

Risk Sharing Pool

Application User Guide

Revised February 2018



Revision History

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February 2018	PROD 1.5	7.1	 Support email address changed from <u>RSP@facilityassociation.com</u> to <u>MS@facilityassociation.com</u>

This material is intended to provide orientation and guidance to authorized users of the Risk Sharing Pool (RSP) system. Due to ongoing enhancements, the depictions of the online applications in this document may not be exact representations.



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Table of Contents

1. INTRO	ODUCTION	5
1.1	Overview of FA's Risk Sharing Pool Application	5
1.2	Getting Started	6
1.3	Common Features	10
1.4	Logging Out	12
2. MY PC	ORTAL	13
2.1	My Portal Overview	13
2.2	Changing Password	13
2.3	Reminder Question	14
2.4	Security Statement	14
3. RSP FI	ILE TRANSFER	15
3.1	RSP File Transfer Overview	15
3.2	Upload File	16
3.3	Pre-Validation Business Rules	18
4. RSP C	OLLECTION AND CORRECTION	20
4.1	RSP Collection and Correction Overview	20
4.2	Create Batch	20
4.3	Search Batch	29
4.4	Delete Batch	31
5. POOL	SUBMISSION DATE CHANGE (SPECIAL HANDLING)	33
5.1	Pool Submission Date Change (Special Handling) Overview	33
5.2	PSD Request	33
6. RSP SI	UBMISSION REPORTS	38
6.1	Submission Reports Overview	38
6.2	Common Report Features	39
6.3	Download Links	43
6.4	Submission Summary Status Report	44
6.5	Premium/Claim Detail Report	52
6.6	Premium and Related Claims Report	64
6.7	Claims Audit Report	69
6.8	Premium / Claim Control Report	71
6.9	Submission Summary Report	73



Risk Sharing Pool Application User Guide February 2018 Production Release 1.5

7. GENERAL SUPPORT	75
	77
7.1 Contacting FA	77
7.2 Applying for Username	77



1. INTRODUCTION

1.1 Overview of FA's Risk Sharing Pool Application

Facility Association's (FA's) Risk Sharing Pool (RSP) application provides members with the information and tools to help them better manage their data submissions to the Risk Sharing Pool and respond in a more cost effective and timely manner to business changes. By using the various modules within the application, members will be better able to monitor and analyze their data submissions.

The RSP application includes access to My Portal, File Transfer, Collection and Correction, Pool Submission Date Change (Special Handling), and Submission Reports modules.

Access to the different modules and the functions within these modules is based entirely on your defined user profile.

- My Portal
 - Provides users with the ability to change their password.
 - Allows assignment of a reminder question and corresponding answer for enhanced application access security.
 - Facilitates reviewing of FA's security statement on demand.
 - For more information, please see <u>MY PORTAL</u>.
- RSP File Transfer
 - Provides members with the ability to upload a flat file of premium and/or claim batches from their local machine or server.
 - Allows files to contain a single batch or multiple batches.
 - For more information, please see <u>RSP FILE TRANSFER</u>.
- RSP Collection and Correction
 - Facilitates the creation and submission of batches
 - Provides search criteria to identify batches for correction.
 - Allows the identification and correction of errors online.
 - For more information, please see <u>RSP COLLECTION AND CORRECTION</u>.
- Pool Submission Date Change (Special Handling)
 - Provides members with the ability to request changes to previously assigned Pool submission dates.
 - Allows FA to review and approve/reject the request.
 - For more information, please see <u>POOL SUBMISSION DATE CHANGE</u>.
- RSP Submission Reports
 - Helps members better manage and monitor their data submissions
 - Provides detailed and summarized reports.
 - For more information, please see <u>RSP SUBMISSION REPORTS</u>.



1.2 Getting Started

Browser Requirements

The Risk Sharing Pool application is available through FA's Portal. To access the FA Portal you must use a browser that supports 128-bit encryption.

The FA Portal and the Risk Sharing Pool application are compatible with Microsoft Internet Explorer 6.0 and greater. Earlier versions of Explorer and other browsers are not supported.

Application Availability

The Risk Sharing Pool application is available 24 hours a day, 7 days a week. However, the system may occasionally be unavailable for very brief periods of time when FA conducts routine maintenance and/or implements application enhancements.

Notification will be provided in advance.

Obtaining Access

Access to the application can be obtained by completing the User-ID Request Form available under IT Modernization on FA's website at <u>www.facilityassociation.com</u>. The completed form should be faxed to FA Operations at 416.842.0241 for processing.

Logging In

The application will be available for use by different types of Portal users with varying roles and access rights as assigned.

You can access the Risk Sharing Pool application via FA's Portal at \rightarrow <u>https://portal.facilityassociation.com/</u>.

This URL will take you to the FA Portal log-in page. Log in to the Portal by entering the user name and password previously provided to you by FA, then clicking the Log On button.





FACILITY Association	Portal
User Name: fauser94 Password: Language: English (en-CA) v Log On Forget your password?	Enter your User ID & Password, then click Log On button
Welcome to Facility Association's Portal, the d	loonway for specialized access to Facility Association applications.
The Facility Association is an entity establishe of The Compulsory Automobile Insurance Act. owners and licensed drivers of motor vehicles through the voluntary insurance market.	d by the automobile insurance industry and recognized under the provisions. The Fadility Association ensures that automobile insurance is available to all where such owners or drivers are unable to obtain automobile insurance

Figure 1-1: FA Portal Log-in Page

The Login page provides access and security control for authorized users. If the User Name and/or Password is incorrect the application displays, on the same page, an error message indicating that either the user id or password was entered incorrectly. You will be prompted to re-enter the information.

- Both User Name and Password are mandatory and must be filled in
- Accounts will be locked after three (3) consecutive attempts to log in with incorrect username and password combinations

Once the system has successfully validated your username and password, you will be presented with one of the following pages:

- **RSP Application main page** → if you are not logging into the application for the first time and there are no new system messages to be read
- FA's Security Statement page \rightarrow if you are logging into the application for the first time
- System Message/Message Board page → if you are not logging into the application for the first time and there are new messages to be read.



Security Statement

The first time you log in, you will be presented with FA's Security Statement. Please read it carefully and then click the **Accept** button to continue.

FACILITY	
Association	
N	
Security Agreement	
	INFORMATION AND SYSTEM SECURITY STATEMENT
In consideration of Facility Association allowin	ig my authorized access to its computer facilities, I understand and agree, that:
 I. will not disclose to any person m I. will not pre-program any passw I. will net at a conditional any info I. will net at a conditional any info I. will net all reasonable steps to I. will not acless, aller, destrop a left, additional any info I. will not acless, aller, destrop or 	y User ID(s) as assigned by Facility Association or my password(s);) assigned to me; ind(s) for automatic entry into any part of the computer facilities of Facility Association; if cality Association and any software or other information relating to or contained in those facilities for the sole purpose of fulfilling my job duties, or covenants set out in separate ir application(s) which I am authorized to use; mation of Facility Association and not disclose such information to any other party unless specifically authorized by Facility Association, or if such information is publicly available; sociation of any misuse of the computer facilities of Facility Association, infring or violate the patent, copyright, license or proprietary right of any third party; issociation of any misuse of the computer and communication resources, the software or information relating to a routine in Facility Association, and the sociation, and the sociation of any third party; issociation of any misuse of the computer and communication resources, the software or information relating to a routine in Facility Association, and the sociation, and any and the sociation of any third party; issociation of any are or information relating to a stored in the computer facilities of the Facility Association (and by Facility Association; ensure the accuracy and completeness of the information 1 provide to Facility Association, pertaining to the application(s) I am authorized to use; personal information held by or obtained from Facility Association unless specifically authorized to use; personal information held by or obtained from Facility Association with the security policies may result in action by Facility Association.
	Accept Cancel

Figure 1-2: Security Statement Page

You can review FA's Security Statement at any time from the <u>My Portal</u> module in the main menu.

Changing Password & Entering Reminder Question

The first time you log in, you will be prompted to change the initial password assigned to you, setup a reminder question and the corresponding answer.

FACILITY Association	and the second sec
Change Password Required Fields Old Password	Enter your desired
New Password * Confirm New Password Question	confirm it Enter your reminder question and answer
Answer	Change Reset Cancel

Figure 1-3: Change Password Page

- New passwords should:
 - Have a minimum of six (6) and a maximum of thirty-two (32) characters
 - Contain characters from three (3) of the following four groups:
 - Uppercase letters (A, B, C...)
 - Lowercase letters (a, b, c...)
 - Numerals (1, 2, 3...)
 - Symbols (! @, #, \$, %, etc.)



- Not be the same as your five (5) previous passwords
- Not contain your name, user ID, or either of these spelled backwards

You can access the Change Password and Reminder Question pages at any time from the <u>My Portal</u> module in the main menu.

System Message/Message Board

The System Message/Message Board page will be presented with new messages. You can either read the message(s), click the **Continue** button to access the application or click the **Show Me Later** button to skip until your next login. This functionality allows FA to communicate application related messages to its users.

Ì	FACILITY Association	Jan Barrison Contraction of the second se
	Association	
System M	lessage	
		WHAT IS NEW
On August 28	8th 2008, Release 7 of the RSP Data	Collection and Correction system will be available. Release 7 provides the following new features:
Transl Allows	fer Limit Validation ance Factor Validation	
		Show me later Continue

Figure 1-4: System Message Page



1.3 Common Features

The pages for the different modules in the Risk Sharing Pool application hold some common features as identified in the figure below:

Wy Portal ** PSP Collection and ** PSP Collection and ** * ** * * *	Main Menu	III - Create Batch Criteria			
© 2009 f solity Association, All rights reserved.	ISE File Transfer ISE Colladon and Correction Correction Create Batch Search Batch Search Batch Pool Submission Date Change ISE Submission Report	BSP Identifier is mandatory field. Baptering Company is mandatory field. Beparing Company is mandatory field. Becord Identifier is mandatory field. Becord Identifier Please select Reporting Company Please select Becord Identifier Prench Code Please select Becord Identifier Prencin Becord Identifier Please select Batch Code			}
			© 2008 Facility Association. All rights reserved	ACAC	

Figure 1-5: Areas of the Application Page

1	FA Portal Menu	The FA Portal Menu provides access to general application features. For example, this is where you can obtain contact information and logout of the application.
2	Main Menu	The Main Menu provides access to the modules within the Risk Sharing Pool application. Your ability to access specific modules is based on your individual user profile.
3	Required Fields	Required fields are identified with a red asterisk (*) beside the field. These are data elements which are mandatory, hence they must be captured.
4	Content Area	The Content Area is where the main application or report details are displayed.
6	Messages Area	The Messages Area is where system messages and warnings will be displayed.



FA Portal Menu

The FA Portal Menu provides access to general application functions. In this menu you will find options to contact FA and to logout of the application.

Main Menu

The Main Menu is located in the left portion of the page. The Main Menu provides access to the modules (e.g., RSP File Transfer, RSP Collection and Correction, etc.) within the Risk Sharing Pool application. Your ability to access specific modules is based on your individual user profile.

To access an option from the Main Menu, expand the module you wish to use by clicking on the corresponding icon. You will then be able to view all of the available functions for a particular menu option and select the desired function you wish to access.

Main Menu	v
My Portal	۲
RSP File Transfer	۲
RSP Collection and Correction	۲
Pool Submission Date Change	۲
RSP Submission Repo	rts 😻

Required Fields

Required Fields are mandatory and must be populated correctly (where editing rules are applied) before the page can be successfully submitted.

Content Area

The Content Area occupies the main portion of the page. This is the area where the application entry, report, and selection criteria details are displayed.

Messages Area

The Messages Area is displayed at the top of the Content Area. It will only appear when system or error message are generated.

* Required Fields
 RSP Identifier is mandatory field.
 Reporting Company is mandatory field.
 Branch Code is mandatory field.
 Record Identifier is mandatory field.
 Batch Code is mandatory field.



1.4 Logging Out

When you are finished using the application click the **Logout** option on the FA Portal menu to close your session and exit the application.



Figure 1-7: FA Portal Menu

The following page will be presented:



Figure 1-8: Session Logged Out Page

This page will also be presented when your session has timed out for in activity.



2. MY PORTAL

2.1 My Portal Overview

Users are able to access features that allow them to change password, maintain reminder question and corresponding answer and review FA's security statement at any time.

2.2 Changing Password

To change your password, select the Change Password option. The following page will be displayed:

FACILITY Association	Welcome All Smith	Contact FA Logout
Change Password Main Menu My Portal A Required Fields Change Password Required Fields Change Password Required Fields Cold Password Required Fields Cold Password Sep Fich Transfer Sep Fich Transfer Password Correction Password Correction Required Fields Cold Password Col	Submit Reset	

Figure 2-1: Change Password Page

Enter your old password, the desired new password twice and then click the **Submit** button when finished.

