



Teessen Consulting

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TC Insure-IV Suite Win User Guide

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Teessen Consulting

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Introduction

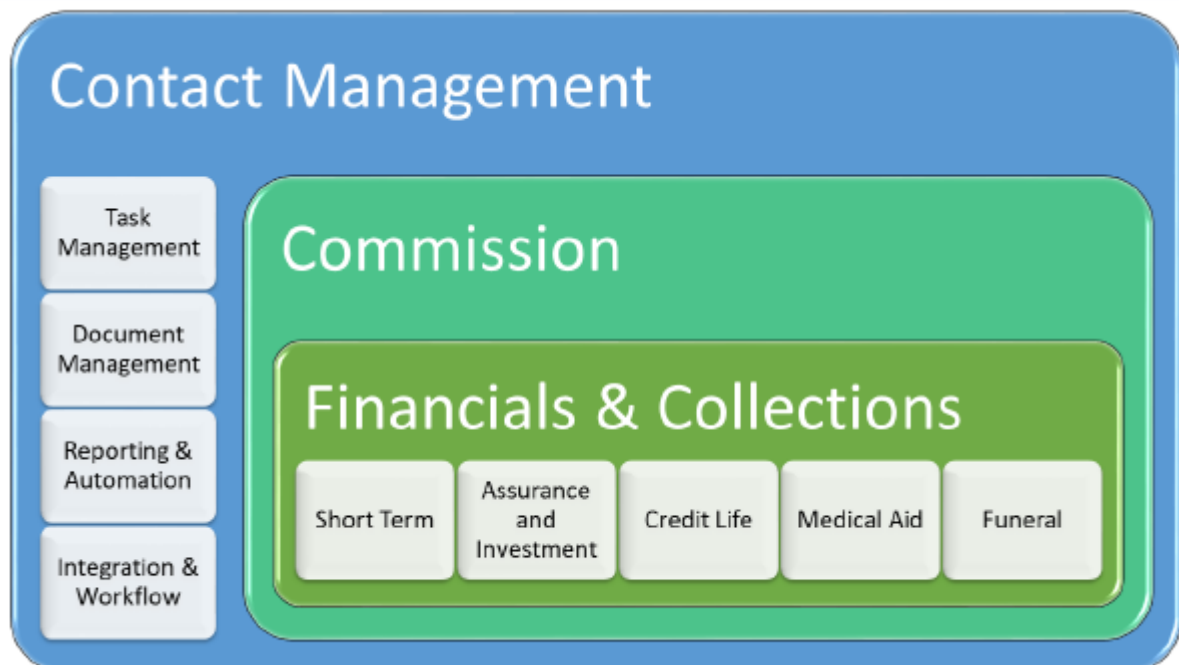
The Insure-IV Suite is a complete practice management solution for Financial Services and consists of a selection of modules:

- [Contact Management \(CRM\)](#)
- [Short Term](#)
- [Credit Life](#)
- [Assurance](#)
- [Investments](#)
- [Medical Aid](#)
- [Funeral](#)
- [Will and Estate](#)
- [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.

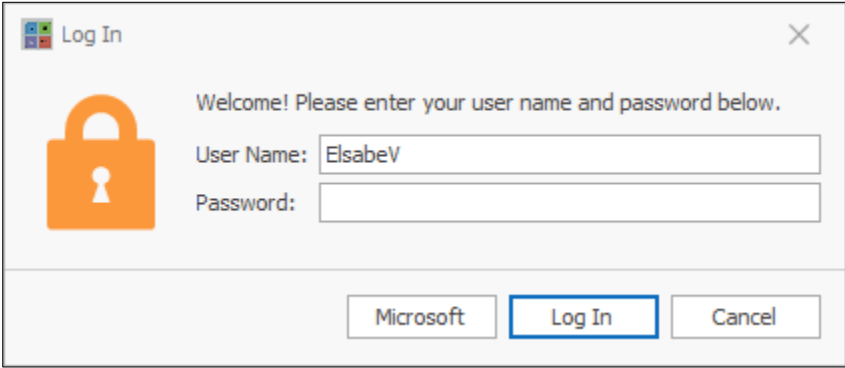




Security and Login

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

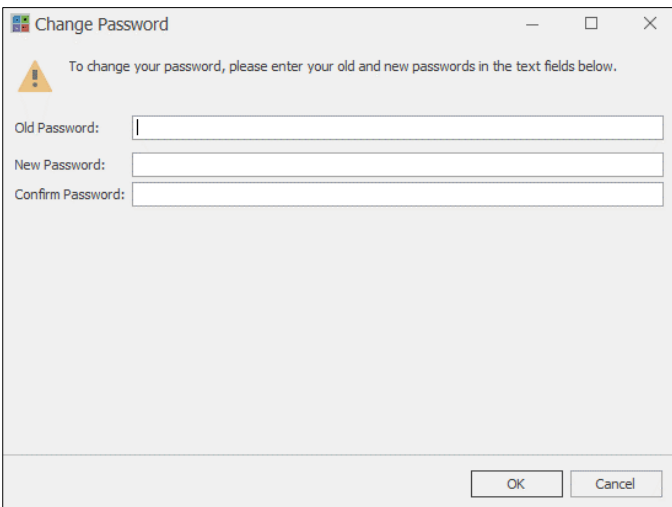
On first logon, you need to use the User Name and Password provided by Teessen Consulting.



The 'Log In' dialog box features a title bar with a close button. On the left is an orange padlock icon. The main text reads 'Welcome! Please enter your user name and password below.' Below this are two text input fields: 'User Name:' containing 'ElsabeV' and 'Password:'. At the bottom are three buttons: 'Microsoft', 'Log In' (highlighted with a blue border), and 'Cancel'.

The application will prompt you to create a new password. This password should only be known to yourself as most user actions are traced 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



The 'Change Password' dialog box has a title bar with standard window controls. It begins with a yellow warning triangle icon and the text 'To change your password, please enter your old and new passwords in the text fields below.' Below this are three text input fields labeled 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom right are 'OK' and 'Cancel' buttons.

Manage your user details

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

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



1. Change My Password

2. Notify Email

3. Reminder Check Time

4. Registration Code

5. Email Account

Win Web

Title	Notification Type	Date Created	Priority	Created By	URL
Automated Wizard	Info	2020/06/11	Normal	ElisabeV	
Automated Wizard	Info	2020/06/19	Normal	ElisabeV	
Automated Wizard	Info	2020/06/19	Normal	ElisabeV	
Automated Wizard	Info	2020/06/19	Normal	ElisabeV	
Automated Wizard	Info	2020/06/19	Normal	ElisabeV	
Automated Wizard	Info	2020/06/19	Normal	ElisabeV	

1. Change my Password

Change Password

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

Old Password:

New Password:

Confirm Password:

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

2. Notify Email

Application notifications will be send to this email address

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

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

Manage your account details

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.

Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Consultant
1-2-3 Marketing	Client		8307047614119	(078)1161164	00716755742	haj@tconsult.co.za	Afrikaans	MSB Independent B...	3
Mpho (M.F.)	Client		7706140165080		00170906957	Mpholabuschagne	English	Bakers Insurance B...	0
tan (S)	Client		8302200203083		0798837962	tan@tconsult.co.za	Afrikaans	MSB Independent B...	0
Abraham Mark (M.)	Broker		8110206086083	(021)9042263	0798837962	tan@tconsult.co.za	English	MSB Independent B...	0
ACTS TRANSPORT & LOGI...	Client				0798837962	tan@tconsult.co.za	Afrikaans	MSB Independent B...	0
Adam Mark (M.C.)	Client		8309145175086		0798837962	tan@tconsult.co.za	Afrikaans	Bakers Insurance B...	0
Adams H (H J)	Client		5405125083085		0798837962	tan@tconsult.co.za	Afrikaans	MSB Independent B...	10
Admiral	Supplier					tan@tconsult.co.za	Afrikaans	Root	0
Admiral Progressive	Supplier					tan@tconsult.co.za	Afrikaans	Root	0
ADONIS S (S P)	Client		8001016687089		0798837962	tan@tconsult.co.za	Afrikaans	Bakers Insurance B...	0
Adonis Timothy (T M)	Client		5704275448084	(041)4645369	0798837962	tan@tconsult.co.za	Afrikaans	MSB Independent B...	4
Ahmed N (N)	Client		6509215156088		0798837962	tan@tconsult.co.za	Afrikaans	MSB Independent B...	0
AIG	Supplier					tan@tconsult.co.za	Afrikaans	Root	0
AIMS	Supplier						Afrikaans	Root	0
ALBY'S DISTRIBUTORS	Client				0798837962	tan@tconsult.co.za	Afrikaans	MSB Independent B...	0
Alcock C (C D)	Client		7301095133083		0798837962	tan@tconsult.co.za	Afrikaans	MSB Independent B...	1
ALDADRI 223 PTY	Client				0798837962	tan@tconsult.co.za	Afrikaans	Bakers Insurance B...	0
Allan Gray	Supplier		124579				English	Root	1
Allied Insurance Brokers - ...	Brokerage			(043)7262472	0798837962	tan@tconsult.co.za	Afrikaans	Bakers Insurance B...	0



Contact Management

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

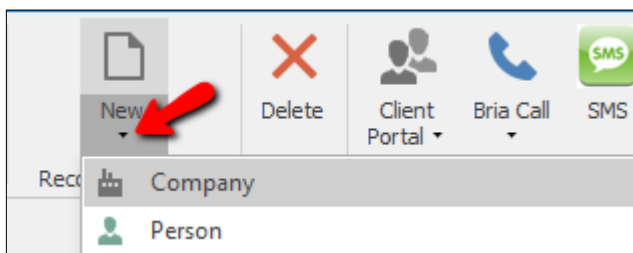
Create a new Record

- 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/Product Providers.
- Person – List of person records in the application.
- Supplier – List of Suppliers/Product Providers

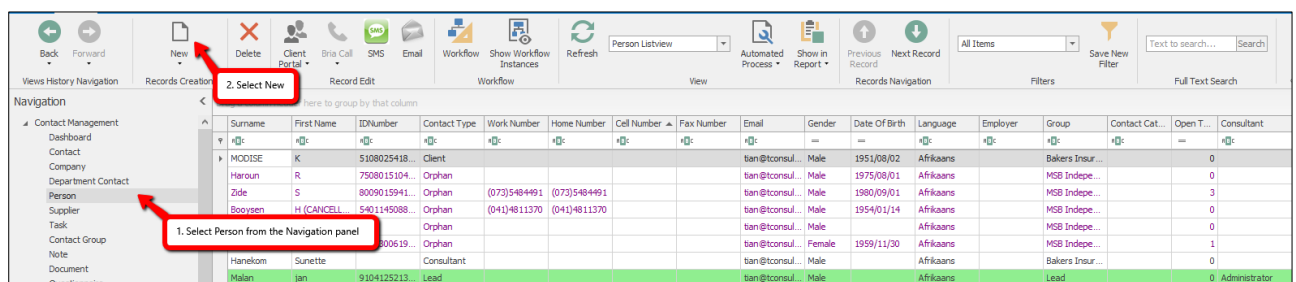
It is important to determine what type of record you want to create before clicking the 'New' button.

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
- The on fields indicates that a drop-down menu exists allowing you to select values from a pre-populated list.

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



Open Tasks

Displays the total number of open tasks linked to this record.

Title Description	Gender
Mr.	Male
Messrs	Male
Miss	Female
Miss.	Female
Mr	Male
Mr.	Male
Mrs	Female
Mrs.	Female
Ms	Female

- 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.

Task Number	Contract	Type	Subject	Date
TC-EVXX201906-2	Vermaak Cornelius (C.J.)	New Business	New Once-Off Cover	2019/06/11
TC-EVXX201906-3	Vermaak Elsabe (E.) (San...	Policy Amendment	Policy changes	2019/06/11
TC-SA201907-34	Vermaak Elsabe (E.) (...)	New Business	Recipient Commissio...	2019/06/11

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

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

Office Details

Contact Type:* Client	Employer: 1-2-3 Marketing Corporation cc
Client Number: CL23554367	Nationality:* South African
Reference Number:	Occupation: Commission Assistant
Source:	Passport Number:
Marital Status: Married	VAT Number:
Date Married: 2018/09/21	Tax Number:
Maiden Name: van der Merwe	Ethnic Group: White
Dependants: 0	FSCA Number:
Salutation:	Consultant: Niel Booysen
Group:* MSB Independent Brokers	Contact Category:
Religion:	Next Review Date: 2021/03/08



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 which 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 Compl.
TC-EV00201803-1	Mzalwana T (T R) (Old Mu...	Admin	Change vehicle reg nr	2018/03/15	2018/03/15		InProgress	Normal	Maxine	20.00%
TC-SA201803-7	Vermaak Elzabe (E.) (... E-Mail	Email Tool - MIS		2018/03/22	2018/03/22	2018/11/09	InProgress	High	Hanlie Lazare	0.00%



Task

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

Address Details

Call Name:* Elsabe
Initials:* E.
Title:* Mrs.
Work Number: (021) 975336
Cell Number: 0828533342
Home Number:

Tasks: Addresses Bank Accounts
New Address

Type of Address:* Home
Address:* 529 6th street
Suburb: Eftyh... Village nr 28
City: MONTANA UIT 2
Country:* PRETORIA
Postal Code:* 0182
Province: Gauteng Region: City Of Tshwane
☒ Main ☒ Use For Correspondence
Latitude: Longitude:

User:ElsabeV

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

Postal Code Lookup

RSA Postal Code

Drag a column header here to group by that column

Search Row

Suburb	Postal Code	Area	Is Box	Region	Province
montana uit 2	0182	Pretoria	☐	City Of Tshwane	Gauteng
Montana Uit 2	0182	Pretoria	☐	City Of Tshwane	Gauteng
Montana Uit 23	0182	Pretoria	☒	City Of Tshwane	Gauteng

Suburb Contains montana uit 2

Edit Filter

- The postal code lookup table is periodically updated.



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

Bank Accounts

Fieldname	Description	Required
Bank Name	List of banks defined in the application. Select the appropriate bank for this account.	✓
Branch Name	This is optional and is only validated through the ACB validation process. This service is earmarked for future releases.	
Branch Code	Central Brach Code (CBC) will prepopulate if captured by your Administrator	✓
Type of Account	Select from a list: Cheque, Current, Savings, etc.	✓
Account Number	The account number must be correct when using for collections.	✓
Account Holder	The registered name for this account at the bank.	
Active	Select if the 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.



The screenshot shows the 'Additional Contact Information' form for a contact named Vermaak Elsabe (E.). The form includes fields for Surname, First Name, Second Name, Call Name, Initials, Title, Work Number, Cell Number, Home Number, Date of Birth, Date Deceased, Age, ID Number, Language, Gender, and Email. A 'Primary Record' checkbox is also present. Below the form is a table of relationships with columns: Related Party, Client Number, Relationship, Cell Number, Work Number, Consultant, and Contact Type. The table lists three relationships: Nel Elina (J.E.) as a Family Member, Teessen Pieter (P.) as a Business Associate, and 1-2-3 Marketing Corporation cc as an Employer. Red boxes and arrows highlight the 'Create a new relationship' button and the 'Remove relationship' button in the table.

Related Party	Client Number	Relationship	Cell Number	Work Number	Consultant	Contact Type
Nel Elina (J.E.)		Family Member	0824135062	(087) 550 1427	Maxine	Client
Teessen Pieter (P.)		Business Associate	0829058049			Client
1-2-3 Marketing Corporation cc		Employer	00716765742	(078) 116 1164		Client

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

The screenshot shows the 'Contact Relationship' wizard, Step 1 of 2. The title is 'Select contact and how this contact is related to the current party'. There are four dropdown menus: 'Related Party' (set to Nel Elina (J.E.)), 'Linked To' (set to Vermaak Elsabe (E.)), 'As' (set to Family Member), and 'On' (set to 1970/05/03). Red boxes and arrows highlight the 'Search Related party from Contact list' button and the 'Search Relationship in pre-defined list' button. At the bottom are '< Back', 'Next >', and 'Cancel' buttons. The user name 'User: ElsabeV' is displayed at the bottom left.

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



Contact Relationship

Step 2 of 2
Select how the current party is related to the related party

Current Party: Vermaak Elsabe (E.)

Linked To: Nel Elna (J.E.)

As: Family Member

On: 1970/05/03

Finish to complete the process

< Back Finish Cancel

Contracts

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

Tasks	Addresses	Bank Accounts	Relationships	Contracts	Contract Roles	Notes	Documents	SMS	Email	Phone Logs	Questionnaires	Property Sheets
Product Provider Name	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By			
Discovery	Assurance Policy	180508	2018/06/01	R500 000 000,00	R2 659,52	Submitted	Van Deventer Maxine (M.)	Friday, 20 July 2018 16:16:11	ElsabeV			
Big Apple Insurance Company	Credit Life Policy	21032018	2018/04/21	R150 000,00	R250,00	Pending		Wednesday, 21 March 2018 11:...	SysAdmin			
African Bank	Credit Life Policy	20180710CL1	2018/07/01	R50 000,00	R256,58	In Progress		Tuesday, 10 July 2018 17:02:57	ElsabeV			
Discovery	Investment Policy	DD2134234234533456	2018/08/01	R250 000,00	R365,25	In Progress	Teessen Pieter (P.G.)	Tuesday, 30 October 2018 09:...	PieterT			
Auto & General Insurance	Short Term Policy	EV2203	2018/04/01	R0,00	R859,65	Cancelled		Thursday, 22 March 2018 11:...	SysAdmin			
Auto & General Insurance	Short Term Policy	AG2203	2018/04/20	R0,00	R2 035,00	Active	Vermaak Elsabe (E.)	Thursday, 15 November 2018 ...	ElsabeV			

Depending on your user permissions you will be able to only 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	Phone Logs	Questionnaires	Propertysheets
												
	Assurance Policy			Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By
	Commission Contract											
	Credit Life Policy			Assurance Policy	180508	2018/06/01	R500 000 000,00	R2 659,52	Submitted	Van Deventer Maxine (M.)	Friday, 20 July 2018 16:16:11	ElsabeV
	Funeral Group Policy			Credit Life Policy	21032018	2018/04/21	R150 000,00	R250,00	Cancelled		Monday, 27 May 2019 16:01:00	ElsabeV
	Funeral Policy			Credit Life Policy	20180710CL1	2018/07/01	R50 000,00	R256,58	In Progress		Tuesday, 10 July 2018 17:02:57	ElsabeV
	Investment Policy			Investment Policy	DD2134234234533456	2018/08/01	R250 000,00	R365,25	In Progress	Teessen Pieter (P.G.)	Tuesday, 30 October 2018 09:57	PieterT
	Medical Aid Policy			Short Term Policy	EV2203	2018/04/01	R0,00	R859,65	Cancelled		Thursday, 22 March 2018 11:30	SysAdmin
	Short Term Policy			Short Term Policy	AG2203	2018/04/20	R0,00	R2 035,00	Active	Vermaak Elsabe (E.)	Thursday, 15 November 2018 11:30	ElsabeV

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	Property Sheets
Product Type	Contract Info	Role	Percentage Share									
Short Term Policy	Auto & General Insurance - Auto & General Personal Policy (AG2203)	Co-Insured	0,00%									

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

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



Creating a Contract Role

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

From Client Record

Link relevant Policy on which this client record plays a role

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

From Policy



There are 3 types of contract roles to select from:

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



Spray & Stripe Contractors - Company Contract Role

File Home Tools

New Save Save and Close Save and New Delete Validate Cancel Convert To Contact Open Related Record Workflow Refresh Links View R... Close

Records Creation Save Edit Record Edit Open Related Record View R... Close

Registration Name:* Spray & Stripe Contractors

Trading Name: Spray & Stripe Contractors

Registration Number: 1994/125489/58

VAT Number: 4522698

Role:* Keyman

Percentage Share:* 50.00%

Display Name: Spray & Stripe Contractors

Start Date:* 2020/09/17 End Date: Active

System timestamp: User who last updated this record as well as date and time of last update

User:ElsabeV Updated by: ElsabeV on 2020/09/17 13:50:58

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

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



System timestamp: User who last updated this record as well as date and time of last update

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

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



Notes

Notes can be added in various areas in the application.

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

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



Navigate to 'Notes' from the Navigation Pane.

Owner	Title	Subject	Last Updated	Updated By
Vermaak Elsabe (E.)	My note	General	2019/06/06	ElsabeV
RH TAXIS	Compliance documents	General	2019/04/01	ShamelaH
Trump Donald (D.)	Monthly meeting	Projects Progress re...	2019/03/27	PetroT
Flynn Harry (H.J.)	Application Form	Process Application	2019/03/22	PetroT
Munnick E (E) (Clarendon Transport Under - 6/157168)	Application Form	General	2018/06/11	MaxineD
365 TRANSPORT SOLUTIONS	Application Form	Process Application	2018/06/06	PetroT
Van Deventer Maxine (M.)	New Task	General	2018/06/06	MaxineD
3. TAXI	New Task	Banks	2018/06/06	SysAdmin
365 TRANSPORT SOLUTIONS Holland (35369)	Warning: message 1f9f40-000-KY-7 delayed 24 hours	Recipient delayed	2018/06/05	PetroT
Van Deventer Maxine (M.) (African Bank - 12345)	New Task	General	2018/06/04	MaxineD
Van Deventer Maxine (M.) (African Bank - 12345)	New Task	General	2018/06/04	MaxineD

Add Note from 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:

Date Sent	Subject	Use Delay	Cell Number	Delivery Date	Status Description	Last Updated
2018/11/14	Renewal of policy	☐	27844283255		DELIVERED - DE...	2018/11/14
2018/11/20	Funds meeting	☐	27844283255		DELIVERED - DE...	2018/11/20
2018/11/14	Renewal of policy	☐	27844283255	Wednesday, 14...	DELIVERED - DE...	2018/11/14
2019/02/28	Follow Up	☐	27844283255		DELIVERED - DE...	2019/02/28
2018/11/20	Funds meeting	☐	27844283255	Tuesday, 20 No...	DELIVERED - DE...	2018/11/23
2019/02/28	Follow Up	☐	27844283255	Thursday, 28 Fe...	DELIVERED - DE...	2019/02/28
2018/11/14	Renewal of policy	☐	27844283255	Wednesday, 14...	DELIVERED - DE...	2018/11/14

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:



27844283255 - SMS

File Home Tools

Check Status Re-Send Conversation or list of replies Show Workflow Instances Refresh Previous Record Next Record Close

Records Creation Edit Open Related Record Workflow View Records Navigation Close

SMS Conversation

Contact: Rayners IR (I) Cellphone Number: 27844283255

Subject: Renewal of policy Message Status: Sent

Date Sent: 2018/11/14

Message: Dear mr Rayners
Please contact us regarding your new policy.

☐ Use Delay Delivery Date:

Status Description: DELIVERED - DELIVERED Status from the Network

Error Description:

27844283255 - SMS

File Home Tools

Check Status Re-Send Validate Cancel Open Related Record Show Workflow Instances Refresh Previous Record Next Record Close

Records Creation Edit Open Related Record Workflow View Records Navigation Close

SMS Conversation

Parent Message:

Replies:

Replies from client

Date Sent	Message	Contact
2018/11/14	Thank you. I will contact you next week Rayners.	Rayners IR (I)
2018/11/14	I would like to schedule a meeting for tomorrow at 10:30 AM	Rayners IR (I)

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

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



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

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

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

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

Email

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



The screenshot shows the 'Details' tab of a contact record for 'Vermaak Elsabe (E.)'. The 'Email' button is highlighted with a red box and labeled 'Create new email'. Below the contact details, the 'Email' tab is selected, showing a table of emails sent to this client. The table has columns for Message Status, Priority, Signature, External List, and Delivery Notifications. The table contains several rows of email records.

Message Status	Priority	Signature	External List	Delivery Notifications
Sent	Normal	Client Services		
Outbox	Normal	Elsabe Vermaak		
Sent	Normal	Client Services		
Sent	Normal	Client Services		
Draft	Normal	Elsabe Vermaak		
Draft	Normal	Elsabe Vermaak		
Sent	Normal	Client Services		

- 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.

The screenshot shows the 'Email' form. The 'To' field is highlighted with a red box and labeled 'Link more Recipients'. The 'Attachments' button is highlighted with a red box and labeled 'Add Attachments from document library'. The 'Subject' field is highlighted with a red box and labeled 'Select to protect the recipient list'. The form includes fields for To, CC, Bcc, Attachments, Subject, Message Status, Priority, Signature, and a rich text editor for the email body.

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. Options are: • 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 generic signatures, e.g., Support or Accounts. The signature will be added to the bottom of the message when send.	✓
Protect Address List	If you are sending an email to multiple recipients and you do not want those recipients to see the email addresses of the other recipients, then select this option to protect the address list.	
Read Receipt	Select to receive a read receipt in 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.

The screenshot shows the 'Update personal information - Email' window. The 'Re-Send' and 'Forward' buttons are highlighted in the top toolbar. The email body contains a message to Mrs Vermaak asking to confirm personal information.

The screenshot shows the 'Email' list view. The 'Re-Send' and 'Forward' buttons are highlighted in the top toolbar. The table lists various email records with columns for Subject, Priority, Message Status, Last Updated, Updated By, Signature, External List, and Delivery Notification.

Subject	Priority	Message Status	Last Updated	Updated By	Signature	External List	Delivery Notification
Certificate	Normal	Outbox	2018/10/03	PieterT	Client Services		
Claim received	Normal	Draft	2019/05/03	SysAdmin	Elisabe Vermaak		
Contact Details	Normal	Sent	2018/03/22	SysAdmin	Client Services		
Demo	Normal	Draft	2019/03/28	PetroT	Client Services		
FW: Contact Details	Normal	Outbox	2018/07/26	ElisabeV	Elisabe Vermaak		
FW: Update personal information	Normal	Sent	2018/05/07	SysAdmin	Client Services		
Meeting confirmation	Normal	Outbox	2019/03/29	PetroT	Client Services		
New Quote Request	Normal	Sent	2018/03/23	MaxineD	Maxine		
Order contract to sign	Normal	Draft	2019/03/27	PetroT	Client Services		
Please update your record	Normal	Sent	2019/06/06	ElisabeV	Client Services		
Project planning	Normal	Draft	2019/03/29	PetroT	Tian		
Re Credit Life replacement, Policy (CL-OB-11527), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	Sent	2017/03/06	CLUser	Tian	OLD MUTUAL FID...	On failure
Re Credit Life replacement, Policy (CL-OB-11527), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	Sent	2017/03/06	CLUser	Tian	Bruna Finance(Ba...	On failure
Re Credit Life replacement, Policy (CL-OB-11527), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	Sent	2017/03/06	CLUser	Tian	Bayport Financial...	On failure
Re Credit Life replacement, Policy (CL-OB-11528), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	Sent	2017/03/06	CLUser	Tian	OLD MUTUAL FID...	On failure
Re Credit Life replacement, Policy (CL-OB-11528), Mrs. Stacy Watkins, S., ID 9910200045083	Normal	Sent	2017/03/06	CLUser	Tian	Bayport Financial...	On failure

Questionnaires

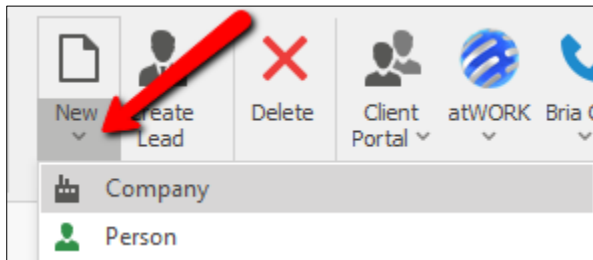
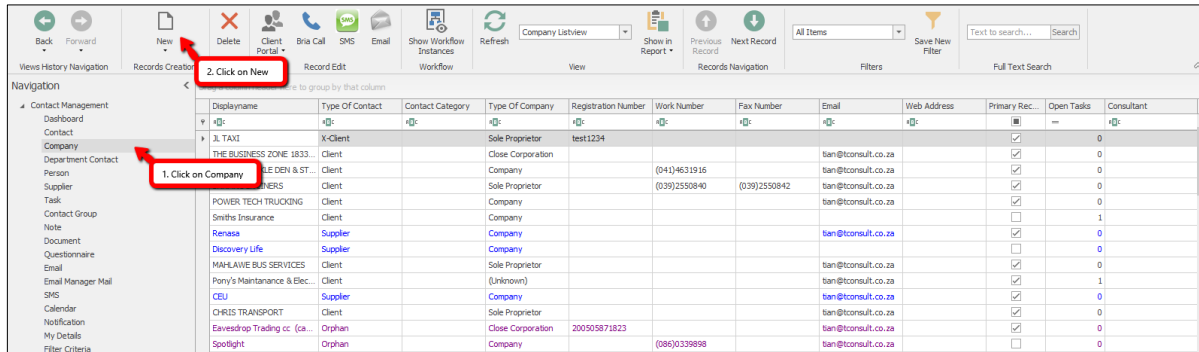
Questionnaires can be selected on all views provided it has been setup by the Administrator.

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

Records Creation										Records Navigation									
Edit					Record Edit					View					Close				
Displayname: 1-2-3 Marketing Corporation cc Registration Name:* 1-2-3 Marketing Corporation cc Trading Name:* 1-2-3 Marketing Corporation cc Type Of Company: Close Corporation Nature Of Business: Email:* info@marketing.co.za Web Address: Open Tasks: 3 Country Of Registration:* South Africa Registration Number: Language: Afrikaans Work Number: (078) 116 1164 Fax Number: (041) 3945 195 Cell Number: 00716765742																			

Fieldname	Description	Required
Displayname	The same as the Trading name and will automatically be populated from the Trading name.	✓
Registration Name	Company registration name.	✓
Trading Name	Name used for trading. It will default to the Registration name.	✓
Type of Company	Select from a list of pre-defined company types.	✓
Nature of Business	Indicates the industry the company operates in.	



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

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

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

Department Contacts

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

The screenshot displays the 'Department Contacts' form within the TC Insure-IV Suite Win application. The form is overlaid on a 'Company' record. The 'Company' record details include: Displayname: 1-2-3 Marketing Corporation cc, Registration Name: 1-2-3 Marketing Corporation cc, Trading Name: 1-2-3 Marketing Corporation cc, Type Of Company: (Unknown), Nature Of Business: , Email: tui@iconsult.co.za, Web Address: , Open Tasks: . The 'Department Contacts' form has tabs for 'General Information', 'Contact Information', and 'Relationships'. The 'General Information' tab is active, showing fields for 'Contact*', 'Occupation*', 'Department*', 'Comment', and 'Active'. A red box highlights the 'Department Contacts' tab in the main application window. Another red box highlights a 'Free text field - this Contact is not saved in your Contact list' in the 'Department Contacts' form.



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

Easy access to all Department Contacts from the Navigation Pane:

Navigation

Contact Management

Dashboard

Contact

Company

Department Contact

Person

Supplier

Task

Contact Group

Note

Document

Questionnaire

Email

Email Manager Mail

SMS

Calendar

Notification

My Details

Filter Criteria

Drag a column header here to group by that column

Company	Department	Contact	Occupation	Work Number	Fax Number	Cell Number	Email	Active	Comment
WaterWise	IT	David Mduli	IT Technician	(018) 2695589			david@waterwise.co.za	☒	
Insurance Co	Short Term	Johan Roets	Financial Planner	(054) 2654785		0877857890	Johan.Roets@demo.co.za	☒	Financial Advisor
JL TAXI	Admin	Johan Pieterse	Admin Assistant					☒	
Browns Financials	Short Term	Petrus Schoeman	Manager	(011) 5698541 x 560		07121231234	petrus@101.co.za	☒	General Manager all Products
Browns Financials	Claims	Andrea Verwey	Claims Consultant	(011) 5698541 x 569			clams@101.co.za	☒	Commercial Claims
1-2-3 Marketing Corpora...	Marketing	Gert Aggenbach	Marketing Manager	(087) 5125569		0812349876	gert@123.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 the Tools tab to access the Convert to Person action:

File

Home

View

Tools

EasyTest Recorder

Convert To Person

General Import File

Handle Logfile

Synchronise

Help Resources

Reset View Settings

Tools

Navigation

▼ Contact Management

Dashboard

Contact

Company

Department Contact

Person

Drag a column header here to group by that column

Company	Department	Contact	Occupation	Work Number	Fax Number	Cell Number	Email	Active	Comment
WaterWise	IT	David Mduli	IT Technician	(018) 2695589			david@waterwise.co.za	☒	
Insurance Co	Short Term	Johan Roets	Financial Planner	(054) 2654785		08778577890	Johan.Roets@demo.co.za	☒	Financial Advisor
1-2-3 Marketing Corpora...	Marketing	Gert Aggenbach	Marketing Manager	(087) 5125569		0812349876	gert@123.co.za	☒	

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



Gert - Convert Department Contact Process

Details

Surname:* Aggenbach ☐ Is Primary
 First Name:* Gert IDNumber:
 Second Name:
 Language: Afrikaans
 Call Name:* Gert Gender: Male
 Initials:* G. Email: gert@123.co.za
 Work Number: (087) 5125569 Title:* **Mr.**
 Fax Number:
 Cell Number: 0812349876

Office

Contact Type:* **Client** Employer: 1-2-3 Marketing Corporation cc
 Marital Status:
 Nationality:* **South African**
 Group:* MSB Independent Brokers Occupation: Marketing Manager
 Maiden Name:
 Ethnic Group:
 Religion:
 Consultant:
 Qualification:
 Contact Category:
 Smoker Status: Non-Smoker
☒ Set Relationship
 Passport Number:
 OK Cancel

Use of colour and grouping

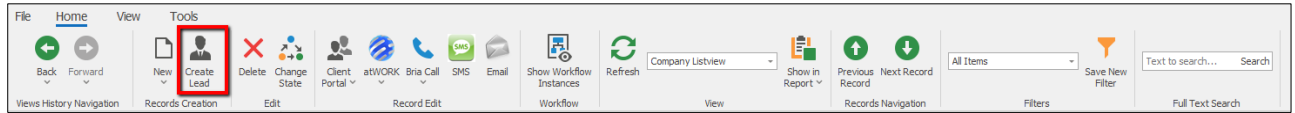
- In the application, certain elements are presented using distinct colours and contact type is one of them:
 - Purple – Orphan record
 - Green – Lead
 - Black – Active client
 - Blue – Supplier

Displayname	Type Of Contact	Contact Category	Type Of Company	Registration Number	Work Number	Fax Number	Email	Web Address	Primary Rec...	Open Tasks	Consultant
KLEYNHANS ENTERPRISES	Client	Black - Active Client	Close Corporation		(021)3962540	(021)3961812	tsan@tconsult.co.za		☒	0	
BALENI LH	Client		Sole Proprietor				tsan@tconsult.co.za		☒	0	
QENGIBA NONZABA TRAD.	Client		Company		(047)5370330		tsan@tconsult.co.za		☒	0	
MALAN S	Client	Blue - Supplier	Sole Proprietor				tsan@tconsult.co.za		☒	0	
MBINGWA COACHES	Client		Company				tsan@tconsult.co.za		☒	0	
Holland	Supplier		Company				tsan@tconsult.co.za		☒	0	
CEU	Supplier		Company				tsan@tconsult.co.za		☒	0	
DANIER FEED SERVICES CC	Client		Close Corporation		(046)6225354	(046)6361499	tsan@tconsult.co.za		☒	3	
KINGER INVESTMENTS	Client		Sole Proprietor				tsan@tconsult.co.za		☒	0	
V'S DRIVING SCHOOL	Client		Sole Proprietor				tsan@tconsult.co.za		☒	0	
CHRIS TRANSPORT	Client		Sole Proprietor				tsan@tconsult.co.za		☒	0	
WAGGIE CLEARING & FOR...	Client		Sole Proprietor		(021)7066202		tsan@tconsult.co.za		☒	0	
C & Z BUS TOURS	Client		Sole Proprietor				tsan@tconsult.co.za		☒	0	
COMMUNITY TRANSPORT	Lead	Green background - Lead	Sole Proprietor				tsan@tconsult.co.za		☒	0	
O.D. MHLAMBI t/as O.D. BU	Client		Company			1035	tsan@tconsult.co.za		☒	0	
B WIESE TAXI DIENSTE	Client		Company				tsan@tconsult.co.za		☒	0	
Eavesdrop Trading cc (ca...	Orphan	Purple - Orphan Record	Close Corporation	200905871823			tsan@tconsult.co.za		☒	0	
P J du Plooy Brokers	Brokerage		Sole Proprietor		(044)6982151	(044)6982151	tsan@tconsult.co.za		☒	0	
Simpson Consulting (Pty) Ltd	Brokerage		Public Company				tsan@tconsult.co.za		☒	0	
DEPOT ALU-ALERT CC	Client		Sole Proprietor		(031)6238060		tsan@tconsult.co.za		☒	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:



New Lead

Current Contact:

Source:

Company/Person: Group:

Company Name: Department:

Title: Gender:

First Name: Surname:

ID Number:

Home Area Code: Phone Number:

Work Area Code: Work Number:

Cell Number: Email:

Assign To: Task Type:

Rich Text Editor: B I U abc [list icons] Times New Roman 3

Comment:

Design Html

Create Lead Cancel

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

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

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

Supplier

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

Easy access to all Suppliers via the Navigation Pane:



Back	Forward	New	Delete	Client Portal	SMS	Email	Open Related Record	Workflow	Show Workflow Instances	Refresh	Automated Process	Show in Report	Previous Record	Next Record	All Contacts	Save New Filter	Text to search...	Search
Views History Navigation	Records Creation	Edit	Open Related Record	Workflow	Show Workflow Instances	Refresh	Automated Process	Show in Report	Previous Record	Next Record	Filters	Save New Filter	Full Text Search					
Navigation																		
Drag a column header here to group by that column																		
- Contact Management - Dashboard - Contact - Company - Department Contact - Person Supplier - Task - Contact Group - Note - Document - Questionnaire - Email - Email Manager Mail - SMS - Calendar - Notification - My Details - Filter Criteria	Displayname	Work Number	Cell Number	Email	Language	Primary Record	Open Tasks											
	Renasa			tan@tconsult.co.za	English	☒	0											
	Discovery Life					☐	0											
	Hollard			tan@tconsult.co.za	Afrikaans	☒	0											
	CEU			tan@tconsult.co.za	Afrikaans	☒	0											
	AIMS					☐	0											
	Momentum Wealth				English	☐	0											
	Auto Trade Underwriting Managers				Afrikaans	☐	0											
	Truck and General			tan@tconsult.co.za	Afrikaans	☒	0											
	Constantia Insurance Company Ltd			tan@tconsult.co.za	Afrikaans	☒	0											
	Associated Marine	(0860) 102725		info@santam.co.za	English	☐	0											
	YENSHAW INSURANCE BROKERS			tan@tconsult.co.za	Afrikaans	☒	0											
	CLARENDON UNDERWRITERS			tan@tconsult.co.za	Afrikaans	☒	0											
	Liberty				English	☐	0											
	Baronscourt			tan@tconsult.co.za	Afrikaans	☒	0											

Document Management

Documents are stored either in the Database or Network.

