



Broker Portal ECF Enhancements

Screen Navigation Walkthrough

Please progress through the walkthrough by clicking your mouse button following each informational message.



Overview

The primary objectives of the Broker Portal enhancements are a reduction in query rates and in broker effort, in order to improve the efficiency of the claims agreement process. They will be applied to London market online claims systems only.

The enhancements include:

- A new Document Management Service (DMS), providing improved document upload and handling ability
- Improved validation on documents
- Improved handling of emails and their attachments
- Additional CLASS validation for Unique Market Reference (UMR) and Original Signing Number & Date (OSND).

Document Management Service



- The DMS will be automatically and seamlessly invoked during CLASS claims data entry.
- The DMS allows a user to view existing documents uploaded against the risk (UMR) and claim (UCR) in a combined view, upload new documents, and verify that the presentation of the claim file is complete for the claim transaction that is being recorded.
- Any new documents uploaded are automatically associated to the current transaction.
- Only file types supported by the Document File Viewer (DFV) and recommended in the SP&P can be uploaded via DMS.
- The DMS automatically separates any attachments from emails (.msg, .eml) and uploads the attachments to the document repository as individual files, with the option to selectively remove any unwanted attachments (e.g. email signatures) upfront.



CLASS validation for UMR

This includes:

- A change to prevent modification of the UMR on first or subsequent advices, once the first transaction has been released
- Enforcement of the above validation for both Lloyd's and Company market claims released via the online system
- A provision to allow the UMR to be modified on first advices which are only partially saved, but not yet released for agreement
- A provision to allow the UMR to be modified post-release on a claim transaction, in the event of a Mid-Term Broker Change



CLASS validation for OSND

This includes:

- A change to prevent claims from being submitted/released online against unsigned risks
- Enforcement of the rule to enter a valid OSND in all cases, to the extent the system already does for claims against signed risks

Screen Navigation Sequence



The following screen navigation sequence illustrates the new validations in CLASS and integration of the new document management screens within the online claim submission process.



print

User enters basic claim details in the CLASS CLAIM ENTRY screen and presses ENTER to continue to the CLASS DETAILS screen.

CLAIMS DATA ENTRY : CLAIM ENTRY

LA0110M 0396 AD1

07/05/13 10:55:00

CLAIMS DATA ENTRY : CLAIM ENTRY

UNIQUE CLAIM REFERENCE : B

TRANSACTION REFERENCE : B

BUREAU : (I ILU)
(L LIRMA)
(S LLOYD'S)

LMP IND : (Y/N)

FIRST ADVICE : (Y/N)

ADVICE TO INCLUDE SETTLEMENT : (Y/N)

COPY FACILITY REQD : (Y/N)

COPY FROM UCR : B

COPY FROM TR : B

COPY FROM BUREAU :

PF: 1=HELP 3=EXIT



print

CLAIMS DATA ENTRY : CLAIM DETAILS LLOYD'S

LA0120M 0396 AD1

02/05/13 16:39:11

CLAIMS DATA ENTRY : CLAIM DETAILS LLOYD'S

UCR : B 0853 1234567 TR : B 0853 1111111

UMR : B BROKER : 0853 ANDREWS BRIGHTON HOL

BKR CLAIM REF1: CLAIM REF2:

BKR CONTACT : PHONE :

BROKER ADVISED: SLIP LEAD ADV:

BUREAU LEAD: LLOYD'S SYNDICATE

SLIP LEAD (CARRIER CODE) :

TYPE OF CLAIM : N PARTIAL MARKET COLLECTION : N (Y/N)

UNCLOSED POLICY : N (Y/N) BROKER SUPPLIED POLICY DETAILS: Y (Y/N)

ECF CLAIM : (Y/T/N) LOSS PREV ADVISED NON-NETWORK : (Y/N)

CONTRACTUAL AGREEMENT: N (Y/N) CEDANT IN LIQUIDN : (Y/N)

ASSOCD UCR : ASSOCD TR :

PF: 1=HELP 3=EXIT

Where the Bureau for the transactions is Lloyd's, the UNCLOSED POLICY flag is disabled and defaulted to 'N', thus automatically enforcing the provision of an OSND on all online Lloyd's transactions.