• New passwords should:

- Have a minimum of six (6) and a maximum of thirty-two (32) characters
- Contain characters from three (3) of the following four groups:
 - Uppercase letters (A, B, C...)
 - Lowercase letters (a, b, c...)
 - Numerals (1, 2, 3...)
 - Symbols (! @, #, \$, %, etc.)
- Not be the same as your five (5) previous passwords
- Not contain your name, user ID, or either of these spelled backwards



2.3 Reminder Question

The Reminder Question will be used to verify your identity should you forget your password. To change your reminder question and answer, select the Reminder Question option. The following page will be displayed:

FACILITY Association		Welcome All Smith	Contact FA Logout
Reminder Question • Main Menu IIIIV My Portal Reminder • Change Password Required Fie • Required Reserved Required Fie • Recurity Statement RSP File Transfer RSP File Transfer RSP Collection and Correction Postmark Date Change RSP Submission Reports	uestion	Reset	

Figure 2-2: Reminder Question Page

Enter your desired reminder question and corresponding answer and click the **Submit** button when finished.

2.4 Security Statement

To review FA's security statement at any time, select the Security Statement option.

FAC	LITY iation	Welcome All Smith	Contact FA Logout
Security Statement -			
Main Menu IIII V My Portal 📚 » Change Password	Security Statement	INFORMATION AND SYSTEM SECURITY STATEMENT	
Reminder Question Security Statement RSP File Transfer SRP Collection and Correction Postmark Date Change RSP Submission Reports	In consideration of Facility Association allowing my authorized aco 1. I will not disclose to any person my User ID(a) as asso 2. I will use only ID(a) or password(a) assigned to me: 3. I will not pre-program any password(a) for automatic 4. I will use the computer facilities of Facility Association covenants set out in separate agreement(s) related to th 5. I will treat as confidential any information of Facility Association different and the second set of the second second set of the	cess to its computer facilities, I understand and agree, that: igned by Facility Association or my password(s); entry into any part of the computer facilities of Facility Association; and any software or other information relating to or contained in those facilities for the sole purp the computer application(s) which I am authorized to use; association and not disclose such information to any other party unless specifically authorized by F sociation and not disclose such information to any other party unless specifically authorized by F se of the computer facilities of Facility Association, infringe or violate the patent, copyright, license issues of the computer and communication resources, the software or information relating to or co software, computer viruses and destructive programs from entering into any of the computer and or information relating to or stored in the computer facilities of the Facility Association unless speci- cy and completeness of the information 1 provide to Facility Association, unless specially authorized by Facility Association unless specially authorized by Facility Association unless as policiating authorized by Facility Association unless specially authorized by Facility Association unless application for facility Association unless specially authorized by Facility Association authorized by Facility Association, authorized by Facility Association, authorized by Facility Association au	ose of fulfilling my job duties, or acility Association, or if such information s or proprietary right of any third party; intained in Facility Association facilities of d communication resources of Facility difcelly authorized by Facility Association; on(6) I am authorized to use; sult in action by Facility Association.

Figure 2-3: Security Statement Page



3. RSP FILE TRANSFER

3.1 RSP File Transfer Overview

Members are able to submit their data (Premiums and Claims) to the RSP by three methods at any time and frequency:

- Flat File upload
- Online single record data entry
- Web Services

The RSP File Transfer module allows members to upload a flat file of premium and/or claim batches from their local machine or server into the RSP.

If the RSP File Transfer module is not expanded as your default page, select from the Main menu. The page will be displayed as follows:

FACILITY Association	Contact FA Logout	Welcome User000 USER
RSP File Transfer •		
Main Menu RSP File Transfer My Portal Required Fields RSP File Transfer File Name • RSP File Transfer File Name	Upload File	Browse
LSP Collection and S Correction Pool Submission Date S Change RSP Submission Reports S		
	© 2008 Facility Association. All rights reserved.	

Figure 3-1a: RSP File Transfer Page

For information about how to get access to the RSP File Transfer module, please see Obtaining Access.



3.2 Upload File

Files uploaded can contain:

- A single batch
- Multiple batches
- Mixture of premium and claim batches

A single batch cannot have a mixture of claim and premium transactions.

Steps to Uploading File

1. Locate file to be uploaded by typing the file name in the text box or by clicking the **Browse** button.

FACILITY Association	Contact FA Logout	Click Browse to locate a file for selection	
RSP File Transfer •			
Main Menu IIIIV My Portal RSP File Transfer * RSP File Transfer * * RSP File Transfer * RSP Collection and * Pool Submission Date *	Upload File		Browse
RSP Submission Reports 😻			
	© 2008 Facility Association. All rights reserved.		

Figure 3-1b: RSP File Transfer Page

2. Select the file and click the **Open** button to retrieve.

Choose file			ransfer/Forms/FileTransfer.asp×	👻 😵 Certificate Error 🦘 🗙 Google	2
Look in:	🗀 Data File	▼ 🗢 🖻 🐨 💌			
My Recent Documents	E TestFile.TXT			🟠 🔹 🔜 — 🚔 🕁 Page 🕶	🌍 Tools 🔻
Desktop				Welcome fauser94 fauser94 Contac	t FA Logout
) My Documents	_				
My Computer	Sel	ect a file and ck Open		Brov	wse
My Network Places			Upload File		
	File name:	•	Open Cancel		

Figure 3-2: Choose File Pop-Up Window



3. Click the **Upload File** button to submit keyed-in or selected filename for processing.

FACILITY Association	Click Upload File to submit file.	er94 fauser94 Contact FA Logaut
RSP File Transfer * Main Menu Wy Portal KSP File Transfer * Required Fields * RsP File Transfer C:\Data File\TestFile.TXT File Name File Na	Upload File	Browse
© 2008 Fa	on. All rights reserved.	

Figure 3-3: RSP File Transfer with Selected File

While the file is being uploaded, the page will be redisplayed with message "**The file upload is in progress. Please wait...**" See figure 3-4 below.

	Upload in progress message displayed	ser94
Association	7/	Contact FA Logout
RSP File Transfer •		
Main Wenu MSP File Transfer Hy portal Image: Comparison of the second	ase wait	
RSP File Transfer File Name C:\Data File\TestFile.TXT Upload File		Browse
Postmark Date Change 😵 RSP Submission Reports 😋		
© 2008 Facility Association. All rights reserved.		

Figure 3-4: RSP File Transfer with Upload Message

Upon successful receipt of the file an information message will be displayed.

FACILITY Association	File Transfer success message displayed	Welcome fauser94 fauser94 Contact FA Logo
RSP File Transfer RSP File Transfer RSP File Transfer Required Fields () The file has been received successfully.		
RSP File Transfer * File Name RSP Collection and Storection * Correction * Postmark Date Change Storection * RSP Submission Reports Storection *	Upload File	Browse
© 2008 Fac	ility Association. All rights reserved.	

Figure 3-5: RSP File Transfer with File Receipt Success Message



3.3 Pre-Validation Business Rules

The verification of the submitted premium and claims data for accuracy will be performed on different levels:

- Pre-pass (file/batch) validation, and
- Transaction (field and field relationship edits) validation.

File/Batch Level

- 1. Only valid users can submit file(s) for a specific company, otherwise the file(s) will be rejected.
- 2. A file may contain one or more batches, but it must have a minimum of one batch with at least one transaction (plus trailer record), otherwise the file will be rejected.
- 3. Each file can include a mix of Premium and Claims batches.
- 4. Premium and Claim batches can appear in any order in the file. The only requirement is that the Premium and Claim batches are separate batches. That is, each batch must contain either Premium or Claim transactions, not both.
- 5. Batches are validated in the order in which they arrived.
- 6. A file can have batches from different companies.
- 7. If a batch has only a trailer record and no transactions, it will be rejected.
- 8. If a batch has transaction(s) and no trailer record, it will be rejected.
- 9. If the trailer record is at the beginning of the batch, the batch will be rejected.
- 10. If the total number of transactions in a batch and the record count value specified in the batch trailer record are not equal, the batch will be rejected.
- 11. In the case of duplication (that is, duplicate batches within a file), the batch will be rejected.

Duplicate Batches are batches with the same values on the Primary Key Fields (First 18 Bytes on the Record format)

- 12. For rejected file(s) and/ or batches, error codes and/or messages will be generated.
- 13. A batch must pass the transaction validation \rightarrow the first 18 bytes for all transactions must be the same:
 - RSP Identifier
 - Record Identifier (for Premium = 1, for Claim = 3)
 - Batch Code
 - Entry Date
 - Company Number
 - Branch Code

In the Trailer record, the Record Identifier will be different (premium batch \rightarrow 2; claim batch \rightarrow 4). The rest of the fields must be the same.

14. The value for Entry Date should be the current year/month or one to two months in advance.



If it is first week of the month, then the Entry Date can also include the previous month.

- 15. If the Transaction length exceeds the specified length of the Premium record (270 bytes) or Claim record (150 bytes), the file will be rejected.
- 16. If the Transaction length is less than the specified length of the Premium or Claim record, the system fill the blank spaces and the file will be accepted.
- 17. For all passed Pre-Validation transactions, the system will process Transfer Limit in the order in which it appears in the file. Transactions exceeding the set Transfer Limit will be rejected.
- 18. If a file contains several batches, only the transactions that exceed the set Transfer Limit within those batches will be rejected.

If file/batch passed the pre-validation edits, then each record in the batch/batches will have the field and field relationship edits applied to them.

- If there are no error records on an individual batch, the batch is marked with an **Accepted** status.
- If errors are present on any record within a batch, the batch is marked with an Error status.
- If the entire file is rejected, the user will be notified via email, and no corresponding record of the file will be maintained on the system.
- If the file is not rejected, but subsequent batches within the file are rejected, the system maintains a record of the file.



4. RSP COLLECTION AND CORRECTION

4.1 RSP Collection and Correction Overview

This module provides members with online access to key-in and then submit premium and claim transactions to the Risk Sharing Pool.

It also allows them to identify and correct transactions with errors.

To obtain access to the RSP Collection and Correction module, please see Obtaining Access.

4.2 Create Batch

To create a batch through the on-line application, select the Create Batch function. The following page will be displayed to enter the batch key fields:

FACILITY Association	Welcome fauser94 fauser94 Contact FA Logout
Create Batch *- Main Menu IIIIY My Portal * My Portal * RSP File Transfer * * Required Fields * * Create Batch * > Create Batch * > Create Batch * > Search Batch * > Delete Batch * Postmark Date * Change * RSP Submission * * Batch Code * * Entry Date 2008/07 * * Batch Code *	reate
© 2008 Facility Associa	tion. All rights reserved.

Figure 4-1: Create Batch Criteria Page

The combination of the following fields should be unique:

- RSP Identifier
- Company Number
- Branch Code
- Record Identifier
- Batch Code
- Entry Date

All key fields are mandatory. Most of the fields will be pre-defined according to the user's access authority and listed in the drop-down lists.



• Entry Date & Batch Code

- The value for Entry Date should be a current year/month or one to two months in advance.
- o If it is first week of the month, then Entry Date can also include the previous month
- o Batch Code is three bytes alphanumeric field. No spaces/blanks allowed

Click Reset to clear entries or click Create to create a unique batch with a status of Open.

• An **Open** batch is a batch that was created but not submitted.

Transfer Limit

Before entering transactions for the created batch, you will be presented with the 'Transfer Limit' page. Here calculated and assigned information relevant to your Company's and your Company Group's Transfer Limit will be displayed together with the volume of ceded risks transferred to the pool by your company and your company group to-date (Period To Date running total).

• The Period to Date (PTD) running total is a snap shot of the current usage of Transfer Limit

FACI	LITY			Welcome fau	ser94 fause	r94	Contact FA Logou
Create Batch •	lation						
Main Menu Ⅲ V My Portal 冬 RSP File Transfer 冬	Display Transfer Limit Transaction ID RSP Identifie	Reporting Company Bra	nch Code Record Identii	fier Batch Cod	e Entry Date	e Record Stat	us Total Transactions
RSP Collection and Correction Correction Create Batch	300012 100	000 00	1	ррр	200807	WIP	1
» Search Batch	Group Reportin 000-Test Company	ng Company	Transfer Limit 18000	10000	unning Tota	10	Percentage
» Delete Batch Postmark Date ♥ Change	Reporting (000-Test Company	Company	Transfer Limit	10000	unning Tota	10%	Percentage
RSP Submission 🛛 😵 Reports			Continue				
		© 2008 Facility Assoc	ciation. All rights reserved.				

Figure 4-2: Transfer Limit Page

This information will help to identify available room for the risks you plan to submit to the pool and provide awareness about the general situation of the group to which you belong.