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

New Document from system area

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

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

Tasks	Addresses	Bank Accounts	Relationships	Contracts	Contract Roles	Notes	Documents	SMS	Email	Phone Logs	Questionnaires	Property sheets
Title	Reference	Date Created	Key Words	Document Type	Created By	Confidentiality Level	Category					
Brolink 2,839.90.xlsx	TC-SA201803-7	2018/04/04		Utility Bill - Proof of Ad...	SysAdmin	None	Task Attachment					
Brolink 2,839.90.xlsx	TC-SA201803-7	2018/04/04		PWA - Financial Needs ...	SysAdmin	None	Life Cover					
Cadz 710.14		2018/03/19		Client Authorization	SysAdmin	None	Credit Life Cover					
Cannot attach mail to a task - Although the task gets created - also since last week		2018/04/04		Broker Appointment	SysAdmin	None	Life Cover					
Untitled		2018/03/19		Default	SysAdmin	None	Un-Allocated					

Select from the Action bar:



Add from file which will open your File explorer

Complete the relevant information on the Document file attachment process.

The saved document will automatically be linked to Contact, Contract and/or Task depending on where you create the document.



Document File Attachment Process

Document Type:* Not Specified

Reference:

Key Words:

Confidentiality Level: None

Category:

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.

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



Save As - save file to your local computer



Link file from the Document Library



Unlink file from Client record



Convert document to selected document type

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



Change document affiliations



Open selected document



Export document list in various formats

From Insure Add-in

Refer to *TC Insure Add-in 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.

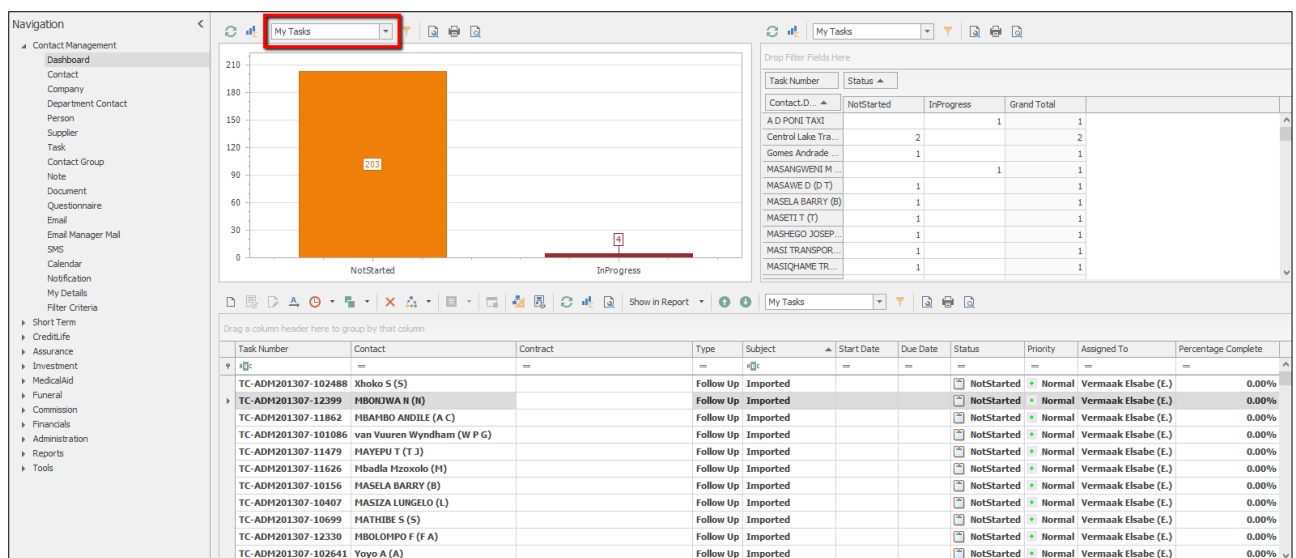
A task can be defined as a unit of work that needs to be performed by a user for a client on one of the client's contracts.

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 default view when you log onto the application. All tasks assigned to you are summarised and accessible on this view:



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

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

Create a New Task

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

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

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



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

Task Detail

When creating a task, 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.	
Task Number	Auto generated using abbreviations as defined on the user setup. Task numbers are useful for references to other parties.	✓
Type	Select from a predefined list of Task types. The administrator can amend this list.	✓
Subject	Specify descriptive and relevant subject for the task.	✓
Start Date	This date is automatically populated when the status of this task changes from open to in-progress.	
Due Date	The expected date when this task should be completed.	
Status	Task status will default to Not Started. Other statuses are: In Progress, Deferred, Waiting for someone else and Completed. When changing the status of a Task, the 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 for a task to be generated	
Supplier	Supplier will auto populate when Contract is linked	
Assigned To	A task can only be assigned to a user on the 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 for reporting purposes.	
Remind Me	Select this option to allow you to enter a reminder date and time. Reminders will pop-up on your home view with the notification interval as set on your user profile	
Reminder Date	Set the date and time for the reminder.	
Date Created	Auto generated based on the date and time when the task was created	
Created By	Set to the user that created the task	
Task Body	Detail describing the task that needs to be performed. You can type the detail, copy and paste or populate via Insure Add-in	✓
Attachments	You can link any number of documents from the document library as attachments to a task, e.g. if a client sends you an email instruction to amend certain risk details on his short term policy, you can paste the body of his email onto the task body and attach the original email as an attachment to the task.	

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.

The screenshot shows the 'TC-IVX202012-18 - Task' window. The 'Contract' field has an ellipsis button. A green callout points to this ellipsis with the text 'Select ellipsis to invoke Add Task Contract Process'. The 'Add Task Contract Process' dialog box is open, showing fields for 'Contract', 'Contract Number', 'Inception Date', and 'Product Status'. It also has a 'Contract' dropdown menu. A green callout points to the 'Contract' dropdown with the text 'Select existing'. At the bottom of the dialog, there is a 'Create New' button and a 'New...' button. The main window also shows a 'Task Detail' tab with fields for 'Contact*', 'Contract', 'Task Number', 'Type*', 'Subject*', 'Start Date', 'Due Date', 'Status*', and 'Reported By'.



From the Navigation Pane

The screenshot shows the TC Insure-IV Suite Win interface. The top toolbar contains various icons for navigation and task management. The left sidebar, labeled 'Navigation', lists several options including 'Contact Management', 'Dashboard', 'Contact', 'Company', 'Department Contact', 'Person', 'Supplier', 'Task', 'Contact Group', 'Note', 'Document', 'Questionnaire', 'Email', 'Email Manager Mail', 'SMS', 'Calendar', 'Notification', 'My Details', and 'Filter Criteria'. The 'Task' option is highlighted with a red box. The main area displays a table of tasks with columns: Task Number, Contact, Contract, Type, Subject, Date Created, Start Date, Due Date, Status, Priority, Assigned To, Percent..., and Reported By. The table contains three rows of data, with the first row highlighted in green.

From a Contact

The screenshot shows the 'Details' tab for a contact named Vermaak Elsabe (E.). The 'Tasks' tab is selected, showing a list of tasks associated with the contact. The tasks are listed in a table with columns: Task Number, Subject, Date Created, Start Date, Due Date, Status, Priority, Assigned To, and Percentage Complete. The tasks are: TC-EVXX201803-1 (Mzwilwa T (R) (Old Mu... Admin, Change vehide reg nr, 2018/03/15, 2018/03/15, 2018/11/09, InProgress, Normal, Maxine, 20,00%), TC-SA201806-7 (Vermaak Elsabe (E.) (... E-Mail, Email Tool - MIS, 2018/03/22, 2018/03/22, 2018/11/09, InProgress, High, Hanlie Lazare, 0,00%), and TC-SA201806-18 (Vermaak Elsabe (E.) (... Follow Up, FW: URL, 2018/06/19, 2018/06/19, 2018/11/09, NotStarted, Normal, Administrator, 0,00%).

From a Contract/ Policy

The screenshot shows the 'Assurance Policy' window. The 'Detail' tab is selected, showing a list of tasks associated with the policy. The tasks are listed in a table with columns: Task Number, Subject, Start Date, Due Date, Status, Priority, Per..., Assign..., Creat..., Date..., and Report... The tasks are: TC-EVXX201803-1 (Mzwilwa T (R) (Old Mu... Admin, Change vehide reg nr, 2018/03/15, 2018/03/15, 2018/11/09, InProgress, Normal, Maxine, 20,00%), TC-SA201806-7 (Vermaak Elsabe (E.) (... E-Mail, Email Tool - MIS, 2018/03/22, 2018/03/22, 2018/11/09, InProgress, High, Hanlie Lazare, 0,00%), and TC-SA201806-18 (Vermaak Elsabe (E.) (... Follow Up, FW: URL, 2018/06/19, 2018/06/19, 2018/11/09, NotStarted, Normal, Administrator, 0,00%).

From your email (Insure Add-in):

Refer to TC Insure Add-in Quick Guide

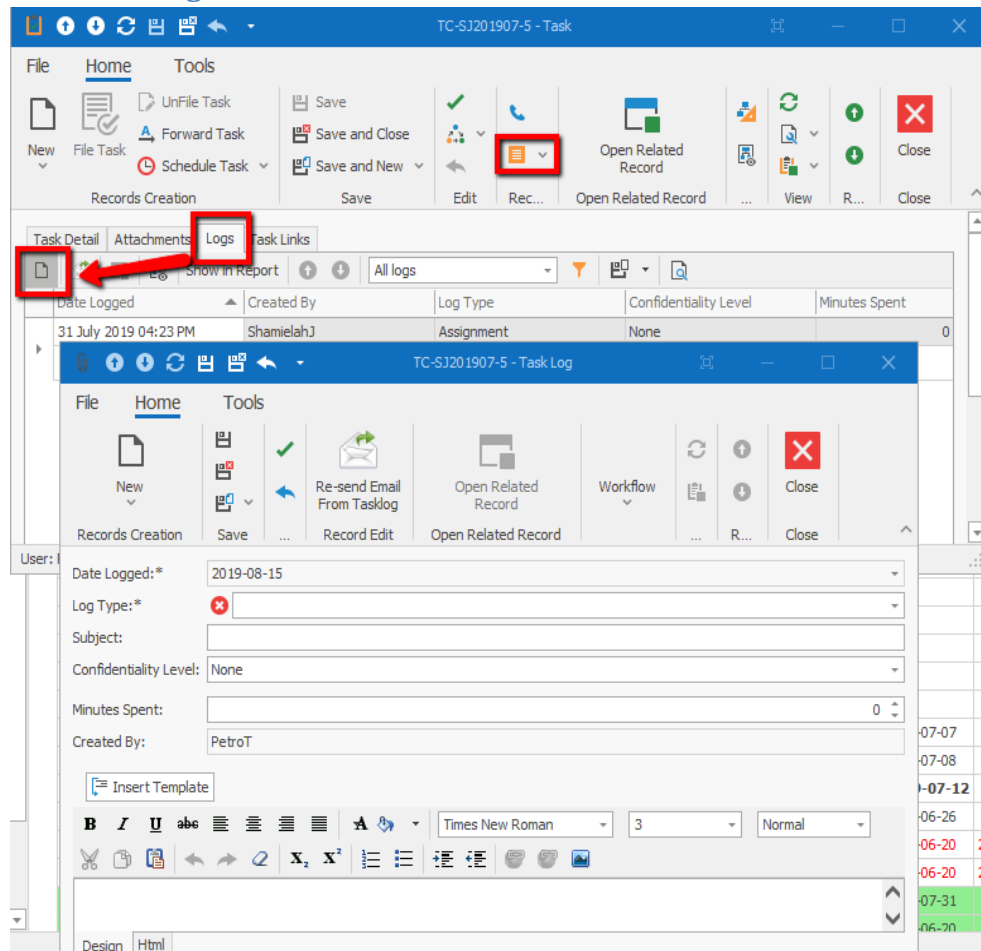


Task Logs

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

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

From Task log on Task



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

From Add Note Action

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

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



The screenshot shows the main interface of the TC Insure-IV Suite Win User Guide. The top toolbar contains various icons for navigation and task management. The 'Add Note' icon, which is a yellow notepad with a pencil, is highlighted with a red box. Below the toolbar, there is a 'Navigation' pane on the left and a main data table. The data table has columns for Task Number, Contact, Contract, Type, Subject, Date Created, Start Date, Due Date, Status, Priority, Assigned To, Percent..., and Reported By. The table contains several rows of data, including tasks for 'Vermaak Elsabe (E.)' and 'Ntshwana T (Admin)'.

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

The screenshot shows a right-click context menu over a task in the data table. The menu includes options like 'New', 'File Task', 'UnFile Task', 'Forward Task', 'Schedule Task', 'Clone...', 'Delete', 'Change State', 'Add Note', 'Open Related Record', 'Page Setup...', 'Print...', 'Print Preview...', 'Refresh', 'Analyse', 'Automated Process', and 'Copy Cell Value'. The 'Add Note' option is highlighted with a red box. A fly-out menu for 'Add Note' is visible, showing options for 'Note', 'E-Mail', and 'SMS'.

Note

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

Email

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

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



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

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

CC:

BCC:

Log Type:* Priority: Normal

Signature:* Minutes Spent: 0

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

Confidentiality Level: None

Attachment:

☐ Read Receipt ☐ Delivery Receipt

Insert Template

Design HTML

CTRL +SHIFT+END selects everything below the cursor and DELETE removes the selected text

Send Cancel

Attach any document saved on the Task, or

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

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

CC:

BCC:

Log Type:* Priority: Normal

Signature:* Minutes Spent: 0

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

Confidentiality Level: None

Attachment:

☐ Read Receipt ☐ Delivery Receipt

Insert Template

Design HTML

CTRL +SHIFT+END selects everything below the cursor and DELETE removes the selected text

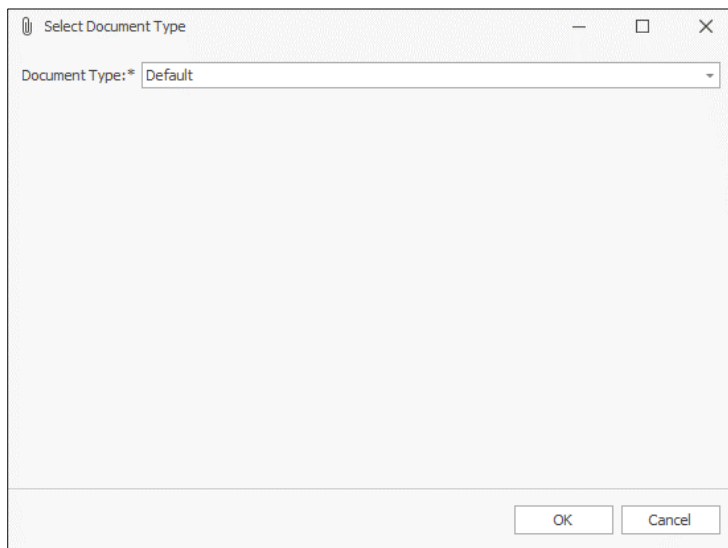
Send Cancel

Document

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

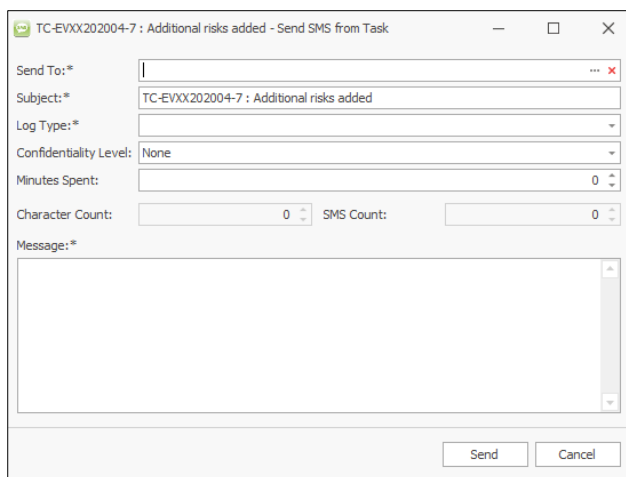
Attach document from your Computer

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



SMS

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



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

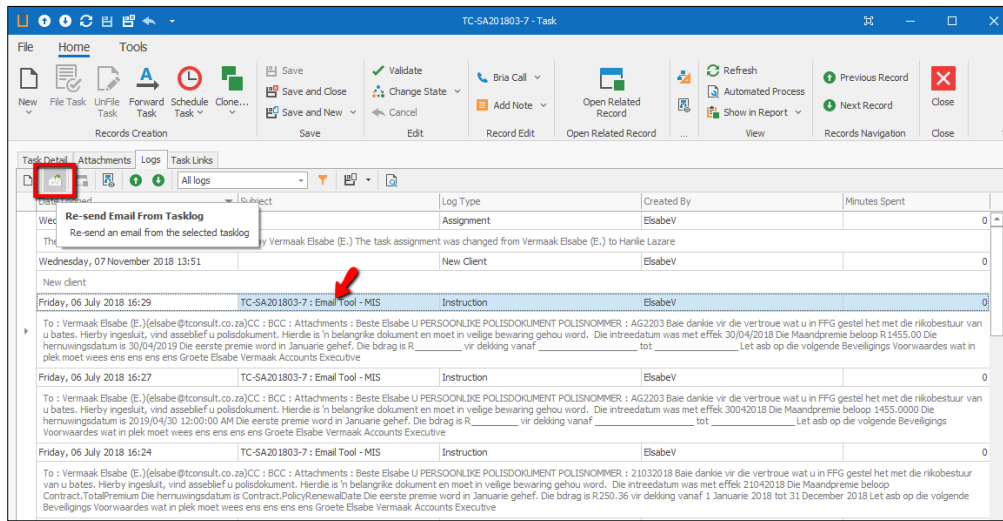
From Insure Add-in

Refer to *TC Insure Add-in Quick Guide*

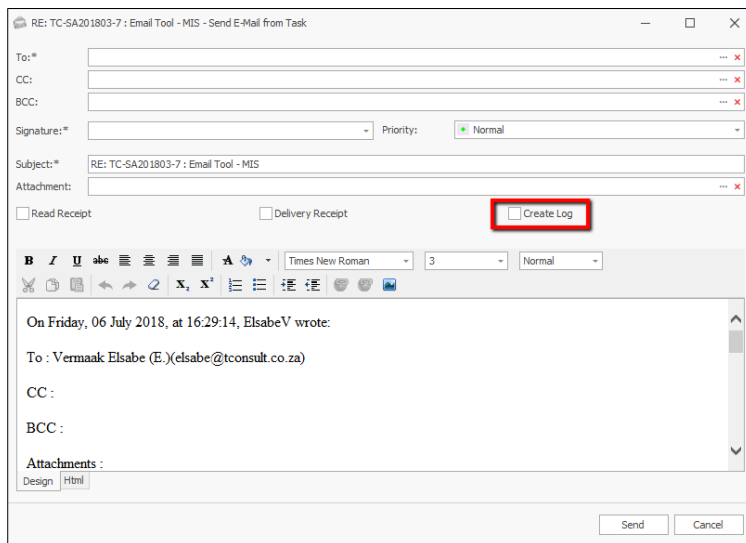


Re-send an email from task log

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



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





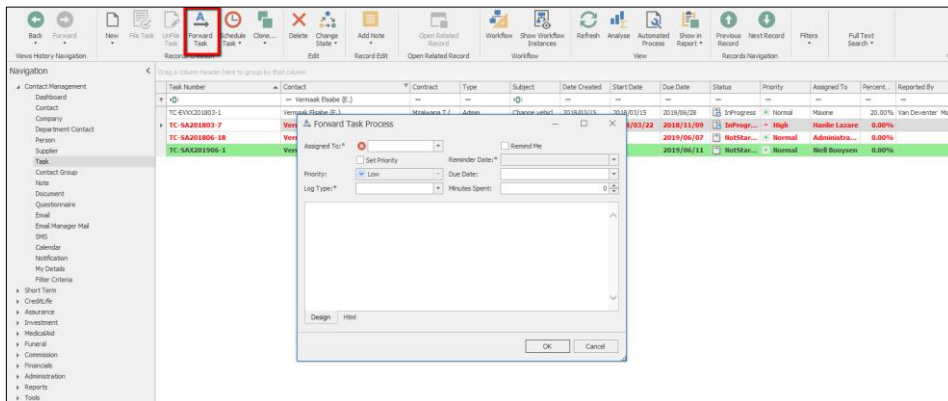
Task Attachment

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 to any person at any given time:

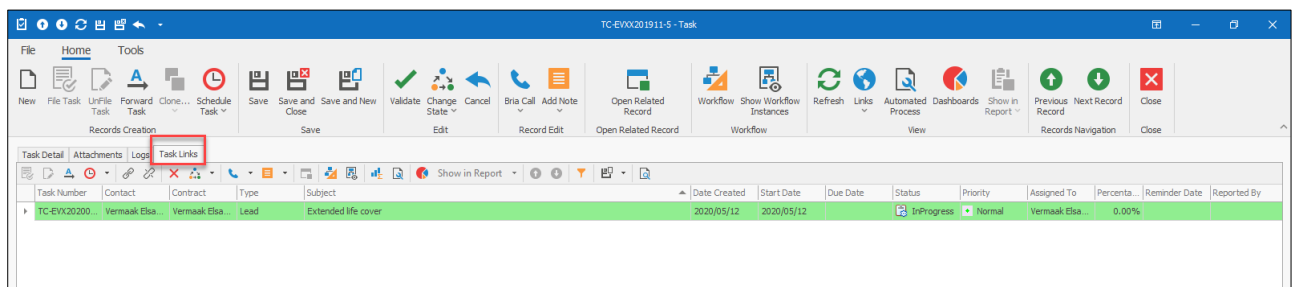


Note that a text template assigned to the task log type will auto populate when the specific task log is selected.

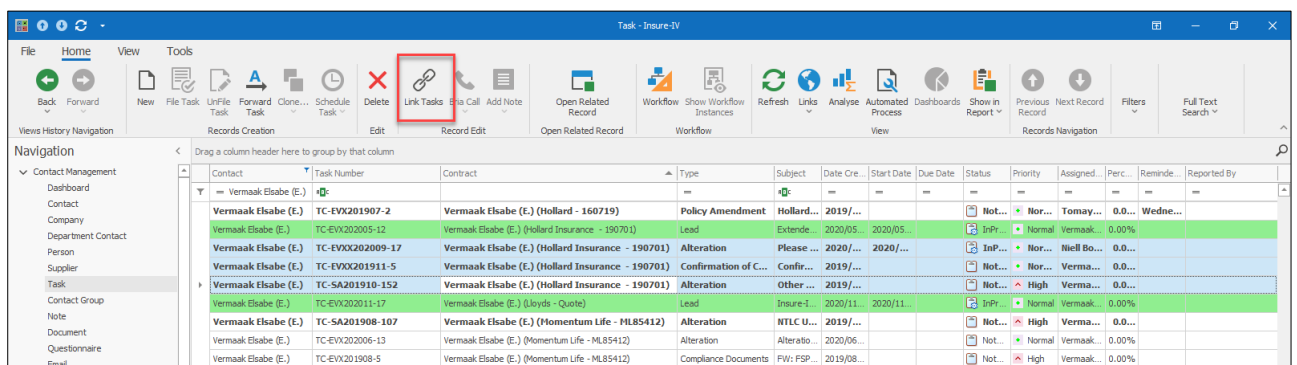
Please note: 'Remind me' and 'Reminder date' fields are relevant to the person this task is assigned to and not to the person assigning the task or task log.

Link Task

Link relevant tasks to one another for easier reference.



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





Task List

Task Number	Contact	Contract	Type	Subject	Date Created	Start Date	Due Date	Status	Priority	Assignee	Progress
TC-PT201903-12	Shepherd Susan (S.)		Lead	New Lead	2019/03/28	2019/03/28	2019/03/28	NotStar...	Normal	CLS User	50.00%
TC-PT201903-13	Shepherd Susan (S.)		Lead	New Lead	2019/03/28	2019/03/28	2019/03/28	NotStar...	Normal	CLS User	0.00%
TC-PT201903-14	abc		Lead	New Lead	2019/03/28	2019/03/28	2019/03/28	NotStar...	Normal	CLS User	0.00%
TC-PT201903-15	abc		Lead	New Lead	2019/03/29	2019/03/29	2019/03/29	NotStar...	Normal	CLS User	0.00%
TC-SA201803-7	Vermaak Elsabe (E.)		E-Mail	Email Tool...	2018/03/22	2018/03/22	2018/11/09	InProgr...	High	Hannie Laza...	0.00%
TC-SA201803-8	Insurance Co		Unpaid Pre...	Update Co...	2018/03/27	2018/03/27	2018/03/31	InProgr...	Normal	Maxine	10.00%
TC-SA201804-10	van der Westhuizen Tian (T.)		Unpaid Pre...	Unpaid Pre...	2018/04/10	2018/04/10	2018/04/10	NotStar...	Normal	Test	0.00%
TC-SA201804-9	van der Westhuizen Tian (T.)	van der We...	Unpaid Pre...	Unpaid Pre...	2018/04/10	2018/04/10	2018/04/10	NotStar...	Normal	Test	0.00%
TC-SA201806-12	Bowers Abdullah (A D)	Johnson M...	E-Mail	FW: NTLC - ...	2018/06/06	2018/06/06	2018/06/06	NotStar...	Low	Administra...	0.00%
TC-SA201806-13	Bowers Abdullah (A D)		Admin	FW: TC-MD...	2018/06/06	2018/06/06	2018/06/06	NotStar...	Low	Administra...	0.00%
TC-SA201806-14	22Hd On North Guest House Holland		Alteration	Warning: m...	2018/06/06	2018/06/06	2018/06/06	NotStar...	Low	Dane Bouwer	0.00%
TC-SA201806-15	Insurance Co		Alteration	New Task	2018/06/06	2018/06/06	2018/06/06	NotStar...	Low	Administra...	0.00%
TC-SA201806-16	Insurance Co		Alteration	New Task	2018/06/06	2018/06/06	2018/06/06	NotStar...	Low	Administra...	0.00%
TC-SA201806-17	Insurance Co		Alteration	New Task	2018/06/06	2018/06/06	2018/06/06	NotStar...	Low	Administra...	0.00%
TC-SA201806-18	Vermaak Elsabe (E.)	Vermaak El...	Follow Up	FW: URL	2018/06/19	2018/06/19	2019/06/07	NotStar...	Normal	Administra...	0.00%
TC-SA201811-19	A.G. Andriesse / Jan Deffensioen Drivins		Admin	TestTaskC	2018/11/06	2018/11/07	2018/11/08	NotStar...	Low	Maxine	50.00%

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:

The screenshot shows the application interface with a Navigation Pane on the left and a list of questionnaires in the main area. A red arrow points to the 'Questionnaire' option in the Navigation Pane. The list of questionnaires is as follows:

Owner	Assessment	Reference	Status	Date Created	Created By	Last Updated	Updated By	Total Questions	Completed Questions
Company 101 (1-2-3 Marketing Corporation cc - 123456)	Assessment 1		In Progress	2017/12/15	Maxine	2017/12/15	Maxine	1	0
Care Plan	Assessment		In Progress	2017/12/16	Maxine	2017/12/16	Maxine	0	0
Insurance Co	Assessment	XYZA	In Progress	2018/03/15	Maxine	2018/03/15	Maxine	0	0
Negrete J (J) (Discovery - 2018031514)	Commission Split - Assurance		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
ABELS C (C) (Holland - 2018031513)	Commission Split - Assurance		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
Phyllis Harry (H-L) (PH - 196136253)	Commission Split - Assurance		In Progress	2018/05/22	Admin	2018/05/22	Admin	7	0
Phyllis Harry (H-L) (Phoneticus Life - 196136254)	Commission Split - Assurance		In Progress	2018/05/22	Admin	2018/05/22	Admin	7	0
Legal Wise (Phoneticus - 12345)	Commission Split - Assurance		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
Insurance Co (Phoneticus - 1969746)	Commission Split - Assurance		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
Meyer Ashley (A) (Discovery - 0103083)	Commission Split - Assurance		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
363 TRANSPORT SOLUTIONS (1-2-3 Marketing Corporation cc - 123889146)	Commission Split - Assurance		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
Vernaa Elsie (E.) (Discovery - 180308)	Commission Split - Assurance		Complete	2018/05/14	Admin	2018/05/14	System Administrator	7	7
Vernaa Elsie (E.) (Discovery - 180308)	Commission Split - Assurance		In Progress	2018/05/22	System Administrator	2018/05/22	System Administrator	7	0
Vernaa Elsie (E.) (Discovery - 0012423423434346)	Commission Split - Investments		In Progress	2018/05/22	Admin	2018/05/22	Admin	7	0
1-2-3 Marketing Corporation cc (Cedric Asset Management - 12336658)	Commission Split - Investments		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
Walker Scott (S) (Cedric Asset Management - 002008770)	Commission Split - Investments		In Progress	2018/05/22	Admin	2018/05/22	Admin	7	0
Company 101 (Alan Gray - 4026158)	Commission Split - Investments		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
Yende Rouane (R.) (Phoneticus Life - 184456)	Commission Split - Investments		In Progress	2018/05/08	Admin	2018/05/08	Admin	7	0
Phyllis Harry (H-L) (Directus - 191201811)	Commission Split - Investments		In Progress	2018/05/22	Admin	2018/05/22	Admin	7	0
Vernaa Elsie (E.)	Competence Register - Complete Form	SP201904	In Progress	2018/06/06	Vernaa Elsie (E.)	2018/06/06	Vernaa Elsie (E.)	57	0
Phyllis Harry (H-L)	Competence Register - Complete Form	SP201904	In Progress	2018/05/22	Petra Teessen	2018/05/22	Petra Teessen	57	0
1-2-3 Marketing Corporation cc (Cedric Asset Management - 12336658)	Compliance - Investment (Individual)		In Progress	2018/05/08	Admin	2018/05/08	Admin	38	0
Vernaa Elsie (E.) (Discovery - 0012423423434346)	Compliance - Investment (Individual)		In Progress	2018/05/22	Admin	2018/05/22	Admin	38	0
Yende Rouane (R.) (Phoneticus - 184456)	Compliance - Investment (Individual)		In Progress	2018/05/08	Admin	2018/05/08	Admin	38	0

The screenshot shows the Assurance Policy form with the Questionnaires tab selected. The form displays various fields for policy details, including Owner, Product, Contract Number, Reference Number, Source, Inception Date, Maturity Date, Anniversary Date, and Status. The Questionnaires tab shows a list of questionnaires with columns for Assessment, Reference, Status, Date Created, Created By, Last Updated, Updated By, Total Questions, and Completed Questions.

Assessment	Reference	Status	Date Created	Created By	Last Updated	Updated By	Total Questions	Completed Questions
Commission Split - Assurance		Complete	2018/05/14	Admin	2018/05/14	System Administrator	7	7
Commission Split - Assurance		In Progress	2018/05/22	System Administrator	2018/05/22	System Administrator	7	0
Compliance - Risk Assurance (Individual)		Complete	2018/05/14	Admin	2018/05/14	System Administrator	15	15



Client Risk Rating - Questionnaire

File Home Tools

New Save and Close Save and New Delete Validate Change State Refresh References Calculate Score Re-Sync Open Related Record Open Related Record View R... Close

Records Creation Save Edit Record Edit Open Related Record View R... Close

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

Refresh References Calculate Score

Se...	Question	Value	Score	Comment	Required	Last Updated	Updated By
1	Nature of the Product / Transaction	Trust	1		☒	2020/07/30	Teessen Pie...
2	Duranton of Relationship	Ongoing	0		☒	2020/07/30	Teessen Pie...
3	Delivery Channel	Face to Face	0		☒	2020/07/30	Teessen Pie...
4	Complex, unusually large, suspicious/unusual transaction	No	0		☒	2020/07/30	Teessen Pie...
5	Client is a PIP or close associate	No	0		☒	2020/07/30	Teessen Pie...
6	Client is on UN sanctions list	No	0		☒	2020/07/30	Teessen Pie...
7	Jurisdiction	Local	0		☒	2020/07/30	Teessen Pie...
8	CDD documents	Doubts ab...	2		☒	2020/07/30	Teessen Pie...
9	Source of funds	Salary/Pro...	0		☒	2020/07/30	Teessen Pie...

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

Bria Call

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

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

Contact your client using 'Bria Call' from specific areas within the application:

- Contact
- Company
- Person
- Task
- Department Contacts

Simply click and dial:



Department	Work Number	Fax Number	Cell Number	Email	Active	Comment
Marketing	(087) 5125569	(041) 3945195	0812349876	gert@123.co.za	☒	

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.

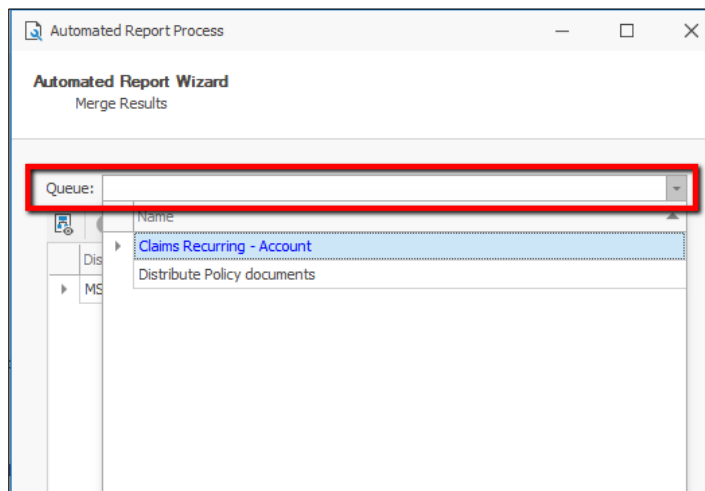
Field	Value
Surname	Vermaak
First Name	Elsabe
Second Name	
Call Name	Elsabe
Initials	E.
Title	Mrs.
Work Number	(021) 9753366
Cell Number	0828533342
Home Number	
Date of Birth	
Date Deceased	
Age	0
ID Number	7003050300083
Language	Afrikaans
Gender	Female
Email	elsabe@tconsult.co.za

Select the automated process and follow the Wizard.

Automated Process queue

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

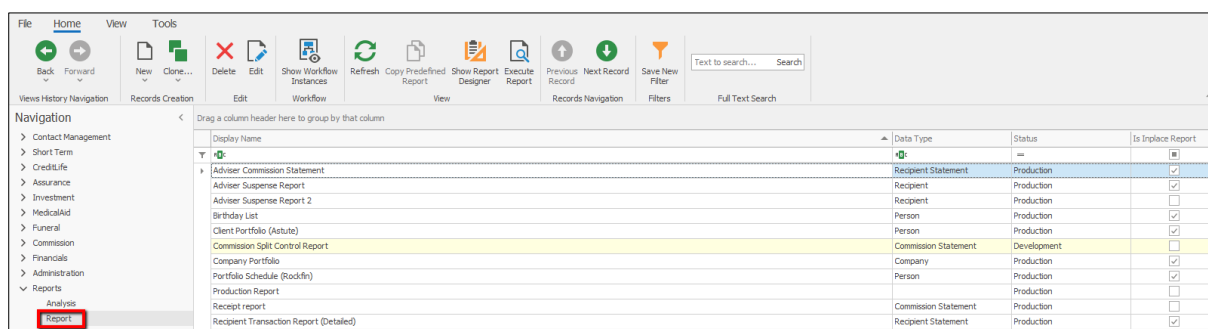
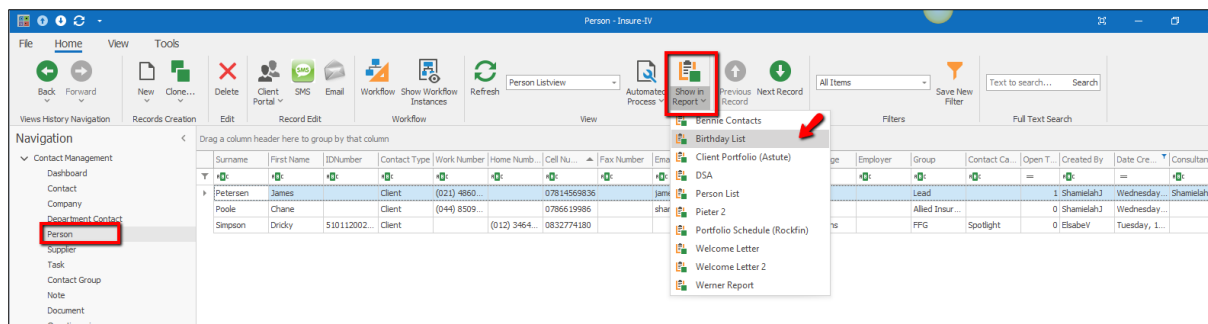
Select the applicable queue item on the wizard when initiating the automated process:



Reports

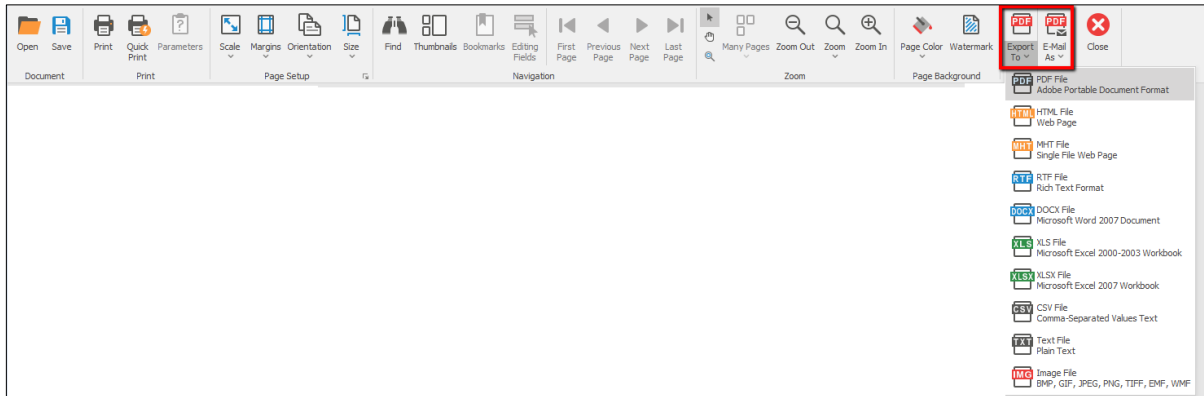
Reports are designed by your System Administrator on request and made available for easy use.

