-08-25	30	☒	0.00%

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



Clone...

Details Office Additional Information

Displayname:

Surname*: ☐ Primary Record

First Name*: Date Of Birth:

Second Name: Date Deceased:

Call Name*: Age:

Initials*: IDNumber:

Title*: Language:

Work Number: Gender:

Cell Number: Fax Number:

Home Number: Email*:

Open Tasks:

Tasks Addresses Bank Accounts Relationships Contracts Contract Roles Notes Documents

New Link Unlink Delete Edit Export to

Product Provider Name	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By

Notes

Notes can be added in various areas in the application.

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

Tasks Addresses Bank Accounts Relationships Contracts Contract Roles Notes

New Delete Edit Export to

Title	Subject	Last Updated

Note

Owner:

Title*:

Subject*:

Confidentiality Level:

Insert Template

Normal (Font Size)



Fieldname	Description	Required
Owner	The owner of the note is either a contact (person/company) or other objects like contracts. When you create a new note from a person the owner will default to that record.	✓
Title	This is free text field and used to index the note for easy retrieval. The title is displayed in all list views.	✓
Subject	Select from a pre-defined list. This allows you to categorise notes into subject areas.	✓
Confidentiality Level	Set the confidentiality level required by a user to access this note.	✓
Note / Text	The detail of the note. This is a free text area where you can apply formatting using the controls at the top of the note area. You can also paste data into this area from other windows applications like Word, Email, etc.	✓

Navigate to 'Notes' from the Navigation Pane.

The screenshot shows the 'Note' management interface. The left navigation pane includes 'Contact Management', 'Dashboard', 'Contact', 'Department Contact', 'Company', 'Person', 'Supplier', 'Task', 'Contact Group', 'Note' (highlighted with a red arrow), 'Document', 'Questionnaire', 'Email', 'SMS', 'Calendar', 'Notification', 'My Details', and 'Filter Criteria'. The main area displays a list of notes with the following columns: Owner, Title, Subject, Last Updated, and Updated By. The list contains 6 items, including 'InsureBaselV.Claim', 'Strydom Jannie (J.)', 'Teessen Pieter (P.)', 'Teessen Consulting', 'Teessen Pieter (P.) (Sanlam - SAN234234)', and 'Teessen Consulting'. The page shows 'Page 1 of 1 (6 items)' and a 'Page size: 20' dropdown.

Add Note from the Insure Add-in

Refer to *TC Insure Add-in Quick Guide*

Documents

Refer to the [Document Management](#) section in this manual.

SMS and SMS Logs

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



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

Parker Imraan (1) (67042751860... / Postal Code / Note / Pers

Use action buttons to send sms and email

Details Office Additional Contact Information

Displayname: Van Der Merwe Elsabe (E.)

Surname: Van Der Merwe

First Name: Elsabe

Second Name: Elsabe

Call Name: Elsabe

Initials: E.

Title: Miss

Work Number: N/A

Cell Number: N/A

Home Number: N/A

Date Of Birth: 1970-03-05

Age: 47

IDNumber:

Language: Afrikaans

Gender: Female

Fax Number: N/A

Email: elsabe@tconsult.co.za

Open Tasks: 3

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

Check Status Re-Send Export to

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

No data to display

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

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

Date Sent	Subject	Use Delay	Cellphone Number	Delivery Date	Status Description	Last Updated
2011-03-24	SMS to JO		27829058049		Received by recipient - Confirmation of receipt on the handset of the recipient.	2014-08-12

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

27829058049 - SMS

Check Status Re-Send

SMS Conversation

List of replies on this sms

Contact: Strydom Jannie (J.)

Subject: SMS to JO

Message: Please read the following message

Status Description: Received by recipient - Confirmation of receipt on the handset of the recipient.

Error Description:

OK Cancel

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

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



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

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

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

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

Email

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



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

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

Details Office Additional Contact Information

Displayname: Van Der Merwe Elsabe (E.)
Surname: Van Der Merwe
First Name: Elsabe
Second Name:
Call Name: Elsabe
Initials: E.
Title: Miss
Work Number: N/A
Cell Number: 0828533342
Home Number: N/A

Date Of Birth: 1970-03-05
Age: 47
IDNumber:
Language: Afrikaans
Gender: Female
Fax Number: N/A
Email: elsabe@tconsult.co.za
Open Tasks: 3

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

Export to Filter All Items

Subject	Message Status	Priority	Signature	External List	Delivery Notifications
Testing Insure-IV Web	Sent	Normal	Client Services		OnSuccess, OnFailure

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

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

New Send Re-Send Validate Refresh

Email

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

Save Save and Close Save and New Cancel

Link more recipients Add attachments from the document library

To CC Bcc Attachments

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

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

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

Subject: *
Message Status: * Draft
Protect Address List
Insert Template

Priority: Normal
Signature: N/A
Read Receipt
Delivery Receipt

Normal Arial (Font Size) B I U S A

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



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

Re-send and/or Forward existing email

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

RE: Update personal information - Email

Send Re-Send Forward

Automated Process Export to

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

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

Subject: RE: Update personal information Priority: Normal

Message Status: Sent Signature: Client Services

☐ Protect Address List ☐ Read Receipt ☐ Delivery Receipt

Insert Template

Dear Mrs Vermaak

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

Email : elsabe@tconsult.co.za

Cell : 082 8533 342

Address : 529 6th street, Montana, Pretoria

Thank you kindly

Re-Send Forward

Email

Momentum Life (198103 Broker C... / Supplier / Person / Vermaak Elsabe (E.) / Email

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



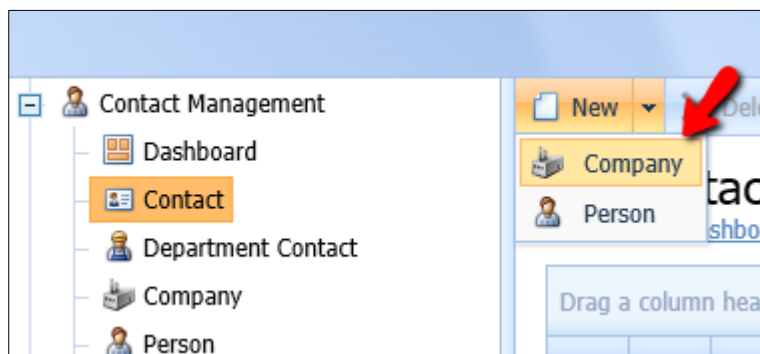
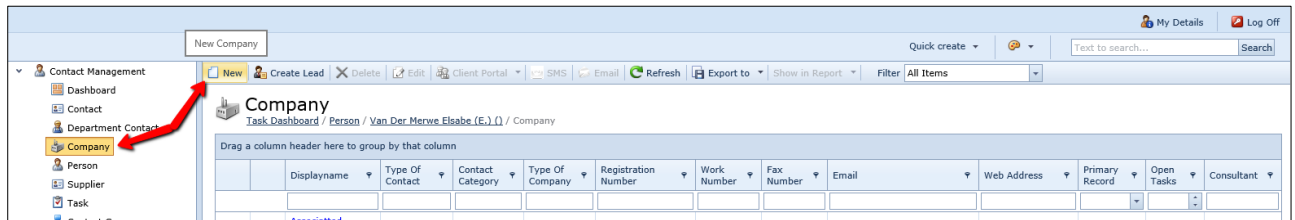
Questionnaires

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

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

New Company record

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



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

Company Detail

Company - ()

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

Save Save and Close Save and New Cancel

Detail Office Additional Contact Information

Displayname:

Registration Name: Country Of Registration:

Trading Name: Registration Number:

Type Of Company: Language:

Nature Of Business: Primary Record ☐

Email: Work Number:

Web Address: Fax Number:

Open Tasks: Cell Number:

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

New Delete Edit Add to Distribution List SMS Email Export to

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

No data to display



Fieldname	Description	Required
Displayname	The same as the Trading name and will automatically be populated from the Trading name.	✓
Registration Name	Company registration name.	✓
Trading Name	Name used for trading. It will default to the Registration name.	✓
Type of Company	Select from a list of pre-defined company types.	✓
Nature of Business	Indicates the industry the company operates in.	
Country of Registration	Default to South Africa, but you can select from the list of countries.	✓
Registration Number	Company registration number. Once populated it must be unique throughout the database.	✓
Language	Select applicable language from a list. This allows you to communicate with the Company in their choice of language.	
Primary Record	Select if this Company is the primary contact you deal with.	
Email	Primary email to be used for contacting the client via email. This field is hyper-linked and will launch your default email client application. This address is also used as default when sending email directly from the Application. Note that an email address can also be set up within Department Contacts.	
Web Address	The web address for the company. This field is also hyper-linked and will open the address in your default browser.	
Open Tasks	Read-only field displaying the total tasks linked to this record that has not yet been closed.	
Work Number	Company telephone number.	
Fax Number	Fax number for the company.	
Cell Number	Cell phone number is used for SMS services.	

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

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

Department Contacts

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



Fieldname	Description	Required
Contact	This is a free text field to enter the name of the contact. It will not create a contact record in the database.	✓
Occupation	Select from a list of occupations. Occupations can be added if they do not exist in the list.	
Department	Select from a list of departments. Departments can be added if they do not exist in the list.	✓
Comment	This is a free text field to enter applicable comments.	
Active	Select if this record is Active or untick when record becomes in-active	
Work Number	Telephone number of the person.	
Fax Number	Fax number of the person.	
Cell Number	Cell number of the person.	
Email	Email address of the person. This field is hyper-linked and will start the default email client application when selected.	

Easy access to all Department Contacts from the Navigation Pane:

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

Convert Department Contact to Contact record

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

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

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

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



Nadia - Convert Department Contact Process

Details

Surname:* Grobelaar ☐ Is Primary

First Name:* Nadia IDNumber:

Second Name: Language: English

Call Name:* Nadia Gender: Female

Initials:* N. Email: nadia@101.co.za

Work Number: (061) 5692548 Title:* N/A

Fax Number: N/A Cell Number: N/A

Office

Contact Type:* N/A Employer: Legal Wise

Marital Status: N/A Nationality:* N/A

Group:* Sean Steyn Occupation: Admin Assistant

Maiden Name: Ethnic Group: N/A

Religion: N/A Consultant: N/A

Qualification: N/A Contact Category: N/A

Smoker Status: Non-Smoker Passport Number:

☐ Set Relationship

Use of colour and grouping

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

☐		Adami Jacqueline (J J)	Client		6810290172085	(011) 123456	0833212112	sales@dooca.co.za	English	Global Group	☒	0	Teessen Pieter (P.)
☐		Adams Janine (J)	Orphan record			N/A	N/A		English	ABC Group Clients	☐	0	Van Der Merwe Elsabe (E.)
☐		Adamson Craig (C)	Orphan Record		7502265167088	N/A	0724736000	craig.realty@gmail.com	English	Orphan Clients	☒	0	
☐		Afrirrent (Pty) Ltd	Client		2003/023485/07	(011) 6793281	N/A	paulrich.1@gmail.com	English	First Company Group	☒	1	
☐		Allcock Sabrina (S)	Client	Black : Active client	097005	(011) 4674222	0828066846	s.allcock@holidayholdings.co.za	English	ABC Group Clients	☒	0	Van Der Merwe Elsabe (E.)
☐		Almeida Jose (J E N)	Client		5201205200107	(011) 3921179	0833807030	zac@coronacafe.co.za	English	ABC Group Clients	☒	1	
☐		Annandale Okdert (O P)	Client		4804065099088	N/A	0742391300	ockie.a@mtloaded.co.za	English	First Company Group	☒	0	Teessen Pieter (P.)
☐		Antic Mladen (M)	Client		5604175196181	(011) 4765415	0833076116	theantics@saol.com	English	ABC Group Clients	☒	1	
☐		Appelgryn Aletha (A J)	Client		4908290088087	N/A	0833831957	alet.appelgryn@astrazeneca.com	English	First Company Group	☒	0	
☐		Armstrong Samantha (S)	Client	Blue : Supplier	05310151083	(011) 4321665	0836426085	s.sammyra@gmail.com	English	ABC Group Clients	☒	4	
☐		Associatted Marine	Supplier			N/A	N/A		English	Insurance Companies	☐	0	
☐		Atkinson Jacqueline (J A)	Client		8101280229087	N/A	N/A		English	First Company Group	☒	0	



Create a New Lead

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

The screenshot shows the 'New Lead' form in the TC Insure-IV Suite. The form is titled 'New Lead' and contains various input fields for contact information. The 'Create Lead' button is highlighted in the top navigation bar. The form fields include:

- Current Contact:** N/A
- Source:*** N/A
- Company/Person:** Person
- Group:*** Lead
- Company Name:***
- Department:** N/A
- Title:*** N/A
- Gender:** Female
- First Name:***
- Surname:***
- IDNumber:**
- Home Area Code:**
- Phone Number:**
- Work Area Code:**
- Work Number:**
- Cell Number:**
- Email:**
- Assign To:*** N/A
- Task Type:*** N/A
- Comment:***

At the bottom right of the form, there are two buttons: 'Create Lead' and 'Cancel'.

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

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

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



Supplier

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

Easy access to all Suppliers via the Navigation Pane:

Supplier

Associated Marine (439) / Clarendon Transport Under () / Auto & General Insurance () / Momentum Life (198103 Broker C... / Supplier

Drag a column header here to group by that column

	Displayname	Work Number	Email	Language	Primary Record	Open Tasks
	Associated Marine	(0860) 102725	info@santam.co.za	English	☐	0
	Spotlight Interactive	(086) 03339898	tian@tconsult.co.za	Afrikaans	☐	0
	Clarendon Transport Under	(011) 2741300	info@ctu.co.za	Afrikaans	☐	0
	Auto & General Insurance	(011) 6946694	clientservices@autogenlife.co.za	Afrikaans	☐	0
	Momentum Life	(011) 6718911	info@momentum.co.za	Afrikaans	☐	0
	Old Mutual	(041) 5024111	tian@tconsult.co.za	Afrikaans	☒	0

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



Document Management

Documents are stored either in the Database or Network.

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

New Document from system area

You can add a new document from any area in the application where the Documents tab is available:

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

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

Select from the Action bar:

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



Create a new record with the selected file attached

Complete the relevant information on the Document file attachment process. The saved document will automatically be linked to Contact, Contract and/or or Task depending on where you are creating the document from.

Document File Attachment Process

Document Type:*
N/A

File:*
Browse...

Title:*

Reference:

Key Words:

Confidentiality Level:
None

Category:
N/A

OK
Cancel



Document type can be configured to default to a specific Category with or without an expiration date. This is set up by your System Administrator.



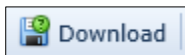
Link file from the Document Library



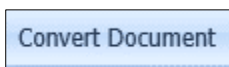
Unlink file from Client record



Edit document



Download to PC



Convert document to selected document type

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



In line Edit

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

The screenshot shows a table with columns: Title, Reference, Date Created, Key Words, Document Type, Created By, Confidentiality Level, and Category. A dropdown menu is open for the 'Document Type' column, showing options: N/A, Broker Appointment, and Not Specified. The table contains one row with the following data: Title: [The job succeeded.] SQL Server Job, Reference: Pieter, Date Created: 2014-02-12, Key Words: sql, Document Type: Broker Appointment, Created By: Admin, Confidentiality Level: None, Category: E-Mail, FICA. The page footer indicates 'Page 1 of 1 (1 items)' and 'Page size: 20'.



Edit

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

The screenshot shows a window titled 'Cadiz 710.14 - Document Link'. It contains fields for: Title (Cadiz 710.14), Reference, Key Words, Confidentiality Level (None), File (51561874-b769-4511-8e31-476aab1c1b71.xls), Document Type (Root Network folder), Date Created (2019-07-18), Created By (ElsabeV), and File Size (0 B). Below these fields are tabs for 'Categories' and 'Owners'. The 'Categories' tab is active, showing a table with columns: Link, Unlink, Delete, Edit, Export to, and Description. The table contains one row with the following data: Link, Unlink, Delete, Edit, Export to, and Description: Credit Life Cover. The page footer indicates 'Page 1 of 1 (1 items)' and 'Page size: 20'. There are 'OK' and 'Cancel' buttons at the bottom.



Save As to save file to your local computer



From Insure Add-in

Refer to *TC Insure Add-in Quick Guide*

Individual Documents

Documents attached to an email can be saved individually.

Refer to *TC Insure Add-in Quick Guide*



Task Management

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

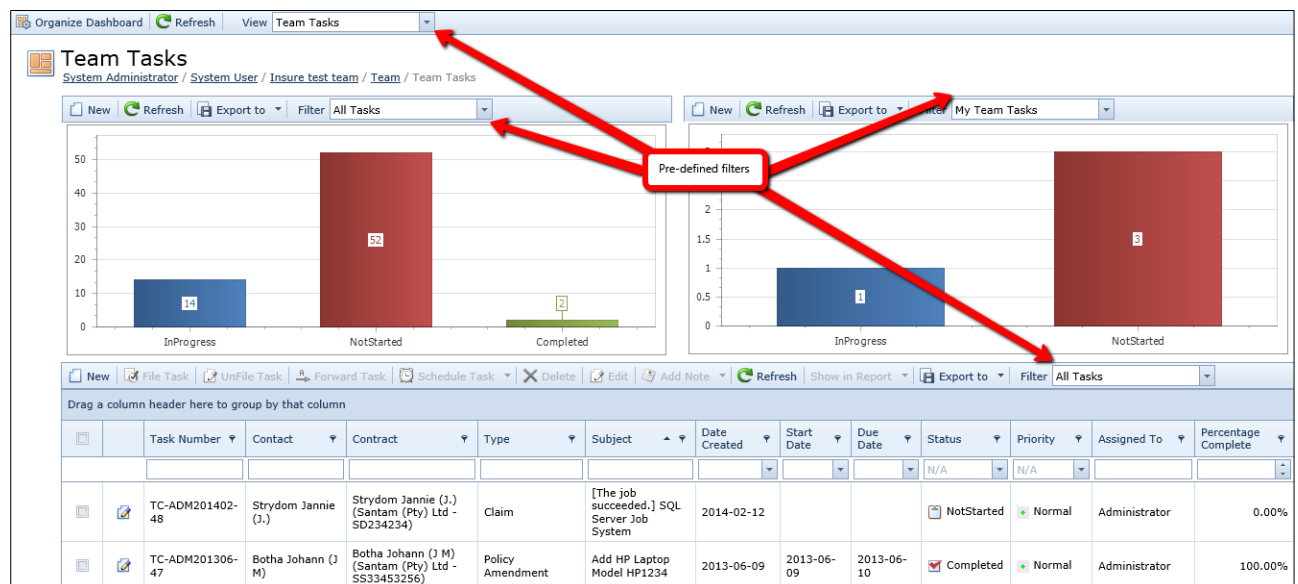
A task can be defined as a unit of work that needs to be performed by a user for a client on one of the client's contracts.

Task type (*typically an indication of what your instruction or reason is for creating a task e.g., New Business*) and Task log types (*actions performed on these specific tasks e.g., Policy issued*) are linked and assigned to a Team to create a workflow for that specific action.

Automated processes, workflows, online forms, and round robin are enhanced features that can be utilised to manage tasks within your business. Please contact your TC Consultant for more information.

Dashboard

Tasks can be managed from your Dashboard. The dashboard is the first view that opens when you log onto the application. All tasks assigned to you are summarised and accessible from the Dashboard:



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

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

Create a New Task

Tasks can be created from 4 separate places:

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

When creating a task from the Navigation Pane you will be required to select the Contact as well as policy / contract relevant to the task. When you create the task from Contact, the client record will automatically



default to the record you are currently on. The same applies for when you create a task from Contract, both the client and policy/contract will automatically be selected.

Task Detail

When creating a task, you need to enter all relevant details to the task, but when you use Insure Add-in, the detail is populated via the wizard:

Fieldname	Description	Required
Contact	A task must always be linked to a contact or owner. Tasks are performed for a client.	✓
Contract	You can optionally link a task to a contract, e.g., if you need to perform a task pertaining to a specific short term policy, then you can select that specific short term policy.	
Supplier	Supplier will auto populate when Contract is linked	
Task Number	This is an auto generated field using abbreviations as defined on the user setup. Task numbers are useful for references to other parties.	✓
Type	Select from a list of predefined types. The administrator can amend this list.	✓
Subject	Specify the subject of the task for easy reading and display in list views.	✓
Start Date	This date is automatically populated when the status of this task changes from open to in-progress.	
Due Date	The expected date when this task should be completed.	
Status	Task status will default to Not Started. Other statuses are: In Progress, Deferred, Waiting for someone else and Completed. When changing the status of a Task, the application will automatically create a change log indicating the change of status. When a task has been completed, the task will automatically be re-assigned to the creator of the task who will then receive a notification that the task has been completed. The creator is the only person that can then 'file' the task.	
Reported By	The person who reported something relevant in order for a task to be generated	
Assigned To	A task must always be assigned to a user within the application. The user will receive an email notification of the assignment.	✓
Priority	There are three priorities: Low, Normal, High	
Confidentiality Level	This level sets the control of user access to a task. Be careful not to assign a task to a user with a lower clearance level than that of the task.	
Percentage Complete	Use this to indicate progress. It can be useful on reporting.	



Remind Me	This allows you to enter a reminder date and time. Reminders will pop-up on your home view with the notification interval as set on your user profile
Reminder Date	Set the date and time for the reminder. Note that there is no reminder pop-up window on web
Date Created	Automated to the date and time when the task was created
Created By	Set to the user that created the task
Task Body	Detail describing the task that needs to be performed. You can type the detail, copy and paste or populate through the Insure add-in ✔
Attachments	You can link any number of documents from the document library as attachments to a task, e.g., if a client sends you an email instruction to amend certain risk details on his short term policy, you can paste the body of his email onto the task body and attach the original email as an attachment to the task.

The ellipsis on Contract will invoke the 'Add Task Contract Process' which will allow you to either link an existing Contract or create a New Contract from Task.

From the Navigation Pane



From a Contact

New Validate Client Portal SMS Email Automated Process Refresh Show in Report

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

Save Save and Close Save and New Cancel

Details Office Additional Contact Information

Displayname: Van Der Merwe Elsabe (E.)

Surname: * Van Der Merwe

First Name: * Elsabe

Second Name:

Call Name: * Elsabe

Initials: * E.

Title: * Miss

Work Number: N/A

Cell Number: 0828533342

Home Number: N/A

Date Of Birth: 1970-03-05

Age: 47

IDNumber:

Language: Afrikaans

Gender: Female

Fax Number: N/A

Email: * elsabe@tconsult.co.za

Open Tasks: 3

Primary Record

Tasks

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

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

From a Contract/ Policy

Short Term Policy - Teessen Pieter (P.) (Associatt Marine - DD34534)
Contact / Person / Van Der Merwe Elsabe (E.) () / Short Term Policy / Teessen Pieter (P.) (Associatt...

Save Save and Close Save and New Cancel

Short Term Policy Policy Fees Policy Wording Claims Linked Policies Contract Roles Commission Tasks Documents Notes Questionnaires

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

Task Number	Subject	Type	Start Date	Due Date	Status	Priority	Percentage Complete	Assigned To	Created By	Date Created	Reported By
TC-ADM201111-40	Follow-up on premium	Follow Up	2011-12-14	2011-11-17	InProgress	Normal	0.00%	Teessen Pieter (P.)	Admin	2011-11-07	
TC-ADM201407-58	CRM Creditors	Credit Control - Debit Order Rejection			NotStarted	Normal	0.00%	Teessen Pieter (P.)	Admin	2014-07-18	

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

Save Save and Close Save and New Cancel

From your email (Insure Add-in):

Refer to *TC Insure Add-in Quick Guide*

Task Logs

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

Task logs can be created by either selecting New, Add Note or using the Insure add-in:



From Task log on Task

Fieldname	Description	Required
Log Type	Select from the list of task types.	✔
Subject	Enter a subject as easy reference to the body of the task log	
Minutes Spend	Can be used to track time spend as the task progresses.	
Insert Template	Various templates can be setup to auto generate when a specific task log type is selected. Please discuss your requirements with the System Administrator	
Message Body	Free text field to capture the action or log a progress message	✔

From Add Note Action

Create a task log, send email or SMS directly from the task list view by selecting 'Add note'.

Select the relevant task and then 'Add Note' from the Action bar.

Task Number	Contact	Contract	Type	Subject	Date Created	Start Date	Due Date	Status	Priority	Assigned To	Percentage Complete	Reported By
TC-201711-2	Van Der Merwe Elsabe (E.)	Van Der Merwe Elsabe (E.) (Auto & General - 071117)	Appointment	Appointment	2017-11-16			NotStarted	Normal	Teessen Pieter (P.)	0.00%	
TC-201711-3	Van Der Merwe Elsabe (E.)	Van Der Merwe Elsabe (E.) (S986)	Claim	Claim	2017-11-16			NotStarted	Normal	Van Der Merwe Elsabe (E.)	0.00%	

Note

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

Email

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

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



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

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

CC:

BCC:

Log Type:* N/A Priority: Normal

Signature:* N/A Minutes Spent: 0

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

Confidentiality Level: None

Attachment: N/A

☐ Read Receipt ☐ Delivery Receipt

Insert Template

Normal Arial (Font Size) B I U S

Attach any document saved on Task, or

Attachment: N/A

Task - TC-EVXX202004-7

Task Type / Task Log Type / Vermaak Cornelius (C.J.) / Task / TC-EVXX202004-7

Task Detail Attachments Logs Task Links

Download Convert Document

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

Document

Text to search... Search

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

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

Attach document from your Computer

Attachment: N/A

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



Select Document Type

Document Type:* Default

File:* Browse...

OK Cancel

SMS

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

TC-EVXX202004-7 : Additional risks added - Send SMS from Task

Send To:* 27828533342

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

Log Type:* N/A

Confidentiality Level: None

Minutes Spent: 0

Character Count: 0 SMS Count: 0

Message:*

Send Cancel

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

From Insure Add-in

Refer to *TC Insure Add-in Quick Guide*

Re-send an email from task log

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



Task - TC-SA201803-7
Vermaak Elsabe (E.) O / Email / TC-EVXX201803-1 / Task / TC-SA201803-7

Save Save and Close Save and New Cancel

Task Detail Attachments Logs Task Links

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

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

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

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

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

☐ Read Receipt ☐ Delivery Receipt ☒ Create Log

Normal Arial (Font Size) B I U S

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

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

Hi Connie

Yes we need Team Viewer access to your server please

Design HTML Preview

Send Cancel

Task Attachment

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

Refer to *TC Insure Add-in Quick Guide*

Forward Task

A task can be forwarded from the task list view or specific task.



The screenshot shows the 'Task' management interface. On the left is a sidebar with navigation options like 'Contact Management', 'Dashboard', 'Contact', 'Department Contact', 'Company', 'Person', 'Supplier', 'Task', 'Contact Group', 'Note', 'Document', 'Questionnaire', 'Email', 'SMS', 'Calendar', 'Notification', and 'My Profile'. The main area displays a list of tasks with columns for 'Task Number' and 'Contact'. A task 'TC-201711-2' is selected, and its details are shown on the right. The details include fields for 'Contact', 'Contract', 'Task Number', 'Type', 'Subject', 'Start Date', 'Due Date', 'Status', 'Reported By', 'Supplier', 'Assigned To', 'Priority', 'Confidentiality Level', 'Percentage Complete', 'Reminder Date', and 'Created By'. A red arrow points to the 'Forward Task' button in the top toolbar.

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

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

Link Task

Link relevant tasks to one another for easier reference.

The screenshot shows the 'Task - TC-EVXX201911-5' interface. The 'Task Links' tab is selected, showing a table of linked tasks. A red arrow points to the 'Link' button in the top toolbar. The table has columns for 'Task Number', 'Contact', 'Contract', 'Type', 'Subject', 'Date Created', 'Start Date', 'Due Date', 'Status', 'Priority', 'Assigned To', 'Percentage Complete', 'Reminder Date', and 'Reported By'.

Task Number	Contact	Contract	Type	Subject	Date Created	Start Date	Due Date	Status	Priority	Assigned To	Percentage Complete	Reminder Date	Reported By
TC-EVXX202005-12	Vermaak Elsabe (E.)	Vermaak Elsabe (E.) (Holland Insurance - 190701)	Lead	Extended life cover	2020-05-12	2020-05-12		InProgress	Normal	Vermaak Elsabe (E.)	0.00%		

Use 'Link Tasks' action to link multiple tasks to main task.

The screenshot shows the 'Task - TC-ADM201908-108533' interface. The 'Link Tasks' button is highlighted in the top toolbar. Below it, a table lists tasks that can be linked to the main task. The table has columns for 'Task Number', 'Contact', 'Contract', 'Type', 'Subject', 'Date Created', 'Start Date', 'Due Date', 'Status', 'Priority', 'Assigned To', 'Percentage Complete', and 'Reminder Date'.

Task Number	Contact	Contract	Type	Subject	Date Created	Start Date	Due Date	Status	Priority	Assigned To	Percentage Complete	Reminder Date
TC-EVXX202005-12	Vermaak Elsabe (E.)	Vermaak Elsabe (E.) (Holland Insurance - 190701)	Lead	Extended life cover	2020-05-12	2020-05-12		InProgress	Normal	Vermaak Elsabe (E.)	0.00%	
TC-EVXX201911-5	Vermaak Elsabe (E.)	Vermaak Elsabe (E.) (Holland Insurance - 190701)	Confirmation of Cover	Confirmation of cover	2019-11-26			NotStarted	Normal	Vermaak Elsabe (E.)	0.00%	
TC-SA201910-152	Vermaak Elsabe (E.)	Vermaak Elsabe (E.) (Holland Insurance - 190701)	Alteration	Other drive	2019-10-15			NotStarted	High	Vermaak Elsabe (E.)	0.00%	



Task List

Task List view showing a table of tasks with columns: Task Number, Contact, Contract, Type, Subject, Date Created, Start Date, Due Date, Status, Priority, and Reported By. The table lists tasks for various contacts, including Van Der Merwe Elsabe (E.), Teessen Pieter (P.), and Wall Michael (M). The status of tasks is indicated by icons (Not Started, In Progress, etc.).

