



Risk Sharing Pool
Data Submission, Correction and Reporting

FREQUENTLY ASKED QUESTIONS

September 2008

Version 1.0

Document History

Date	Version	Section Modified	Change Description
Sept. 15 2008	Version 1.0		First Version

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1. Application Access, Logon, Password and URL link:

1.1. How do I get a user id and password for the new FA RSP Application?

User id request form and security statement are available from FA website IT Modernization section. Completed user id form must be submitted to FA Operations for access authorization. On completion of user setup the new user id and initial password is sent via email.

1.2. What if I am requesting additional access to my current user id? For example adding a new role or additional companies within one organization?

New user id form must be submitted with the updated information. Confirmation of change will be emailed, but user id will remain the same.

1.3. Can I use my old FACT application user id?

No, the new FA RSP application requires new user id and also it has a new URL link?

1.4. Where do I get the URL (internet address or link) for the new application?

FA RSP Application URL address is provided with the user id and password email.

1.5. What should I do if I have forgotten my password?

User can reset their password by using the "Forgot Password" functionality on the application logon screen. The user is required to enter their user id, recall reminder question and answer it with the same reply used when setting up the recall question. Upon successful completion of this procedure the user will receive a system generated email with their newly reset password.

1.6. What should I do if I have forgotten my user id?

Check your user id from the initial email sent to you. If that email is no longer available please contact Helpdesk for assistance by explaining the situation and providing your name, email, user id, and company details.

1.7. Why am I forced to choose a new password when receiving the initial or reset password?

For access security all users are required to choose their own password when receiving initial or reset password.

1.8. My initial or reset password did not force me to change it on the first logon?

Password was reset incorrectly. Please reset the password yourself by using Change Password functionality and notify Helpdesk about the incorrect setup.

1.9. Will the application force me periodically change my password?

No, application will not force you to change your password; however, it is recommended that user change the password every 90 days.

1.10. I'm using the Forgot Password functionality, but I am not receiving an email after completing the personal reminder question?

Your email address may be wrong? Please contact helpdesk for assistance providing your email, user id, name and company details.

1.11. How can I get my password reset if I did not setup my reminder question and now forgot my password?

If reminder question has not been setup then the user can not reset their password. Please contact Helpdesk for assistance by explaining the situation and providing your email, user id, name and company details.

1.12. What rules must be followed when choosing a password?

Password rules for FA portal:

1. Minimum of 6 characters and maximum of 32
2. Contain characters from three of the following four groups:
 - a. Uppercase letters (A, B, C...)
 - b. Lowercase letters (a, b, c...)
 - c. Numerals
 - d. Symbols (! @, #, \$, %, etc.)
3. Are not the same as the 5 previous passwords.
4. Do not contain the user's name, username, or either of these spelled backwards.
5. Users are locked out after 5 sign on attempts with incorrect passwords.
6. Logon ID cannot be used for password.

* Passwords are case sensitive.

1.13. *FA application URL is not available or application is performing very slowly?*

Check if there is access to other internet sites and what their relative performance is. If only FA URL address is not operational contact Helpdesk for assistance. If other internet sites are also experiencing issues follow up with your internal IT support group.

2. Data Submission:

2.1. What are the methods for submitting data to the new FA RSP Application?

RSP data can be submitted via 3 methods:

- Manual keying of a single RSP transaction via web application
- Uploading a batch of transactions via application
- Automated submission of batch of transactions /file via web services

2.2. What are the differences between the various data submission methods?

Manual data entry and upload of the files is completed by individual user through the online web application. In keying the transaction user enters each field directly to the application whereas in uploading the batch file required that the file contains RSP transactions and follows the RSP data format rules. Web services is fully automated submission method which required that the file is generated on the insurer source system and then through web services is transferred to the RSP system.

2.3. Is there additional information available on the RSP submission methods?

Additional information on the RSP application and on the Web Services is available on the FA IT Modernization web page Applications and Manual section:

http://www.facilityassociation.com/IT_Modernization.asp

For RSP application information refer to "FA Risk Sharing Pool Application User Guide"

For Web Services refer to "RSP Transmission via Web Services Technical Guideline"

2.4. How can I follow up on a submitted file attached via File transfer functionality in the application or through Web Services?

Submission Status report provides an overview of the submitted files and identifies whether the data was accepted to the system.

2.5. What are the rules for naming RSP files?

Other than limits on special characters, identified below, there are no restrictions in naming files. It is recommended that company name or identifier and date created are used in the file name for easier identification. There are restrictions on using special characters file name and only allowed characters include letters a-z, A-Z,

numeric characters 0-9, and special characters dash “-”, underscore “_”, and period “.”.

2.6. Can data for different RSP jurisdictions be submitted in the same batch or can Alberta Grid and non Grid data be mixed in one batch?

