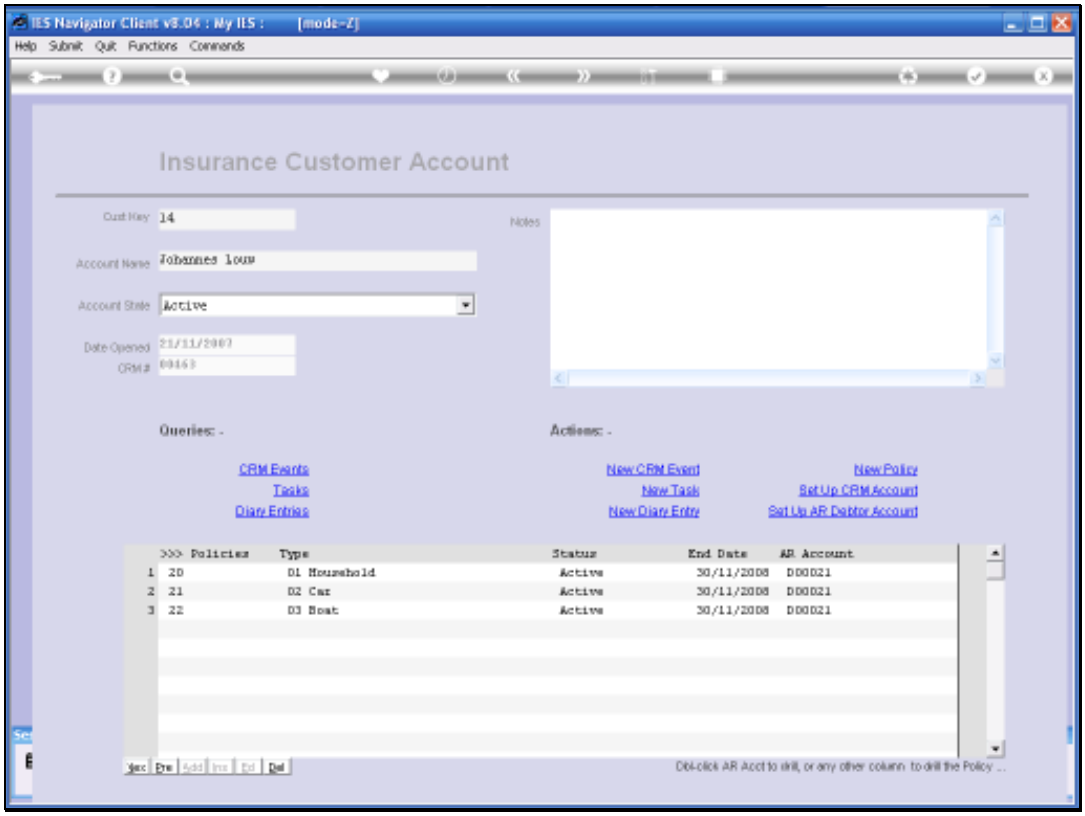
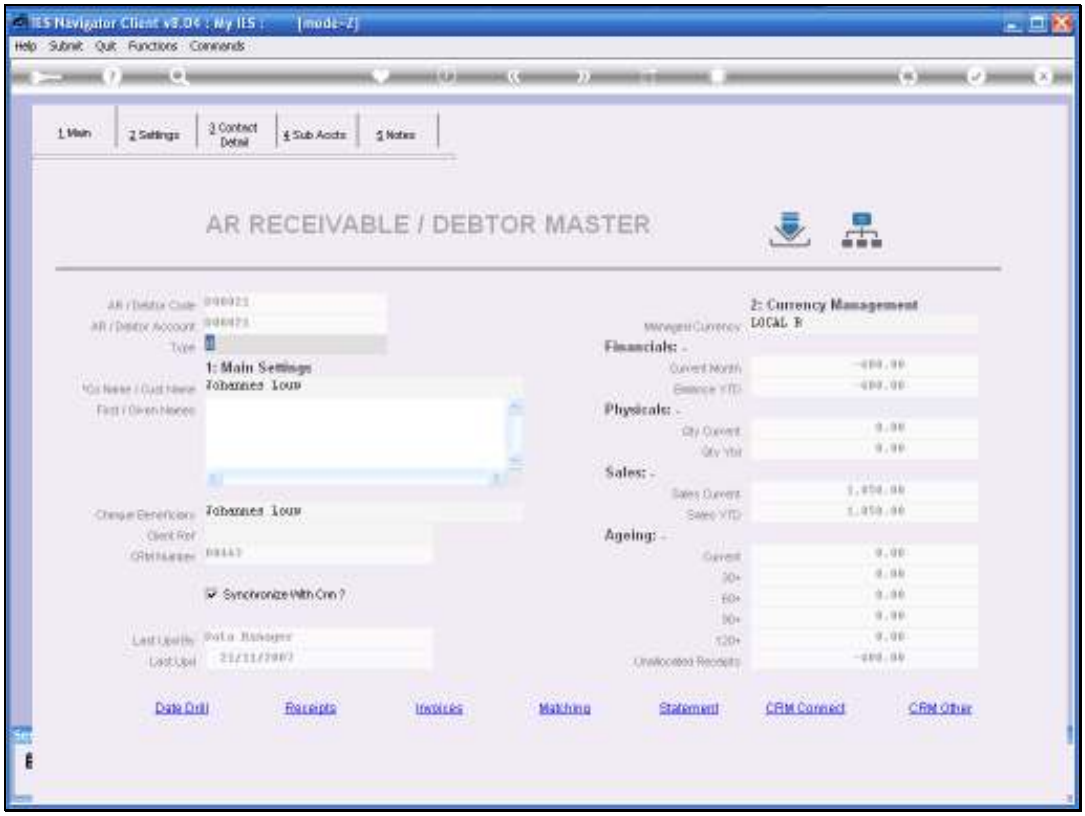


Slide 1

In this session we are looking at how we produce Customer Statements for the Insurance Customers.

Of course each and every Policy is linked to a Receivable or Debtor Account and this can be reached from the Insurance Account and also from the Policy Master if we want to produce an ad hoc Statement.

In other words, a single Statement for a particular Account.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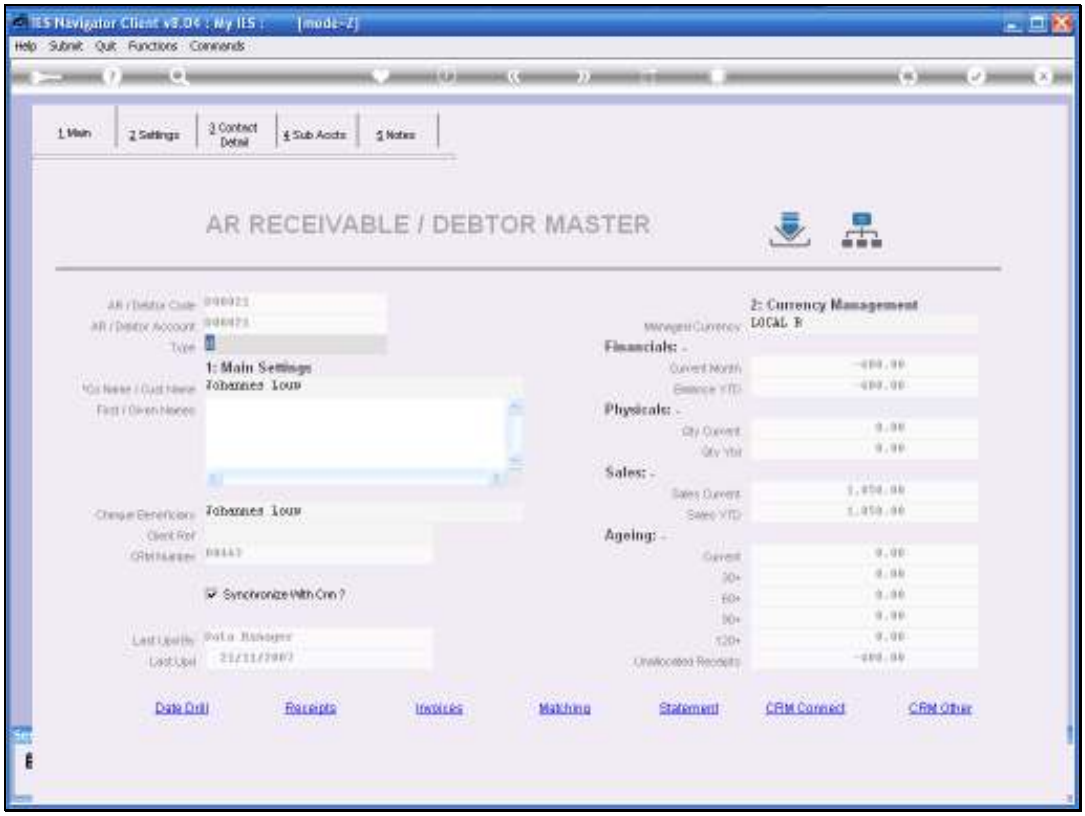
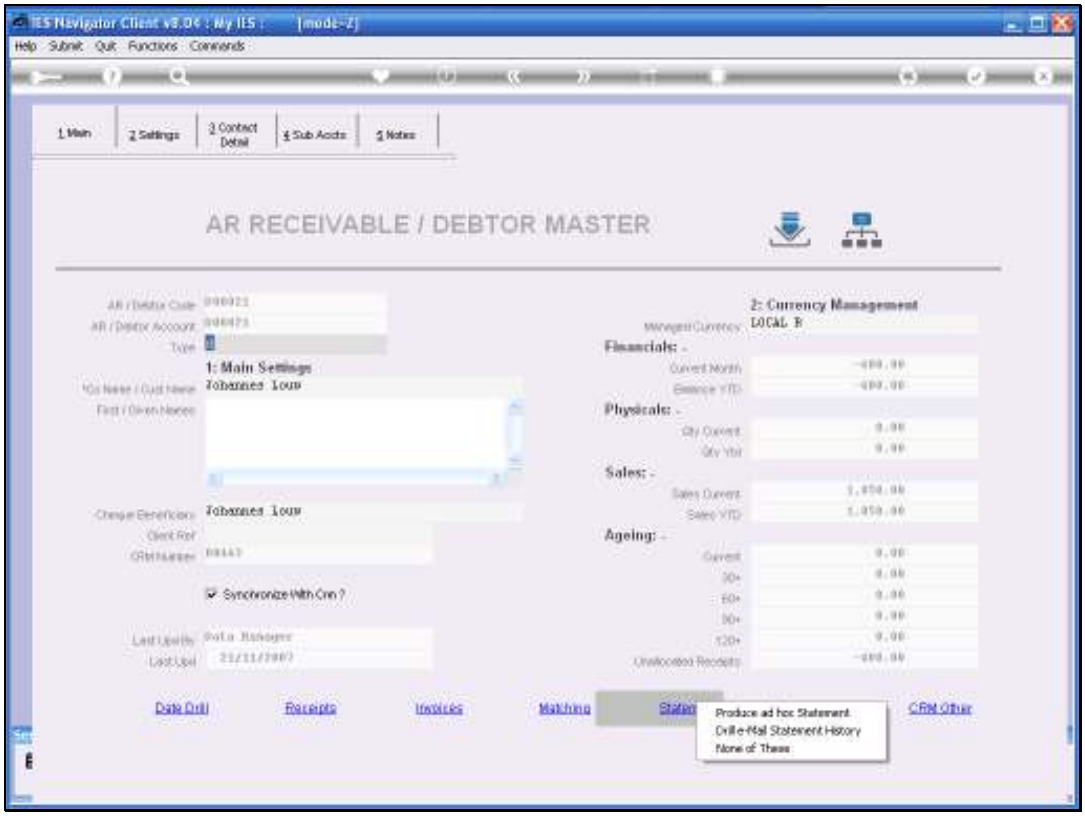
Help Submit Quit Functions Commands
1 Main
2 Settings
3 Contact Detail
4 Sub Accts
5 Notes
AR RECEIVABLE / DEBTOR MASTER
1: Main Settings
Johannes Louw
Synchronize With Crm ?
2: Currency Management
LOCAL R
Financials: -
Physicals: -
Sales: -
Ageing: -
Date Drill
Receipts
Invoices
Matching
Statement
CRM Connect
CRM Other