The following business rules relate to the Transfer Limit functionality:

- Transfer Limits and Period to Date (PTD) running total are calculated for only Error Free Premium Transactions.
- The accumulated transferred new car years is reset to zero every January.
- PTD running total (for Company or Company Group) must not exceed the set Transfer Limit.
- The system will accept data until the Company or Company Group Transfer Limits are attained.
- Any Member Company or Company Group can have more than one calculated Transfer Limit. However, only one Transfer Limit can be in force at any given time.
- The manual update of Member Company's Transfer Limit will trigger re- calculation of the Company Group's Transfer Limit for that same period.

Click **Continue** to proceed to the next page.



Edit Transaction

On this page you will be able to enter transaction values for the created batch. All record format information is separated into the information sections.

For Premium:

- Control Information
- Policy Information
- Vehicle Information
- Operator Information
- Coverage Information

For Claim:

- Control Information
- Policy Information
- Vehicle Information
- Claim Information

The page is divided into several key areas as identified in figure 4-3 below.

	FACI	LITY iation		-		Welcor	ne fauser94 fa	auser94	Contact FA	Logout
3	ASSOCI Create Batch -> My Portal © ISP File Transfer © ISP Collection and © ISP Collection and © -> Create Batch -> Delete Batch	Edit Transaction Transaction ID RSP 1 974714 100 Batch List Pr Control Information Section Control Information Vehicle Information Vehicle Information Operator Information	dentifier Reporting Compa 000 tevious Next Company tevious Company tevious Com	ny Branch Code 00 Add	Record Identifie	r Batch Code til Save - WI	Entry Date 200807 Validate	Batch Status WIP Transmi	Total Transactio	DINS

Figure 4-3: Edit Transaction Page - Create Batch (Premium Record)

1	Key and Status Information	The record key information is displayed here, along with status information, for your reference.
2	Command Buttons	These buttons allow you to perform specific functions, such as submitting a correction or navigating to other error records.
8	Sections	The record is broken down into the same sections as described in the record format document.
4	Errors	This drop-down list displays the current list of errors in the record.



Command Buttons – Edit Transaction Page

The command buttons available in the Edit Transaction page for the Create Batch function are depicted in figure 4-4 below:



Figure 4-4: Command Buttons – Create Batch

Command Button	Description
Batch List	This button is activated when a Search Batch option is executed. It will return you to the Search Results page.
Previous	This places the current transaction in a WIP status and allows the user to display the previous transaction in the series on the batch.
Next	This places the current transaction in a WIP status and allows the user to display the next transaction in the series on the batch.
Add	This places the current transaction in a WIP status, clears the page of any values and then positions the user to a "new" transaction to be added to the batch. You can proceed with the entry of the data.
Delete	This deletes the current transaction from the batch. A confirmation message appears. When the transaction is deleted, the next available transaction in the batch will be displayed or the previous transaction (if the user was at the last record in the batch).
	• If the deleted transaction was the only one in the batch, then the application will exit the batch completely.
Save - WIP	This saves the current entry with a WIP status to allow the user to complete later. Field and field relationship edits will not be performed. You will be able to complete this entry at a later time.
Validate	This sends the current transaction through the field and field relationship edits (i.e. validity, consistency, and database).
	A message indicating the transaction's status (success/failure) will be displayed on the page.
	If the edits detect errors, the generated errors will be displayed next to the applicable field(s) in the detailed transaction page.
	• This function does not save your transaction. In order to save your transaction, click the Save - WIP button.
	 The function does not update the database. It only validates the transaction for errors. To ensure that the transaction has been sent to the

Table 4-1: Command Buttons - Edit Transaction Page



Command Button	Description				
	Pool, first confirm that the transaction is error free and then click the				
	Transmit button.				
Transmit	When you have completed the entry of the transactions in the batch and are ready to send the batch to the Pool, click the Transmit button. The batch will be submitted to the Pool for further processing.				
	 A batch created through the on-line application can be submitted with errors or WIP transactions present on the batch. 				
Print	Use this button to create a report of your current transaction, which you can then choose to export to a PDF format for subsequent printing.				

Sections

The records are organized into the same sections as outlined in the record format guide. Click 💽 to the left side of each group to expand the section.

± (Control Information	~
	Section	
÷	Control Information	
÷	Policy Information	
÷	Vehicle Information	
÷	Operator Information	
÷	Coverage Information	

By default, when you first see this page, the first section (Control Information) will be automatically expanded.

Each section contains all of the fields that belong to that section. You can expand the sections by selecting the section name from the drop-down list or by clicking the section next to the section name. Alternately, you can expand all sections by clicking on the section next to the heading at the top of the drop-down list. The sections can be collapsed again by clicking the section.

Fields

When you expand a section you will see all of the fields that belong to that particular section. The fields in each section are identified by the same names used in the record format document. The fields are also organized in the same order in which they are reported in the record format.

Premium – Control Information



Control Information

Field Name	Value	Error
RSP Identifier	100	
Record Identifier	1	
Batch Code	ррр	
Entry Date	200807	
Company Number	000	
Branch Code	00	
Agency Code		
Entry Number		
Transaction Code		

Premium – Policy Information

-	Policy Information		
	Field Name	Value	Error
	Policy Number		
	Transfer Date		
	Expiry Date		
	Mass Merchandising Indicator		



Premium – Vehicle Information

Vehicle Information		
Field Name	¥alue	Error
Territory Code		
Vehicle Number		
Type of Business		
Type of Use		
Occasional Operator		
TPL Driving Record		
Collision All Perils Driving Record		
Accident Benefits Driving Record		
Grid Indicator		
Inexperienced Experienced Driver Indicator		

Premium – Operator Information

Operator Information

Field Name	Value	Error
Operator Age		
Years Licensed		
Number of Chargeable Accidents		
Number of Minor Violations		
Number of Major Violations		
Number of Criminal Code Convictions		



Premium – Coverage Information

—	Coverage Idmprmation		
	Field Name	Value	Error
	Third Party Liability Limit		
	Bodily Injury Coverage Code		
	Body Injury Premium		
	Property Damage Tort Coverage Code		
	Property Damage Premium		
	Direct Compensation Coverage Code		
	Direct Compensation Deductibles		
	Direct Compensation Premium		
	Uninsured Automobile Coverage Code		
	Uninsured Automobile Premium		
	Underinsured Motorist Coverage Code		
	Underinsured Motorist Premium		
	Accident Benefits Coverage Code		
	Accident Benefits Premium		
	Collision All Perils Coverage Code		
	Collision All Perils Premium		
	Comprehensive Specified Perils Coverage		
	Comprehensive Specified Perils Premium		
	Added BI coverage to offset tort deductible		
	AB Opt. Cov Medical and Rehabilitation		
	AB Opt. Cov Attendant Care		
	AB Opt. Cov Caregiver, Housekeeping		
	AB Opt. Cov Income Replacement		
	AB Opt. Cov Dependant Care		
	AB Opt. Cov Death and Funeral		
	AB Opt. Cov Indexation		
	Total Premiums	0	



Claim – Control Information

	Control Information				
	Field Name	Value	Error		
	RSP Identifier	100			
	Record Identifier	3			
	Batch Code	ph1			
	Entry Date	200810			
	Company Number	000			
	Branch Code	00			
	Transaction Code				

Claim – Policy & Vehicle Information

	Policy Information				
	Field Name	Value	Error		
	Policy Number				
	Vehicle Information				
	Field Name	Value	Error		
	Vehicle Number				
	Occasional Operator				

Claim – Claim Information

Field Name	Value	Error
Claim Number		
Date of Loss	yyyymmdd	
Claim Reported Date	yyyymmdd	
Kind of Loss		
Paid Amount		
Paid Expense Amount		
Reserve Amount		
Expense Code		
Excluded Driver		
Coverage Code		

• All fields that are involved in errors will be highlighted.

Errors

The Errors drop-down list gives you the option to select a specific error code and go directly to the fields associated with that error. It contains all of the errors that currently exist for the transaction you are viewing.



4.3 Search Batch

By using this module, users will be able to search for batches that have an Error status (have error transactions present in the batch) or a WIP status.

In order to retrieve these batches, the desired combination of search criteria fields must be provided. To search for a batch, select Search Batch module. The following page will be displayed to key-in and select the desired search batch criteria:

FACILITY Association		Welcome fauser94 fause	Contact FA Logout
Search Batch • Main Menu ##¥ My Portal © RSP Collection and © Correction • Create Batch • Delete Batch • Delete Batch Postmark Date © Change RSP Submission © Reports ©	h Batch Criteria d Fields SP Identifier Please select • * Reporting Please select • Branch Code Please select • ord Identifier 1-Premium 3-Claim Batch Code blicy Number • Entry Date 2008/07 • ecord Status Error •	Search	
	© 2008 Facility Ass	ociation. All rights reserved.	

Figure 4-5: Search by Batch Criteria Page

You can customize your search results by expanding or narrowing the selection criteria.

As a result, the list of batches related to the search criteria will be retrieved and displayed on the following page:

FACI	LITY iation		-			Welcome fause	r94 fauser94	Contact FA Logout
Search Batch 🗣								
Main Menu IIII V My Portal V	Batch Search	Results						
RSP File Transfer 😵 RSP Collection and 🚷 Correction	RSP Identifier 100	Reporting Company	Branch Code 00	<u>Batch Code</u> vvv	<u>Record Identifier</u>	Entry Date 200807	Batch Status ERROR	<u>Total Transactions</u>
 » Create Batch » Search Batch 								
» Delete Batch Postmark Date 😵								
Change RSP Submission 😵 Reports								
			© 2008 Facility As	sociation. All right	s reserved.			

Figure 4-6: Batch Search Results Page

Click on the line with any batch you would like to edit and, the Edit Transaction page will be displayed with the list of transactions from the selected batch.



FACI	LITY			Welcome fau	ser94 fauser	r94	U.	Contact FA Logou
Search Batch •								
Main Menu IIII V My Portal 😵	Edit Transaction							
RSP File Transfer 🛛 🛠 RSP Collection and 🏾 😒 Correction	Transaction ID RSP Identifier 300012 100	Reporting Company Brand	ch Code Record Iden	tifier Batch Coo ppp	le Entry Date 200807	e Record Stat	tus Total 1	l Transactions
 » Create Batch » Search Batch 	Batch List Previous	Next Add	Delete	Save - WII	Validate	e Trans	mit	Print
» Delete Batch	Control Information	Errors			~			
Postmark Date 🛛 😵 Change RSP Submission 🔗	Section Control Information							^
Reports	Field Name	Value	Error					
	RSP Identifier	100						
	Record Identifier	1						
	Batch Code	ррр						
	Entry Date	200807						
	Company Number	000						
	Branch Code	00						
	Agency Code							
	Entry Number							
	Transaction Code							
	Policy Information							

Figure 4-7: Details of Selected Batch

If an error batch is selected, the first transaction from the batch will be displayed with all its associated errors. This page can be used to correct generated errors.

The Errors drop-down list gives you the option to select a specific error code and go directly to the fields associated with that error. It contains only the errors that currently exist for the specific record.

Transmit Confirmation

When you have completed your corrections, click the **Transmit** button to send the information to the Pool for further processing.

Upon successful receipt of the information, a confirmation message will be displayed.



Figure 4-8: Transmit Confirmation Page



4.4 Delete Batch

By using this module, users will be able to search for batches that have an Error status (have error transactions present in the batch), a WIP status, or a Rejected status for deletion.

In order to retrieve these batches, the desired combination of search criteria fields must be provided. To retrieve a batch for deletion, select the Delete Batch function. The following page will be displayed to key-in and select desired delete batch criteria:

FACI	LITY	Welcome fauser94 fauser94						
Assoc	iation	Contact FA Logout						
Delete Batch •								
Main Menu	Delete Batch Criteria							
My Portal 🛛 😵 RSP File Transfer 😪	* Required Fields							
RSP Collection and 😞 Correction	* RSP Identifier Please select 💙							
» Create Batch	* Reporting Please select V							
» Search Batch	Branch Code Please select 💌							
» Delete Batch	* Record Identifier 1-Premium							
Change	Entry Date 2008/07 V							
Reports	Batch Code							
	* Record Status Error							
		Search Reset						
	© 2008 F	acility Association. All rights reserved.						

Figure 4-9: Delete Batch Criteria Page

You can customize your search results by expanding or narrowing the selection criteria. Note that it is mandatory to select criteria from certain fields, which are indicated by an asterisk next to the field name.

When you have selected all your search criteria, click the **Search** button and the delete batch results will be displayed.

FACILI Associat			Welcom	ne fauser94	fauser94	Contact FA Logout		
Delete Batch •								
Main Menu	elect Batc	h to						
RSP File Transfer 🛛 😵 R	SP Identifier	Reporting Company Code	Branch Code	Batch Code	Record Identifier	Entry Date	Record Status	Number of Transactions
RSP Collection and (*) Correction 10	0 0	000	00	ррр	1	200807	WIP	2
» Create Batch 10	0 0	000	00	vvv	1	200807	WIP	4
» Search Batch								
Delete Batch Postmark Date Change RSP Submission Reports								
		© 2008	Facility Associa	tion. All rights	reserved.			