print

CLAIMS DATA ENTRY : CLAIM DETAILS LLOYD'S

LA0120M 0396 AD1

02/05/13 16:39:11

CLAIMS DATA ENTRY : CLAIM DETAILS LLOYD'S

UCR : B 0853 1234567 TR : B 0853 1111111

UMR : B 0853 2345670 BROKER : 0853 ANDREWS BRIGHTON HOL

BKR CLAIM REF1: BKR CONTACT : AUDREY DAVENPOR CLAIM REF2: PHONE : 555-555-5555

BROKER ADVISED: SLIP LEAD ADV:

BUREAU LEAD: 1230 LLOYD'S SYNDICATE

SLIP LEAD (CARRIER CODE) : 1230

TYPE OF CLAIM : N PARTIAL MARKET COLLECTION : N (Y/N)

UNCLOSED POLICY : N (Y/N) BROKER SUPPLIED POLICY DETAILS: Y (Y/N)

ECF CLAIM : Y (Y/T/N) LOSS PREV ADVISED NON-NETWORK : N (Y/N)

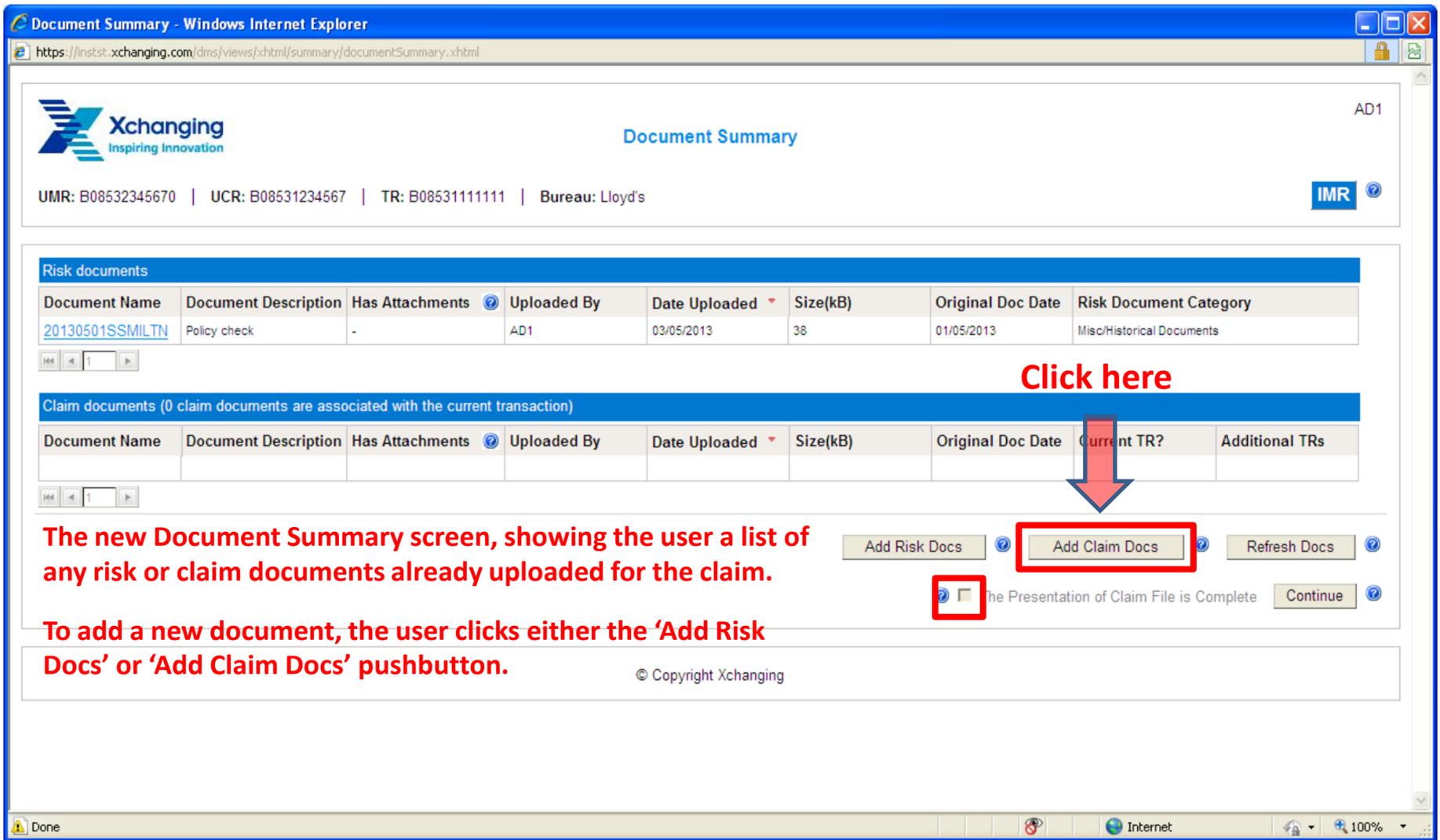
CONTRACTUAL AGREEMENT: N (Y/N) CEDANT IN LIQUIDN : N (Y/N)