Slide 2



Slide 3

On the linked Financial Account we have a Statement Option, which includes an Option to produce an ad hoc Statement for a Period of our choice.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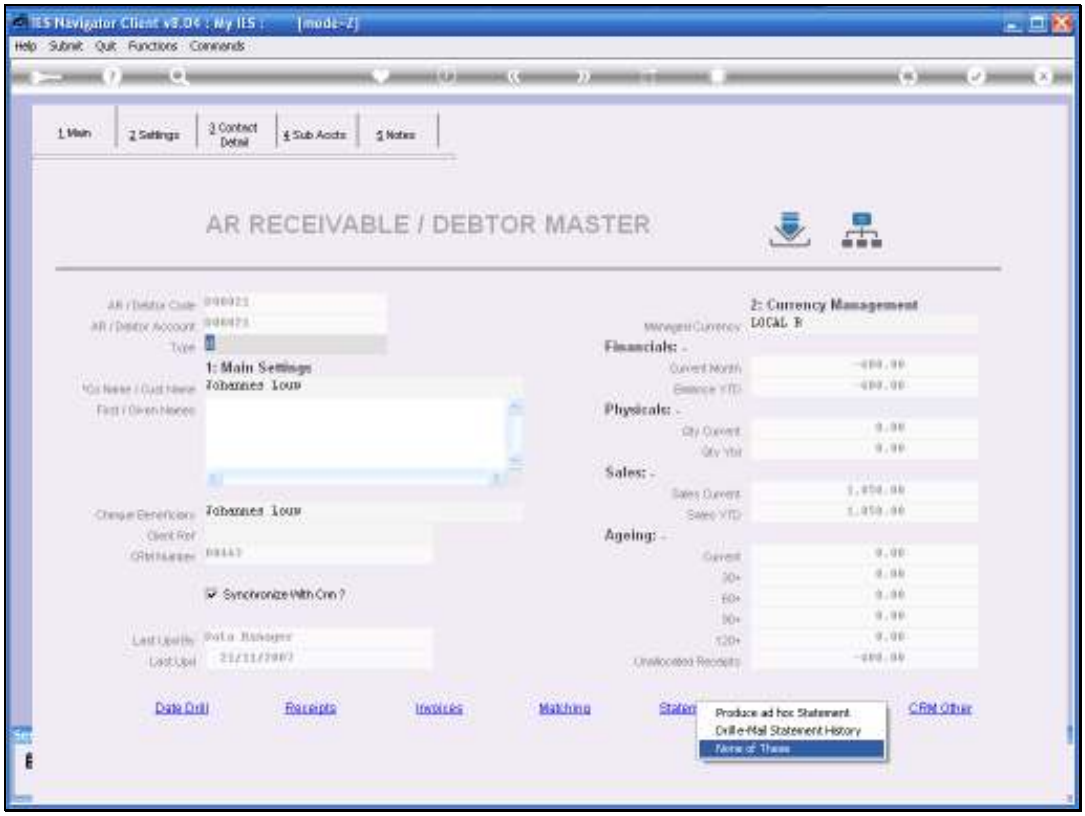
Help Submit Quit Functions Commands
1 Main
2 Settings
3 Contact Detail
4 Sub Accts
5 Notes
AR RECEIVABLE / DEBTOR MASTER
1: Main Settings
Johannes Louw
Synchronize With Crm ?
2: Currency Management
LOCAL R
Financials: -
Physicals: -
Sales: -
Ageing: -
Date Drill
Receipts
Invoices
Matching
Statements
CRM Other
Produce ad hoc Statement
Drill e-Mail Statement History
None of These

Slide 4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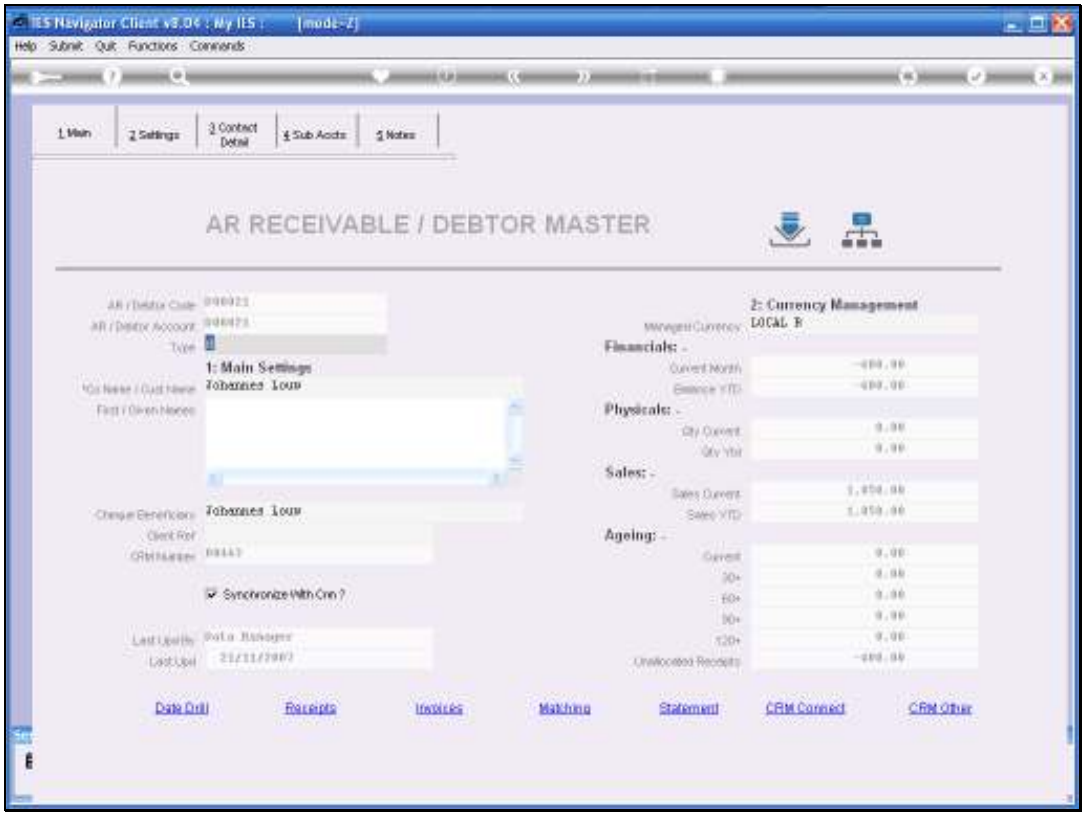
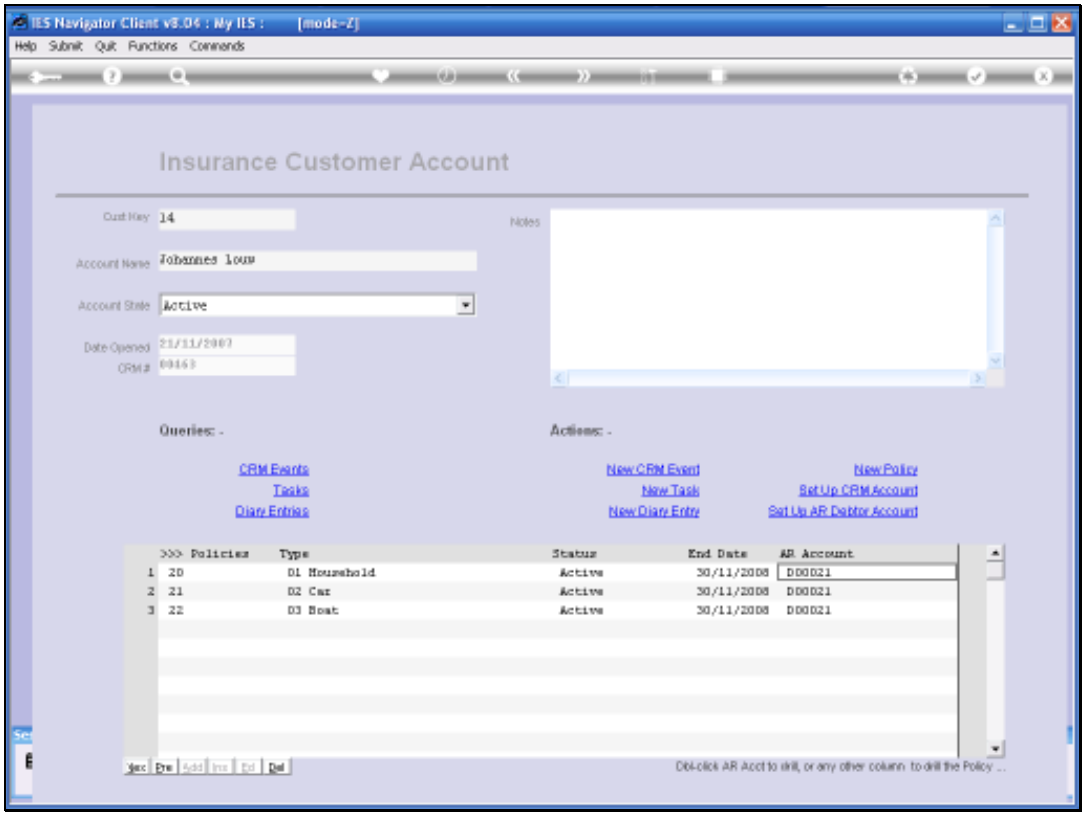
Help Submit Quit Functions Commands
1 Main
2 Settings
3 Contact Detail
4 Sub Accts
5 Notes
AR RECEIVABLE / DEBTOR MASTER
1: Main Settings
Johannes Louw
2: Currency Management
LOCAL R
Financials: -
Physicals: -
Sales: -
Ageing: -
Synchronize With Crm ?
Date Drill
Receipts
Invoices
Matching
Statem
Produce ad hoc Statement
Drill e-Mail Statement History
CRM Other