Annotations in the screenshot:

- Red box around the 'Filter' dropdown menu with the text "Select filter to your preference".
- Red box around the text "Due tasks will display in red" pointing to the task for Wall Michael (M).

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

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

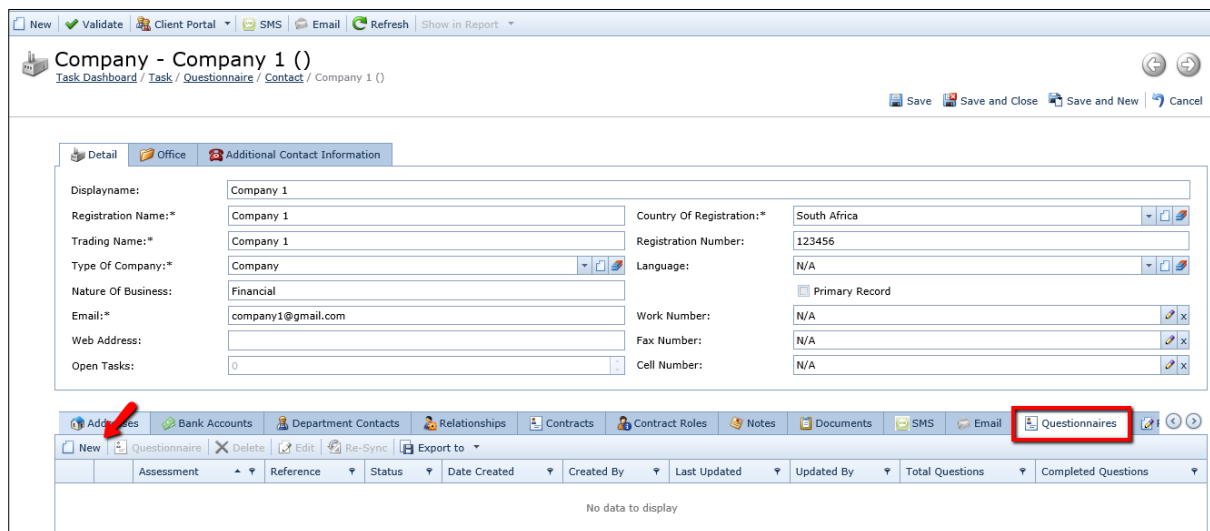
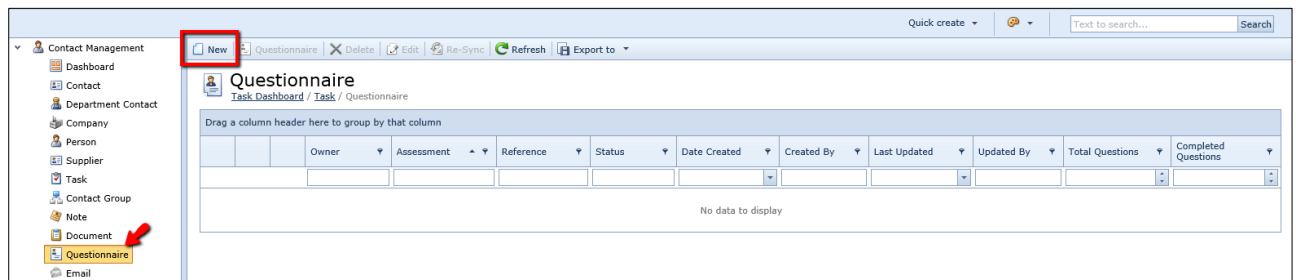


Questionnaires

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

Questionnaires will be setup by the System Administrator.

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



Questionnaire

Owner: [Teessen Pieter \(P.G.\) \(P34567\)](#) Total Questions: 10
 Assessment: [Client Risk Rating](#) Completed Questions: 10
 Reference: Total Score: 5
 Status: [In Progress](#) Date Created: 2020-07-30
 Created By: Teessen Pieter (P.G.)

Answers

Export to:

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

Page 1 of 1 (11 items) Page size: 20

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



Automated Processes

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

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

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

Person
Task Dashboard / Person

Drag a column header here to group by that column

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

Page 1 of 1 (2 items)

Begin with: {([Displayname], 'van der merwe')}

Select the automated process and follow the Wizard.

Automated process queue

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

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

Automated Report Process

Step 1 - Recipient List Step 2 - Process Detail

Queue: N/A

Subject:* N/A

Signature:* Claims Recurring - Account

Distribute Policy documents

Priority: Normal

BCC:

Attachment: Browse...



Reports

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

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

Person

Analysis / Client Demographics / Portfolio Schedule (Rfin) / Report / Person

Drag a column header here to group by that column

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

Report

Analysis / Client Demographics / Portfolio Schedule (Rfin) / Person / Report

Drag a column header here to group by that column

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

Page 1 of 1 (11 items) Page size: 20

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

Birthday List

Page 1 of 1

PDF

XLS

XLSX

RTF

DOCX

MHT

HTML

Text

CSV

Image

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

Contract Info



Distribution List

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

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

Distribution List - Annual Medical Aid Renewal			
Task Dashboard / Distribution List / Annual Medical Aid Renewal			
Name:	Annual Medical Aid Renewal	Date Last Updated:	2019-07-18
	☒ Active	Updated By:	Vermaak Elsabe (E.)
Member Count:	5		
Distribution List Members			
Automated Process Export to			
Recipient	Email	Date Added	Added By
☐ Abrahams Alice (A.S.)	AliceAbrahams@demo.co.za	2019-07-18	Vermaak Elsabe (E.)
☐ Brown TracyLynn (T.K.)	TracyLynnBrown@demo.co.za	2019-07-18	Vermaak Elsabe (E.)
☐ Croww Chantal (C.P.)	chantal@cuba.co.za	2019-07-18	Vermaak Elsabe (E.)
☐ Flynn Harry (H.J.)	flynnharry@gmail.com	2018-11-14	Shamiehl Jacobs
☐ Vermaak Elsabe (E.)	elsabe@tconsult.co.za	2019-06-18	Vermaak Elsabe (E.)

Members can be added directly from the Distribution list,

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

Save Save and Close Save and New Cancel

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

Distribution List Members

New Link Unlink Delete Edit

Recipient
☐ Abrahams Alice (A.S.)
☐ Brown TracyLynn (T.K.)
☐ Croww Chantal (C.P.)
☐ Flynn Harry (H.J.)
☐ Vermaak Elsabe (E.)

Page 1 of 1 (5 items) < 1 >

Distribution List Member

Search member from Contacts

Recipient:* N/A
Distribution List: Annual Medical Aid Renewal
Date Added:
Added By:

Email Recipient

Text to search... Search

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

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



Person - Makunyane Koketso (K.E.) (5605090563095)

Task Dashboard / Distribution List / Annual Medical Aid Renewal / Person / Makunyane Koketso (K.E.) (560...

Details Office Additional Information

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

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

Primary Record

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

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

Select Distribution list

Distribution List: N/A
N/A
Annual Medical Aid Renewal
Weekly Email

OK Cancel

A member can belong to more than 1 distribution list.

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

Depending on your user permission rights you can now send bulk communication to this distribution list from the Administration module using the pre-setup automated process.

Distribution List - Weekly Email

test / Update your membership / Automated Email / Distribution List / Weekly Email

Name: Weekly Email Date Last Updated: 2018-05-28
Active Updated By: Maxine
Member Count: 3

Distribution List Members

New Link Unlink Delete Edit Automated Process Export to

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

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

Save Save and Close Save and New Cancel

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



Data analysis & Customization

The screenshot shows the 'Contact' table in the 'Contact Management' section. Annotations highlight the 'Group by box' (a red box around the 'Group by' dropdown), the 'Header row' (a red box around the table headers), and the 'Search row' (a red box around the search input field).

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

Search Row

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

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

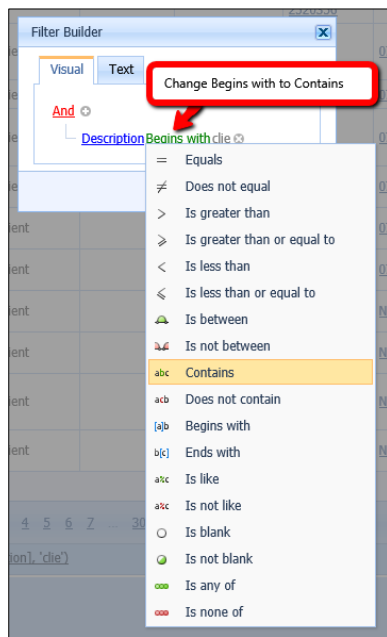
The screenshot shows the 'Contact' table with a search filter applied to the 'Contact Type' column. The filter criteria at the bottom are 'Begins with [Contact Type, Description], 'client''. The table displays records for 'Client'.

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

The screenshot shows the 'Contact' table with a filter applied to the 'Contact Type' column. The filter criteria at the bottom are '[Contact Type, Description] Equals 'Client''. The table displays records for 'Client'.

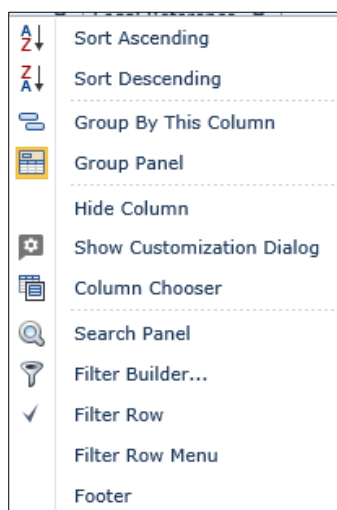
Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
1-2-3 Marketing Corporation cc	Client			(078) 1161164	00716765742	haj@tconsult.co.za	Afrikaans	MSB Independent Brokers	☒	3	
22Nd On North Guest House Holland	Client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

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



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

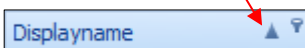
Right click on the header bar to show customize options:



Sorting of data

You can sort any column in Ascending or Descending order.

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



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

Grouping of data

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



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

Quick create

Filter

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

Group

	Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Primary Record	Open Tasks	Consultant
>	Group: (Count=1)										
>	Group: ABC Group Clients (Count=52)										
>	Group: First Company Group (Count=17)										
>	Group: Global Group (Count=15)										
>	Group: Insurance Companies (Count=10)										
>	Group: Lead (Count=1)										
>	Group: Orphan Clients (Count=1)										
>	Group: Private Clients (Count=4)										
>	Group: Root (Count=4)										

Page 1 of 1 (9 items) Page size:

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

Quick create

Filter

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

Group Consultant

	Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Primary Record	Open Tasks	Consultant
>	Group: (Count=1)										
>	Group: ABC Group Clients (Count=52)										
>	Group: First Company Group (Count=17)										
>	Group: Global Group (Count=15)										
>	Group: Insurance Companies (Count=10)										
>	Group: Lead (Count=1)										
>	Group: Orphan Clients (Count=1)										
>	Group: Private Clients (Count=4)										
>	Group: Root (Count=4)										

Page 1 of 1 (12 items) Page size:



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

The screenshot shows the 'Contact' list view in the TC Insure-IV Suite. A right-click context menu is open over the 'Group by' area, showing options: 'Expand All', 'Collapse All', 'Clear Grouping', and 'Group Panel'. The list view displays a hierarchy of groups and consultants. The 'Group by' area is currently set to 'Consultant'. The list view shows a hierarchy of groups and consultants. The 'Group by' area is currently set to 'Consultant'. The list view shows a hierarchy of groups and consultants.

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

Add or remove columns from list view

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

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

Column chooser

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

The screenshot shows the 'Contact' list view in the TC Insure-IV Suite. A 'Column Chooser' popup window is open at the bottom right of the list view. The popup window shows a list of columns that can be added to the list view, including 'Additional Contact Number', 'Additional Email', 'App Settings', and 'Base Information Object Type'. The list view displays a table of contacts with columns: Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Group, Primary Record, Open Tasks, and Consultant.

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



Short Term

Together with the Financial- and Collection module, the Short Term module forms an integrated Policy Administration solution that can be used by the Short Term Broker, Administration House and Underwriter for both Personal- and Commercial Products.

The Short Term module can be used on 3 different levels:

- Tier 1 - Only attach policy schedule without capturing risks whilst still managing Claims
- Tier 2 - Capture risks per policy and manage claims per risk
- Tier 3 - Capture risks per policy, manage claims per risk as well as collection of premiums

You will find the Short Term icon on the navigation pane:

	Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Record	Open Tasks	Consultant
	van Deventer Maxine van Deventer (M.)	Administrator			N/A	N/A			Insurance Companies	☐	0	
	First Technologies	Attorney			N/A	N/A			Global Group	☐	0	
	Futurum Financial Group (PTY)	Brokerage			N/A	N/A		English	Root	☐	0	
	Company 1	Brokerage		123456	N/A	N/A	company1@gmail.com		Insurance Companies	☐	0	
	Casey Terence (T P)	Client		6309215794180	(011) 4754099	0829338525	tpcasey@iafrica.com	English	First Company Group	☒	2	
	Appelgryn Aletha (A J)	Client		4908290088087	N/A	0833831957	alet.appelgryn@astrazeneca.com	English	First Company Group	☒	0	
	Claassen Hanlie (H)	Client		6112270150086	(012) 3452817	0824698848	gert.claassen@standardbank.co.za	Afrikaans	ABC Group Clients	☒	0	
	Peacock Larry (L L)	Client		6308235102085		0833265450	larryp@nedcor.co.za or llp42@mweb.co.za	English	ABC Group Clients	☒	0	
	Van Den Berg Petronella (PJS)	Client		8001240153080	(011) 6608820	0798753575	petrovdberg@hotmail.com	Afrikaans	ABC Group Clients	☒	0	
	van Schalkovik Leon (L)	Client		7101305154089	(082) 2681931	N/A	leon@scribes.co.za	English	ABC Group Clients	☒	2	
	Schoeman Sandra Joan (SS)	Client		5209160147189		0833077160	rhinosales@rhinofficefurniture.co.za	English	ABC Group Clients	☒	0	
	Armstrong Samantha (S)	Client		6905310151083	(011) 4321665	0836426085	s.sammyra@gmail.com	English	ABC Group Clients	☒	4	
	A Swanepoel	Client			N/A	0834472420	firesky@xnets.co.za	English	First Company	☒	0	

In order to start administering any short term policy, the following details need to be setup by your system Administrator:

- Short Term Product
- Payment Frequency
- Area List
- Claim Categories
- Cause for claims
- Claims estimate categories
- Claims status
- Recovery

The level of information created on a short term product will determine the [Tier](#) (as mentioned above) for capturing a short term policy.

All sections, risk types, sasria tables, discounts, fees etc. relating to the product are determined and setup by your System Administrator.



New Short Term Policy

A new short term policy can be created from 2 different places:

- Short term policy list view, or

Short Term Policy

Person / Teessen Pieter (P.) () / Strydom Jannie (J.) () / Contact / Short Term Policy

Drag a column header here to group by that column

	Owner	Intermediary	Product	Contract Number	Inception Date	Status	Premium Ex Vat	Vat	Premium	Fees
	Business 1	ABC Brokers	Santam Commercial	ST34534534	2011-05-10	Active	R 2 017.54	R 282.46	R 2 300.00	R 782 000
	Strydom Johan (J.)	ABC Brokers	Auto & General Personal Policy (Tier 1)	ASDE3323423	2011-06-10	Active	R 1 096.49	R 153.51	R 1 250.00	R 15
	Teessen Pieter (P.)	ABC Brokers	Transito	DD34534	2011-09-07	Active	R 653.99	R 91.56	R 745.55	R 0
	Botha Johann (J.M.)	ABC Brokers	Santam Multirisk (Tier 3)	SS33453356	2011-03-01	Active	R 1 449.00	R	R 1 651.96	R 83

- From a client's profile

Person - Strydom Jannie (J.) ()

Teessen Pieter (P.) () / Contact / Short Term Policy / Person / Strydom Jannie (J.) ()

Save Save and Close Save and New Cancel

Details Office Additional Contact Information

Displayname: Strydom Jannie (J.)

Surname: Strydom

First Name: Jannie

Second Name:

Call Name: Jannie

Assurance Policy

Commission Contract

Credit Life Policy

Funeral Group Policy

Funeral Policy

Investment

Medical Aid Policy

Short Term Policy

Bank Accounts Relationships Contracts Contract Roles Notes Documents SMS Email Questionnaires Property sheets

New Link Unlink Delete Edit Client Portal Export to

Product Provider Name	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant
Auto & General	Short Term Policy	AG4234234	2011-01-01	R 0.00	R 462.00	Active	Teessen Pieter (P.)
Santam (Pty) Ltd	Short Term Policy	SD234234	2011-01-12	R 0.00	R 462.00	Active	Teessen Pieter (P.)

There are various tabs where specific information pertaining to this policy is contained. The level of required information is determined by the setup of the specific product selected.



Short Term Policy

General Information

Owner: N/A

Product: N/A

Policy Number: Reference Number:

Insured:

Inception Date: Anniversary Month: January

Contribution Frequency: Monthly Policy Renewal Date: 2018-01-01

Status: N/A Premium Status: N/A

Intermediary: N/A Consultant:

Address Information

Risk Address: N/A

Postal Address: N/A

Area: N/A

Premium Summary

Premium: 0

Vat: 0

Premium (Excl. vat): 0

Fees (Ind. vat): 0

SASRIA (Ind. vat): 0

Total Premium: 0

Commissionable

Commission: 0

Account Information

Payment Type: Premium collected by Insurer

Bank Account: N/A

Invoice To: N/A

Debit Order Account: N/A

Account Balance: Journal Balance:

The new policy detail view (Short Term Policy tab) is divided into 4 sections:

Short Term Policy

General Information **1.**

Premium Summary **2.**

Address Information **3.**

Account Information **4.**

1. General Information

Fieldname	Description	Required
Owner	Select the owner of this policy from the drop-down menu as captured or create a new record	✓
Product	Select relevant Product from drop-down menu	✓
Policy Number	Capture the unique policy number	✓
Reference Number	You may select to have a reference number in addition to the policy number.	
Insured	Insured field will default to the display name as selected on Owner field but may be changed as this is a free capture field.	✓
Inception date	Inception date of policy	✓
Contribution Frequency	Select frequency from drop-down menu	✓
Status	Select policy status from drop-down menu	✓
Intermediary	Select intermediary from drop-down menu	✓



Anniversary month	Anniversary month will pre-populate from information provided on inception date and payment frequency. You can select a different anniversary month.	✓
Policy Renewal Date	Policy renewal date will pre-populate from information provided on inception date and payment frequency.	✓
Premium status	Select premium status from drop-down menu.	✓
Consultant	Select consultant from drop-down menu or create new.	

2. Premium Summary

These fields are automatically updated when risks are being captured on a Tier 2 or 3 Product and cannot be edited. You will be able to capture and edit a premium on a Tier 1 product.

Please note that [Fees](#) must be specified on the Product for all Tier's and be captured on the Policy Fee tab.

You will notice that some fields are greyed out and referred to as application calculated fields, e.g., VAT. These field values are automatically calculated.

3. Address Information

Select address details, as captured in Client Contact, from drop-down menu.

4. Account Information

- Payment type defines the amount of detail required:
 - Premium collected by Insurer and Cash – no premiums are collected thus all other fields will be greyed out as they are not needed
 - Invoice does not require banking details but do require a Debit Order Account
 - Debit order – premiums are collected and banking details as well as Debit order account details are required.
- Invoice To: Select the client record who will be responsible for paying the premium
- Debit Order Account: Refer to Create new [Debit Order Account](#).

Policy Fees

Select the relevant policy fee as setup by your System Administrator:

Policy Fee

Fee Type:* Broker Fee

Is Cost: Cost

Fee Value: 300

Fee (Ex Vat): 263.16

VAT: 36.84

Total Fee : 300

OK Cancel



Location

Select the address details captured on Client Contact detail view:

Location

Description:

Address:

N/A

Area:

N/A

Roof Construction:*

N/A

Wall Construction:*

N/A

OK

Cancel

Policy Wording

Additional underwriting criteria can be added to this policy which will print on the policy schedule.

Risks

All risks captured on this policy will be displayed in this List view:

New

Validate

Apply Formula

Client Portal

Change Policy Owner

Reinstate Policy

Cancel Policy

Re-Calculate

Refresh

Show in Report

Short Term Policy - Botha Johann (J M) (Santam (Pty) Ltd - SS33453256)

Person / Stridom Jannie (J.) () / Business 1 (Santam (Pty) Ltd - ...)

Short Term Policy / Botha Johann (J M) (Santam (Pt...

Save

Save and Close

Save and New

Cancel

Short Term Policy

Policy Fees

Locations

Policy Wording

Risks

Claims

Linked Policies

Contract Roles

Commission

Tasks

Documents

Notes

Questionnaires

History

Delete

Edit

Authorize Changes

Undo Risk Changes

Cancel Risk

Re-Calculate

Export to

Filter All Risks

Section

Product Risk Type

		Item Seq No	Item Description	Reference	External Reference	Inception Date	Cancel Date	Extension Count	Accessory Amount	Total Insured Amount	Total Extensions	Total Premium	Total SASRIA	Total Commission
Section: Motorcycle (Count=1)														
Product Risk Type: Motorbike (Count=1)														
		0	Xplode 125 Motorbike	CF 123456		0	2012-05-01		0	R 0.00	R 15 000.00	R 0.00	R 92.40	R 0.00
Section: Motor (Personal) (Count=1)														
Product Risk Type: Motorcar (Count=1)														
		0	Colt Rodeo - SSD332GP	SSD332GP		0	2011-02-01		1	R 0.00	R 11 999.00	R 10.00	R 475.21	R 0.00
Section: Householders (Count=2)														
Product Risk Type: Householders Primary; (secondary) (Count=1)														
		0	Main Residence	Double Storey Dwelling		0	2011-02-01		1	R 0.00	R 1 500 000.00	R 23.00	R 882.00	R 0.00
Product Risk Type: Householders Other (Count=1)														
		0	Outside Buildings	Private Dwelling		0	2012-04-01		1	R 0.00	R 120 000.00	R 0.00	R 78.79	R 0.00
Section: Caravan / Trailer (Count=1)														
Product Risk Type: Caravan (Count=1)														

Capturing a new Risk

Once you have captured all client details and saved your record, you will notice an additional button on the action bar for 'New Risk' provided that the product selected was setup as [Tier 2 or 3](#) as mentioned above.



The screenshot shows the 'New Risk' dropdown menu with options: All Risks, Building, Motor (Personal), Extended Personal Legal Liability, and Caravan / Trailer. The 'General Information' tab is active, displaying fields for Owner, Product, Policy Number, Inception Date, Contribution Frequency, Status, Intermediary, Address Information, Premium Summary, Account Information, and Reference Number.

The drop-down menu for 'New Risk' will show all the relevant Sections and Risk Types which were created during the Product setup process. Select the risk type you need to capture. Each risk type detail view looks different as defined in the product setup.

Each risk detail view has the following standard fields:

1. General Information

Fieldname	Description	Required
Item definition	This drop-down will be available if set up in the Product	
Item Description	Description of your risk item	✓
Inception Date	Date of inception of risk	✓
Insured Amount	Insured amount of risk	
Accessory Amount	If defined on risk type	
Total Insured Amount	Automated calculation of Insured amount plus accessory amount	
External Reference	This field may be used to capture the item number as specified on the Insurer's policy document	
Effective Date	Effective Date will default to Inception date but can be changed	✓
Premium	Risk premium	✓
Premium Discount	Discount when applicable	

2. Location Information

Location information tab will be active if 'Specify Risk Location' was selected when the Product information was created.

Once selected, all risk addresses captured within your Client details, will reflect on the drop-down list.

The screenshot shows the 'Building - Building Other-' risk detail view with the 'Location Information' tab active. A 'Risk Location' dialog box is open, showing fields for Location, Location Description, Roof Construction, Wall Construction, and Area. The 'Location' field is highlighted with a red box and a red arrow.



3. Underwriting Criteria

You can free type any underwriting criteria pertaining to this specific risk.

4. Extensions

All extensions created during product setup will now be available for selection via drop-down menu:

The screenshot shows the 'Building - Building Other-' form with the 'Extensions' tab selected. A red arrow points to the 'New' button in the 'Extensions' tab. The 'Risk Extension' dialog box is open, showing fields for Extension, Linked Date, Last Day, Reference, Cover, Premium, SASRIA, Excess, Excess Percentage, Additional Info Display, Additional Info Text, and Additional Info List. The 'Sum=R 0.00' is displayed on the right.

5. Security List

All Risk security items created during Product setup will be available for selection via drop-down menu:

The screenshot shows the 'Motor - Motorcar-' form with the 'Security List' tab selected. A red arrow points to the 'New' button in the 'Security List' tab. The 'Risk Security List' dialog box is open, showing fields for Security List, Additional Info Display, Additional Info Text, and Additional Info List. The 'Addl Info Display Translation 1' and 'Addl Info Display Translation 2' fields are also visible.

6. Re-Insurance

When a portion of the insured amount is re-insured elsewhere, e.g., Sport motors will be insured up to a certain maximum amount at a local Insurance company and the remainder with Lloyds of London.



Motor - Motorcar-

Task Dashboard / Short Term Policy / Teessen Pieter (P.) (CIB - CS2...) / Motorcar-

Save Save and Close Cancel

General Information Motor Underwriting Criteria Extensions Accessories Security List **Re-Insurance** Properties Item History

Re-Insurance Information

Re Insurer: N/A

Re Insurance Date:*

Re Insurance Percentage: 0

Insured Amount:*

Re-Insured Amount: 0

Save Save and Close Cancel

7. Properties

Properties field allows you to capture additional information which is not standard to the application.

Property categories need to be set up in the Administration module by the System Administrator.

8. Item History

This tab shows a summary of movement on this risk and contains information on how the premium is structured.

Item history will only be visible if 'Enable Collections' was selected on the product setup.

Personal Legal Liability-Personal Legal Liability - Personal Legal Liability

General Information Underwriting Criteria Excess Information Re-Insurance Properties **Item History**

Export to Filter All Items

Period	Period Raised	Effective Date	Inception Date	Cancel Date	Total Insured Amount	SASRIA	Total Premium	Commission	Is Pro Rata	History Type	Total Extensions VAT	Total Commission	Gross Premium	History Payment Type	Updated By	Last Update
201 906	0	2019-06-01	2019-06-01		R 1 500 000.00	R 0.00	R 35.00	R 0.00		Current	R 0.00	R 0.00	R 35.00	Current	ElsabelV	2019-06-10
201 906	0	2019-06-01	2019-06-01		R 1 500 000.00	R 0.00	R 35.00	R 0.00		Prorata initial	R 0.00	R 0.00	R 35.00	None	ElsabelV	2019-06-10

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

Claims

All claims related to this policy will be summarized on this tab:

Short Term Policy - Van Der Merwe Elsabe (E.) (Santam (Pty) Ltd - 20171106)

Task Dashboard / Teessen Pieter (P.) (CIB - CS2...) / Claim / Short Term Policy / Van Der Merwe Elsabe (E.) (San...

Save Save and Close Save and New Cancel

Short Term Policy Policy Fees Locations Policy Wording Risks **Claims** Linked Policies Contract Roles Commission Tasks Documents No

New Delete Edit Show in Report Export to Filter All Claims

Claim No	Insurer Claim No	Date Of Loss	Date Reported	Reported By	Category	Cause For Claim	Claim Status	Finalised Date	Recovery	Assessor Name	Consultant
20171104	5986	01 November 2017 12:00 AM	2017-11-01	Insured	Glass Damage	Accidental Damage	Processing				

Count=1

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

Save Save and Close Save and New Cancel

You can also register a new claim directly from here.

Registering a new claim

You can also register a claim directly from the navigation pane:



Claim
Task Dashboard / Teessen Pieter (P.) (CIB - CS2...) / Short Term Policy / Van Der Merwe Elsabe (E.) (San...) / Claim

Drag a column header here to group by that column

	Claim No	Displayname	Insurer Claim No	Date Of Loss	Date Reported	Reported By	Category	Cause For Claim	Claim Status	Finalised Date	Recovery	Assessor Name	Consultant
		Botha Johann (J W)		2012-03-07	2012-05-08	Pieter	Vehicle Damage	Motor vehicle accident	Reported				
	20171104	Van Der Merwe Elsabe (E.)	5986	2017-11-01	2017-11-01	Insured	Glass Damage	Accidental Damage	Processing				
	00001	Strydom Jannie (J.)		2011-03-01	2011-03-03	Jaco	Vehicle Damage	Accidental Damage	Reported		No Recovery	Appelgryn Aletha (A J)	
	00001	Strydom Jannie (J.)		2011-03-01	2011-03-03	Jaco	Vehicle Damage	Accidental Damage	Reported		No Recovery	Appelgryn Aletha (A J)	

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

The claims list view gives you a summary of all claims registered in the application.

When selecting to register a Claim from the Navigation pane you need to search and select the relevant policy. When registering a claim directly from the policy, the policy details are already selected.

Select New from either the Navigation pane or policy action bar:

Claim Detail

Claim
Department Contact / Person / Vermaak Elsabe (E.) (CL2355436...) / Claim / Claim

Save Save and Close Save and New Cancel

Claim Detail Description Of Event Additional Detail Tasks Notes Documents Questionnaires Property Sheet History

General Information

Policy:* N/A

Claim No:* Insurer Claim No:

Date Of Loss:* Date Reported:* 2020-06-23 Reported By:

Claim Status:* Registered Reason:* N/A

Category:* N/A Cause For Claim:* N/A

Finalised Date:* Catastrophe

Claim Report Information

Administrator: N/A

Consultant: N/A

Recovery: N/A

Total Estimate: R 0.00

Policy Premium: R 0.00

Claim Account: N/A

Balance: Journal Balance:

General Information

Fieldname	Description	Required
Policy	Select policy relevant to this claim	✓
Claim No	Application automated number	✓
Insurer Claim No	Capture claim number as provided by Insurer for ease of reference	
Date of Loss	Select date of loss	✓
Date Reported	Select date reported	
Reported By	Capture details of person who reported the claim	
Claim status	Select claim status from drop-down menu	✓
Reason	Select status reason form drop-down menu if applicable	
Category	Select relevant claim category	✓
Cause for Claim	Select cause of claim from drop-down menu	✓
Finalise date	Capture finalise date when claim is finalized	
Catastrophe	Select if applicable	



Claim Report Information

Fieldname	Description	Required
Administrator	Select Claims Administrator from drop-down menu	
Consultant	Select Policy Consultant from drop-down menu	
Category	Select relevant claims category from drop-down menu	
Recovery	Select type of recovery from drop-down menu	
Total Estimate	Estimate amount will auto populate from Risk sum insured	
Policy Premium	Premium will auto populate	
Claim Account	Create claim account to manage payments on this claim	
Balance	Balance will auto populate from claim account	
Journal Balance	Journal balance will auto populate from claim account	

Description of event

Free text field to describe the event.