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

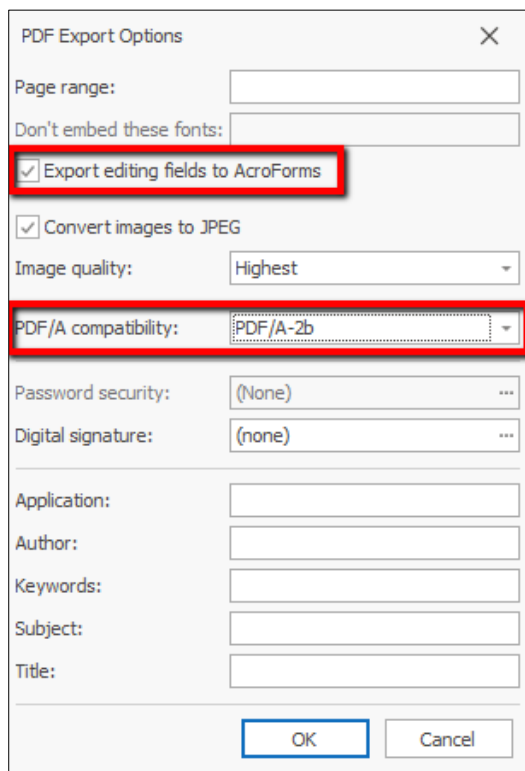




Print, export or email a report in various formats as per the drop-down menus.



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



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



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

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

Password security options

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



Distribution List

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

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

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

Members can be added directly from the Distribution list,

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@d...
50 CENTS TOURS	info@tours.co.za
Abrahams Alice (A.S.)	AliceAbrahams@demo...
ACE & BASE	ace.base@yahoo.com
Alfno And Gelderblom Patricia (P)	xxx@xxx.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.



The screenshot shows the main application window with the 'Tools' menu open. The 'Add to Distribution List' option is highlighted. Below the menu, there is a form for 'Additional Contact Information' with fields for Displayname, Surname, First Name, Second Name, Cell Name, Initials, Title, Work Number, Cell Number, Home Number, Date of Birth, Date Deceased, Age, ID Number, Language, Gender, Fax Number, Email, and Open Tasks. A table at the bottom shows related parties.

Related Party	Client Number	Relationship	Cell Number	Work Number	Consultant	Contact Type
Teessen Pieter (P.G.)	P4567	Business Associate	0829058049	(087) 5501427	Maxine	Client
1-2-3 Marketing Corporation cc		Employer	00736765742	(078) 1161164		Client

The 'Select Distribution List' dialog box is shown with a list of distribution lists. 'Weekly Email' is selected under the 'Annual Medical Aid Renewal' category. A 'New' button is at the bottom right.

A member can belong to multiple distribution lists.

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

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

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

The screenshot shows the 'Annual Medical Aid Renewal - Distribution List' window. The 'Update your membership' button is highlighted in the 'Distribution List Members' table. The table lists members with their names, email addresses, and dates added.

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

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



Data analysis & Customization

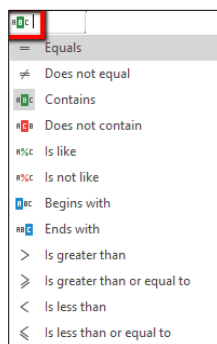
The screenshot shows the application's main interface with a navigation pane on the left and a data table on the right. The table has columns: Displayname, Contact Type, Contact Category, Legal Reference, Work Number, Cell Number, Email, Language, Group, Primary Rec., Open Tasks, and Consultant. The first row is highlighted in red and labeled 'Search row'. The header row is labeled 'Header row'. A red box labeled 'Group by Box' points to the 'Group by' dropdown menu in the top toolbar.

Displayname	Contact Type	Contact Category	Legal Reference	Work Number	Cell Number	Email	Language	Group	Primary Rec.	Open Tasks	Consultant
Zahid Othman Guest House Hol...	Client				00716765742	haz@tconsult.co.za	Afrikaans	Able Makelaars	☒	3	
Abdulla D (D)	Client		4703185108086	(041)4817322	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	3	
Abdulla M S (M S)	Client		5207165095023	(041)39655521	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	1	
Abdulla R (R)	Client		7011195154083		0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	6	
Abrahams Alice (A.S.)	Client		5702251937195		00590343960	AliceAbrahams@...	English	Able Makelaars	☒	0	
Abrahams M (M Z)	Client		6908065122085	(041)4574202	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	4	
Abrahams MN (M)	Client		6001065208086		0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
ABRAHAM'S TRANSPORT Unknow...	Client				0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
Adam GT (GT)	Client		77032500760082		0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
BAKKER H (H)	Client		3907045064088	(021)6917630	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
Bowers Abdullah (A D)	Client		4912175025081	(041)4813071		johan@tconsult.af...	Afrikaans	Able Makelaars	☒	7	
Catalyst Group	Brokerage				0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
Cooper Sheldon (S.)	Contact		701210080609					Able Makelaars	☐	0	
De Beer Job (J.A.)	Client		9904128236196		00641841088	Job.JacobusDeBeer...	English	Able Makelaars	☒	0	
DIE LIBERTAS TRUST (Unknown)	Client							Able Makelaars	☐	0	
EMIZING RESTAURANT	Client				0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
Ernstzen Noliha (N.Y.)	Client		5707241106184		00370316743	NolihaErnstzen@...	English	Able Makelaars	☒	0	
GCWABEM.	Client				0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
GLONET SIX T/As BKAMIA TRANS...	Client			(021)9324422	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	1	
GORILLA TRANSPORT cc	Client				0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
Hanekom Jacques (J)	Consultant					tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
HIKANGANG TRANSPORT	Client			(013)2433306	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
INDIGO TOURS	Client			(021)9043269	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	
JaneDegenaar Togeda (T.N.)	Client		0304053429187		00598180386	TogedaJaneDegenaar...	English	Able Makelaars	☒	0	
JHR Transport	Client		76767659			pieter@tconsult.c...		Able Makelaars	☐	0	
JRRK cc	Client			(021)9522122	0798837962	tan@tconsult.co.za	Afrikaans	Able Makelaars	☒	0	

Search Row

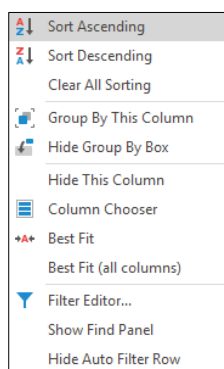
The search row makes it easy to quickly find a specific record.

Note the small icon on the left of each column in the search row. Clicking on the icon will show a drop-down list of search actions:



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

Contact Type ▲														
Old	Surname	First Name	IDNumber	Work Number	Home Num.	Cell Number	Fax Number	Email	Gender	Date Of Birth	Language	Employer	Group	Contact Ca.
==	▲	▲	▲	▲	▲	▲	▲	▲	==	==	▲	▲	▲	==
> Contact Type: (Unknown) (Count=2) > Contact Type: Administrator (Count=1) > Contact Type: Assessor (Count=2) > Contact Type: Beneficiary (Count=16) > Contact Type: Broker (Count=16) > Contact Type: Brokerage (Count=1) > Contact Type: Client (Count=5284) > Contact Type: Consultant (Count=18) > Contact Type: Contact (Count=3) > Contact Type: Dependant (Count=1) > Contact Type: Intermediary (Count=1) > Contact Type: Lead (Count=5) > Contact Type: Orphan (Count=1319) > Contact Type: Staff (Count=1) > Contact Type: Supplier (Count=1) > Contact Type: User (Count=1) > Contact Type: X-Client (Count=1)														

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

Contact Type ▲														
Old	Surname	First Name	IDNumber	Work Number	Home Number	Cell Number	Fax Number	Email	Gender	Date Of Birth	Language	Employer	Group	Contact Ca.
==	▲	▲	▲	▲	▲	▲	▲	▲	==	==	▲	▲	▲	==
> Contact Type: (Unknown) (Count=2) > Contact Type: Administrator (Count=1) > Contact Type: Assessor (Count=2) > Contact Type: Beneficiary (Count=16) > Gender: Female (Count=6) > Gender: Male (Count=10) > Language: (Count=10) > Contact Type: Broker (Count=16) > Contact Type: Brokerage (Count=1) > Contact Type: Client (Count=5284) > Contact Type: Consultant (Count=18) > Contact Type: Contact (Count=3) > Contact Type: Dependant (Count=1) > Contact Type: Intermediary (Count=1) > Contact Type: Lead (Count=5) > Contact Type: Orphan (Count=1319) > Contact Type: Staff (Count=1) > Contact Type: Supplier (Count=1) > Contact Type: User (Count=1) > Contact Type: X-Client (Count=1)														

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



Contact Type													
Gender													
Language													
Old	Surname	First Name	IDNumber	Cell Number	Fax Number	Email	Date Of Birth	Employer	Group	Contact Cate.	Open Ta...	Consultant	
=	+	+	+	+	+	+	=	+	+	+	=	+	
Contact Type: (Unknown) (Count=2)													
Contact Type: Administrator (Count=1)													
Contact Type: Assesor (Count=2)													
Contact Type: Beneficiary (Count=16)													
Gender: Female (Count=6)													
Gender: Male (Count=10)													
Language: (Count=10)													
Contact Type: Broker (Count=16)													
Contact Type: Brokerage (Count=1)													
Contact Type: Client (Count=5284)													

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

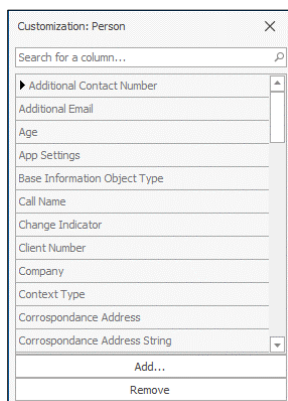
Add or remove columns from list view

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

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

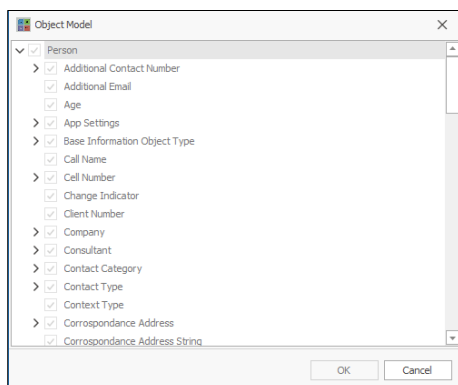
Column chooser

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



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

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





Change column width

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

You can also drag-size any column width:

Surname	First Name	IDNumber	Work Number
ABC	ABC	ABC	ABC

Filter editor

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

Filter Editor

Visual

Text

And

[Gender] Equals Male

OK

Cancel

Apply

Surname	First Name	IDNumber	Work Number	Home Number	Cell Number	Fax Number	Email	Date Of Birth	Employer	Group	Contact Categ...	Open Ta...	Consultant
vermaak								=				=	
Contact Type: Beneficiary (Count=5)													
Gender: Male (Count=5)													
Language: (Count=5)													

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

Contact Type

Gender

Language

Surname	First Name	IDNumber	Work Number	Home Number	Cell Number	Fax Number	Email	Date Of Birth	Employer	Group	Contact Categ...	Open Ta...	Consultant
vermaak								=				=	
Contact Type: Beneficiary (Count=5)													
Gender: Male (Count=5)													
Language: (Count=5)													
Contact Type: Client (Count=1)													

☒ [Gender] = 'Male' And Contains([Surname], 'vermaak')

Edit Filter



Grouping of Task detail view

The below example shows how you can manage tasks within your section or division:

Assigned To Status										
Task Number	Contact	Contract	Type	Subject	Date Created	Start Date	Due Date	Priority	Percentage ...	Reported By
▼	+	=	=	+	=	=	=	=	=	=
Assigned To: Administrator (Count=3377)										
Assigned To: CLS User (Count=2)										
Assigned To: Dane Bouwer (Count=1)										
Assigned To: HAJ Nel (N.) (Count=1)										
Assigned To: Hanlie Lazare (Count=1)										
Assigned To: Louise Geel (Count=1)										
Assigned To: Maxine (Count=46)										
Status: NotStarted (Count=35)										
Status: InProgress (Count=11)										
Assigned To: Niel Booysen (Count=58)										
Assigned To: Petro Teessen (Count=78)										
Assigned To: Shamielah Jacobs (Count=2)										
Assigned To: System Administrator (Count=1)										
Assigned To: Teessen Pieter (P.G.) (Count=45)										
Assigned To: Test (Count=13)										
Assigned To: Tian van der Westhuizen (Count=2)										
Assigned To: Vermaak Elsabe (E.) (Count=206)										



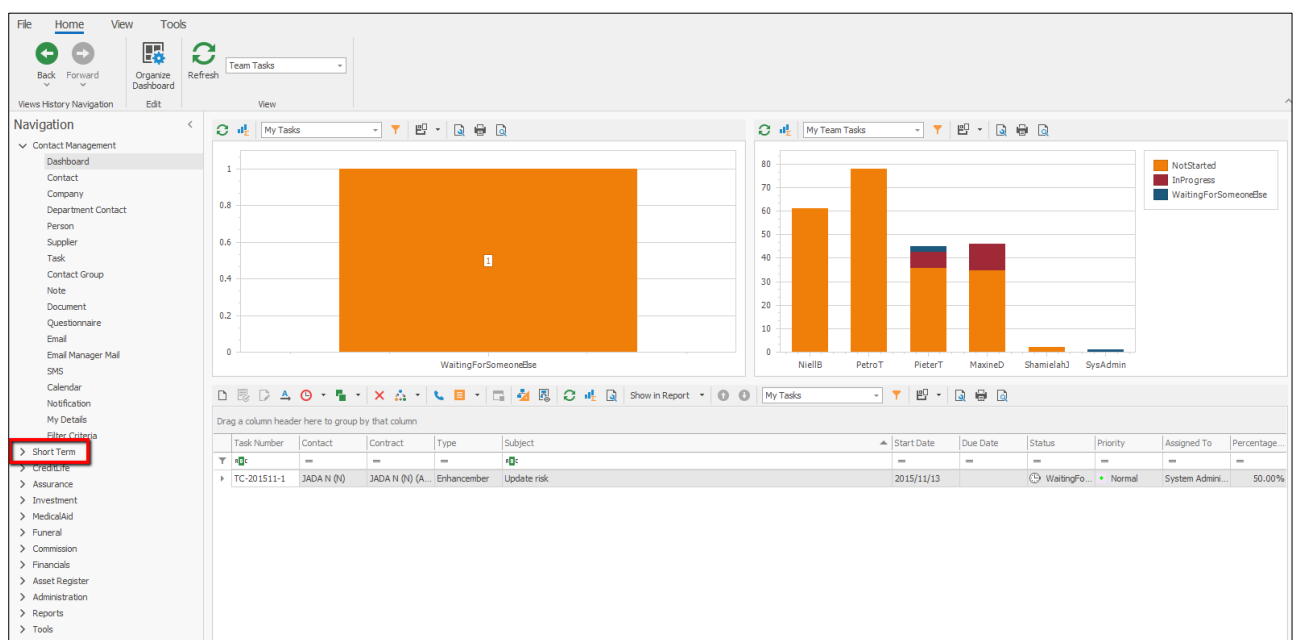
Short Term

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 premium

You will find the Short Term menu item on the Navigation Pane:



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

File Home View Tools

Back Forward New Delete Change State Apply Formula Client Portal Authorize Changes Change Policy Owner Reinstatement Policy Undo Policy Changes Cancel Policy Re-Calculate Show Workflow Instances Refresh Policy Schedule Automated Process Show in Report Previous Record Next Record

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

Navigation

New (Ctrl+N)
New Short Term Policy

Header here to group by that column	Intermediary	Product	Product Provider	Contract Number	Anniversary Month	Inception Date	Status	Premium Ex.	VAT	Premium	Fees	Total Premi...	Commission	Open Tasks
Johnson MC (MC)	Bonsure Financial...	Taxi Policy	Clarendon Transpo...	TR908/554-4	February	2017/02/10	Re-Instated	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	
Kamies Ruan (R.A.)	MieMe Insurance...	TAXI - New Whee...	SA Eagle	2/151378	April	2010/04/07	Imported	R842,96	R126,44	R969,40	R400,39	R1369,79	R157,30	
MAPHOSA K (K Z)	MieMe Insurance...	TAXI - New Whee...	SA Eagle	ZT302/026	February	2013/02/01	Imported	R1 002,50	R141,58	R1 152,87	R44,86	R1 152,87	R0,00	
MAV ON WHEELS	MieMe Insurance...	Marine Policy	Associated Marine	E05/0137	January	2005/01/01	Cancelled	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	
Liebenberg CJ (C)	Bonsure Financial...	Santam Multiplex...	Santam Insurance...	74720333802	January	2012/01/01	Imported	R140,99	R19,91	R162,14	R0,00	R162,14	R0,00	
Uncedo Service T...	Bonsure Financial...	Santam Commer...	Santam Insurance...	63120329799	August	2011/08/23	Imported	R856,43	R124,89	R984,90	R0,00	R1 016,98	R0,00	
JULIES J (J)	MieMe Insurance...	New Wheels UMA...	SA Eagle	LTAR103/263	March	2011/03/17	Cancelled	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	
Tose BG (B)	Bonsure Financial...	Taxi Policy	Clarendon Transpo...	2/	July	2011/07/06	Imported	R1 058,26	R149,46	R1 217,00	R0,00	R1 217,00	R0,00	
NKM Electric	Bonsure Financial...	Santam Commer...	Santam Insurance...	631/19350349	May	2010/05/10	Imported	R85,95	R12,14	R98,84	R0,00	R98,84	R0,00	
TUKANI Z (Z S)	MieMe Insurance...	TAXI - New Whee...	SA Eagle	TR007/719	July	2010/07/01	Imported	R937,62	R132,42	R1 078,26	R170 176,30	R1 078,26	R0,00	
STOFILE SIBONG...	MieMe Insurance...	VUM - TAXI PROD...	SANTAM	00705	December	2012/12/07	Imported	R1 811,25	R255,80	R2 082,94	R105 217,96	R2 082,94	R0,00	
Abdulla R (R)	Bonsure Financial...	Taxi Policy	Clarendon Trans...	6/106201	August	2010/08/05	Cancelled	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	
GCNANI J (J M)	MieMe Insurance...	VUM - TAXI PROD...	SANTAM	00232	June	2011/06/01	Imported	R737,83	R104,20	R846,50	R42 796,56	R846,50	R0,00	
Magobiyana G (G)	Bonsure Financial...	Taxi Policy	Clarendon Trans...	6/159202	May	2012/05/10	Cancelled	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	
Sebastian Majo (M)	Bonsure Financial...	Taxi Policy	Clarendon Transpo...	2/143032	April	2011/04/14	Imported	R1 114,85	R157,45	R1 282,08	R364 029,57	R1 282,08	R0,00	
RICH VINCENT (V...	MieMe Insurance...	VUM Passenger L...	VUM Underwriters	2/151612	April	2010/04/30	Imported	R1 121,74	R158,42	R1 290,00	R174 530,94	R1 290,00	R0,00	
Louw F (F)	MieMe Insurance...	VUM - TAXI PRO...	SANTAM	00357	October	2011/10/01	Cancelled	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	

- From a client's profile

New Save Save and Close Validate Cancel Client Portal atWORK Bria Call SMS Email Open Related Record Workflow Show Workflow Instances Refresh Automated Process Show in Report Previous Record Next Record Close

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

Details Office Additional Contact 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:

Date Of Birth: 1970/03/05

Date Deceased:

Age: 49

ID Number: 7003050300083

Language: Afrikaans

Gender: Female

Fax Number:

Email: elsabe@tcconsult.co.za

Open Tasks: 4

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

Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By	
Assurance Policy	180508	2018/06/01	R500 000 000,00	R2 659,52	Active	Van Deventer Maxine (M.)	Thursday, 06 June 2019 16:39...	ElsabeV	
Commission Contract	21032018	2018/04/21	R150 000,00	R250,00	Cancelled		Monday, 27 May 2019 16:01:00	ElsabeV	
Credit Life Policy	20180700CL1	2018/07/01	R50 000,00	R256,58	In Progress		Tuesday, 10 July 2018 17:02:57	ElsabeV	
Funeral Group Policy	Investment Policy	DD2134234234533456	2018/08/01	R290 000,00	R365,25	In Progress	Teessen Pieter (P.G.)	Tuesday, 30 October 2018 09:...	PieterT
Funeral Policy	Short Term Policy	EY2203	2018/04/01	R0,00	Cancelled		Thursday, 22 March 2018 11:...	SysAdmin	
Investment Policy	Short Term Policy	AG2203	2018/04/30	R0,00	R2 035,00	Active	Vermaak Elsabe (E.)	Thursday, 15 November 2018 ...	ElsabeV
Medical Aid Policy									

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.



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

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.	✓
Source	Select the Source from a pre-defined list	
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:



Location

Select the address details captured on Client Contact detail view:

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:

Item Seq No	Item Description	Reference	External R...	Inception Date	Cancel Date	Extension ...	Accessory ...	Total Insur...	Total Exten...	Total Premi...	Total SASRIA	Total Commis...
Section: House Contents (Count=1)												
Product Risk Type: Domestic Contents (Count=1)												
1	Contents			0 2019/06/01			0	R0,00	R180 000,00	R0,00	R358,96	R90,00

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 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.

3. Underwriting Criteria

You can freely 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:



5. Security List

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

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.

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.

Period	Period Raised	Effective Date	Inception Date	Cancel Date	Total Insured	SAGRIA	Total Premium	Commission	Is Pro Rata	History Type	Total Extens...	Total Commi...	Gross Premium	History Payment T...	Updated By	Last Update
2019/06/01	0	2019/06/01	2019/06/01		R180 000,00	R90,00	R358,96	R0,00		Current	R0,00	R0,00	R358,96	Current	SysAdmin	2019/06/10
2019/06/01	0	2019/06/01	2019/06/01		R150 000,00	R7,50	R276,46	R0,00		Prorata Initial	R0,00	R0,00	R276,46	None	SysAdmin	2019/06/10

Claims

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

Claim No	Insurer Claim No	Date Of Loss	Date Reported	Reported By	Category	Cause For Claim	Claim Status	Finalised Date	Recovery	Assessor Name	Consultant
06102019		Monday, 03 June 2019...	2019/06/04	Insured	Glass Damage	Accidental Damage	Payment	2019/06/06	No Recovery		

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:

Back	Forward	New	Delete	Open Related Record	Show Workflow Instances	Refresh	Automated Process	Show in Report	Previous Record	Next Record	All Claims	Save New Filter	Text to search...	Search
Views History Navigation	Records Creation	Edit	Open Related Record	Workflow	Refresh	Automated Process	Show in Report	Records Navigation	Filters	Full Text Search				
Navigation														
Drag a column header here to group by that column														
Contact Management	Claim No	Insurer Claim No	Displayname	Date Of Loss	Date Reported	Reported By	Category	Cause For Claim	Claim Status	Finalised Date	Recovery	Assessor Name	Consultant	
Short Term Policy	TR807/058/004	TR807/058/04	NCEDEKA COACH	2010/10/02	2010/10/11	Insured	Vehicle Damage	Windscreen Dam...	Settled	2010/10/11	Attorney File		Gluefine Lyda (L)	
Short Term Product	LOA009/691/001	tba	Nshinka Odwa (O)	2012/05/07	2012/06/15	Insured	Vehicle Damage	Motor vehicle acc...	Processing		Attorney File		Gluefine Lyda (L)	
Area List	TR807/058/001	TR807/058/01	NCEDEKA COACH	2009/06/15	2009/06/16	Insured	Vehicle Damage	Windscreen Dam...	Settled	2009/06/24	Attorney File		Gluefine Lyda (L)	
Claim Category	000001	526*001*186	MATINI LUKHO (L)	2012/03/17	2012/03/20	Insured	Vehicle Damage	Motor vehicle acc...	Settled	2012/04/03	Attorney File		Gluefine Lyda (L)	
Cause For Claim	RND603/037/003	RND603/037/01	Coetzer Wendy (W)	2009/09/09	2009/09/23	Insured	Vehicle Damage	Motor vehicle acc...	Settled	2009/10/23	Attorney File		Gluefine Lyda (L)	
Claim Estimate Category	NNA6747/001	NNA6747/01	SICWETSHA MSHA	2009/07/08	2009/07/17	Insured	Vehicle Damage	Motor vehicle acc...	Processing		Attorney File		Gluefine Lyda (L)	
Claim Status	000001	526*001*188	MATINI LUKHO (L)	2012/03/30	2012/04/05	Insured	Vehicle Damage	Motor vehicle acc...	Settled	2012/04/26	Attorney File		Gluefine Lyda (L)	
Premium Status	LOA007/641/006	526*001*176	Coetzer Wendy (W)	2012/01/26	2012/01/30	Insured	Property Loss/Da...	All Risks	Settled	2012/02/03	Attorney File		Gluefine Lyda (L)	
Recovery	2/87035/001		Mgobele Moteno	2010/01/13	2010/01/14	Insured	General Loss/Da...	Motor vehicle acc...	Processing		Attorney File		Gluefine Lyda (L)	
Risk Type	06102019		Vermaak Elsabe (E)	2019/06/03	2019/06/04	Insured	Glass Damage	Accidental Damage	Payment	2019/06/06	No Recovery		Gluefine Lyda (L)	
MM Vehicle Lookup														

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

File	Home	Tools
Save	Validate	Pay Claim
Save and Close	Cancel	Open Related Record
Save and New		Workflow
Records...	Save	Edit
	Record Edit	Open Related Record
	View	Refresh
	R...	Close

Claim Detail	Description Of Event	Additional Detail	Tasks	Notes	Documents	Questionnaires	PropertySheet	History
General Information Claim Report Information								
Policy:* Claim No:* Insurer Claim No: Date Of Loss:* Date Reported:* Reported By: Claim Status:* Reason:* Category:* Cause For Claim:* Finalised Date:* ☐ Catastrophe Administrator: Consultant: Recovery: Total Estimate: R0,00 Policy Premium: R0,00 Claim Account: 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.

Apply a text template to a Claim Category to auto populate the required information for 'Description of Event', e.g., Vehicle damage – provide Vehicle Information and Driver details. This template needs to be created by the System Administrator.

The screenshot shows the 'Claim Detail' window with the 'Description of Event' tab selected. The window has a ribbon with 'File', 'Home', and 'Tools' tabs. The 'Tools' tab is active, showing various icons for record creation, saving, editing, and navigation. The 'Description of Event' tab is selected, displaying a rich text editor with a toolbar and a text area. The text area contains a template with sections for 'Vehicle Information' and 'Driver details'.

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

The screenshot shows the 'Claim' form with the 'Claim Items' tab selected. The 'Risk' dropdown menu is highlighted with a red box. The form includes fields for Description Of Event, Additional Detail, Tasks, Notes, and Documents.

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.

The screenshot shows the 'Claim Item' form with the 'Risk' dropdown menu highlighted. The form includes fields for Insured Amount, Extension, Claim Status, Supplier, and Description.

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.

Claim Amount will also be auto populated once you have captured the damage estimate.

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

Select New estimate:

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



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

The screenshot shows the 'Contents - Claim Item' window. The 'Claim Item' tab is active, displaying fields for Risk, Extension, Claim Status, Supplier, and Description. The 'Insured Amount' is R180 000,00, and the 'Claim Amount' is R25 000,00. The 'Total Excess' is R0,00. Below the 'Claim Item' tab is the 'Estimates' section, which contains a table with the following data:

Claim Estimate Type	Estimate	Actual	Variance	Date Paid
Accidental damage	R25 000,00	R0,00	R25 000,00	

Tasks

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

The screenshot shows the 'Claim' window. The 'Tasks' tab is highlighted with a red box. The 'Tasks' tab displays a table with the following columns: Task Number, Subject, Type, Start Date, Due Date, Status, Priority, Perc..., Assigne..., Created..., Date Cr..., and Reported... The table is currently empty.

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 Elha (J.E.)	BBC Fin Services (Pty) Ltd	Santam Limited	100619	2019/06/01	In Progress	R0,00	R0,00	R0,00	R0,00	R50,00	R0,00	1
Nel Elha (J.E.)	BBC Fin Services (Pty) Ltd	Santam Limited	100619AA	2019/06/01	Cancelled	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	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 Policy Fees Policy Wording Claims Linked Policies Contract Roles Commission Tasks Documents Notes Questionnaires History						
Log Date	User Name	Status	Contract Value	Contract Premium	Contract Commission	
Monday, 10 June 2019 15:01	ElisbeV	In Progress	R0,00	R50,00	R15,00	
Monday, 10 June 2019 15:00	ElisbeV	In Progress	R0,00	R50,00	R15,00	
Monday, 10 June 2019 15:00	ElisbeV	In Progress	R0,00	R50,00	R15,00	
Monday, 10 June 2019 14:54	ElisbeV	In Progress	R0,00	R50,00	R15,00	
Monday, 10 June 2019 14:52	ElisbeV	In Progress	R0,00	R0,00	R0,00	

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

																				
Views History Navigation		Records Creation		Edit		Record Edit		Workflow		View		Records Navigation								

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*.



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

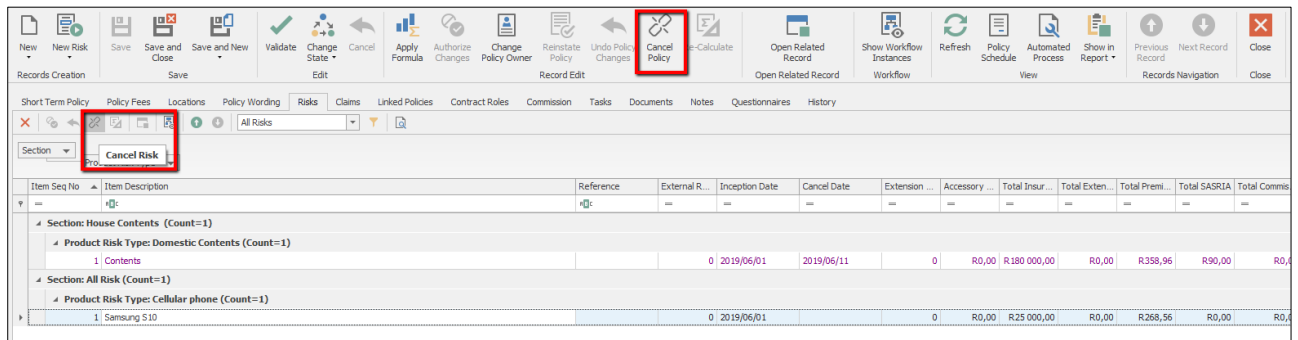
Any policy or risk change can be undone whilst in the unapproved (blue italic) state:

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:



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.

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

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

Cancel 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:



Re Instatement Policy Process

☐ Re Instate With New Date *

Re Instatement Date: * 2019/06/11

☐ Create History For Unpaid Periods

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. Reinstate 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.

Policy Schedule

After all risk details have been captured, a Policy schedule can be printed.

You will find the Policy Schedule icon on the action bar.



The screenshot shows the main interface of the TC Insure-IV Suite Win User Guide V11.22204.2320.0. The 'Policy Schedule' button is highlighted with a red box. The interface includes a menu bar with options like New, New Risk, Save, Save and Close, Validate, Change State, Cancel, Apply Formula, Authorize Changes, Change Policy Owner, Reinstate Policy, Undo Policy Changes, Cancel Policy, Re-Calculate, Open Related Record, Show Workflow Instances, Refresh, Policy Schedule, Automated Process, Show in Report, Previous Record, Next Record, and Close. The main area is divided into several sections: General Information, Premium Summary, Address Information, and Account Information. The General Information section contains fields for Owner, Product, Policy Number, Reference Number, Insured, Source, Inception Date, Anniversary Month, Contribution Frequency, Policy Renewal Date, Status, Premium Status, Intermediary, and Consultant. The Premium Summary section shows a table with columns for Premium, Vat, Premium (Excl. vat), Fees (Incl. vat), Total Premium, and Commission. The Address Information section includes fields for Risk Address, Postal Address, and Area. The Account Information section includes fields for Payment Type, Bank Account, Invoice To, Debit Order Account, and Account Balance.

The Policy Schedule Wizard provides 3 options:

- Printing a full policy schedule which includes:
 - Product wording
 - Policy wording
 - Policy summary page
 - Detailed policy information
 - Section wording
 - Risk wording
 - Premium summary
 - Sasria summary
- Printing only a selection e.g., Policy summary page
- Month End Schedule

The screenshot shows the 'Policy Schedule Wizard' dialog box. It contains a list of checkboxes for selecting what to print: 'Print Complete Schedule', 'Print Product Wording', 'Print Policy Wording', 'Print Policy Summary Page', 'Print Detailed Policy Information', 'Print Section Wording', 'Print Declaration', 'Print Risk Wording', 'Print Detailed Risk Information', 'Print Premium Summary', 'Print SASRIA Summary', 'Show Bank Details', and 'Month End Schedule'. The 'Print Complete Schedule' checkbox is checked. Below the list is a 'History Date' field with a dropdown arrow, currently showing '2019/06/11'. At the bottom, there are two more checkboxes: 'Calculate First Addition Or Refund Premium' and 'Show First Addition Or Refund Premium', both of which are checked. The dialog box has 'OK' and 'Cancel' buttons at the bottom right.

Policy Summary Page

'Calculate first addition or refund premium' will calculate all pro-rata premiums and will show on the policy summary page when 'Show first addition or refund premium' tick box has been checked.



The Insured: Nel Elna (J.E.) Insurer Policy Number: 100619

POLICY SUMMARY

Section	Inforce	Pro-rata Premium	First additional Premium	Normal Premium
House Contents	☐	R268,96	R268,96	R0,00
Sedan Vehide	☐	R0,00	R0,00	R0,00
All Risk	☒	R0,00	R268,56	R268,56
Building	☐	R0,00	R0,00	R0,00
Personal Liability	☐	R0,00	R0,00	R0,00
Total Premium Excluding Fees (VAT Included):		R268,96	R537,52	R268,56
Broker Fee			R50,00	R50,00
Total Premium Payable (Includes R0,00 Commission):			R587,52	R318,56

Notes:

VAT at the rate of 15.00% is included in the total premium.

If confirmed by way of payment, and paid in full, this document will serve as a Tax Invoice.

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).

Period	Period Raised	Effective Date	Inception Date	Cancel Date	Total Insure...	SASRIA	Total Premium	Commission	Is Pro Rata	History Type	Total Extens...	Total Commi...	Gross Premium	History Payment T...	Updated By	Last Update
201 906	0	2019/06/01	2019/06/01		R25 000,00	R0,00	R268,56	R0,00	☐	Current	R0,00	R0,00	R268,56	Current	ElsabeV	2019/06/11
201 906	0	2019/06/01	2019/06/01		R25 000,00	R0,00	R268,56	R0,00	☒	Prorata initial	R0,00	R0,00	R268,56	None	ElsabeV	2019/06/11

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:

Name	Product Provider	Product T...	Minimum P...	Is Active	Last Month End	Minimum Premi...	Insurer	Area List	External Code
A & G Commercial	Auto and General	Commercial	R1 025,00	☒	2018/05/31			A & G Commercial	
ABSOLUTE MOTOR UNDERWRITER	Lloyds	Commercial	R0,00	☒				ABSOLUTE MOT...	
AIG Personal	AIG Insurance	Personal U...	R0,00	☒			AIG Insurance		
GENLIB - NETCARE 911	SA Eagle	Commercial	R0,00	☒				GENLIB - NETCA...	
Santam Commercial Policy	Santam Insuran...	Commercial	R0,00	☒			Santam Insuran...	Santam Commer...	
Santam Limited	Santam Insuran...	Personal U...	R0,00	☒			Santam Insuran...	Santam Multiple...	
Veticare (Pet - I - Care)	Teessen Consul...	Personal U...	R0,00	☒			Santam Insuran...		

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.