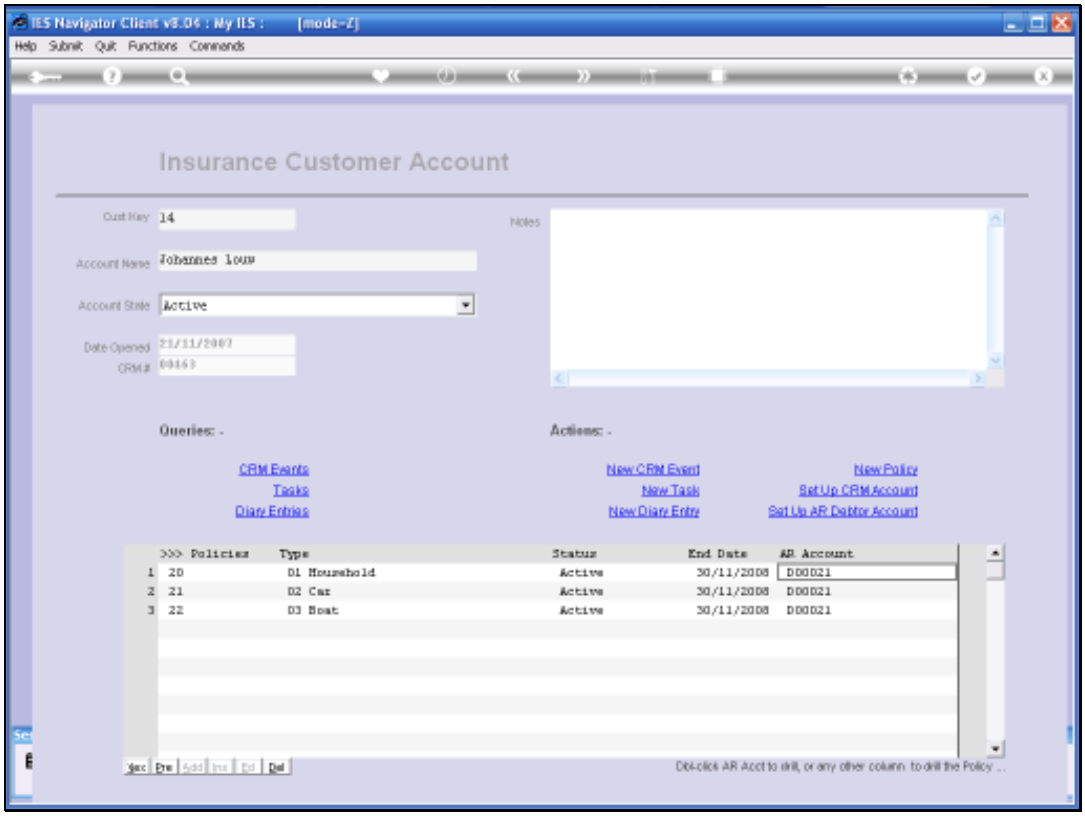
Slide 5


IES Navigator Client v8.04 : My IES : [mode-2]
Help Submit Quit Functions Commands
1 Main
2 Settings
3 Contact Detail
4 Sub Accts
5 Notes
AR RECEIVABLE / DEBTOR MASTER
1: Main Settings
Johannes Louw
Synchronize With Crm ?
2: Currency Management
LOCAL R
Financials: -
Physicals: -
Sales: -
Ageing: -
Date Drill
Receipts
Invoices
Matching
Statement
CRM Connect
CRM Other

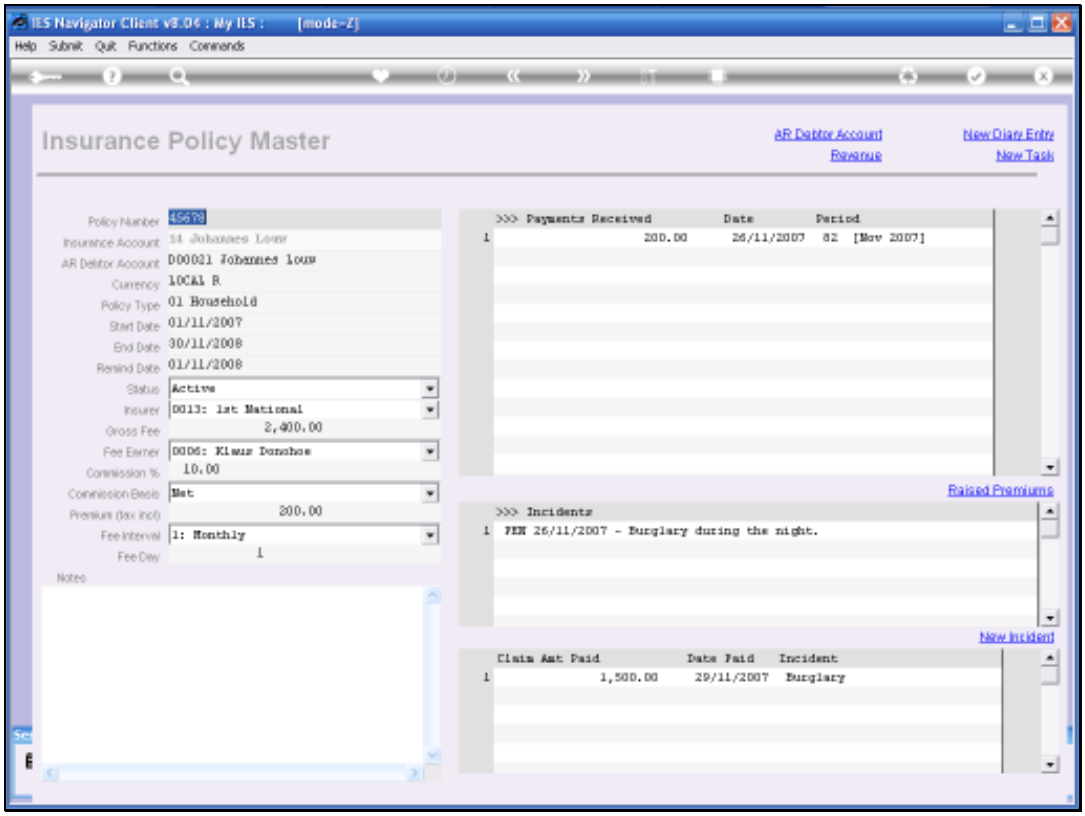
Slide 6


IES Navigator Client v8.04 : My IES : [mode=Z]
Help Submit Quit Functions Commands
Insurance Customer Account
Cust Key 14
Account Name Johannes Louw
Account State Active
Date Opened 21/11/2007
CRM # 00463
Notes
Queries: -
CRM Events
Tasks
Diary Entries
Actions: -
New CRM Event
New Task
New Diary Entry
New Policy
Set Up CRM Account
Set Up AR Debtor Account
>>> Policies Type Status End Date AR Account
1 20 01 Household Active 30/11/2008 DD0021
2 21 02 Car Active 30/11/2008 DD0021
3 22 03 Boat Active 30/11/2008 DD0021
Prev Add Ins Ed Del
Dbl-click AR Acct to drill, or any other column to drill the Policy ...