Additional Detail

You can capture more detail regarding the claim:

- Claimant
 - Record must be linked to policy on Contract Role to be selected on claim when applicable
- Third party information
 - Free text field
- Assessor Information
 - Assessor does not have to be an active record in the application. You can capture the Assessor detail.
- Police report information:
 - Police reference no
 - Date of report
 - Station address

Save your claim after you have captured all relevant detail to link the specific Risk Item.

Claim Items

All Risk items captured on this relevant policy will now be available for selection on the Risk drop-down menu.

The description field is available to capture your risk item on Tier 1 policies where no risks were captured on policy level.



Claim Item

Claim Item Address Details Item History

Risk:* N/A

Extension: N/A

Claim Status:* Main Residence

Supplier: N/A

Insured Amount:* 0

Claim Amount: 0

Total Excess: 0

Description:

Estimates

New Delete Edit Export to

Claim Estimate Type	Estimate	Actual	Variance	Date Paid
No data to display				
Count=0	Sum=R 0.00	Sum=R 0.00	Sum=R 0.00	

OK Cancel

After selecting the relevant Risk, the Insured Amount and Total excess amount will be auto populated, provided this information was captured on the policy.

On Tier 1 policies this information can be captured manually.

Colt Rodeo - SSD332GP - Claim Item

Claim Item Address Details Item History

Risk:* Colt Rodeo - SSD332GP

Extension: N/A

Claim Status:* Reported

Supplier: N/A

Insured Amount:* 11999.0000

Claim Amount: 0

Total Excess: 1500

Description:

Estimates

New Delete Edit Export to

Claim Estimate Type	Estimate	Actual	Variance	Date Paid
No data to display				
Count=0	Sum=R 0.00	Sum=R 0.00	Sum=R 0.00	

OK Cancel

Claim Amount will also auto populate once you have entered the damage estimate.

After you have entered all relevant detail of the risk you need to capture an estimate for the damage:



Claim Estimate Type	Estimate	Actual	Variance	Date Paid
No data to display				
Count=0	Sum=R 0.00	Sum=R 0.00	Sum=R 0.00	

Select New estimate:

Claim Estimate Type: N/A

Estimate: 0

Actual: 0

Variance: 0

Date Paid:

Select estimate type from drop-down menu and enter the estimate amount.

Notice that the Claim Amount on the Claim Item detail view has now been populated:

Risk: Colt Rodeo - SSD332GP

Extension: N/A

Claim Status: Reported

Supplier: N/A

Description: Damage of vehicle

Insured Amount: 120000.0000

Claim Amount: 75000.0000

Total Excess: 0

Claim Estimate Type	Estimate	Actual	Variance	Date Paid
Own Damage	R 75 000.00	R 0.00	R 75 000.00	
Count=1	Sum=R 75 000.00	Sum=R 0.00	Sum=R 75 000.00	

Tasks

You can create and manage claims tasks directly from the claims detail view.



These tasks will also be visible on your dashboard as well as on the client view.

Note that the Contract on Task now refers to the claim and not the policy and will therefore not be visible on the Short Term Policy Task tab:

Linked Policies

Linked policies allow one to build a profile for an owner based on other policies. Typically used to link a Company's Commercial Policy with the Owner's Personal policy.

These policies will be linked automatically when the Relationship between parties has been set up.

Owner	Intermediary	Product	Contract Number	Inception Date	Status	Premium Ex Vat	Vat	Premium	Fees	Total Premium	Commission	Open Tasks
Nel Elna (J.E.)	BBC Fin Services (Pty) Ltd	Santam Limited	100619	2019-06-01	In Progress	R 312.14	R 46.82	R 358.96	R 50.00	R 408.96	R 0.00	1
Nel Elna (J.E.)	BBC Fin Services (Pty) Ltd	Santam Limited	100619AA	2019-06-01	Cancelled	R 0.00	R 0.00	R 0.00	R 0.00	R 0.00	R 0.00	0

Contract Roles

[Contract roles](#) manage the relationship of a contact with its contracts.

Please refer to this section in Contact Management.



Commission

All commission received for this policy/contract will be read only (cannot edit - depending on your application permission).

Fieldname	Description
Contribution	Contribution as captured on policy will auto populate this field
Annual Escalation	Auto populate when captured where applicable
Use Template	For Commission Administrator use only
Template	Determines commission split between parties. For use of Commission Administrator only
Comment	Any comments generated when commission is processed
Expected Commission	Expected commission as determined by Tier 3 policy captured
Current Commission	Displays last commission received as per Last statement date
Total Commission	Calculates all commission processed since inception
Last Statement date	Date when last commission was received
Commissions tab	Displays different commission agreements when applicable. For Commission Administrator use only
Statement Details tab	Shows individual commission transactions as and when received

Tasks

Summary of all tasks related to this policy.

Please refer to [Task Management](#) on how to create and manage tasks.

Documents

Use the Documents tab to add a new document onto the application.

Please refer to the [Documents](#) section on how to add or create a new document.

Questionnaires

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

History

Track changes to short term premium and commission on history tab.



Short Term Policy - Vermaak Elsabe (E.) (AIG Insurance - AIG1006)

Task Dashboard / Nel Elna (J.E.) (Santam Insura... / Short Term Policy / Vermaak Elsabe (E.) (AIG Insur...

Policy Fees | Policy Wording | Claims | Linked Policies | Contract Roles | Commission | Tasks | Documents | Notes | Questionnaires | **History**

Export to

Log Date	User Name	Status	Contract Value	Contract Premium	Contract Commission
10 June 2019 03:01 PM	ElsabeV	In Progress	R 0.00	R 50.00	R 15.00
10 June 2019 03:00 PM	ElsabeV	In Progress	R 0.00	R 50.00	R 15.00
10 June 2019 03:00 PM	ElsabeV	In Progress	R 0.00	R 50.00	R 15.00
10 June 2019 02:54 PM	ElsabeV	In Progress	R 0.00	R 50.00	R 15.00
10 June 2019 02:52 PM	ElsabeV	In Progress	R 0.00	R 0.00	R 0.00

Page 1 of 1 (5 items) Page size: 20

Note the completely different action bar pertaining to short term insurance. These buttons allow you to manage your policy more efficiently:

Quick create | Test to search...

New | Delete | Edit | Apply Formula | Client Portal | Authorize Changes | Change Policy Owner | Reinstate Policy | Undo Policy Changes | Cancel Policy | Re-Calculate | Refresh | Export to | Show in Report | Filter AllPolicies

Short Term Policy

Task Dashboard / Van Der Merwe Elsabe (E.) (Santam / Motorcar-Citroen C2 / Teessen Pieter (P.) (CIB - CS2... / Short Term Policy

Drag a column header here to group by that column

Owner	Intermediary	Product	Contract Number	Inception Date	Status	Premium Ex Vat	Vat	Premium	Fees	Total Premium	Commission
Business 1	ABC Brokers	Santam Commercial	ST34534534	2011-05-10	Active	R 2 017.54	R 282.46	R 2 300.00	R 782 000.00	784 300.00	R 340.00

Authorizing changes

Only available when 'Enable Collections on Product' was selected.

When capturing risks, you will notice that the items captured are displayed in *blue italic font*.

Clone... | Delete | Edit | Apply Formula | **Authorize Changes** | Change Policy Owner | Reinstate Policy | Undo Policy Changes | Cancel Policy | Automated Process | Re-Calculate | Refresh | Export to | Show in Report

Short Term Policy

TC-EX0201803-1 / Short Term Product / A & G Commercial / 22nd On North Guest House (Aut... / Short Term Policy

Drag a column header here to group by that column

Owner	Intermediary	Product	Product Provider	Contract Number	Anniversary Month	Inception Date	Status	Fees	Commission	Total Pre
<i>22nd On North Guest House</i>	<i>BBC Fin Services (Pty) Ltd</i>	<i>A & G Commercial</i>	<i>Auto and General</i>	<i>TC-SYS201708-31</i>	<i>August</i>	<i>2017-08-29</i>	<i>Active</i>	<i>R 0.00</i>	<i>R 0.00</i>	
22nd On North Guest House	BBC Fin Services (Pty) Ltd	A & G Commercial	Auto and General	test2	August	2016-08-31	Active	R 0.00	R 0.00	
JADA N (N)	MieMie Insurance Administrators	A & G Commercial	Auto and General	806031928	October	2012-10-08	Imported	R 0.00	R 0.00	
24/7 TAXI SERVICES	BBC Fin Services (Pty) Ltd	A & G Commercial	Auto and General	fsa	October	2016-10-26	Active	R 0.00	R 0.00	
Malan Francois (F.)	BBC Fin Services (Pty) Ltd	A & G Commercial	Auto and General	123FJM456	November	2015-11-01	Active	R 0.00	R 0.00	
24/7 TAXI SERVICES	BBC Fin Services (Pty) Ltd	A & G Commercial	Auto and General	TW0241	October	2016-10-26	Active	R 0.49	R 0.00	
22nd On North Guest House	BBC Fin Services (Pty) Ltd	A & G Commercial	Auto and General	1995/10/25	October	2016-10-25	Re-Instated	R 19.00	R 0.00	

This highlights that this specific risk has been changed or newly added to the policy; thus, a change in the Policy premium may be possible.

The policy itself on the Short Term Policy detail view will also be colour coded in blue italic font.

The purpose of the blue italic colour coding is to highlight all changes that have been made to a policy or risk and is a temporary state. You can still change or rectify any information on this item before it is finally authorized. Any further changes will then be calculated in the Item History field.

It is important to note that a policy in the temporary blue italic state will not be considered during the month-end process. Ensure that all changes have been authorized.



Undo Policy or Risk Changes

Any policy or risk change can be undone whilst in the unapproved (blue italicic) state:

The screenshot shows the 'Short Term Policy - 22Nd On North Guest House (Auto and General - TC-SYS201708-31)' interface. The top menu bar includes buttons for 'New', 'Clone...', 'Validate', 'Apply Formula', 'Authorize Changes', 'Change Policy Owner', 'Reinstate Policy', 'Undo Policy Changes' (highlighted with a red box), 'Cancel Policy', 'Automated Process', 'Re-Calculate', 'Refresh', and 'Show in Report'. Below the menu bar, the 'Undo Risk Changes' button is also highlighted with a red box. The main table displays policy details for 'Passenger Liability' with a total insured amount of R 5 000.00 and a total premium of R 175.00.

Item Seq No	Product Risk Type	Section	Item Description	Reference	External Reference	Inception Date	Cancel Date	Extension Count	Accessory Amount	Total Insured Amount	Total Extensions	Total Premium	Total SASRIA	Total Commission
1	Passenger - Max R40 000 / event	Passenger Accident	Passenger Liability			0 2017-09-01		0	R 0.00	R 5 000.00	R 0.00	R 175.00	R 0.00	R 0.00
Count=1										Sum=R 5 000.00	Sum=R 175.00			

Please be attentive NOT to use the Undo Policy changes action button when only one risk change needs to be undone.

Cancelling a Policy or Risk Item

On both the Risk Item- and Policy Action Bar you will find either the Cancel Risk- or Cancel Policy icon.

Please take note of the 2 different action bars:

The screenshot shows the 'Short Term Policy - Nel Elna (J.E.) (Santam Insurance Company - 100619)' interface. The top menu bar includes buttons for 'New', 'Edit', 'Apply Formula', 'Authorize Changes', 'Change Policy Owner', 'Reinstate Policy', 'Undo Policy Changes', 'Cancel Policy' (highlighted with a red box), 'Automated Process', 'Re-Calculate', 'Refresh', and 'Show in Report'. Below the menu bar, the 'Cancel Risk' button is also highlighted with a red box. The main table displays policy details for 'House Contents' with a total insured amount of R 180 000.00 and a total premium of R 358.96.

Item Seq No	Item Description	Reference	External Reference	Inception Date	Cancel Date	Extension Count	Accessory Amount	Total Insured Amount	Total Extensions	Total Premium	Total SASRIA	Total Commission
1	Contents			0 2019-06-01		0	R 0.00	R 180 000.00	R 0.00	R 358.96	R 90.00	R 0.00
Sum=R 180 000.00										Sum=R 358.96		

Cancel a Risk Item

When cancelling a risk item, a pro-rata premium will be calculated from effective date to cancellation date and will be considered on your next month-end.



Short Term Policy - Van Der Merwe Elsabe (E.) (Santam (Pty) Ltd - 20171106)

Motorcar-Citroen C2 / Teessen Pieter (P.) (CIB - CS2... / Business 1 (Santam (Pty) Ltd - ... / Short Term Policy / Van Der Merwe Elsabe (E.) (San...

Save Save and Close Save

Short Term Policy Policy Fees Locations Policy Wording Risks Claims Linked Policies Contract Roles Commission Tasks Documents Notes

Delete Edit **Cancel Risk** Re-Calculate Export to Filter All Risks

Drag a column header here to group by that column

	Item Seq No	Product Risk Type	Section	Item Description	Reference	External Reference	Inception Date	Cancel Date	Extension Count	Accessory Amount	Total Insured Amount	Total Extensions	Total Premium	Total SASRIA
☒	0	Householders Other	Householders	Building	Private Dwelling	0	2017-11-01		0	R 0.00	R 150 000.00	R 0.00	R 356.85	R 0.00
☐	0	Personal Legal Liability	Personal Legal Liability	Personal Legal Liability		0	2017-11-01		0	R 0.00	R 500 000.00	R 0.00	R 63.25	R 0.00
☐	0	Trailer	Caravan / Trailer	Trailer		0	2017-11-01		0	R 0.00	R 15 000.00	R 0.00	R 56.25	R 0.00
☐	0	Death Plan	Death Benefit Plan	Death		0	2017-11-01		0	R 0.00	R 20 000.00	R 0.00	R 48.25	R 0.00
☐	0	Motorbike	Motorcycle	Honda		0	2017-11-01		0	R 0.00	R 25 000.00	R 0.00	R 365.25	R 0.00
☐	0	Personal Computer Equipment	All Risks	Dell 350	23566874#	0	2017-11-01		0	R 0.00	R 25 000.00	R 0.00	R 263.25	R 0.00
☐	0	Legal Access	Legal Access	Legal Access		0	2017-11-01		0	R 0.00	R 100 000.00	R 0.00	R 56.98	R 0.00
Count=7											Sum=R 835 000.00		Sum=R 1 210.08	

Page 1 of 1 (7 items) 1

Select the cancellation date as well as cancellation reason from the 'Cancel Policy Item Process' detail view:

Cancel Policy Item Process

Cancel Date:* 2017-12-04

Cancel Reason:* N/A

OK Cancel

Note that this item now appears in purple on the Policy detail view.

Cancelling a Policy

Please ensure that all claims are finalized before you cancel a policy.

Premium status should be changed to 'cancelled' before you select to cancel the policy.

The 'Cancel Policy Item Process' detail view will display. Enter the cancellation date and reason.

Please note that a pro-rata calculation on the policy premium will be considered during the next Month-end process.

Reinstate Policy

A policy can be reinstated after cancellation by using the Reinstate Policy icon on the Action Bar.

There are 2 options for Reinstating a policy:

1. Reinstate with new date

Select the tick box on the Reinstatement process wizard:



When selecting to reinstate a policy with a new date, the inception date of that policy will be reset to the date selected.

Only risks where the cancellation date is the same as the policy cancellation date will be reinstated.

Risk Item history will be reset to show the actual entry before cancellation.

Policy status will now display as Reinstated.

2. Reinstatement with original date

When you reinstate the policy from original date, the inception date of the policy and risks will not change.

Only risks where the cancellation date is the same as the policy cancellation date will be reinstated.

Risk Item history will now be reset to show the actual entry before cancellation.

Policy status will now display as Reinstated.

Create History for unpaid periods will be selected if the client has made payment for all the unpaid periods.

The application will now create history entries on Risk Item History to update this policy. All these entries will then display as pro-rata calculations.

Re-Calculate

The Re-Calculate action button will become active if rate maintenance has been setup on the Product to calculate the risk premium according to rates specified.

Month-end Process

While administering your policies, the application keeps a history of all calculations on each risk item to be used for the month-end process for premium collection (provided that the changes have been authorized).

General Information Building Underwriting Criteria Re-Insurance Properties Item History															
Period	Period Raised	Effective Date	Inception Date	Cancel Date	Total Insured Amount	SASRIA	Total Premium	Commission	Is Pro Rata	History Type	Total Extensions VAT	Total Commission	Gross Premium	History Payment Type	Updated By
201 803	201 803	2018-03-01	2018-03-01		R 5 000 000.00	R 1 000.00	R 2 954.28	R 0.00	☒	Prorata Initial	R 0.00	R 0.00	R 2 979.50	Assumed payment	ElsabeV
201 803	0	2018-03-01	2018-03-01		R 5 000 000.00	R 1 000.00	R 2 954.28	R 0.00	☐	Current	R 0.00	R 0.00	R 2 954.28	Current	ElsabeV
201 804	202 005	2018-04-30	2018-03-01		R 5 000 000.00	R 1 000.00	R 2 954.28	R 0.00	☐	Monthly	R 0.00	R 0.00	R 2 954.28	Assumed payment	ShamiehlahJ

The month-end process runs on Short Term Product and all history items of all authorized changes and active policies are being calculated.

Select the Product(s) on which to perform the month-end process and select 'Month End' action:



Short Term Product

Person / Vermaak Elsabe (E.) (012355436...) / Claim / AIG Personal Insurance / Short Term Product

Drag a column header here to group by that column

	Name	Product Provider	Product Type	Minimum Premium	Is Active	Last Month End	Minimum Premium Frequency	Insurer	Area List	External Code
			N/A							
	ABSOLUTE MOTOR UNDERWRITER	Lloyds	Commercial	R 0.00	☒				ABSOLUTE MOTOR UNDERWRITER	
	Admiral Motor / Passenger Liability Policy	Admiral	Commercial	R 0.00	☒				Admiral Motor / Passenger Liability Policy	
	Admiral Motor Policy	Admiral	Commercial	R 0.00	☒				Admiral Motor Policy	
	Agri-Sure	Mutual and Federal	Commercial	R 0.00	☒				Regent Topsurance Policy	
	AIG Personal	AIG Insurance	Personal Lines	R 0.00	☒			AIG Insurance		
☒	AIG Personal Insurance	AIG	Personal Lines	R 350.00	☒	2018-04-30		AIG	South Africa	
☒	Auto & General Personal Policy	Auto & General Insurance	Personal Lines	R 0.00	☒	2018-05-31		Auto & General	Auto & General Personal Policy	
☒	Auto & General Personal Policy	Auto & General	Commercial	R 1 025.00	☒	2018-06-29		Auto & General	A & G Commercial	
☒	Auto Trade Motor policy	Auto Trade Underwriting Managers	Personal Lines	R 250.00	☒	2018-03-31		Auto Trade Underwriting Managers	South Africa	
	Be & Be Sure Hospitality Policy	Be & Be Sure	Commercial	R 0.00	☒				Be & Be Sure Hospitality Policy	

Select the Month end date and Payment frequency of policies on which premium should be calculated. Click on Ok to perform the Month End Calculation Process.

Product Month End Process

Month End Date:

Month End Period:

Contribution Frequency:

OK Cancel

Refresh the Short Term Product screen in order to see the Last Month End date:

Short Term Product

Task Dashboard / Short Term Product

Drag a column header here to group by that column

	Name	Product Provider	Product Type	Minimum Premium	Is Active	Last Month End	Minimum Premium Frequency	Insurer	Area List	External Code
			N/A							
	ABSOLUTE MOTOR UNDERWRITER	Lloyds	Commercial	R 0.00	☒				ABSOLUTE MOTOR UNDERWRITER	
	Admiral Motor / Passenger Liability Policy	Admiral	Commercial	R 0.00	☒				Admiral Motor / Passenger Liability Policy	
	Admiral Motor Policy	Admiral	Commercial	R 0.00	☒				Admiral Motor Policy	
	Agri-Sure	Mutual and Federal	Commercial	R 0.00	☒				Regent Topsurance Policy	
	AIG Personal	AIG Insurance	Personal Lines	R 0.00	☒			AIG Insurance		
	AIG Personal Insurance	AIG	Personal Lines	R 350.00	☒	2018-04-30		AIG	South Africa	
	Auto & General Personal Policy	Auto & General Insurance	Personal Lines	R 0.00	☒	2018-05-31		Auto & General	Auto & General Personal Policy	
	Auto & General Personal Policy	Auto & General	Commercial	R 1 025.00	☒	2018-06-29		Auto & General	A & G Commercial	
	Auto Trade Motor policy	Auto Trade Underwriting Managers	Personal Lines	R 250.00	☒	2018-03-31		Auto Trade Underwriting Managers	South Africa	
	Be & Be Sure Hospitality Policy	Be & Be Sure	Commercial	R 0.00	☒				Be & Be Sure Hospitality Policy	
	CEU	CEU	Commercial	R 0.00	☒	2014-02-28			Wheels Bussure Policy	
	CIA Building Policy	CIA	Commercial	R 0.00	☒				CIA Building Policy	
	Commercial Multi-Mark III Template	Teessen Consulting CC	Commercial	R 0.00	☒					



The next step will be to generate debit transactions.

Process Debit

The Process Debit action will generate a debit transaction for each Policy in the appropriate Journal.

Short Term Product										
Task Dashboard / Short Term Product										
Drag a column header here to group by that column										
	Name	Product Provider	Product Type	Minimum Premium	Is Active	Last Month End	Minimum Premium Frequency	Insurer	Area List	External Code
	ABSOLUTE MOTOR UNDERWRITER	Lloyds	Commercial	R 0.00	☒				ABSOLUTE MOTOR UNDERWRITER	
	Admiral Motor / Passenger Liability Policy	Admiral	Commercial	R 0.00	☒				Admiral Motor / Passenger Liability Policy	
	Admiral Motor Policy	Admiral	Commercial	R 0.00	☒				Admiral Motor Policy	
	Agri-Sure	Mutual and Federal	Commercial	R 0.00	☒				Regent Topsurance Policy	
	AIG Personal	AIG Insurance	Personal Lines	R 0.00	☒			AIG Insurance		
	AIG Personal Insurance	AIG	Personal Lines	R 350.00	☒	2018-04-30		AIG	South Africa	
	Auto & General Personal Policy	Auto & General Insurance	Personal Lines	R 0.00	☒	2018-05-31		Auto & General	Auto & General Personal Policy	
☒	Auto & General Personal Policy	Auto & General	Commercial	R 1 025.00	☒	2018-06-29		Auto & General	A & G Commercial	
	Auto Trade Motor policy	Auto Trade Underwriting Managers	Personal Lines	R 250.00	☒	2018-03-31		Auto Trade Underwriting Managers	South Africa	

You need to ensure that all the relevant journals required for the process have been created. Navigate to the Financials section on the Navigation Pane:

Journal							
Task Dashboard / Short Term Product / Journal							
	Name	Balance	Recurring	Last Processed Date	Last Updated	Updated By	
	Adjustments	R 45 021.56	☐				
	Cash Deposits	R 0.00	☐				
	Claim Allocations	R 50 000.00	☐				
	Claim Payments	R 50 000.00	☐				
	Collection	R 0.00	☐				
	Commission	R 0.00	☐				
	Deposits	R 0.00	☐				
	Month end	R 5 207.53	☐				
	MonthEnd	R 0.00	☐				
	month-end reverse	R 0.00	☐				
	Month-end3	R 0.00	☐				

The purpose of a journal is two-fold:

- it allows you to review all the transactions that need to be raised and to ensure the correct amounts will be raised.
- it allows you to take note of all cash payments during a month or money that needs to be credited to the clients.

Select the relevant Product(s) on which the month-end process was performed. Select Process Debit. The Journal Process Wizard will appear. Complete the relevant information as per below example:



Journal Process

General

Journal:* Month end

Journal Balance: R 5 207.53

Transaction Date:* 2020-06-23

Description:* June 2020

Reference:

To

Transaction Type:* Debit Order

OK Cancel

Review and post Journal Entries

Browse to Financials and open the relevant Journal to review the entries:

All premiums to be collected will now reflect within the 'Collections' Journal:

Journal - Month end

Task Dashboard / Short Term Product / Journal / Month end

Name: Month end

Balance: R 5 207.53

Last Processed Date:

Recurring

Export to

Transaction Date	Account	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Total	Posted
2020-05-20	Van Der Merwe Celeste (C) (ACC-EVX201803-6)	Debit Order	ATG0316	Premium Collection April 2018	R 2 954.28	R 0.00	VAT	☒	R-385.34	R 2 954.28	☐
2020-05-20	Abdulla Joe (J.) (ACC-EVX201803-1)	Debit Order	ATG201801	Premium Collection April 2018	R 2 253.25	R 0.00	VAT	☒	R-293.90	R 2 253.25	☐
Count=2					Sum=R 5 207.53	Sum=R 0.00			Sum=R-679.24	Sum=R 5 207.53	

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

You can open any of the entries to view the details. The entry information was collected from the Item History as referred to in 'Month-end process.'

Premium Collection April 2018 - Journal Transaction

Detail Source

Export to

Source Type	Description	Period	Amount	VAT	Total Premium	Amount Excl VAT	Date Raised	Transaction	Period Raised	Period Paid
Risk	Building - Building - Building (Monthly)	201 804	R 1 954.28	R 240.00	R 2 954.28	R 1 714.28	2020-05-20		202 005	0

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

If and when a premium was incorrectly calculated, you can delete the particular journal entry, make the necessary changes to the relevant policy and redo the process starting from Month-end Calculation. You will then add this corrected entry to the Journal.



Take note: DO NOT delete the Journal; only the specific journal entry:

Journal - Month end

Task Dashboard / Journal - Month end

Save Save and Close Save and New Cancel

Name: * Month end Recurring

Balance: R 5 207.53 Last Processed Date:

New Delete Edit Export to

Transaction Date	Account	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Total	Posted
2020-05-20	Van Der Merwe Celeste (C) (ACC- EVX201803-6)	Debit Order	AIG0316	Premium Collection April 2018	R 2 954.28	R 0.00	VAT			R-385.34	R 2 954.28
2020-05-20	Abdulla Joe (J.) (ACC- EVX201803-1)	Debit Order	AIG201801	Premium Collection April 2018	R 2 253.25	R 0.00	VAT			R-293.90	R 2 253.25
Count=2					Sum=R 5 207.53	Sum=R 0.00				Sum=R-679.24	Sum=R 5 207.53

When you are satisfied that all the Journal entries are correct, you can continue to post the Journal.

Posting the journal entries will create the actual debit transactions on each client's account and will clear the transaction entries from the journal. The Journal balance will change to R 0.00

Journal - Month end

Task Dashboard / Short Term Product / Journal / Month end

Save Save and Close Save and New Cancel

Name: * Month end Recurring

Balance: R 5 207.53 Last Processed Date:

New Delete Edit Export to

Transaction Date	Account	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Total	Posted
2020-05-20	Van Der Merwe Celeste (C) (ACC- EVX201803-6)	Debit Order	AIG0316	Premium Collection April 2018	R 2 954.28	R 0.00	VAT			R-385.34	R 2 954.28
2020-05-20	Abdulla Joe (J.) (ACC- EVX201803-1)	Debit Order	AIG201801	Premium Collection April 2018	R 2 253.25	R 0.00	VAT			R-293.90	R 2 253.25
Count=2					Sum=R 5 207.53	Sum=R 0.00				Sum=R-679.24	Sum=R 5 207.53

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

Refer to the [Financials](#) module for Debit Order Collections

Account

Task Dashboard / Short Term Product / Journal / Month end / Account

Drag a column header here to group by that column

Owner	Account Number	Account Type	Journal Balance	Debit Order Amount	Balance	Proof Required	Collection Day	Is Active	Reference
van der merwe									
Van Der Merwe Estelanie (E)	35007/00616	Debit Order	R 0.00	R-2 227.85	R-2 227.85		7		LOA106/755
Van Der Merwe Elizabeth (E Z)	30100/00223	Debit Order	R 0.00	R-22 651.95	R-22 651.95		1		LOA007/667
Van Der Merwe Celeste (C)	ACC- EVX201803-6	Debit Order	R 2 954.28	R 0.00	R 0.00		1		AIG0316
VAN DER MERWE BELINDA (B)	35007/00674	Debit Order	R 0.00	R 4.03	R 4.03		1		LOA212/850
			Sum=R 2 954.28		Sum=R-24 875.77				



Account - Van Der Merwe Celeste (C) (ACC-EVX201803-6)

[Short Term Product](#) / [Month end](#) / [Account](#) / [Journal](#) / [Van Der Merwe Celeste \(C\) \(ACC....](#)

Account Number: ACC-EVX201803-6

Owner: [Van Der Merwe Celeste \(C\)](#)

Account Type: [Debit Order](#)

Bank Account: [Standard Bank, Cheque Account, 070230684, Van Der Merwe C](#)

Email:

Vat Number:

☒ Is Active

☐ Proof Required

Collection Day: 1

Reference: AIG0316

Journal Balance: R 0.00

Balance: R 2 954.28

Debit Order Amount: R 2 954.28

Transactions

Journal Transactions

Contracts

Reconcile Transaction

Reverse Transaction

Export to

	Transaction Date	Reference	Transaction Type	Description	Debit Amount	Credit Amount	Amount Include VAT	VAT Type	VAT	Total	Reconciled
								N/A			
☐	2018-03-31	AIG0316	Debit Order Payment	March 2018 Payment	R 0.00	R 2 979.28	☒	VAT	R 365.88	R-2 979.28	☒
☐	2018-03-31	AIG0316	Debit Order	March 2018 Premium Collection	R 25.00	R 0.00	☒	VAT	R-3.07	R 25.00	☐
☐	2018-03-31	AIG0316	Debit Order	March 2018 Premium Collection (Pro Rata)	R 2 954.28	R 0.00	☒	VAT	R-362.81	R 2 954.28	☐
☐	2020-05-20	AIG0316	Debit Order	Premium Collection April 2018	R 2 954.28	R 0.00	☒	VAT	R-385.34	R 2 954.28	☐
					Sum=R 5 933.56	Sum=R 2 979.28			Sum=R-385.34	Sum=R-2 954.28	



Credit Life

By listing all Creditors, monthly PDA payment, first instalment date calculating Final expiry and final instalment date from initial loan period, allows you to manage all aspects of a Credit Life policy.