Figure 4-10: Delete Batch Results Page



From the list of batches displayed, click on the desired batch and the page will be redisplayed with a list of the transactions in the selected batch for further verification.

FAC						Welcome	e fausei	r1 fauser1	(
Assoc	iation		_							Contact FA Logout
Delete Batch •										
Main Menu IIII V										
My Portal 😵	Delete)
RSP File Transfer 🛛 😵	RSP Identifier	Reporting Company Cod	e Branch C	Code Batch Co	de Record	Identifier	Entry D	ate Record	Status <u>Number</u>	of Transactions
Correction and Source Correction	100	000	00	guo	1	2	200806	ERROR	1	
» Create Batch Criteria	100	000	00	vv1	1	2	200806	ERROR	10	
	100	000	00	vv4	1	2	200806	ERROR	5	
» Search By Batch Criteria	100	000	00	vv5	1	2	200806	ERROR	1	
	100	000	00	BA3	1	2	200807	ERROR	1	
» Delete Batch	100	000	00	vvv	1	2	200807	ERROR	9	
Collection and Sourcestion Reports										
	Transaction <u>Code</u>	Policy Number	<u>Transfer</u> <u>Date</u>	<u>Expiry</u> <u>Date</u>	<u>Vehicle</u> <u>Number</u>	<u>Type</u> Busine	<u>of</u> ess	<u>Type of</u> <u>Use</u>	<u>Occasional</u> <u>Operator</u>	<u>Total</u> <u>Premiums</u>
	2	MAUREENSCENARIO1B1	20080523	20080723	001	1		01		724
				Delete		Reset				
© 2008 Facility Association. All rights reserved.										

Figure 4-11: Selected Batch with List of Transactions Page

Delete Confirmation

After you have reviewed the details of the selected batch and you are certain that it is the batch you would like to delete, click the **Delete** button to remove the batch.

You will be presented with the following pop-up window to confirm the deletion:

FACILITY Association		Welcome fauser94 fauser94	Contact FA Logout
Delete Batch •			
RSP File Transfer Science RSP Collection and RSP Identifier Correction 400 000	Windows Internet Explorer	Lidentifier Entry Date Record Stat 200807 WIP	tus <u>Number of Transactions</u> 1
Search Batch Delete Batch Delete Batch	OK Cancel	<u>Date of Kind of Paid P</u> Loss Loss Amount	<u>aid Expense Reserve</u> <u>Amount Amount</u>
Postmarkdate ¥ Change RSP Submission ¥ Reports	Delete	Reset	
	© 2008 Facility Association. All rights reserv	ved.	

Figure 4-12: Deletion Confirmation Pop-up Window

Click the **OK** button to proceed with the deletion or **Cancel** to abort the deletion.

• Once the transaction has been deleted, you will not be able to recover or undo the deletion as the transaction will be permanently removed from the database.



5. POOL SUBMISSION DATE CHANGE (SPECIAL HANDLING)

5.1 Pool Submission Date Change (Special Handling) Overview

The Pool Submission Date Change (Special Handling) module allows Members to submit requests to FA to change (backdate) an original submission date when circumstances prevent the maintenance of these dates.

These circumstances could include errors or corrections to protected or "key" data elements on transactions, or external factors which prevents the submission of one or more required transactions.

Each premium transaction (error and error free) submitted to the RSP is assigned its own Pool Submission Date. It is assigned when the batch is submitted and is equal to the batch submission date.

• If a batch is submitted before 4:00 AM the next day, it is still considered to be the previous day's date. After 4:00 AM the Postmark date will be equal to the current date.

To obtain access to the Pool Submission Date Change (Special handling) module, please see <u>Obtaining</u> <u>Access</u>.

5.2 PSD Request

This function provides the ability for you to submit a request to FA to change (backdate) the originally assigned Pool Submission Date.

The following key information fields are required for Pool Submission Date change requests:

- RSP Identifier
- Reporting Company
- Branch Code
- Batch Code
- Entry Date
- Policy Number

You should be able to provide proof of the original submission to support the requested Postmark Date. These requests can only be submitted for premium transactions.



Selection Criteria – Pool Submission Date Search



Table 5-1: Pool Submission Date Search - Selection Criteria

No.	Criteria	Description	Selection options		
1	RSP Identifier (Mandatory)	List of available Risk Sharing Pools based on your user access profile	No default valueOne RSP Identifier must be selected		
2	Reporting Company (Mandatory)	List of available reporting companies based on your user access profile	No defaultOne company number must be selected		
8	Branch Code (Optional)	List of available branches for the selected reporting company	 -No default 		
4	Batch Code (Optional)	The Batch Code may be entered if a specific batch is required.	 Enter required Batch Code (if known) 		
6	Policy Number (Optional)	The Policy Number may be entered if a specific policy number is required	 Enter required Policy Number (if known) 		
6	Entry Date (Mandatory)	"From" and "To" Entry Date year (CCYY), and month (The Entry Date refers to the month and year assigned to the batch)	 No default Select the year and the month from the applicable dropdown lists 		



Command Buttons – Pool Submission Date Search

7	Search	Searches the database for matches based on entered/selected criteria. Click this button once you have completed selecting/entering all the required criteria.
8	Reset	Click this button to clear all entered fields and return selected fields to their default values.

Search Result List

After completing the entry of the required selection criteria, click the **Search** button and the list of available batches will be displayed. See figure 5-2 below.

FACI	LITY			0.	test EA 1 court	Welcome User000 USER			
Assoc	iation			, cu	naci PA ji Logoui	List of available batches based on selected criteria			
PSD Request •									
Main Menu	Pool Submission	Date Request				7			
RSP File Transfer 🛛 😵	Batch Code	RSP Identifier	Company Code	Branch Code	Entry Date				
RSP Collection and S Correction	T01	400	000	00	2011/08				
Pool Submission Date 🔗	т02	400	000	00	2011/08				
» PSD Request	т03	400	000	00	2011/08				
RSP Submission Reports 😵									
© 2008 Facility Association. All rights reserved.									

Figure 5-2: Pool Submission Date Request - Search Result Page

Click on the line with the batch you would like to edit and the page will be redisplayed with the list of transactions for the selected batch. See figure 5-3 below.


Changing Pool Submission Date



Figure 5-3: Pool Submission Date Request with Transactions from Selected Batch



Selected Batch

Batch currently selected for editing.

2 All Transactions Checkbox Click this checkbox to select all listed transactions at once. This checkbox toggles between selecting and unselecting all the listed transactions.

 Individual Transaction Checkbox
 New Pool Submission Date Click this checkbox to select or unselect individual transactions. Click calendar icon to select desired date from pop-up calendar.

Once approved, all selected transactions will be updated with the new Pool Submission Date.

		Apr	ril, 20	08		
1	April		*	20	08 💊	2
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	З	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10
Toda	ay: 20	080	410			





Once the request has been sent, the page will be redisplayed with the message "Your request has been sent".

					Pool Su Change messag	abmission Date e request sent ge displayed		
FACI	LITY				lact FA Logout	Welcome User000 (USER	100
Assoc	iation							
PSD Request								
Main Menu HV	Pool Submission I	ate Request						
RSP File Transfer 8	(i) Your request has	been sent						
RSP Collection and 8 Correction	Batch Code	RSP Identifier	Company Code	Branch Code	Entry Date			
Change	101	400	000	00	2011/08			
PSD Request	T03	400	000	00	2011/08			
			© 2008 Facili	ty Association, All rights	reserved.			
				K				
Done							🜍 Inkernet	6g • \$100% •





6. RSP SUBMISSION REPORTS

6.1 Submission Reports Overview

The following reports can be generated using the RSP Submission Reports module:

- Submission Status Report
- Pool Submission Date Status Report
- Premium and Claim Detail Report
- Premium and Related Claims Report
- Claim Audit Report
- Large Premium/Claim Exception Report
- Transfer Limit Report
- Premium/Claim Control Report
- Submission Summary Report

These reports present both detailed and summarized information about data submitted to FA by your company or your company's group. They will also help to reduce time and effort in obtaining submission information.

After successfully logging in to the application, you can access the RSP Submission Reports module from the Main Menu. Once you have selected a report, the corresponding report criteria will be displayed.

To view a report, you must follow these steps:

- 1. Choose the report
- 2. Select/type the desired criteria
- 3. Generate the report.

The next few sections of this user guide will tell you more about the reports you can generate using RSP Submission Reports module.

To obtain access to the RSP Submission Reports module, please see Obtaining Access.



6.2 **Common Report Features**

Request Report

There is a custom Request Report page for each report. When you select a report from the Main Menu, the corresponding report criteria will be displayed in a Request Report page. This will occupy the Content Area previously described in section 1-3.

	000-Test Head Company 001-Test Company 1 002-Test Company 2			
orting Company				
Batch Code				
File Name				
Submitted Date From	2008/10/23	* To 2008/10/2	3 X	

Figure 6-1: Request Report Page

The criteria you specify will be validated when you click the Get Report button. Any error messages will be displayed in the Messages Area. If you get an error message, you must revise and resubmit the criteria you selected.

Command Buttons – RSP Submission Reports

1	Get Report	Generates the report based on entered/selected criteria. Click this button once you have completed selecting/entering all the desired criteria field values.
2	Reset	Click this button to clear all entered fields and return the criteria fields to their default values.

View Report

Once your entered/selected criteria passes the validation checks, the report will be generated based on that criteria and the View Report page will replace the Request Report page.

To generate a different report, choose the appropriate report name from the Main Menu.



EAC				Welcome All Smith	14
Asso	ciation				Contact FA Logout
Submission Status R	eport .				
View Report					
14 4 1 of 1	▶ ▶i	~	Find Next Select a format	Export 🖸	
FACIL	ITY Subm	ission Summary	Status Report		<u>^</u>
Associa	cion				
Reporting Compare	ny: 000				
Batch Code:		File Name:			
Submitted Date Fi	rom: 2008/10/01	Submitted Date To:	2008/10/23		
Transaction	Submitted Date 🗘 and Time		File Name	e Total e Transactions	
Transaction(s)	2008/10/15 10:08	000_File		842	
Transaction(s)	2008/10/17 14:58	Online		1	
Transaction(s)	2008/10/20 16:38	Alex file.TXT		0	
Transaction(s)	2008/10/20 17:02	Alex file.TXT		33	
Transaction(s)	2008/10/20 18:46	Alex Claim.TXT		7	
Transaction(s)	2008/10/20 18:55	Alex Claim.TXT		0	
Transaction/s)	2008/10/20 18-56	Δlov filo TYT		n	<u>×</u>

Figure 6-2: View Report Page

All of the reports have the following standard View Report toolbar:



Navigating Within a Report

🕅 🖣 1 of 18 🕨 🕅

The View Report toolbar includes a variety of page navigation functions (pictured above). You can navigate to a specific page by entering a page number and hitting the **Enter** button on your keyboard, or navigate directly to the first or last page of a multi- page report using the arrow buttons on the View Report toolbar.

• Page breaks are explicitly defined by the report itself and cannot be changed.



When navigating multi-page reports, you must use the "back" arrow button on the View Report toolbar to view previous pages. Do not use the "back" button on the Internet Explorer toolbar. If you use the "back" button on the Explorer toolbar, the navigation is unpredictable and an error may occur.

Navigating Back to a Parent Report

4

To get back to a parent report, use the back arrow button pictured above. It is located on the left side of the View Report toolbar.

Changing the Report Display



The View Report toolbar provides a standard zoom functionality (pictured above) that lets users zoom in on or out of a report, making the text larger or smaller.

Searching Within a Report



The View Report toolbar includes a search field (pictured above) to help you find specific text within a report. Search for content in a report by typing a word or phrase and then clicking **Find**. To search for subsequent occurrences of the same word or phrase, click the **Next** button.

• The search is not case-sensitive and begins at the top of the page or section that is currently selected. Wildcards and Boolean search operators are not supported.

Exporting and Printing a Report



Exporting

The View Report toolbar also allows you to export a report to a particular format (pictured above). The export format currently supported is PDF. An XML export format is also available to support future technology capabilities.

Be aware that, depending on how the items in a report are aligned, the report layout in the PDF file might include extra pages or white space that you did not expect.

Printing

To print a report, export it to a PDF file format and then print the report by selecting "Print" option from the "File" menu.



Refreshing a Report

¢

To refresh a report, click the REFRESH button (pictured above). The report server will then reprocess the report using the most recent data.



6.3 Download Links

File Download

Download links are available on some reports. This feature allows you to save the details of the transactions into a comma delimited text file for future use.