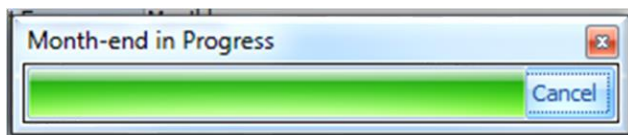
Product Month End Process

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:

File Home View Tools																																																																																																																																																																															
Views History Navigation Records Creation Edit Open Related Record Show Workflow Instances Refresh Previous Record Next Record Save New Filter Full Text Search																																																																																																																																																																															
Navigation																																																																																																																																																																															
Drag a column header here to group by that column																																																																																																																																																																															
<table><thead><tr><th>Name</th><th>Product Provider</th><th>Description</th><th>Product</th><th>Minimum Pr.</th><th>Is Ac.</th><th>Last Month End</th><th>Minimum Premium</th><th>Insurer</th><th>Area List</th><th>External Co.</th></tr></thead><tbody><tr><td>RENASA - PASSENGER LIABILITY</td><td>RENASA INSURANCE CO.</td><td>RENASA - PASSENGER LIABILITY</td><td>Commer...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>RENASA - PASSENGER LIABILI...</td><td></td></tr><tr><td>RENASA / SELKOR PASSENGER LIA...</td><td>RENASA INSURANCE CO.</td><td>RENASA / SELKOR PASSENGER LIABILITY PRO...</td><td>Commer...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>RENASA / SELKOR PASSENGE...</td><td></td></tr><tr><td>Renasa Personal</td><td>Renasa</td><td>Renasa Personal</td><td>Personal...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>South Africa</td><td>123456789</td></tr><tr><td>RENASA TAXI</td><td>RENASA INSURANCE CO.</td><td>RENASA TAXI</td><td>Commer...</td><td>R0,00</td><td>✓</td><td></td><td></td><td>Holland</td><td>RENASA TAXI</td><td></td></tr><tr><td>RENASA TAXI PASSENGER LIABILITY</td><td>RENASA INSURANCE CO.</td><td>RENASA TAXI PASSENGER LIABILITY</td><td>Commer...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>RENASA TAXI PASSENGER LIA...</td><td></td></tr><tr><td>SA Eagle Commercial Policy</td><td>SA Eagle</td><td>SA Eagle Commercial Policy</td><td>Commer...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>SA Eagle Commercial Policy</td><td></td></tr><tr><td>SA Eagle Personal Policy</td><td>SA Eagle</td><td>SA Eagle Personal Policy</td><td>Personal...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>SA Eagle Personal Policy</td><td></td></tr><tr><td>SA Underwriters Policy</td><td>SA Underwriters</td><td>SA Underwriters Policy</td><td>Personal...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>SA Underwriters Policy</td><td></td></tr><tr><td>Sanlam Agriculture Policy</td><td>Sanlam Insurance Comp.</td><td>Sanlam Agriculture Policy</td><td>Commer...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>Regent Passenger Liability</td><td></td></tr><tr><td>Sanlam Commercial Policy</td><td>Sanlam Insurance Comp.</td><td>Sanlam Commercial Policy</td><td>Commer...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>Sanlam Commercial Policy</td><td></td></tr><tr><td>Sanlam Hospitality Policy</td><td>Sanlam Insurance Comp.</td><td>Sanlam Hospitality Policy</td><td>Commer...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>Sanlam Hospitality Policy</td><td></td></tr><tr><td>Sanlam Limited</td><td>Sanlam Insurance Comp.</td><td>Sanlam Multiplex Tier 3</td><td>Personal...</td><td>R0,00</td><td>✓</td><td>2019/08/20</td><td></td><td>Sanlam Insurance</td><td>Sanlam Multiplex Policy</td><td></td></tr><tr><td>Sanlam Motor Alone Policy</td><td>Sanlam Insurance Comp.</td><td>Sanlam Motor Alone Policy</td><td>Personal...</td><td>R0,00</td><td>✓</td><td></td><td></td><td>Sanlam Insurance</td><td>Sanlam Multiplex Policy</td><td></td></tr><tr><td>Sanlam Multiplex Policy</td><td>Sanlam Insurance Comp.</td><td>Sanlam Multiplex Policy</td><td>Personal...</td><td>R0,00</td><td>✓</td><td></td><td></td><td></td><td>Sanlam Multiplex Policy</td><td></td></tr></tbody></table>											Name	Product Provider	Description	Product	Minimum Pr.	Is Ac.	Last Month End	Minimum Premium	Insurer	Area List	External Co.	RENASA - PASSENGER LIABILITY	RENASA INSURANCE CO.	RENASA - PASSENGER LIABILITY	Commer...	R0,00	✓				RENASA - PASSENGER LIABILI...		RENASA / SELKOR PASSENGER LIA...	RENASA INSURANCE CO.	RENASA / SELKOR PASSENGER LIABILITY PRO...	Commer...	R0,00	✓				RENASA / SELKOR PASSENGE...		Renasa Personal	Renasa	Renasa Personal	Personal...	R0,00	✓				South Africa	123456789	RENASA TAXI	RENASA INSURANCE CO.	RENASA TAXI	Commer...	R0,00	✓			Holland	RENASA TAXI		RENASA TAXI PASSENGER LIABILITY	RENASA INSURANCE CO.	RENASA TAXI PASSENGER LIABILITY	Commer...	R0,00	✓				RENASA TAXI PASSENGER LIA...		SA Eagle Commercial Policy	SA Eagle	SA Eagle Commercial Policy	Commer...	R0,00	✓				SA Eagle Commercial Policy		SA Eagle Personal Policy	SA Eagle	SA Eagle Personal Policy	Personal...	R0,00	✓				SA Eagle Personal Policy		SA Underwriters Policy	SA Underwriters	SA Underwriters Policy	Personal...	R0,00	✓				SA Underwriters Policy		Sanlam Agriculture Policy	Sanlam Insurance Comp.	Sanlam Agriculture Policy	Commer...	R0,00	✓				Regent Passenger Liability		Sanlam Commercial Policy	Sanlam Insurance Comp.	Sanlam Commercial Policy	Commer...	R0,00	✓				Sanlam Commercial Policy		Sanlam Hospitality Policy	Sanlam Insurance Comp.	Sanlam Hospitality Policy	Commer...	R0,00	✓				Sanlam Hospitality Policy		Sanlam Limited	Sanlam Insurance Comp.	Sanlam Multiplex Tier 3	Personal...	R0,00	✓	2019/08/20		Sanlam Insurance	Sanlam Multiplex Policy		Sanlam Motor Alone Policy	Sanlam Insurance Comp.	Sanlam Motor Alone Policy	Personal...	R0,00	✓			Sanlam Insurance	Sanlam Multiplex Policy		Sanlam Multiplex Policy	Sanlam Insurance Comp.	Sanlam Multiplex Policy	Personal...	R0,00	✓				Sanlam Multiplex Policy	
Name	Product Provider	Description	Product	Minimum Pr.	Is Ac.	Last Month End	Minimum Premium	Insurer	Area List	External Co.																																																																																																																																																																					
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RENASA / SELKOR PASSENGER LIA...	RENASA INSURANCE CO.	RENASA / SELKOR PASSENGER LIABILITY PRO...	Commer...	R0,00	✓				RENASA / SELKOR PASSENGE...																																																																																																																																																																						
Renasa Personal	Renasa	Renasa Personal	Personal...	R0,00	✓				South Africa	123456789																																																																																																																																																																					
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SA Eagle Commercial Policy	SA Eagle	SA Eagle Commercial Policy	Commer...	R0,00	✓				SA Eagle Commercial Policy																																																																																																																																																																						
SA Eagle Personal Policy	SA Eagle	SA Eagle Personal Policy	Personal...	R0,00	✓				SA Eagle Personal Policy																																																																																																																																																																						
SA Underwriters Policy	SA Underwriters	SA Underwriters Policy	Personal...	R0,00	✓				SA Underwriters Policy																																																																																																																																																																						
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Sanlam Limited	Sanlam Insurance Comp.	Sanlam Multiplex Tier 3	Personal...	R0,00	✓	2019/08/20		Sanlam Insurance	Sanlam Multiplex Policy																																																																																																																																																																						
Sanlam Motor Alone Policy	Sanlam Insurance Comp.	Sanlam Motor Alone Policy	Personal...	R0,00	✓			Sanlam Insurance	Sanlam Multiplex Policy																																																																																																																																																																						
Sanlam Multiplex Policy	Sanlam Insurance Comp.	Sanlam Multiplex Policy	Personal...	R0,00	✓				Sanlam Multiplex Policy																																																																																																																																																																						

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.

Back

Forward

New

Clone...

Delete

Process Debit

Month End

Open Related Record

Show Workflow Instances

Refresh

Previous Record

Next Record

Save New Filter

Text to search... Search

Views History Navigation

Records Creation

Edit

Open Related Record

Workflow

View

Records Navigation

Filters

Full Text Search

Navigation

Drag a column header here to group by that column

Name	Product Provider	Product T...	Minimum P...	Is Active	Last Month End	Minimum Premi...	Insurer	Area List	External Code
Y				☒					
▶ A & G Commercial	Auto and General	Commercial	R1 025,00	☒	2018/05/31			A & G Commercial	
ABSOLUTE MOTOR UNDERWRITER	Lloyds	Commercial	R0,00	☒				ABSOLUTE MOT...	
AIG Personal	AIG Insurance	Personal Li...	R0,00	☒			AIG Insurance		
GENLIB - NETCARE 911	SA Eagle	Commercial	R0,00	☒				GENLIB - NETCA...	
Sanlam Commercial Policy	Sanlam Insuran...	Commercial	R0,00	☒				Sanlam Commer...	
Sanlam Limited	Sanlam Insuran...	Personal Li...	R0,00	☒			Sanlam Insuran...	Sanlam Multiple...	
Veticare (Pet - I - Care)	Teessen Consul...	Personal Li...	R0,00	☒			Sanlam Insuran...		

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:



Navigation			
Back	Forward	New	Clone...
Delete	Post Journal	Show Workflow	Refresh
Edit	Record Edit	Workflow	View
Previous Record	Next Record	Save New Filter	Full Text Search
Text to search... Search			
Name	Balance	Recurring	Last Processed Date
Adjustments	R45 021,56	☐	
Cash Deposits	R0,00	☐	
Collection	R5 177,56	☐	
Commission	R0,00	☐	
Month end	R0,00	☐	
MonthEnd	R0,00	☐	
month-end reverse	R0,00	☐	
Month-end3	R0,00	☐	

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:

R5 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:



Month end - Journal

File Home Tools

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

Records Creation Save Edit Record Edit Workflow View Records Navigation Close

Name: * Month end ☐ Recurring

Balance: R485,25 Last Processed Date:

Transaction Date	Account	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Total	Posted
2019/05/31	24/7 TAXI SERVICES (35000/00133)	Debit Order	fsa	May 2019	R0,00	R0,00	VAT	☒		R0,00	☐
2019/05/31	van der Westhuizen Tian (T.) (ACC-ADM201612-2)	Debit Order	TC-SYS20170...	May 2019	R0,00	R0,00	VAT	☒		R0,00	☐
2019/05/31	22Nd On North Guest House Hollard (ACC-EVX20...	Debit Order	test2	May 2019	R0,00	R0,00	VAT	☒		R0,00	☐
2019/05/31	van der Westhuizen Tian (T.) (ACC-ADM201612-2)	Debit Order	TC-SYS20170...	May 2019 (Pro R...	R150,00	R0,00	VAT	☒		-R19,57	☐
2019/05/31	24/7 TAXI SERVICES (35000/00133)	Debit Order	fsa	May 2019 (Pro R...	R185,25	R0,00	VAT	☒		-R24,16	☐
2019/05/31	22Nd On North Guest House Hollard (ACC-EVX20...	Debit Order	test2	May 2019 (Pro R...	R150,00	R0,00	VAT	☒		-R19,57	☐
					SUM=R485...		SUM=R0,00		SUM=-R63...		SUM=R485...

User: ElsabeV

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'.

May 2019 (Pro Rata) - Journal Transaction

File Home Tools

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

Records... Save Edit Open Related Record Records Navigation Close

Detail **Source**

Description	Amount Excl VAT	VAT	Amount	Date Raised	Period Raised
Passenger Accident - R5 000 / Passenger - Max R40 000 / event - Passanger...	R130,43	R19,57	R150,00	2019/05/31	201905
Passenger Accident - R5 000 / Passenger - Max R40 000 / event - Passanger...	R0,00	R0,00	R0,00	2019/05/31	201905

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:

Transaction Date	Account	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Total	Posted
2019/05/31	24/7 TAXI SERVICES (35000/00133)	Debit Order	fsa	May 2019	R0,00	R0,00	VAT	✓		R0,00	
2019/05/31	van der Westhuizen Tian (T.) (ACC-ADM201612-2)	Debit Order	TC-SYS20170...	May 2019	R0,00	R0,00	VAT	✓		R0,00	
2019/05/31	22nd On North Guest House Holland (ACC-EVX20...)	Debit Order	test2	May 2019	R0,00	R0,00	VAT	✓		R0,00	
2019/05/31	van der Westhuizen Tian (T.) (ACC-ADM201612-2)	Debit Order	TC-SYS20170...	May 2019 (Pro R...	R150,00	R0,00	VAT	✓	-R19,57	R150,00	
2019/05/31	24/7 TAXI SERVICES (35000/00133)	Debit Order	fsa	May 2019 (Pro R...	R185,25	R0,00	VAT	✓	-R24,16	R185,25	
2019/05/31	22nd On North Guest House Holland (ACC-EVX20...)	Debit Order	test2	May 2019 (Pro R...	R150,00	R0,00	VAT	✓	-R19,57	R150,00	

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

Transaction Date	Account	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Total	Posted
2019/05/31	24/7 TAXI SERVICES (35000/00133)	Debit Order	fsa	May 2019	R0,00	R0,00	VAT	✓		R0,00	
2019/05/31	van der Westhuizen Tian (T.) (ACC-ADM201612-2)	Debit Order	TC-SYS20170...	May 2019	R0,00	R0,00	VAT	✓		R0,00	
2019/05/31	22nd On North Guest House Holland (ACC-EVX20...)	Debit Order	test2	May 2019	R0,00	R0,00	VAT	✓		R0,00	
2019/05/31	van der Westhuizen Tian (T.) (ACC-ADM201612-2)	Debit Order	TC-SYS20170...	May 2019 (Pro R...	R150,00	R0,00	VAT	✓	-R19,57	R150,00	
2019/05/31	24/7 TAXI SERVICES (35000/00133)	Debit Order	fsa	May 2019 (Pro R...	R185,25	R0,00	VAT	✓	-R24,16	R185,25	
2019/05/31	22nd On North Guest House Holland (ACC-EVX20...)	Debit Order	test2	May 2019 (Pro R...	R150,00	R0,00	VAT	✓	-R19,57	R150,00	

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



Back Forward New Clone... Delete Create Debit Order Record Edit Clear Account Show Workflow Instances Workflow Refresh Previous Record Next Record Save New Filter Text to search... Search

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

Navigation

- Contact Management
 - Short Term Policy
 - Claim
 - Short Term Product
 - Area List
 - Claim Category
 - Cause For Claim
 - Claim Estimate Category
 - Claim Status
 - Premium Status
 - Recovery
 - Risk Type
 - MM Vehicle Lookup
- CreditLife
- Assurance
- Investment
- MedicalAid
- Funeral
- Commission
- Financials
- Journal
- Account**
 - Debit Order Detail
 - PaymentType
 - Transaction Type
 - Account Type
 - Collection Type
- Administration
- Reports
- Tools

Drag a column header here to group by that column

Owner	Account Number	Account Type	Journal Balance	Debit Order Amount	Balance	Collection Day	Is Active	Reference
22nd On North Guest House Holl...	ACC-EVX201906-9	Debit Order		R0,00	R150,00		1	
24/7 TAXI SERVICES	45500/M1153	Debit Order	20,00		R35.173,63		1	BR511/332
Abdulla M S (M S)								AG201801
ADAMS BUS SERV								E405/001
Adams H (H J)								456789
Adams Jeweson								LOA1001/227
ALBY'S DISTRIBUT								E406/018
Apleni Zankhaya								TR008/755
ATLANTIC CHARTER								VR560/4003
ATLANTIC CHARTER								E405/002
Auto Audio & Secur								E405/003
BERRY DOINGTON								E0603/210
Bowers Abdullah (								
Bowers Abdullah (								
Cafe Bella Chino								E408/004
Cafe Bella Chino								E501/027
CAPE SPICE								E410/005
CEASER CHAD (C)								LOA102/730
DLABANE JONGUM								RND802/140
Dlanga Mosuli (M)								
Dlanga Mosuli (M)								
Dlanga Mosuli (M)								
Dlanga Mosuli (M)								
Dlanga Mosuli (M)								
DLELANGA ZANDI								RNC612/759

Account Number: ACC-EVX201906-9
Owner: 22nd On North Guest House Holland
Account Type: Debit Order
Bank Account: ABSA, Debit Card, tc17420
Email:
Vat Number:
Collection Day: 1
Reference:
Journal Balance: R0,00
Balance: R150,00
Debit Order Amount: R150,00

Transactions

Transaction Date	Transaction Type	Description	Debit Amount	Credit Amount	Amount Include VAT	VAT	Total	Reconciled
2019/05/31	Debit Order	May 2019	R0,00	R0,00			R0,00	
2019/05/31	Debit Order	May 2019 (Pro Rata)	R150,00	R0,00			R150,00	
SUM=R150,00			SUM=R0,00				SUM=R150,00	

User: ElsabeV

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 areas:

- Credit Life policy list view, or

Back Forward New Clone... Delete Apply Formula Cancel Reinstatement Policy Workflow Show Workflow Instances Workflow Refresh Hold Reports Automated Process Show In Report Previous Record Next Record Save New Filter Text to search... Search

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

Navigation

- Contact Management
- Short Term Policy
- Claim
- Short Term Product
- Area List
- Claim Category
- Cause For Claim
- Claim Estimate Category
- Claim Status
- Premium Status
- Recovery
- Risk Type
- MM Vehicle Lookup
- CreditLife
- Credit Life Policy**
- Credit Life Product
- Creditor
- Credit Life Cancellation Reason
- Credit Loan Period

Owner	Intermediary	Product	Product Provider	Contract Number	Inception Date	Status	Sum Insured	Open Tasks	Last Payment Date	Last Payment	Monthly Payment
Mangole Mosa (M...)	BBC Fin Services (P)	Credit Life Forbes	Forbes	IP-SA-15	2016/11/16	Active	R68 188,65	0		R0,00	R12 500,00
Plessis Johannes (J...)	BBC Fin Services (P)	Credit Life Forbes	Forbes	IP-CLS-16	2017/04/13	Re-Instated	R59 417,97	0		R0,00	R5 450,00
Plessis Johannes (J...)	BBC Fin Services (P)	Credit Life Forbes	Forbes	IP-CLS-5	2017/04/13	Active	R59 417,97	0		R0,00	R5 450,00
Vervey Marina (M)	BBC Fin Services (P)	Credit Life Forbes	Forbes	CL-08-16593	2017/03/27	Pending	R59 417,97	0		R0,00	R0,00
Johannes Tshogo (J...)	BBC Fin Services (P)	Credit Life African U...	African Unity Life	IP-SA-7	2016/10/17	Active	R5 611,62	0		R0,00	R3 706,00
365 TRANSPORT S...	BBC Fin Services (P)	Credit Life Forbes	Forbes	20161103	2016/11/03	Active	R17,00	0		R0,00	R0,00
Plessis Johannes (J...)	BBC Fin Services (P)	Credit Life Forbes	Forbes	IP-CLS-27	2017/04/13	Pending	R59 417,97	0		R0,00	R5 450,00

- From a client's profile

New Save Save and Close Save Validate Cancel Client Portal Record Edit Open Related Record Workflow Show Workflow Instances Workflow Refresh Automated Process Show In Report Previous Record Next Record Close

Records Creation Edit Record Edit Workflow View Records Navigation Full Text Search

Details Office Additional Contact Information

Displayname: Vermaak Elsabe (E.L.)

Surname: Vermaak

First Name: Elsabe

Second Name: Lily

Call Name: Elsabe

Initials: E.L.

Title: Miss

Work Number: 0828533342

Home Number:

Date Of Birth: 1970/03/06

Date Deceased:

Age:

ID Number: 7003060300083

Language: Afrikaans

Gender: Female

Fax Number:

Email: elsabe@teessen.co.za

Open Tasks: 0

Task: Addresses Bank Accounts Relationships **Contracts** Contract Roles Notes Documents SMS Email Phone Logs Questionnaires Property sheets

Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By
Assurance Policy								
Commission Contract								
Credit Life Policy								
Funeral Group Policy								
Funeral Policy								
Investment Policy								



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

Please note: 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

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.	



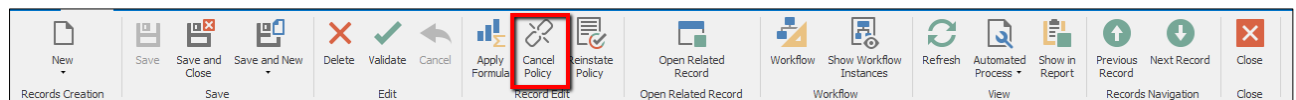
Second Insured Surname	A second insured person can be specified on the policy without being an actual client in the database. Capture the Surname.
Second Insured First Name	A second insured person can be specified on the policy without being an actual client in the database. Capture the First Name.
Second 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 e.g., 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:



Cancel Credit Life Policy Process

Cancel Date:* 2019/06/11

Cancel Reason:*

☒ 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

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.



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. For Commission Administrator use only
Statement Details tab	Shows individual commission transactions as and when received

Insured Benefits

Insured Benefits setup on Product will auto populate on policy as well as claims detail when applicable

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

Reinstate Policy

A cancelled policy can be reinstated at any time.

The screenshot shows the main application window with a top toolbar containing various icons. The 'Reinstate Policy' icon, which depicts a document with a circular arrow, is highlighted with a red rectangle. Below the toolbar, the application displays a form for a 'Credit Life Policy'. The form includes fields for Owner, Product, Contract Number, Source, Inception Date, Loan Period, Status, Intermediary, Insurer, Sum Insured, Premium, Second Insured Surname, Second Insured First Name, Second Insured ID Number, Monthly PDA Payment, Final Expiry Date, and Final Installment Date. The 'Status' field is currently set to 'Cancelled'.

The screenshot shows a dialog box titled 'Re Instatement Credit Life Policy Process'. It contains a checkbox labeled 'Re Instate With New Date *' which is unchecked. Below this, the 'Re Instatement Date' is set to '2019/06/11' and the 'Status' is set to 'Re-Instated'. There is a checked checkbox labeled 'Email Documents'. Below this checkbox, a note states: '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'. At the bottom of the dialog box, there are 'OK' and 'Cancel' buttons.

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.

FileHomeViewTools

BackForward

NewClone...

DeleteChange State

Apply Formula

Client Portal

Cancel Policy

Generate Policy

Open Related Record

WorkflowShow Workflow Instances

RefreshLinks

Holland Reports

Automated Process

Show in View

Previous Record

Next Record

Save New Filter

Text to search...

Views History Navigation

Records Creation

Edit

Record Edit

Open Related Record

Workflow

View

Records Navigation

Filters

Full Text Search

Navigation

> Contact Management

> Short Term

> CreditLife

Credit Life Policy

Credit Life Claim

Credit Life Product

Creditor

Credit Life Cancellation Reason

Credit Loan Period

	Owner	Product Provider	Product	Contract Number	Inception Date	Status	Sum Insured	Monthly Paym...	Last Payment ...	Last Payment Date	Consultant
	Mangoale Mosa (M...)	Forbes	Credit Life Forbes	IP-SA-15	2016/11/16	Active	R68 188,65	R12 500,00	R0,00		
	Plessis Johannes (J...)	Forbes	Credit Life Forbes	IP-CLS-16	2017/04/13	Re-Instated	R59 417,97	R5 450,00	R0,00		
	Plessis Johannes (J...)	Forbes	Credit Life Forbes	IP-CLS-5	2017/04/13	Active	R59 417,97	R5 450,00	R0,00		
	Verwey Marina (M...)	Forbes	Credit Life Forbes	CL08-16593	2017/03/27	Pending	R59 417,97	R0,00	R0,00		
	Johannes Tebogo (T...)	African Unity Life	Credit Life African U...	IP-SA-7	2016/10/17	Active	R5 611,62	R3 706,00	R0,00		
	365 TRANSPORT SO...	Forbes	Credit Life Forbes	20161103	2016/11/03	Active	R17,00	R0,00	R0,00		
	Filles Desmond (D...)	African Bank	Credit Life Insurance	CLAN976541	2020/07/01	Pending	R0,00	R0,00	R0,00		ABASS Shehaam (S)

Capture cancel date and select cancel reason.

Cancel Credit Life Policy Process

Cancel Date: * 2020/06/23

Cancel Reason: *

☐ 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

The screenshot displays the 'Credit Life Policy - Insure-IV' application. The left-hand navigation pane shows the 'CreditLife' menu, with 'Credit Life Claim' highlighted. The main window is titled 'Vermaak Elsabe (E.) (AIG - AIG3569) - Credit Life Policy'. The 'Claims' tab is selected, showing a table of claims. The table has columns for 'Contract Number', 'Inception Date', 'First Instalment Date', 'Second Instalment Date', and 'Final Instalment Date'. The first row shows a claim for 'AIG3569' with an inception date of '2019-01-01' and a first instalment date of '2019-01-01'. The status is 'In Progress'.

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



Credit Life Claim

File Home Tools

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

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

ClaimDetail Description Of Event Additional Detail Tasks Notes Documents Questionnaires Property sheets

General Information

Policy:* Vermaak Elsabe (E.) (AIG - AIG3569)

Claim No:* Insurer Claim No:

Date Of Loss:*

Date Reported:* 2019/12/17 Reported By:

Claim Status:* Reason:*

Category:* Cause For Claim:*

Finalised Date:*

Claim Report Information

Administrator:

Consultant:

Insured Benefit:*

Policy Benefit:*

Estimate: R0,00

Policy Premium: R98,56

Claim Account:

Account Balance: Journal Balance:

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

The screenshot displays the 'Credit Life Claim' application window. The 'Home' tab is active, showing a ribbon with various toolbars. The 'Description Of Event' tab is selected, and the text area contains the following content:

Wife slipped on stairs and broke hip.
Unfit for work for period of 6 months



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



Assurance

Manage Assurance policies with their own unique benefit structures.

New Assurance Policy

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

- Assurance policy list view, or

Owner	Contract Number	Inception Date	Product Provider	Product	Status	Policy Value	Anniversary Date	Maturity Date	Consultant
Adam Mark (M.C.)	5131226366	2020/06/30	Holland	Disability and Impairment-Holland	Active	R0,00	Wednesday, 10 J...		Adam Mark (M.C.)
PETER W M (W M)	AC9865	2020/05/01	Holland	Disability and Impairment-Holland	Pending	R0,00	2042/05/01		Adam Mark (M.C.)
Filles Desmond (...)	ASS236541	2020/07/01	Holland	Disability and Impairment-Holland	Pending	R750 000,00	2054/06/30		Holland Insurance
Filles Desmond (...)	ASS552147	2020/06/18	Holland	Disability and Impairment-Holland	Active	R500 000,00	Sunday, 18 July	2027/07/01	
ABELS C (C S)	201803153	2018/04/01	Holland	Disability and Impairment-Holland	Active	R500 000,00	Monday, 01 April	2020/04/01	
Marais Pierre (P.)	ALTC001	2020/06/17	FME	Life Cover	In Progress	R1 500 000,00	Thursday, 17 Jun...	2021/06/18	ABELS C (C S)
3Labuschagne M...	SS1505	2014/03/14	FME	Life Cover	Imported	R0,00			
Insurance Co	LFE89745	2018/04/01	Momentum	Life Cover Provider- Momentum	Active	R1 000 000,00	Monday, 01 April	2019/04/01	Abdulla Joe (J.)
Nel Elma (L.E.)	MMI2804	2020/04/01	Momentum Life	Comprehensive Disability- Myriad	Pending	R0,00			Abrahams Mark (M.)
Flynn Harry (H.J.)	MMI 36524	2019/01/01	Momentum Life	Comprehensive Disability- Myriad	Active	R1 200 000,00	Tuesday, 31 Dec...	2022/11/01	Abrahams Mark (M.)
Nel Ruan (R.)	MMI042020	2020/04/01	Momentum Life	Comprehensive Disability- Myriad	Pending	R50 000,00			
Flynn Harry (H.J.)	MMI 362053	2018/12/01	FME	Disability Cover- FME	Active	R5 000 000,00		2019/12/01	Abrahams Mark (M.)
Adam Mark (M.C.)	5131226806	2020/06/30	Discovery Life	Discovery Life	Active	R0,00	Wednesday, 10 J...		Adam Mark (M.C.)

- From a client's profile

Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By
Assurance Policy	180508	2018/06/01	R500 000 000,00	R2 659,52	Active	Van Deventer Maxine (M.)	Thursday, 06 June 2019 16:39	ElisabeV
Credit Life Policy	21032018	2018/04/21	R150 000,00	R250,00	Cancelled		Monday, 27 May 2019 16:01:00	ElisabeV
Fundamental Policy	20180710CLT	2018/07/01	R50 000,00	R256,58	In Progress		Tuesday, 10 July 2018 17:02:57	ElisabeV
Investment Policy	DD2134234234533456	2018/08/01	R250 000,00	R365,25	In Progress	Teessen Pieter (P.G.)	Tuesday, 30 October 2018 09:...	PieterT
Investment Policy	ATC1006	2019/06/01	R0,00	R52,50	In Progress		Monday, 10 June 2019 14:54:26	ElisabeV



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	✓
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 maturity date	
Maturity Age	Maturity age will auto calculate from client's age and Maturity date	
Anniversary date	Enter anniversary date	

Benefits

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



Benefits								
Benefit Type	Cover Type	Amount	Premium	Last Updated	Updated By	Priority		
Bond Cover	Bond	R1 500 000,00	R0,00	2018/07/20	ElsabeV	1		
Life Cover	Death	R2 000 000,00	R0,00	2018/07/20	ElsabeV	1		
Permanent Disability	Disability	R2 000 000,00	R0,00	2018/07/20	ElsabeV	1		
Dread Disease	Dread Disease	R1 500 000,00	R0,00	2018/07/20	ElsabeV	1		
Income Replacement	Income Replacement	R0,00	R0,00	2018/05/08	SysAdmin	1		
Medical premium waiver	Income Replacement	R0,00	R0,00	2018/05/08	SysAdmin	1		
Global Health Protector	Income Replacement	R0,00	R0,00	2018/05/08	SysAdmin	1		

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

Life Cover - Benefit

File Home Tools

Records... Save Save and Close Save and New Validate Cancel Open Related Record Workflow View Previous Record Next Record Close

Benefit Type:* Life Cover

Cover Type:* Death

Amount: R2 000 000,00

Premium: R0,00

Comment:

User: ElsabeV

Tasks

Summary of all task 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.



The screenshot shows the 'Assurance Policy' detail view. The left navigation pane has 'Assurance Claim' highlighted. The main form displays the following details:

Field	Value
Owner	Vermaak Elsabe (E.)
Product	Life Plan-Discovery
Product Provider	Discovery
Contract Number	180508
Reference Number	
Source	
Inception Date	2018/06/01
Maturity Date	
Maturity Age	0
Anniversary Date	2019/06/27
Policy Value	R3 000 000,00
Premium	R550,00
Contribution Frequency	Monthly
Annual Escalation	5.00%
Intermediary	MSB Independent Broker Group (Pty) Ltd
Consultant	Abrahams Mark (M.)
Status	Active
Cancel Date	
Cancel Reason	

The 'Claims' tab is highlighted in the bottom tab bar.

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:

The screenshot shows the 'Contract Links' dialog box. The 'Contract Links' tab is highlighted in the left navigation pane. The dialog box displays the following information:

Type: Commission Contract
Find: vermaak elsa

Owner	Product Provider Name	Commission Product	Contract Number
Vermaak Elsabe (E.)	Auto & General Insurance	Auto & General Personal Policy	EV2203
Vermaak Elsabe (E.)	Auto & General Insurance	Auto & General Personal Policy	AG2203
Vermaak Elsabe (E.)	Santam Insurance Company	Santam Limited	W10062019
Vermaak Elsabe (E.)	Big Apple Insurance Company	YoYo Simple Sure	21032018
Vermaak Elsabe (E.)	AIG Insurance	AIG Personal	AIG1006
Vermaak Elsabe (E.)	Discovery	Discovery External Investment Fund	DD2134234234533456
Vermaak Elsabe (E.)	African Bank	Credit Life Insurance	20180710CLI

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

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)	Anniversary	R1 947,30	R202,09	R1 549,39	R0,00	☒	☒	☒
2019/06/25	Discovery	Abrahams Mark (M.) (6987)	New Business	R39 695,85	R5 954,38	R45 650,23	R0,00	☒	☒	☒

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 displays the 'Assurance Claim' application window. The 'Home' ribbon is active, showing options like 'New', 'Save', 'Save and Close', 'Save and New', 'Delete', 'Validate', 'Cancel', 'Open Related Record', 'Workflow', 'View', 'Previous Record', 'Next Record', and 'Close'. The 'Base Claim' tab is selected in the main form area, which is divided into two sections: 'General Information' and 'Claim Report Information'.

General Information:

- Policy:* Vermaak Elsabe (E.) (Discovery - 180508)
- Claim No:* [Empty] Insurer Claim No: [Empty]
- Date Of Loss:* [Empty]
- Date Reported:* 2019/12/17 Reported By: [Empty]
- Claim Status:* [Empty] Reason:* [Empty]
- Category:* [Empty] Cause For Claim:* [Empty]
- Finalised Date:* [Empty]

Claim Report Information:

- Administrator: [Empty]
- Consultant: [Empty]
- Benefit:* [Empty]
- Estimate: [Empty] R0,00
- Policy Premium: [Empty] R550,00
- Claim Account: [Empty]
- Account Balance: [Empty] Journal Balance: [Empty]

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.

The screenshot shows the 'Credit Life Claim' application window. The 'Description Of Event' tab is selected and highlighted with a red box. The text area contains the following text:

Wife slipped on stairs and broke hip.

Unfit for work for period of 6 months

Additional Information

The screenshot shows the 'Credit Life Claim' application window with the 'Additional Detail' tab selected. The form contains the following fields:

- Claimant: [Dropdown menu]
- Claimant Age: [Text field with value 0]
- Assessor: [Dropdown menu]
- Assessor Name: [Text field]
- Police Report Information section:
 - Police Ref No: [Text field]
 - Date Of Report: [Text field]
 - Station Address: [Text field]

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.

Capture or import investment fund values to build a full investment portfolio for your client.

New Investment

A new investment can be created from 2 different places:

- Investment list view, or

Navigation	Owner	Contract Number	Product	Product Provider	Inception Date	Investment	Contribution	Contribution Frequency	Open Tasks	Maturity Date	Consultant
- Contact Management - Short Term - CreditLife - Assurance Investment - Investment Product - Investment Type	Walker Scott (S)	CD20098764			2018/02/02	R0,00	R0,00	Monthly			Walker Scott (S)
	Legal Wise	123456	Preservation Fund	Allan Gray	2017/11/01	R20 000,00	R50,00	Monthly	1		Holland S (S J)
	Legal Wise	4526558	Group Savings Retirem...	Allan Gray	2017/11/15	R80 000,00	R89,65	Monthly	1	2018/11/15	
	Yende Roxanne (E.)	984456	Retirement Annuity	Momentum	2018/04/01	R150 000,00	R120,00	Monthly	1		Van Deventer Maxine (C)
	Vermaak Elsabe (E.)	DD2134234234533456	Discovery External Ins...	Discovery	2018/08/01	R250 000,00	R365,25	Monthly	0	2048/07/31	Teessen Pieter (P.G.)
	Flynn Harry (H.J.)	BNW 201811	Investec Investment F...	Investec	2019/01/01	R500 000,00	R500,00	Monthly	0	2028/11/01	
	1-2-3 Marketing Camer...	12326658	Absolute Yield Fund - C	Cedric Asset Management	2018/03/16	R1 500 000,00	R567,36	Monthly	2	2018/03/16	

- From a client's profile

New	Save	Save and Close	Validate	Cancel	Client Portal	SMS	Email	Open Related Record	Workflow	Show Workflow Instances	Refresh	Automated Process	Show in Report	Previous Record	Next Record	Close																																																															
Details Office Additional Contact 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: Date Of Birth: 1970/03/05 Date Deceased: Age: 49 ID Number: 7003050300083 Language: Afrikaans Gender: Female Fax Number: Email: elsabe@tcomsuf.co.za Open Tasks: 6 Tasks Addresses Bank Accounts Relationships Contracts Contract Roles Notes Documents SMS Email Phone Logs Questionnaires Property sheets <table border="1"> <thead> <tr> <th>Product Type</th> <th>Contract Number</th> <th>Inception Date</th> <th>Contract Value</th> <th>Premium</th> <th>Status</th> <th>Consultant</th> <th>Last Updated</th> <th>Updated By</th> </tr> </thead> <tbody> <tr> <td>Assurance Policy</td> <td>180508</td> <td>2018/06/01</td> <td>R500 000 000,00</td> <td>R2 659,52</td> <td>Active</td> <td>Van Deventer Maxine (M.)</td> <td>Wednesday, 12 June 2019 12:...</td> <td>ElsabeV</td> </tr> <tr> <td>Commission Contract</td> <td>21032018</td> <td>2018/04/21</td> <td>R150 000,00</td> <td>R250,00</td> <td>Cancelled</td> <td></td> <td>Monday, 27 May 2019 16:01:00</td> <td>ElsabeV</td> </tr> <tr> <td>Credit Life Policy</td> <td>20180710CLT</td> <td>2018/07/01</td> <td>R50 000,00</td> <td>R256,58</td> <td>In Progress</td> <td></td> <td>Tuesday, 10 July 2018 17:02:57</td> <td>ElsabeV</td> </tr> <tr> <td>Investment Policy</td> <td>DD2134234234533456</td> <td>2018/08/01</td> <td>R250 000,00</td> <td>R365,25</td> <td>In Progress</td> <td>Teessen Pieter (P.G.)</td> <td>Tuesday, 30 October 2018 09:...</td> <td>PieterT</td> </tr> <tr> <td>Short Term Policy</td> <td>AGG1006</td> <td>2019/06/01</td> <td>R0,00</td> <td>R52,50</td> <td>In Progress</td> <td></td> <td>Monday, 10 June 2019 14:54:26</td> <td>ElsabeV</td> </tr> <tr> <td>Medical Aid Policy</td> <td>EV2203</td> <td>2018/04/01</td> <td>R0,00</td> <td>R859,65</td> <td>Cancelled</td> <td></td> <td>Thursday, 22 March 2018 11:...</td> <td>SysAdmin</td> </tr> </tbody> </table>																	Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By	Assurance Policy	180508	2018/06/01	R500 000 000,00	R2 659,52	Active	Van Deventer Maxine (M.)	Wednesday, 12 June 2019 12:...	ElsabeV	Commission Contract	21032018	2018/04/21	R150 000,00	R250,00	Cancelled		Monday, 27 May 2019 16:01:00	ElsabeV	Credit Life Policy	20180710CLT	2018/07/01	R50 000,00	R256,58	In Progress		Tuesday, 10 July 2018 17:02:57	ElsabeV	Investment Policy	DD2134234234533456	2018/08/01	R250 000,00	R365,25	In Progress	Teessen Pieter (P.G.)	Tuesday, 30 October 2018 09:...	PieterT	Short Term Policy	AGG1006	2019/06/01	R0,00	R52,50	In Progress		Monday, 10 June 2019 14:54:26	ElsabeV	Medical Aid Policy	EV2203	2018/04/01	R0,00	R859,65	Cancelled		Thursday, 22 March 2018 11:...	SysAdmin
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Detail		Account		Commission	
Owner:*		Investment Value:			R0.00
Product:*		Contribution:			R0.00
Brand:		Contribution Frequency:	Monthly		
Product Provider:		Annual Escalation:			0.00%
Investment Number:*		Intermediary:			
Reference Number:		Consultant:			
Source:		Maturity Date:			
Inception Date:		Maturity Age:			0
Status:*	In Progress	Anniversary Date:			
Cancel Date:*					
Cancel Reason:*					
Portfolio Tasks Contract Roles Contract Links Notes Documents Questionnaires Property sheets History					
Fund	Investment Policy	Agreement Number	Value Date	Units	Market Value



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.