New Credit Life Policy

A new credit life policy can be created from 2 different places:

- Credit Life policy list view, or

- From a client's profile

Credit Life Product, List of Creditors, Cancellation reasons and Loan Periods are set up by your System Administrator.

Please take note that the Credit Life Policy detail view has its own unique information tabs pertaining to Credit Life policy administration.

The detail view is divided into 4 sections:

1. Policy Information
2. Record of Advice Information
3. Cancellation Information
4. Banking Information



Credit Life Policy
 Short Term Policy / Nel Elna (J.E.) (Santam Insura... / Short Term Product / Credit Life Policy / Credit Life Policy

Save Save and Close Save and New Cancel

General Creditors Commission Insured Benefits Contract Roles Tasks Notes Documents Questionnaires History Warnings and Errors

Credit Life Policy

Owner:* 1. N/A Intermediary: N/A
 Product:* N/A Insurer: N/A
 Contract Number:* Reference Number: Sum Insured: R 0.00 Premium: R 0.00
 Source: N/A Contribution Frequency: Monthly Second Insured Surname: Monthly PDA Payment: R 0.00
 Inception Date: First Installment Date:* Second Insured First Name: Final Expiry Date:
 Loan Period: N/A Consultant: N/A Second Insured ID Number: Final Installment Date:
 Status:* In Progress 2.

Record of Advice Information 3. **Banking information** 4.

Marketing Date Time: Payment Type:* Premium collected by the Insurer
 Marketing Reference: Invoice To:* N/A
 Debit Order Account:* N/A
 Account Balance: Journal Balance:

Cancellation Information 3.

Cancel Date:*
 Cancel Reason:* N/A

General

1. Policy Information

Fieldname	Description	Required
Owner	Select the owner of this policy from the drop-down menu as captured or create a new record	✓
Product	Select relevant Product from drop-down menu	✓
Contract Number	Capture the unique contract number	✓
Reference Number	You may select to have a reference number in addition to the contract number.	
Source	Select source from pre-defined list	
Inception date	Inception date of policy	✓
Loan Period	Select from drop-down menu as prepopulated by your System Administrator	
Status	Select policy status from drop-down menu	
Contribution Frequency	Select frequency from drop-down menu	✓
First Instalment date	Date on which first instalment is to be paid	
Consultant	Select Consultant from drop-down menu or create new	
Intermediary	Select intermediary from drop-down menu	✓
Insurer	Select Insurer relevant to this Product	
Sum Insured	Sum insured will be calculated from list of Creditors. If no Creditors are listed sum insured should be captured	
Premium	Enter premium of credit life policy.	
Second Insured Surname	A second insured person can be specified on the policy without being an actual client in the database. Capture the Surname.	
Second Insured First Name	A second insured person can be specified on the policy without being an actual client in the database. Capture the First Name	
Second Insured ID Number	A second insured person can be specified on the policy without being an actual client in the database. Capture the ID of the person.	
Monthly PDA Payment	Capture premium as agreed with Payment Distribution Agency	
Final Expiry Date	Date will auto calculate from inception date and loan period	
Final Instalment Date	Date will auto calculate from first instalment date and loan period	

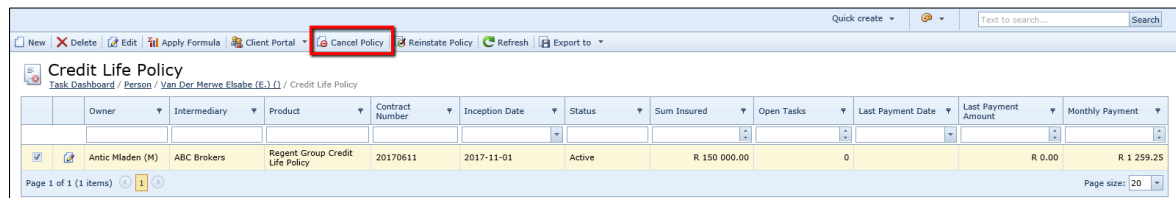


2. Record of Advice Information

Record Marketing information which may be a Compliance requirement on your policy documentation i.e., Record of Advice.

3. Cancellation Information

You will only be able to cancel a policy using the Cancel Policy action button on the action bar:



Quick create Text to search... Search											
Credit Life Policy Task Dashboard / Person / Van Der Merwe Elsabe (E. J.) / Credit Life Policy											
	Owner	Intermediary	Product	Contract Number	Inception Date	Status	Sum Insured	Open Tasks	Last Payment Date	Last Payment Amount	Monthly Payment
☒	Antic Mladen (M)	ABC Brokers	Regent Group Credit Life Policy	20170611	2017-11-01	Active	R 150 000.00	0		R 0.00	R 1 259.25
Page 1 of 1 (1 items) Page size: 20											



Cancel Credit Life Policy Process

Cancel Date:* 2017-12-05

Cancel Reason:* N/A

☒ Email Documents

This checkbox specifies whether you want to send specific emails to the client and the creditors as was set up on the Credit Life Product. E.g. Policy Cancellation letter

Cancellation documents and procedures will be setup by your System Administrator. Check 'Email Documents' should this be relevant to your process.

4. Banking Information

Payment type will default to the type as specified by the System Administrator.

Please refer to [Financials](#) with regards to collecting premium and setup of Debit Order Account.

Creditors

All Creditors should be active Company records in Contact Management.

The necessary Creditors will be setup by your System Administrator for selection.



Fieldname	Description	Required
Creditor	Select from the drop-down menu	✓
Sub Policy Number	Autogenerated combining contract number with total Policy creditors	
Account Number	Enter client's account number with this Creditor	✓
Type of Debit	Select from drop-down menu	
Sum Insured	Enter outstanding balance to this creditor. This amount will calculate to the General policy detail view	
Premium	Premium due to this Creditor	

Paid-up Creditor

A creditor can become 'paid-up' whilst the policy is still active.

By selecting 'Paid-Up', the Sum Insured of the policy will reduce with the sum insured amount of the paid-up creditor.

Credit Life Policy							
Task Dashboard / Short Term Policy / Vermaak Elsabe (E.) (Auto & Ge... / Credit Life Policy / Credit Life Policy							
Save Save and Close Save and New Cancel							
General Creditors Commission Insured Benefits Contract Roles Tasks Notes Documents Questionnaires Warnings and Errors History							
New Delete Edit Paid Up Automated Process Show in Report Export to							
Creditor	Sum Insured	Premium	Sub Policy Number	Account Number	Type Of Debit	Paid Up	
OLD MUTUAL FINANCE (PTY) LTD	R 22 729.55	R 0.00	IP-SA-15-2	856513845143	Unsecured	☒	
OLD MUTUAL FINANCE (PTY) LTD	R 22 729.55	R 0.00	IP-SA-15-3	856513845143	Unsecured	☐	
OLD MUTUAL FINANCE (PTY) LTD	R 22 729.55	R 0.00	IP-SA-15-1	856513845123	Unsecured	☐	
Page 1 of 1 (3 items)							Page size: 20



Commission

Fieldname	Description
Use Template	For Commission Administrator use only
Template	Determines commission split between parties. For use of Commission Administrator only
Last Statement date	Date when last commission was received
Market Value	Not applicable
Annual Escalation	Not applicable
Expected Commission	Capture expected commission
Second Year commission	Capture when and if applicable
Current Commission	Displays last commission received as per Last statement date
Total Commission	Calculates all commission processed since inception
Commissions tab	Displays different commission agreements when applicable. Only for Commission Administrator use.
Statement Details tab	Shows individual commission transactions as and when received

Insured Benefits

Insured Benefits setup on Product will auto populate on policy:



Contract Roles

[Contract roles](#) manage the relationship of a contact with his contracts.

Please refer to this section in Contact Management.

Tasks

Summary of all task related to this policy.

Please refer to [Task Management](#) on how to create and manage tasks.

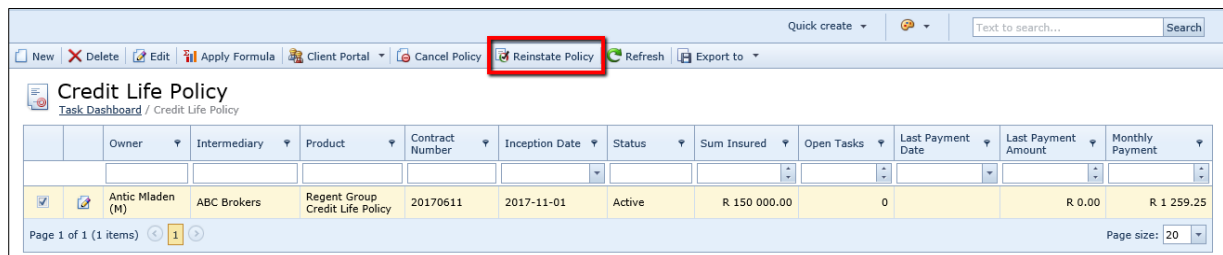
Documents

Use the Documents tab to add anew document to the application.

Please refer to [Documents](#) section on how to add or create a new document.

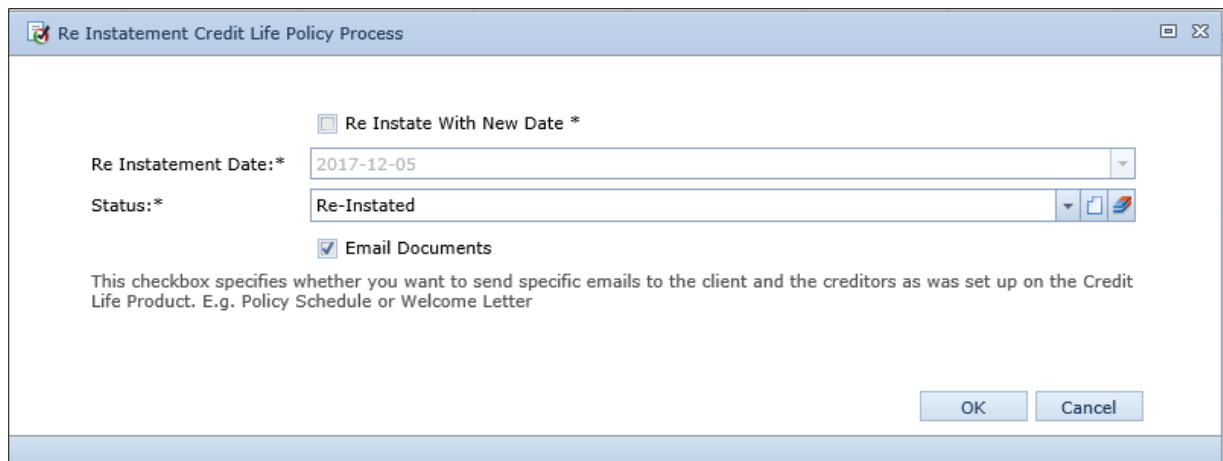
Reinstate Policy

A cancelled policy can be reinstated at any time.



	Owner	Intermediary	Product	Contract Number	Inception Date	Status	Sum Insured	Open Tasks	Last Payment Date	Last Payment Amount	Monthly Payment
☒	Antic Mladen (M)	ABC Brokers	Regent Group Credit Life Policy	20170611	2017-11-01	Active	R 150 000.00	0		R 0.00	R 1 259.25

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



☐ Re Instate With New Date *

Re Instatement Date:* 2017-12-05

Status:* Re-Instated

☒ Email Documents

This checkbox specifies whether you want to send specific emails to the client and the creditors as was set up on the Credit Life Product. E.g. Policy Schedule or Welcome Letter

OK Cancel

Reinstatement documents and procedures will be setup by your System Administrator. Check 'Email Documents' should this be relevant to your process.



Cancel Policy

Cancel Credit Life policy by selecting the Cancel Policy action.

Owner	Product Provider	Product	Contract Number	Inception Date	Status	Sum Insured	Monthly Payment	Last Payment Amount	Last Payment Date	Consultant
Mangoale Mosa (M.J.)	Forbes	Credit Life Forbes	IP-SA-15	2016-11-16	Active	R 68 188.65	R 12 500.00	R 0.00		
Plessis Johannes (J.P.J.D.)	Forbes	Credit Life Forbes	IP-CLS-16	2017-04-13	Re-Instated	R 59 417.97	R 5 450.00	R 0.00		
Plessis Johannes (J.P.J.D.)	Forbes	Credit Life Forbes	IP-CLS-5	2017-04-13	Active	R 59 417.97	R 5 450.00	R 0.00		

Capture cancel date and select cancel reason.

Cancel Date:* 2020-06-23

Cancel Reason:* N/A

☒ Email Documents

This checkbox specifies whether you want to send specific emails to the client and the creditors as was set up on the Credit Life Product. E.g. Policy Cancellation letter

OK Cancel

Email documents is reserved for a back-end process which can be ignored unless this process has been implemented on request and according to your business rules.

Credit Life Claim

A claim can be captured directly from the Navigation panel or on the applicable policy

Displayname	Contract Number	Claim No	Insurer Claim No	Date Of Loss	Category	Cause For Claim	Claim Status	Consultant
Vermaak Elsabe (E.)	AIG3569	CLD-AIG3569	85466985	2019-12-01	Temporary Disability	Accidental	Payment Processing	Abrahams Mark (M.)
Vermaak Elsabe (E.)	AIG3569	3569-19		2020-04-01	Loss of Income	Retrenched	Payment Processing	
Fabio's Company	Fabio1234	Fabio1234		2020-06-27	Loss of Income	Retrenched	Registered	
Johannes Tebogo (T.P.)	IP-SA-7	IP-SA-7-001		2020-04-06	Loss of Income	Retrenched	Registered	
Flyn Harry (H.J.)	25625444	CLM2020012701		2020-01-26	Temporary Disability	Depression	Settled	

Displayname	Contract Number	Claim No	Insurer Claim No	Date Of Loss	Category	Cause For Claim	Claim Status	Consultant
Vermaak Elsabe (E.)	AIG3569	CLD-AIG3569	85466985	2019-12-01	Temporary Disability	Accidental	Payment Processing	Abrahams Mark (M.)
Vermaak Elsabe (E.)	AIG3569	3569-19		2020-04-01	Loss of Income	Retrenched	Payment Processing	

Create new claim on applicable policy will default the policy on the claim



Credit Life Claim

Claim Detail | Description Of Event | Additional Detail | Tasks | Notes | Documents | Questionnaires | PropertySheet

General Information

Policy:* Vermaak Elsabe (E.) (AIG - AIG3569) Administrator: N/A

Claim No:* Insurer Claim No: Consultant: N/A

Date Of Loss:* Date Reported:* 2020-06-23 Reported By: Insured Benefit:* N/A

Claim Status:* Registered Reason:* N/A Policy Benefit:* N/A

Category:* N/A Cause For Claim:* N/A Estimate: R 0.00

Finalised Date:* Policy Premium: R 0.00

Claim Account: N/A

Account Balance: Journal Balance:

OK Cancel

Claim Detail

General Information

Fieldname	Description	Required
Policy	Select applicable policy	✓
Claim No	Enter claim number for internal reference or claim number will auto populate if set up on credit life product	✓
Insurer Claim No	Enter insurer claim number if applicable	
Date of Loss	Select date of loss	✓
Date Reported	Select relevant date the claim was reported	
Reported By	Free text field to capture name of person who reported the claim	
Claim status	Select relevant status	✓
Reason	Drop-down of status reasons will be available for selection if applicable on the status selected	
Category	Select Claim Category from drop-down menu	✓
Cause of Claim	Select Cause of Claim applicable to the specific Claim Category from drop-down menu	✓
Finalised Date	Enter finalised date when claim status is in a final state	

Claim Report information

Fieldname	Description	Required
Administrator	Select Claims Administrator from drop-down menu	
Consultant	Select relevant Consultant from drop-down menu	
Insured Benefit	Select applicable benefit linked to policy on which claim is registered i.e., Main or Second Insured	✓
Policy Benefit	Select policy benefit applicable to the specific insured benefit i.e., Death	✓
Estimate	Claim estimate will auto populate if a formula was applied on this specific benefit, if not, estimate can be captured	
Policy Premium	Policy premium will auto populate from policy selected	
Claim Account	Create a claim account to manage payments on this specific claim	
Account Balance	Account balance will auto populate from claims account	
Journal balance	Journal balance will auto populate from claims account	



Description of event

Free text field to be captured with details of event or can be pre-populated with default template if selected on Claims Category

Additional Information

Claimant

Select Claimant from policy as captured on Contract Role. Claimant's age will auto populate with details captured on record linked on Contract Role.

Assessor

Link Assessor from Contact list or free text capture in 'Assessor Name' field if this Assessor is not a Contact record.

Police Report Information

Police report information fields will be active to capture if it was selected on the specific cause of claim applicable.

Tasks

Summary of all tasks related to this claim

Please refer to [Task Management](#) on how to create and manage tasks.

Note

Summary of all notes related to this claim



Please refer to [Notes](#) on how to create and manage notes.

Documents

Please refer to [Documents](#) on how to create and manage documents

Questionnaires and Property sheets

Please refer to [Questionnaires](#) on how to create and manage questionnaires



Assurance

Manage Assurance policies with their own unique benefit structures.

New Assurance Policy

A new assurance policy can be created from 2 different places:

- Assurance policy list view, or

Assurance Policy

Owner	Policy Number	Product	Policy Value	Annual Escalation	Comment	Intermediary	Maturity Date	Maturity Age
Teessen Pieter (P.)	SAN234234	Sanlam Topaz	R 345 000.00	10.00%		ABC Brokers		0
Almeida Jose (J E N)	LIFE7307276116086	IDM Group Life Cover	R 190 000.00	0.00%		Insurance Busters	2030-01-30	78

- From a client's profile

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

Details Office Additional Contact Information

Displayname: Van Der Merwe Elsabe (E.)

Surname: Van Der Merwe

First Name: Elsabe

Second Name:

Call Name: Elsabe

Initials: E.

Title: Miss

Work Number: N/A

Cell Number: 0828533342

Home Number: N/A

Date Of Birth: 1970-03-05

Age: 47

IDNumber:

Language: Afrikaans

Gender: Female

Fax Number: N/A

Email: elsabe@tconsult.co.za

Open Tasks: 4

Contracts

Assurance Policy	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant
Commission Contract							
Credit Life Policy	Commission Contract	Top0711	2017-11-01	R 0.00	R 2 569.25	Pending	
Funeral Group Policy							
Funeral Policy	Funeral Policy	256987	2017-11-30	R 0.00	R 0.00	Pending	



Assurance Policy
Task Dashboard / Assurance Policy / Assurance Policy

Save Save and Close Save and New Cancel

Detail Account Commission

Owner:* N/A Policy Value: R 0.00
 Product:* N/A Premium: R 0.00
 Product Provider: Contribution Frequency: Monthly
 Contract Number:* Annual Escalation: 0.00%
 Reference Number: Intermediary: N/A
 Source: N/A Consultant: N/A
 Inception Date: Maturity Date:
 Status:* In Progress Maturity Age: 0
 Cancel Date:* Anniversary Date:
 Cancel Reason:* N/A

Benefits Tasks Claims Contract Roles Contract Links Notes Documents Questionnaires Property Sheets History

New Delete Edit Show in Report Export to

Displayname	Contract Number	Claim No	Insurer Claim No	Date Of Loss	Category	Cause For Claim	Claim Status	Consultant
No data to display								

Fieldname	Description	Required
Owner	Select relevant owner from Contact database.	✓
Product	Select relevant product. All products with their unique benefit structures will be setup by your System Administrator	
Product Provider	Defaults to Product Provider as setup on Product	
Contract Number	Capture unique policy number as provided by the Product Provider	✓
Reference Number	Free text field to be used at own discretion	
Source	Select source from pre-defined list	
Inception Date	Enter date from when policy is effective	✓
Maturity Date	Enter maturity date	
Anniversary date	Enter anniversary date	
Status	Select from drop-down menu	✓
Cancel Date	Enter date from when policy needs to be cancelled	
Cancel Reason	Select cancel reason from pre-defined list	
Policy Value	Enter policy sum insured	
Premium	Capture agreed premium	
Contribution Frequency	Select from drop-down menu	
Annual Escalation	Capture escalation percentage if applicable	
Intermediary	Select Intermediary from drop-down menu	✓
Consultant	Select Consultant responsible for this policy	
Maturity Date	Enter the applicable date	
Maturity Age	Maturity age will auto calculate from client's age and Maturity date	
Anniversary Date	Enter the applicable anniversary date	

Benefits

The benefit structure as setup by your System Administrator will auto populate when you select the Product on this policy:

Benefits Tasks Contract Roles Contract Links Notes Documents Questionnaires Property Sheets History

New Delete Edit Export to

	Benefit Type	Amount	Premium	Last Updated	Updated By	Priority
	Dread Disease	R 70 000.00	R 0.00	2017-04-12	Admin	0
	Income Replacement	R 15 000.00	R 0.00	2017-01-24	Admin	0
	Life Cover	R 70 000.00	R 100.00	2017-04-12	Admin	0

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

Each benefit's insured amount and premium (where applicable) can now be captured:



Life Cover - Benefit

Benefit Type:* Life Cover

Cover Type:* Death

Amount: R 2 000 000.00

Premium: R 0.00

Comment:

OK Cancel

Tasks

Summary of all tasks related to this policy.

Please refer to [Task Management](#) on how to create and manage tasks.

Claims

Create new claim from policy or Navigation panel.

Assurance Claim

Assurance Policy - Vermaak Elsabe (E.) (Discovery - 260719)

Owner:* Vermaak Elsabe (E.)

Product:* Life Plan-Discovery

Product Provider: Discovery

Contract Number:* 260719

Reference Number: VER719

Source: N/A

Inception Date: 2018-06-01

Maturity Date:

Maturity Age: 0

Anniversary Date: 2019-06-27

Policy Value

Premium:

Contribution

Annual Esca

Intermediar

Consultant:

Status:*

Cancel Date

Cancel Reas

Displayname	Contract Number	Claim No	Insurer Claim No	Date Of Los
Vermaak Elsabe (E.)	260719	Dis260719		2020-01-06

Refer to [Assurance Claim](#) on how to create and manage Assurance claims

Contract Roles

[Contract roles](#) manage the relationship of a contact with his contracts.

Please refer to this section in Contact Management.

Contract Links

To link a contract with any other Contract in the database to which it might be related:



Benefits Tasks Contract Roles **Contract Links** Notes Documents Questionnaires Property sheets History

Link Unlink Delete Edit Apply Formula Client Portal Export to

Owner	Contract Info	Consultant	Status
Business 1	Santam Commercial - Santam (Pty) Ltd(ST34534534)	Teessen Pieter (P.)	Active

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

Commission Contract

New

Text to search... Search

Owner	Contract Info	Consultant	Status
Business 1	Santam Commercial - Santam (Pty) Ltd (ST34534534)	Teessen Pieter (P.)	Active
Teessen Pieter (P.)	Sanlam Topaz - Sanlam(SAN234234)		Active
Antic Miladen (M)	Regent Life Assurance Company Limited - Regent Group Credit Life Policy (20170611)		Active
Adami Jacqueline (J J)	Discovery Pty (Ltd) - Discovery - Coastal Core (DISC236)		Pending
Strydom Johan (J J)	Auto & General - Auto & General Personal Policy (Tier 1) (ASDE3323423)		Active
Teessen Pieter (P.)	Transito - Associatt Marine(DD34534)	Teessen Pieter (P.)	Active
Almeida Jose (J E N)	IDM - IDM Group Life Cover (LIFE7307276116086)	Teessen Pieter (P.)	Active
ABC Brokers	Holland Insurance Company - ABC Funeral Scheme (ABC987)		Active
Botha Johann (J M)	Santam Multiplex (Tier 3) - Santam (Pty) Ltd (SS33453256)	Teessen Pieter (P.)	Active
Adami Jacqueline (J J)	Auto & General Personal Policy (Tier 1) - Auto & General(AG8923567)	Teessen Pieter (P.)	Active
Teessen Pieter (P.)	CIB - Corporate Special Product (CS234534)		Imported
Teessen Pieter (P.)	Discovery - Coastal Core - Discovery Pty (Ltd) (ME234234)	Teessen Pieter (P.)	Active

The linked contracts will then be accessible from either policy detail view.

You will typically link 2 contracts when there is a financial relevance between the contracts, e.g., Key man Policies.

Documents

Use the Documents tab to add a new document onto the application.

Please refer to [Documents](#) section on how to add or create a new document.

Account

Payment type will default to the type as specified by the System Administrator.

Please refer to [Financials](#) with regards to collecting premium and setup of Debit Order Account.

Commission

Detail Account **Commission**

Use Template

Template: [Abrahams Generic](#)

Market Value: R 0.00

Last Statement Date: 2019-06-25

Expected Commission: R 0.00

Second Year Commission: R 0.00

Current Commission: R 41 043.15

Total Commission: R 41 043.15

Commissions Statement Details Market Values

Clear Warning Export to

Transaction Date	Statement	Broker	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Processed	Approved	Is Split Correct
2019-06-25	Discovery	Abrahams Mark (M.) (6987)	New Business	R 39 695.85	R 5 954.38	R 45 650.23	R 0.00	☒	☒	☒
2019-06-25	Discovery	Abrahams Mark (M.) (6987)	Anniversary	R 1 347.30	R 202.09	R 1 549.39	R 0.00	☒	☒	☒



Fieldname	Description
Use Template	For Commission Administrator use only
Template	Determines commission split between parties. For use of Commission Administrator only
Market Value	Capture when and if applicable
Last Statement date	When last commission was received
Expected Commission	Capture expected commission
Second year commission	Capture when and if applicable
Current Commission	Displays last commission received as per Last statement date
Total Commission	Calculates all commission processed since inception
Commissions tab	Displays different commission agreements when applicable. For Commission Administrator use only
Statement Details tab	Shows individual commission transactions as and when received
Market Values tab	Displays history transactions of market values

Assurance Claim

New Claim

The screenshot shows the 'Assurance Claim' window with two main sections: 'General Information' and 'Claim Report Information'. The 'General Information' section includes fields for Policy (Vermaak Elsabe (E.) (Discovery - 180508)), Claim No., Insurer Claim No., Date Of Loss, Date Reported (2020-06-24), Reported By, Claim Status (Registered), Reason (N/A), Category (N/A), Cause For Claim (N/A), and Finalised Date. The 'Claim Report Information' section includes fields for Administrator (N/A), Consultant (N/A), Benefit (N/A), Estimate (R 0.00), Policy Premium (R 0.00), Claim Account (N/A), Account Balance, and Journal Balance. The window has tabs for Claim Detail, Description Of Event, Additional Detail, Tasks, Notes, Documents, Questionnaires, Property Sheet, and History. OK and Cancel buttons are at the bottom right.

Claim Detail

General Information

Fieldname	Description	Required
Policy	Select applicable policy	✓
Claim No	Enter claim number for internal reference or claim number will auto populate if set up on credit life product	✓
Insurer Claim No	Enter insurer claim number if applicable	
Date of Loss	Select date of loss	✓
Date Reported	Select relevant date the claim was reported	
Reported By	Free text field to capture name of person who reported the claim	
Claim status	Select relevant status	✓
Reason	Drop-down of status reasons will be available for selection if applicable on the status selected	
Category	Select Claim Category from drop-down menu	✓
Cause of Claim	Select Cause of Claim applicable to the specific Claim Category from drop-down menu	✓
Finalised Date	Enter finalised date when claim status is in a final state	



Claim Report information

Fieldname	Description	Required
Administrator	Select Claims Administrator from drop-down menu	
Consultant	Select relevant Consultant from drop-down menu	
Benefit	Select applicable benefit linked to policy on which claim is registered i.e., Life Cover	
Estimate	Capture claim estimate amount	
Policy Premium	Policy premium will auto populate from policy selected	
Claim Account	Create a claim account to manage payments on this specific claim	
Account Balance	Account balance will auto populate from claims account	
Journal balance	Journal balance will auto populate from claims account	

Description of event

Free text field to capture details of event. Can also be pre-populated with default template if selected on Claims Category.

Additional Information

Claimant

Select Claimant from policy as captured on Contract Role. Claimant's age will auto populate with details captured on record linked on Contract Role.

Assessor

Link Assessor from Contact list or free text capture in 'Assessor Name' field if this Assessor is not a Contact record.



Police Report Information

Police report information fields will be active to capture if it was selected on the specific cause of claim applicable.

Tasks

Summary of all tasks related to this claim

Please refer to [Task Management](#) on how to create and manage tasks.

Note

Summary of all notes related to this claim

Please refer to [Notes](#) on how to create and manage notes.

Documents

Please refer to [Documents](#) on how to create and manage documents

Questionnaires and PropertySheets

Please refer to [Questionnaires](#) on how to create and manage questionnaires



Investment

Similar to an Assurance policy, Investments can also be managed with its own unique information related to Investments.

New Investment

A new investment can be created from 2 different places:

- Investment list view, or

Investment

Owner	Contract Number	Product	Inception Date	Investment Value	Contribution	Contribution Frequency	Open Tasks	Consultant
Oliver Willem (W A)	Disc256	Discovery Invest	2017-11-01	R 1 500 000.00	R 500.00	Monthly	0	

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

- From a client's profile

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

Assurance Policy / Investment / Contact / Person / Van Der Merwe Elsabe (E.) ()

Save Save and Close Save and New Cancel

Details Office Additional Contact Information

Displayname: Van Der Merwe Elsabe (E.)