File Down	load	$\mathbf{\times}$
Do you w	vant to open or save this file?	
	Name: Premium_Detail.txt Type: Text Document, 1.68KB From: portalsit.facilityassociation.com <u>Open Save</u> Cancel	[runna]
2	While files from the Internet can be useful, some files can potentially harr your computer. If you do not trust the source, do not open or save this file	n L

Figure 6-3: File Download Window

Saving Download

For premium, the default file is always Premium_Detail.txt while for claim, it is always Claim_Detail.txt. Provide a new name while saving the file.



Figure 6-4: Save As Window



6.4 Submission Summary Status Report

About the Report

The Submission Summary Status Report provides members with the ability to review status of data submitted to FA either online or batch file submissions. If your selection includes a batch file submission, the file name column will list the name of the file and if your selection includes a batch created by on-line entry, the file name column will display "On-Line".

You may access this report by selecting the Submission Status Report option under RSP Submission Reports module in the Main Menu.

- If an entire file was rejected during the pre-validation, this file level information will not be available on this report. An automated email will be sent back to the user to notify them that the file was rejected because it did not meet the first level of pre-validation checks. For more information on the pre-validation rules, please refer to the Risk Sharing Pool Procedures Manual.
- Once you have submitted your file successfully and the file has passed the pre-validation check, the file submission data will be available the next day.



Entering Selection Criteria

The Submission Status Report results can be customized by expanding or narrowing the selection criteria on the Request Report page and clicking the **Get Report** button.

Table 6-1 describes the report criteria and selection options numbered in the figure below.

	EACI					Welcome All Smith	1 million
	Assoc	iation					Contact FA Logou
	Submission Status Rep	port 🖬					
•	Main Menu III Y My Portal State RSP File Transfer RSP Collection and Correction State Postmark Date Change State DSD Subscience Resorts A	Request Report Required Fields Reporting Company	100-Test Head Company 101-Test Company 1 102-Test Company 2		∏AII		
ă	» Submission Status Report						
2	» Postmark Date Status Report	Batch Code					
X	» Premium/Claim Detail Report	File Name	008/10/23	* To 2008/10/23	X		
U	 Premium and Related Claims Report Claim Audit Report Transfer Limit Report 	From		Get Report	Reset	1	

Figure 6-5: Submission Status Report – Request Report Page

Table 6-1: Submission Summa	ry Status Report – Selection Criteria
-----------------------------	---------------------------------------

No.	Criteria	Description	Selection options
1	Reporting Company (Mandatory)	List of available reporting companies based on your user access profile	 No default value At least one reporting company must be selected To select multiple companies, press Ctrl key while selecting the company from the list Checking the "All" checkbox will select all companies in the list
2 3	Batch Code (Optional) File Name (Optional)	The assigned code to identify a batch of submitted records. External company file name reported.	 No default No default Enter the exact file name, desired
			 The search is not case sensitive
4	Submitted Date (Mandatory)	"From" and "To" Submitted Date year (CCYY), month (MM), and day (DD) The Submitted Date refers to the date that the data file was submitted to the Pool	 No default Enter the numeric representation of the year, month and day

• Click the **Reset** button to return all criteria fields to their default values.



Viewing Report Details – Submission Summary Status Report

After you submit the selection criteria, the Submission Summary Status Report will be displayed. The report provides file level details on your submissions (provided your file was not rejected). Based on the date and company selection, all submitted files meeting the specified criteria will be displayed. From this report, you can click on a Transaction(s) link to retrieve the next level of detail which will display your data in three (3) sections; rejected batches, premium batches, claim batches.

Table 6-2 describes the report content numbered in the figure below.



Figure 6-6: Submission Summary Status Report Page

No.	Content	Description	Links/Comments
1	Reporting Company	As selected on criteria page	Display only
	Batch Code	As entered on criteria page	Display only
	File Name	As entered on criteria page	Display only
	Submitted Date From	As selected on criteria page	Display only
	Submitted Date To	As selected on criteria page	Display only
2	Transaction	Link to the transaction details	 The transaction(s) link retrieves the Submission Transaction Status Report, which will display further details regarding the transactions in associated file name For more information, please see <u>Submission</u> <u>Transaction Status Report</u>



No.	Content	Description	Links/Comments
8	Submitted Date and Time	The date and time the data file was submitted to the Pool.	Display only
4	File Name	Either the external file name assigned by the company for batch file submissions or "Online" for data submissions via online entry.	Display only
6	Total Transactions	Total number of records in the file.	Display only

See Also: <u>Navigating Within a Report</u> <u>Navigating Back to a Parent Report</u> <u>Changing the Report Display</u> <u>Searching Within a Report</u> <u>Exporting and Printing a Report</u> <u>Refreshing a Report</u>



Viewing Report Details – Submission Transaction Status Report

The report displays only the key fields for each transaction but provides the status of all transactions within a batch. If you require more transaction detail and/or error codes for the error transactions, you will have to run the Premium and Claim Detail Report.

The report organizes the generated data into three (3) groups:

- 1. Rejected Batches \rightarrow Any batches that have been rejected. That is, batches with all transactions flagged as being rejected.
- 2. Premium Batches \rightarrow All premium batch transactions with individual status of each transaction
- 3. Claim Batches \rightarrow All claim batch transactions with individual status of each transaction

Table 6-3 describes the report content numbered in the figure below.



Figure 6-7: Submission Transaction Status Report Page



Table 6-3: Submission Transaction Status Report – Viewing Report Details

No.	Content	Description	Links/Comments
1	Reporting Company	As selected on criteria page	Display only
	Batch Code	As entered on criteria page	Display only
	File Name	Either the external file name assigned by the company for batch file submissions or "Online" for data submissions via online entry. (As selected from Submission Summary Status	 Display only
		Report)	
	Submitted Date and Time	The date and time the data file was submitted to the Pool.	Display only
2	Reason	The explanation for the rejection of the batch. For batch rejection reasons, please refer to the Risk Sharing Pool Procedures Manual.	 Display only
	RSP	The code which identifies the Pool for the rejected submissions. Example values: 100 → Ontario 200 → Alberta (Grid)	 Display only
	Record Type	The type of record in the submission. Values: $1 \rightarrow$ Premium	• Display only
		$2 \rightarrow Claim$	
	Batch	The assigned code to identify a batch of submitted records.	 Display only
	Entry Date	Year and month in which transactions are processed.	Display only
	Reporting Company	Reported company for the rejected transactions.	Display only
	Branch Code	Associated branch or service office for the rejected transactions.	 Display only
8	Transaction Status	The current status of the premium transactions.	Display only
		Example values:	
		Accepted	
		Error	





No.	Content	Description	Links/Comments
	RSP	The code which identifies the Pool for the submission.	 Display only
		Example values: 100 → Ontario 200 → Alberta (Grid)	
	Batch	The assigned code to identify a batch of submitted records.	Display only
	Entry Date	Year and month in which transactions are processed.	Display only
	Reporting Company	Reported company for the submitted transactions.	Display only
	Branch Code	Associated branch or service office for the submitted transactions.	Display only
	Trans Code	Transaction code which identifies the type of entry transmitted.	Display only
		Example values: $A \rightarrow$ first transaction of new risk ceded to the Pool $B \rightarrow$ renewal not ceded to the Pool in previous term	
	Policy Number	Code identifying the policy which contains the risk being transferred.	Display only
	Policy Effective Date	The effective date of the policy.	Display only
	Policy Expiry Date	The expiry date of the policy	Display only
	Veh No.	Number which identifies the vehicle	Display only
	Oper No.	Number which identifies the operator.	Display only
4	Transaction Status	The current status of the claim transactions.	 Display only
		Example values: Accepted	
		 Error 	
	RSP	The code which identifies the Pool for the submission.	Display only
		Example values: $100 \rightarrow \text{Ontario}$ $200 \rightarrow \text{Alberta (Grid)}$	
	Batch	The assigned code to identify a batch of submitted records.	 Display only
	Entry Date	Year and month in which transactions are processed.	Display only
	Reporting Company	Reported company for the submitted transactions.	Display only



No.	Content	Description	Links/Comments
	Branch Code	Associated branch or service office for the submitted transactions.	Display only
	Trans Code	Transaction code which identifies the type of entry transmitted.	Display only
		Example values: $1 \rightarrow$ open with claim with reserve $4 \rightarrow$ re-open reserve on a closed claim	
	Policy Number	Code identifying the policy which contains the risk being transferred.	Display only
	Veh No.	Number which identifies the vehicle.	Display only
	Oper No.	Number which identifies the operator.	Display only
	Claim Number	Number which identifies the claim.	Display only
	Date of Loss	Date on which the loss occurred.	Display only
	Claim Reported Date	Date the claim was reported.	Display only
	Соч	Coverage code recorded on the risk/premium.	Display only
	Kind of Loss	Kind of loss on the claim.	 Display only

See Also:

Navigating Within a Report Navigating Back to a Parent Report Changing the Report Display Searching Within a Report Exporting and Printing a Report Refreshing a Report



6.5 Premium/Claim Detail Report

About the Report

The Premium/Claim Detail Report provides members with summarized and detailed information regarding individual batches that have been submitted to the Risk Sharing Pool. You can use this report to confirm the details of your data submissions.

You may access this report by selecting the Premium/Claim Detail Report option under RSP Submission Reports module in the Main Menu.

Entering Selection Criteria

The Premium/Claim Detail Report results can be customized by expanding or narrowing the selection criteria on the Request Report page and clicking the **Get Report** button.

Table 6-4 describes the report criteria and selection options numbered in the figure below.







Table 6-4: Premium/Claim Detail Report – Selection Criteria

No.	Criteria	Description	Selection options
1	RSP Identifier (Mandatory)	List of available Risk Sharing Pools based on your user access profile.	 No default value Only one RSP Identifier can be selected
2	Reporting Company (Mandatory)	List of available reporting companies based on your user access profile.	 No default value Only one reporting company can be selected
8	Branch Code (Optional)	List of available branches for the selected reporting company.	 No default value If not selected, all available branches will be included
4	Batch Code (Optional)	The entered or submitted logical grouping code for the transactions.	No default value
6	Record Identifier (Mandatory)	List of available record identifiers. Either Premium or Claim	No default valueSelect a record identifier
6	Record Status (Mandatory)	List of available record statuses.	No default valueSelect a record status
7	Error Code (Optional)	List of predefined error codes based on record identifier selected.	 No default value Only available when selected record status is "Error"
8	Policy Number (Optional)	The Policy Number as reported on the original record	No default value
9	Claim Number (Optional)	The Claim Number as reported on the original record.	 No default value Only available when selected record identifier is "Claim"
0	Date of Loss (Optional)	The Date of Loss as reported on the original record.	 No default value Only available when selected record identifier is "Claim".
**	Coverage Type (Optional) Not visible in figure 6-6 based on selected criteria	List of predefined coverage types based on RSP Identifier selected.	 No default value Only available when selected record identifier is "Premium"
0	Coverage Code (Optional)	List of predefined coverage code values.	No default value



No.	Criteria	Description	Selection options
			 When selected record identifier is "Premium", only available when a coverage type is selected
0	Kind of Loss (Optional)	List of predefined kind of loss values for selected coverage code.	 No default value Only available when selected record identifier is "Claim" and a coverage code is selected
B	Entry Date (Mandatory)	"From" and "To" Entry Date year (CCYY), and month (The Entry Date refers to the month and year assigned to the batch)	 Default setting for the "From" and "To" dates is the current year and month

You will notice that by selecting certain criteria values the page will be refreshed with additional criteria fields. For example, if you select "3-Claim" as the desired record identifier, then the page will be redisplayed with Claim Number, Date of Loss and Coverage Code fields. Once you select a Coverage Code, a Kind of Loss criteria field will be displayed.

If you change the record identifier to "1-Premium", the page will once again be refreshed with the applicable criteria fields, and the Claim Number, Date of Loss, Coverage Code, and Kind of Loss fields will be replaced by a single Coverage Type criteria field. Once a Coverage Type is selected, the page will be redisplayed with a Coverage Code field.

When a record status of Error is selected, the page will be redisplayed with an Error Code criteria field.



Viewing Report Details – Premium Summary Report

After you submit the selection criteria with record identifier of "1-Premium" chosen, the Premium Summary Report will be displayed.

Table 6-5 describes the report content numbered in the figure below.