ASSOCD UCR : ASSOCD TR :

UMR must be the same as on previously released advice B08532345670

PF: 1=HELP 3=EXIT

The system checks whether an advice for the UMR has previously been released, and if so, whether the UMR entered is the same as the UMR for the previously released advice.



Document Summary

AD1

UMR: B08532345670 | UCR: B08531234567 | TR: B08531111111 | Bureau: Lloyd's



Risk documents

Document Name	Document Description	Has Attachments	Uploaded By	Date Uploaded	Size(kB)	Original Doc Date	Risk Document Category
20130501SSMILTIN	Policy check	-	AD1	03/05/2013	38	01/05/2013	Misc/Historical Documents



Click here

Claim documents (0 claim documents are associated with the current transaction)

Document Name	Document Description	Has Attachments	Uploaded By	Date Uploaded	Size(kB)	Original Doc Date	Current TR?	Additional TRs
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The new Document Summary screen, showing the user a list of any risk or claim documents already uploaded for the claim.

To add a new document, the user clicks either the 'Add Risk Docs' or 'Add Claim Docs' pushbutton.

Add Risk Docs

Add Claim Docs

Refresh Docs



The Presentation of Claim File is Complete

Continue

Document Upload - Windows Internet Explorer
https://instst.xchanging.com/dms/views/xhtml/upload/documentUpload.xhtml?heading=Claim Document Upload

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Claim Document Upload AD1

UMR: B08532345670 | UCR: B08531234567 | TR: B08531111111 | Bureau: Lloyd's

[Back to: Document Summary](#)

+ Browse

Name	Document Type*	Format	Has Attachment	Original Document Date*	Document Originator*	Document Name	Document Description