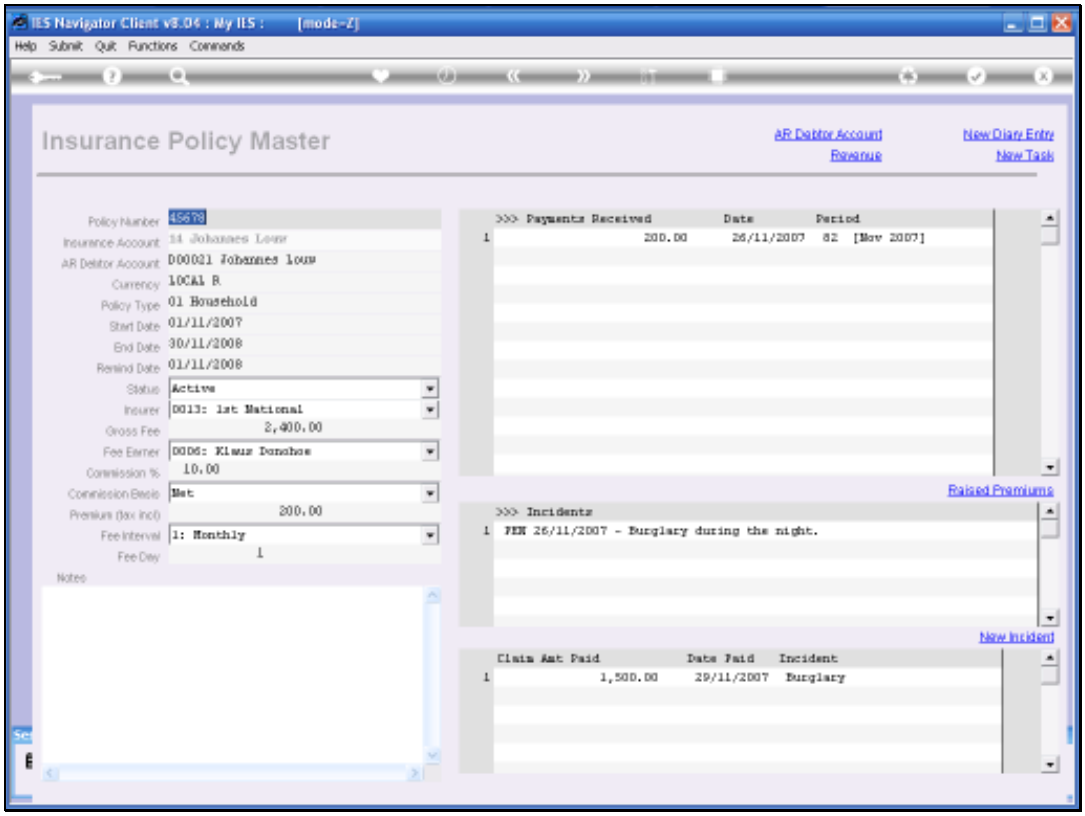
Slide 7


IES Navigator Client v8.04 : My IES : [mode=Z]
Help Submit Quit Functions Commands
Insurance Customer Account
Cust Key 14
Account Name Johannes Louw
Account State Active
Date Opened 21/11/2007
CRM # 00463
Notes
Queries: -
CRM Events
Tasks
Diary Entries
Actions: -
New CRM Event
New Task
New Diary Entry
New Policy
Set Up CRM Account
Set Up AR Debtor Account
>>> Policies Type Status End Date AR Account
1 20 01 Household Active 30/11/2008 DD0021
2 21 02 Car Active 30/11/2008 DD0021
3 22 03 Boat Active 30/11/2008 DD0021
Top Pre Add Ins Ed Del
Dbl-click AR Acct to drill, or any other column to drill the Policy ...

Slide 8

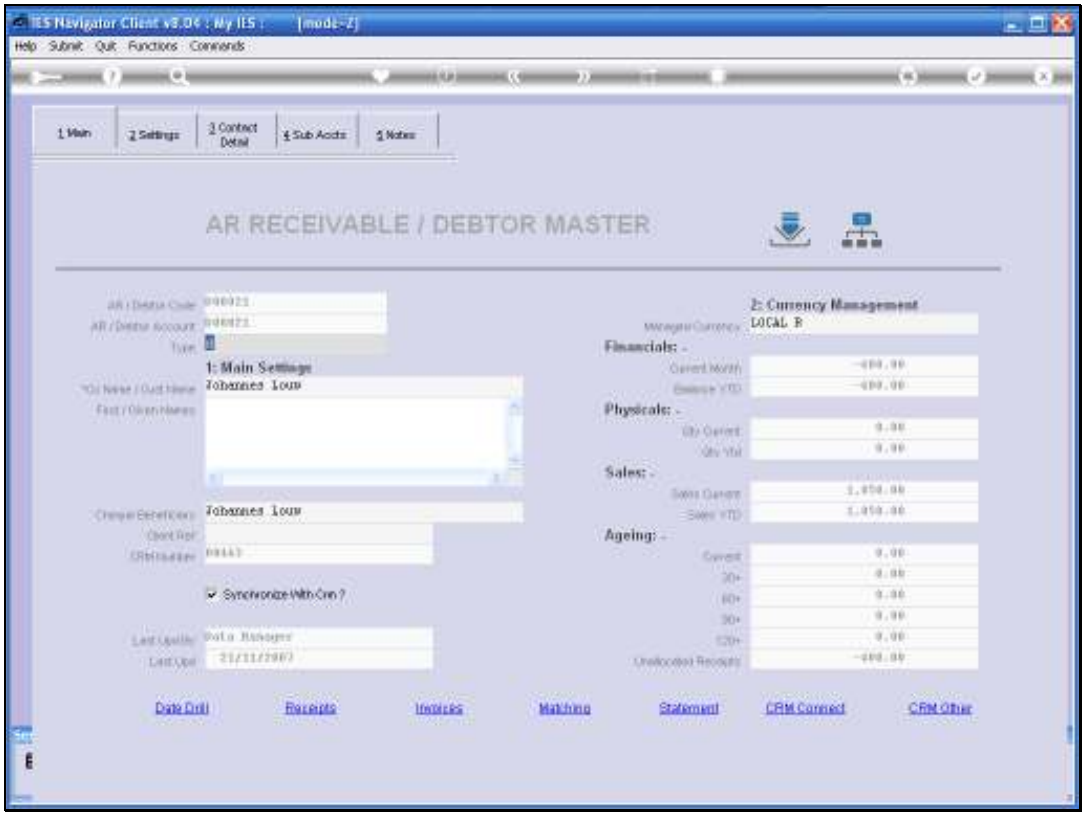

IES Navigator Client v8.04 : My IES : [mode=Z]
Help Submit Quit Functions Commands
Insurance Policy Master
AR Debtor Account
Revenue
New Diary Entry
New Task
Policy Number 45678
Insurance Account 34 Johannes Louw
AR Debtor Account D00021 Johannes Louw
Currency 10CAl R
Policy Type 01 Household
Start Date 01/11/2007
End Date 30/11/2008
Remind Date 01/11/2008
Status Active
Insurer D013: 1st National
Gross Fee 2,400.00
Fee Earner D006: Klaus Donohoe
Commission % 10.00
Commission Basis Net
Premium (tax incl) 200.00
Fee Interval 1: Monthly
Fee Day 1
Notes
>>> Payments Received Date Period
1 200.00 26/11/2007 02 [Nov 2007]
Raised Premiums
>>> Incidents
1 FEN 26/11/2007 - Burglary during the night.
New Incident
Claim Amt Paid Date Paid Incident
1 1,500.00 29/11/2007 Burglary