No, different RSP identifiers cannot be reported under one batch. In other words, RSP identifier 200 should end up with its own trailer record and RSP identifier 250 should end up with another trailer record (i.e. two batches). If this logic is followed then it does not matter which one is reported first. Now in terms of sorting of entry year/month or record identifier, it's the same thing. Different entry year/month or record identifier cannot be reported under one batch. They have to be separated into different batches.

2.7. In what sequence do the data transactions in a file get processed?

Records in a file are processed from top down order. Records are not sorted or grouped.

2.8. What are the rules on the data entry of the coverage financial details and for the transaction total sum field?

For Manual data entry to the RSP application the rules are:

- User needs to fill out individual coverage amount as per RSP rules and total is automatically calculated. (Total Sum field in transaction is locked and user can not modify that field directly!)
- Error occurs when:
 - Transaction is missing coverage dollar amount when rules say it is required,
 - Invalid character has been entered in the financial field
 - 7 digit number has been entered where only 6 digits are allowed (they have used the field position for “+” or “-“ sign)

THEN an error is displayed and the user has to fix it prior to system accepting and processing it as a clean transaction. (User can save the transaction as WIP or submit it in error status for later correction)

For Batch submission (web services or via file attachment functionality):

- Individual coverage financial fields should add up to the total indicated on the transaction
- Error occurs when:
 - Transaction is missing coverage dollar amount when rules say it is required,
 - Invalid character has been entered in the financial field,
 - 7 digit number has been entered where only 6 digits are allowed (position for “+” or “-“ has been used for a numeric figure),

- The total transaction dollar amount does not equal the sum of the individual coverage details

THEN an error is displayed. For the first 3 possibilities the user needs to correct the error by entering the correct value in the coverage financial field. With the total sum not matching the individual coverage amounts, the user needs to move cursor into one of the financial fields, click it and the transaction total value will be automatically changed from the invalid sum to the system calculated total sum. If the total was correct but the individual coverage dollar field value was wrong then the user can re-enter that value and the sum will be again automatically calculated.

2.9. Why the Total Amount field is locked and how can that field be corrected?

Total Amount field is automatically calculated from the individual coverage financial details. If there is an error on the Total Amount it is because the individual amounts submitted in the transaction are not adding up the reported total value. To correct it click on any financial field and the Total Amount will be automatically recalculated.

2.10. What are the differences in the edit rules between the old RSP system and the new system?

The new RSP Procedures Manual identified the changed rules. New edits have been introduced for newly collected fields and also some existing edits have been updated.

2.11. How do the Collision / All Perils and Comprehensive / Specified Perils Coverage code get reported as in Ontario the codes are 3 digits long and in other jurisdictions 2 digits.

Collision / All Perils and Comprehensive / Specified Perils Coverage fields are 3 characters long in the risk sharing pool data reporting. For Ontario a 3 digit code is reported in the field. For the other provinces the 2 digit coverage code is submitted left justified followed by a blank. If the two digit code is reported right justified, i.e. preceded with a blank value, the transaction will error out on the data validation.

2.12. What is the difference between Rejected and In-Error?

For a file - A file is rejected when it does not meet the basic pre-validation conditions like blank file, blank record in file, completed file not transmitted or error in transmission, etc.

For a batch - A batch is rejected when it does not meet the basic pre-validation conditions like no trailer record, key fields are not the same for all records, or batch

contains both premium and claim transactions or transaction from multiple jurisdictions.

For a transaction - If one or many fields in a transaction are in error or have an error code assigned to them, the transaction is in error. If the transaction will cause the pool/company to exceed the transfer limit if updated, this transaction will be rejected.

3. Data Conversion & Historic Data

3.1. What is the process around RSP historic data conversion for the new system?

The policy master file is necessary for the RSP system to operate properly. Based on the transition schedule the final update in the old system to the master file will be completed in the November 3rd and 4th edits when processing the last set of October processing month entries.

That master file will then be converted and become the base for the new RSP system. All transactions that did not pass the edits in the last master file edit in the old system will be provided back to the companies in text format and they may be resubmitted into the new system based on the RSP rules.

3.2. How will the AB Grid and Non Grid data be handled in the data conversion?

Policies that have been reported to either AB Grid or Non Grid pool and then had their grid status modified will be converted into the pool based on the last submitted and accepted transaction. For example if policy is originally placed in Grid and then subsequently placed to Non Grid then all transaction will be converted and placed into the Non Grid pool. Policies that have been submitted only to one pool Grid or Non Grid are not impacted by this.

4. Support

If you require additional support please forward a request to FATestingSupport@facilityassociation.com. Please provide your name, phone number, company name and reporting company number and a member of the FA Support team will contact you.

For further documentation on the RSP application, procedures manuals or bulletins please refer to Facility Association website IT Modernization section:

http://www.facilityassociation.com/IT_Modernization.asp