*Denotes mandatory values that must be entered for document to be uploaded

0 files have been selected for upload

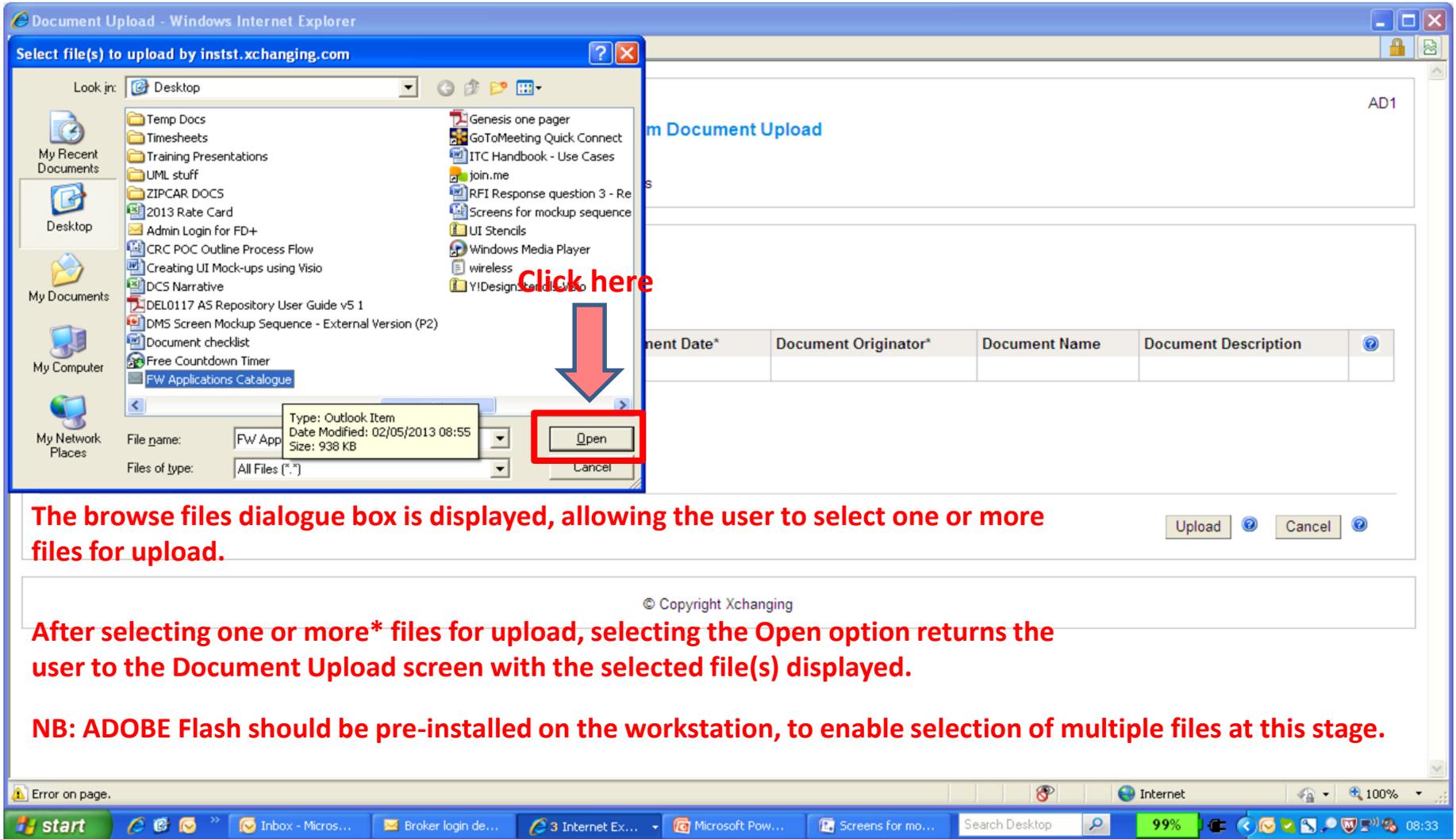
The Claim Document Upload screen is displayed.

Upload Cancel

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The list of documents selected for upload is initially empty and the user must browse to find the file(s) that they wish to upload using the Browse option.

Done Internet 100%



The browse files dialog box is displayed, allowing the user to select one or more files for upload.

After selecting one or more* files for upload, selecting the Open option returns the user to the Document Upload screen with the selected file(s) displayed.

NB: ADOBE Flash should be pre-installed on the workstation, to enable selection of multiple files at this stage.

Document Upload - Windows Internet Explorer
 https://instst.xchanging.com/dms/views/xhtml/upload/documentUpload.xhtml?heading=Claim Document Upload

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AD1

UMR: B08532345670 | UCR: B08531234567 | TR: B08531111111 | Bureau: Lloyd's

Claim Document Upload

Click the waste basket icon to remove any unwanted files

The selected files are displayed in the list.

+ Browse

Name	Document Type*	Format	Has Attachment	Original Document Date*	Document Originator*	Document Name	Document Description
FW Applications	Select	Mail (.msg)	-				
-ARC-CAT Applica	Select	Office Open XML Format Spreadsheet	-				
-image001.jpg	Select	JPG Image	-				
-Information Sys	Select	Word 2007 Document	-				

*Denotes mandatory values that must be entered for document to be uploaded
 4 files have been selected for upload

In this case, an email file (.msg or .eml file format) has been selected for upload, and the email contains a number of attachments. These are automatically separated out from the email for upload as individual files.