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 task 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:

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

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



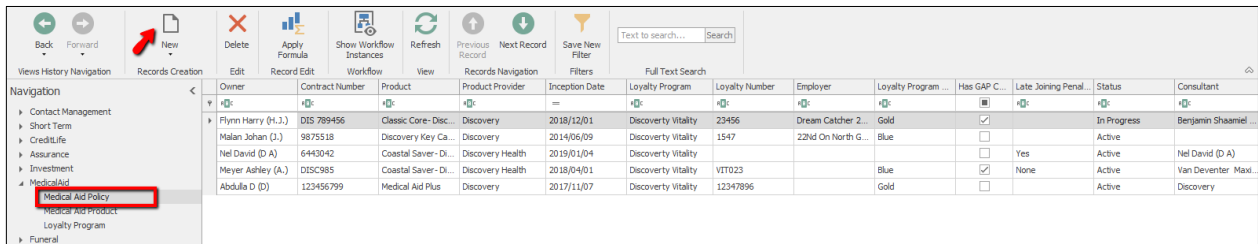
Medical Aid

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

New Medical Aid Policy

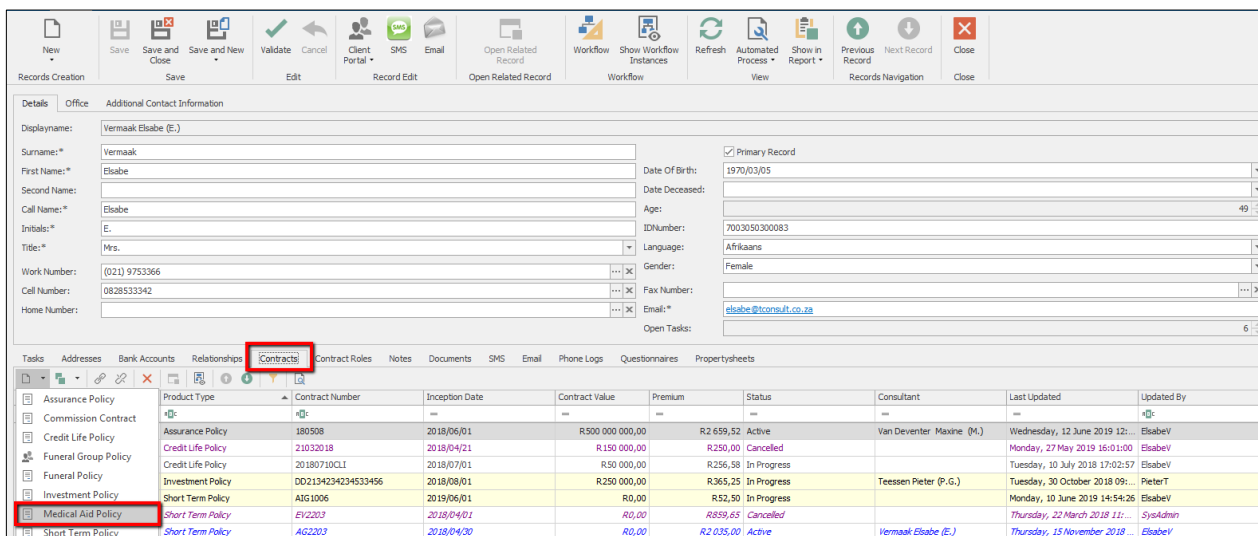
A Medical Aid policy can be captured from 2 different places in the application:

- Medical Aid Policy list view; or



Owner	Contract Number	Product	Product Provider	Inception Date	Loyalty Program	Loyalty Number	Employer	Loyalty Program ...	Has GAP C...	Late Joining Penal...	Status	Consultant
Flynn Harry (H.I.)	DIS 789456	Classic Core-Disc...	Discovery	2018/12/01	Discovery Vitality	23456	Dream Catcher 2...	Gold	☒		In Progress	Benjamin Shaaniel ...
Malan Johan (J.)	9875518	Discovery Key Ca...	Discovery	2014/06/09	Discovery Vitality	1547	22nd On North G...	Blue	☐		Active	Nel David (D A)
Nel David (D A)	6443042	Coastal Saver-Di...	Discovery Health	2019/01/04	Discovery Vitality				☐	Yes	Active	Van Deventer Max...
Meyer Ashley (A.)	DISC985	Coastal Saver-Di...	Discovery Health	2018/04/01	Discovery Vitality	VIT023		Blue	☒	None	Active	Van Deventer Max...
Abdula D (D)	123456799	Medical Aid Plus	Discovery	2017/11/07	Discovery Vitality	12347896		Gold	☐		Active	Discovery

- From the client's profile



Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By
Assurance Policy	180508	2018/06/01	R500 000 000,00	R2 659,52	Active	Van Deventer Maxine (M.)	Wednesday, 12 June 2019 12:...	Elisabev
Commission Contract	21032018	2018/04/21	R150 000,00	R250,00	Cancelled		Monday, 27 May 2019 16:01:00	Elisabev
Credit Life Policy	20180710CLI	2018/07/01	R50 000,00	R256,58	In Progress		Tuesday, 10 July 2018 17:02:57	Elisabev
Funeral Group Policy	DD2134234234533456	2018/08/01	R250 000,00	R365,25	In Progress	Teessen Pieter (P.G.)	Tuesday, 30 October 2018 09:...	PieterT
Funeral Policy	AIG1006	2019/06/01	R0,00	R52,50	In Progress		Monday, 10 June 2019 14:54:26	Elisabev
Investment Policy	EY2203	2018/04/01	R0,00	R859,65	Cancelled		Thursday, 22 March 2018 11:...	SysAdmin
Medical Aid Policy	AG2203	2018/04/20	R0,00	R2 035,00	Active	Vermaak Elisabe (E.)	Thursday, 15 November 2018	Elisabev
Short Term Policy								



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

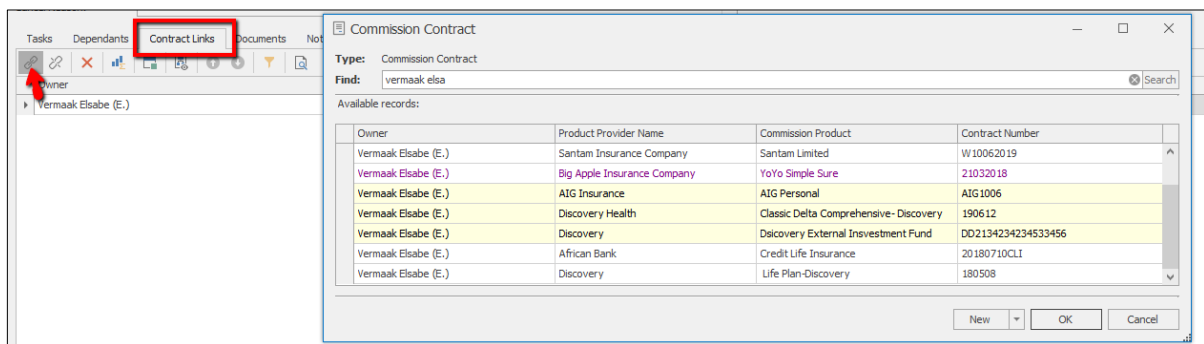
Dependants play an active role on the policy and is therefore referred to as Contract Role. A Dependant can be captured to be visible on only policy or to be part of Contacts in the database.

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, e.g., Gap cover.



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.

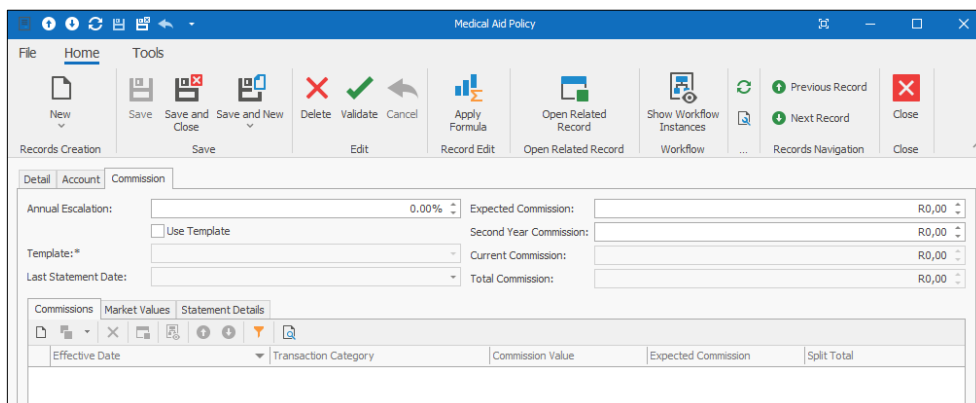
Please refer to [Documents](#) section on how to add or create a new document.

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





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:

Details

Before a Group Policy can be setup, the full Funeral Plan structure, Benefit Type and Member types have to 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

Debit Account

Payment Type*: Debit Order

Invoice To*: Spray and Stripe

Debit Order Account*: Spray and Stripe (ACC EVX201906-10)

Balance: R0,00 Journal Balance: R0,00

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:

Commission

Contribution*: R0,00 Initial Commission*: R0,00

Contribution Frequency*: Monthly Second Year Commission*: R0,00

Annual Escalation*: 0.00% Current Commission*: R0,00

Template*: Use Template Total Commission*: R0,00

Last Statement Date*:

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

Owner*: WaterWise

Group Scheme*: Holland Group Scheme

Contract Number*: 123456 Reference Number*: 123456

Inception Date*: 2017/11/01 Consultant*: Malen Johan (J.)

Status*: Active Contract Premium*: R2 098,00

Cancel Dates*: Date Created*: 2017/10/20

Cancel Reasons*: Created By*: MaxineD

Owner	IDNumber	Funeral Plan	Contract N...	Inception ...	First Cover ...	Status	Premium	Additio...	Family ...	Extend...	Parent...	Valid B...	Total P...	Valid F...	Admin...	Commiss...
Abdulla (R)	701119515	Fortune Co ...	180514	2018/05/01	2018/11/01	In Progress	R0,00	R22,00	R280,00	R0,00	R0,00	✓	R302,00	✓	R297,00	R0,00
Adams Jer...	710625545	Fortune Co ...	8569874	2018/05/02	2018/11/02	In Progress	R0,00	R22,00	R280,00	R0,00	R0,00	✓	R302,00	✓	R297,00	R0,00
ABDULLAH ...	750701517	Family Cov...	569856	2018/05/01	2018/11/01	In Progress	R0,00	R0,00	R110,00	R0,00	R0,00	✓	R110,00	✓	R65,00	R0,00
Nyangana ...	740606732	Fortune Co ...	180569	2018/05/01	2018/11/01	Cancelled	R0,00	R22,00	R280,00	R0,00	R0,00	✓	R302,00	✓	R297,00	R0,00



- Funeral Plan

Detail

Name: Care Plan Description: Care Plan

Product Provider: Old Mutual Underwriter: Old Mutual

Product Category: Funeral Cover Group Scheme: 123456

Principle Member Min Age: 18 External Code: 123456

Waiting Period: 6 Principle Member Max Age: 70

Start Date: 2001/01/01 Max Cover Amount: R20 000,00

End Date: Max Dependents: 0

☒ Is Active

☐ Is Vatable

☐ Compliance Change Tracking

Enable Collections

Validate Contract Consultant

Owner	Legal Reference	Contract Num.	Inception Date	First Cover D.	Group Policy	Status	Additional	Family C.	Extende	Parent C.	Total Pre.	Valid Ben.	Commis	Valid Fun
Adams H (H-J)	5405125083085	456789	2017/10/31	2018/04/30	Active	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	0	R0,00	0

- Funeral Policy

Principle Me...	Contract Number	Inception Date	Product Provider	Group Policy	Status	Additional	Family Cover	Extended F...	Parent Cover	Total Premi...	Commission	Consultant	Open Tasks	Valid Funerals
Abdulla R (R)	180514	2018/05/01	Fortune Compre...	Holland Insurance	WaterWise (Holla...	In Progress	R22,00	R280,00	R0,00	R0,00	R302,00	R0,00	1	0
Adams Jere...	8569674	2018/05/02	Fortune Compre...	Holland Insurance	WaterWise (Holla...	In Progress	R22,00	R280,00	R0,00	R0,00	R302,00	R0,00	0	0
ABDULLAH...	569656	2018/05/01	Family Cover 1...	Holland	WaterWise (Holla...	In Progress	R0,00	R110,00	R0,00	R0,00	R110,00	R0,00	0	0
Nyanga K...	180569	2018/05/01	Fortune Compre...	Holland Insurance	WaterWise (Holla...	Cancelled	R22,00	R280,00	R0,00	R0,00	R302,00	R0,00	0	0
Abdulla M S...	4567894	2017/10/31	Comprehensive ...	Old Mutual	Active	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	0	0
Adams H (H...	456789	2017/10/31	Care Plan	Old Mutual	Active	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	R0,00	0	0
Flynn Harry...	MSB25469	2018/12/01	Family Cover	Liberty	MSB Independen...	Active	R0,00	R0,00	R0,00	R0,00	R100,00	R0,00	0	0
Wijzen Beve...	564564576	2018/08/01	Member Only	Liberty	In Progress	R0,00	R0,00	R0,00	R0,00	R180,00	R0,00	0	0	0

- Client record

Details

Surname: Hemaak Elabe (E.)

First Name: Elabe

Second Name: Elabe

Call Name: Elabe

Initials: E.

Title: Mrs.

Work Number: (021) 9753366

Cell Number: 0828533342

Home Number:

Date Of Birth: 1970/03/05

Date Deceased:

Age: 49

ID Number: 7003050300083

Language: Afrikaans

Gender: Female

Fax Number:

Email: elabe@teessen.co.za

Open Tasks: 6

Product Type	Contract Number	Inception Date	Contract Value	Premium	Status	Consultant	Last Updated	Updated By
Assurance Policy	ML85412	2018/06/01	R1 500 000,00	R854,25	In Progress		Friday, 21 June 2019 08:49:14	ElabeV
Assurance Policy	180508	2018/06/01	R500 000 000,00	R2 659,52	Active	Van Deventer Maxine (M.)	Wednesday, 12 June 2019 12:...	ElabeV
Credit Life Policy	A00369	2018/06/01	R35 000,00	R96,56	In Progress		Thursday, 20 June 2019 17:00:...	ElabeV
Funeral Policy	21033018	2018/04/21	R150 000,00	R250,00	Cancelled		Monday, 27 May 2019 16:01:00	ElabeV
Investment Policy	30180720021	2018/07/20	R50 000,00	R756,58	In Progress		Tuesday, 10 July 2018 12:02:57	ElabeV



Capture a new Funeral Policy

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

The screenshot shows the application's main window with a ribbon menu at the top. The 'Home' tab is active, and the 'New' button is highlighted in the 'Records Creation' group. Below the ribbon, the 'Detail' tab is selected, displaying various fields for a Funeral Policy, including Principle Member, Inception Date, Contract Number, Source, Status, Cancel Date, Cancel Reason, Intermediary, Group Policy, Funeral Plan, First Cover Date, Reference Number, Consultant, Date Created, Created By, Premium, Parent Cover, Family Cover, Extended Family, Additional Benefit, Total Premium, and Commission. A table at the bottom shows the 'Benefits' section with columns for Benefit, Funeral Benefit Type, Inception Date, Max Cover Amount, Total Premium, Commission Cost, Commission Percentage, Applied Per Dependant, and Cancel Date.

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 pre-defined list	
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 relevant Intermediary applicable to this record	
Group Policy	Select Group Policy	
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	
Date Created	Defaults to current date and can be changed	
Created By	Auto generated based on user creating the policy	
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 calculated	
Commission	Auto calculated if selected on funeral plan	

Benefits

The screenshot shows the 'Benefits' tab selected in the application. The table displays the following data:

Benefit	Funeral Benefit Type	Inception Date	Max Cover Amount	Total Premium	Commission Cost	Commission Percentage	Applied Per Dependant	Cancel Date
Tombstone	Additional Benefit	2018/05/01	R5 000,00	R22,00	R0,00	0.00%	☐	
Family Cover	Family Cover	2018/05/01	R20 000,00	R280,00	R0,00	0.00%	☐	



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

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

The screenshot shows the 'Funeral Policy Benefit' window in the TC Insure-IV Suite Win application. The 'Benefit' dropdown is highlighted with a red box, and the 'Funeral Benefit Types' list is visible below it. The list includes 'Additional Extended Family Max Age 49', 'Additional Extended Family Max Age 75', 'Family Cover', 'Parent Cover', and 'Tombstone'. The 'Minimum Age' and 'Maximum Age' columns are also visible.

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

Dependants

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

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

The screenshot shows the 'Dependents' tab in the TC Insure-IV Suite Win application. The 'Dependents' tab is highlighted with a red box, and the 'Person' table is visible below it. The table has columns for 'Person', 'Age', 'Relation', 'Policy Benefit', 'Max Cover Amount', 'Premium', 'Commission', 'Exception', and 'Date Deceased'.

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.



Bowers Abdullah (A D) - Dependant

File Home Tools

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

Records Creation Save Edit Open Related Record Records Navigation Close

Person: Bowers Abdullah (A D)

First Name: * Abdullah Gender: Male

Second Name: David IDNumber: 4912175025081

Call Name: * Abdullah Passport Number:

Surname: * Bowers Date Of Birth: 1949/12/17

Initials: * A D Age: 70

Title: * Mr Date Deceased:

Policy Benefit: *

Relation: *

Premium: R0,00

Commission: R0,00

Role: *

Exception:

Exception Proof: *

User: ElsabeV

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	



Claims

Funeral Claim can be captured from Navigation panel or directly on Funeral policy

The screenshot shows the 'Funeral Policy - Insure-IV' application window. On the left, the 'Navigation' panel has 'Funeral Claim' highlighted. The main window displays the 'Vermaak Elsabe (E.) (Liberty - 31072019) - Funeral Policy' form. The 'Claims' tab is selected, showing a table with columns: Displayname, Contract Num..., Claim No, Insurer Claim..., Date Of Loss, Category, Cause For Cl..., Claim Status, and Consultant. The status is 'In Progress'.

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

Date Deceased

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

The screenshot shows the 'Additional Contact Information' tab for a person record. The 'Date Deceased' field is highlighted, showing the date 2019/06/01.



Person	Age	Relation	Policy Benefit	Max Cover Amount	Premium	Commission	Exception	Date Deceased
Bewers Abdullah (A-0)		70 Aunt	Additional Extended Family Max A...	R10-000,00	R230,00	R0,00		2019/06/01

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

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

A method of payment must be selected per client/policy.

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

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

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.



Detail Account **Commission**

Contribution: R532,00 Expected Commission: R0,00
 Contribution Frequency: Monthly Second Year Commission: R0,00
 Annual Escalation: 0,00% Current Commission: R0,00
☐ Use Template Total Commission: R0,00
 Template:* Last Statement Date:
 Commission Product:* Fortune Comprehensive

Commissions Statement Details

Effective Date	Transaction Category	Commission Value	Expected Commission	Split Total

Funeral Claim

Funeral Claim

File Home Tools

New Save Save and Close Save and New Delete Validate Cancel Pay Claim Open Related Record Workflow Refresh Links Show in Report Close

Records Creation Save Edit Record Edit Open Related Record View R... Close

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

General Information

Policy:*
 Claim No:* Insurer Claim No:
 Date Of Loss:*
 Date Reported:* 2020/06/24 Reported By:
 Claim Status:* Registered Reason:*
 Category:* Cause For Claim:*
 Finalised Date:*

Claim Report Information

Administrator:
 Consultant:
☐ Principle Member
 Dependent:*
 Benefit:*
 Estimate: R0,00
 Policy Premium: R0,00
 Claim Account:
 Account Balance: Journal Balance:

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 software window with a tab labeled 'Description Of Event'. Below the tab is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, and image. The text area contains the words 'Heart attack'.

Additional Information

The screenshot shows a software window titled 'Credit Life Claim'. It has a ribbon with 'File', 'Home', and 'Tools' tabs. The 'Tools' tab is active, showing various icons for file operations (New, Save, Save and Close, Save and New), editing (Delete, Validate, Cancel), and workflow management (Open Related Record, Show Workflow Instances, Refresh, Previous Record, Next Record, Close). Below the ribbon is a tabbed interface with 'ClaimDetail', 'Description Of Event', 'Additional Detail', 'Tasks', 'Notes', 'Documents', 'Questionnaires', and 'Property Sheets'. The 'Additional Detail' tab is selected, showing two sections: 'Additional Information' and 'Police Report Information'. The 'Additional Information' section has fields for 'Claimant:', 'Claimant Age:' (with a value of 0), 'Assessor:', and 'Assessor Name:'. The 'Police Report Information' section has fields for 'Police Ref No:*', 'Date Of Report:*', and '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

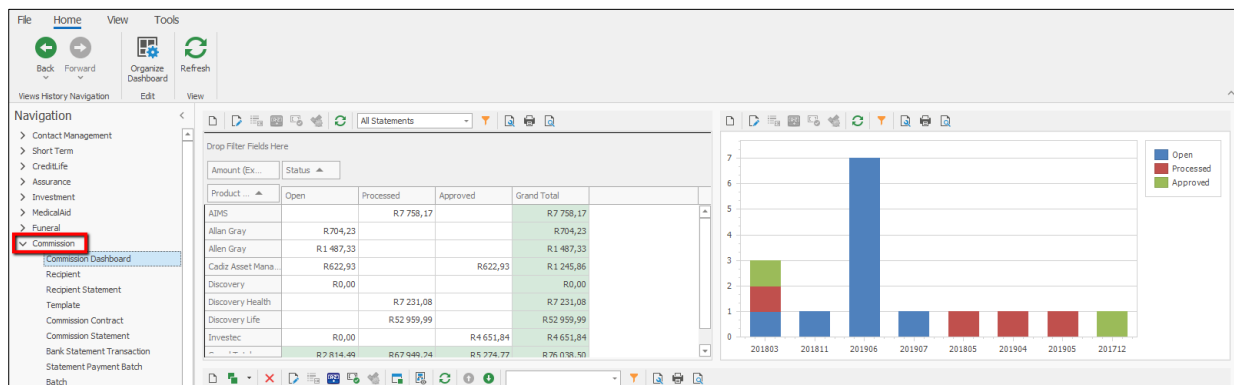
The Commission Application keeps track of all commission recipients (Financial Advisors) and their various broker codes with Product Providers through which they earn commission and/or fees.

This application 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 with the task of commission processing.

Home Screen

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



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

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.



Recipient Detail

The screenshot shows the 'Recipient Detail' form in the TC Insure-IV Suite Win software. The form is divided into several sections: 'Contact' (with fields for Contact, Account Code, and Recipient Type), 'Bank Account' (with fields for Bank Account, Payroll Number, Book Value, and Balance), and 'Last Statement Date' and 'Last Commission Date'. There are also checkboxes for 'Is Broker House' and 'Receive Commission'. A table at the bottom lists contracts with columns for Product Provider, Broker Number, Start Date, Default Commission, and Active. The interface includes a top menu bar with 'File', 'Home', 'View', and 'Tools' tabs, and a left navigation pane with various modules like 'Contact Management', 'Short Term', 'CreditLife', 'Assurance', 'Investment', 'MedicalAid', 'Funeral', 'Will and Estate', 'Commission', 'Financials', 'Administration', 'Asset Register', 'Reports', and 'Tools'. The 'Recipient' module is currently selected in the navigation pane.

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



Balance	Displays the amount still due to the recipient. This is the total of non-paid transactions.
Last Statement Date	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 from the Contact drop-down list. If the contact details do not exist, you can capture the new record on Contact Manager using the new button to create a new company/person to use as the recipient.

Tax Details

Fieldname	Description
Tax Number	Use this property for the tax number or for the tax directive reference number.
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 linked to the Broker Contract with the specific Product Categories he/she is accredited to sell.

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



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

Contracts

You can define the 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 control the type of business that can be sold under a specific Broker number. This provides more control over the accreditation of a KI or representative providing the service.

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

Product Provider	Broker Number	Start Date	Default Commission	Active
ABSA	00158027	2008/01/01	0.00%	✓
Auto & General	BTS71	2008/01/01	0.00%	✓
Auto & General	P3603	2008/01/01	0.00%	✓
Bonitas	500759	2008/01/01	0.00%	✓
Discovery	1031586678	2008/01/01	60.00%	✓
Echelon Shortterm	EOH856	2008/01/01	0.00%	✓
F and I	FIRH/BED/000312/1	2015/08/04	0.00%	✓
Fedhealth	0595701	2008/01/01	0.00%	✓
Glacier	1236411	2008/01/01	0.00%	✓
Momentum	480902	2008/01/01	0.00%	✓
NUA	87596	2010/01/01	0.00%	✓
Sanlam	738573	2016/06/01	0.00%	✓



Fieldname	Description	Required
Recipient	Auto generates from Recipient detail screen	
Broker Number	Unique Broker number issued by Product Provider	✓
Start Date	Date 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 will not be calculated if this record is not active.	
Class of Business	Link relevant Class of Business	
Comment	Free text field for comments	

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

Templates

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



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

- Templates can be created to apply to all products from a specific product provider or for a specific product depending on the Broker's remuneration agreement.
- The template selection rule when processing commission is based on transaction date and template effective date. When processing commission the 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. Use the cloning functionality to copy a specific template to another Broker House.
- Should a Broker receive the same remuneration structure for all transactions on all Product Providers, a Generic template will apply as default.
- Each template should have its own unique name.

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

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

Fieldname	Description	Required
Effective Date	Date from when this rule applies.	
Formula	Formulas can be used for calculations, e.g., to calculate fees from Investment Market values. See section wrt Formulas.	
Apply to all transactions	When selected, the rule will apply to all transactions for this specific Product Provider or all Product Providers in case of Generic template.	
Transaction Category	It is difficult to group transaction types only on their transaction descriptions, because they are mainly determined by the data received on the commission file from the various product providers. The transaction category will group transaction types and allow you to specify splitting rules based on this category.	
Criterion	Specific criterion may be used to define the rule.	
Commission Value	A fixed commission value may sometimes apply.	
Expected Commission	Expected commission may be entered for reporting purposes but have no effect on the split rule.	
Broker	Application will default to the selected Broker.	
Broker Percentage	Application will default to the default commission percentage as set-up on Recipient detail screen. This percentage can be changed.	
Broker House	Broker House will default as set-up on Recipient detail screen.	
Broker House Percentage	Percentage will default to percentage as set-up on Recipient detail screen. This percentage can be changed.	
Split Total	Split Total must always add up to 100%.	



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

The screenshot displays two overlapping windows from the TC Insure-IV Suite. The top window, titled 'Template Commission', contains fields for 'Effective Date', 'Formula', 'Transaction Category', and 'Criterion'. It also includes a 'Split Total' field and a 'Split Percentage' field. The bottom window, titled 'Commission Split', shows fields for 'Recipient', 'Comment', 'Split Percentage', and 'Commission Value'. A red box highlights the 'Split Percentage' field in the 'Commission Split' window.

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.

The screenshot shows the 'General Retainment Rule - Retention Policy' window. It includes fields for 'Name', 'Effective Date', 'First Payment Date', 'Payout Terms', and 'Initial Amount'. The 'Criteria' section is expanded, showing a rule structure: '[Transaction Type.Description] Equals New Business' AND '[Amount] Is greater than R15 000,00'.



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

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

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

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

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

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

Transaction ...	Description	Reference	Transaction Type	Vat Due	Amount Due	In Retention	Approved
2016/06/01	Commission (Bonitas May 2016)	Marais Jurie (J.G.) (4...	Adjustment	R0,00	R107,71	☐	☐
2015/11/01	Commission (Discovery 123)	Valentine Ettienne (E...	Renewal Commission ...	R0,00	R28,01	☐	☐
2016/07/01	Commission (Momentum July 2016)	Loubser Juandre (J.B...	As And When	R0,00	R6,52	☐	☒
2016/04/01	Commission (Retention test 25042016)	Gibbs Abby (A.) (513...	New Business	R0,00	R1 233,33	☒	☒
2017/03/15	Commission (Retainment process - scenario 3)	Gibbs Abby (A.) (P01 ...	Short term	R0,00	R181,06	☐	☐

Manage Retained Transactions

Double click the retained transaction to see the movement on this retained transaction:

Transaction: 2016/04/01

Recipient: Gibbs Abby (A.)

Description: Commission (Retention test 25042016)

Reference: Gibbs Abby (A.) (5130708990)

Transaction Type: New Business

Date Captured: Monday, 25 April 2016 19:10:54

Captured By: Admin

Amount: R15 000,00

VAT: R0,00

Total: R15 000,00

Retention Policy: General Retention rule

Remaining Amount: R1 233,33

Date Approved: 2016/04/25

Approved By: SysAdmin

Statement Transactions

Show in Report

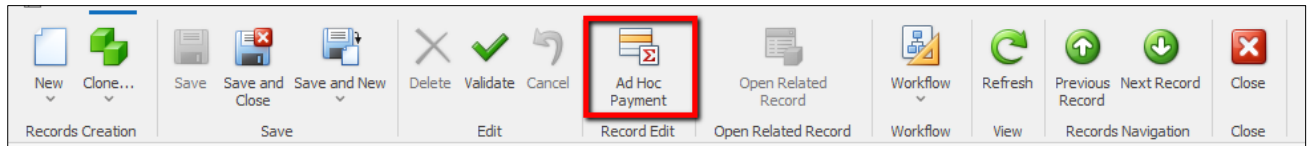
Transactions processed

Description	Recipient	Reference	Transaction Type	Transaction Date	Amount	VAT	Include VAT	Total	Retention Policy	Commission Statement Detail	Batch	Date Paid	Captured By	Date Captured
Commission (Retention test 25042016)	Gibbs Abby (A.)	Gibbs Abby (A.) (5130708990)	New Business	2016/04/01	R833,33	R0,00	☐	R833,33	General Retention rule	Retention test 25042016			Admin	2016/04/25
Commission (Retention test 25042016)	Gibbs Abby (A.)	Gibbs Abby (A.) (5130708990)	New Business	2016/04/01	R2 000,00	R0,00	☐	R2 000,00	General Retention rule	Retention test 25042016			Admin	2016/04/25
Commission (Retention test 25042016)	Gibbs Abby (A.)	Gibbs Abby (A.) (5130708990)	New Business	2016/04/01	R5 000,00	R0,00	☐	R5 000,00	General Retention rule	Retention test 25042016			Admin	2016/04/25
Commission (Retention test 25042016)	Gibbs Abby (A.)	Gibbs Abby (A.) (5130708990)	New Business	2016/04/01	R5 000,00	R0,00	☐	R5 000,00	General Retention rule	Retention test 25042016			Admin	2016/04/25
Commission (Retention test 25042016)	Gibbs Abby (A.)	Gibbs Abby (A.) (5130708990)	New Business	2016/04/01	R3 600,00	R0,00	☐	R3 600,00	General Retention rule	Retention test 25042016			Admin	2016/04/25
Commission (Retention test 25042016)	Gibbs Abby (A.)	Gibbs Abby (A.) (5130708990)	New Business	2016/04/01	R1 000,00	R0,00	☐	R1 000,00	General Retention rule	Retention test 25042016			Admin	2016/04/25



Revoke Retention Rule

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



Release Initial amount without releasing all Retained transactions

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

The screenshot shows a dialog box titled 'Statement Transaction Ad Hoc Payment Process'. It contains the following fields:

- Payment Type: Ad-Hoc Payment
- Amount: * R2 500,00
- VAT: R375,00
- Total: R2 875,00

At the bottom right, there are 'OK' and 'Cancel' buttons.

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

Statement Number	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
STM-EVXX201907-9	2019/07/19	R2 500,00	R0,00	R2 500,00	R2 500,00	R625,00	R0,00				R0,00
STM-EVXX201907-7	2019/07/19	R4 477,04	R0,00	R4 477,04	R3 969,39	R1 492,35	R1 492,35				R0,00
STM-SAX201906-9	2019/06/28	R4 012,99	R499,63	R4 512,62	R3 762,99	R0,00	R250,00		2018/03/31	Historic Transactions	R0,00
STM-SAX201805-4	2018/05/05	R94,79	R13,27	R108,06	R94,79	R0,00	R0,00		2017/12/31	Dec 2017	R0,00

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

Fieldname	Description	Required
Fee Transaction	Select fee transaction from a pre-defined list	
Description	Describe the expense record	✓
Reference	Enter a unique reference which will appear on the Recipient Statement.	✓
Active	Select active when applicable.	
Exclude from	Enter the date from when expense should be excluded.	
Exclude to	Enter the date until when expense should be excluded.	
Captured by	Auto filled field defaults to user login details.	
Date Captured	Defaults to current date.	
External code	Auto filled to General ledger code as specified on Fee transaction.	
Quantity	Enter the quantity of expense.	
Unit cost	Enter the unit cost of expense.	
Amount	Auto calculate quantity multiplied by unit cost	
Include VAT	VAT will be calculated if selected.	
VAT	VAT portion of expense if selected.	
Total	Total Income / Expense	

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

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								
Move Transaction								
Transaction ...	Description	Reference	Transaction Type	Vat Due	Amount Due	In Retention	Approved	
=	abc	abc	=	=	=	☐	☐	
2016/10/21	Advance	Advance	Advance	R0,00	-R20 000,00	☐	☒	
2016/07/20	Commission (ALG Sanlam)	Flinstone Fred (F.J.) ...	Commission	R0,12	R1,02	☐	☐	
2016/07/20	Commission (ALG Sanlam)	Flinstone Fred (F.J.) ...	Commission	R26,73	R217,69	☐	☐	
2016/03/01	Commission (Disc Vitality)	Longhorn Jim (J.) (51...	New Business on	R219,46	R1 787,04	☐	☒	
2016/03/01	Commission (Disc Vitality)	Flinstone Fred (F.J.) ...	New Business on	R249,53	R2 031,84	☐	☒	

Statements

Summary of all statements paid and/or due for payment

Contracts Templates Retention Policies Expenses Targets Accounts Transactions Statements											
Show in Report All Items											
Statement Number	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
abc	=	=	=	=	=	=	=	☐	=	abc	=
STM-ADM201511-5	2015/11/20	R5 770,81	R0,00	R5 770,81	R5 770,81	R0,00	R0,00	☒	2015/10/30	Oct 2015	R0,00
STM-ADM201604-12	2016/04/25	R6 919,70	R0,00	R6 919,70	R6 919,70	R0,00	R0,00	☒	2016/04/15	Retention test	R0,00
STM-ADM201604-13	2016/04/25	R3 281,25	R0,00	R3 281,25	R3 281,25	R0,00	R0,00	☒			R0,00
STM-ADM201605-15	2016/05/10	R30 066...	R0,00	R30 066...	R30 066,44	R0,00	R0,00	☒	2016/04/15	Retention test	R0,00
STM-ADM201611-17	2016/11/21	R23 412...	R0,00	R23 412...	R23 412,98	R0,00	R0,00	☒	2017/07/18	Batch testing	R0,00

Refer to Recipient [Month-End Process](#)

Commission Contract

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

Commission Contract can be created in 3 different ways:

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

Create a New Commission contract

Select Commission Contract from the Navigation Pane, then select New from the action bar:



Fieldname	Description	Required
Owner	The owner of a commission contract can be the client that the policy was sold to, the Broker House or the broker. The owner can be changed at any point. To select the owner, you need a contact record in the database. Refer to Create a new Record for details on how to create this contact record. It is recommended that you use the correct owner record to improve the reporting experience.	✓
Commission Product	Select the product that this contract is based on. When creating the contract automatically via the commission process, the product will be selected based on the matching of the Benefit Type column in the transaction column with the Benefit code property of the product.	
Product Provider	Display field only based on the selected product.	
Contract Number	The policy number that uniquely identifies the contract. It is matched with the policy number from the commission transaction file.	✓
Reference Number	Free text field to enter a value	
Source	Select the source where this Contract originates from, from a pre-defined list.	
Inception Date	The date the policy was submitted.	✓
Status	Commission will only be accepted for contracts in the active state.	✓
Cancel Date	Provide the date when the policy should be set to a cancel state. It will not stop the processing of commission.	
Cancel Reason	Provide a reason for setting a cancel date.	