Slide 9

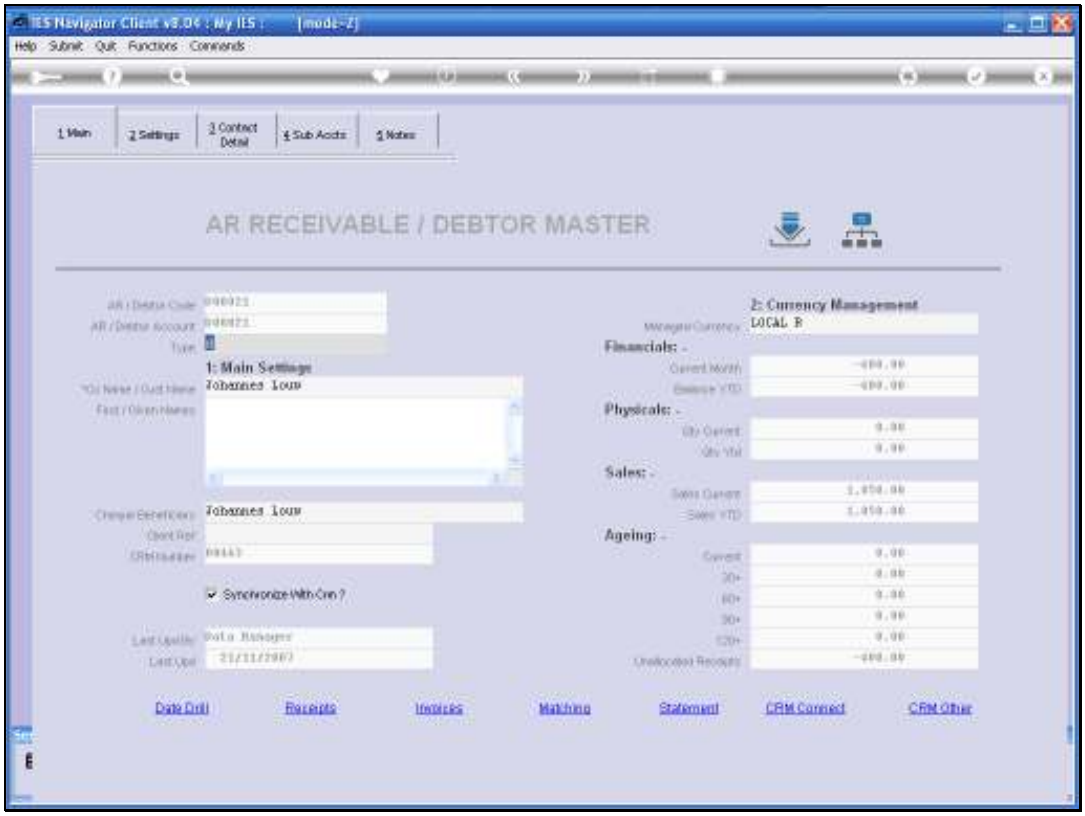


Slide 10

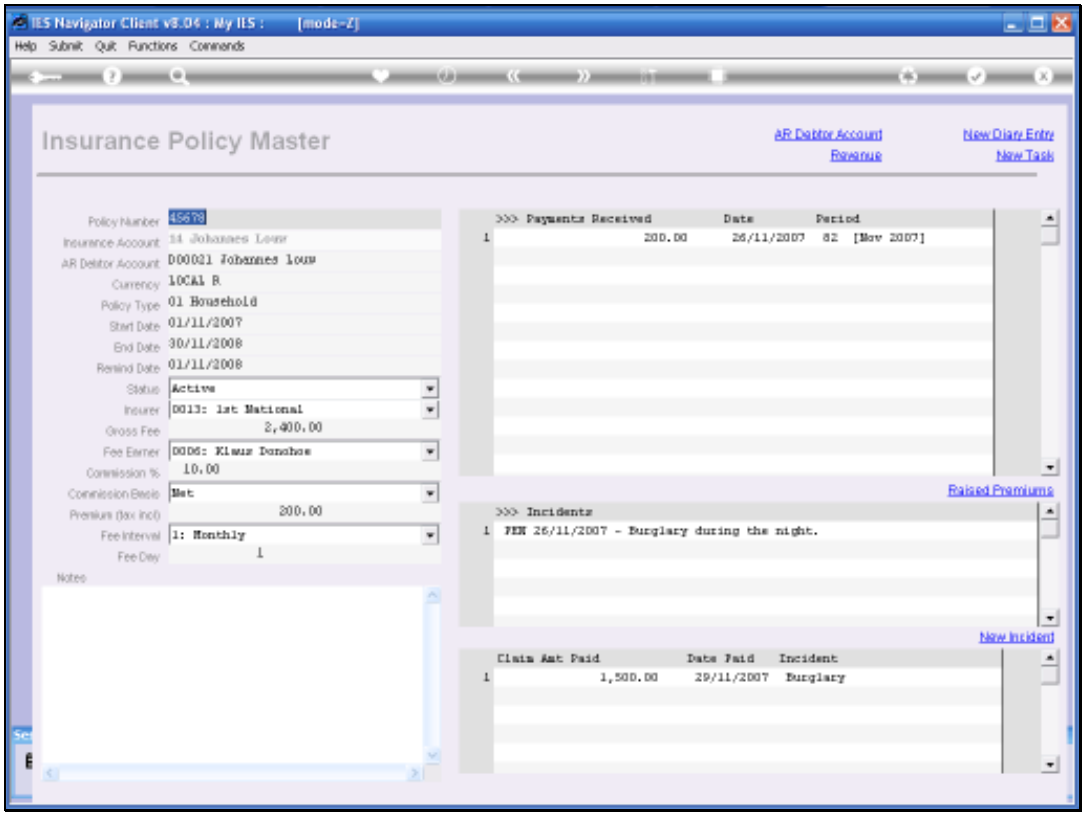
From any Policy Record on this Account we can also go through to the AR Debtor Account where we can use the Statement Option to produce an ad hoc Statement.


IES Navigator Client v8.04 : My IES : [mode-2]
Help Submit Quit Functions Commands
1 Main
2 Settings
3 Contact Detail
4 Sub Accts
5 Notes
AR RECEIVABLE / DEBTOR MASTER
1: Main Settings
Johannes Louw
Johannes Louw
Synchronize With Crm ?
2: Currency Management
LOCAL R
Financials: -
Physicals: -
Sales: -
Ageing: -
Date Drill
Receipts
Invoices
Matching
Statement
CRM Connect
CRM Other

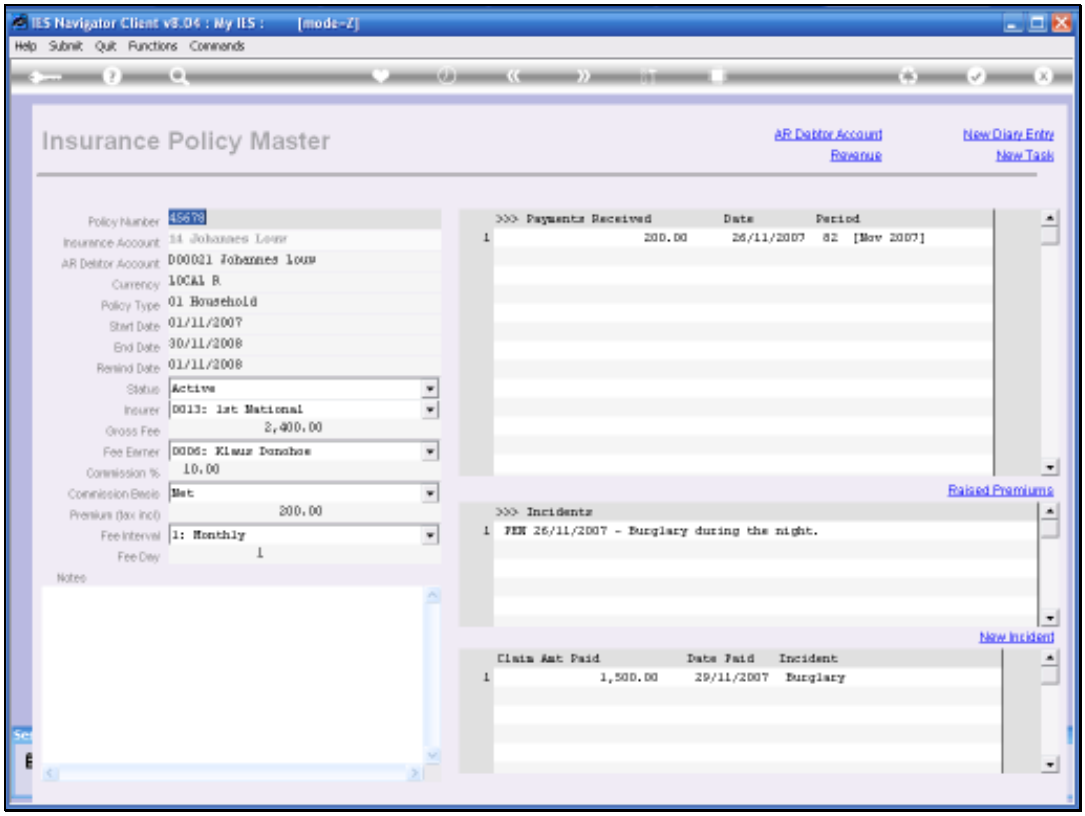
Slide 11


IES Navigator Client v8.04 : My IES : [mode-2]
Help Submit Quit Functions Commands
1 Main
2 Settings
3 Contact Detail
4 Sub Accts
5 Notes
AR RECEIVABLE / DEBTOR MASTER
1: Main Settings
Johannes Louw
Johannes Louw
Synchronize With Crm ?
2: Currency Management
LOCAL R
Financials: -
Physicals: -
Sales: -
Ageing: -
Date Drill
Receipts
Invoices
Matching
Statement
CRM Connect
CRM Other

Slide 12


IES Navigator Client v8.04 : My IES : [mode=Z]
Help Submit Quit Functions Commands
Insurance Policy Master
AR Debtor Account
Revenue
New Diary Entry
New Task
Policy Number 45678
Insurance Account 34 Johannes Louw
AR Debtor Account D00021 Johannes Louw
Currency 10CAl R
Policy Type 01 Household
Start Date 01/11/2007
End Date 30/11/2008
Remind Date 01/11/2008
Status Active
Insurer D013: 1st National
Gross Fee 2,400.00
Fee Earner D006: Klaus Donohoe
Commission % 10.00
Commission Basis Net
Premium (tax incl) 200.00
Fee Interval 1: Monthly
Fee Day 1
Notes
>>> Payments Received Date Period
1 200.00 26/11/2007 02 [Nov 2007]
Raised Premiums
>>> Incidents
1 PEN 26/11/2007 - Burglary during the night.
New Incident
Claim Amt Paid Date Paid Incident
1 1,500.00 29/11/2007 Burglary