Upload Cancel

Prior to uploading the selected file(s), the necessary file information must be entered by the user. In the case of email files and the separated attachments, the information only needs to be entered for the email and it will be automatically set against the attachments upon upload..

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Downloading picture https://instst.xchanging.com/dms/a4j/g/3_3_3.Finalorg/richfaces/renderkit/html/images/bg_shadow.png.xhtml... Internet 100%

Document Upload - Windows Internet Explorer
https://instst.xchanging.com/dms/views/xhtml/upload/documentUpload.xhtml?heading=Claim Document Upload

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AD1

UMR: B08532345670 | UCR: B08531234567 | TR: B08531111111 | Bureau: Lloyd's

Back to : [Document Summary](#)



Name	Document Type*	Format	Has Attachment	Original Document Date*	Document Originator*	Document Name	Document Description
FW Applications	Document	Mail (.msg)	-	01/05/2013	SSMLTNEKS	20130501SSMLTN	Application email
-ARC-CAT Applica	Select	Office Open XML Format Spreadsheet	-				
-image001.jpg	Select	JPG Image	-				
-Information Sys	Select	Word 2007 Document	-				

*Denotes mandatory values that must be entered for document to be uploaded

4 files have been selected for upload

Click here



Upload 

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Downloading picture https://instst.xchanging.com/dms/a4j/g/3_3_3.Finalorg/richfaces/renderkit/html/images/bg_shadow.png.xhtml...

After completing the required document information, selecting the Upload option uploads the files to the repository and re-displays the Document Summary screen showing the uploaded files.



Document Summary

AD1

UMR: B08532345670 | UCR: B08531234567 | TR: B08531111111 | Bureau: Lloyd's

IMR



Risk documents

Document Name	Document Description	Has Attachments	Uploaded By	Date Uploaded	Size(kB)	Original Doc Date	Risk Document Category
20130709ssAgree	-	-	AD1	09/07/2013	4	09/07/2013	Slip Documents
20130501SSMILT	Policy check	-	AD1	03/05/2013	38	01/05/2013	Misc/Historical Documents

Claim documents (4 claim documents are associated with the current transaction)

Document Name	Document Description	Has Attachments	Uploaded By	Date Uploaded	Size(kB)	Original Doc Date	Current TR?	Additional TRs
20130501SSMILT	[Attachment]	-	AD1	03/05/2013	413	01/05/2013	Yes	-
20130501SSMILT	[Attachment]	-	AD1	03/05/2013	7	01/05/2013	Yes	-
20130501SSMILT	[Attachment]	-	AD1	03/05/2013	464	01/05/2013	Yes	-
20130501SSMILT	Application	-	AD1	03/05/2013	31	01/05/2013	Yes	-

To return back to CLASS and successfully release the transaction after completing claim data entry, the 'Presentation of Claim File is Complete' checkbox needs to be ticked, and then the Continue option selected.

The Presentation of Claim File is Complete

The Document Summary is displayed showing the newly uploaded files.



Document Summary

AD1

UMR: B08532345670 | UCR: B08531234567 | TR: B08531111111 | Bureau: Lloyd's



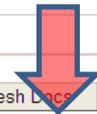
Risk documents

Document Name	Document Description	Has Attachments	Uploaded By	Date Uploaded	Size(kB)	Original Doc Date	Risk Document Category
20130709ssAgree	-	-	AD1	09/07/2013	4	09/07/2013	Slip Documents
20130501SSMILT	Policy check	-	AD1	03/05/2013	38	01/05/2013	Misc/Historical Documents

Claim documents (4 claim documents are associated with the current transaction)

Document Name	Document Description	Has Attachments	Uploaded By	Date Uploaded	Size(kB)	Original Doc Date	Current TR?	Additional TRs
20130501SSMILT	[Attachment]	-	AD1	03/05/2013	413	01/05/2013	Yes	-
20130501SSMILT	[Attachment]	-	AD1	03/05/2013	7	01/05/2013	Yes	-
20130501SSMILT	[Attachment]	-	AD1	03/05/2013	464	01/05/2013	Yes	-
20130501SSMILT	Application	-	AD1	03/05/2013	31	01/05/2013	Yes	-

Click here



If the checkbox is not selected, the user can still select to 'Continue' and complete claim data entry but the transaction cannot be released.