Surname: Van Der Merwe

First Name: Elsabe

Second Name:

Call Name: Elsabe

Initials: E.

Title: Miss

Work Number: N/A

Cell Number: 0828533342

Home Number: N/A

Date Of Birth: 1970-03-05

Age: 47

ID Number:

Language: Afrikaans

Gender: Female

Fax Number: N/A

Email: elsabe@tconsult.co.za

Open Tasks: 4

Primary Record

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

New Link Unlink Delete Edit Client Portal Export to

Assurance Policy	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant
Commission Contract	Commission Contract	Top0711	2017-11-01	R 0.00	R 2 569.25	Pending	
Funeral Policy	Funeral Policy	256987	2017-11-30	R 0.00	R 0.00	Pending	
Investment	Short Term Policy	071117	2017-11-01	R 0.00	R 290.64	Pending	



Detail
Account
Commission

Owner:** N/A
Product:** N/A
Brand: N/A
Product Provider:
Investment Number:**
Reference Number:
Source: N/A
Inception Date:
Status:** In Progress
Cancel Date:**
Cancel Reason:** N/A
Investment Value: R0,00
Contribution: R0,00
Contribution Frequency: Monthly
Annual Escalation: 0,00%
Intermediary: N/A
Consultant: N/A
Maturity Date:
Maturity Age: 0
Anniversary Date:

Portfolio
Tasks
Contract Roles
Contract Links
Notes
Documents
Questionnaires
Propertiesheets
History

New
Delete
Edit
Export to
Filter All Items

Drag a column header here to group by that column

Fund	Agreement Number	Value Date	Units	Market Value	Unit Price

No data to display

Fieldname	Description	Required
Owner	Select relevant owner from Contact database.	✓
Product	Select relevant product. All products with their unique benefit structures will be setup by your System Administrator	
Brand	Unique Brand linked to this Product Provider	
Product Provider	Defaults to Product Provider as setup on Product	
Investment Number	Capture unique investment number as provided by the Product Provider	✓
Reference Number	Free text field to be used at own discretion	
Source	Select source from pre-defined list	
Inception date	Date policy was started	
Status	Select from drop-down menu	
Cancel Date	Field will become active when Status is changed to Cancelled	
Cancel Reason	Field will become active once cancel date is selected	
Investment Value	Enter value	
Contribution	Capture agreed premium	
Contribution Frequency	Select from drop-down menu	
Annual Escalation	Capture when and if applicable	
Intermediary	Select Intermediary from drop down menu	
Consultant	Select Consultant responsible for this policy	
Maturity Date	Enter Maturity date if applicable	
Maturity Age	Maturity age will auto calculate from client's age and Maturity date	
Anniversary Date	Enter value	

Portfolio

Import or capture funds and fund values per policy to build the client portfolio.



Investment Portfolio	
Fund:*	N/A
Agreement Number:	
Value Date:*	2023/04/28
Units:	1
Unit Price:	R0,00
Market Value:	R0,00
OK Cancel	

Fieldname	Description	Required
Fund	Select relevant fund from the selected product's pre-defined list	✓
Agreement Number	Unique agreement number per fund where applicable	
Value Date	Specific date of this fund value	
Units	Units purchased on this fund	
Unit Price	Value per unit	
Market Value	Total value of this fund	

Tasks

Summary of all tasks related to this policy.

Please refer to [Task Management](#) on how to create and manage tasks.

Contract Roles

[Contract roles](#) manage the relationship of a contact with his contracts.

Please refer to this section in Contact Management.

Contract Links

To link a contract with any other Contract in the database to which it might be related:

Tasks Contract Roles Contract Links Notes Documents Questionnaires Propertysheets History				
Link Unlink Delete Edit Apply Formula Client Portal Export to				
Owner	Contract Info	Consultant	Status	
Adami Jacqueline (J J)	Auto & General Personal Policy (Tier 1) - Auto & General(AG8923567)	Teessen Pieter (P.)	Active	

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



Commission Contract					
New		Text to search...		Search	
	Owner	Contract Info	Consultant	Status	
☐	Business 1	Santam Commercial - Santam (Pty) Ltd (ST34534534)	Teessen Pieter (P.)	Active	
☐	Teessen Pieter (P.)	Sanlam Topaz - Sanlam(SAN234234)		Active	
☐	Antic Mladen (M)	Regent Life Assurance Company Limited - Regent Group Credit Life Policy (20170611)		Active	
☐	Adami Jacqueline (J J)	Discovery Pty (Ltd) - Discovery - Coastal Core (DISC236)		Pending	
☐	Strydom Johan (J J)	Auto & General - Auto & General Personal Policy (Tier 1) (ASDE3323423)		Active	
☐	Teessen Pieter (P.)	Transito - Associatted Marine(DD34534)	Teessen Pieter (P.)	Active	
☐	Almeida Jose (J E N)	IDM - IDM Group Life Cover (LIFE7307276116086)	Teessen Pieter (P.)	Active	
☐	ABC Brokers	Holland Insurance Company - ABC Funeral Scheme (ABC987)		Active	
☐	Botha Johann (J M)	Santam Multiplex (Tier 3) - Santam (Pty) Ltd (SS33453256)	Teessen Pieter (P.)	Active	
☐	Adami Jacqueline (J J)	Auto & General Personal Policy (Tier 1) - Auto & General(AG8923567)	Teessen Pieter (P.)	Active	
☐	Teessen Pieter (P.)	CIB - Corp sure Special Product (CS234534)		Imported	
☐	Teessen Pieter (P.)	Discovery - Coastal Core - Discovery Pty (Ltd) (ME234234)	Teessen Pieter (P.)	Active	

The linked contracts will then be accessible from either policy detail view.

Documents

Use the Documents tab to add a new document onto the application

Please refer to [Documents](#) section on how to add or create a new document.

Account

Payment type will default to the type as specified by the System Administrator.

Please refer to [Financials](#) with regards to collecting premium and setup of Debit Order Account.

Commission

Investment Policy
Task Dashboard / Assurance Policy / Assurance Policy / Investment Policy / Investment Policy

Detail Account **Commission**

☐ Use Template

Expected Commission: R 25 000.00
Second Year Commission: R 4 500.00
Current Commission: R 0.00
Total Commission: R 0.00

Template: N/A
Market Value: R 250 235.68
Last Statement Date:

Commissions **Market Values** Statement Details

Export to

Value Date	Market Value	Cash Value	Units	Updated By	Last Updated
2018-08-30	R 250 235.68		R 0.00	1 000 PieterT	2018-10-30

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

Note that a list of Market Values and other Investment related information i.e., Cash Value and Units are also visible and updated either by manual input or imported during the commission processing process.



Fieldname	Description
Use Template	For Commission Administrator use only
Template	Determines commission split between parties. For use of Commission Administrator only
Market Value	Capture when and if applicable
Last Statement date	Date when last commission was received
Expected Commission	Capture expected commission
Second year commission	Capture when and if applicable
Current Commission	Displays last commission received as per Last statement date
Total Commission	Calculates all commission processed since inception
Commissions tab	Displays different commission agreements when applicable. For Commission Administrator use only
Statement Details tab	Shows individual commission transactions as and when received



Medical Aid

Managing medical aid policies with its unique information with regards to Gap cover and loyalty programs.

New Medical Aid Policy

A Medical Aid policy can be captured from 2 different places in the application:

- Medical Aid Policy list view; or

	Owner	Contract Number	Medical Aid Product	Inception Date	Loyalty Program	Loyalty Number	Loyalty Program Status	Has GAP Cover	Late Joining Penalty	Status	Consultant
	Adami Jacqueline (J J)	DISC236	Discovery - Coastal Core	2017-11-01	Vitality					Pending	
	Teessen Pieter (P.)	ME234234	Discovery - Coastal Core	2014-01-01	Vitality	126456545465	Gold			Active	Teessen Pieter (P.)

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

- From the client's profile

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

Save Save and Close Save and New Cancel

Details Office Additional Contact Information

Displayname: Van Der Merwe Elsabe (E.)

Surname: Van Der Merwe

First Name: Elsabe

Second Name:

Call Name: Elsabe

Initials: E.

Title: Miss

Work Number: N/A

Cell Number: 0828533342

Home Number: N/A

Date Of Birth: 1970-03-05

Age: 47

ID Number:

Language: Afrikaans

Gender: Female

Fax Number: N/A

Email: elsabe@tconsult.co.za

Open Tasks: 4

Primary Record

Tasks Addresses Bank Accounts Relationships **Contracts** Contract Roles Notes Documents SMS Email Questionnaires Propertiesheets

	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant
Assurance Policy	Commission Contract	Top0711	2017-11-01		R 0.00	Pending	
Commission Contract	Funeral Policy	256987	2017-11-30		R 0.00	Pending	
Credit Life Policy	Funeral Policy	071117	2017-11-01		R 0.00	Pending	
Funeral Group Policy	Investment				R 290.64	Pending	
Funeral Policy	Medical Aid Policy	20171106	2017-11-01		R 1 270.58	Active	



Medical Aid Policy

Assurance Policy / Investment Policy / Investment Policy / Medical Aid Policy / Medical Aid Policy

Save Save and Close Save and New Cancel

Detail Account Commission

Owner:* N/A Medical Contribution: R 0.00

Employer: N/A Contribution Frequency: Monthly

Product:* N/A Loyalty Program:

Product Provider:* N/A Loyalty Number:

Contract Number:* Loyalty Program Status: N/A

Source: N/A Has GAP Cover

Inception Date: GAP Cover Policy No:

Status:* In Progress GAP Cover Premium: R 0.00

Consultant: N/A Late Joining Penalty: N/A

Cancel Date:* Intermediary: N/A

Cancel Reason:* N/A

Tasks Dependants Contract Links Documents Notes Questionnaires Propertiesheets History

New File Task UnFile Task Forward Task Schedule Task Delete Edit Automated Process Add Note Export to Filter My Tasks

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

Fieldname	Description	Required
Owner	Select relevant owner from Contact database.	✓
Employer	Client's employer will display if setup on the Contact relationship	
Product	Select relevant product. All products with their unique benefit structures will be setup by your System Administrator	
Product Provider	Defaults to Product Provider as setup on Product	
Contract Number	Capture unique investment number as provided by the Product Provider	✓
Source	Select source from pre-defined list	
Inception date	Date policy was started	
Status	Select from drop-down menu	✓
Consultant	Select Consultant responsible for this policy	
Cancel Date	Field will become active when Status is changed to Cancelled	
Cancel Reason	Field will become active once cancel date is selected	
Medical Contribution	Capture premium for this policy	
Contribution Frequency	Select frequency of premium	
Loyalty Program	Loyalty program will auto populate when specified on Product	
Loyalty Number	Enter the applicable number	
Loyalty Program Status	Select relevant status	
Has GAP Cover	Select when applicable	
GAP Cover policy No	Enter relevant policy number	
GAP Cover premium	Capture premium when applicable	
Late Joining Penalty	Select from drop-down menu	
Intermediary	Select Intermediary from drop-down menu	



Tasks

Summary of all tasks related to this policy.

Please refer to [Task Management](#) on how to create and manage tasks.

Dependants

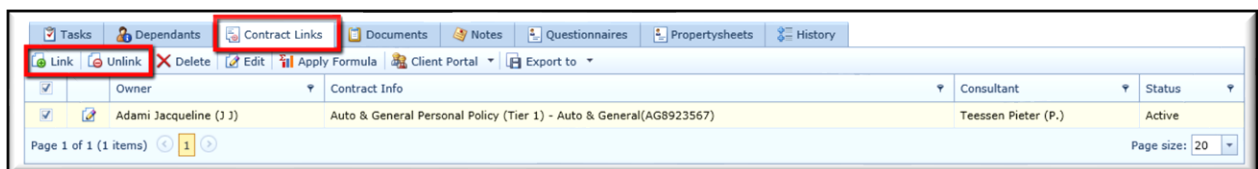
Dependants play an active role on the policy and is therefore referred to as Contract Role. A Dependant can be captured to be visible on only policy or to be part of Contacts in the database.

Company- and Person Contract Roles are only visible on the policy whereas a Linked contract role will be visible in the database in Contact Manager.

Please refer to [Contract roles](#) in Contact Management.

Contract Links

To link a contract with any other Contract in the database to which it might be related:



Commission Contract				
New		Search		
	Owner	Contract Info	Consultant	Status
☐	Business 1	Santam Commercial - Santam (Pty) Ltd (ST34534534)	Teessen Pieter (P.)	Active
☐	Teessen Pieter (P.)	Sanlam Topaz - Sanlam(SAN234234)		Active
☐	Antic Mladen (M)	Regent Life Assurance Company Limited - Regent Group Credit Life Policy (20170611)		Active
☐	Adami Jacqueline (J J)	Discovery Pty (Ltd) - Discovery - Coastal Core (DISC236)		Pending
☐	Strydom Johan (J J)	Auto & General - Auto & General Personal Policy (Tier 1) (ASDE3323423)		Active
☐	Teessen Pieter (P.)	Transito - Associatted Marine(DD34534)	Teessen Pieter (P.)	Active
☐	Almeida Jose (J E N)	IDM - IDM Group Life Cover (LIFE7307276116086)	Teessen Pieter (P.)	Active
☐	ABC Brokers	Holland Insurance Company - ABC Funeral Scheme (ABC987)		Active
☐	Botha Johann (J M)	Santam Multiplex (Tier 3) - Santam (Pty) Ltd (SS33453256)	Teessen Pieter (P.)	Active
☐	Adami Jacqueline (J J)	Auto & General Personal Policy (Tier 1) - Auto & General(AG8923567)	Teessen Pieter (P.)	Active
☐	Teessen Pieter (P.)	CIB - Corp sure Special Product (CS234534)		Imported
☐	Teessen Pieter (P.)	Discovery - Coastal Core - Discovery Pty (Ltd) (ME234234)	Teessen Pieter (P.)	Active

The linked contracts will then be accessible from either policy detail views.

Documents

Use the Documents tab to add a new document onto the application.

Please refer to [Documents](#) section on how to add or create a new document.



Account

Payment type will default to the type as specified by the System Administrator.

Please refer to [Financials](#) with regards to collecting premium and setup of Debit Order Account.

Commission

Medical Aid Policy
Van Der Merwe Elsabe (E.) / Assurance Policy / Assurance Policy / Medical Aid Policy / Medical Aid Policy

Save Save and Close Save and New Cancel

Detail Account **Commission**

Annual Escalation: 0 Expected Commission: 120.3600
Use Template Second Year Commission: 0
Template*: N/A Current Commission: 0
Last Statement Date: Total Commission: 0

Commissions Market Values Statement Details

New Delete Edit Export to

Effective Date	Transaction Category	Commission Value	Expected Commission	Split Total
No data to display				

Save Save and Close Save and New Cancel

Fieldname	Description
Annual Escalation	Enter escalation if applicable
Use Template	For Commission Administrator use only
Template	Determines commission split between parties. For use of Commission Administrator only
Last Statement date	Date when last commission was received
Expected Commission	Capture expected commission
Second year commission	Capture when and if applicable
Current Commission	Displays last commission received as per Last statement date
Total Commission	Calculates all commission processed since inception
Commissions tab	Displays different commission agreements when applicable. For Commission Administrator use only
Statement Details tab	Shows individual commission transactions as and when received



Funeral

Funeral Group Policy

Create a Group Policy for clients who have a group of members insured on one Group Scheme:

Detail

Before a Group Policy can be setup, the full Funeral Plan structure, Benefit Type and Member types must be setup and linked to a Group Scheme.

Fieldname	Description	Required
Owner	Select the Owner of this Group policy from database	✓
Group Scheme	Select the relevant Group Scheme	✓
Contract Number	Enter the unique contract (policy) number for this Group Policy	✓
Inception Date	Date from which Group Policy is active	✓
Status	Group policy status will determine if premium is calculated	✓
Cancel Date	Field will become active when Status is set to Cancelled	
Cancel Reason	Field will become active when cancel date has been entered	
Reference Number	Free text field for office use	
Consultant	Person responsible for this client	
Contract Premium	Calculated for all active policies	
Date Created	Defaults to the current date and can be changed	
Created By	Auto generated based on the user that created the policy	

Account

Please refer to [Debit order account](#) on Funeral policy section.



Commission

If commission is administered using the Commission Module, the information will be available on the Commission tab:

Funeral Group Policy
Funeral Plan / Family Cover / Member Type / Funeral Group Policy / Funeral Group Policy

Save Save and Close Save and New Cancel

Detail Account **Commission**

Contribution: R 912.00 Initial Commission: R 152.20
Contribution Frequency: Monthly Second Year Commission: R 0.00
Annual Escalation: 0.00% Current Commission: R 0.00
Use Template Total Commission: R 0.00
Template: Abrahams Generic Last Statement Date:

Commissions Statement Details

New Delete Edit Export to

Effective Date	Transaction Category	Commission Value	Expected Commission	Split Total
No data to display				

Policies

A list of all policies will be displayed and can be edited, or new policies can be captured.

Funeral Policy

Funeral policies can be created or viewed from various areas within the application:

- Funeral Group Policy

Funeral Group Policy
Task Dashboard / Funeral Group Policy / Funeral Group Policy / Funeral Group Policy

Save Save and Close Save and New Cancel

Detail Account **Commission**

Owner: WaterWise
Group Scheme: Holland Group Scheme
Contract Number: 123456 Reference Number: 123456
Inception Date: 2017-11-01 Consultant: Malan Johan (J.)
Status: Active Contract Premium: R 2 098.00
Cancel Date: Date Created: 2017-10-20
Cancel Reason: N/A Created By: MaxineD

New Funeral Policy Contract Links Contract Roles Tasks Notes Documents Questionnaires Propertiesheets History

New Delete Edit Apply Formula Re-Sync Show in Report Export to Filter: All Items

Owner	IDNumber	Funeral Plan	Contract Number	Inception Date	First Cover Date	Status	Additional Benefit	Total Premium	Valid Benefits	Administrator Premium	Commission
Vermaak Martanna (M)	8105030077084	Fortune Comprehensive	042018	2018-04-30	2018-10-30	Active	R 22.00	R 632.00	☒	R 297.00	R 61.00



- Funeral Plan

Funeral Plan - Family Cover

Detail | Wording

Name: Family Cover Description: TC Comprehensive Cover

Plan Type: GroupScheme Group Scheme: TC Comprehensive Cover

Product Provider: Liberty Underwriter: Liberty

Product Category: Funeral Cover External Code:

Principle Member Min Age: 0 Principle Member Max Age: 99

Waiting Period: 6 Max Cover Amount: R 50 000.00

☒ Is Active ☒ Enable Collections

☐ Is Vatable ☒ Validate Contract Consultant

☐ Compliance Change Tracking

Benefits | Policies | Benefit Codes | Product Roles | Notes | Documents | Questionnaires | Property Sheets

New | Link | Unlink | Delete | Edit | Apply Formula | Re-Sync | Show in Report | Export to

No data to display

- Funeral Policy

Funeral Policy

Group Scheme / TC Comprehensive Cover / Funeral Plan / Family Cover / Funeral Policy

Drag a column header here to group by that column

	Principle Member	ID Number	Contract Number	Group Scheme	Inception Date	Status	Funeral Plan	Additional Benefit	Total Premium	Commission	Consultant	Valid Benefits
	Vermaak Marianna (M)	8105030077084	042018	Holland Group Scheme	2018-04-30	Active	Fortune Comprehensive	R 22.00	R 632.00	R 61.00		☒
	MINGWETA Monde (M)	8308125969088	23032018	Holland Group Scheme	2018-03-01	Active	Fortune Comprehensive	R 22.00	R 482.00	R 46.00		☒
	MEMEZA E (E M)	5608225796080	FIC258	Holland Group Scheme	2018-03-31	Active	Fortune Comprehensive	R 22.00	R 1 042.00	R 102.00		☒
	KOEN A (A)	5708220163086	FIC1603	Holland Group Scheme	2018-03-01	Active	Fortune Comprehensive	R 22.00	R 632.00	R 61.00		☒
	Abdulla M S (M S)	5207165095023	4567894	Holland Group Scheme	2017-10-31	Active	Comprehensive Plus	R 0.00	R 0.00	R 0.00		☐
	Vermaak Elsabe (E)	7003050300083	25698758	Holland Group Scheme	2018-04-11	Active	Fortune Comprehensive	R 22.00	R 452.00	R 43.00	22nd On North Guest House Holland	☒
	Adams H (H J)	5405125083085	456789	Holland Group Scheme	2017-10-31	Active	Care Plan	R 0.00	R 0.00	R 0.00	Holland Insurance	☐

Page 1 of 1 (7 items) | 1 | Page size: 20

- Client Record

Person - Abdulla R (R) ()

Funeral Plan / Family Cover / Funeral Policy / Person / Abdulla R (R) ()

Save | Save and Close | Save and New | Cancel

Details | Office | Additional Contact Information

Displayname: Abdulla R (R)

Surname: Abdulla

First Name: R

Second Name: R

Call Name: R

Assurance Policy: R

Commission Contract: Mr

Credit Life Policy: N/A

Funeral Group Policy: N/A

Funeral Policy: N/A

Investment Policy: N/A

Medical Aid Policy: N/A

Short Term Policy: N/A

Bank Accounts: N/A

Relationships: N/A

Contracts: N/A

Contract Roles: N/A

Notes: N/A

Documents: N/A

SMS: N/A

Email: N/A

Phone Logs: N/A

Questionnaires: N/A

Print: N/A

New | Link | Unlink | Delete | Edit | Export to

Product Provider Name | Product Type | Contract Number | Inception Date | Contract Value | Premium | Status | Consultant



Capture a new Funeral Policy

Select 'New' from the action bar on any of these screens to create a new policy:

Funeral Policy
[Document List View](#) / [Person](#) / [Vermaak Elsabe \(E.\) \(CL2355436...\)](#) / [Funeral Policy](#) / Funeral Policy

Save Save and Close Save and New Cancel

Detail Account Commission

Principle Member:*	N/A	Group Policy:	N/A	Premium:	R 0.00
Inception Date:		Funeral Plan:*	N/A	Parent Cover:	R 0.00
Contract Number:*		First Cover Date:		Family Cover:	R 0.00
Source:	N/A	Reference Number:		Extended Family:	R 0.00
Status:*	In Progress	Consultant:	N/A	Additional Benefit:	R 0.00
Cancel Date:*		Date Created:	2019-08-28	Total Premium:	R 0.00
Cancel Reason:*	N/A	Created By:	SysAdmin	Commission:	R 0.00
Intermediary:	N/A				

Detail

Fieldname	Description	Required
Principle Member	When creating a new policy from the Client record the client's details will default as Principle. Otherwise search the appropriate record	✓
Inception date	Date on which policy was taken	✓
Contract Number	Policy number	✓
Source	Select source from drop-down menu	
Status	Select status of policy	✓
Cancel Date	Cancel date will become active when status has been changed to cancelled	
Cancel Reason	Cancel reason will become active when a cancel date has been selected	
Intermediary	Select applicable Intermediary from drop-down menu	
Group Policy	Select Group Policy applicable	
Funeral Plan	Only Funeral plans available for Principal member's age group will be available for selection	✓
First Cover Date	Date will auto populate calculated from waiting period as selected on Funeral Plan	
Reference Number	Free text field to be used at own discretion	
Consultant	Consultant responsible for this client	
Premium	Premium will auto calculate as benefits and beneficiaries are selected	
Parent Cover		
Family Cover	Premium will auto calculate if separate premium is applicable as per funeral plan	
Extended Family		
Additional Benefit		
Total Premium	Auto calculation	
Commission	Auto calculation if selected on funeral plan	

Benefits

Benefits Dependants Contract Links Contract Roles Tasks Notes Documents Questionnaires Propertiesheets History

New Delete Edit Export to

	Benefit	Funeral Benefit Type	Inception Date	Max Cover Amount	Total Premium	Commission	Total Commission	Applied Per Dependant	Cancel Date
	Family Cover	Family Cover	2018-04-30	R 20 000.00	R 280.00	R 28.00	R 28.00		
	Parent Cover	Parent Cover	2018-04-11	R 20 000.00	R 150.00	R 15.00	R 15.00	✓	
	Tombstone	Additional Benefit	2018-04-11	R 5 000.00	R 22.00	R 0.00	R 0.00		

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



Benefits will auto populate when set as default on the Funeral Plan.

Select New when additional benefits are available on the selected Funeral Plan e.g., Extended Family.

Funeral Policy
 Funeral Policy / Funeral Policy / Funeral Policy / Funeral Policy

Save Save and Close Save and New Cancel

Detail Account Commission

Principle Member:* Claassen Tlou (T.J.) Group Policy: TWIN CITY DEVELOPMENT (Regent Fu Premium: R 125.00
 Inception Date: 2018-07-01 Funeral Plan:* Applicant Only R15 000 Parent Cover: R 0.00
 Contract Number:* TCD1508
 Status:* In Progress
 Cancel Date:*
 Cancel Reason:* N/A
 Intermediary: N/A

Funeral Policy Benefit

Benefit:* N/A
 Funeral Benefit Type:* Applicant Only 15 000
 Inception Date:*
 Cancel Date:*
 Commission: R 0.00
 Total Premium: R 0.00

OK Cancel

Page 1 of 1 (1 items)

Only the Benefits created on the Funeral Plan will be available for selection.

Dependants

The application will only allow you to capture Dependants for those Member Types and ages which have been setup on the Funeral Plan.

You will not be able to capture more Dependants as stipulated on the Funeral plan (Max dependants)

Dependants

New Delete Edit Show in Report Export to

	Surname	First Name	Title	Date Of Birth	Age	IDNumber	Relation	Policy Benefit	Deceased	Date Deceased
	Vermaak	Johan	Mr.	1990-07-22	28		Child	Family Cover		
	Vermaak	Lynton	Mr.	1954-04-19	64		Father-in-Law	Parent Cover		

Page 1 of 1 (2 items)

Save Save and Close Save and New Cancel

A Dependant is a standard Contact record in the application, linked to the Funeral Policy as a Dependant.

A new Dependant's details can be captured before or during capturing of the policy.



Dependant

Person: N/A

First Name:* Is Male:

Second Name: IDNumber:

Call Name:* Passport Number:

Surname:* Date Of Birth:

Initials:* Age:

Title:* N/A Date Deceased:

Policy Benefit:* N/A

Relation:* N/A

Premium: R 0.00

Commission: R 0.00

Role:* N/A

Exception: N/A

Exception Proof:* N/A

OK Cancel

Fieldname	Description	Required
Person	Select or create a new Dependant	✓
First Name, Second Name, Call Name, Surname, Initials, Title, Gender, ID Number, Passport Number, Date of Birth	These fields will be auto populated when an existing Dependant record is selected or after a new Dependant record is created. These fields can be updated from this view	
Date of Birth	Capture date of birth if not already auto populated	
Policy benefit	Select policy benefit for which this dependant is insured	
Relation	Select the relationship of this dependant with Principal Member	
Premium & Commission	Premium and Commission payable on this benefit will auto populate as captured on Funeral Plan	
Role	As you are capturing a Dependant record, the Role will always be Dependant	
Exception	Select the applicable Exception rule which might apply to this Dependant	
Exception Proof	Add supporting documentation to support Exception rule	✓
Age	Auto calculated based on ID number	
Date Deceased	Capture the deceased date of the person	

Date Deceased

Date deceased is entered on either Person Record (Principal Member, Dependant or Beneficiary) or Dependant detail view as above and will be displayed on the Dependents List view. The deceased person's premium, if applicable, will be excluded from the Total Premium.



Person - Jordaan Sarel (S.) ()
Bowers Abdullah (A.D.) () / Funeral Policy / Funeral Policy / Person / Jordaan Sarel (S.) ()

Save Save and Close Save and New Cancel

Details Office Additional Contact Information

Displayname: Jordaan Sarel (S.)

Surname: Jordaan

First Name: Sarel

Second Name:

Call Name: Sarel

Initials: S.

Title: Mr.

Work Number: N/A

Cell Number: N/A

Home Number: N/A

Date Of Birth: 1954-07-18

Date Deceased: 2018-08-01

Age: 64

ID Number:

Language: N/A

Gender: Male

Fax Number: N/A

Email:

Open Tasks: 0

Primary Record

Funeral Policy
Team Tasks / Jordaan Sarel (S.) () / Person / Funeral Policy / Funeral Policy

Save Save and Close Save and New Cancel

Detail Account Commission

Principle Member: Vermaak Marianna (M)

Inception Date: 2018-04-30

Contract Number: 042018

Status: Active

Cancel Date:

Cancel Reason: N/A

Group Policy: WaterWise (Hollard Group Scheme - 12)

Funeral Plan: Fortune Comprehensive

First Cover Date: 2018-10-30

Reference Number:

Consultant: N/A

Date Created: 2018-04-20

Created By: SysAdmin

Premium: R 0.00

Parent Cover: R 0.00

Family Cover: R 280.00

Extended Family: R 180.00

Additional Benefit: R 22.00

Total Premium: R 482.00

Commission: R 0.00

Benefits Dependents Contract Links Contract Roles Tasks Notes Documents Questionnaires Propertiesheets History

Person	Age	Relation	Policy Benefit	Max Cover Amount	Premium	Commission	Exception	Exception Proof	Date Deceased
Jordaan Sarel (S.)	64	Father-in-Law	Parent Cover	R 20 000.00	R 150.00	R 0.00			2018-08-01
Jordaan Elna (E.)	43	Niece	Additional Extended Family Max Age 49	R 15 000.00	R 180.00	R 0.00			
Vermaak Deo (D.)	24	Child	Family Cover	R 20 000.00	R 280.00	R 0.00			

Page 1 of 1 (3 items)

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Contract Roles

[Contract roles](#) manage the relationship of a contact with his contracts.

Both Dependant- and Beneficiary details are linked to Contract Roles by default when captured on a Funeral Policy

Please refer to this section in Contact Management.

Account

Funeral Policy
Task Dashboard / Funeral Policy / Funeral Policy

Save Save and Close Save and New Cancel

Detail Account Commission

Payment Type: Debit Order

Invoice To: Vermaak Elsabe (E.)