Slide 13


IES Navigator Client v8.04 : My IES : [mode=Z]
Help Submit Quit Functions Commands
Insurance Policy Master
AR Debtor Account
Revenue
New Diary Entry
New Task
Policy Number 45678
Insurance Account 34 Johannes Louw
AR Debtor Account D00021 Johannes Louw
Currency 10CAl R
Policy Type 01 Household
Start Date 01/11/2007
End Date 30/11/2008
Remind Date 01/11/2008
Status Active
Insurer D013: 1st National
Gross Fee 2,400.00
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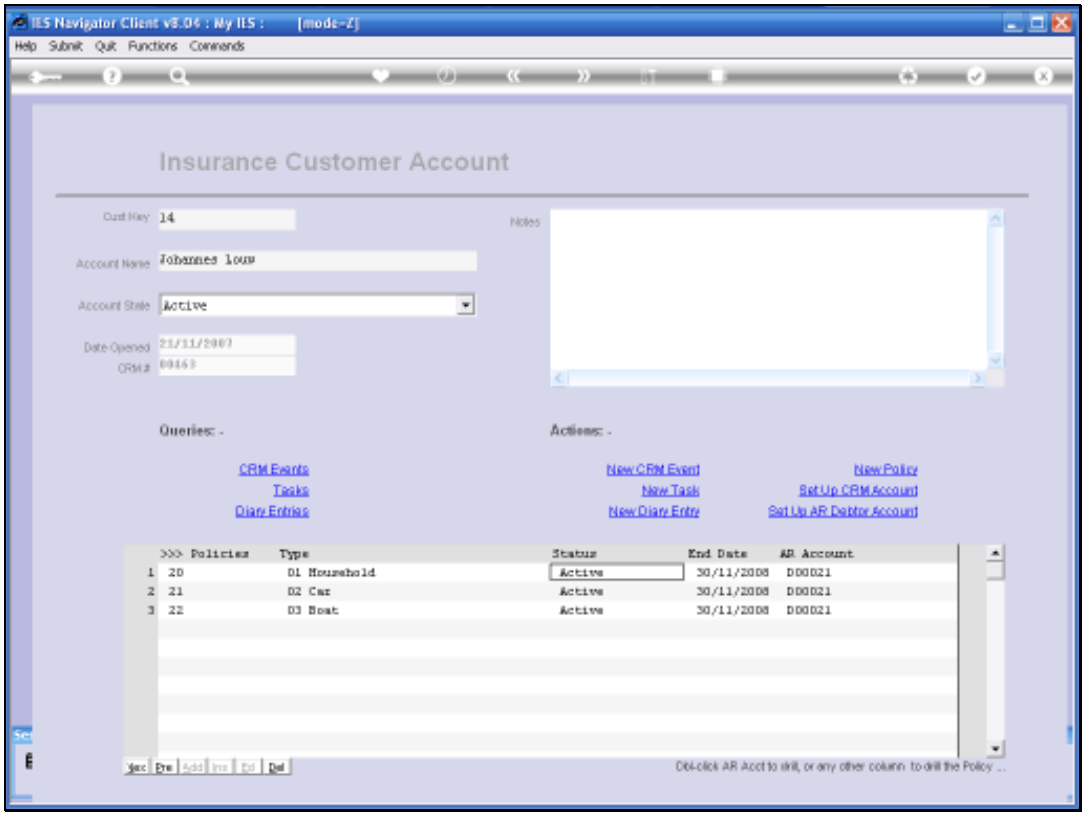
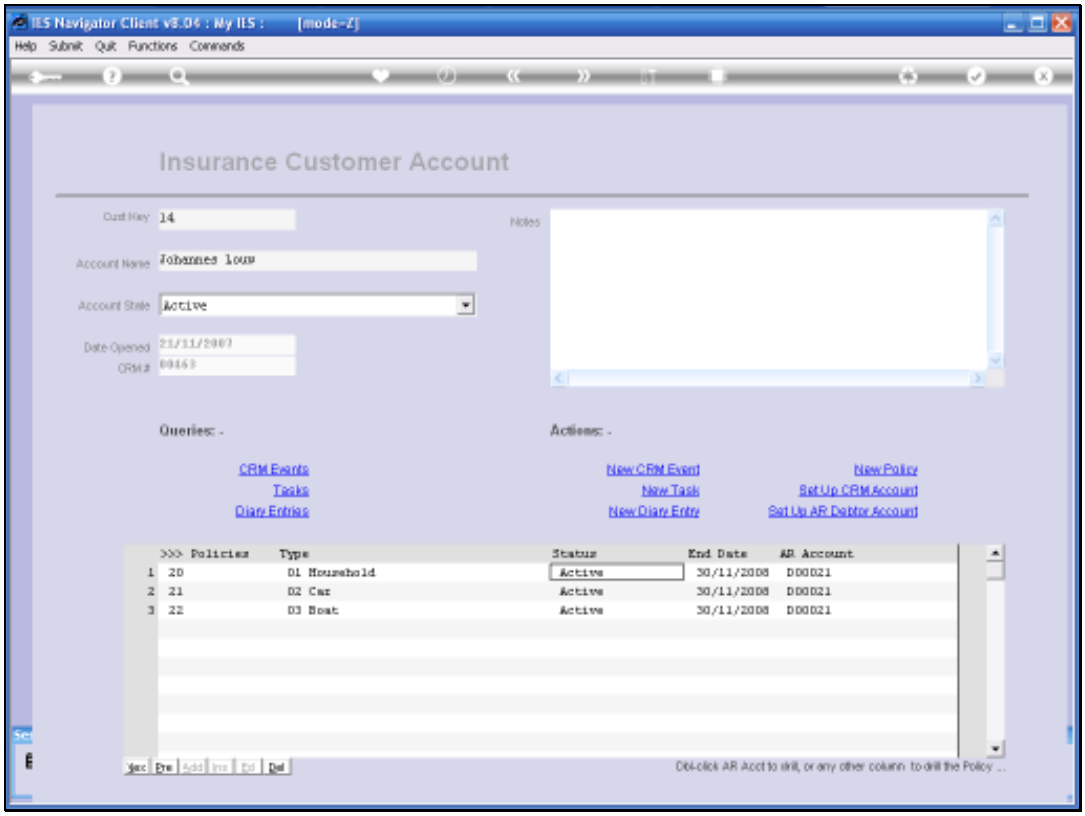
Fee Day 1
Notes
>>> Payments Received Date Period
1 200.00 26/11/2007 02 [Nov 2007]
Raised Premiums
>>> Incidents
1 FEN 26/11/2007 - Burglary during the night.
New Incident
Claim Amt Paid Date Paid Incident
1 1,500.00 29/11/2007 Burglary

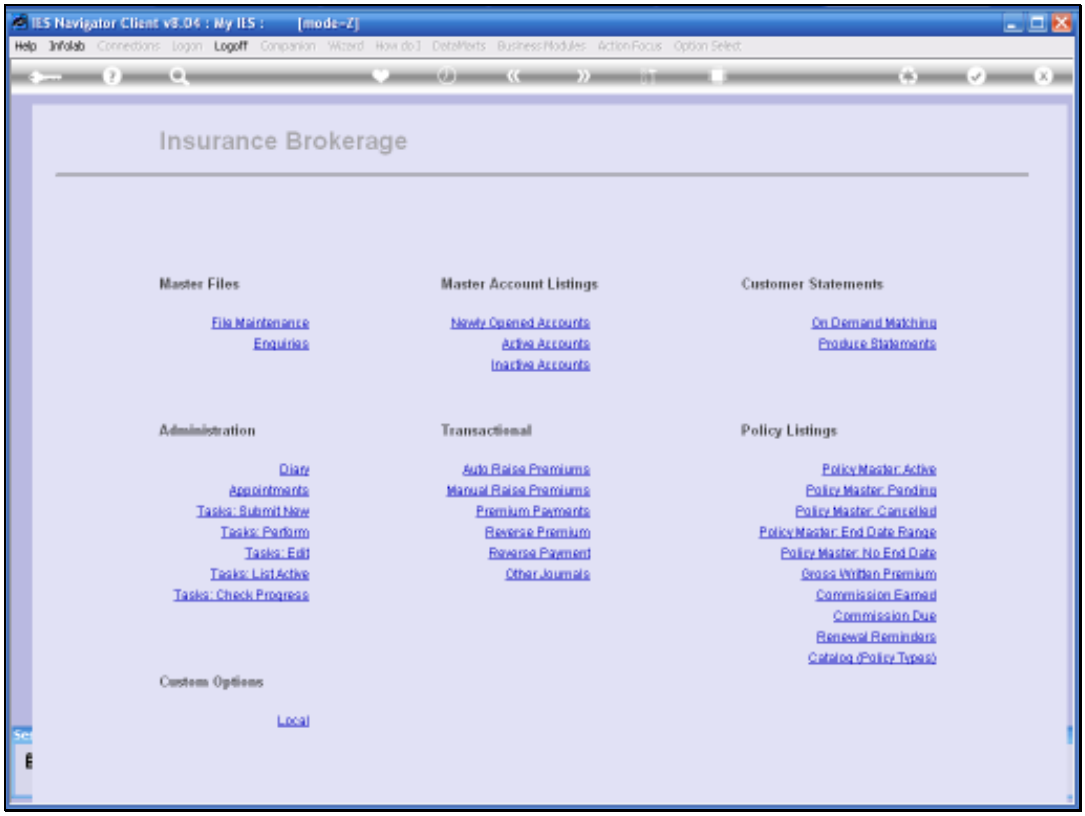
Slide 14


IES Navigator Client v8.04 : My IES : [mode=Z]
Help Submit Quit Functions Commands
Insurance Customer Account
Cust Key 14
Account Name Johannes Louw
Account State Active
Date Opened 21/11/2007
CRM # 00463
Notes
Queries: -
CRM Events
Tasks
Diary Entries
Actions: -
New CRM Event
New Task
New Diary Entry
New Policy
Set Up CRM Account
Set Up AR Debtor Account
>>> Policies Type Status End Date AR Account
1 20 01 Household Active 30/11/2008 D00021
2 21 02 Car Active 30/11/2008 D00021
3 22 03 Boat Active 30/11/2008 D00021
Top Pre Add Ins Ed Del
Dbl-click AR Acct to drill, or any other column to drill the Policy ...

Slide 15

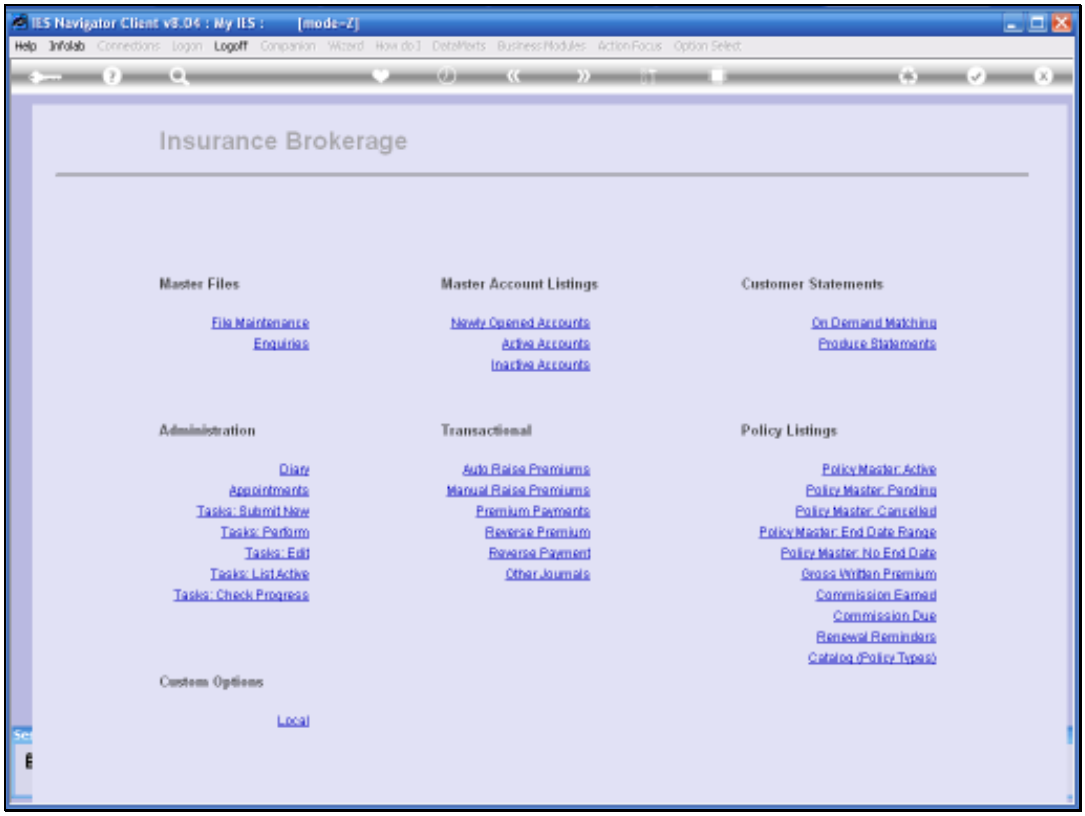

IES Navigator Client v8.04 : My IES : [mode=Z]
Help Submit Quit Functions Commands
Insurance Customer Account
Cust Key 14
Account Name Johannes Louw
Account State Active
Date Opened 21/11/2007
CRM # 00463
Notes
Queries: -
CRM Events
Tasks
Diary Entries
Actions: -
New CRM Event
New Task
New Diary Entry
New Policy
Set Up CRM Account
Set Up AR Debtor Account
>>> Policies Type Status End Date AR Account
1 20 01 Household Active 30/11/2008 D00021
2 21 02 Car Active 30/11/2008 D00021
3 22 03 Boat Active 30/11/2008 D00021
Top Pre Add Ins Ed Del
Dbl-click AR Acct to drill, or any other column to drill the Policy ...