Add Risk Docs Add Claim Docs Refresh Docs

The Presentation of Claim File is Complete **Continue**



print

The user is now returned to CLASS where the POLICY DETAILS screen is shown. The user enters the relevant details and continues through until the SIGNING DETAILS screen is reached.

CLAIMS DATA ENTRY : POLICY DETAILS LLOYD'S

LA0127M 0393 AD1

03/05/13 14:31:41

CLAIMS DATA ENTRY : POLICY DETAILS LLOYD'S

UCR: B 0853 1234567

TR: B 0853 1111111

BROKER POL REF 1: POL REF 2:

INSURED : :

REINSURED : :

POLICY PERIOD : TO

PERIOD NARRATIVE: :

INTERST:

PERILS :

LOC/VGE:

CURRENCY :

SI/LIMITS:

EXCESS :

VALUE INT:

SLIP ORDER 1 : SLIP ORDER 2:

NARRATIVE : :

: :

PF:1=HELP 3=EXIT 7=BACK



print

CLAIMS DATA ENTRY : SIGNING DETAILS LLOYD'S

LA0143M 0393 AD1

03/05/13 15:09:06

CLAIMS DATA ENTRY : SIGNING DETAILS LLOYD'S

UCR: B 0853 1234567

TR: B 0853 1111111

ORIG/SETT CURR:

GBP

ORIG SIGNING:

SIGNING MUST BE ENTERED WITH ORIGINAL CURRENCY

PF: 1=HELP 3=EXIT 7=BACK

The user does not enter a signing for the transaction and continues through until they reach the **CONFIRMATION** screen.



print
DMS

Because the **UNCLOSED POLICY** flag was automatically defaulted to 'N' and disabled when the user entered the basic claim details, and an OSND was not entered by the user at the **SIGNING DETAILS** screen, the transaction cannot be submitted/released.

CLAIMS DATA ENTRY : CONFIRMATION LLOYD'S

LA0150M 0393 AD1

03/05/13 15:10:03

CLAIMS DATA ENTRY : CONFIRMATION LLOYD'S

UCR : B 0853 1234567

TR : B 0853 1111111

THIS TRANSACTION IS INVALID

OPTIONS: ENTER DLT TO DELETE TRANSACTION

ENTER SAV TO SAVE WITH ERRORS

PRESS F7 TO CONTINUE INPUT

:

A DATABASE INTEGRITY CHECK HAS FAILED - PLEASE REVALIDATE THE TRANSACTION

THE FOLLOWING SCREENS NEED VALIDATION OR REVALIDATION

SIGNINGS	SCREEN
MARKET DETAILS	SCREEN
DMS	SCREEN

PF: 1=HELP 7=BACK



CLAIMS DATA ENTRY : CONFIRMATION LLOYD'S

LA0150M 0388 AD1

14/05/13 16:39:50

CLAIMS DATA ENTRY : CONFIRMATION LLOYD'S

UCR : B 0853 1234567

TR : B 0853 1111111

THIS TRANSACTION IS VALID

OPTIONS: ENTER DLT TO DELETE TRANSACTION
ENTER REL TO RELEASE FOR PROCESSING
PRESS F7 TO CONTINUE INPUT

:

Once all validation errors have been addressed, the transaction can be released for processing.

Note: DMS can also be manually invoked from this screen if documents need to be re-verified before the transaction is released.



print

DMS

CLAIMS DATA ENTRY : CONFIRMATION LLOYD'S

LA0150M 0396 AD1

09/07/13 18:08:18

CLAIMS DATA ENTRY : CONFIRMATION LLOYD'S

UCR : B 0853 1234567

TR : B 0853 1111111

THIS TRANSACTION IS VALID

OPTIONS: ENTER DLT TO DELETE TRANSACTION
ENTER REL TO RELEASE FOR PROCESSING
PRESS F7 TO CONTINUE INPUT

:

TRANSACTION RELEASED FOR PROCESSING - PRESS ENTER TO EXIT

PF: 1=HELP 7=BACK



Broker Portal ECF Enhancements

Conclusion of Walkthrough