Debit Order Account: Vermaak Elsabe (E.) (ACC-SA201803-21)

Balance: R 732.00

Journal Balance: R 0.00



A method of payment must be selected per client/policy

If Funeral Plan is setup for collection of premiums, then Debit Order needs to be selected as method of Payment.

Fieldname	Description	Required
Payment Type	Client's preferred payment method	✓
Debit Order Account	Debit Order Account to manage client's premium collection	
Invoice To	Default to selected client record	✓

Debit Order Account

Create a new debit order account per client. One account can be setup per client to collect premiums on multiple policies. Refer to [Financials](#) with regards to collecting premium and setup of Debit Order Account.

Commission

Commission displays relevant premium and commission information as captured on policy. It also displays how commission is to be paid (Template) and all records of commission received and processed by the Commissions department.

Funeral Claim



Claim Detail

General Information

Fieldname	Description	Required
Policy	Select applicable policy	✓
Claim No	Enter claim number for internal reference or claim number will auto populate if set up on credit life product	✓
Insurer Claim No	Enter insurer claim number if applicable	
Date of Loss	Select date of loss	✓
Date Reported	Select relevant date the claim was reported	
Reported By	Free text field to capture name of person who reported the claim	
Claim status	Select relevant status	✓
Reason	Drop-down of status reasons will be available for selection if applicable on the status selected	
Category	Select Claim Category from drop-down menu	✓
Cause of Claim	Select Cause of Claim applicable to the specific Claim Category from drop-down menu	✓
Finalised Date	Enter finalised date when claim status is in a final state	

Claim Report information

Fieldname	Description	Required
Administrator	Select Claims Administrator from drop-down menu	
Consultant	Select relevant Consultant from drop-down menu	
Principle Member	Select if claim is for Principal Member	
Dependent	Select relevant dependent from policy	
Insured Benefit	Select applicable benefit linked to policy on which claim is registered i.e., Main or Second Insured	✓
Benefit	Select applicable benefit as captured on policy	✓
Estimate	Maximum cover amount as per policy benefit will auto populate as estimate amount	
Policy Premium	Policy premium will auto populate from policy selected	
Claim Account	Create a claim account to manage payments on this specific claim	
Account Balance	Account balance will auto populate from claims account	
Journal balance	Journal balance will auto populate from claims account	

Description of event

Free text field to be captured with details of event or can be pre-populated with default template if selected on Claims Category

The screenshot shows a web application interface for 'Claim Detail'. The 'Description of Event' tab is active, showing a rich text editor. The toolbar includes options for bold, italic, underline, strikethrough, bulleted list, numbered list, link, unlink, and text color. The text area contains the text 'Old age'. At the bottom, there are tabs for 'Design', 'HTML', and 'Preview'.



Additional Information

Claim Detail Description Of Event **Additional Detail** Tasks Notes Documents Questionnaires PropertySheets History

Claimant Information

Claimant: N/A

Claimant Age: 0

Additional Information

Assessor: N/A

Assessor Name:

Police Report Information

Police Ref No.* Date Of Report.*

Station Address.*

Claimant

Select Claimant from policy as captured on Contract Role. Claimant's age will auto populate with details captured on record linked on Contract Role.

Assessor

Link Assessor from Contact list or free text capture on Assessor Name if this Assessor is not a Contact record

Police Report Information

Police Report information fields will be active to capture if it was selected on the specific cause of claim to be applicable

Tasks

Summary of all tasks related to this claim

Please refer to [Task Management](#) on how to create and manage tasks.

Note

Summary of all notes related to this claim

Please refer to [Notes](#) on how to create and manage notes.

Documents

Please refer to [Documents](#) on how to create and manage documents

Questionnaires and PropertySheets

Please refer to [Questionnaires](#) on how to create and manage questionnaires



Commission Tracking

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

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

The purpose of this section is to assist the commission data processor in fulfilling the task of processing commission.

Home Screen

Once you have selected Commission on your navigation panel, you will notice that the home screen has changed.

	Contact	Client Number	Reference Number	Date Added	Account Code	Is Broker House	Broker House	Receive Commission	Recipient Type	Payroll Number	Tax Number	Directive Percentage	Active	Last Statement Date
☐	Kane J (J)		865	2017-11-01	16	☐	MSB Independent Broker Group (Pty) Ltd	☒	Invoice		98745	0.00%	☒	2019-07-04
☐	MSB Independent Broker Group (Pty) Ltd	115	B115	2018-02-13	115-21	☒		☒	Invoice		6598745	0.00%	☒	2019-06-27
☐	Abrahams			2017-11-01	256998	☐	MSB Independent Broker Group	☒	Invoice	256998	03215	25.00%	☒	2019-08-05

On the Navigation panel, note the menu items specifically related to Commission.

Fieldname	Description
Recipient	Person or Company who will receive commission
Recipient statement	Month-end statement per recipient
Template	Recipient payment structure
Commission Contract	Client and policy details on which commission is earned
Commission Statement	Statement of commission received from Insurer
Bank Statement Transaction	List of all bank transactions imported
Statement Payment Batch	Monthly Recipient payment batches
Batch	Summary of expenses of ad-hoc payments

Recipient

A recipient is any person or company that receives commission; being a regular commission earner or a referrer.

The information captured for the Recipient will determine how the commission will be divided. A full history of the percentage share for a specific period, product, product provider, transaction type and more is saved as a Template record.

The Recipient record is also used to manage the competencies, broker codes, recurring expenses, savings accounts, tax directives etc. of the Broker / Adviser.

This record also holds valuable management information e.g., PD Rating, termination date, etc. which can be utilised in the remuneration model percentage share calculations.



Contact	Client Number	Reference Number	Date Added	Account Code	Is Broker House	Broker House	Receive Commission	Recipient Type	Payroll Number	Tax Number	Directive Percentage	Active	Last Statement Date
Kane J (I)		865	2017-11-01	16	☒	MSB Independent Broker Group (Pty) Ltd	☒	Invoice		96745	0.00%	☒	2019-07-04

Recipient Detail

Recipient Detail

Contact: N/A

Account Code:

☒ Is Broker House Broker House: N/A

☒ Receive Commission Default Commission: 0.00%

Date Added:

PD Rating: N/A

Comment:

☒ Active

Recipient Type: Invoice

Bank Account: N/A

Payroll Number:

Book Value: R 0.00

Balance: R 0.00

Last Statement Date:

Fieldname	Description	Required
Contact	The contact that is defined as a recipient. User can create a new contact if not already in the database.	☒
Account Code	Application generated code which is the unique identifier when importing journal entries using the Batch import process.	
Is Broker House	Indicates if the current recipient is a Broker House.	
Broker House	Select the Broker House for this recipient.	☒
Receive Commission	Default to true. If not selected no commission can be processed against this record	
Default Commission	When specified it is used as a default for all commission contracts set-up between the broker/recipient and the product provider. It is also used when commission needs to be split without pre-defined splitting rules or templates.	
Date Added	This date is relevant to determine from when a recipient is liable to receive commission.	☒
PD Rating	Select PD rating applicable (Performance Development)	
Comment	A free format text field. Can be used to describe the recipient account in more detail.	
Active	Mark the recipient as active once you have completed the configuration.	
Recipient Type	Determines whether Broker is paid via payroll or invoiced	☒
Bank Account	If commission is paid into a bank account, then select the bank account to use from the list of bank accounts on the contact record.	
Payroll Number	If the recipient type is payroll, then this property is required. It is also used as output in the payment process.	
Book Value	Summary of Market Value of all Contracts linked to this recipient.	
Balance	Displays the amount still due to the recipient. This is the total of non-paid transactions.	
Last Statement Date	Application generated during the month-end process.	
Last Commission Date	This will be the last date on which commission is processed against this record	



Select the relevant Recipient by clicking the 'binocular button' on the Contact field.

If the contact details do not exist, you can capture the new record on Contact Manager using the new button to create a new company/person to use as the recipient.

Tax Details

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

Competence Registers

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

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



Recipient - Abrahams Mark (M.)
Task Dashboard / Richardson MS (MS) / Recipient / Abrahams Mark (M.)

Recipient Detail Tax Details **Competence Registers**

New Delete Edit Export to

Training Date Institution Type Of Training Class Of Business Description

2015-01-01
2015-01-01

Page 1 of 1 (2 items)

Contracts Templates

New Clone... Product Provider

Merx Underw

Cadiz Asset Management 478 2018-03-07 50.00%
Discovery Life 6987 2018-03-14 50.00%
Momentum 744 2018-03-08 50.00%
Discovery Health 802 2018-03-16 50.00%

Competence Register - RE5 Advanced
Task Dashboard / Richardson MS (MS) / Recipient / Abrahams Mark (M.) / RE5 Advanced

Save Save and Close

Training Date:* 2015-01-01
Institution:* Moonstone
Type Of Training:* Regulatory Examination - Representative (RE 5)
Description: RE5 Advanced
Class Of Business:* Securities & Investments
Certification:* RE5 Certification

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

Contracts

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

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

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

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

Recipient Detail Tax Details **Competence Registers**

Reset View Settings Export to

Training Date Institution Type Of Training Class Of Business Description

2010-01-01
2010-01-01

Page 1 of 1 (2 items)

Contracts **Templates** Retention Policies

Reset View Settings Export to

Product Provider

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

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

Recipient: Gerber Ralf (R.)
Broker Number: 501022
Start Date: 2012-02-28
Contract Document: N/A
Default Commission: 0.00%

Product Provider: Momentum
Active
Created By: Date Created:
Updated By: ElsabeV Last Updated: 2019-07-04

Class Of Businesses

Reset View Settings Export to

Class Of Business Accredited

Long Term Insurance
Securities & Investments

Page 1 of 1 (2 items)

Page size: 20

OK Cancel



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

Templates

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

Contracts Templates Retention Policies Expenses Targets Accounts Transactions Statements															
New Clone... Delete Edit Apply Formula Generate Targets Reset View Settings Export to															
	Name	Is Generic	Product Provider	Apply To All Products	Product	Use As Default	Remuneration Model	Contract Start Date	Contract Months	Contract End Date	Guarantee Period	Guarantee	Annual Target Year 1	Annual Target Year 2	
	Absa Template	☐	Absa Investment Management Services	☒		☐			0		0	R 0.00	R 0.00	R 0.00	
	Acis Template	☐	BBL Broker Group	☒		☐			0		0	R 0.00	R 0.00	R 0.00	
	Allan Gray Template	☐	Allan Gray	☐	Allan Gray Unit Trust	☐			0		0	R 0.00	R 0.00	R 0.00	
	BOE Template	☐	Old Mutual Investment Administrators BOE Funds	☒		☐			0		0	R 0.00	R 0.00	R 0.00	
	Coronation Template	☐	Coronation	☒		☐			0		0	R 0.00	R 0.00	R 0.00	
	Element Template	☐	Element	☒		☐			0		0	R 0.00	R 0.00	R 0.00	

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

You can access templates directly from the Recipient detail view or from the Navigation Pane.



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

Commission Split rules

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

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

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

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

Fieldname	Description	Required
Effective Date	Date from which this rule applies.	☒
Formula	Formulas can be used for example to calculate fees from Investment Market values. See section on Formula's	
Result	Formula calculation result	
Apply to all transaction	When selected, the rule will apply to all transactions for this specific Product Provider or all Product Providers in case of Generic template.	
Transaction Category	It is difficult to group transaction types only on their transaction descriptions because they are mainly	



	determined by the data received on the commission file from the various product providers. The transaction category will group transaction types together and allow you to specify splitting rules based on this category.
Criterion	Specific criterion may be used to define the rule.
Commission Value	A fixed commission value may sometimes apply.
Expected Commission	Expected commission may be entered for reporting purposes but have no effect on the split rule.
Broker	Application will default to the selected Broker.
Broker Percentage	Application will default to the default commission percentage as set-up on Recipient detail screen. This percentage may be changed.
Broker House	Broker House will default as set-up on Recipient detail screen.
Broker House Percentage	Percentage will default to percentage as set-up on Recipient detail screen. This percentage may be changed.
Split Total	Split Total must always calculate to 100%.

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

Select the relevant recipient and enter the percentage share.

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

Retention Policies

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

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



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

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

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

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

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

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

Manage Retained Transactions

Select the retained transaction to see the transaction movement.



Commission (Discovery) - Transaction

Transaction

Recipient: [Abrahams Mark \(M.\)](#)
 Description: Commission (Discovery)
 Reference: Bester Jaco (J) (5130087291)
 Transaction Type: [New Business](#)
 Transaction Date: 2019-06-25
 Amount: R 19 847.93
 VAT: R 2 977.19

Total: R 22 825.11
 Date Approved: 2019-07-04
 Retention Policy: [General Retainment Rule](#)
 Captured By: ElsabeV
 Date Captured: 04 July 2019 04:35:40 PM
 Approved By: ElsabeV

☒ Include VAT

Statement Transactions

Export to

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

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

OK Cancel

Revoke Retention Rule

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

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

Contracts Templates Retention Policies Expenses Targets Accounts Transactions Statements

Edit Transaction Move Transaction Ad Hoc Payment Approve/Un-Approve Export to

This will create a new Statement Transaction

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

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

Release Initial amount without releasing all Retained transactions

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

Statement Transaction Ad Hoc Payment Process

Payment Type: Ad-Hoc Payment

Amount: R 2 500.00

VAT: R 375.00

Total: R 2 875.00

OK Cancel

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



Contracts

Templates

Retention Policies

Expenses

Targets

Accounts

Transactions

Statements

Pay Statement

Approve

Show in Report

Export to

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

Expenses

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

Recurring expenses will be captured on the Expenses tab.

Recurring Expenses

Desk Fee - Recipient Expense

Fee Transaction:

Monthly Service Fee

Description:

Desk Fee

Reference:

Desk Fee

☒ Active

Exclude From:

Exclude To:

Captured By:

ElsabeV

Date Captured:

2019-06-27

External Code:

Quantity:

1

Unit Cost:

R 1 000.00

Amount:

R 1 000.00

☐ Include VAT

VAT:

R 0.00

Total:

R 1 000.00

OK

Cancel

Fieldname	Description	Required
Fee Transaction	Select fee transaction from a pre-defined list	
Description	Describe the expense record	☒
Reference	Enter a unique reference which will appear on the Recipient Statement.	☒
Active	Select active when applicable.	
Exclude from	Enter the date from when expense should be excluded.	
Exclude to	Enter the date until when expense should be excluded.	
Captured by	Auto filled field defaults to user login details.	
Date Captured	Defaults to current date.	
External code	Auto filled to General ledger code as specified on Fee transaction.	
Quantity	Enter the quantity of expense.	
Unit cost	Enter the unit cost of expense.	
Amount	Auto calculate quantity multiplied by unit cost	
Include VAT	VAT will be calculated if selected.	
VAT	VAT portion of expense if selected.	
Total	Total Income / Expense	



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

Refer to Recipient [Month-End Process](#)

Accounts

Accounts can be linked to a recipient in 4 capacities.

Refer to [Financials](#) section

Transactions

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

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

Statements

Summary of all statements paid and/or due for payment

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

Refer to Recipient [Month-End Process](#)



Commission Contract

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

Commission Contract can be created in 3 different ways:

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

New Commission contract

Select Commission Contract from the Navigation Pane, then select New from the action bar:

Fieldname	Description	Required
Owner	The owner of a commission contract can be the client that the policy was sold to, the Broker House or the broker. The owner can be changed at any point. To select the owner, you need a contact record in the database. Refer to the TC Contact Manager Training Manual for details on how to create this contact record. It is recommended that you use the correct owner record to improve the reporting experience.	✓
Contract Number	This is the policy number that uniquely identifies the contract. It is matched with the policy number from the commission transaction file.	✓
Commission Product	Select the product that this contract is based on. When creating the contract automatically via the commission process, the product will be selected based on the matching of the Benefit Type column in the transaction column with the Benefit code property of the product.	
Inception Date	The date the policy was submitted.	✓
Market Value	Auto populate when imported. Market Value can be updated on the Market Value tab. When imported the application will track the value as per the value date on the import	
Status	Commission will only be accepted for contracts in the active state.	✓
Consultant	Use to allocate contracts to internal business Consultants. This is assigned to the Recipient/Broker when the contract is created through the import process.	



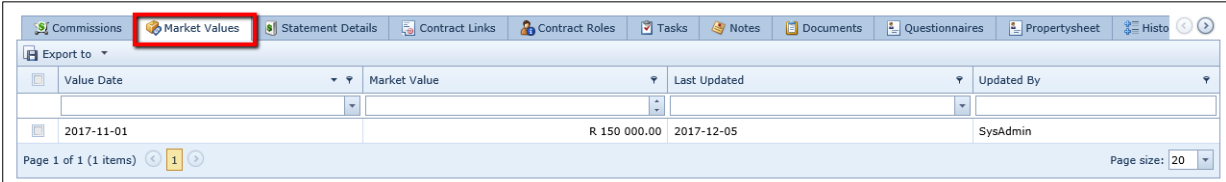
Last statement date	Last commission statement processed for this contract.
Use Template	Select this if a template applies. Alternatively create a unique commission split rule applicable to this contract. Refer to Commissions tab.
Template	Must select a template if you choose to use templates. Changes to the splitting rules of a template will affect the splits on contracts using that template.
Cancel Date	Provide a date when the policy is set to a cancel state. It will not stop the processing of commission.
Cancel Reason	Provide a reason for setting a cancel date.
Product	Select the product that this contract is based on. When creating the contract automatically through the commission process the product will be selected based on the matching of the Benefit Type column in the transaction column to the Benefit code property of the product. 
Product Provider	Display field only based on the selected product.
Fixed Commission	Commission captured at the time when the contract is created. Can be used to determine expected commission in the pipeline.
Contribution Frequency	Select the frequency applicable to this specific policy. Monthly is the default. 
Contribution	Monthly contribution if applicable.
Annual Escalation	Percentage the contribution will escalate to.
Comment	Free text
Consultant	Use to allocate contracts to internal business Consultants. This is assigned to the Recipient/Broker when the contract is created through the import process.
Last statement date	Last commission statement processed for this contract.
Current commission	Last commission earned as per last statement processed.
Total Commission	All commissions earned on this specific contract since inception.

Commissions

This tab will only be used when a template does not apply and will be setup by the Commission Administrator.

Market Values

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



Value Date	Market Value	Last Updated	Updated By
2017-11-01	R 150 000.00	2017-12-05	SysAdmin

Statement Details

A summary of all transactions applicable to this specific contract:



Commissions	Market Values	Statement Details	Contract Links	Contract Roles	Tasks	Notes	Documents	Questionnaires	PropertySheet	History
Export to										
Log Date	User Name	Status	Contract Value	Contract Premium	Contract Commission					
24 June 2019 09:00 AM	SysAdmin	Active		R 0.00	R 0.00					
24 June 2019 09:00 AM	SysAdmin	Active		R 0.00	R 0.00					
21 June 2019 03:00 PM	SysAdmin	Active		R 0.00	R 0.00					
21 June 2019 03:00 PM	SysAdmin	Active		R 0.00	R 0.00					
21 June 2019 02:59 PM	SysAdmin	Active		R 0.00	R 0.00					
21 June 2019 02:59 PM	SysAdmin	Active		R 0.00	R 0.00					
21 June 2019 02:37 PM	SysAdmin	Active		R 0.00	R 0.00					
21 June 2019 02:33 PM	SysAdmin	Active		R 0.00	R 0.00					
12 June 2019 06:00 PM	ElsabeV	Active		R 0.00	R 0.00					



Bank Statement Transaction

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

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

Import Bank Statement

Select Bank statement transaction from the Navigation Pane:

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

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

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



Jan 2016 - Bank Statement							
Statement Reference: Jan 2016							
From Date: 2016/01/01							
To Date: 2016/01/31							
File: Bank Statement Jan 2016.csv							
Transactions							
Reset View Settings Export to							
Drag a column header here to group by that column							
	Transaction Date	Description	Reference	Debit Amount	Credit Amount	Credit Amount Used	Credit Amount Available
		DISCLIFE 1116055250-880				0.0	
	2016/01/19	DHMS COMM 1116055250-88462599		R 0.00	R 2 676.60	R 0.00	R 2 676.60
	2016/01/25	DHMS COMM 1116055250-88724526		R 0.00	R 2 437.80	R 0.00	R 2 437.80
	2016/01/05	DISC COMM 1116055250-87866792		R 0.00	R 19 684.39	R 0.00	R 19 684.39
	2016/01/05	DISCLIFE 1116055250-87864055		R 0.00	R 4 914.18	R 0.00	R 4 914.18
	2016/01/07	DISCLIFE 1116055250-87991962		R 0.00	R 4 000.44	R 0.00	R 4 000.44
	2016/01/08	DISCLIFE 1116055250-88028103		R 0.00	R 1 451.02	R 1 451.02	R 0.00
	2016/01/11	DISCLIFE 1116055250-88129554		R 0.00	R 486.14	R 0.00	R 486.14
	2016/01/12	DISCLIFE 1116055250-88165612		R 0.00	R 885.72	R 0.00	R 885.72

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

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



Commission Statement

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

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

Please refer to the TC Web Application Administrator Guide.

Importing Process

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

	Broker House	Statement Date	Product Provider	Broker House Contract	Reference	Status	Amount (Excl VAT)	VAT	Amount	Bank Amt
	BBL Broker Group	2013-01-31	Momentum	112233	836666	Processed	R 42 862.67	R 6 000.69	R 48 863.36	
	Money Management Pty (Ltd)	2014-08-08	Abisa Investment Management Services	00200038	Abisa 20140808	Open	R 0.00	R 0.00	R 0.00	
	Money Management Pty (Ltd)	2014-08-08	Abisa Investment Management Services	00200038	Abisa 20140808 fix	Processed	R 169.36	R 23.71	R 193.07	
	Money Management Pty (Ltd)	2014-09-02	Abisa Investment Management Services	00200038	ABSA20140902	Open	R 2 070.99	R 289.94	R 2 360.93	
	Money Management Pty (Ltd)	2014-09-30	Abisa Investment Management Services	00200038	ABSA20141030	Open	R 0.00	R 0.00	R 0.00	
	Money Management Pty (Ltd)	2011-12-01	Strategic Investment Service	102-24-00	acsis R20,768.67 20111217_458	Open	R 18 218.13	R 2 550.54	R 20 768.67	

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

	Broker House	Statement Date	Product Provider	Broker House Contract	Reference	Status	Amount (Excl VAT)	VAT	Amount	Bank Amt
	BBL Broker Group	2013-01-31	Momentum	112233	836666	Processed	R 42 862.67	R 6 000.69	R 48 863.36	
	Money Management Pty (Ltd)	2014-08-08	Abisa Investment Management Services	00200038	Abisa 20140808	Open	R 0.00	R 0.00	R 0.00	
	Money Management Pty (Ltd)	2014-08-08	Abisa Investment Management Services	00200038	Abisa 20140808 fix	Processed	R 169.36	R 23.71	R 193.07	
	Money Management Pty (Ltd)	2014-09-02	Abisa Investment Management Services	00200038	ABSA20140902	Open	R 2 070.99	R 289.94	R 2 360.93	
	Money Management Pty (Ltd)	2014-09-30	Abisa Investment Management Services	00200038	ABSA20141030	Open	R 0.00	R 0.00	R 0.00	
	Money Management Pty (Ltd)	2011-12-01	Strategic Investment Service	102-24-00	acsis R20,768.67 20111217_458	Open	R 18 218.13	R 2 550.54	R 20 768.67	

This will launch the import process.

Import Commission Statement Process

Import

Import Map:* N/A

Statement Type: Commission statement

File:* Browse...

☒ Validate Map

Product Provider: N/A

☐ Multiple Broker House Contracts

Broker House Contract:* N/A

Statement Date:*

Reference:*

☒ Use Bank Statement

Bank Account:* N/A

Bank Statement Transaction:* N/A

Bank Statement Amount: R 0.00

Number Of Transactions: 0



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

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

Field	Description	Required
Import Map	This is a critical selection of informing the application of the file format to expect when processing the data file. You can select from a list of active maps already configured.	✓
Statement Type	Defaults to the criteria specified on Property Configuration	
File	Select your data file from the local or network drive. Make sure that the file you select matches the Import Map. The application will not be able to process the file if the incorrect map was chosen.	✓
Validate Map	When selected, the application will check if the selected map matches the file layout which is being imported.	
Product Provider	Select the Product Provider as per the statement you are processing.	
Multiple Broker House Contracts	Select this option when the statement is a summary of transactions for various Broker Houses.	
Broker House Contract	Select the appropriate contract that the Broker House has with the product provider of the file you want to process.	✓
Statement Date	The statement date is important. Various validation rules for the broker and broker contracts depend on this date. This date will also be used to generate the transactions.	✓
Reference	Reference number for a statement is unique. This field will auto populate from the Bank Statement Description field when you choose to use the Bank Statement transaction.	✓
Use Bank Statement	Tick when Bank Statement Transactions must be linked to Commission statement.	
Bank Account	Select from drop-down list or create a new bank account	
Bank Statement Transaction	Select from drop-down list or create a new statement transaction	
Bank Statement Amount	Bank Statement Amount will auto populate from your selection made on Bank Statement Amount.	
Number of transactions	May be used for record purposes.	

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



Import Commission Statement Process

Import Logs

Import Map: Discovery Vitality

Statement Type: Commission statement

File: Disc Vitality .csv

Validate Map

Product Provider: Discovery

Multiple Broker House Contracts

Broker House Contract: XYZ Brokers (10048035731)

Statement Date: 2016/02/09

Reference: Vitality

Use Bank Statement

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

Bank Statement: Feb 2016

Bank Statement Transaction: N/A

Bank Statement Amount: 0

Number Of Transactions: 0

Bank Statement Transaction

New

Text to search... Search

		Transaction Date	Credit Amount Available	Description
		2016/02/03	R 5 408.32	ZURICHINSU6490489SA02COMMISSIO
		2016/02/03	R 84.41	EPIC3 FDMDORENASA/FDMUGJG9
		2016/02/03	R 1 171.33	BROLINK BROLINK NS HOLLUE1Y2
		2016/02/03	R 390.23	CASHFOCUS FSPCOMMJAN16
		2016/02/03	R 453.20	CASHFOCUS BESTMED
		2016/02/03	R 1 036.09	BROLINK BROLINK NS CIA UTUN0
		2016/02/03	R 823.68	MOMENTUM 038477 6539LQ
		2016/02/03	R 1 146.42	FSP 219245178 UC54C
		2016/02/03	R 401.68	CASHFOCUS FSP VUM JAN16
		2016/02/06	R 1 899.11	PPS INS COPPS SHORT TERM INSUR
		2016/02/06	R 30 416.36	INSURE COM1116055250-88759308

Import process logs

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

Import Process logs can be accessed from the Tools menu:



Contact Management		New	Delete	Edit	Import Process	Refresh	Reset View Settings	Export to	Quick create	Text to search...	Search
Commission		Import Process									
Recipient		Advice Group - Coastal / Recipient / Money Management Pty (Ltd) / Commission Statement / Import Process									
Recipient Statement		Drag a column header here to group by that column									
Template			Import Map	File	Import Status	Date Created	Created By	Last Updated	Updated By	Import Type	
Commission Contract			Coronation	Coronation 20151201.xlsx	Successfully Imported	2016-02-09	Admin	2016-02-10	Admin	Import Commission Statement Process	
Commission Statement			Coronation	Coronation 20151202.xlsx	Successfully Imported	2016-02-09	Admin	2016-02-10	Admin	Import Commission Statement Process	
Bank Statement Transaction			Coronation	Coronation 20160101.xlsx	Import with Errors	2016-03-08	Admin	2016-03-08	Admin	Import Commission Statement Process	
Statement Payment Batch			Coronation	Coronation 20151230.xlsx	Import with Errors	2016-02-10	Admin	2016-02-10	Admin	Import Commission Statement Process	
Batch			Coronation	Coronation 20130731 - Master.xlsx	Import with Errors	2016-10-04	Admin	2016-10-04	Admin	Import Commission Statement Process	
Configuration			Coronation	Coronation 20151101.xlsx	Successfully Imported	2016-02-09	Admin	2016-02-10	Admin	Import Commission Statement Process	
Financials			Coronation	Coronation 20160501.xlsx	Import with Errors	2016-07-28	Admin	2016-07-28	Admin	Import Commission Statement Process	
Asset Register			Coronation	Coronation 20160601.xlsx	Import with Errors	2016-09-12	Admin	2016-09-12	Admin	Import Commission Statement Process	
Administration											
Reports											
Tools											
Import Process											
RSA Postal Code											

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

Each line item imported will be recorded.