Premium/Claim Detail Report .					
View Report					
[4 4 1 of 1 ▷ ▷] Φ	100%	Find Next Select a	format 💙 Export 🔯		
FACILITY	Premium Summary R	leport			
Association					
2022 002 02 0 0 W	-				
RSP: 100 - Ontario	Reporting Company:	000 - Test Head Compa	iny		
Branch Code:	Batch Code:	Record Identifier	S 1		
Record Status: Accepted	Error Code:	Policy Number:			
Coverage Type:	Coverage Code:				
Entry Date From: 2008/05	Entry Date To: 2008/07	7			
		Download	all based on selection		
Download	Buoneh A	Decord Count	Tetal Dromium	\mathbf{i}	
Batch Code	Code Entry E	Date + Record Count	Total Premium	\mathbf{i}	
Download BT1	00 🗶 2008	B/07 2	720		
Download BT2	00 2008	8/07 1	320	\setminus	
			<u> </u>	$\langle \rangle$	
/					

Table 6-5: Premium Summary Report – Viewing Report Details

No.	Content	Description	Links/Comments
1	RSP	As selected on criteria page	Display only
	Reporting Company	As selected on criteria page	Display only
	Branch Code	As selected on criteria page	Display only
	Batch Code	As entered on criteria page	Display only
	Record Identifier	As selected on criteria page	Display only
	Record Status	As selected on criteria page	Display only
	Error Code	As selected on criteria page	Display only
	Policy Number	As entered on criteria page	Display only
	Coverage Type	As selected on criteria page	Display only
	Coverage Code	As selected on criteria page	Display only





No.	Content	Description	Links/Comments
	Entry Date From	As selected on criteria page	Display only
	Entry Date To	As selected on criteria page	Display only
2	Download	Link to download all the transactions in the selected batch to a text file.	 Download link extracts details of transactions to a comma delimited text file. For an example, please see <u>Individual Premium</u> <u>Batch Download</u>
3	Batch Code	The assigned code to identify a batch of submitted records.	 The batch code link retrieves the Premium Detail Report, which will display the details of the batch For more information, please see <u>Premium</u> <u>Detail Report</u>
4	Branch Code	Associated branch or service office for the rejected transactions.	Display only
6	Entry Date	Year and month in which transactions are processed.	Display only
6	Record Count	Total number of records in the batch.	Display only
0	Total Premium	Total premium amount for the batch.	Display only
8	Download all based on selection criteria	Link to download all transactions for all batches returned based on the selection criteria provided.	 Download link extracts all transactions for all batches listed to comma delimited text file. For more information, please see <u>All Premium</u> <u>Batch Download</u>



Individual Premium Batch Download

By clicking on the Download link, the details of the transactions within the selected batch will be extracted to a comma delimited text file. See also <u>Download Links</u> for additional information.

Premium_Detail[2].txt - Notepad Ele Edit Format View Help	ne batch ed in file	
RSPIdentifier,RecordIdentian,BatchC	ode,EntryYearMonth,Con	panyNumber,BranchCode,AgencyCode,EntryNumber,TransactionCode,For
entBonefitzBremium 2017SionAllPerils	CoverageCode,ForFuture	Use8,CollisionAllPerilsPremium,ComprehensiveSpecifiedPerilsCover
100,1,BT1,200201000,000,AGENC,01,A,V	TDEO POLICY1,20080601,	20090601,Y,,717,001,1,01,6,6,6,,,35,10,00,00,00,00,0,,6,,10,100,
100,1,BT1,200800,000,00,AGENC,01,A,F	A TEST 1,20080601,2009	0601,Y,,717,001,1,01,6,,6,,,,35,10,00,00,00,0,,,6,,,10,100,11,1

Figure 6-10: Premium Detail Text File (Individual Batch)

All Premium Batch Download

By clicking on the "Download all based on selection criteria link", the details of the transactions within all the batches returned based on the selection criteria the selected batch will be extracted to a comma delimited text file. See also Download Links for additional information.



Figure 6-11: Premium Detail Text File (All Batches)

See Also: <u>Navigating Within a Report</u> <u>Navigating Back to a Parent Report</u> <u>Changing the Report Display</u> <u>Searching Within a Report</u> <u>Exporting and Printing a Report</u> <u>Refreshing a Report</u>



Viewing Report Details – Premium Detail Report

This report is displayed when the batch code link is clicked on the Premium Summary Report.

Table 6-6 describes the report content numbered in the figure below.



Figure 6-12: Premium Detail Report

Table 6-6: Premium Detail Report – Viewing Report Details

No.	Content	Description	Links/Comments
1	RSP	As selected on criteria page	Display only
	Reporting Company	As selected on criteria page	Display only
	Branch Code	As selected on criteria page	Display only
	Batch Code	As entered on criteria page	Display only
	Record Status	As selected on criteria page	Display only
	Record Identifier	As selected on criteria page	Display only
	Error Code	As selected on criteria page	Display only
	Policy Number	As entered on criteria page	Display only
	Coverage Type	As selected on criteria page	Display only
	Coverage Code	As selected on criteria page	Display only



No.	Content	Description	Links/Comments
	Entry Date From	As selected on criteria page	 Display only
	Entry Date To	As selected on criteria page	Display only
2	Last Updated Time		 Display only
	Submission Date	Also known as the transmittal date. It refers to the actual date of receipt by the Pool systems	Display only
	Agency Code	As reported.	 Display only
	Entr #	Entry number. As reported.	 Display only
	Tr Cd	Transaction Code. As reported.	Display only
	Policy Number	As reported.	 Display only
	Trans Dt	Transfer Date. As reported.	Display only
	Exp Dt	Expiry Date. As reported.	Display only
	MMI	Mass Merchandise Indicator. As reported.	Display only
	Terr Code	Territory Code. As reported.	 Display only
	Veh #	Vehicle Number. As reported.	 Display only
	ТоВ	Type of Business. As reported.	 Display only
	ToU	Type of Use. As reported.	 Display only
	осс	Occasional Operator. As reported.	Display only
	TPL DR	Third Party Liability Driving Record. As reported.	Display only
	C/A DR	Collision/All Perils Driving Record. As reported.	Display only
	AB DR	Accident Benefit Driving Record. As reported.	Display only
	Age	Operator's Age. As reported.	Display only
	Yrs L	Years Licensed. As reported.	Display only
	# CA	Number of Chargeable Accidents. As reported.	Display only
	# Min V	Number of Minor Violations. As reported.	Display only
	# Maj V	Number of Major Violations. As reported.	 Display only
	# CC C	Number of Criminal Code Convictions. As reported.	Display only
	TPL Limit	Third Party Liability Limit. As reported.	Display only
	BI Cov	Bodily Injury Coverage Code. As reported.	Display only
	BI Prem	Bodily Injury Premium. As reported.	 Display only





No.	Content	Description	Links/Comments
	PD Cov	Property Damage Tort Coverage Code. As reported.	Display only
	PD Prem	Property Damage Premium. As reported.	 Display only
	DCPD Cov	Direct Compensation Coverage Code. As reported.	Display only
	DCPD Ddct	Direct Compensation Deductibles. As reported.	Display only
	DCPD Prem	Direct Compensation Premium. As reported.	Display only
	UA Cov	Uninsured Automobile Coverage. As reported.	Display only
	UA Prem	Uninsured Automobile Premium. As reported.	Display only
	UM Cov	Underinsured Motorist Coverage. As reported.	Display only
	UM Prem	Underinsured Motorist Premium. As reported.	Display only
	AB Cov	Accident Benefits Coverage. As reported.	 Display only
	AB Prem	Accident Benefits Premium. As reported.	Display only
	C/A Cov	Collision/All Perils Coverage. As reported.	Display only
	C/A Prem	Collision/All Perils Premium. As reported.	Display only
	C/S Cov	Comprehensive/Specified Perils Coverage. As reported.	Display only
	C/S Prem	Comprehensive/Specified Perils Premium. As reported.	Display only
	Tot Prem	Total Premium. As reported.	 Display only
	Additional Optiona	Benefits are only shown in the Ontario RSP	
	TPL-BI	Added BI coverage to offset tort deductible	Display only
	M&R	AB Optional Coverage – Medical and Rehabilitation	Display only
	AC	AB Optional Coverage - Attendant Care	Display only
	С,Н&НС	AB Optional Coverage – Caregiver, Housekeeping and Home Maintenance	Display only
	IR	AB Optional Coverage - Income Replacement	Display only
	DC	AB Optional Coverage - Dependant Care	Display only



No.	Content	Description	Links/Comments		
	D&F	AB Optional Coverage - Death and Funeral	Display only		
	1	AB Optional Coverage – Indexation	 Display only 		

See Also:

Navigating Within a Report Navigating Back to a Parent Report Changing the Report Display Searching Within a Report Exporting and Printing a Report Refreshing a Report



Viewing Report Details – Claim Summary Report

After you submit the selection criteria with record identifier of "3-Claim" chosen, the Claim Summary Report will be displayed.

EA							Welcome Al	l Smith	19
Ass	ociation								Contact FA Lor
Premium/Claim Det	ail Report 🛯								
View Repor	t								
14 4 1 of	1 ▶ №	100%	F	ind Next Select	a format 💌 E	kport 🔯			
FACIL Associ	LITY C	laim Sumn	nary Report						
RSP: 100 - Or	ntario	Reporting C	Company: 000 - 7	Test Head Compa	ny				
Branch Code: 0	0	Record Ident	tifier: 3	Batch Code:		Record Status: F	Error		
Error Code:		Policy Numb	er:	Claim Number:		Date of Loss:			
Coverage Type:		Coverage Co	ode:	Kind of Loss:					
Entry Date From	1: 2008/08	Entry Date T	o: 2008/10						
					Downloa	ad all based on s	election criteria		
Download	Batch Code 🗧	Branch Code	🗧 Entry Date 🗧	Record Count	Total Paid Amount	Total Paid Expense Amt	Total Reserve Amount		
Download	661	00	2008/10	842	301565	35823	504705		
Download	<u>N1S</u>	00	2008/10	4	4000	1600	20000		
	NIDG	00	2000/10	4	4000	1600	20000		

Figure 6-13: Claim Summary Report

See Also: <u>Navigating Within a Report</u> <u>Navigating Back to a Parent Report</u> <u>Changing the Report Display</u> <u>Searching Within a Report</u> <u>Exporting and Printing a Report</u> <u>Refreshing a Report</u>



Viewing Report Details – Claim Detail Report

This report is displayed when the batch code link is clicked on the Claim Summary Report.

								Welcome User000 USER	~
Association			-		Contact F	A Logout			
emium/Claim Detail Report *-									
- View Report	and a	12.000				14			
	100%	Find Next	Select a form	et 💌	Export	æ			
Association Claim	Detail Report								
PSP- 400	Reporting Comp	10v: 000	Branch Cr	de: 00					
Batch Code: C01	Record Status:	ACCEPTED	Record Ide	ntifier: 3					
Error Code:	Policy Number		Claim Num	ber:					
Date of Loss:	Coverage Type:		Coverage C	ode:					
Kind of Loss:	Entry Date From	2011/08	Entry Date	To 2011/	08				
Last Updated Submission Tours Policy Humber Time Date Code	Ven 0 Calm Number	Date of Loss Calim Pos Date	ned KOL Paid Amt	Exp Amit R	leav Amt Ex	Cel Decid Der	Cov Cal		
8/17/2011 2011/08/17 1 TEST001	001 TEST001	20110817 201108	17 00 5000	1000	80000	0	6		
			5000	1000	80000				
msmeaton 8/17/2011 3:29:24 PM EST						age 1 of 1			
a sort result contractor of rights reserve									
<u></u>									
			2008 Facility As	sociation. All	rights reser				

Figure 6-14: Claim Detail Report

See Also:

Navigating Within a Report Navigating Back to a Parent Report Changing the Report Display Searching Within a Report Exporting and Printing a Report Refreshing a Report



6.6 Premium and Related Claims Report

About the Report

The Premium and Related Claims Report provides members with the ability to inquire and Report on a snapshot view of the current state of all the premiums and related claim information that has been ceded in the Risk Sharing Pool.

This report provides members with the ability to request

- Premium and Claim information for a specific policy or
- All Policy and related Coverage and Claim information for a specific policy effective date range

You may access this report by selecting the Premium and Related Claims Report option under RSP Submission Reports module in the Main Menu.

Based on the criteria you specify on the Request Report page, your report will be generated.

Entering Selection Criteria

The Premium and Related Claims Report results can be customized by expanding or narrowing the selection criteria on the Request Report page and clicking **Get Report**.

FAC	LITY	Welcome All Smith	Contact FA Logout
Premium And Related Main Menu MEV Hy Portal S RSP File Transfer K RSP Collection and C Correction And C Postmark Date Change C Submission Report Submission Report Postmark Date Status Report Premium/Claim Detail Report Premium and Related Claim Report Claim Audit Report Transfer Limit Report	Claims Report •. Required Fields * Rep Identifier Please select Policy Number Policy Vumber Policy Effective Select Date Date From	To Select Date 📰 🛛 Get Report Reset	

Figure 6-15: Premium and Related Claims Report – Request Report Page

For this report, the RSP Identifier and Reporting Company are mandatory. The report provides the current view of a policy in 4 separate reports:

- Policy Master Report
- Coverage Report
- Related Claims Report
- Statistical Information Report

Upon the entry of valid selection criteria, you will be provided with each policy instance that matches the selection criteria. A policy instance is a risk that has been ceded to the pool and consists of company number, policy number, vehicle number, occasional operator, policy effective date and policy expiry date.