Slide 16

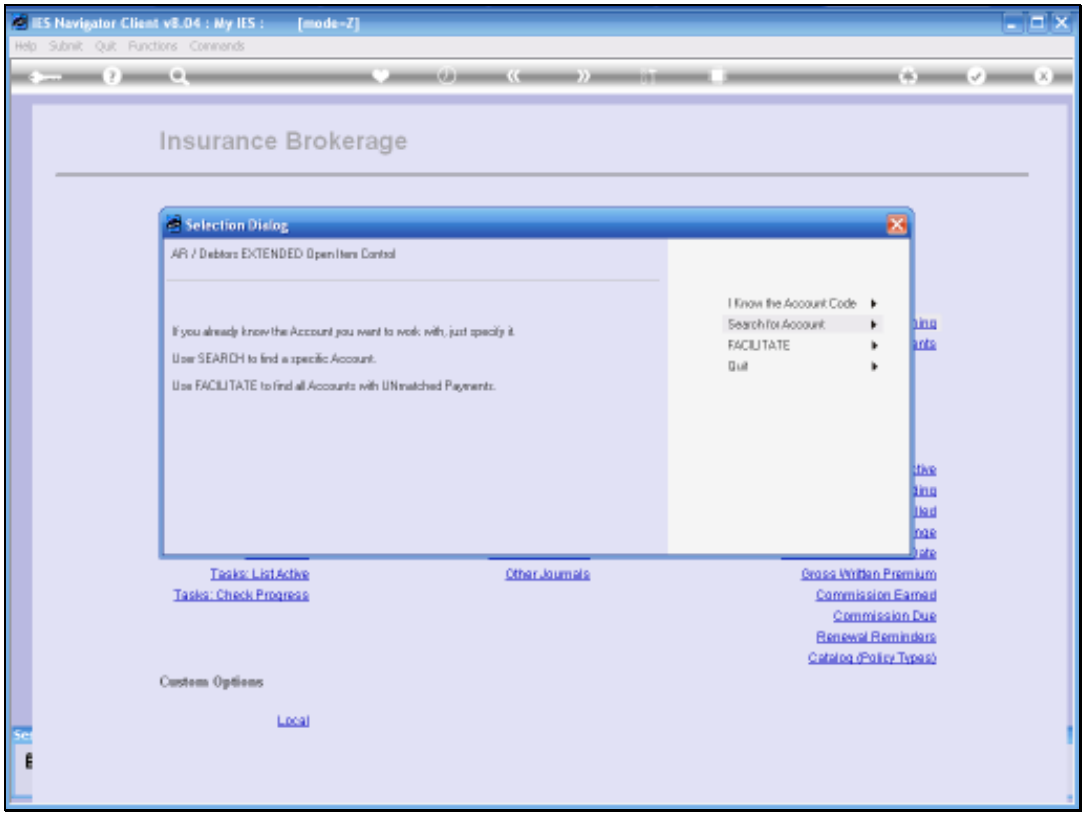


Slide 17

Besides the fact that on any AR Debtor Account we can perform a Matching and we can also produce ad hoc Statements, we have the bulk Options where we can deal with the Insurance Customers as a Group.


IES Navigator Client v8.04 : My IES : [mode=Z]
Help Infolab Connections Logon Logoff Companion Wizard How do I DataMerts Business Modules ActionFocus Option Select
Insurance Brokerage
Master Files
File Maintenance
Enquiries
Master Account Listings
Newly Opened Accounts
Active Accounts
Inactive Accounts
Customer Statements
On Demand Matching
Produce Statements
Administration
Diary
Appointments
Tasks: Submit New
Tasks: Perform
Tasks: Edit
Tasks: List Active
Tasks: Check Progress
Transactional
Auto Raise Premiums
Manual Raise Premiums
Premium Payments
Reverse Premium
Reverse Payment
Other Journals
Policy Listings
Policy Master: Active
Policy Master: Pending
Policy Master: Cancelled
Policy Master: End Date Range
Policy Master: No End Date
Gross Written Premium
Commission Earned
Commission Due
Renewal Reminders
Catalog (Policy Types)
Custom Options
Local

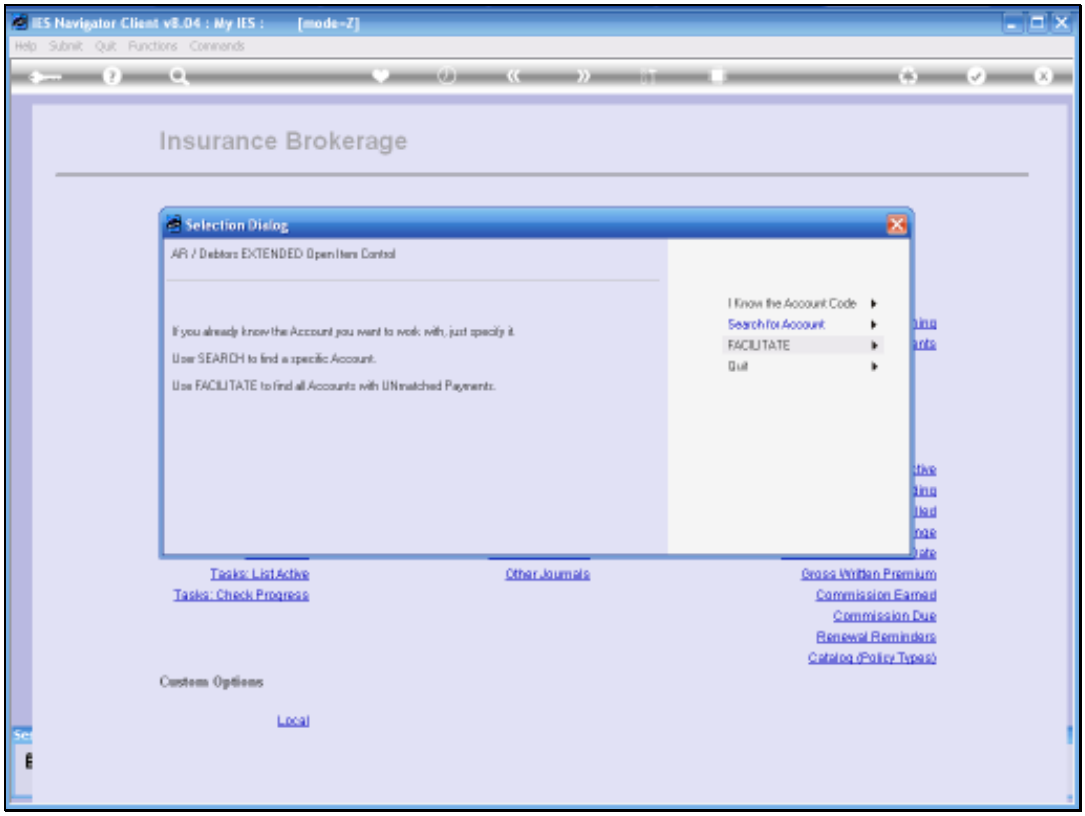
Slide 18



Slide 19

On Demand Matching includes Options to work with a specific Account Code or Search for an Account, or to Facilitate.

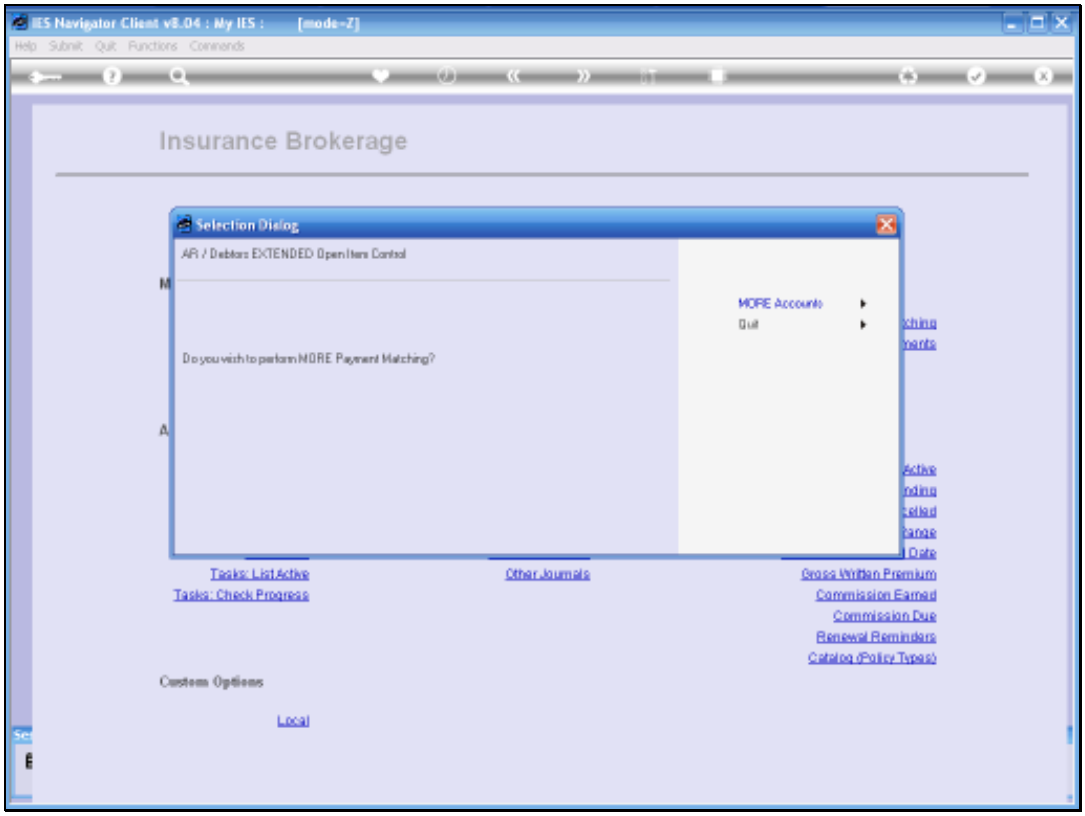
The Facilitate Option of course will look for Accounts where there is Matching that is Outstanding and that we should Perform before we Produce Statements.