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

Processing Commission

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

Commission Statement		Task / Bank Statement Transaction / Statement Payment Batch / Commission Statement									
Drag a column header here to group by that column											
	Broker House	Statement Date	Product Provider	Broker House Contract	Reference	Status	Amount (Excl VAT)	VAT	Amount	Bank Amou	
	BBL Broker Group	2013-01-31	Momentum	112233	836666	Processed	R 42 862.67	R 6 000.69	R 48 863.36		
	Money Management Pty (Ltd)	2014-08-08	Absa Investment Management Services	00200038	Absa 20140808	Open	R 0.00	R 0.00	R 0.00		
	Money Management Pty (Ltd)	2014-08-08	Absa Investment Management Services	00200038	Absa 20140808 fix	Processed	R 169.36	R 23.71	R 193.07		
	Money Management Pty (Ltd)	2014-09-02	Absa Investment Management Services	00200038	ABSA20140902	Open	R 2 070.99	R 289.94	R 2 360.93		
	Money Management Pty (Ltd)	2014-09-30	Absa Investment Management Services	00200038	ABSA20141030	Open	R 0.00	R 0.00	R 0.00		
	Money Management Pty (Ltd)	2011-12-01	Strategic Investment Service	102-24-00	acsis R20,768.67 20111217_458	Open	R 18 218.13	R 2 550.54	R 20 768.67		

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



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

Commission Statement - Discovery Life 486.13

Dashboard / Commission Statement / Discovery Life 486.13

Broker House: XYZ Brokers	Statement Type: Commission statement
Product Provider: Discovery	Status: Open
Brokerhouse Contract: XYZ Brokers (10048035731)	Transactions Not Imported: 7
Statement Date: 2016/03/01	Total Market Value: R 0,00
Reference: Discovery Life 486.13	Amount (Excl VAT): R 0,00
Bank Statement Amount: R 0,00	VAT: R 0,00
Date Captured: 30 March 2016 02:35:31 PM	Amount: R 0,00
Number Of Transactions: 0	Date Processed:
Captured By: Elsabe	Date Approved:

Statement Entries Statement Files

Clear Warning Update Transaction Date Export to

Transaction Date	Broker	Contract	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
No data to display										
Count=0				Sum=R 0,00		Sum=R 0,00				

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

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

Statement Entries Statement Files

Export to

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

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

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

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

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

1. Import Transactions 2. Calculate Fees 3. Process Splits 4. Approve Transactions 5. Approve Statement

Import Transactions

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

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



Delete

Amend Transaction

Create Transactions

Append

Refresh

Export to

Import Commission Transaction

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

	Transaction Date	Broker House Name	Broker House No	Broker Name	Broker No	Policy Name	Policy No	Commission Amount Ex VAT	VAT	Commission Amount	Account Cd	Market Value	Contribution	Sub Product Provider	Message
☒	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	COETZEE,J,DS	5130829097	R 292,10	R 40,89	R 332,99	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	COETZEE,J,DS	5130829097	R 75,95	R 10,63	R 86,58	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	COETZEE,J,DS	5130829097	R 58,40	R 8,18	R 66,57	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	BOTHA,JMC,MNR	5130585892	R 0,07	R 0,01	R 0,09	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	BOTHA,JMC,MNR	5130585892	R-0,03	R 0,00	R-0,03	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	BOTHA,JMC,MNR	5130585892	R-0,03	R 0,00	R-0,03	COMM	R 0,00	R 0,00		
☐	2016/03/01	XYZ Brokers	10048035731	Alleman Jan (J)	1000204717	BOTHA,JMC,MNR	5130585892	R-0,03	R 0,00	R-0,03	COMM	R 0,00	R 0,00		
Count=7								Sum=R 426,44	Sum=R 59,70	Sum=R 486,14					

Page 1 of 1 (7 Items)

1

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

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

Statement Entries		Statement Files						
Reset View Settings		Export to						
☐	File	Statement Date	Bank Statement Amount	Imported Amount	Number Of Transactions	Imported Number Of Transactions	Bank Statement Transaction	Append Process
☐								
☐	Stratum Benefits 26.021.xls	2016/09/27	R 0.00	R 26 021.00	0	521		☐
☐	Stratum Benefits 26.326.xls	2016/10/05	R 0.00	R 26 326.00	0	528		☒
Page 1 of 1 (2 items)								
Page size: 20								

Create Broker Contract

Clone...

Recipient: N/A
Product Provider: Stratum Benefits

Broker Number: 4699
Default Commission: 0

Contract Type: N/A
☐ Active

Start Date: 2016/10/05
Contract Document: [Browse...](#)

Comment:

Normal
Arial
(Font Size)
B I U

Design

HTML

Preview

OK

Cancel



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

Create Transactions

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

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

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

Commission Contract

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

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

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

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

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

Commission Product

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



Commission Transaction

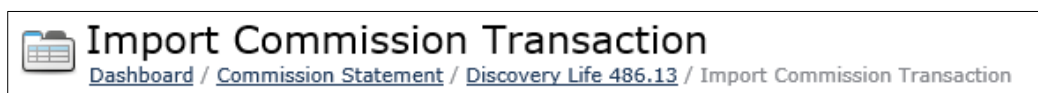
Product Providers do not always notify you in advance when their transaction description has changed or when they have added a new description. This option allows you to auto create this transaction type to process the transaction.

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

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

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

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



Commission Statement - Discovery Life 486.13

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

Broker House: XYZ Brokers
 Product Provider: Discovery
 Brokerhouse Contract: XYZ Brokers (10048035731)
 Statement Date: 2016/03/01
 Reference: Discovery Life 486.13
 Bank Statement Amount: R 0,00
 Date Captured: 30 March 2016 02:35:31 PM

Number Of Transactions: 0
 Captured By: Elsabe

Statement Type: Commission statement
 Status: Open
 Transactions Not Imported: 0
 Total Market Value: R 0,00
 Amount (Excl VAT): R 426,44
 VAT: R 59,70
 Amount: R 486,14
 Date Processed:
 Date Approved:

Statement Entries | Statement Files

Clear Warning | Update Transaction Date | Export to

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

Page 1 of 1 (7 items) | Page size: 20

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

Process Splits

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



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

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

Statement Entries

Statement Files

Delete

Edit

Clear Warning

Edit Contract

Update Transaction

Reset View Settings

Export to

		Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
		2016/10/01	Money Management Pty (Ltd) (8801)	Money Management Pty (Ltd) (Santam Limited - 54500008949)	SAMODIEN MS Mr	Active	Commission Paid	Unknown	R-522.40	R-73.14	R-595.54	R 0.00	☒	☒	☐
☒		2016/10/01	Money Management Pty (Ltd) (8801)	Money Management Pty (Ltd) (Santam Limited - 54500032305)	SAMODIEN MS Mr	Active	Commission Paid	Unknown	R 1 517.70	R 212.48	R 1 730.18	R 0.00	☒	☒	☐
Count=2									Sum=R 139.34		Sum=R 1 134.64				

Page 1 of 1 (2 items)

1

Page size: 20

Edit Contract

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

Owner: Money Management Pty (Ltd)
Contract Number: 54500032305
Inception Date: 2016/10/01
Market Value: 0
Expected Commission: 0
Status: Active
Cancel Date: N/A
Cancel Reason: N/A
Template: Jan de Koker Generic

Product: Debit Order - Santam Limited
Product Provider: Santam Limited
Contribution: 0
Contribution Frequency: Monthly
Annual Escalation: 0
Comment: SAMODIEN MS Mr
Consultant: Gerber Ralf (R.)
Last Statement Date: 2016/10/01
Current Commission: 1517.7029
Total Commission: 1517.7029
Created By: Sysadmin
Updated By: Sysadmin
Date Created: 2016/10/05
Last Updated: 2016/10/05

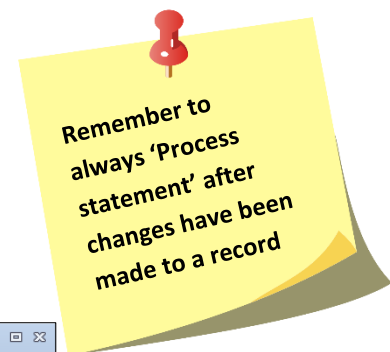
Transaction Date	Statement	Broker	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Processed	Approved	Is Split Correct
2016/10/01	Santam 8801	Money Management Pty (Ltd) (8801)	Commission Paid	R 1 517.70	R 212.48	R 1 730.18	R 0.00	☒	☐	☒

Update Transaction

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

Message from webpage

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



Amend transaction date or transaction type or both:

Commission Statement Detail Append Process

Transaction Date:
Transaction Type: N/A



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

Warnings

Two warnings may occur during the process procedure.

Statement Entries		Statement Files											
Clear Warning		Update Transaction Date				Export to							
	Transaction Date	Broker	Contract	Transaction Type	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved		
	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 58,40	R 8,18	R 66,57	R 0,00					
	2016/03/01	Alleman Jan (J.) (1000204717)	van der Merwe Elsabe (E.) (Discovery - 2589741)	Commission	R 233,67	R 32,71	R 266,38	R 0,00					
	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 513085892)	Commission	R -0,03	R 0,00	R -0,03	R 0,00					
	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 513085892)	Commission	R 0,07	R 0,01	R 0,09	R 0,00					
	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 513085892)	Commission	R -0,03	R 0,00	R -0,03	R 0,00					
	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 75,95	R 10,63	R 86,58	R 0,00					
	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 513085892)	Commission	R -0,03	R 0,00	R -0,03	R 0,00					
	2016/03/01	Alleman Jan (J.) (1000204717)	Alleman Jan (J.) (Discovery - 5130829097)	Commission	R 292,10	R 40,89	R 332,99	R 0,00					
Count=8					Sum=R 92,41		Sum=R 752,52						
Page 1 of 1 (8 items)												Page size: 20	



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

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

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

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

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

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

Approve Transactions

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

There are 4 methods of approving a split transaction:

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

Transaction Type - Advice Fees

Bank Statement Transaction / Statement Payment Batch / Commission Statement / Transaction Type / Advice Fees

Save Save and Close Save and New Cancel

Transaction Type

Description: Advice Fees Income/Expense: Income

Short Description: Advice Fees External Code:

System Type: No Category: Fees

☒ Auto Approve Default Unit Cost: 0

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



Recipient - BBL Broker Group
Commission Statement / 836666 / Recipient / Venter Jan (J.) / BBL Broker Group

Save Save and Close Save and New Cancel

Recipient Detail **Tax Details**

Contact: BBL Broker Group
 Broker House: Money Management Pty (Ltd)
 Default Commission: 0
 Date Added: 2011-09-01
☒ Active

Account Code:
 Recipient Type: Invoice
 Bank Account: N/A
 Payroll Number:
 Book Value: 0
 Balance: 30130.4002
 Comment:
 Last Statement Date: 2016-07-28

Transactions **Statements**

Approve/Un-Approve

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	Approved
2013-01-31	Commission (836666)	De Koker Jan (J.) (208920792)	Initial-Alteration	R 0.00	R 58.14	☐
2013-01-31	Commission (836666)	De Koker Jan (J.) (PP 023593273)	Ongoing-Advisory Fee	R 0.00	R 43.99	☐
2013-01-31	Commission (836666)	De Koker Jan (J.) (PP 024776120)	Ongoing-Advisory Fee	R 0.00	R 186.48	☐

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

accis R486,919.95 20111229_459 - Commission Statement Detail

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

Transaction Type: Ongoing
 Amount (Excl VAT): R 1 225.25
 VAT: R 171.54
 Amount: R 1 396.79
☒ Processed

Transactions

Approve/Un-Approve

Transaction Date	Recipient	Description	Reference	Transaction Type	Percentage Share	Amount	Include VAT	VAT
2011-12-01	Money Management Pty (Ltd)	Commission (accis R486,919.95 20111229_459)	Napier William (W) (POL2009127223096)	Ongoing	50.00%	R 612.63	☒	R 85.77
2011-12-01	Gerber Ralf (R.)	Commission (accis R486,919.95 20111229_459)	Napier William (W) (POL2009127223096)	Ongoing	50.00%	R 612.63	☒	R 85.77
Sum=R 1 225.25							Sum=R 171.54	

Page 1 of 1 (2 items)

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

Commission Statement - accis R486,919.95 20111229_459
Recipient / Venter Jan (J.) / BBL Broker Group / Commission Statement / accis R486,919.95 20111229_459

Save Save and Close Save and New Cancel

Broker House: Money Management Pty (Ltd)
 Product Provider: Strategic Investment Service
 Brokerhouse Contract: Money Management Pty (Ltd) (102-24-00)
 Statement Date: 2011-12-01
 Reference: accis R486,919.95 20111229_459
 Bank Statement Amount: 0
 Date Captured: 2012-04-03
 Number Of Transactions: 0
 Captured By: Admin

Statement Type: Commission statement
 Status: Processed
 Transactions Not Imported: 0
 Total Market Value: 0
 Amount (Excl VAT): 429367.7900
 VAT: 60111.6700
 Amount: 489479.4600
 Date Processed: 2013-08-01
 Date Approved:

Statement Entries **Statement Files**

Approve Transactions

Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
2011-12-01	Gerber Ralf (R.) (102-24-01)		Napier, William	Active	Ongoing	On-Going	R 1 225.25	R 171.54	R 1 396.79	R 0.00	☒	☒	☐



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

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

This transaction will now also display with a blue background.

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

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

Transaction Date: 2016/03/01
Broker: [Gerber Ralf \(R.\) \(56987\)](#)
Contract: [Gerber Ralf \(R.\) \(Discovery - 5130708990\)](#)
Comment:
Market Value: R 0,00
Message:

Transaction Type: [New Business](#)
Amount (Excl VAT): R 21 929,82
VAT: R 3 070,18
Amount: R 25 000,00
☒ Processed
☒ Is Split Correct

Transactions

Approve/Un-Approve

Export to

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

Page 1 of 1 (2 items) 1 2

Page size: 20

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



Commission (Retention test) - Transaction

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

Statement Transactions

Export to

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

OK Cancel

Approve Statement

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

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

Commission Statement - 836666

ARS420141030 / acsis R223.98 20111222_460 / acsis R20.768.67 20111217_458 / Commission Statement / 836666

Save Save and Close Save and New Cancel

Broker House: BBL Broker Group Statement Type: Commission statement
Product Provider: Momentum Status: Approved
Brokerhouse Contract: BBL Broker Group (112233) Transactions Not Imported: 0
Statement Date: 2013-01-31 Total Market Value: 0
Reference: 836666 Amount (Excl VAT): 42862.6700
Bank Statement Amount: 0 Number Of Transactions: 0 VAT: 6000.6900
Date Captured: 2013-05-06 Captured By: Admin Amount: 48863.3600
Date Processed: 2013-05-06 Date Approved:

Statement Entries Statement Files

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

Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
2013-01-31	De Koker Jan (J.) (661225)		NYKERI, P	Active	Ongoing-Advisory Fee	Unknown	R 102.41	R 14.33	R 116.74	R 0.00	☒	☒	☒
2013-01-31	De Koker Jan (J.) (661225)		VENTER, E	Active	Initial-Trail Commission	Unknown	R 0.43	R 0.06	R 0.49	R 0.00	☒	☒	☒



Manual Process

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

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

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

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

Select to clone a previously captured statement:

New

Close...

Delete

Edit

Automated Process

Import Statement

Refresh

Reset View Settings

View

Commission Statement

Export to

Filter

Processed Statements

Commission Statement

ABSA20141030

/ acsis R223.98 20111222_460

/ acsis R20.768.67 20111217_458

/ 836666

/ Commission Statement

Drag a column header here to group by that column

	Broker House	Statement Date	Product Provider	Broker House Contract	Reference	Status	Amount (Excl VAT)	VAT	Amount	Bank Statement Amount	Transactions Not Imported
						N/A					
	Money Management Pty (Ltd)	2014-08-08	Absa Investment Management Services	00200038	Absa 20140808 fix	Processed	R 169.36	R 23.71	R 193.07	R 0.00	0
	Money Management Pty (Ltd)	2011-12-01	Strategic Investment Service	102-24-00	acsis R486,919.95 20111229_459	Processed	R 429 367.79	R 60 111.67	R 489 479.46	R 0.00	0
	Money Management Pty (Ltd)	2012-01-01	Strategic Investment Service	102-24-00	Acis R683183.03	Processed	R 601 528.34	R 84 214.20	R 685 742.54	R 0.00	0
	Money Management Pty (Ltd)	2013-09-12	Absa Investment Management Services	00200038	AIMS 20130912	Processed	R 2 099.38	R 293.92	R 2 393.30	R 0.00	40
	Money Management Pty (Ltd)	2012-03-01	Absa Investment Management Services	00200038	AIMS R1,306.28 20120307.csv	Processed	R 1 145.85	R 160.43	R 1 306.28	R 0.00	0
	Money Management Pty (Ltd)	2012-02-01	Absa Investment Management Services	00200038	AIMS R1,397.01 20120210.csv	Processed	R 1 225.44	R 171.57	R 1 397.01	R 0.00	0

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

Commission Statement														
Save Save and Close Save and New Cancel														
Broker House:	Money Management Pty (Ltd)			Statement Type:	Commission statement									
Product Provider:	Absa Investment Management Services			Status:	Open									
Brokerhouse Contract:	Money Management Pty (Ltd) (00200038)			Transactions Not Imported:	0									
Statement Date:				Total Market Value:	0									
Reference:				Amount (Excl VAT):	169,3600									
Bank Statement Amount:	0			VAT:	23,7100									
Date Captured:	2017-12-05			Amount:	193,0700									
Captured By:	SysAdmin			Date Processed:										
Date Approved:														
Statement Entries Statement Files														
New Delete Edit Clear Warning Edit Contract Update Transaction Reset View Settings Export to														
	Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
☐		Teessen Pieter (P.O.) (00249230)		Pretorius George Thomas Arnold	Imported	Ongoing Commission	On-Going	R 2.24	R 0.31	R 2.55	R 0.00	☐	☐	☐
☐		Kinnear Fanie (F.) (00240349)		RHYNA BRAND	Active	Ongoing Commission	On-Going	R 43.21	R 6.05	R 49.26	R 0.00	☐	☐	☐
☐		Teessen Pieter (P.O.) (00249230)		Rudolph Andries Van Den Berg	Imported	Ongoing Commission	On-Going	R 12.52	R 1.75	R 14.27	R 0.00	☐	☐	☐

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

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



Statement Entries		Statement Files												
New	Delete	Edit	Clear Warning	Edit Contract	Update Transaction	Reset View Settings	Export to							
	Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
	2017-12-01	Teessen Pieter (P.G.) (00249230)		Pretorius George Thomas Arnold	Imported	Ongoing Commission	On-Going	R 2.24	R 0.31	R 2.55	R 0.00	☐	☐	☐
	2017-12-01	Kinnear Fanie (F.) (00240349)		RHYNA BRAND	Active	Ongoing Commission	On-Going	R 43.21	R 6.05	R 49.26	R 0.00	☐	☐	☐
	2017-12-01	Teessen Pieter (P.G.) (00249230)		Rudolph Andries Van Den Berg	Imported	Ongoing Commission	On-Going	R 12.52	R 1.75	R 14.27	R 0.00	☐	☐	☐
	2017-12-01	Kinnear Fanie (F.) (00240349)		SELLO MICHAEL MOEKO	Active	Ongoing Commission	On-Going	R 109.18	R 15.29	R 124.47	R 0.00	☐	☐	☐
	2017-12-01	Teessen Pieter (P.G.) (00249230)		FRANCIS MURIEL MASSYN	Imported	Ongoing Commission	On-Going	R 2.21	R 0.31	R 2.52	R 0.00	☐	☐	☐

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

ABSA 01122017 - Commission Statement Detail

Transaction Date:	2017-12-01	Transaction Type:	Ongoing Commission
Broker:	Teessen Pieter (P.G.) (00249230)	Amount (Excl VAT):	2.2400
Contract:		VAT:	0.3100
Comment:		Amount:	2.5500
Market Value:	0	☐ Processed	☐ Is Split Correct
Contribution:	0		
Message:			

OK Cancel

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

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

Statement Entries		Statement Files					
New	Delete	Print	Reset View Settings	Export to			
	File	Statement Date	Bank Statement Amount	Imported Amount	Number Of Transactions	Imported Number Of Transactions	Bank Statement Transaction
No data to display							



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

Statement Date: 2016/07/20

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

Bank Statement Amount: 0 Imported Amount: 0

Number Of Transactions: 0 Imported Number Of Transactions: 0

Bank Statement Transaction: N/A

☐ Append Process

OK Cancel

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

Bank Statement Transaction

New

Text to search... Search

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

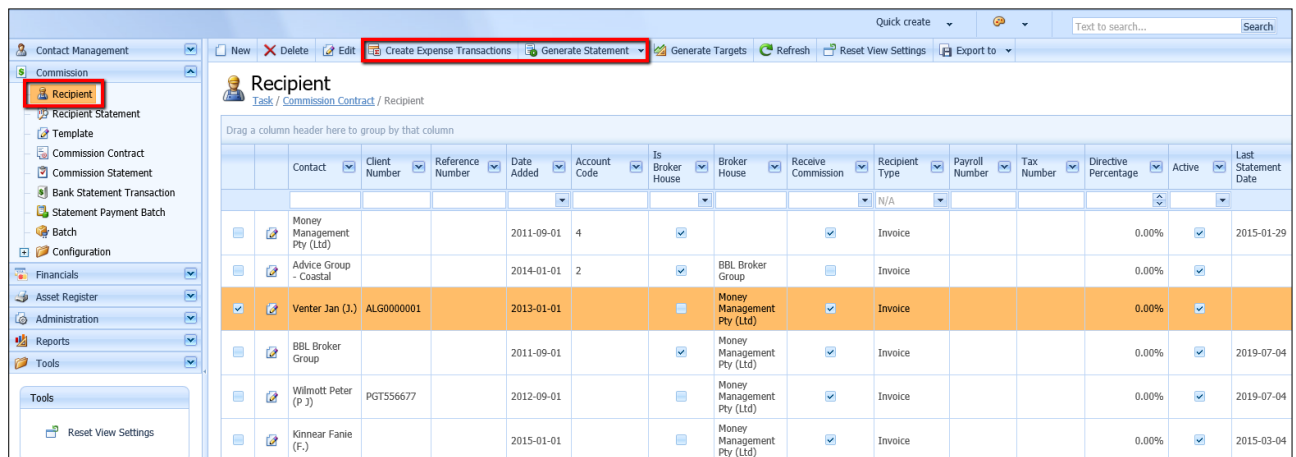


Recipient Month-End Process

Expenses

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

Recurring expenses will be captured on the Expenses tab.

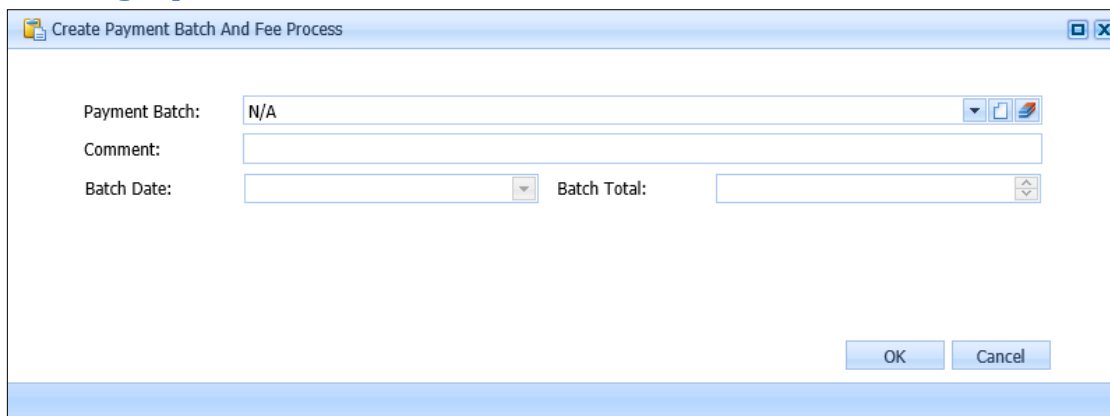


Recipient
Task / Commission Contract / Recipient

Drag a column header here to group by that column

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

Recurring Expenses



Create Payment Batch And Fee Process

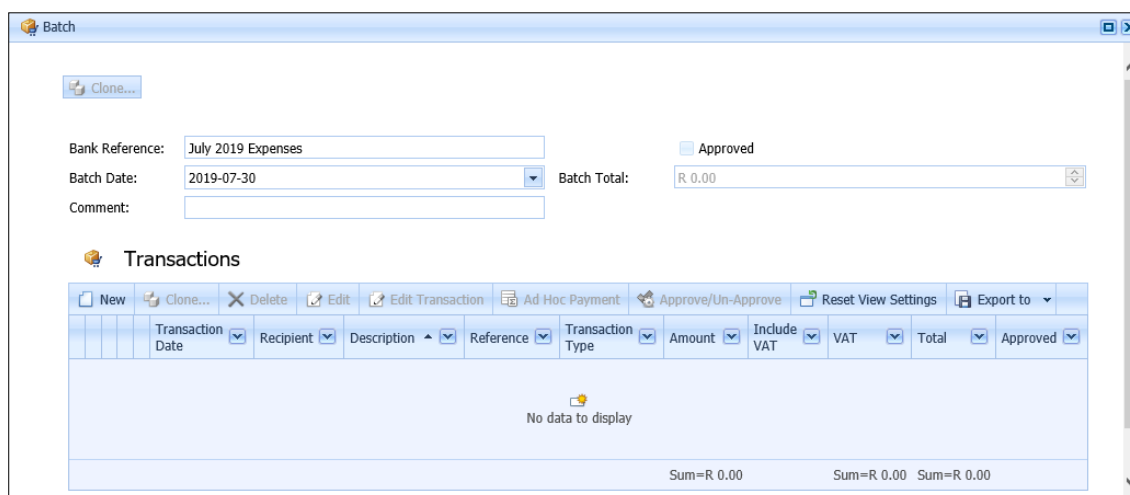
Payment Batch: N/A

Comment:

Batch Date: Batch Total:

OK Cancel

Select an open batch or create a new batch.



Batch

Clone...

Bank Reference: July 2019 Expenses

Batch Date: 2019-07-30

Comment:

Approved ☐

Batch Total: R 0.00

Transactions

New Clone... Delete Edit Edit Transaction Ad Hoc Payment Approve/Un-Approve Reset View Settings Export to

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



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

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

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

Use the Batch icon on the Navigation Pane and select the relevant batch.

Batch - July 2019 Expenses

Bank Reference: July 2019 Expenses
Batch Date: 2019-07-30
Comment:

Batch Total: R-1 150.00

Transaction Date	Recipient	Description	Reference	Transaction Type	Amount	Include VAT	VAT	Total	Approved
2019-07-30	Gerber Ralf (R.)	Monthly pre paid support	PT002	IT Fees - Monthly	R-500.00	☒	R-75.00	R-575.00	☒
2019-07-30	Gerber Ralf (R.)	Software Usage per user	PT001	Software License Fees	R-500.00	☒	R-75.00	R-575.00	☒
Sum=R-1 000.00					Sum=R-150.00		Sum=R-1 150.00	R 0.00	

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

Batch entries / Journals

Journal entries may occur during the month, e.g., Advance Payments or Ad-Hoc expenses, which must be calculated against a Recipient before final payment. The journal entries can now be imported via the Batch Importer process.

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

Select Excel XMLMap from Administration in the Navigation Panel.

Excel XML Map

Commission Contract / Recipient / Batch / July 2019 Expenses / Excel XML Map

Map Name	Map Type	Map Reference	Header Row Count	Import To Temp Tables	Has Column Headers	Is Active
Ad Hoc Expenses	TCImportInterface.TransactionBatchImporter, TCImportInterface		0	☒	☒	☒
Allan Gray	TCImportInterface.CommissionImporter, TCImportInterface		33	☒	☒	☒
Allan Gray Market Value	TCImportInterface.CommissionImporter, TCImportInterface		33	☒	☒	☒
Altresk AR - Correct	TCCommSplitImport.CommissionImporter, TCCommSplitImport		1	☒	☒	☒
Altresk AR (HFM)	TCCommSplitImport.CommissionImporter, TCCommSplitImport		1	☒	☒	☒
Bankstatement	TCImportInterface.BankStatementImporter, TCImportInterface		0	☒	☒	☒
Contact Importer - Test	TCImportInterface.ContactImporter, TCImportInterface		0	☒	☒	☒
Contact Importer Test 2	TCImportInterface.ContactImporter, TCImportInterface		0	☒	☒	☒
Coronation	TCCommSplitImport.CommissionImporter, TCCommSplitImport	PT001	0	☒	☒	☒
Discovery Life	TCImportInterface.CommissionImporter, TCImportInterface		0	☒	☒	☒
Echelon	TCImportInterface.CommissionImporter, TCImportInterface		0	☒	☒	☒
Echelon Short Term	TCCommSplitImport.CommissionImporter, TCCommSplitImport		16	☒	☒	☒
General Commission Import Map	TCCommSplitImport.CommissionImporter		0	☒	☒	☒
Keyhealth	TCCommSplitImport.CommissionImporter		9	☒	☒	☒
Liberty Med	TCCommSplitImport.CommissionImporter		10	☒	☒	☒
Map with Expression	TCCommSplitImport.TaskImporter, TCCommSplitImport		0	☒	☒	☒



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

Excel XML Map - Ad Hoc Expenses

Map Name: Ad Hoc Expenses Map Type: TCImportInterface.TransactionBatchImporter, TCImportInterface

Header Row Count: 0 Internal Processor: Excel

☒ Has Column Headers Map Reference:

☒ Generate Error File ☐ Is Active

☒ Validate On Import Specification:

Properties

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

Page 1 of 1 (7 Items) Page size: 20

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

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

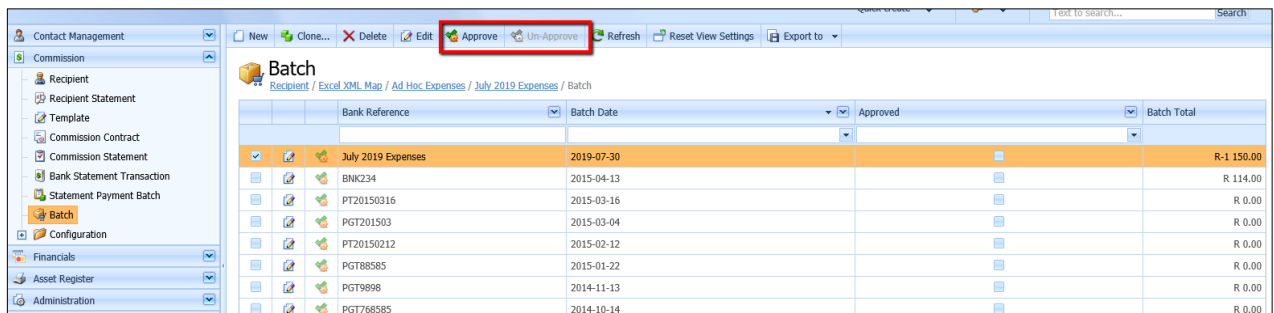
Batch

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

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

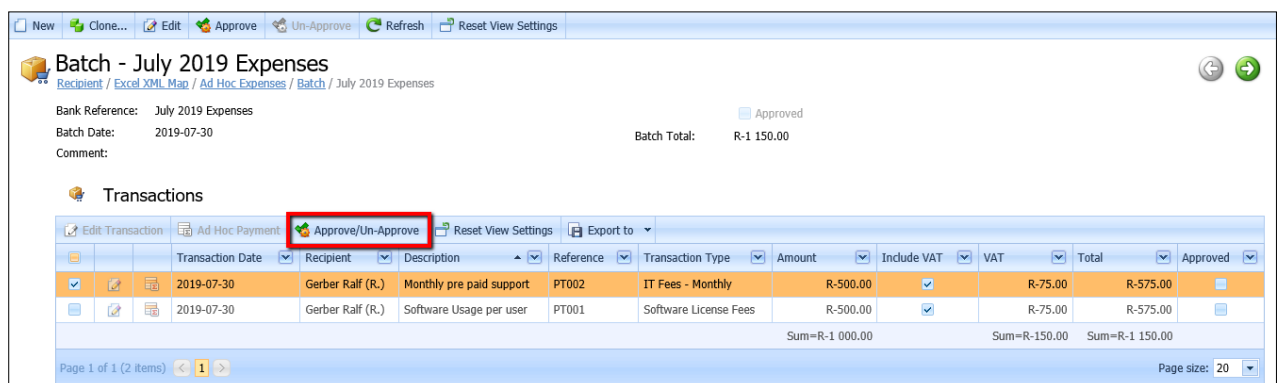


Select the relevant batch from the list.