Viewing Report Details – Policy Master Report

1	FAC Assoc	ILIT)	1				Cor	tact FA Logout		Welcome	User000 US	ER	<u> </u>
mium And	I Related	Claims R	eport =										
arak dala baken	A Desta Contestant	Grandanie Gine	ad yesen in the	_		_	_	_	_	_	_		
View Re	port												
14 4	of 1 🌾	14	¢ 100% 💌		Find Next Sele	ct a format	M Expor	. 🕑					
RSP: Reporting Effective D	FACILIT Associati Company: Date From:	TY Polic on 400 - Nova 000 - Test 0 2011/08/17	cy Master Report Scotia Company 003	To: 20)11/08/17								
								Export as of k	ast business day	l.			
Branch = Code	Batch = Code	Entry B Date	Policy Number	t Veh. 0 No.	per. No. Risk Status d	Policy = Eff. Date	Policy : Exp. Date	Pool Eff. # Date	Submission : Date	Trans. Code	🗄 Claim 🔅		
00	T01	2011/08	T00001	001		2011/08/17	2012/08/17	2011/08/17	2011/08/17	А	Claim		
00	T01	2011/08	TEST001	001		2011/08/17	2012/08/17	2011/08/17	2011/08/17	A	Claim		
00	T01	2011/08	TEST002	001		2011/08/17	2012/08/17	2011/08/17	2011/08/17	Α			
00	T02	2011/08	TEST002L	001		2011/08/17	2012/08/17	2011/08/17	2011/08/17	A			
00	T03	2011/08	TEST003	001		2011/08/17	2012/08/17	2011/08/17	2011/08/17	А			
00	T01	2011/08	TEST12345	001		2011/08/17	2012/08/17	2011/08/17	2011/08/17	A	Claim		
msmeaton	8/17/2011 3:	32:01 PM E5	г					Page 1	of 1				
© 2011 Fac	ility Associati	ion. All rights	reserved.										
					© 2008	Fecility Associ	ation. All rights	reserved,					
													Rem collected.

Figure 6-16: Policy Master Report

A hyperlink from the policy number provides the user with a summary of coverage information for that policy instance based on endorsement effective and expiry dates.

If claims exist for the policy instance, a hyperlink to the claim information is provided. The coverage screen also provides a hyperlink to the latest statistical information for the policy instance

See Also:

Navigating Within a Report Navigating Back to a Parent Report Changing the Report Display Searching Within a Report Exporting and Printing a Report Refreshing a Report



Viewing Report Details – Coverage Report

Association Associ	E FA		TY						Welcome User000 USER	 ~
Add Related Claims Report	As	sociat	ion				Contact FA Lo	goul		
And related Claims Report-										
View Report Image: Contraction RSP: 400 - Hova Social Roporting Company: 000 - Lest Company 003 Policy Number: 0001 Big Statistical Information Operator Number: 001 Excepting Company: 001 Effective Date: 2011/001/17 Vehicle Number: 001 Pool Effective Date: 2011/001/17 Vehicle Number: 001 Effective Date: 2011/001/17 Vehicle Number: Pool Effective Date: 2011/001/17 Vehicle Number: 01 Explorate 2011/001/17 Operator Number: Total Dremum Tot Full Term Statistical Information Overcage: Overcage: Overcage: Overcage: Overcage: Overcage: Expl. Date: 2011/001/17 COLLAP 33 1 100 2011/001/17 2012/001/17 2012/001/17 UA 90 100 2 2011/001/17 2012/001/17 UA 90 100 2 2011/001/17 2012/001/17 UA 90 100 <	remium And Rela	ated Clair	ns Report ~							
Image: Second	- View Report									
Coverage Report RSP: 400 - Nova Scotia Reporting Company: 000 - Loci Company 003 Policy Number: 0001 Exploy Date: 2012/06/17 Vehicle Number: 001 Exploy Date: 2012/06/17 Policy Number: 100 Table Terminums 60: Coverage: Table Terminums 60: Coverage: Table Terminum 60: Coverage: Total Terminum 70: 2011/06/17 COLL/AP 33 1 100 2 2011/08/17 2012/08/17 UA 90 100 2011/08/17 2012/08/17 UA 30 100 2011/08/17 2012/08/17 UA 30 100 2011/08/17 2012/08/17 U2 2011 Folity Association. All rights reser	14 4 1 of	1 0 01	4 100%		Find Next	Select a format	Export			
Coursaue R Oversaue R Oversaue R Coursaue R </th <th>RSP: Reporting Compa Policy Number: Vehicle Number: Operator Number</th> <th>iation</th> <th>Coverage Rep 400 - Nova So 000 - Test Cor T00001 001</th> <th>oort otia npany 003</th> <th>Effective Date: Expiry Date: Pool Effective Date: Total Premiums For Fu</th> <th>2011/08/17 2012/08/17 2011/08/17 11 Term</th> <th>Statistical Inform</th> <th>iation</th> <th></th> <th></th>	RSP: Reporting Compa Policy Number: Vehicle Number: Operator Number	iation	Coverage Rep 400 - Nova So 000 - Test Cor T00001 001	oort otia npany 003	Effective Date: Expiry Date: Pool Effective Date: Total Premiums For Fu	2011/08/17 2012/08/17 2011/08/17 11 Term	Statistical Inform	iation		
Type Code Matter Colored Colored <thcolored< th=""> <thcolored< th=""> <thcolored<< th=""><th>Coverage #</th><th>Coverage</th><th>E Coverage</th><th>E Driving</th><th>Coverage Cover</th><th>age Deductible</th><th>Coverage</th><th>Covenage #</th><th></th><th></th></thcolored<<></thcolored<></thcolored<>	Coverage #	Coverage	E Coverage	E Driving	Coverage Cover	age Deductible	Coverage	Covenage #		
COLL/AP 33 1 100 2011/08/17 2012/08/17 TPL 62 1 100 2 2011/08/17 2012/08/17 UA 30 100 2 2011/08/17 2012/08/17 msmeation 0/17/2011 3:24:44 PM EST Page 1 of 1 to 2011 / acitry Association. All rights reserved. Page 1 of 1	AB	78	atatus	RELOTE	100	ar.	2011/08/17	2012/08/17		
TPL 62 1 100 2 2011/08/17 2012/08/17 UA 30 100 2011/08/17 2012/08/17 2012/08/17 msmeeton @/17/2011 3::34:44 FM EST Page 1 of 1 Page 1 of 1 Page 1 of 1 © 2011 Facility Association. All rights reserved. For 2000 Facility Association. All rights reserved. For 2000 Facility Association. All rights reserved.	COLL/AP	33		1	100		2011/08/17	2012/08/17		
UA 90 100 2011/08/17 2012/08/17 mameaton 0/17/2011 3:34:44 PM EST @ 2011 Facility Association. All rights reserved. C 2000 Facility Association. All rights reserved.	TPL	62		1	100	2	2011/08/17	2012/08/17		
Insmeaton 0/17/2011 3:34:44 PM EST Page 1 of 1 © 2011 Facility Association. All rights reserved. © 2000 Facility Association. All rights reserved. © 2000 Facility Association. All rights reserved. © 2000 Facility Association. All rights reserved.	UA	90			100		2011/08/17	2012/08/17		
© 2011 Facility Association. All rights reserved.	msmeaton 8/17/20	11 3:34:44	PM EST					Page 1 of 1		
© 2000 Feolify Association. All rights reserved.	© 2011 Facility Ass	sociation. All	rights reserved.							
© 2000 Feolity Association. All rights reserved. © 24 of 24 - City Ten colected.							51			
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										24 of 24 - Clipt Item collected.

Figure 6-17: Coverage Report

The Coverage Report provides a summary of coverage information and premium for the policy instance over time – based on coverage effective date and coverage expiry date.

If for example, a policy has 10 transactions with the same coverage effective and expiry dates, the snapshot will provide the accumulated premium total for that coverage (e.g. \$ amounts from all 10 transactions.)

See Also: <u>Navigating Within a Report</u> <u>Navigating Back to a Parent Report</u> <u>Changing the Report Display</u> <u>Searching Within a Report</u> <u>Exporting and Printing a Report</u>

Refreshing a Report



Viewing Report Details – Related Claims Report

FACILI Associati	TY ion					Contact FA	s Lagout	Welcome User000 USER	 S
Premium And Related Claim	s Report •								
View Report	¢ 100% ×	Fin	d Next [Select a form	at g	Export	8		
FACILITY Association	Related Claims F	leport							
RSP: Reporting Company: Entry Date: Policy Number: Vehicle Number:	400 - Nova Scotia 000 - Test Company 003 2011/08 T00001 001	Effective Date: Expiry Date: Risk Status:	2011/0 2012/0 In forc	8/17 8/17 e					
Status Claim Number	Date of Loss Claim Posted Da	Latest Bra Activity Co Date	anch Cov ode	Kind of Loss	Reserve	Paid Loss	Paid Exp. Expense Code		
1 TESTCLAIMLARGE msmeaton 8/17/2011 3:36:34 PF © 2011 Facility Association. All r	E 2011/08/17 2011/08/1 1 EST ights reserved.	7 2011/08 1	00 62	1	300000	250000	100 Page 1 of	1	
					_				
			6 2	008 Facility As	isociation. A	ll rights reserv	red.		

Figure 6-18: Related Claims Report

The Related Claims Report shows the current summary of each of the claims that has a status of open or closed for the policy instance.

Paid Loss Amounts, Paid Expense amounts and the most recent Reserve amounts are accumulated for each combination of Company Number, Policy Number, Vehicle Number, Operator Number, Claim Number, Loss Date, Coverage and Kind of Loss.

See Also: <u>Navigating Within a Report</u> <u>Navigating Back to a Parent Report</u> <u>Changing the Report Display</u> <u>Searching Within a Report</u> <u>Exporting and Printing a Report</u> <u>Refreshing a Report</u>



Viewing Report Details – Statistical Information Report

FACIL	ITY			Welcome All Smith	U.
Associa	ation				Contact FA
nium And Related Cla	aims Report •				
View Report	_				
14 4 1 of 1 ≥	Þi 💠 100%	Find Next Select a fo	rmat 💌 Export 🔹		
FACILITY Association	Statistical Info	mation Report			
RSP:	100 - Ontario				
Reporting Company:	000 - Test Head Company	/			
Policy Number:	PO8ICYMYYYYY194	Effective Date:	2008/01/01		
Vehicle Number:	007	Expiry Date:	2009/01/01		
Operator Number:					
Risk Status:	In force	Transaction Code:	Α		
Endorsement Eff. Date	e: 2008/01/01	Endorsement Exp. Date:	2009/01/01		
Territory Code:	717	Mass Merchandising Ind:	Y		
Type of Business:	1	Chargeable Accidents:	0		
Type of Use:	01	Minor Violations:	0		
Years Licensed:	10	Major Violations:	0		
Operator's Age:	55	Serious Convictions:			
Inexp. Driver Ind:			20		
fauser94 10/24/2008 12	:46:30 PM EST		Page 1 of 1		
© 2008 Facility Associat	ion. All rights reserved.				

Figure 6-19: Statistical Information Report

The Statistical Information Report provides the current view of the statistical information that has been reported for the policy instance.

See Also: Navigating Within a Report Navigating Back to a Parent Report Changing the Report Display Searching Within a Report Exporting and Printing a Report Refreshing a Report



6.7 Claims Audit Report

About the Report

The Claims Audit Report provides members with the ability to download a view of all their claim transactions for the purpose of claims auditing. It provides the ability to inquire and report a snapshot view of the current state of all claim information in the Risk Sharing Pool. The download can be requested in PDF format or .CSV format.

• The new Claim Audit Report is a combination of the old Open Claims Register (Detail) Report and the **new** Closed Claims Report.

This report provides the ability to request

- All closed claim information for a specific loss date range
- All claims which have a current claim status of open

You may access this report by selecting the Claim Audit Report option under RSP Submission Reports module in the Main Menu.

Based on the criteria you specify on the Request Report page, your report will be generated.

Entering Selection Criteria

All selection criteria are mandatory for this report. Select the desired values and then click **Get Report** button to generate the report.

FACILITY Association	Contact FA Logout	Welcome User000 USER
Claim Audit Report •		
Required Fields * RsP Identifier 400-Nova Scotia * Reporting Company 000-Test Company 003 V * Branch Code 000-01		
Claim Status Open ▼ Claim Number Policy Number Filter By Loss Date Loss Date From 2009 ▼ August ▼ Format PDF Cov	Loss Date To 2011 💌 August 💌 Get Report Reset	
	2008 Facility Association. All rights reserved.	