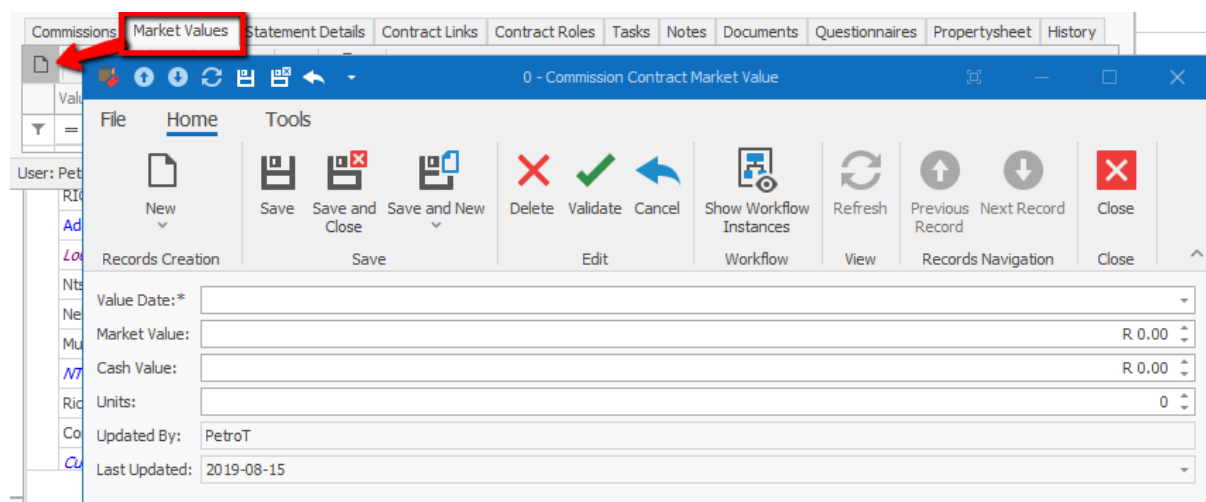
Consultant	Use to allocate contracts to internal business Consultants. This is assigned to the Recipient/Broker when the contract is created through the import process.
Use Template	Select if a template applies. Alternatively create a unique commission split rule applicable to this contract. Refer to Commissions tab.
Template	Must select a template if you choose to use templates. Changes to the splitting rules of a template will affect the splits on contracts using that template.
Contribution	Monthly contribution if applicable.
Contribution Frequency	Select the frequency applicable to this specific policy. Monthly is the default. 
Annual Escalation	Percentage escalation of the contribution.
Market Value	Auto populate when imported. Market Value can be updated on the Market Value tab. When imported the application will track the value as per the value date on the import
Initial Commission	Capture First year expected commission
Second Year Commission	Capture second year expected commission
Comment	Free text field
Last statement date	Last commission statement processed for this contract.
Current commission	Last commission earned as per last statement processed.
Total Commission	All commissions earned on this specific contract since inception.

Commissions

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

Market Values

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



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

0 - Commission Contract Market Value

User: PetroT

File Home Tools

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

Records Creation Save Edit Workflow View Records Navigation Close

Value Date: *

Market Value: R 0.00

Cash Value: R 0.00

Units: 0

Updated By: PetroT

Last Updated: 2019-08-15



Statement Details

A summary of all transactions processed on this specific contract.

Period	Statement Date	Statement	Broker	Amount	VAT	Amount (Excl VAT)	Mark...	Transaction Date	Message	Transaction Type	Comment	Processed	Approved	Is Split Correct
201509	01-09-2015	Pioneer data ...	Toker Anthony (A.) (377...	R 0.01	R 0.00	R 0.01	R 30.18	01-09-2015		FOF		☒	☒	☒
201509	04-09-2015	Pioneer test d...	Toker Anthony (A.) (377...	R 0.01	R 0.00	R 0.01	R 30.18	04-09-2015		FOF		☒	☒	☒
201509	07-09-2015	Pioneer test d...	Toker Anthony (A.) (377...	R 0.01	R 0.00	R 0.01	R 30.18	07-09-2015		FOF		☒	☒	☒

Double click a transaction to view more detailed information i.e commission split applied

Discovery 123 - Commission Statement Detail

Home Tools

Save Save and Close Validate Cancel Clear Warning Update Transaction Open Related Record Refresh Previous Record Next Record Close

Transaction Date: 2015/11/01 Transaction Type: Renewal Commission (Anniversary)

Broker: Longhorn Jim (J.) (1075546042) Amount (Excl VAT): R37,89

Contract: Botha Johaghum (J.M.J) 3102551 VAT: R5,30

Comment: Amount: R43,19

Market Value: R0,00 ☒ Processed ☒ Is Split Correct

Contribution: R0,00

Message:

Transactions

Transacti...	Recipient	Description	Reference	Transaction Type	Percentag...	Amount	Includ...	VAT	Total	Approv...
2015/11/01	Longhor...	Commission (Di...	Botha Johaghum (J....	Renewal Commissio...	80.00%	R30,31	☒	R4,24	R34,56	☒
2015/11/01	XYZ Bro...	Commission (Di...	Botha Johaghum (J....	Renewal Commissio...	20.00%	R7,58	☒	R1,06	R8,64	☐

SUM... SUM... SUM...

Contract Links

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

Owner Description	Market Value	Contribution	Contribution Frequency	Annual Escalation	Expected Commission	Product	Comment	Use Template	Template	Last Statement Date
A J Coy Trust (Investec - 109...	R 0.00	R 0.00	Monthly	0.00%	R 130.71	NIB	A J Coy Trust	☒	Investec Template	11-05-2015

Contract Roles

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

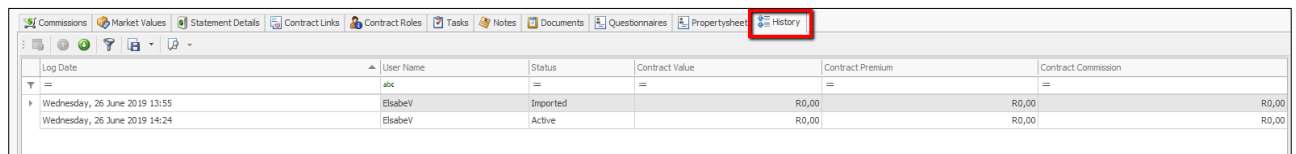
Contract roles manage the relationships between a contact and his contracts.

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



History

Keep record of the status history of this contract.



Log Date	User Name	Status	Contract Value	Contract Premium	Contract Commission
Wednesday, 26 June 2019 13:55	ElisabeV	Imported	R0,00	R0,00	R0,00
Wednesday, 26 June 2019 14:24	ElisabeV	Active	R0,00	R0,00	R0,00

Bank Statement Transaction

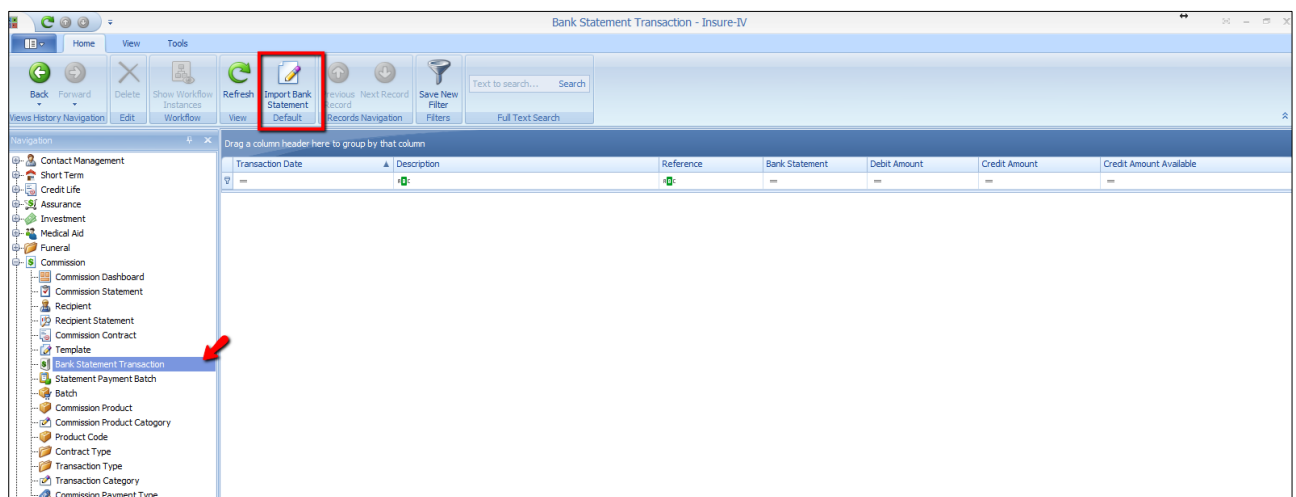
The Broker House bank statement can be imported to allocate transactions to commission statements as received.

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

Import Bank Statement

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

Select Bank statement transaction from the Navigation Pane:





The dialog box titled 'Import Bank Statement Process' contains the following fields and controls:

- Import** and **Logs** tabs.
- Import Map:** A dropdown menu with a clear (X) button.
- File:** A text field with a browse (...) button.
- Contact:** A dropdown menu with a clear (X) button.
- Bank Account:** A dropdown menu with a clear (X) button.
- ☐ **Use Existing Bank Statement**
- Bank Statement Reference:** A text field.
- From Date:** A date picker.
- To Date:** A date picker.
- OK** and **Cancel** buttons at the bottom right.

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

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

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

The screenshot shows the 'Bank Statement Transaction list view' with the following details at the top:

- Statement Reference: Jan 2016
- From Date: 2016/01/01
- To Date: 2016/01/31
- File: Bank Statement Jan 2016.csv

The main table displays transactions with the following columns: Transaction Date, Description, Reference, Debit Amount, Credit Amount, Credit Amount Used, and Credit Amount Available. The table contains 18 rows of transaction data, including entries from CASHFOCUS CSURE/COMM/BFEE/JAN1, DISCLFE, ABGCOMM, ZURIOHNSU64904995403COMMISSIO, IUMPREM, MULTID FOR SANLAMDEM, FRB OS PMT, LIBERTY047, FRB OS PMT, GAPSCOMM 60203, HOLLARD, CASHFOCUS COMM 00068, SANTAM, FRB OS PMT, MF PAY0000_20499409, BROLINK, DISC COMM, and MPRF ONE.

At the bottom of the table, the following summary values are displayed:

- SUM=6618 471.70
- SUM=65 551.21



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:

The screenshot shows the 'XYZ Brokers - Recipient' form. The 'Bank Account' field is highlighted with a red box, indicating it should be selected. The form includes fields for Contact, Account Code, Recipient Type, Bank Account, Payroll Number, Book Value, Balance, and Last Statement Date. The 'Is Broker House' and 'Receive Commission' checkboxes are checked.

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, the Commissions Administrator needs to set up a map between the commission file and the application. Please refer to the TC Desktop 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':

The screenshot shows the 'Commission Statement - Insure-IV' application. The 'Import Statement' button in the Action bar is highlighted with a red box. The 'Commission Statement' option in the Navigation Pane is also highlighted with a red arrow. The main area displays a table of commission statements.

Broker House	Statement Date	Product Provider	Broker House Contract	Reference	Status	Amount (Exd ...)	VAT	Amount	Bank Stateme...	Transactions N...
ABC Brokers	2017/03/01	Discovery Health	10548035731	Discovery Health	Processed	R447.54	R54.96	R502.50	R0.00	0

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



This will launch the import process:

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

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

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



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

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

The screenshot shows the 'Import Commission Statement Process' window. The 'Import' tab is active. The 'Import Map' is set to 'Discovery Health'. The 'Statement Type' is 'Commission statement'. The 'File' is 'Discovery25.xlsx'. The 'Validate Map' button is visible. The 'Product Provider' is 'Discovery'. The 'Multiple Broker House Contracts' checkbox is unchecked. The 'Broker House Contract' is 'XYZ Brokers (10048035731)'. The 'Statement Date' is '2016/06/01'. The 'Reference' is 'Discovery'. The 'Use Bank Statement' checkbox is checked. The 'Bank Account' is 'First National Bank, Cheque Account, 45269875145, XYZ Brokers'. The 'Bank Statement' is 'June 2016'. The 'Bank Statement Transaction' is selected. The 'Bank Statement Amount' is displayed. The 'Number Of Transactions' is displayed. A table of transactions is shown below:

Transaction...	Credit Amount Availa...	Description
2016/06/03	R 4.56	ALLAN GRAYD4795 IFA FEES
2016/06/03	R 251.71	ALLAN GRAYD4898 IFA FEES
2016/06/03	R 1 426.11	A AIMS 00250875Commis...
2016/06/03	R 34.20	ALLAN GRAYD3649 IFA FEES
2016/06/03	R 22 115.00	CASHFOCUS SANLAM/PDV
2016/06/03	R 6 820.95	ALLAN GRAYD3649 IFA FEES
2016/06/06	R 181.17	ASHBURTON ANNUAL ADV
2016/06/09	R 99.69	ASHBURTON-101680



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 Navigation Pane from Commission or Tools menu:

Import Map	File	Import Status	Created By	Date Created	Updated By	Last Updated	Import Type
AIG	AIG 72 527.52.xlsx	Import with Errors	ElsabeV	2019/06/26	ElsabeV	2019/06/26	TC.CommSplit.Module.Imp...
Bank Statement	Bankstatement 201906.xlsx	Successfully Imported	ElsabeV	2019/06/26	ElsabeV	2019/06/26	TC.CommSplit.Module.Imp...
Allan Gray Market Values	Adviser Fee Statement D3634 Account Market Value.xlsx	Import with Errors	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...
Allan Gray Market Values	Adviser Fee Statement D3634 Account Market Value.xlsx	Import with Errors	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...
Santam bxt	Santam 646 699.13.bxt	Import with Errors	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...
Santam bxt	Santam 646 699.13.bxt	Import with Errors	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...
Discovery Health csv	Disc Health 1018.csv	Successfully Imported	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...
Allan Gray (Appr)	Adviser Fee Statement D3634 Account.xlsx	Import with Errors	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...
Allan Gray (Appr)	Adviser Fee Statement D3634 Account.xlsx	Import with Errors	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...
Allan Gray (Appr)	Adviser Fee Statement D3634 Account.xlsx	Import with Errors	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...
Allan Gray (Appr)	Adviser Fee Statement D3634 Account Level for the period 0...	Import with Errors	ElsabeV	2019/06/24	ElsabeV	2019/06/24	TC.CommSplit.Module.Imp...

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

Each line item imported will be recorded.

Log Date	Import Log T...	Log Message
2019-06-26 01:27:34.4530 PM	Information	Create backup file - C:\Users\TCSUPW03\OneDrive - Teessen Consulting\Documents\TC\Testing\CommSplit Testi...
2019-06-26 01:27:34.5000 PM	Information	Initialising AIG(TCImportInterface.CommissionImporter) processor with C:\Users\TCSUPW03\OneDrive - Teessen ...
2019-06-26 01:27:34.5600 PM	Information	Start processing file C:\Users\TCSUPW03\OneDrive - Teessen Consulting\Documents\TC\Testing\CommSplit Testi...
2019-06-26 01:27:34.6100 PM	Information	Start Processing line.
2019-06-26 01:27:34.6600 PM	Error	Column {N} Row 12 in the file cannot be converted to type DECIMAL
2019-06-26 01:27:34.6800 PM	Information	Start Processing line.
2019-06-26 01:27:34.7000 PM	Information	StringList to process in ProcessStringList P102,XYZ Brokers,P102,,AIG985469,Renier Kruger,AIG,34.88,30.59649...
2019-06-26 01:27:34.7230 PM	Information	Check if statement for Broker House P102 exist with Reference AIG
2019-06-26 01:27:34.8300 PM	Information	Commissionstatement for Broker House P102 created with Reference AIG
2019-06-26 01:27:34.8430 PM	Information	Stringlist to process in ImportCommissionTransactionDetails: P102,XYZ Brokers,P102,,AIG985469,Renier Kruger,...
2019-06-26 01:27:35.0430 PM	Information	EXEC TC_CreateCommissionImportTransaction @BrokerHouseNo = 'P102', @BrokerHouseName = 'XYZ Brokers', ...
2019-06-26 01:27:35.0700 PM	Information	Start Processing line.
2019-06-26 01:27:35.1170 PM	Information	StringList to process in ProcessStringList P102,XYZ Brokers,P102,,AIG985470,C Lourens,AIG,199.06,174.614035...
2019-06-26 01:27:35.1370 PM	Information	Stringlist to process in ImportCommissionTransactionDetails: P102,XYZ Brokers,P102,,AIG985470,C Lourens,AIG,...
2019-06-26 01:27:35.1900 PM	Information	EXEC TC_CreateCommissionImportTransaction @BrokerHouseNo = 'P102', @BrokerHouseName = 'XYZ Brokers', ...

User:ElsabeV Updated by: ElsabeV on 2019/06/26 13:27:37



Processing Commission

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

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

Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl V...)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
			abc										

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

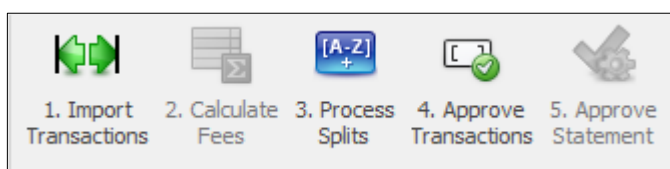
The file you selected on import will be saved automatically on the Statement File tab:

File	Statement Date	Bank Statement Amount	Imported Amount	Number Of Transactions	Imported Number Of Trans.	Bank Statement Transaction
abc						
AI 72 527.52.xlsx	2019/06/12	R75 527,52	R72 527,52	0	27 AI 72 527.52	

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

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

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





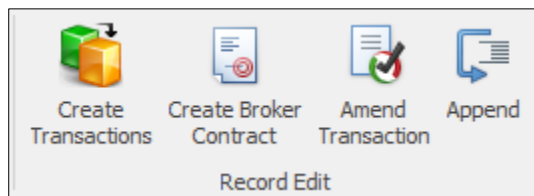
Import Transactions

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

This is also the first verification point 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.

Home Tools															
											Text to search... Search				
Edit	Record Edit				Open Related Record			Full Text Search							
	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
Y	==	abc		abc	abc	abc	abc	==	==	==	abc	==	==	abc	abc
2019/06/12		XYZ Brokers	P102		P102	Petrus Hamman	AI985492	R5 219,25		R730,70	R5 949,95	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Anneke Fourie	AI985491	R788,11		R110,34	R898,45	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Hendrik de Jager	AI985487	R2 655,49		R371,77	R3 027,26	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Neel Vermaas	AI985476	R6 033,39		R844,68	R6 878,07	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	M Samodien	AI985488	R2 655,49		R371,77	R3 027,26	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Gerhard Dettmer	AI985493	R839,41		R117,52	R956,93	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Johannes van Dyk	AI985483	R1 507,51		R211,05	R1 718,56	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Willem Venter	AI985472	R321,86		R45,06	R366,92	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Juandre Loubser	AI985473	R17 645,79		R2 470,41	R20 116,20	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Hettie Burger	AI985471	R310,79		R43,51	R354,30	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	S Visser	AI985495	R1 261,42		R176,60	R1 438,02	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	A Snyman	AI985479	R2 465,08		R345,11	R2 810,19	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Cornelius Nel	AI985477	-R871,05		-R121,95	-R993,00	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Gerhard Hoffman	AI985474	R329,91		R46,19	R376,10	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Corne Burrows	AI985486	R1 505,58		R210,78	R1 716,36	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Peter van Niekerk	AI985490	R680,76		R95,31	R776,07	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Shaun Maree	AI985489	R595,23		R83,33	R678,56	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Leon van Wyk	AI985482	R788,11		R110,34	R898,45	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	C Lourens	AI985470	R174,61		R24,45	R199,06	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Christiaan Beukes	AI985478	-R56,38		-R7,89	-R64,27	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Elizabeth Edwards	AI985491	R1 048,25		R146,75	R1 195,00	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Sepo Dluwana	AI985485	R1 505,58		R210,78	R1 716,36	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Sias Buys	AI985494	R106,70		R14,94	R121,64	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Renier Kruger	AI985469	R30,60		R4,28	R34,88	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Johannium Botha	AI985484	R1 505,58		R210,78	R1 716,36	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Mari Beets	AI985480	R17 519,70		R2 452,76	R19 972,46	Commission	R0,00	R0,00	
2019/06/12		XYZ Brokers	P102		P102	Waldo de Lange	AI985475	-R2 946,16		-R412,46	-R3 358,62	Commission	R0,00	R0,00	
							27	SUM=R63 620,63	SUM=R8 906,89	SUM=R72 527,52					

From the import detail view, you can edit the imported records:



Amend Transaction

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

Flinstone Fred (F.J.) - Import Transaction Amend Process

Broker Number:

Broker Name:

Account CD:

Transaction Category:

Transaction Date:



Append Files

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

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

File	Statement Date	Bank Statement Amount	Imported Amount	Number Of Transactions	Imported Number Of Tran...	Bank Statement Transaction	Append
abc							
20170202 OLD MUTUAL R38160.92.xlsx	2017/04/01	R0,00	R38 160,82	0	796		



Create Broker Contract

Broker Contract

Recipient: [dropdown] Product Provider: AIG

Broker Number: P5698 ☐ Active

Start Date: 2019/06/26 Created By: ElsabeV Date Created: 2019/06/

Contract Document: [dropdown] Updated By: ElsabeV Last Updated: 2019/06/

Default Commission: 0.00%

Class Of Business [dropdown] Accredited

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.

Commission Statement Detail Process

Commission Contract

☐ Create Contract

Default Owner: Broker

New Contract Status: [dropdown]

☒ Use Template ☐ Use Default % When Template Not Found

Commission Product

☐ Auto Create Product

Default Commission Product Category: [dropdown]

Commission Transaction

☒ Auto Create Transaction Type

☐ Merge Similar Transactions

☐ Update Contract Contribution

OK Cancel

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' in order to process the transaction.

Commission Product

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

Commission Transaction

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

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

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



Home Tools

New Clone... Save Save and Close Save and New Validate Cancel 1. Import Transactions 2. Calculate Fees 3. Process Splits 4. Approve Transactions 5. Approve Statement Open Related Record Refresh Automated Process Show in Report Previous Record Next Record Close

Records Creation Save Edit Open Related Record View Records Navigation Close

Broker House: KYZ Brokers
Product Provider: AIG
Brokerhouse Contract: KYZ Brokers (P102)
Statement Date: 2019/06/12
Reference: AIG
Bank Statement Amount: R75 527,52
Date Captured: 2019/05/26
Number Of Transactions: 0
Captured By: ElsabeV

Statement Type: Commission statement
Status: Open
Transactions Not Imported: 0
Total Market Value: R0,00
Amount (Excl VAT): R63 620,63
VAT: R8 906,89
Amount: R72 527,52
Date Processed: Date Approved:

For a successful import the totals should again correspond with the totals of the import file and the Transactions not imported should be zero
Amount should also be the same as Bank statement amount

Transactions are now allocated to the Broker contract and the commission contract where the split rules are defined

Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl V...)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
2019/06/12	Finstone Fred (F.J.) (...)	Loubser Juandre (J.B.) (...)	Imported	Imported	New Business	1st Year commission	R17 645,79	R2 470,41	R20 116,20	R0,00	☐	☐	☐
2019/06/12	Finstone Fred (F.J.) (...)	Finstone Fred (F.J.) (...)	Imported	Imported	New Business	1st Year commission	R6 033,39	R844,68	R6 878,07	R0,00	☐	☐	☐
2019/06/12	Finstone Fred (F.J.) (...)	Finstone Fred (F.J.) (...)	Imported	Imported	New Business	1st Year commission	R5 219,25	R730,70	R5 949,95	R0,00	☐	☐	☐
2019/06/12	Alleman Jan (J.) (P4521)	Beets Mari (M.) (AIG - ...)	Imported	Imported	New Business	1st Year commission	R17 519,70	R2 452,76	R19 972,46	R0,00	☐	☐	☐
2019/06/12	Finstone Fred (F.J.) (...)	van Dyk Johannes (J.F.) (...)	Active	Active	Renewal Commission (...)	2nd Year commission	R1 507,51	R211,05	R1 718,56	R0,00	☐	☐	☐
2019/06/12	Alleman Jan (J.) (P4521)	Botha Johaghum (J.M.) (...)	Active	Active	Renewal Commission (...)	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	☐	☐	☐
2019/06/12	Alleman Jan (J.) (P4521)	Snyman A (A.M.) (AIG - ...)	Active	Active	Renewal Commission (...)	2nd Year commission	R2 465,08	R345,11	R2 810,19	R0,00	☐	☐	☐
2019/06/12	Alleman Jan (J.) (P4521)	Burrows Corne (C.) (A.) (...)	Active	Active	Renewal Commission (...)	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	☐	☐	☐
2019/06/12	Alleman Jan (J.) (P4521)	Sepo Dikwana (S.P.) (...)	Active	Active	Renewal Commission (...)	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	☐	☐	☐
2019/06/12	Finstone Fred (F.J.) (...)	de Jager Hendrik (H.J.) (...)	Active	Active	Renewal Commission (...)	2nd Year commission	R2 655,49	R371,77	R3 027,26	R0,00	☐	☐	☐
2019/06/12	Finstone Fred (F.J.) (...)	Visser S (S.H.J) (AIG - ...)	Active	Active	Renewal Commission (...)	2nd Year commission	R1 261,42	R176,60	R1 438,02	R0,00	☐	☐	☐
2019/06/12	Alleman Jan (J.) (P4521)	Edwards Eha (E.E.) (A.) (...)	Active	Active	Renewal Commission (...)	2nd Year commission	R1 048,25	R146,75	R1 195,00	R0,00	☐	☐	☐
2019/06/12	Finstone Fred (F.J.) (...)	Samodien M (M.S.) (A.) (...)	Active	Active	Renewal Commission (...)	2nd Year commission	R2 655,49	R371,77	R3 027,26	R0,00	☐	☐	☐
2019/06/12	Alleman Jan (J.) (P4521)	Gerhard Hoffman (G.J.) (...)	Active	Active	Short term monthly	Short term monthly	R329,91	R46,19	R376,10	R0,00	☐	☐	☐
2019/06/12	Alleman Jan (J.) (P4521)	Maree Shaun (S.) (AIG - ...)	Active	Active	Short term monthly	Short term monthly	R595,23	R83,33	R678,56	R0,00	☐	☐	☐

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

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

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

Statement Entries Statement Files

Click here to add a new row

Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl V...)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
2017/03/01	Gibbs Abby (A.) (FIRM...)	Gibbs Abby (A.) P01.3...	EOH Security and Buildi...	Active	Lapse	Lapse	-R3 256,46	-R455,91	-R3 712,39	R0,00	☒	☒	☒
2017/03/01	Gibbs Abby (A.) (FIRM...)	Gibbs Abby (A.) P01.3...	EOH Security and Buildi...	Active	Short term	Unknown	R19 139,70	R342,77	R20 482,47	R0,00	☐	☐	☐
2017/03/01	Gibbs Abby (A.) (FIRM...)	Gibbs Abby (A.) P01.3...	African Dynamics Invest...	No case info found	Short term	Unknown	R315,51	R44,17	R359,68	R0,00	☐	☐	☐
2017/03/01	Gibbs Abby (A.) (FIRM...)	Gibbs Abby (A.) P01.3...	EOH Security and Buildi...	Active	Short term	Unknown	R24 709,49	R3 459,33	R28 168,82	R0,00	☒	☒	☒
2017/03/01	Gibbs Abby (A.) (FIRM...)	Gibbs Abby (A.) P01.3...	African Dynamics Invest...	Active	Short term	Unknown	R301,76	R42,25	R344,01	R0,00	☒	☒	☒
2017/03/01	Gibbs Abby (A.) (FIRM...)	Gibbs Abby (A.) P01.3...	African Dynamics Invest...	No case info found	Short term	Unknown	R257,76	R36,09	R293,85	R0,00	☐	☐	☐

Process Splits

1. Import Transactions 2. Calculate Fees 3. Process Splits 4. Approve Transactions 5. Approve Statement

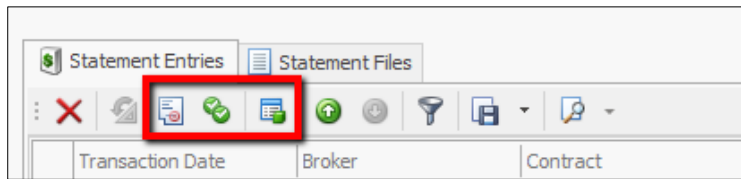
Record Edit

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

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



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



Edit Contract

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

Owner: Loubser Juandre (J.B.) Contribution: R0,00
Commission Product: AIG Contribution Frequency: Monthly
Product Provider: AIG Annual Escalation: 0.00%
Contract Number: AIG985473 Market Value: R0,00
Reference Number: Expected Commission: R0,00
Source: Second Year Commission: R0,00
Inception Date: 2019/06/12 Comment: Juandre Loubser
Status: Imported Last Statement Date: 2019/06/12
Cancel Date: Current Commission: R17 645,79
Cancel Reason: Total Commission: R17 645,79
Consultant: Flinstone Fred (F.J.)
☒ Use Template
Template: Fred Flinstone Generic

Commissions Market Values Statement Details Contract Links Contract Roles Tasks Notes Documents Quest

Effective Date	Transaction Category	Commission Value	Expected Commission	Split Total
----------------	----------------------	------------------	---------------------	-------------

OK Cancel

Update Transaction

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

Update Transaction

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

Yes No



Amend transaction date or transaction type or both:

Commission Statement Detail Append Process

Transaction Date:

Transaction Type:

OK Cancel



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

Warnings

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

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

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

Clear Warning

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

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

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

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

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

Clear Warning

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

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

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



Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved	Has Warnings
2019/06/12	Pinstone Fred (P.J.)	Louber Juandre (J.B.)	Juandre Louber	Imported	New Business	1st Year commission	R 17 645,79	R 2 470,41	R 20 116,20	R 0,00	☐	☐	☐	☐
2019/06/12	Pinstone Fred (P.J.)	Pinstone Fred (P.J.)	Neel Vermaas	Imported	New Business	1st Year commission	R 6 033,39	R 844,68	R 6 878,07	R 0,00	☐	☐	☐	☐
2019/06/12	Pinstone Fred (P.J.)	Pinstone Fred (P.J.)	Petrus Hamman	Imported	New Business	1st Year commission	R 5 219,25	R 730,70	R 5 949,95	R 0,00	☐	☐	☐	☐
2019/06/12	Allemen Jan (J.) (P45)	Bees Mar (M.) (AIG)	Mar Bees	Imported	New Business	1st Year commission	R 17 519,70	R 2 402,76	R 19 922,46	R 0,00	☐	☐	☐	☐
2019/06/12	Pinstone Fred (P.J.)	van Dyk Johannes D.	Johannes van Dyk	Active	Renewal Commission	2nd Year commission	R 1 507,51	R 211,05	R 1 718,56	R 0,00	☒	☒	☐	☒
2019/06/12	Allemen Jan (J.) (P45)	Botha Johaghum (J.)	Johaghum Botha	Active	Renewal Commission	2nd Year commission	R 1 505,58	R 210,78	R 1 716,36	R 0,00	☒	☒	☐	☐

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

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

AIG - Commission Statement Detail

Home Tools

New Save Save and Close Save and New Validate Cancel Clear Warning Update Transaction Open Related Record Refresh Previous Record Next Record Close

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

Transaction Date: 2019/06/12 Transaction Type: Renewal Commission (Anniversary)

Broker: Allemen Jan (J.) (P4521) Amount (Excl VAT): R 2 465,08

Contract: Snyman A (A.M.) (AIG - AIG985479) VAT: R 345,11

Comment: Amount: R 2 810,19

Market Value: R 0,00 ☒ Processed ☒ Is Split Correct

Contribution: R 0,00

Message:

Transactions

Transaction Date	Recipient	Description	Reference	Transaction Type	Percentage Sha...	Amount	Include VAT	VAT	Total	Approved
2019/06/12	Allemen Jan ...	Commission (AIG)	Snyman A (A.M.) (AIG9854...	Renewal Commission (Anniv...	70.00%	R 1 725,56	☒	R 241,58	R 1 967,13	☐
2019/06/12	XYZ Brokers	Commission (AIG)	Snyman A (A.M.) (AIG9854...	Renewal Commission (Anniv...	30.00%	R 739,52	☒	R 103,53	R 843,06	☐

SUM=R2 ... SUM=R... SUM=R2 ...

User:ElsabeV

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

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

New Clone... Save Save and Close Save and New Validate Cancel 1. Import Transactions 2. Calculate Fees 3. Process Splits 4. Approve Transactions 5. Approve Statement Open Related Record Refresh Automate Process Show in Report Previous Record Next Record Close

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

Broker House: XYZ Brokers Statement Type: Commission Split Control Report

Product Provider: AIG Status: Processed

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



Transaction Splits:					
XYZ Broker	Commission (AIG)	70.00%	R733,77	R102,73	R836,50
Alleman Jan (J)	Commission (AIG)	30.00%	R314,47	R44,03	R358,50
Splits Total			R1 048,25	R146,76	R1 195,00
Flinstone Fred (F.J.) (P5698) Samodien M (M.S.) (AIG - AIG985488) Renewal Commission (Anniversary)					
Transaction Splits:					
Flinstone Fred (F.J.)	Commission (AIG)	80.00%	R2 124,39	R297,42	R2 421,81
XYZ Broker	Commission (AIG)	20.00%	R531,10	R74,35	R605,45
Splits Total			R2 655,49	R371,77	R3 027,26
IMPORTANT: The totals from (1) and (2) must be same for this statement to be correct.					
1. Total from transaction splits			R63 620,63	R8 906,89	R72 527,52
2. Total from Commission Statement			R63 620,63	R8 906,89	R72 527,52

Approve Transactions

1. Import Transactions	2. Calculate Fees	3. Process Splits	4. Approve Transactions	5. Approve Statement

Record Edit

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:

Ongoing - Transaction Type	
New Save Save and Close Save and New	Delete Validate Cancel Open Related Record View Previous Record Next Record Close
Transaction Type Description: Ongoing Short Description: Ongoing System Type: No ☒ Auto Approve Income/Expense: Income External Code: Category: On-going Default Unit Cost: R0,00	

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.



Home Tools

Records Creation: New, Save, Save and Close, Save and New, Validate, Cancel, Generate Targets, Open Related Record, Create Expense Transactions, Generate Statement, Refresh, Show in Report, Previous Record, Next Record, Close

Records Edit: Edit, Record Edit, Open Related Record

Records Navigation: View, Previous Record, Next Record, Close

Records Creation: Save

Records Edit: Edit, Record Edit, Open Related Record

Records Navigation: View, Previous Record, Next Record, Close

Recipient Detail

Contact: [Pinstone Fred (F.J.)]

Account Code: [ADVAS001]

Is Broker House: ☐ Broker House: [XYZ Brokers]

Receive Commission: ☒ Default Commission: [80.00%]

Date Added: [2008/01/01]

PD Rating: []

Comment: []

Recipient Type: ☒ Active

Bank Account: []

Payroll Number: []

Book Value: [R0,00]

Balance: [R64 745,56]

Last Statement Date: [2016/02/17]

Contracts Templates Retention Policies Expenses Targets Accounts Transactions Statements

Move Transaction

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due	Approved
2016/10/21	Adv	Adv	Adv			☒
2016/10/21	Advance	Advance	Advance	R0,00	R20 000,00	☒
2019/06/12	Commission (AIG)	Loubser Jaundre (J.B.) (A...	New Business	R1 976,33	R16 092,96	☐
2019/06/12	Commission (AIG)	Fourie Annette (A.) (AIG9...	Short term monthly	R68,27	R718,76	☐
2019/06/12	Commission (AIG)	Vosser S (S.H.) (AIG9854...	Renewal Commission (Ann...	R141,28	R1 150,42	☐
2019/06/12	Commission (AIG)	Venter Willem (W.) (AIG9...	Short term monthly	R36,05	R293,54	☐
2019/06/12	Commission (AIG)	Burger Hettie (H.) (AIG98...	Short term monthly	R34,81	R283,44	☐
2019/06/12	Commission (AIG)	Hamman Pieter (P.J.) (AIG...	New Business	R584,56	R4 759,96	☐
2019/06/12	Commission (AIG)	Vernooij Ned (C.J.) (AIG9...	New Business	R675,74	R5 502,46	☐
2019/06/12	Commission (AIG)	Samodien M (M.S.) (AIG9...	Renewal Commission (Ann...	R297,42	R2 421,81	☐
2019/06/12	Commission (AIG)	Dettmer Gerhard (G.) (AIG...	Short term monthly	R94,01	R765,54	☐
2019/06/12	Commission (AIG)	de Jaar Hendrik (H.) (AIG...	Renewal Commission (Ann...	R297,42	R2 421,81	☐

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

Home Tools

Records Creation: New, Save, Save and Close, Save and New, Validate, Cancel, Open Related Record, View, Previous Record, Next Record, Close

Records Edit: Edit, Record Edit, Open Related Record

Records Navigation: View, Previous Record, Next Record, Close

Transaction Date: [2019/06/12]

Transaction Type: [Short term monthly]

Broker: [Alleman Jan (J.) (P4521)]

Amount (Exd VAT): [R329,91]

Contract: [Hoffman Gerhard (G.J.) (AIG - AIG985474)]

VAT: [R46,19]

Comment: []

Amount: [R376,10]

Market Value: [R0,00]

Contribution: [R0,00]

Message: []

Transactions

Transactio...	Recipient	Descri...	Reference	Transaction...	Percentage ...	Amount	Include ...	VAT	Total	Approved
2019/06/12	XYZ Brok...	Commissi...	Hoffman Gerhard (G.J.)...	Short term ...	30.00%	R98,97	☒	R13,86	R112,83	☐
2019/06/12	Alleman ...	Commissi...	Hoffman Gerhard (G.J.)...	Short term ...	70.00%	R230,94	☒	R32,33	R263,27	☐

SUM=R... SUM=... SUM=R...