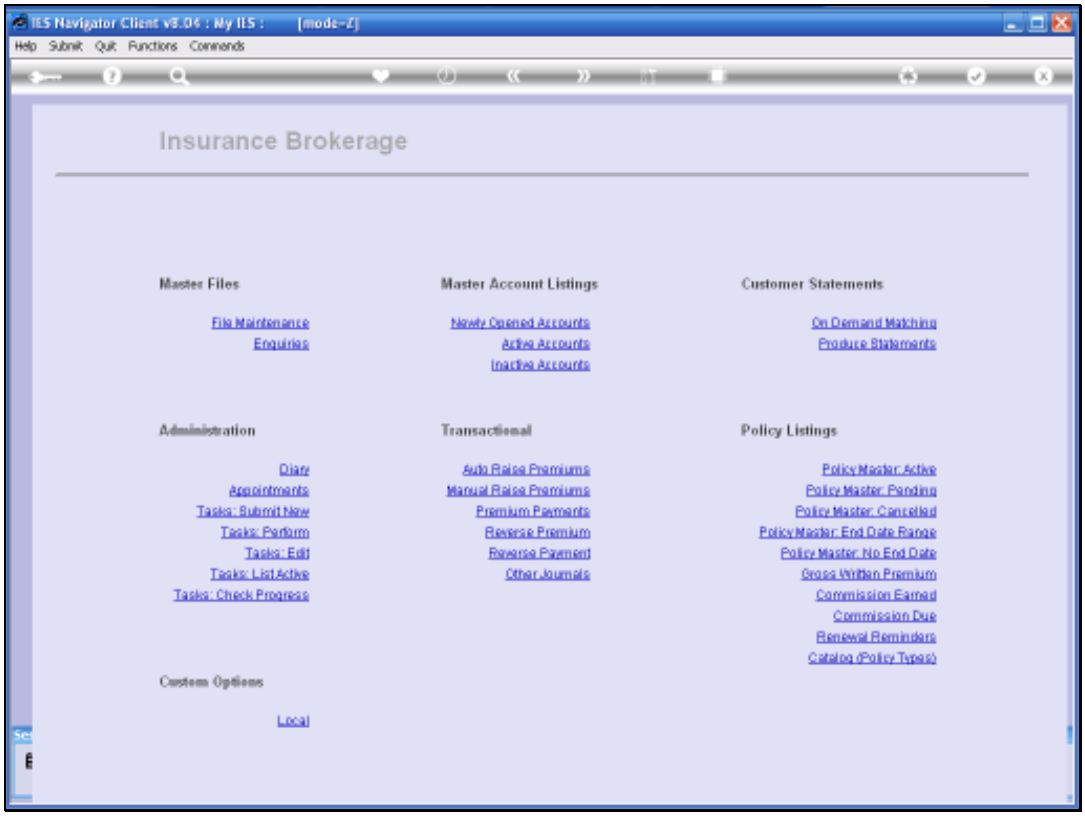
Slide 20

We are not going to look at this in any detail here, because it works exactly the same as when we use it in the Debtors Application.

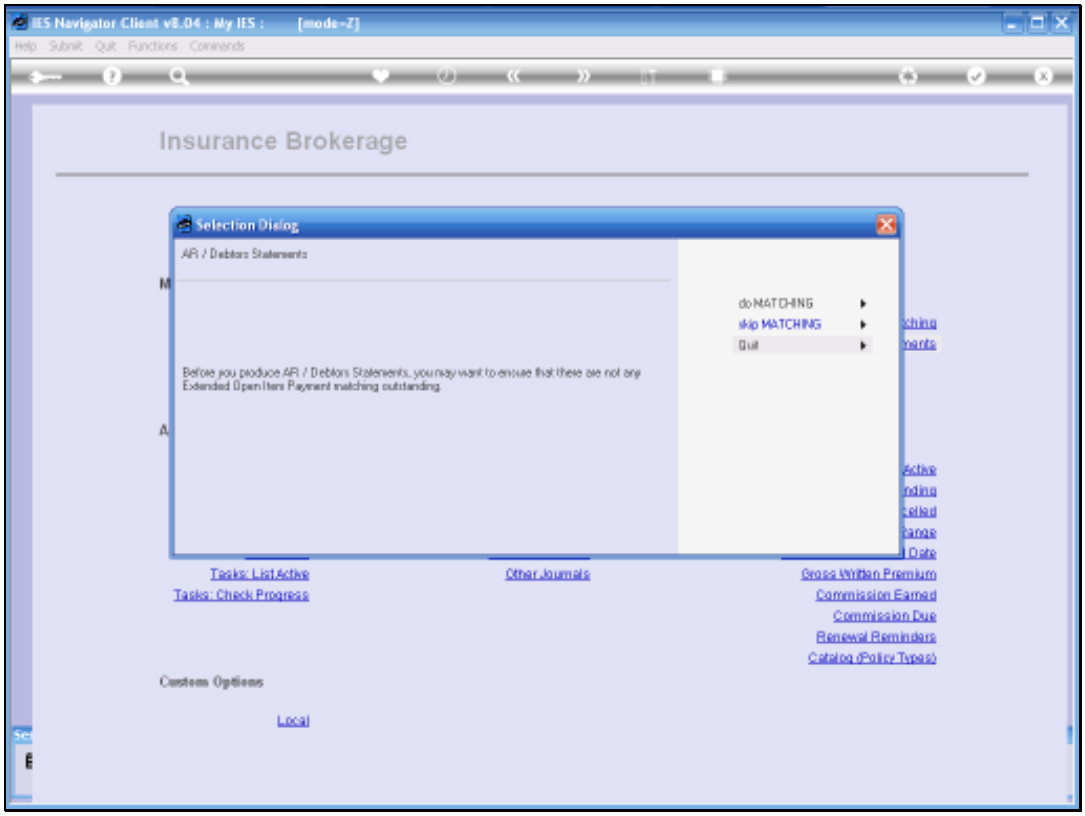
We are just showing here that we have Options specifically for the Insurance Customers.


IES Navigator Client v8.04 : My IES : [mode-Z]
Help Submit Quit Functions Commands
Insurance Brokerage
Selection Dialog
AR / Debtors EXTENDED Open Item Control
MORE Accounts
Quit
Do you wish to perform MORE Payment Matching?
Tasks: List Active
Tasks: Check Progress
Other Journals
Gross Written Premium
Commission Earned
Commission Due
Renewal Reminders
Catalog (Policy Types)
Custom Options
Local

Slide 21


IES Navigator Client v8.04 : My IES : [mode=Z]
Help Submit Quit Functions Commands
Insurance Brokerage
Master Files
File Maintenance
Enquiries
Master Account Listings
Newly Opened Accounts
Active Accounts
Inactive Accounts
Customer Statements
On Demand Matching
Produce Statements
Administration
Diary
Appointments
Tasks: Submit New
Tasks: Perform
Tasks: Edit
Tasks: List Active
Tasks: Check Progress
Transactional
Auto Raise Premiums
Manual Raise Premiums
Premium Payments
Reverse Premium
Reverse Payment
Other Journals
Policy Listings
Policy Master: Active
Policy Master: Pending
Policy Master: Cancelled
Policy Master: End Date Range
Policy Master: No End Date
Gross Written Premium
Commission Earned
Commission Due
Renewal Reminders
Catalog (Policy Types)
Custom Options
Local

Slide 22



Slide 23

When we Enter the Option to Produce bulk Statements, i.e. for a Group of Accounts, then we also get the prompting about the matching in case we need to do some Matching.

Slide 24

And this of course leads to the Option to initiate or to Produce Statements in bulk, i.e. for all Selected Accounts.

Now this works again exactly the same as in the Debtors Application.

In this case, we have a Data Selector specifically for Insurance, which will select only the Insurance Accounts.

In other words if we want to do the Insurance Statements separately, we can do it from here. We can also do it by including it with all the other Customer Statements in the Debtors Application.

But, if we want to do the Insurance Customer Statements separately, as a Group, then we can do it from here.

IES Navigator Client v8.04 : My IES : [mode-Z]
Help Submit Quit Functions Commands
Generate Insurance AR Statements
select the preferred execution settings
Pre-Printed Stationery
Print It Bal = 0
1: Legacy Printing
please adjust the Data Selector if necessary
INSURANCE: AR RANGE BY BAL # 0
adjust Period and Statement Date if necessary
02 Nov 2007
27/11/2007
NEXT

Slide 25

IES Navigator Client v8.04 : My IES : [mode-Z]
Help Submit Quit Functions Commands
Generate Insurance AR Statements
select the preferred execution settings
Pre-Printed Stationery
Print It Bal = 0
1: Legacy Printing
please adjust the Data Selector if necessary
adjust Period and Statement Date if necessary
02 Nov 2007
27/11/2007
NEXT

Slide 26

IES Navigator Client v8.04 : My IES : [mode-Z]
Help Submit Quit Functions Commands
Generate Insurance AR Statements
select the preferred execution settings
Pre-Printed Stationery
Print It Bal = 0
1: Legacy Printing
please adjust the Data Selector if necessary
debt-range-ins
adjust Period and Statement Date if necessary
02 Nov 2007
27/11/2007
NEXT

Slide 27

Slide 28

There is an added advantage in doing the Insurance Customer Statements and Matching here, in the Insurance Application, because it Groups and looks only at the Insurance Accounts. Also when we do the Matching, when we use Facilitate, it will only show Insurance Accounts and not other Debtor Accounts that we have in the rest of our System.