Figure 6-20: Claims Audit Report – Request Report Page

Based on the selection criteria of Open or Closed claims, Claim Number, Policy Number and Loss Date, the report will be generated in the Format selected, as either PDF or CSV. Once the output is ready, a message is displayed that the report is ready.





Figure 6-20a: Claims Audit Report -report ready Page

Viewing Report Details – Claims Audit Report

	v						Welcom	e All Smith		2	
Associatio	n			1-							Contact FA
m Audit Report 🖦											
View Report	-										
14 4 1 of 1 ▷ ▷i	¢ 100% V	Find	Next Select a f	ormat 💌 Exp	ort	¢					
FACILITY Association	Claims Audit Report	t									
RSP:	100 - Ontario										
Reporting Company:	000 - Test Head Company										
Branch:	00										
Claim Status:	OPEN										
Loss Date Range:	2006/10 to 2008/10								Download All		
Claim Number	+ Policy Number	Veh. No.	O Date C of C Loss	Claim Reported Date	Cov	Kind of Loss	Closing Balance (Reserve)	Paid Loss	Paid Expense	Last Activity Date	
DONMILLS	PO8ICYMYYYYY194	007	2008/01/01	1900/01/01	12	14	5,000	1,000	400	2008-10	
DONMILLS	PO8ICYMYYYYY194	007	2008/01/01	1900/01/01	12	16	5,000	1,000	400	2008-10	
DONMILLS	PO8ICYMYYYYY194	007	2008/01/01	1900/01/01	12	19	5,000	1,000	400	2008-10	
DONMILLS	PO8ICYMYYYYY194	007	2008/01/05	1900/01/01	12	12	5,000	1,000	400	2008-10	
DONMILLS	PO8ICYMYYYYY194	007	2008/03/04	1900/01/01	10	3	5,000	1,000	400	2008-10	
DONMILLS	PO8ICYMYYYYY194	007	2008/03/04	1900/01/01	11	15	5,000	1,000	400	2008-10	
DONMILLS	PO8ICYMYYYYY194	007	2008/03/04	2008/03/04	10	7	5,000	1,000	400	2008-10	
fauser94 10/24/2008 1:02:12 F	PM EST									Page 1 of 1	
© 2006 Facility Association. Al	n ngnts reserved.										

Figure 6-21: Claims Audit Report PDF format

See Also:

Navigating Within a Report Navigating Back to a Parent Report Changing the Report Display Searching Within a Report Exporting and Printing a Report Refreshing a Report





6.8 Premium / Claim Control Report

About the Report

The Premium / Claim Control Report provides members with a view of the total amounts accepted, in error or rejected premium and claim amounts submitted for an entry date.

You may access this report by selecting the Premium / Claim Control Report option under RSP Submission Reports module in the Main Menu.

Based on the criteria you specify on the Request Report page, your report will be generated.

Entering Selection Criteria

All selection criteria are mandatory for this report. Select the desired values and then click **Get Report** button to generate the report.

FACILITY Association			Contact FA Logout	Welcome User000 USER	9
Premium/Claim Control Report •					
Main Menu HHV My Portal Concession RSP File Transfer Concession Schemation Concession Concession Concession Concession Concession Submission Bate Concession Submission Status Report Premium/Claim Detail Report Premium and Releted Entry Date	er 400-Nova Scotia 000-Test Company 003 V s Accepted Rejected Rejected Quity August	Get Report	All		
Claim Audit Report Large Premium/Claim Exception Report					
Transfer Limit Report Premium/Claim Control Report					
» Submission Summary Report					
		© 2008 Facility Association. All r	ghts reserved.		

Figure 6-20: Premium / Claim Control Report – Request Report Page

Based on the selection criteria, the generated report will provide the total amount for the premium and claims in the entry date.


Viewing Report Details – Premium / Claim Control Report

FACILITY Association		Contact FA Logout	Welcome User000 USER	6						
Premium/Claim Control Report •										
View Report	Find Next Select a format	💌 Export 🔹								
RSP Identifier: 400 - Nova Scotia Reporting Company: 000 Status Code: Accepted Entry Date: Accepted	FACILITY Premium & Claim Control Report Association RSP Identifier: 400 - Nova Scotia Reporting Company: 000 Status Code: Accepted									
Reporting # Name #	Total ‡ Total Paid ‡ Premium Amount	Total Paid								
000 Test Company 003	15,600 262,000	2,100 465,000								
Total	15,600 262,000	2,100 465,000								
mameaton 8/17/2011 3:57:52 PM EST © 2011 Facility Association. All rights reserved.	I	Page 1 of 1								
	© 2008 Facility Associa	ation. All rights reserved.								

Figure 6-21: Premium / Claim Control Report – Report Page

See Also: <u>Navigating Within a Report</u> <u>Navigating Back to a Parent Report</u> <u>Changing the Report Display</u> <u>Searching Within a Report</u> <u>Exporting and Printing a Report</u> <u>Refreshing a Report</u>



6.9 Submission Summary Report

About the Report

The Submission Summary Report provides members with a view of the total accepted premium and claim amounts for a selected period.

This report provides the ability to request

- Total amounts for one or more branches
- A selected range of entry dates

You may access this report by selecting the Submission Summary Report option under RSP Submission Reports module in the Main Menu.

Based on the criteria you specify on the Request Report page, your report will be generated.

Entering Selection Criteria

All selection criteria are mandatory for this report. Select the desired values and then click **Get Report** button to generate the report.

FAC Assoc	LITY iation	Contact FA Logout	Welcome User000 USER	9
Submission Summary I	Report •			
Main Menu III Y My Portal S RSP File Transfer S RSP Collection and S Correction S Pool Submission Date C Change RSP Submission Reports RSP Submission Status S	Request Report Required Fields RSP Identifier 400-Nova Scotia RSP Identifier 400-Nova Scotia Reporting Company			
 Pool Submission Date Status Report Premium/Claim Detail Report Premium and Related Claims Report Claim Audit Report Large Premium/Claim 	Branch Code 000-01 - Period From 2011 S July	= To 2011 ♥ August ♥	_	
 Exception Report Transfer Limit Report Premium/Claim Control Report Submission Summary Report 		Get Report Reset		
		© 2008 Facility Association. All rights reserved.		

Figure 6-22: Submission Summary Report – Request Report Page

Based on the selection criteria the generated report will provide a breakdown of the premium and claim totals by entry month.



Viewing Report Details – Submission Summary Report



Y Submission Summary Report

RSP: Reporting Company-Branch:	400 - Nova Scotia All					
Period From:	2011/01 To:	2011/08				
Premium Information						
Coverage		2009 & Prior	2010	2011	2012	Total
Third Party Liability Coverage C	ode	-15	-4,242	635,449	62,374	693,566
UA Uninsured Automobile Cove	erage Code 🛛 🗟	0	-50	10,937	1,037	11,924
Underinsured Motorist Coverage	e Code	0	-68	17,085	1,697	18,714
Accident Benefits Coverage Co	de	1	-408	107,560	11,019	118,172
Collision/All Perils Coverage Co	ode		-778	232,948	23,559	255,729
Comprehensive/ Specified Peril	s Coverage code	1	-77	82,283	7,488	89,695
Total Premium		-13	-5,623	1,086,262	107,174	1,187,800
Retained		0	0	0	0	0
Transferred		-13	-5,623	1,086,262	107,174	1,187,800
Allowance		-4	-1,843	350,750	34,620	383,523
Net Premium		-9	-3,780	735,512	72,554	804,277
Claim Information						

Accident	Paid Loss			Paid Expense			Outstanding Reserve (As At)			
Year	Amount	Retained Transferred		ount Retained Transferred Amount Retained Transferred		Amount	Retained	Transferred		
2007							25,549	0	25,549	
2008	15,696	0	15,696	225	0	225	1,709,302	0	1,709,302	
2009	-4,973	0	-4,973	497	0	497	3,859,329	0	3,859,329	
2010	260,288	0	260,288	4,985	0	4,985	7,008,738	0	7,008,738	
2011	40,517	0	40,517	0	0	0	337,518	0	337,518	
Total	311,528	0	311,528	5,707	3	5,707	12,940,436	0	12,940,436	

Figure 6-23: Submission Summary Report

See Also:

Navigating Within a Report Navigating Back to a Parent Report Changing the Report Display Searching Within a Report Exporting and Printing a Report Refreshing a Report



6.10 Transfer Limit Report

About the Report

The Transfer Limit Report provides members with the ability to review specific Transfer Limit and accumulated ceded risk information for their own company or their company groups.

You may access this report by selecting the Transfer Limit Report option under RSP Submission Reports module in the Main Menu.

Based on the criteria you specify on the Request Report page, your report will be generated.

Entering Selection Criteria

Based on the Report Type and Cession/Entry date, the report will provide the Number of Written Vehicles transferred to the POOL for a specific year based on the member's company (or each group of member companies) Transfer Limit for that Effective Year.

The RSP Identifier and Cession Date are both mandatory. Select the desired values and then click **Get Report** button to generate the report.

FAC Assoc	I LITY tiation	Contact FA Logout
Transfer Limit Report	Request Report * Required Fields * RSP Identifier 400-Nova Scotia * Report Type By Entry Date * Cession/Entry Date By Entry Date * Cession/Entry Date	Get Report Reset
 Pool Submission Date Status Report Premium/Claim Detail Report Premium and Related Claims Report Claims Audit Report Large Premium/Claim Exception Report 	R	

Figure 6-24: Transfer Limit Report – Request Report Page



Viewing Report Details – Transfer Limit Report

Transfer Limit Report •	-									
Main Menu IIII V	View Repo	ort								
My Portal 🛛 😵		_	-							
RSP File Transfer		of 5 🕨 🚺	100%	×	Find N	lext Select	a format	 Export 	₫Ĩ.	
Correction and Correction And Correction Pool Submission Date Change RSP Submission Reports (2)		ACILITY ssociation	Transfer Limit	Report (By	Cession E	Date)				
» Submission Status Report	RSP:	100 - Ontario								
» Pool Submission Date Status Report	Cession Months:	January to Decemb	er 2014							
» Premium/Claim Detail Report	Company	Compa	ny Name	Members Written Car Years	Members Cession Limit	Members Cession Limit	Members Cession This Month	Members Cession Y-T-D	Members Cession Y-T-D (Demonst)	Members Cession Y-T-D
» Premium and Related Claims Report				2012	(Percent) Standard 5 %	(Car years)	(Car years)	(Car years) 2014	(Percent)	(Car Years) 2015
» Claims Audit Report				A	В	C=A*B/100	D	E	F=E/C*100	
	000	Test Company 000		0	5.00%	0	0	0	0.00%	0
» Exception Report	Group			0		0	0	0	0.00%	0

Figure 6-25a: Transfer Limit Report by Cession Date

	Fransfer Limit Report •										
Ī	Main Menu 💠	View Repo	ort	-							
P	1y Portal	14 4 1	of 5 🕨 🔰	\$ 100%	v	Find N	Vext Select	a format	Export	¢	
RSP Collection and Correction FACILITY Association Transfer Limit Report (By Entry Date)											
	» Submission Status Report	Note:This rep RSP:	<i>port is NOT to be u</i> 100 - Ontario	sed by member con	npanies to monitor	r ongoing ces	sions to the R	SP. For that, J	please use the	Transfer Limit I	Report by Ce.
	» Pool Submission Date Status Report	Entry Months:	January to Octob	er 2014							
	» Premium/Claim Detail Report	Company	Comț	oany Name	Members Written Car Years 2012	Members Cession Limit (Percent)	Members Cession Limit (Car Years)	Members Cession This Month (Car Years)	Members Cession Y-T-D (Car Years)	Members Cession Y-T-D (Percent)	Transfer Limit Efective Date
	 Premium and Related Claims Report 					Standard 5 %	C=A*P/100	(,	2014	E-E/A*100	
	» Claims Audit Report	000	Test Company 000	1	0	5.00%	C-A B/100	0	0	0.00%	2008/01/01
	» Large Premium/Claim Exception Report	Group			0		0	0	0	0.00%	2008/01/01
	Transfor Limit Report										

Figure 6-25b: Transfer Limit Report by Entry Date

See Also:

Navigating Within a Report Navigating Back to a Parent Report Changing the Report Display Searching Within a Report Exporting and Printing a Report Refreshing a Report



7. GENERAL SUPPORT

7.1 Contacting FA

FA is committed to providing superior customer service.

Please report any system problems or issues via email to <u>MS@facilityassociation.com</u> Please include a screen sample as an attachment using Microsoft Word.

7.2 Applying for Username

Access to the application can be obtained by completing the **User-ID Request Form** available under IT Modernization on FA's website at <u>www.facilityassociation.com</u>. The completed form should be faxed to Facility Association at 416.842.0241 for processing.