User: ElsabeV

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



Home Tools

New Clone... Save Save and Close Save and New Validate Cancel 1. Import Transactions 2. Calculate Fees 3. Process Splits 4. Approve Transactions Approve Statement Open Related Record Refresh Automated Process Show in Report Previous Record Next Record Close

Records Creation Save Edit

Broker House: XYZ Brokers Statement Type: Commission statement
 Product Provider: AIG Status: Processed
 Brokerhouse Contract: XYZ Brokers (P102) Transactions Not Imported: 0
 Statement Date: 2019/06/12 Total Market Value: R0,00
 Reference: AIG Amount (Excl VAT): R63 620,63
 Bank Statement Amount: R75 527,52 Number Of Transactions: 0 VAT: R8 906,89
 Date Captured: 2019/06/26 Captured By: ElsabeV Amount: R72 527,52
 Date Processed: 2019/06/26 Date Approved:

Statement Entries Statement Files

Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl V...)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
2019/06/12	Finstone Fred (P.J.) (...)	Loubser Juandre (J.B.)	Juandre Loubser	Active	New Business	1st Year commission	R17 645,79	R2 470,41	R20 116,20	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	Hoffman Gerhard (G.J.)	Gerhard Hoffman	Active	Short term monthly	Short term monthly	R529,91	R46,19	R376,10	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	Maree Shaun (S.) (AIG)	Shaun Maree	Active	Short term monthly	Short term monthly	R595,23	R83,33	R678,56	R0,00	☒	☒	☐
2019/06/12	Finstone Fred (P.J.) (...)	Fourie Annelie (A.) (AI)	Annelie Fourie	Active	Short term monthly	Short term monthly	R788,11	R110,34	R898,45	R0,00	☒	☒	☐
2019/06/12	Finstone Fred (P.J.) (...)	van Dyk Johannes (J.F.)	Johannes van Dyk	Active	Renewal Commission (...)	2nd Year commission	R1 507,51	R211,05	R1 718,56	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	Botha Johaghum (J.M.)	Johaghum Botha	Active	Renewal Commission (...)	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	☒	☒	☐
2019/06/12	Finstone Fred (P.J.) (...)	Vermaas Neel (C.J.) (AI)	Neel Vermaas	Active	New Business	1st Year commission	R6 033,39	R844,68	R6 878,07	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	Beukes Chris (C.) (AIG)	Christiaan Beukes	Active	Short term monthly	Short term monthly	-R56,38	-R7,89	-R64,27	R0,00	☒	☒	☐
2019/06/12	Finstone Fred (P.J.) (...)	Hamman Pieter (P.J.) (...)	Petrus Hamman	Active	New Business	1st Year commission	R5 219,25	R730,70	R5 949,95	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	van Wyk Leon (L.) (AI)	Leon van Wyk	Active	Short term monthly	Short term monthly	R788,11	R110,34	R898,45	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	Snyman A (A.M.) (AIG)	A Snyman	Active	Renewal Commission (...)	2nd Year commission	R2 465,08	R345,11	R2 810,19	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	Burrows Corne (C.) (AIG)	Corne Burrows	Active	Renewal Commission (...)	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	LOURENS C (C.) (AIG)	C Lourens	Active	Short term monthly	Short term monthly	R174,61	R24,45	R199,06	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	Beets Mari (M.) (AIG)	Mari Beets	Active	New Business	1st Year commission	R17 519,70	R2 452,76	R19 972,46	R0,00	☒	☒	☐
2019/06/12	Allenan Jan (J.) (P4521)	van Niekerk Pieter (P.)	Pieter van Niekerk	Active	Short term monthly	Short term monthly	R680,76	R95,31	R776,07	R0,00	☒	☒	☐

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.

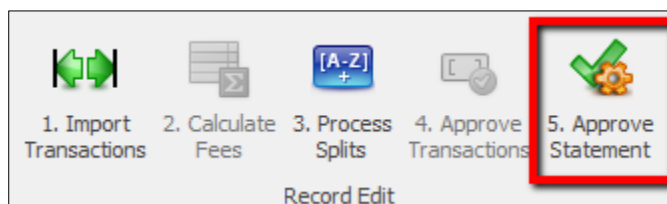
Statement Entries Statement Files

Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl V...)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
Click here to add a new row													
2017/03/01	Gibbs Abby (A.) (FIRM...	Gibbs Abby (A.) P01 3...	EOH Security and Buildi...	Active	Lapse	Lapse	R3 256,48	-R455,91	-R3 712,39	R0,00	☒	☒	☒
2017/03/01	Gibbs Abby (A.) (FIRM...	Gibbs Abby (A.) P01 4...	EOH Security & Building ...	Active	Short term	Unknown	R1 019,76	R142,77	R1 162,53	R0,00	☒	☒	☒
2017/03/01	Gibbs Abby (A.) (FIRM...	Gibbs Abby (A.) P01 4...	African Dynamics Invest...	No case info found	Short term	Unknown	R315,51	R44,17	R359,68	R0,00	☐	☐	☐
2017/03/01	Gibbs Abby (A.) (FIRM...	Gibbs Abby (A.) P01 3...	EOH Security and Buildi...	Active	Short term	Unknown	R24 709,49	R3 459,33	R28 168,82	R0,00	☒	☒	☒
2017/03/01	Gibbs Abby (A.) (FIRM...	Gibbs Abby (A.) P01 4...	African Dynamics Invest...	Active	Short term	Unknown	R301,76	R42,25	R344,01	R0,00	☒	☒	☒
2017/03/01	Gibbs Abby (A.) (FIRM...	Gibbs Abby (A.) P01 4...	African Dynamics Invest...	No case info found	Short term	Unknown	R257,76	R36,09	R293,85	R0,00	☐	☐	☐

Approve Statement

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

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





Manual Process

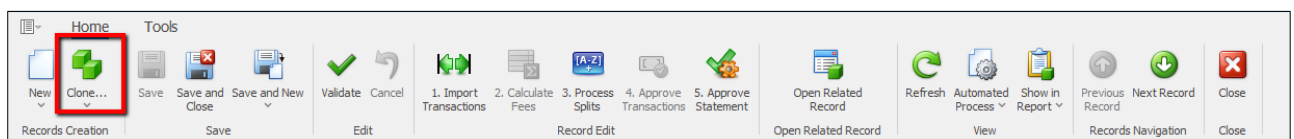
You may receive commission statements in formats which cannot be directly imported into the application, e.g., pdf.

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.



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

Transaction Date	Broker	Contract	Comment	Status	Transaction Type	Category	Amount (Excl VAT)	VAT	Amount	Market Value	Is Split Correct	Processed	Approved
	Finstone Fred (F.J.)	Loubser Juandre (J.B.)	Juandre Loubser	Active	New Business	1st Year commission	R17 645,79	R2 470,41	R20 116,20	R0,00			
	Allemen Jan (J.)	Hoffman Gerhard (G.J.)	Gerhard Hoffman	Active	Short term monthly	Short term monthly	R329,91	R46,19	R376,10	R0,00			
	Allemen Jan (J.)	Maree Shaun (S.J.)	Shaun Maree	Active	Short term monthly	Short term monthly	R595,23	R83,33	R678,56	R0,00			
	Finstone Fred (F.J.)	Fourie Annelie (A.)	Annelie Fourie	Active	Short term monthly	Short term monthly	R788,11	R110,34	R898,45	R0,00			
	Finstone Fred (F.J.)	van Dyk Johannes (J.F.)	Johannes van Dyk	Active	Renewal Commission	2nd Year commission	R1 507,51	R211,05	R1 718,56	R0,00			
	Allemen Jan (J.)	Botha Johaghum (J.M.)	Johaghum Botha	Active	Renewal Commission	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00			
	Finstone Fred (F.J.)	Vermaas Neel (C.J.)	Neel Vermaas	Active	New Business	1st Year commission	R6 033,39	R844,68	R6 878,07	R0,00			
	Allemen Jan (J.)	Beukes Chris (C.)	Christiaan Beukes	Active	Short term monthly	Short term monthly	R36,38	R7,89	R44,27	R0,00			
	Finstone Fred (F.J.)	Hamman Pieter (P.J.)	Petrus Hamman	Active	New Business	1st Year commission	R5 219,25	R730,70	R5 949,95	R0,00			
	Allemen Jan (J.)	van Wyk Leon (L.)	Leon van Wyk	Active	Short term monthly	Short term monthly	R788,11	R110,34	R898,45	R0,00			
	Allemen Jan (J.)	Snyman A (A.M.)	A Snyman	Active	Renewal Commission	2nd Year commission	R2 465,08	R345,11	R2 810,19	R0,00			
	Allemen Jan (J.)	Burrows Come (C.)	Come Burrows	Active	Renewal Commission	2nd Year commission	R1 505,58	R210,78	R1 716,36	R0,00			
	Allemen Jan (J.)	LOURENS C (C.)	C Lourens	Active	Short term monthly	Short term monthly	R174,61	R24,45	R199,06	R0,00			
	Allemen Jan (J.)	Beets Mari (M.)	Mari Beets	Active	New Business	1st Year commission	R17 519,70	R2 452,76	R19 972,46	R0,00			

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.

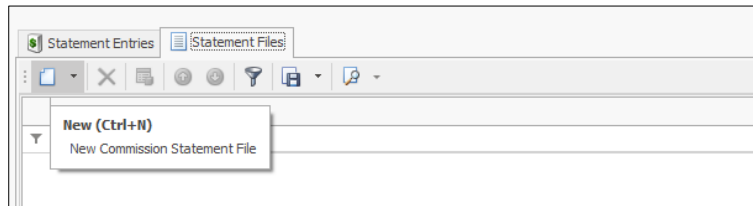
You can edit the cloned transactions should the amounts and contracts be different from the previous statement.

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

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



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



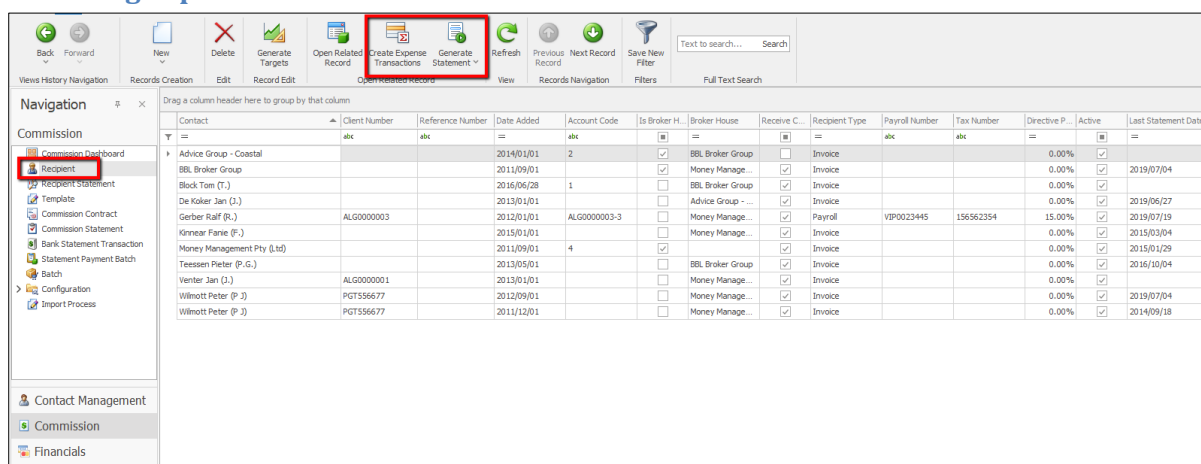
Recipient Month-End Process

Expenses

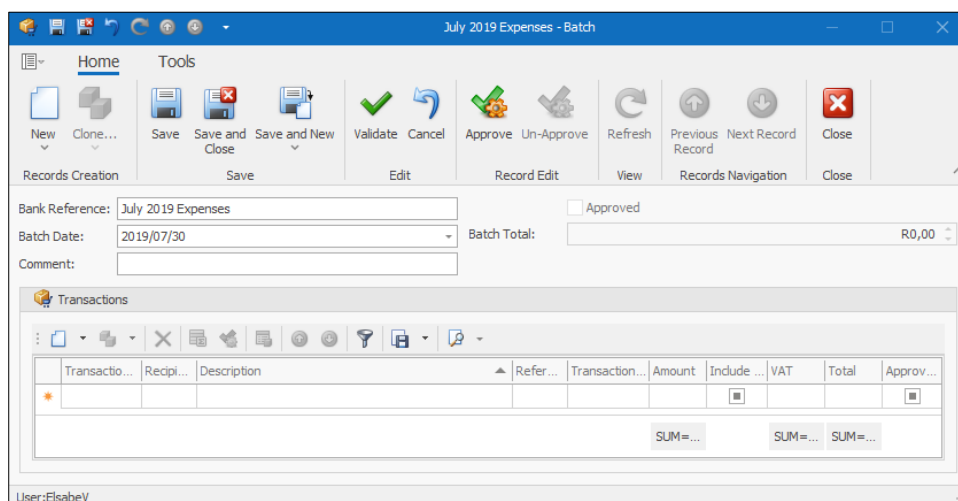
A Recipient may be liable for some expenses. These expenses may be once-off or occur over a period of months.

Recurring expenses will be captured on the Expenses tab.

Recurring Expenses



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





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

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

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

Use the Batch icon on the Navigation Pane and select the relevant batch:

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	-R500,00	☒	-R75,00	-R575,00	☐
2019/07/30	Gerber Ralf (R.)	Software Usage per user	PT001	Software License Fees	-R500,00	☒	-R75,00	-R575,00	☐
					SUM=-R1 000,00		SUM=-R150,00	SUM=-R1 150,00	

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

Batch entries / Journals

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

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

Map Name	Map Type	Map Reference	Header Row Count	Import To Temp Tables	Has Column Headers	Is Active
Ad Hoc Expenses	TCImportInterface.TransactionBatchImporter, TC...		0	☐	☒	☐
Allan Gray	TCImportInterface.CommissionImporter, TCImport...		33	☐	☒	☒
Allan Gray Market Value	TCImportInterface.CommissionImporter, TCImport...		33	☐	☒	☒
Altrick AR - Correct	TCCommSplitImport.CommissionImporter, TCComm...		1	☐	☒	☒
Altrick AR (HFM)	TCCommSplitImport.CommissionImporter, TCComm...		1	☐	☒	☒
Bankstatement	TCImportInterface.BankStatementImporter, TCImp...		0	☐	☒	☒
Contact Importer - Test	TCImportInterface.ContactImporter, TCImportInte...		0	☒	☐	☐
Contact Importer Test 2	TCImportInterface.ContactImporter, TCImportInte...		0	☒	☐	☐
Coronation	TCCommSplitImport.CommissionImporter, TCComm...	PT001	0	☐	☒	☒
Discovery Life	TCImportInterface.CommissionImporter, TCImport...		0	☐	☒	☒
Echelon	TCImportInterface.CommissionImporter, TCImport...		0	☐	☐	☐
Echelon Short-Term	TCCommSplitImport.CommissionImporter, TCComm...		16	☐	☒	☒
General Commission Import Map	TCCommSplitImport.CommissionImporter		0	☐	☒	☒
KeyHealth	TCCommSplitImport.CommissionImporter		9	☐	☒	☒
Liberty Med	TCCommSplitImport.CommissionImporter		10	☐	☒	☒
Map with Expression	TCCommSplitImport.TaskImporter, TCCommSplitIm...		0	☐	☐	☐
Map1	TCCommSplitImport.CommissionContractImporter, ...		0	☐	☐	☐
Momentum - Excel	TCCommSplitImport.CommissionContractImporter, ...		7	☐	☒	☐
My Commission Contracts	TCCommSplitImport.CommissionContractImporter, ...		0	☐	☐	☐
My Contacts	TCCommSplitImport.ContactImporter, TCCommSplit...		0	☐	☐	☐
MyNewTasks	TCCommSplitImport.TaskImporter, TCCommSplitIm...		0	☐	☐	☐
OM Fees	TCCommSplitImport.CommissionImporter, TCComm...	Adviceworx OM Fees	0	☐	☒	☐
Recipient Importer	TCCommSplitImport.RecipientImporter, TCCommSpl...		0	☐	☐	☐
Skybound	TCCommSplitImport.CommissionImporter, TCComm...		0	☐	☐	☐
Test	TCCommSplitImport.ContactImporter, TCCommSplit...		0	☐	☒	☐
Transaction Import	TCImportInterface.TransactionImporter, TCImport...		0	☐	☐	☐



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

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

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

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

Batch Reference	Batch Date	Approved	Batch Total
BNK234	2019/07/30	☐	-R1 150,00
PT20150316	2015/04/13	☐	R114,00
PGT201503	2015/03/16	☐	R0,00
PT20150212	2015/03/04	☐	R0,00
PGT88585	2015/02/12	☐	R0,00
PGT9898	2015/01/22	☐	R0,00
PGT768585	2014/11/13	☐	R0,00
DOF435345	2014/10/14	☐	R0,00
PGT999	2014/09/18	☐	R0,00
EXP32332	2014/09/15	☐	R0,00
BNK20140115	2014/09/02	☐	-R1 490,00
PT00345	2014/01/15	☐	R0,00
PT200815	2013/10/07	☐	R0,00
COH20130731	2013/08/29	☐	R0,00
	2013/07/31	☐	R0,00

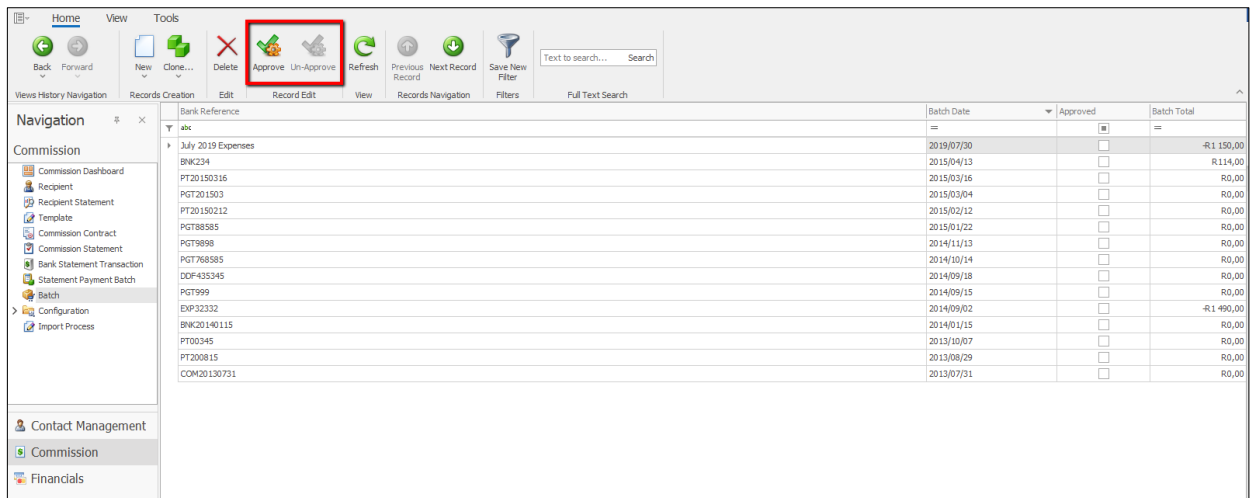
Select the General Import File on the Tools menu.

Home	View	Tools
General Import File	Import Transaction Batch	Handle Logfile
Synchronise	Help Resources	Reset View Settings
Show Workflow Instances		

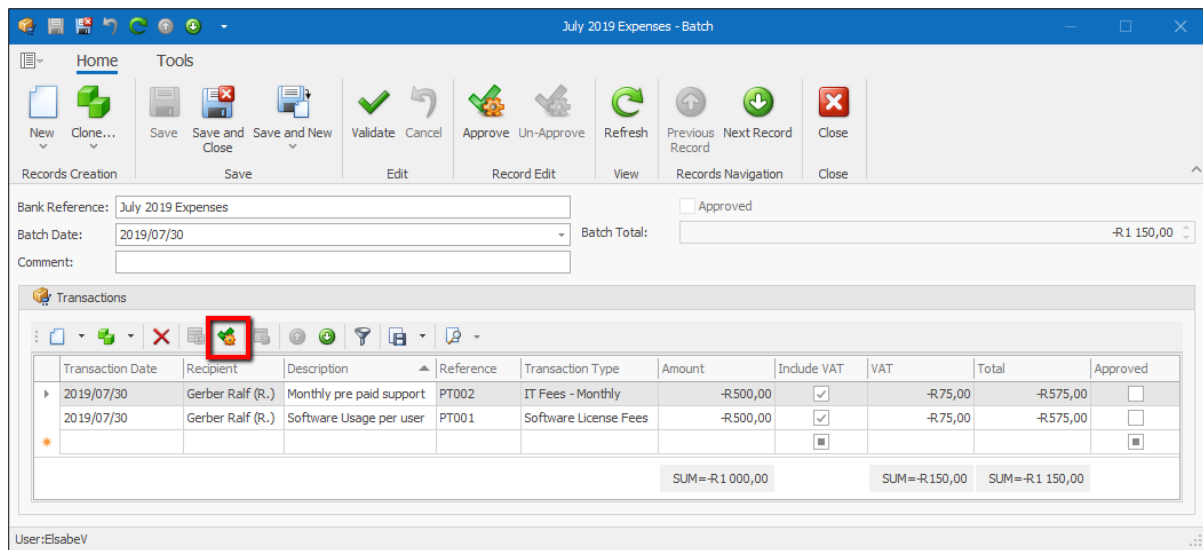


Follow the Wizard to import the batch entries.

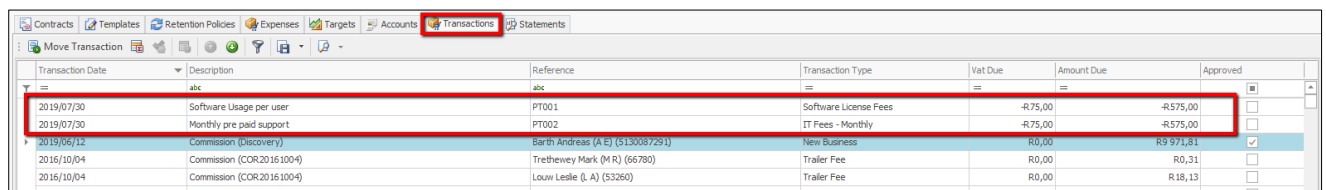
You can approve this batch now or you can select to open the batch and approve individual transactions.



Open batch to approve individual transactions.



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





Recipient Statement

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

You have 2 options when generating the recipient statement:

1. Generate Statement WITHOUT Retention - when no retained commission is being paid on this statement
2. Generate Statement WITH Retention - to release monthly commission retained

Generate Recipient Statement

The screenshot shows the software interface with a menu bar at the top. The 'Generate' menu is open, and the 'Generate Statement WITH Retention' option is highlighted with a red box. The interface also shows a navigation pane on the left and a main data table with columns for Contact, Client Number, Date, and various transaction details.

Contact	Client Number	Date	Broker House	Receive C.	Recipient Type	Payroll Number	Tax Number	Directive P.	Active	Last Statement D.
Advice Group - Coastal	abx	2014/01/01	2	☒	BBL Broker Group	☐	Invoice	0.00%	☒	
BBL Broker Group		2011/09/01		☒	Money Manage...	☒	Invoice	0.00%	☒	2019/07/04
Block Tom (T.)		2016/06/28	1	☐	BBL Broker Group	☒	Invoice	0.00%	☒	
De Koker Jan (J.)		2013/01/01		☐	Advice Group - ...	☒	Invoice	0.00%	☒	2019/06/27
Gerber Ralf (R.)	ALG0000003	2012/01/01	ALG0000003-3	☐	Money Manage...	☒	Payroll	15.00%	☒	2019/07/19
Kinnear Fanie (F.)		2015/01/01		☒	Money Manage...	☒	Invoice	0.00%	☒	2015/03/04
Money Management Pty (Ltd)		2011/09/01	4	☒		☒	Invoice	0.00%	☒	2015/01/29
Teessen Pieter (P.G.)		2013/05/01		☐	BBL Broker Group	☒	Invoice	0.00%	☒	2016/10/04
Venter Jan (J.)	ALG0000001	2013/01/01		☐	Money Manage...	☒	Invoice	0.00%	☒	
Wilmott Peter (P.J)	PGT556677	2012/09/01		☐	Money Manage...	☒	Invoice	0.00%	☒	2019/07/04
Wilmott Peter (P.J)	PGT556677	2011/12/01		☐	Money Manage...	☒	Invoice	0.00%	☒	2014/09/18

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:



Records Creation: New, Save, Save and Close, Save and New, Validate, Cancel, Generate Targets, Open Related Record, Create Expense Transactions, Open Related Record, Generate Statement, Refresh, Previous Record, Next Record, Close.

Recipient Detail: Tax Details, Competence Registers

Contact: Gerber Ralf (R.)
 Account Code: ALG0000003-3
 Broker House: Money Management Pty (Ltd)
 Receive Commission: 40.00%
 Date Added: 2012/01/01
 PD Rating:
 Comments:

Recipient Type: Payroll
 Bank Account:
 Payroll Number: VIP0023445
 Book Value: R9 913 000,00
 Balance: R12 291,22
 Last Statement Date: 2019/07/19

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

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	R906,53	R0,00	R906,53	R906,53	R135,98	R0,00				R0,00
STM-EVX201907-4	2019/07/19	R4 250,00	R0,00	R4 250,00	R5 000,00	R750,00	-R750,00				R0,00
STM-ADM201209-3	2012/09/12	R286,58	R0,00	R286,58	R286,58	R42,99	R0,00		2012/02/15	PT001	R0,00
STM-ADM201305-4	2013/05/24	R186 332,97	R0,00	R186 332,97	R219 215,25	R32 882,29	-R32 882,29		2013/05/25	PT002	R0,00
STM-ADM201404-10	2014/04/03	-R510,96	-R420,00	-R930,96	R2 928,28	R439,24	-R439,24		2015/03/16	PAY20150312	R0,00
STM-ADM201309-6	2013/09/18	R360,05	R0,00	R360,05	R423,58	R63,54	-R63,54		2015/03/16	PAY20150312	R0,00
STM-ADM201410-19	2014/10/16	R248,49	R0,00	R248,49	R292,34	R43,85	-R43,85		2015/02/12	PT54	R0,00
STM-ADM201308-5	2013/08/18	R623,25	-R140,00	R483,25	R1 909,70	R286,46	-R1 286,46		2015/03/16	PAY20150312	R0,00
STM-ADM201310-7	2013/10/08	R250 770,59	-R140,00	R250 630,59	R296 407,06	R44 461,06	-R45 636,46		2015/03/16	PAY20150312	R0,00
STM-ADM201411-20	2014/11/13	-R751,51	-R140,00	-R891,51	R292,34	R43,85	-R1 043,85		2014/11/14	FFT3523	R0,00
STM-ADM201502-26	2015/02/12	R3 778,49	-R140,00	R3 638,49	R5 621,76	R843,26	-R1 843,26		2019/06/30	Close Off Statements	R0,00
STM-ADM201409-16	2014/09/18	-R1 586,28	-R280,00	-R1 866,28	R589,91	R88,49	-R2 176,19		2015/03/04	PAY123	R0,00
STM-ADM201409-18	2014/09/19	R244,05	R0,00	R244,05	R287,11	R43,07	-R43,07		2015/02/12	PT54	R0,00
STM-ADM201501-23	2015/01/29	R227,22	R0,00	R227,22	R267,32	R40,10	-R40,10		2015/01/30	Comm201501	R0,00

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 process a payment run. To perform this action for multiple statements, you need to navigate to the Recipient Statement list view.

Home, View, Tools: Back, Forward, Delete, Pay Statement, **Approve**, Refresh, Automated Process, Previous Record, Next Record, All Statements, Save New Filter, Text to search..., Search.

Views History Navigation: Edit, Record Edit, View, Records Navigation, Filters, Full Text Search.

Navigation: Commission Dashboard, Recipient, **Recipient Statement**, Template, Commission Contract, Bank Statement Transaction, Statement Payment Batch, Batch, Configuration, Import Process.

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	R906,53	R0,00	R906,53	R906,53	R135,98	R0,00				R0,00
STM-ADM201409-14	BBL Broker Group	2014/09/03	R8 426,00	R0,00	R8 426,00	R8 426,00	R0,00	R0,00		2015/03/04	PAY123	R0,00
STM-ADM201501-22	BBL Broker Group	2015/01/29	R35,04	R0,00	R35,04	R35,04	R0,00	R0,00		2015/01/30	Comm201501	R0,00
STM-EVX201907-4	Gerber Ralf (R.)	2019/07/19	R4 250,00	R0,00	R4 250,00	R5 000,00	R750,00	-R750,00				R0,00
STM-ADM201501-21	Money Management P.	2015/01/29	R2 146,83	R300,56	R2 447,39	R2 146,83	R0,00	R0,00		2015/01/30	Comm201501	R0,00
STM-ADM201501-24	Teessen Pieter (P.G.)	2015/01/29	R4 169,55	R0,00	R4 169,55	R4 169,55	R0,00	R0,00		2015/01/30	Comm201501	R0,00
STM-ADM201209-3	Gerber Ralf (R.)	2012/09/12	R286,58	R0,00	R286,58	R286,58	R42,99	R0,00		2012/02/15	PT001	R0,00
STM-ADM201406-11	BBL Broker Group	2014/06/09	R350,81	R0,00	R350,81	R350,81	R0,00	R0,00		2015/03/16	PAY20150312	R0,00
STM-ADM201408-13	BBL Broker Group	2014/08/06	R906,00	R0,00	R906,00	R906,00	R0,00	R0,00		2015/03/04	PAY123	R0,00
STM-EVX201906-1	De Koker Jan (J.)	2019/06/27	R12 858,78	R0,00	R12 858,78	R12 858,78	R0,00	R0,00		2019/06/30	Close Off Statements	R0,00
STM-ADM201305-4	Gerber Ralf (R.)	2013/05/24	R186 332,97	R0,00	R186 332,97	R219 215,25	R32 882,29	-R32 882,29		2013/05/25	PT002	R0,00
STM-EVX201907-2	BBL Broker Group	2019/07/04	R30 130,40	R0,00	R30 130,40	R30 130,40	R0,00	R0,00		2019/06/30	Close Off Statements	R0,00
STM-ADM201404-10	Gerber Ralf (R.)	2014/04/03	-R510,96	-R420,00	-R930,96	R2 928,28	R439,24	-R439,24		2015/03/16	PAY20150312	R0,00
STM-ADM201502-25	BBL Broker Group	2015/02/12	R315,32	R0,00	R315,32	R315,32	R0,00	R0,00		2016/02/26	COM201602	R0,00
STM-ADM201409-15	Wilmott Peter (P.J.)	2014/09/03	R33 200,99	R4 697,14	R37 898,13	R33 550,99	R0,00	-R350,00		2014/11/20	COM2342	R0,00

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.



Save Save and Close Validate Cancel Pay Statement Approve Open Related Record Refresh Automated Process Previous Record Next Record Close

Recipient: Gerber Ralf (R.) Taxable Income: R906,53
Statement Number: STM-EVX201907-5 Tax Amount: R135,98
Statement Date: 2019/07/19 Expense: R0,00
Statement Vat Number: Advance Amount: R0,00
Amount: R906,53
Payment Dates: Approved Paid VAT: R0,00
Payment Batch: Total: R906,53

Message:

Statements Transactions

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due
2019/06/12	Commission (Discovery)	Barth Andreas (A E) (5130087291)	New Business	R0,00	R906,53

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.

Home View Tools Back Forward Delete Pay Statement Approve Refresh Automated Process Previous Record Next Record Close

Views History Navigation Edit Record Edit View Records Navigation Filters Save New Filter Text to search... Search

Navigation Commission Dashboard Recipient Recipient Statement Template Commission Contract Commission Statement Bank Statement Transaction Statement Payment Batch Batch Configuration Import Process

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	R770,55	R0,00	R770,55	R906,53	R135,98	-R135,98	✓			R0,00
STM-EVX201907-4	Gerber Ralf (R.)	2019/07/19	R4 250,00	R0,00	R4 250,00	R5 000,00	R750,00	-R750,00	✓			R0,00
STM-EVX201907-3	Wilmoet Peter (P J)	2019/07/04	R114,00	R0,00	R114,00	R114,00	R0,00	R0,00	✓	2019/06/30	Close Off Statements	R0,00
STM-EVX201907-2	BBL Broker Group	2019/07/04	R30 130,40	R0,00	R30 130,40	R30 130,40	R0,00	R0,00	✓	2019/06/30	Close Off Statements	R0,00
STM-EVX201906-1	De Koker Jan (J.)	2019/06/27	R12 858,78	R0,00	R12 858,78	R12 858,78	R0,00	R0,00	✓	2019/06/30	Close Off Statements	R0,00
STM-ADM201610-29	Teessen Pieter (P.G.)	2016/10/04	R305,39	R0,00	R305,39	R305,39	R0,00	R0,00	✓	2016/07/26	1235	R0,00
STM-ADM201607-28	BBL Broker Group	2016/07/28	R105,11	R0,00	R105,11	R105,11	R0,00	R0,00	✓	2016/09/12	PP345134	R0,00
STM-ADM201503-27	Kinnear Fanie (F.)	2015/03/04	R424,26	R0,00	R424,26	R1 424,26	R0,00	-R1 000,00	✓	2016/11/08	PGT20161108	R0,00
STM-ADM201502-26	Gerber Ralf (R.)	2015/02/12	R3 778,49	-R140,00	R3 638,49	R5 621,76	R843,26	-R1 843,26	✓	2019/06/30	Close Off Statements	R0,00
STM-ADM201502-25	BBL Broker Group	2015/02/12	R315,32	R0,00	R315,32	R315,32	R0,00	R0,00	✓	2016/02/26	COM201602	R0,00
STM-ADM201501-24	Teessen Pieter (P.G.)	2015/01/29	R4 169,55	R0,00	R4 169,55	R4 169,55	R0,00	R0,00	✓	2015/01/30	Comm201501	R0,00
STM-ADM201501-23	Gerber Ralf (R.)	2015/01/29	R227,22	R0,00	R227,22	R267,32	R40,10	-R40,10	✓	2015/01/30	Comm201501	R0,00
STM-ADM201501-22	BBL Broker Group	2015/01/29	R35,04	R0,00	R35,04	R35,04	R0,00	R0,00	✓	2015/01/30	Comm201501	R0,00
STM-ADM201501-21	Money Management P...	2015/01/29	R2 146,83	R300,56	R2 447,39	R2 146,83	R0,00	R0,00	✓	2015/01/30	Comm201501	R0,00
STM-ADM201411-20	Gerber Ralf (R.)	2014/11/13	-R751,51	-R140,00	-R891,51	R292,34	R43,85	-R1 043,85	✓	2014/11/14	FFT3523	R0,00

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:

Journal:

OK Cancel

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

Create a new Payment Batch.



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

Select the applicable Journal for account allocations.

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

Statement Payment Batch

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



Create the Payment File to finalise the payment process. The payment file is now available on the Document's tab.

July 2019 - Statement Payment Batch

Batch Reference: July 2019 Amount: R4 884,57

Payment Date: 2019/07/31

Payment Transaction Type: Commission Payment

Payment Type: General Payment File

Recipient Statements Notes Documents

Title	Reference	Date Created	Key Words	Document Ty...	Created By	Confidentialit...	Category
July 2019	July 2019	2019/07/22		General Pay...	ElsabeV	None	Payment File

User:ElsabeV Updated by: ElsabeV on 2019/07/22 14:07:55

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.

July 2019 - Statement Payment Batch

Close Batch Finalise Batch

Process Journals

Post the applicable journals to allocate transactions to Recipient Accounts

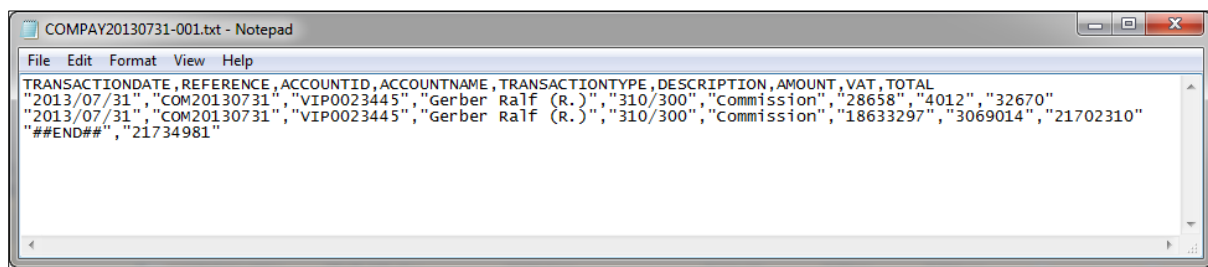
Post Journal

Financials

Name	Balance	Recurring	Last Processed Date
Commission Payable	R0,00		
Reserve	-R120,75		

Commission Payment Type

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



Print, export, and e-mail Recipient Statements

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

Automated process

An automated process will be setup by your System Administrator.

Select the relevant automated process to distribute multiple Recipient Statements simultaneously

Statement Number	Recipient	Statement Date	Amount	VAT	Total	Taxable Income	Tax Amount	Expense	Approved	Payment Date	Payment Reference	Advance Amount
STM-EVX201907-5	Gerber Ralf (R.)	2019/07/19	R770,55	R0,00	R770,55	R906,53	R135,98	R135,98	✓			R0,00
STM-EVX201907-4	Gerber Ralf (R.)	2019/07/19	R4 250,00	R0,00	R4 250,00	R5 000,00	R750,00	R750,00	✓			R0,00
STM-EVX201907-3	Wilmott Peter (P.J.)	2019/07/04	R114,00	R0,00	R114,00	R0,00	R0,00	R0,00	✓	2019/06/30	Close Off Statements	R0,00
STM-EVX201907-2	BBL Broker Group	2019/07/04	R30 130,40	R0,00	R30 130,40	R30 130,40	R0,00	R0,00	✓	2019/06/30	Close Off Statements	R0,00
STM-EVX201906-1	De Koker Jan (J.)	2019/06/27	R12 858,78	R0,00	R12 858,78	R12 858,78	R0,00	R0,00	✓	2019/06/30	Close Off Statements	R0,00
STM-ADM201610-29	Teessen Pieter (P.G.)	2016/10/04	R305,39	R0,00	R305,39	R305,39	R0,00	R0,00	✓	2016/07/26	1235	R0,00
STM-ADM201607-28	BBL Broker Group	2016/07/28	R105,11	R0,00	R105,11	R105,11	R0,00	R0,00	✓	2016/09/12	PP345134	R0,00
STM-ADM201503-27	Kinnear Fanie (F.)	2015/03/04	R424,26	R0,00	R424,26	R1 424,26	R0,00	R1 000,00	✓	2016/11/08	PGT20161108	R0,00
STM-ADM201502-26	Gerber Ralf (R.)	2015/02/12	R3 778,49	R140,00	R3 638,49	R5 621,76	R843,26	R1 843,26	✓	2019/06/30	Close Off Statements	R0,00
STM-ADM201502-25	BBL Broker Group	2015/02/12	R315,32	R0,00	R315,32	R315,32	R0,00	R0,00	✓	2016/02/26	COM201602	R0,00
STM-ADM201501-24	Teessen Pieter (P.G.)	2015/01/29	R4 169,55	R0,00	R4 169,55	R4 169,55	R0,00	R0,00	✓	2015/01/30	Comm201501	R0,00
STM-ADM201501-23	Gerber Ralf (R.)	2015/01/29	R227,22	R0,00	R227,22	R267,32	R40,10	R40,10	✓	2015/01/30	Comm201501	R0,00
STM-ADM201501-22	BBL Broker Group	2015/01/29	R35,04	R0,00	R35,04	R35,04	R0,00	R0,00	✓	2015/01/30	Comm201501	R0,00
STM-ADM201501-21	Money Management P...	2015/01/29	R2 146,83	R300,56	R2 447,39	R2 146,83	R0,00	R0,00	✓	2015/01/30	Comm201501	R0,00
STM-ADM201411-20	Gerber Ralf (R.)	2014/11/13	R751,51	R140,00	R891,51	R292,34	R43,85	R1 043,85	✓	2014/11/14	FFT3523	R0,00

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.