Bank Reference	Batch Date	Approved	Batch Total
July 2019 Expenses	2019-07-30	☐	R-1 150.00
BNK234	2015-04-13	☐	R 114.00
PT20150316	2015-03-16	☐	R 0.00
PGT201503	2015-03-04	☐	R 0.00
PT20150212	2015-02-12	☐	R 0.00
PGT88585	2015-01-22	☐	R 0.00
PGT9898	2014-11-13	☐	R 0.00
PGT768585	2014-10-14	☐	R 0.00

Open batch to approve individual transactions.



Bank Reference: July 2019 Expenses
Batch Date: 2019-07-30
Comment:

Batch Total: R-1 150.00

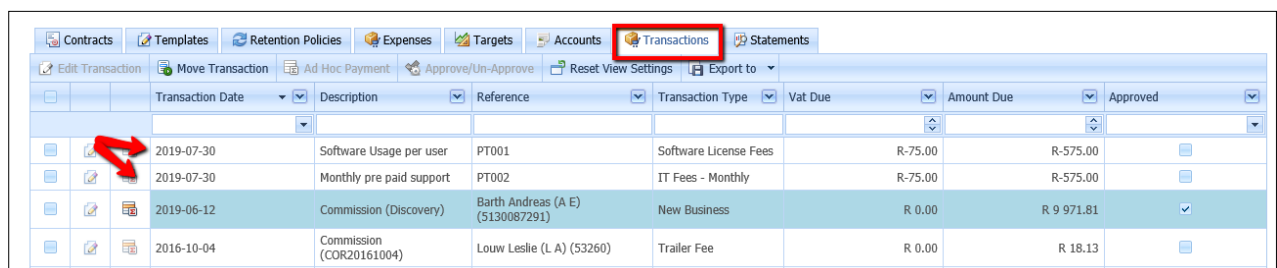
Approved ☐

Transactions

Transaction Date	Recipient	Description	Reference	Transaction Type	Amount	Include VAT	VAT	Total	Approved
2019-07-30	Gerber Ralf (R.)	Monthly pre paid support	PT002	IT Fees - Monthly	R-500.00	☒	R-75.00	R-575.00	☐
2019-07-30	Gerber Ralf (R.)	Software Usage per user	PT001	Software License Fees	R-500.00	☒	R-75.00	R-575.00	☐
					Sum=R-1 000.00		Sum=R-150.00	Sum=R-1 150.00	

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

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



Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	Approved
2019-07-30	Software Usage per user	PT001	Software License Fees	R-75.00	R-575.00	☐
2019-07-30	Monthly pre paid support	PT002	IT Fees - Monthly	R-75.00	R-575.00	☐
2019-06-12	Commission (Discovery)	Barth Andreas (A E) (5130087291)	New Business	R 0.00	R 9 971.81	☒
2016-10-04	Commission (COR20161004)	Louw Leslie (L A) (53260)	Trailer Fee	R 0.00	R 18.13	☐

Recipient Statement

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

You have 2 options when generating the recipient statement

1. Generate Statement WITHOUT Retention - when no retained commission is being paid on this statement
2. Generate Statement WITH Retention - to release monthly commission retained



This action will add the approved transactions as well as apply all retention rules (Generate statement with Retention) on this recipient to a new recipient statement. If a statement for this recipient has not been approved yet, then the approved transactions will be added to the existing statement.

Transactions with Retention Policy

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

The newly generated statement is now on the Statements tab:

Statement Number	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
STM-EVX201907-5	2019-07-19	R 906.53	R 0.00	R 906.53	R 906.53	R 135.98	R 0.00	☐			R 0.00
STM-EVX201907-4	2019-07-19	R 4 250.00	R 0.00	R 4 250.00	R 5 000.00	R 750.00	R-750.00	☒			R 0.00
STM-ADM201502-26	2015-02-12	R 3 778.49	R-140.00	R 3 638.49	R 5 621.76	R 843.26	R-1 843.26	☒	2019-06-30	Close Off Statements	R 0.00
STM-ADM201501-23	2015-01-29	R 227.22	R 0.00	R 227.22	R 267.32	R 40.10	R-40.10	☒	2015-01-30	Comm201501	R 0.00
STM-ADM201411-20	2014-11-13	R-751.51	R-140.00	R-891.51	R 292.34	R 43.85	R-1 043.85	☒	2014-11-14	FFT3523	R 0.00
STM-ADM201410-19	2014-10-16	R 248.49	R 0.00	R 248.49	R 292.34	R 43.85	R-43.85	☒	2015-02-12	PT54	R 0.00

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

Approve Recipient Statement

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



Contact Management

Commission

Recipient

Recipient Statement

Template

Commission Contract

Commission Statement

Bank Statement Transaction

Statement Payment Batch

Batch

Configuration

Financials

Asset Register

Administration

Reports

Tools

Delete

Edit

Pay Statement

Approve

Automated Process

Refresh

Reset View Settings

Reset Statement

Export to

Filter All Statements

Quick create

Text to search...

Recipient Statement

Task / Recipient / Gerber Ralf (R.) / Recipient Statement

Drag a column header here to group by that column

	Statement Number	Recipient	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
☒	STM-EVX201907-5	Gerber Ralf (R.)	2019-07-19	R 906.53	R 0.00	R 906.53	R 906.53	R 135.98	R 0.00	☐			R 0.00
☐	STM-ADM201409-14	BBL Broker Group	2014-09-03	R 8 426.00	R 0.00	R 8 426.00	R 8 426.00	R 0.00	R 0.00	☒	2015-03-04	PAY123	
☐	STM-ADM201501-22	BBL Broker Group	2015-01-29	R 35.04	R 0.00	R 35.04	R 35.04	R 0.00	R 0.00	☒	2015-01-30	Comm201501	
☐	STM-EVX201907-4	Gerber Ralf (R.)	2019-07-19	R 4 250.00	R 0.00	R 4 250.00	R 5 000.00	R 750.00	R -750.00	☒			R 0.00
☐	STM-ADM201501-21	Money Management Pty (Ltd)	2015-01-29	R 2 146.83	R 300.56	R 2 447.39	R 2 146.83	R 0.00	R 0.00	☒	2015-01-30	Comm201501	

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

Select to edit the relevant Recipient Statement.

Validate Pay Statement Approve Automated Process Refresh Reset View Settings Reset Statement	Recipient Statement - STM-EVX201907-5 Task / Recipient / Gerber Ralf (R.) / Recipient Statement / STM-EVX201907-5 Save Save and Close Cancel												
Recipient: Gerber Ralf (R.) Statement Number: STM-EVX201907-5 Statement Date: 2019-07-19 Statement Vat Number: Approved Paid Payment Date: Payment Batch: N/A Payment Reference: Message:	Taxable Income: R 906.53 Tax Amount: R 135.98 Expense: R 0.00 Advance Amount: R 0.00 Amount: R 906.53 VAT: R 0.00 Total: R 906.53												
Statement Transactions Delete Reset View Settings Export to Filter All Items <table> <tr> <th>Transaction Date</th> <th>Description</th> <th>Reference</th> <th>Transaction Type</th> <th>Vat Due</th> <th>Amount Due</th> </tr> <tr> <td>2019-06-12</td> <td>Commission (Discovery)</td> <td>Barth Andreas (A E) (5130087291)</td> <td>New Business</td> <td>R 0.00</td> <td>R 906.53</td> </tr> </table>		Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	2019-06-12	Commission (Discovery)	Barth Andreas (A E) (5130087291)	New Business	R 0.00	R 906.53
Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due								
2019-06-12	Commission (Discovery)	Barth Andreas (A E) (5130087291)	New Business	R 0.00	R 906.53								

Pay Recipient

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



Contact Management	Delete	Edit	Pay Statement	Approve	Automated Process	Refresh	Reset View Settings	Reset Statement	Export to	Filter	All Statements
Commission											
Recipient											
Recipient Statement											
Template											
Commission Contract											
Commission Statement											
Bank Statement Transaction											
Statement Payment Batch											
Batch											
Configuration											
Financials											
Asset Register											
Administration											
Reports											
Tools											

Recipient Statement											
Recipient / Gerber Ralf (R.) / STM-EVX201907-5 / STM-EVX201907-4 / Recipient Statement											
Drag a column header here to group by that column											
Statement Number	Recipient	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference
STM-EVX201907-5	Gerber Ralf (R.)	2019-07-19	R 770.55	R 0.00	R 770.55	R 906.53	R 135.98	R-135.98	☒		
STM-EVX201907-4	Gerber Ralf (R.)	2019-07-19	R 4 250.00	R 0.00	R 4 250.00	R 5 000.00	R 750.00	R-750.00	☒		
STM-EVX201907-3	Wilmott Peter (P.)	2019-07-04	R 114.00	R 0.00	R 114.00	R 114.00	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements
STM-EVX201907-2	BBL Broker Group	2019-07-04	R 30 130.40	R 0.00	R 30 130.40	R 30 130.40	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements
STM-EVX201906-1	De Koker Jan (J.)	2019-06-27	R 12 858.78	R 0.00	R 12 858.78	R 12 858.78	R 0.00	R 0.00	☒	2019-06-30	Close Off Statements
STM-	Teessen Pieter	2016-10-04	R 305.30	R 0.00	R 305.30	R 305.30	R 0.00	R 0.00	☒	2016-07-31	1225

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

Please refer to [Commission Recipient Account Management](#) section

Statement Payment Process	
Payment Batch:	N/A
Journal:	N/A
OK Cancel	

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

Create a new Payment Batch:

Statement Payment Batch	
Batch Reference:	
Payment Date:	2019-07-22
Payment Transaction Type:	N/A
Payment Type:	N/A
Amount:	R 0.00
☐ Batch Closed ☐ Batch Finalised	
Recipient Statements Notes Documents	
Unlink Edit Pay Statement Approve Automated Process Reset View Settings Reset Statement Export to Filter All Items	
Statement Number	Recipient
No data to display	

Property name	Description	Required
Batch Reference	Use a reference name to identify this Batch	☒
Payment Date	Date these transactions should be paid	☒
Payment Transaction Type	Transaction type to display on VIP file	☒
Payment Type	Select preferred payment type	☒



Amount	Auto calculates as transactions are added
Batch Closed	Refer to Payment Batch section
Batch Finalised	Refer to Payment Batch section

Select the applicable Journal for account allocations.

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

Statement Payment Batch

Open the Statement payment batch on the Commissions Navigation Pane. You will now see all Recipient statements added for payment.

The screenshot shows the 'Statement Payment Batch' interface. On the left, the 'Commissions Navigation Pane' has 'Statement Payment Batch' highlighted. The main area displays a table of batches:

Payment Date	Batch Reference	Payment Transaction Type	Amount	Payment Type	Batch Closed	Batch Finalised	Last Updated	Updated By
2019-07-31	July 2019	Commission Payment	R 4 884.57	General Payment File	☐	☐	2019-07-22	ElsabeV
2019-06-30	Close Off Statements	Commission	R 46 741.67	General Payment File	☐	☐	2019-07-04	ElsabeV

Below this, a detailed view for 'Statement Payment Batch - July 2019' is shown. It includes fields for Batch Reference (July 2019), Amount (R 4 884.57), Payment Date (2019-07-31), Payment Transaction Type (Commission Payment), and Payment Type (General Payment File). A table of recipient statements is also displayed:

Statement Number	Recipient	Account Code	Statement Date	Amount	VAT	Total	Tax Amount	Expense	Advance Amount
STM-EVX201907-5	Gerber Ralf (R.)	ALG00000003-3	2019-07-19	R 634.57	R 0.00	R 634.57	R 135.98	R-271.96	R 0.00
STM-EVX201907-4	Gerber Ralf (R.)	ALG00000003-3	2019-07-19	R 4 250.00	R 0.00	R 4 250.00	R 750.00	R-750.00	R 0.00

Create the Payment File to finalise the payment process.

The screenshot shows the 'Statement Payment Batch - July 2019' interface. The 'Create Payment File' button is highlighted with a red box. The interface includes fields for Batch Reference (July 2019), Amount (R 4 884.57), Payment Date (2019-07-31), Payment Transaction Type (Commission Payment), and Payment Type (General Payment File). A table of recipient statements is also displayed:

Statement Number	Recipient	Account Code	Statement Date	Amount	VAT	Total	Tax Amount	Expense	Advance Amount
STM-EVX201907-5	Gerber Ralf (R.)	ALG00000003-3	2019-07-19	R 634.57	R 0.00	R 634.57	R 135.98	R-271.96	R 0.00
STM-EVX201907-4	Gerber Ralf (R.)	ALG00000003-3	2019-07-19	R 4 250.00	R 0.00	R 4 250.00	R 750.00	R-750.00	R 0.00

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

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



Statement Payment Batch - July 2019

Batch Reference: July 2019 Amount: R 4 884.57

Payment Date: 2019-07-31

Payment Transaction Type: [Commission Payment](#)

Payment Type: [General Payment File](#)

☐ Batch Closed

☐ Batch Finalised

Documents

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

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

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

New **Delete** **Edit** **Create Payment File** **Close Batch** **Finalise Batch** **Refresh**

Process Journals

Process the applicable journals to allocate transactions to Recipient Accounts

Journal

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

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

Commission Payment type

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

COMPAY20130731-001.txt - Notepad

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

Print, export and e-mail Recipient Statement

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



Automated process

An automated process will be setup by your System Administrator.

Select the relevant automated process to distribute multiple Recipient Statements simultaneously

Recipient Statement
STM-EVX201907-4 / Statement Payment Batch / July 2019 / Journal / Recipient Statement

Drag a column header here to group by that column

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

Reset Statements

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

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

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

Statement Number: STM-EVX201907-5

Statement Date: 2019-07-19

Statement Vat Number:

Payment Date: ☐ Approved ☐ Paid

Payment Batch: N/A

Message:

Payment Reference:

Taxable Income: R 906.53

Tax Amount: R 135.98

Expense: R 0.00

Advance Amount: R 0.00

Amount: R 906.53

VAT: R 0.00

Total: R 906.53

Statement Transactions

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

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



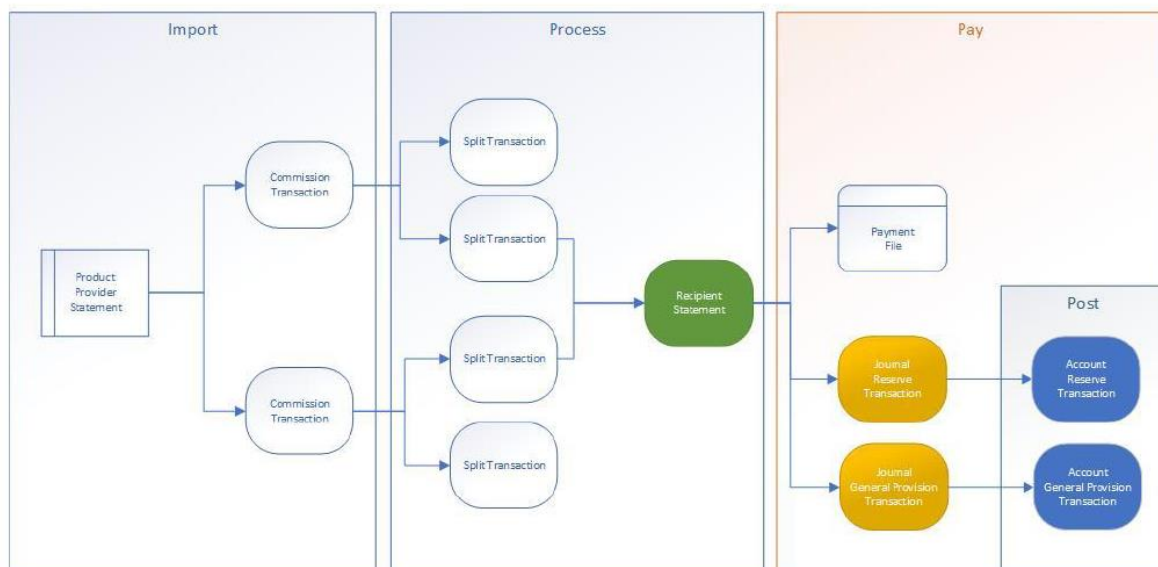
Financials

Commission Recipient Account Management

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

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

Commission Transaction Processing



Create Recipient Account

Accounts are accessible from the Recipient detail view

Recipient - Gerber Ralf (R.)

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

Recipient Detail | Tax Details | Competence Registers

Contact: Gerber Ralf (R.) ☒ Active

Account Code: ALG0000003-3

☐ Is Broker House Broker House: Money Management Pty (Ltd)

☒ Receive Commission Default Commission: 40.00%

Date Added: 2012-01-01

PD Rating: N/A

Comment:

Recipient Type: Payroll

Bank Account: N/A

Payroll Number: VIP0023445

Book Value: R 9 913 000.00

Balance: R 12 291.22

Last Statement Date: 2019-07-19

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

Reset View Settings | Export to

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

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

Account

Refer to [Account](#) section in this document



Transaction Type

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

Account Type

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

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

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

Select from a pre-set list of Account Types:

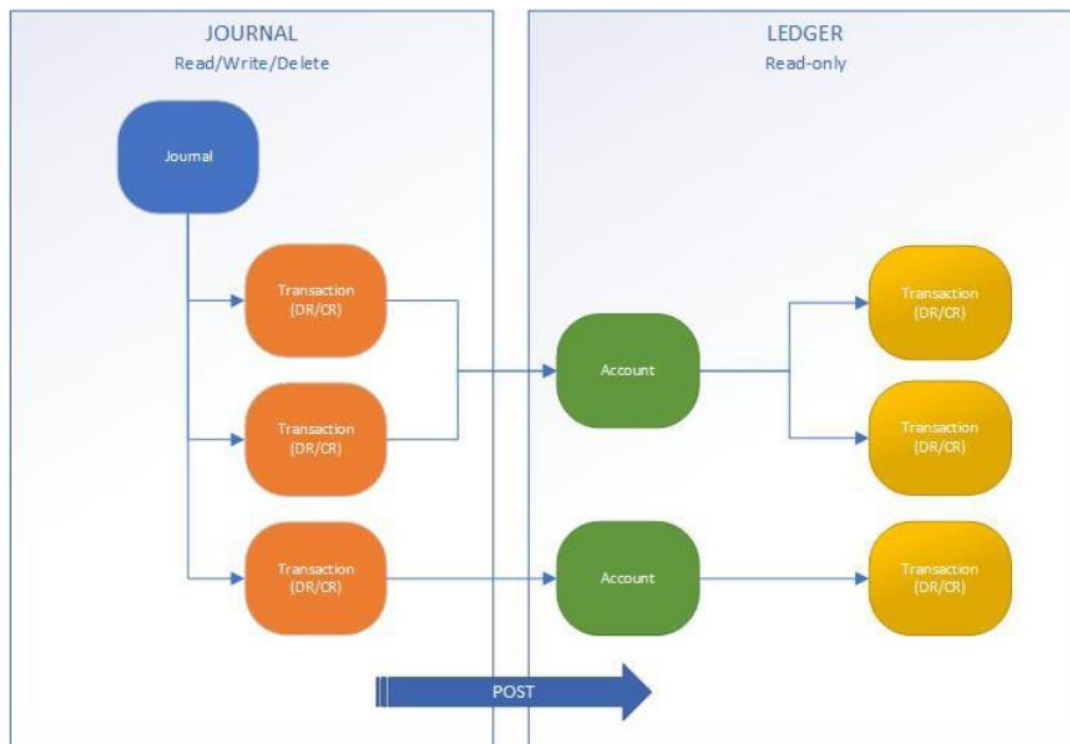
The screenshot shows the 'Gerber Ralf (R.) - Commission Account' window. The 'Tools' ribbon is active, showing options like 'New', 'Save', 'Delete', 'Validate', 'Cancel', 'Open Related Record', 'View', 'Previous Record', 'Next Record', and 'Close'. The 'Account Type' dropdown menu is open, showing a list of options: 'Reserve account', 'Reserve account', 'Commission account', 'Tax account', and 'Vat account'. The 'Reserve account' option is highlighted with a red box.

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

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



Account Structure



Journal

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

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

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

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



Journal Transaction

Fieldname	Description	Required
Journal	This will default to the selected Journal	✓
Account	Select the Account this transaction applies to	✓
Transaction Date	Defaults to current date. Select the relevant date for the transaction. For recurring batches, the transaction date will automatically adjust using the month or the day the batch is posted.	✓
Reference	Any information relevant to this transaction. This could be a policy number or any information suitable for cross referencing the specific transaction.	
Description	Describe the purpose of this transaction	✓
Date Captured	Defaults to current date. Cannot edit this field.	
Captured By	Auto populated with the name of the user logged onto the application. Cannot edit this field.	
Transaction type	Select from a list of pre-defined transaction types. The transaction type determines if the transaction is a credit or debit.	✓
Credit amount	Field will become active if a Credit transaction type was selected. This is the amount the selected account needs to be credited with. The amount can be inclusive or exclusive of VAT.	✓
Debit amount	Field will become active if a Debit transaction type was selected. This is the amount the selected account needs to be debited with. The amount can be inclusive or exclusive of VAT.	
VAT type	Determine if VAT is applied or not	
Amount Incl VAT	Determine if the Credit/Debit amount is VAT inclusive or nor	
VAT	VAT is calculated based on the transaction date and the VAT % for the default Country specified for the application.	
Total	Calculated as Credit/Debit amount plus VAT	
Posted	Indicates whether transaction has already been posted to the Ledger.	

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

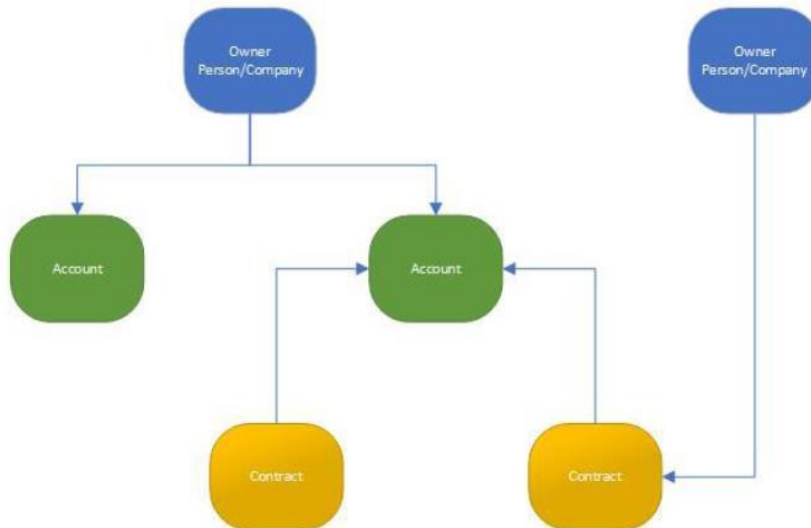
Accounts

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



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

Account Structure



Account
[Task Dashboard](#) / [Journal](#) / [Account](#) / [Account](#)

Save Save and Close Save and New Cancel

Account Number:

Owner:*

Account Type:*

Bank Account:

Email:

Vat Number:

☐ Is Active

Collection Day:

Reference:

Journal Balance:

Balance:

Debit Order Amount:

Transactions Journal Transactions Contracts

Reconcile Transaction Export to

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

No data to display

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

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



Transactions incorrectly allocated to the Account can be reversed by using the Reverse transaction action.

Account - Abrahams Mark (M.) (ACC-EVX201907-12)

Task Dashboard / Account / Abrahams Mark (M.) (ACC-EVX20201907-12) / Abrahams Mark (M.) (ACC-EVX20201907-12) / Abrahams Mark (M.) (ACC-EVX201907-12)

Account Number: ACC-EVX201907-12 ☒ Is Active ☐ Proof Required

Owner: Abrahams Mark (M.)

Account Type: Savings

Bank Account: N/A

Email:

Vat Number:

Collection Day: 1

Reference:

Journal Balance: R0,00

Balance: -R80,59

Debit Order Amount: -R80,59

Transactions Journal Transactions Contracts

Reconcile Transaction

	Transaction Date	Reference	Transaction Type	Description	Debit Amount	Credit Amount	Amount Include VAT	VAT Type	VAT	Total	Reconciled
☐	2019/10/03	STM-EVXX201908-10	Savings Allocation	Reserve (2.5%)	R0,00	R23,20	☐	VAT	R3,48	-R26,68	☐
☐	2023/03/23	STM-EVXX202303-16	Savings Allocation	Reserve (2.5%)	R0,00	R6 775,24	☐	No VAT	R0,00	-R6 775,24	☐
☒	2019/10/03	STM-EVXX201907-9	Savings Allocation	Reserve (2.5%)	R0,00	R46,88	☐	VAT	R7,03	-R53,91	☐
☐	2023/03/29	STM-EVXX202303-16	Invoice	Reverse savings	R6 775,24	R0,00	☐	No VAT	R0,00	R6 775,24	☐
					Sum=R6 775,24	Sum=R6 845,31			Sum=R10,51	Sum=-R80,59	

This action will reverse the selected transaction back to a Journal of your selection.

Reverse Transaction Process

Journal:* Adjustments

Journal Balance: -R339,86

Transaction Date:* 2023/05/04

Debit Transaction Type:* Reverse Transaction

Description:* Amount incorrectly allocated

Reference:* STM-EVXX201907-9

The reversed transaction will be visible on the specific Account's Journal Transactions Tab until the Journal is posted.



Account - Abrahams Mark (M.) (ACC-EVX201907-12)

Task Dashboard / Account / Abrahams Mark (M.) (ACC-EVX202...) / Abrahams Mark (M.) (ACC-EVX201...)

Account Number: ACC-EVX201907-12 ☒ Is Active ☐ Proof Required

Owner: Abrahams Mark (M.)

Account Type: Savings

Bank Account: N/A

Email:

Vat Number:

Collection Day: 1

Reference:

Journal Balance: R53,91

Balance: -R80,59

Debit Order Amount: -R80,59

Transactions Journal Transactions Contracts

Export to

Transaction Date	Journal	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Posted	Total
2023/05/04	Adjustments	Reverse Transaction	STM-EVXX201907-9	Amount incorrectly allocated	R46,88	R0,00	VAT		-R7,03		R53,91
Sum=R46,88					Sum=R0,00		Sum=-R7,03				

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

Journal - Adjustments

Abrahams Mark (M.) (ACC-EVX202...) / Abrahams Mark (M.) (ACC-EVX201...) / Journal / Adjustments

Name: Adjustments ☐ Recurring

Balance: -R285,95

Last Processed Date:

Export to

Transaction Date	Account	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Total	Posted	
2023/05/04	Abrahams Mark (M.) (ACC-EVX201907-12)	Reverse Transaction	STM-EVXX201907-9	Amount incorrectly allocated	R46,88	R0,00	VAT		-R7,03	R53,91		
2018/05/11	Vermaak Marianna (M) (ACC-SA201804-23)	Pro-rata Debit		Joining Fee	R20,00	R0,00	VAT		-R2,61	R20,00		
2023/01/12	NDLAZI TOURS (35800/00059)	Adjustment	200704	Testing	R0,00	R359,86	No VAT		R0,00	-R359,86		
Count=3					Sum=R66,88		Sum=R359,86		Sum=-R9,64			Sum=-R285,95

Once the Journal has been posted, the reversed transaction will be an entry on the Account Transactions.

Account - Abrahams Mark (M.) (ACC-EVX201907-12)

Abrahams Mark (M.) (ACC-EVX202...) / Abrahams Mark (M.) (ACC-EVX202...) / Journal / Adjustments / Abrahams Mark (M.) (ACC-EVX201...)

Account Number: ACC-EVX201907-12 ☒ Is Active ☐ Proof Required

Owner: Abrahams Mark (M.)

Account Type: Savings

Bank Account: N/A

Email:

Vat Number:

Collection Day: 1

Reference:

Journal Balance: R0,00

Balance: -R26,68

Debit Order Amount: -R26,68

Transactions Journal Transactions Contracts

Reconcile Transaction Reverse Transaction Export to

Transaction Date	Reference	Transaction Type	Description	Debit Amount	Credit Amount	Amount Include VAT	VAT Type	VAT	Total	Reconciled
2023/03/23	STM-EVXX202303-16	Savings Allocation	Reserve (2.5%)	R0,00	R6 775,24		No VAT	R0,00	-R6 775,24	
2019/10/03	STM-EVXX201907-9	Savings Allocation	Reserve (2.5%)	R0,00	R46,88		VAT	R7,03	-R53,91	
2019/10/03	STM-EVXX201908-10	Savings Allocation	Reserve (2.5%)	R0,00	R23,20		VAT	R3,48	-R26,68	
2023/05/04	STM-EVXX201907-9	Reverse Transaction	Amount incorrectly allocated	R46,88	R0,00		VAT	-R7,03	R53,91	
2023/03/29	STM-EVXX202303-16	Invoice	Reverse savings	R6 775,24	R0,00		No VAT	R0,00	R6 775,24	

It is important to note that this reversed amount will not be allocated back to the Recipient's transactions, but to a Journal instead.