Transaction Date	Description	Reference	Transaction Type	Vat Due	Amount Due
2019/06/12	Commission (Discovery)	Barth Andreas (A.E) (S130087291)	New Business	R0,00	R906,53

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.



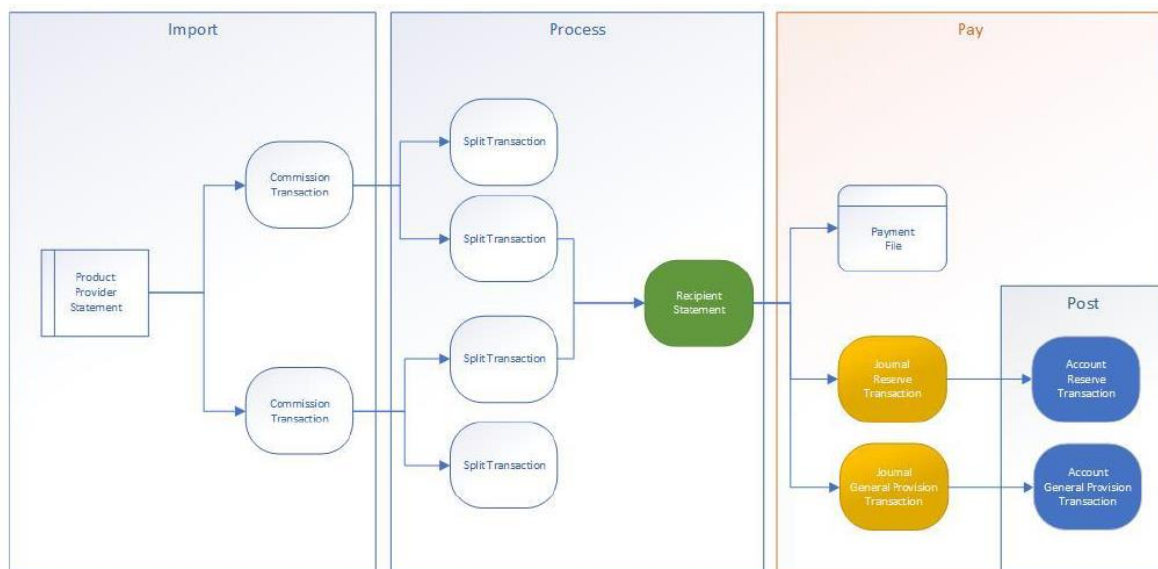
Financials

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

The screenshot shows the 'Recipient Detail' window. The 'Accounts' tab is selected and highlighted with a red box. The window contains various fields for recipient information, including contact details, account codes, and commission settings. The 'Accounts' tab shows a table with columns for Account, Balance, Transaction Type, Account Type, Monthly Reserve, Max Balance, Last Updated, and Updated By.

Account	Balance	Transaction Type	Account Type	Monthly Reserve	Max Balance	Last Updated	Updated By
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Account

Refer to [Account](#) section in this document

Transaction Type

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

Account Type

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

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

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

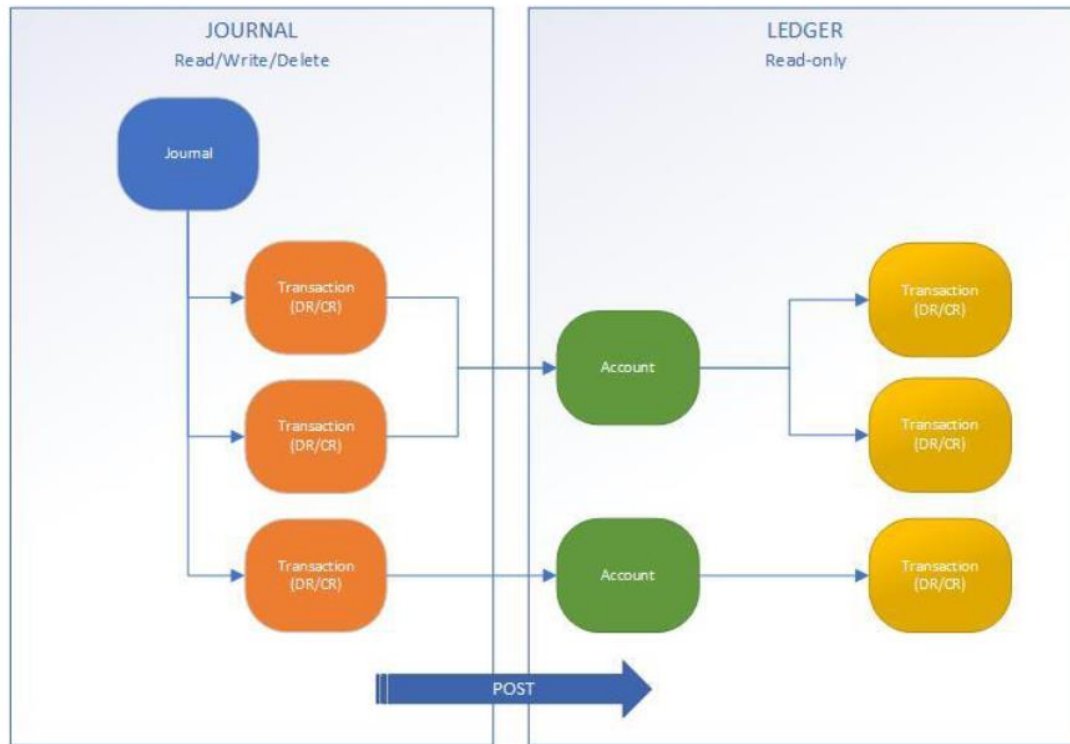
Select from a pre-set list of Account Types:



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

Transactions are captured, generated or imported to 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.



The screenshot shows the application interface with the 'Home' ribbon active. The 'Records Creation' group contains a 'New' button, which is highlighted with a red arrow. The 'Navigation' pane on the left shows the 'Journal' option selected under the 'Financials' category. The main window displays the 'Journal' form with fields for Name, Balance, and Last Processed Date, and a table for recording transactions.

Journal Transaction

The screenshot shows the 'Journal Transaction' form. The 'Detail' tab is active, displaying various fields for recording a transaction. The 'Journal' field is set to 'Journal', 'Account' to 'Account', and 'Transaction Date' to '2019/06/21'. The 'Reference' field is empty, 'Description' is 'Description', 'Date Captured' is '2019/06/21', and 'Captured By' is 'ElsabeV'. The 'Transaction Type' is set to 'Transaction Type', 'Credit Amount' is 'R0,00', 'Debit Amount' is 'R0,00', 'VAT Type' is 'VAT', 'VAT' is 'R0,00', and 'Total' is 'R0,00'. The 'Posted' checkbox is unchecked.

Fieldname	Description	Required
Journal	This will default to the selected Journal	✓
Account	Select the Account this transaction applies to	✓
Transaction Date	Defaults to current date. Select the relevant date for the transaction. For recurring batches, the transaction date will automatically adjust using the month or the day the batch is posted.	✓
Reference	Any information relevant to this transaction. This could be a policy number or any information suitable for cross referencing the specific transaction.	
Description	Describe the purpose of this transaction	✓
Date Captured	Defaults to current date. Cannot edit this field.	
Captured By	Auto populated with the name of the user logged onto the application. Cannot edit this field.	
Transaction type	Select from a list of pre-defined transaction types. The transaction type determines if the transaction is a credit or debit.	✓
Credit amount	Field will become active if a Credit transaction type was selected. This is the amount the selected account needs to be credited with. The amount can be inclusive or exclusive of VAT.	✓



Debit amount	Field will become active if a Debit transaction type was selected. This is the amount the selected account needs to be debited with. The amount can be inclusive or exclusive of VAT.
VAT type	Determine if VAT is applied or not
Amount Incl VAT	Determine if the Credit/Debit amount is VAT inclusive or not
VAT	VAT is calculated based on the transaction date and the VAT % for the default Country specified for the application.
Total	Calculated as Credit/Debit amount plus VAT
Posted	Indicates whether transaction has already been posted to the Ledger.

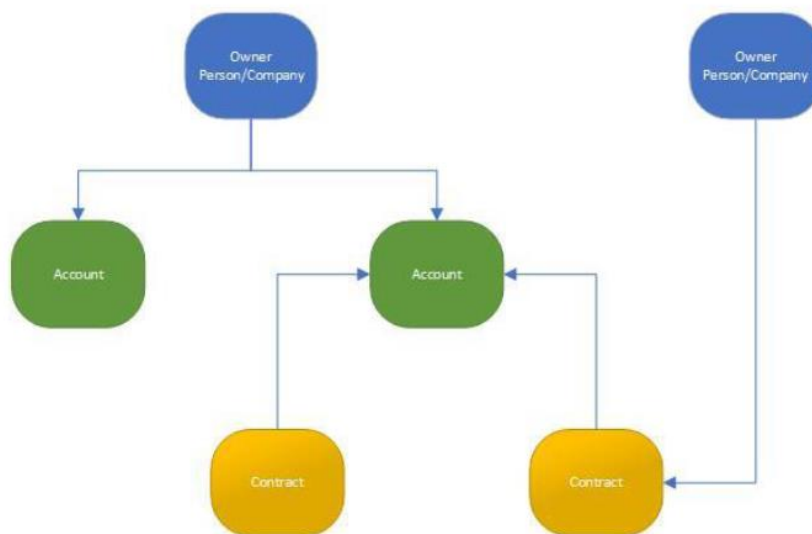
Journal transactions are not only captured manually but can also be generated via application processes or via import functions.

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

File Home Tools

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

Records Creation Save Edit Open Related Record Records Navigation Close

Account Number: Is Active ☐

Owner: * Collection Day: 1

Account Type: * Reference:

Bank Account: Journal Balance: R0,00

Email: Balance: R0,00

Vat Number: Debit Order Amount: R0,00

Transactions Journal Transactions Contracts

Transaction...	Reference	Transact...	Description	Debit Am...	Credit A...	Amount ...	VAT Type	VAT	Total	Reconciled
=	R0C	=	R0C	=	=		=	=	=	

SUM=R... SUM=R... SUM=R... SUM=R...

User: ElsabeV

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 Number: ACC-EVX201907-12 ☒ Is Active ☐ Proof Required

Owner: * Abrahams Mark (M.) Collection Day: 1

Account Type: * Savings Reference:

Bank Account: Journal Balance: R0.00

Email: * Balance: -R80.59

Vat Number: Debit Order Amount: -R80.59

Transactions Journal Transactions Contracts

Transaction Date	Reference	Description	Debit Amount	Credit Amount	Amount Include VAT	VAT Type	VAT	Total	Reconciled
		Reverse Transaction							
2019/10/03	STM-EVXX20...	Savings Allocation Reserve (2.5%)	R0.00	R23.20	☐	VAT	R3.48	-R26.68	☐
2019/10/03	STM-EVXX20...	Savings Allocation Reserve (2.5%)	R0.00	R46.88	☐	VAT	R7.03	-R53.91	☐
2023/03/23	STM-EVXX20...	Savings Allocation Reserve (2.5%)	R0.00	R6 775.24	☐	No VAT	R0.00	-R6 775.24	☐
2023/03/29	STM-EVXX20...	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

OK Cancel

The reversed transaction will be visible on the specific Account's Journal Transactions Tab until the Journal is posted.



Account Number: ACC-EVX201907-12 ☒ Is Active ☐ Proof Required

Owner: * Abrahams Mark (M.) Collection Day: 1

Account Type: * Savings Reference:

Bank Account: Journal Balance: R53.91

Email: * Balance: -R80.59

Vat Number: Debit Order Amount: -R80.59

Transactions **Journal Transactions** Contracts

Transaction Date	Journal	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Posted	Total	Reconciled
2023/05/04	Adjustme...	Reverse transaction	STM-EVXX2...	Amount incorrec...	R46.88	R0.00	VAT		-R7.03		R53.91	

SUM=R46.88 SUM=R0.00 SUM=-R7.03

Save and New Delete Validate Cancel Post Journal Show Workflow Instances Refresh Links Show in Report Previous Record Next Record Close

Task | Account | Abrahams Mark (M.) (ACC-... | Journal Adjustments - Journal X

Name: * Adjustments ☐ Recurring

Balance: -R285.95 Last Processed Date:

Transaction Date	Account	Transaction Type	Reference	Description	Debit Amount	Credit Amount	VAT Type	Amount Include VAT	VAT	Total	Posted
2023/05/04	Abrahams ...	Reverse transaction	STM-EVXX20...	Amount incorrect...	R46.88	R0.00	VAT		-R7.03	R53.91	
2018/05/11	Vermaak M...	Pro-rata Debit		Joining Fee	R20.00	R0.00	VAT		-R2.61	R20.00	
2023/01/12	NDLAZI TO...	Adjustment	200704	Testing	R0.00	R359.86	No VAT		R0.00	-R359.86	

Once the Journal has been posted, the reversed transaction will be an entry on the Account Transactions.

Account Number: ACC-EVX201907-12 ☒ Is Active ☐ Proof Required

Owner: * Abrahams Mark (M.) Collection Day: 1

Account Type: * Savings Reference:

Bank Account: Journal Balance: R0.00

Email: * Balance: -R26.68

Vat Number: Debit Order Amount: -R26.68

Transactions **Journal Transactions** Contracts

Transaction Date	Reference	Transaction Type	Description	Debit Amount	Credit Amount	Amount Include VAT	VAT Type	VAT	Total	Reconciled
2023/05/04	STM-EVXX20...	Reverse transaction	Amount incorrect...	R46.88	R0.00		VAT	-R7.03	R53.91	
2019/10/03	STM-EVXX20...	Savings Allocation	Reserve (2.5%)	R0.00	R46.88		VAT	R7.03	-R53.91	
2023/03/23	STM-EVXX20...	Savings Allocation	Reserve (2.5%)	R0.00	R6 775.24		No VAT	R0.00	-R6 775.24	
2019/10/03	STM-EVXX20...	Savings Allocation	Reserve (2.5%)	R0.00	R23.20		VAT	R3.48	-R26.68	
2023/03/29	STM-EVXX20...	Invoice	Reverse savings	R6 775.24	R0.00		No VAT	R0.00	R6 775.24	

SUM=R6 822.11 SUM=R6 845.31 SUM=R3.48 SUM=-R26.68

It is important to note that this reversed amount will not be allocated back to the Recipient's transactions, but to a Journal instead.

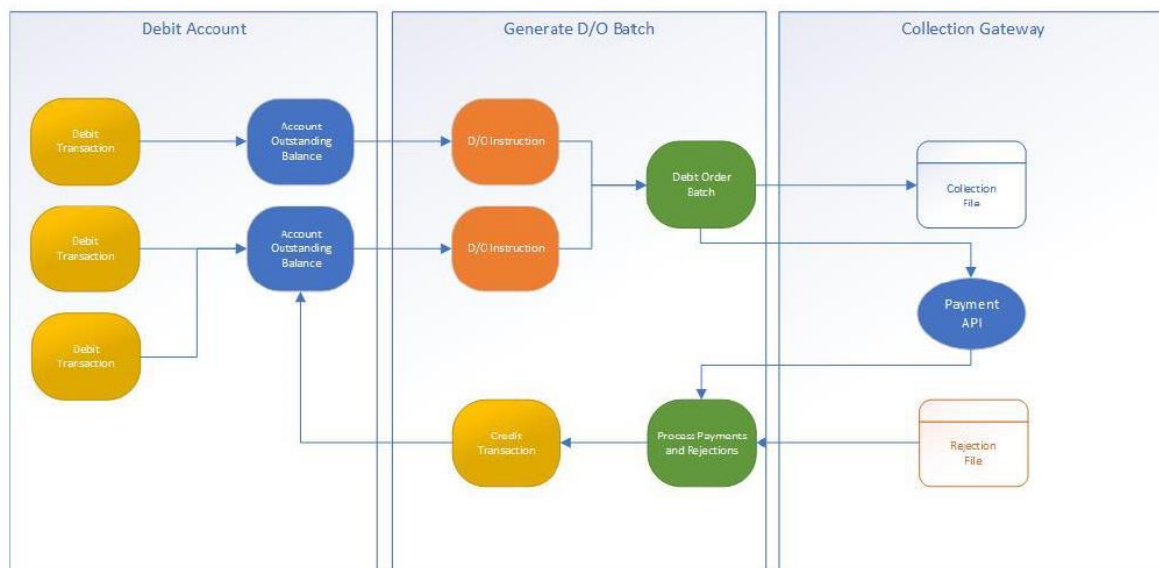


Debit Order Collections

You can collect payments from your clients via debit orders processed against their respective bank accounts.

You need to open an account with a collection house and obtain signed mandates from your clients to process debit orders.

Debit Order Collection



There are two parts in any collection process

- Issuing the instruction
- Handling of non-payments or rejections

Note the Account tab on each policy detail view. Account information for the specific policy needs to be entered for collection or record keeping.

The screenshot shows the 'Account' tab selected in the policy detail view. The 'Banking Information' section contains the following fields:

- Payment Type:*
- Invoice To:*
- Debit Order Account:*
- Account Balance:
- Journal Balance:

Only one account is set up per client, but multiple policies can be linked, resulting in only one calculated premium being collected from the client's bank account.

The 'Process Debit' action on each Module will calculate the premium to be collected.

Please refer to the individual modules for month-end processes.



Create Debit order Instruction

Debit order instruction is issued on the outstanding balance of the ledger account.

This will take place via a journal, either captured or generated.

Select the list of accounts and create the Financial batch.

Owner	Account Number	Account Type	Journal Balance	Debit Order Amount	Balance	Proof Required	Collection Day	Is Active	Reference
Abdulla M S (M S)	ACC-SA201804-22	Debit Order	R0.00	R0.00	R0.00	☐		☒	
Abdulla R (R)	ACC-EV1201906-11	Debit Order	R0.00	R0.00	R0.00	☐		☒	
ABED IMRAAN (I)	35007/00333	Debit Order	R0.00	-R4 094.85	-R4 094.85	☐		☒	LOA1001/185
ABELS C (C S)	30005/00210	Debit Order	R0.00	R0.00	R0.00	☐		☒	002-135082
ABELS C (C S)	30050/01361	Debit Order	R0.00	-R4 499.56	-R4 499.56	☐		☒	TR006/717
ABELS M (M)	30059/00551	Debit Order	R0.00	R3 188.47	R3 188.47	☐	15	☒	ZT301/037
Aboose Service Station CC	ACC-SJ201906-4	Debit Order	R0.00	R0.00	R0.00	☐		☒	
Abrahams Mark (M.)	ACC-EV1202303-15	Commission	R0.00	R0.00	R0.00	☐		☒	256998
Abrahams Mark (M.)	ACC-EV1202302-14	Tax deduction	R0.00	R0.00	R0.00	☐		☒	
Abrahams Mark (M.)	ACC-EV1201907-12	Savings	R0.00	R27.23	R27.23	☐		☒	
ABRAHAMS TRANSPORT	30001/00571	Debit Order	R0.00	-R11 276.94	-R11 276.94	☐	15	☒	D106/528
ABRAHAMS W (W)	30060/00510	Debit Order	R0.00	-R550.00	-R550.00	☐		☒	LTA207/263
Accom Oral (O S)	35007/00253	Debit Order	R0.00	-R7 976.86	-R7 976.86	☐		☒	LOA912/104
ADAM A Z (A)	30059/00532	Debit Order	R0.00	R1 437.54	R1 437.54	☐	15	☒	ZT302/013
ADAMS BUS SERVICES	35500/00001	Debit Order	R0.00	-R63 163.78	-R63 163.78	☐		☒	EAB5001

At this stage, you can still make changes to any collection amount by reversing the Journal transaction.

Owner	Account Number	Account Type	Journal Balance	Debit Order Amount	Balance	Proof Required	Collection Day	Is Active	Reference
Abdulla M S (M S)	ACC-SA201804-22	Debit Order	R0.00	R0.00	R0.00	☐		☒	
Abdulla R (R)	ACC-EV1201906-11	Debit Order	R0.00	R0.00	R0.00	☐		☒	
ABED IMRAAN (I)	35007/00333	Debit Order	R0.00	-R4 094.85	-R4 094.85	☐		☒	LOA1001/185
ABELS C (C S)	30005/00210	Debit Order	R0.00	R0.00	R0.00	☐		☒	002-135082
ABELS C (C S)	30050/01361	Debit Order	R0.00	-R4 499.56	-R4 499.56	☐		☒	TR006/717
ABELS M (M)	30059/00551	Debit Order	R0.00	R3 188.47	R3 188.47	☐	15	☒	ZT301/037
Aboose Service Station CC	ACC-SJ201906-4	Debit Order	R0.00	R0.00	R0.00	☐		☒	
Abrahams Mark (M.)	ACC-EV1202303-15	Commission	R0.00	R0.00	R0.00	☐		☒	256998
Abrahams Mark (M.)	ACC-EV1202302-14	Tax deduction	R0.00	R0.00	R0.00	☐		☒	
Abrahams Mark (M.)	ACC-EV1201907-12	Savings	R0.00	R27.23	R27.23	☐		☒	
ABRAHAMS TRANSPORT	30001/00571	Debit Order	R0.00	-R11 276.94	-R11 276.94	☐	15	☒	D106/528
ABRAHAMS W (W)	30060/00510	Debit Order	R0.00	-R550.00	-R550.00	☐		☒	LTA207/263
Accom Oral (O S)	35007/00253	Debit Order	R0.00	-R7 976.86	-R7 976.86	☐		☒	LOA912/104
ADAM A Z (A)	30059/00532	Debit Order	R0.00	R1 437.54	R1 437.54	☐	15	☒	ZT302/013
ADAMS BUS SERVICES	35500/00001	Debit Order	R0.00	-R63 163.78	-R63 163.78	☐		☒	EAB5001

Take note: You need to post this Journal before creating the debit order.

You will also see all relevant Policies (Contracts) on which premiums will be calculated on each account.



Contract Number	Payment Type	Invoice To	Product Name	Product Provider Name	Product Type
AIG201801	Debit Order	Abdulla D (D)	AIG Personal Insurance	AIG	Short Term Policy

Complete the steps of the Debit Order Batch Process Wizard:

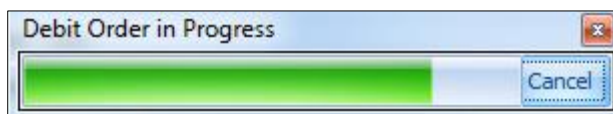
Create a new batch for collection:



Fieldname	Description
Batch Number	Leave blank. Capture batch number once received from collection agency.
Description	Type a relevant description for the debit order batch
Collection Date	Date of collection via debit order
Use Collection Date for All Transactions	Select option from drop-down list
Collection Type	Select type from drop-down list

Continue to create the Financial batch for the Debit Orders.

Leave the 'All Transactions' tick box selected and click on OK:



Approve the Financial Batch once you are satisfied that the collection is correct.

Debit Order [June2020] - EPIC Payment(2023/06/01 00:00:00) - Financial Batch

File Home Tools

Records Creation Save Edit **Approve Batch** Inapprove Batch Create File Process Credit Process Debit Close Disk Open Related Record Open Related Record Workflow View Rec... Close

Collection Type:* EPIC Payment Total: R12 930.12
 Batch Number: June2020 Paid: R0.00
 Description: Policy batch for July and June Variance: R12 930.12
 Collection Date:* 2023/06/01 Date Approved:
 Use Collection Date For All Transactions: Account Collection Day Approved By: ElsabeV
 Is Payment: Payment
 External Reference: ☐ Batch Finalised ☐ Approved ☐ Disk Closed ☐ Reconciled

Batch Items Notes Documents Questionnaires

Account	Branch Code	Account Number	Account Type	Reference	Amount	Strike Date	Status	Recon Date	Date Created	Unpaid Reason	Created By
MALAN S.	632005	9120124345	Savings Acco...	D803/293	R558.44	2020/06/01	Submit...		2023/05/10		ElsabeV

9 SUM=R1...

Create Debit order file

Use Create File action to generate the instruction file and to upload it to the collection gateway.

The collection file will be saved on the documents tab.

Debit Order [June2020] - EPIC Payment(2023/06/01 00:00:00) - Financial Batch

File Home Tools

Records Creation Save Edit **Create File** Approve Batch Inapprove Batch Create File Process Credit Process Debit Close Disk Open Related Record Open Related Record Workflow View Rec... Close

Collection Type:* EPIC Payment Total: R12 930.12
 Batch Number: June2020 Paid: R0.00
 Description: Policy batch for July and June Variance: R12 930.12
 Collection Date:* 2023/06/01 Date Approved: 2023/05/10
 Use Collection Date For All Transactions: Account Collection Day Approved By: ElsabeV
 Is Payment: Payment
 External Reference: ☐ Batch Finalised ☒ Approved ☐ Disk Closed ☐ Reconciled

Batch Items Notes Documents Questionnaires

Account	Branch Code	Account Number	Account Type	Reference	Amount	Strike Date	Status	Recon Date	Date Created	Unpaid Reason	Created By
MALAN S.	632005	9120124345	Savings Acco...	D803/293	R558.44	2020/06/01	Submit...		2023/05/10		ElsabeV

9 SUM=R1...

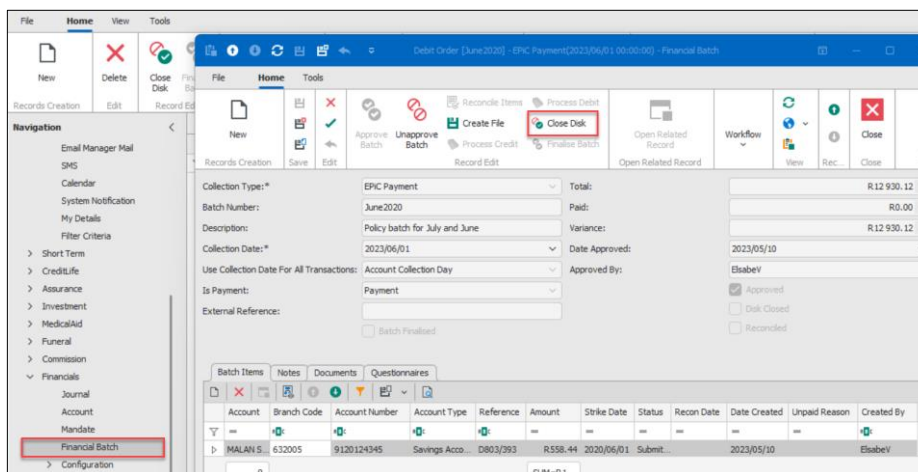


The policies selected for premium collection are listed as batch items and the Batch file total agrees with the total of the Collections Journal.

If the Collection Agency informs you of an entry with incorrect bank account details, you can make the correction and resend the collection file. When deleting the incorrect Batch item, the collection amount will be reversed to the client's account. After correcting the client's banking details, you can re-submit the account to the same debit order batch file or create a separate batch file following the same process as from step 5.

Note that all items in the Debit Order Batch file have a status of 'Submitted'.

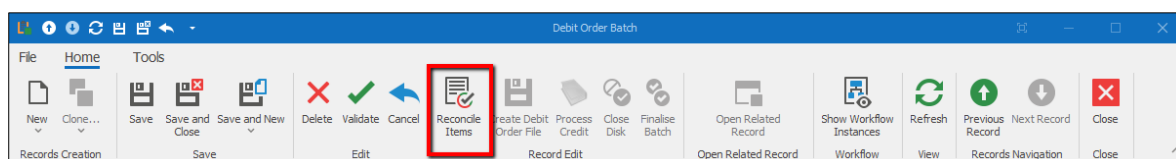
Once confirmation of collection has been received from the Collection Agency, you need to enter the Batch Number received on the Debit Order Batch File. Now you can 'Close Disk'. No further changes to any transaction in the Debit Order batch file will be possible.



You can also link the Collection Agency's file to the Documents tab.

Reconciliation process

Once the Debit Order batch has been closed, the Reconciliation icon will be active.



All batch items are presumed 'Paid'. When you receive the Collection Agency's rejection file, you can manually change the status of the applicable transactions:



Debit Order [CLFeb2018 Credit Life Feb 2018] - EPIC(2018/02/28 12:00:00 AM) - Financial Batch

File Home Tools

Records Creation: New, Save, Save and Close, Save and New, Cancel, Delete, Validate, Approve Batch, Unapprove Batch, Reconcile Items, Create File, Process Credit, Close Disk, Finalise Batch

Open Related Record: Open Related Record, Workflow, Refresh, Links, Show in Report, View, Rec..., Close

Collection Type: EPIC, Batch Number: CLFeb2018, Description: Credit Life Feb 2018, Collection Date: 2018/02/28, Use Collection Date For All Transactions: Account Collection Day, Is Payment: Collection, External Reference: , Total: R280.00, Paid: R280.00, Variance: R0.00, Date Approved: , Approved By: , ☐ Approved, ☒ Disk Closed, ☒ Reconciled

Batch Items | Notes | Documents | Questionnaires

Account	Branch Code	Account Number	Account Type	Reference	Amount	Strike Date	Status	Recon Date	Date Created	Unpaid Reason	Created By
Nqumba No...	122905	222920447088	Savings Account	SI201803	R280.00	2018/02/01	Paid	2018/03/15			

Account	Branch Code	Account Number	Account Type	Reference	Amount	Strike Date	Status	Recon Date	Unpaid Reason
1-2-3 Marketing Corpor...	201707	201707201707	0	Test	R2,00	2017/07/31	Un paid	2019/06/21	No authority to debit

If you change the status of a Batch Item to 'Un paid', you need to specify the Unpaid Reason.

Once all transactions have been reconciled, you can continue to process the credit transactions.

Create Credit Transactions

The 'Process Credit' action completes the Month-end Process.

Journal transactions will be created which you can review before posting the journal. When posting the journal, credit transactions will be generated on the respective clients' account.

Select Process Credit:

File Home Tools

Records Creation: New, Save, Save and Close, Save and New, Cancel, Delete, Validate, Approve Batch, Unapprove Batch, Reconcile Items, Create File, **Process Credit**, Close Disk, Finalise Batch

Open Related Record: Open Related Record, Workflow, Refresh, Links, Show in Report, View, Rec..., Close

Complete the fields of the Journal Process Wizard as per below.

Note: Transaction Date needs to be the actual date when the debit order was processed against the clients' bank accounts.

Journal Process

Journal: Month end

Journal Balance: R0,00

Transaction Type: Debit Order Payment

Is Debit: Credit

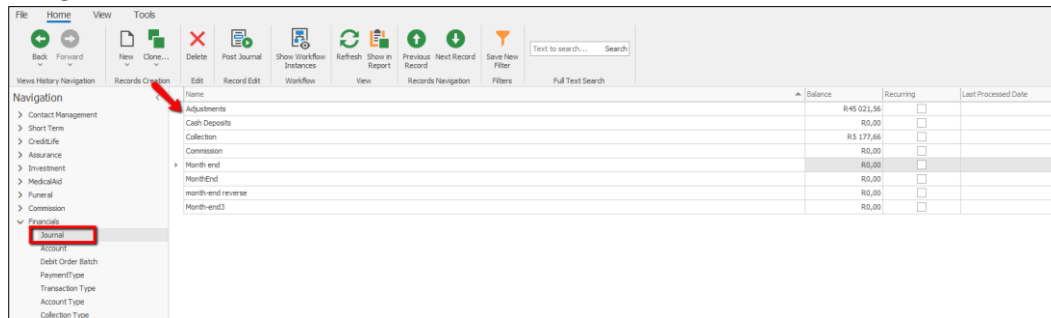
Transaction Date: 2019/05/31

Description: Premium Payment

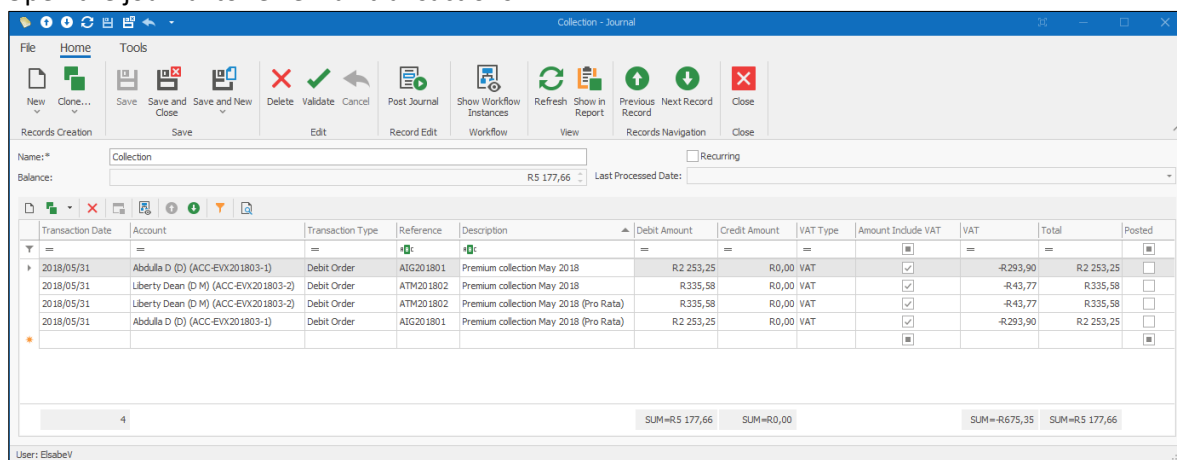
OK Cancel



Navigate to the Collections Journal:

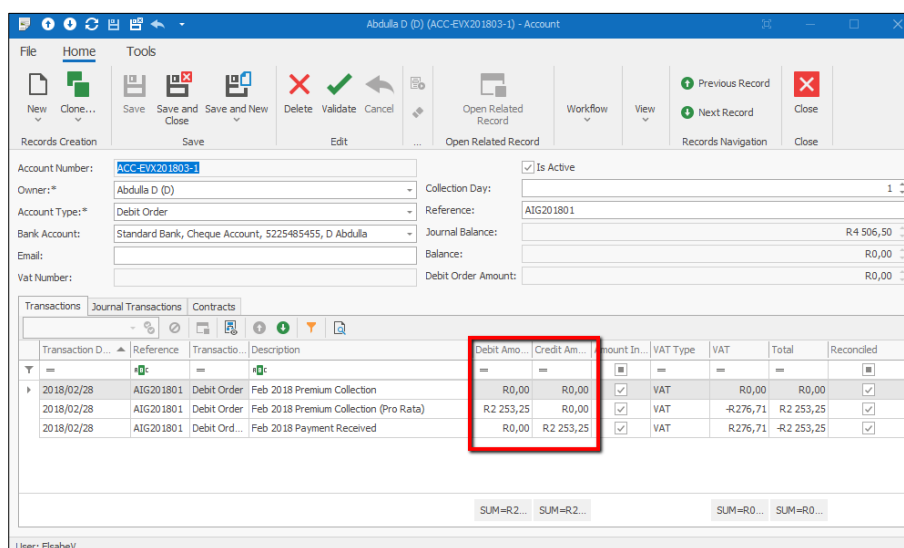
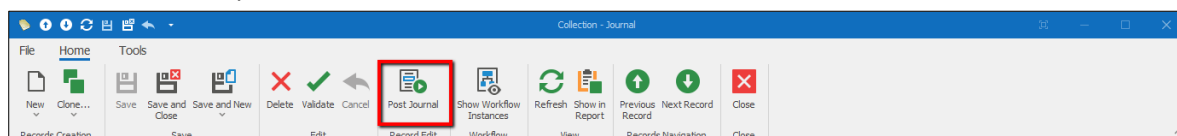


Open the journal to review all transactions:



All unmet and rejected premiums will have a credit value of R0.00

Post the Journal to process the credits to the Clients' Accounts:





Debit Order Batch can now be finalised:

File Home Tools

New Save Save and Close Save and New Delete Validate Cancel Approve Batch Unapprove Batch Reconcile Items Create File Process Credit Process Debit Close Disk **Finalise Batch** Open Related Record Show Workflow Instances Refresh Links Previous Record Next Record Close

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

Collection Type:* EPIC Total: R280.00
Batch Number: CLFeb2018 Paid: R280.00
Description: Credit Life Feb 2018 Variance: R0.00
Collection Date:* 2018/02/28 Date Approved:
Use Collection Date For All Transactions: Account Collection Day Approved By:
Is Payment: Collection
External Reference:
☐ Batch Finalised
☐ Approved
☒ Disk Closed
☒ Reconciled

Batch Items Notes Documents Questionnaires

Account	Branch Code	Account Number	Account Type	Reference	Amount	Strike Date	Status	Recon Date	Date Created	Unpaid Reason	Created By
Nqumba Nomza...	122905	222920447088	Savings Account	SI201803	R280.00	2018/02/01	Paid	2018/03/15			