care tech

care®

General Insurance System Solution

enterprise edition

USER MANUAL

Web Claim

Versi 1.0.0

2024

ACKNOWLEDGEMENT

This book is prepared as a guide in the use/operation of the Claims module program in the CARE General Insurance Solution System (CGISS) Enterprise. In its delivery, this guidebook will write in Indonesian terms that are commonly used in insurance practice.

This Guidebook is not intended to describe work procedures that should take place in a company, but is more directed at understanding the optimal use of application programs that can be adapted to situations & conditions in line with established work procedures.

As a guide book in which it conveys how to operate and use the Claim Module which consists of:
Chapter I Introduction, briefly describes the working environment of the application, the purpose of making the manual and the limitations of using the application program.
Chapter II Introduction to the Program, explains further the operating system environment used by the application, the screen layout, operating standards, and the main menu of the application program.
Chapter III Program Usage, explains in detail every activity carried out in the Claim application program.

In the end, the author would like to thank many parties who have assisted in the preparation of this book, including suggestions and inputs for improving the book in future versions.

CARE Technologies

Jakarta, June 2024

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CHAPTER I

INTRODUCTION

The General Insurance Claims Module Application Program is an application program implemented in the Claims Division, especially in the Insurance Business. Where this program is based on Web Application, so that in explaining the application program it is assumed that the user of the program has sufficient understanding and understanding of the operation in the Internet Website environment.

This application program operation manual was created with the hope that it can be a guide in operating the application program, so that it can be used correctly and correctly and in accordance with the goals to be achieved.

This manual only explains for normal conditions and is only limited to prov iding an explanation in using the application program, so that if there are things that are not in accordance with what has been explained previously, it is expected to immediately submit it to the MIS/IT (Management Information System/Information). Technology) for further action so that it can be followed up immediately and or given a solution.

CHAPTER II

PROGRAM USAGE

Like other Web-based application programs, this Claim module also has the same access method. Among them by clicking the *"Claim"* link that was previously created on the main menu of the Website.

Software used

This application program can run on operating systems that have a web browser installed, for example Windows 2000 *all version (Special Edition, Home Edition, Professional Edition, Enterprise Edition, client, etc.),* Windows 2000 server or NT version and Windows 7.

Besides the operating system, the Claim module program is also the software used to perform Claim tasks.

Hardware used

Keyboard and mouse are one of the most important devices in addition to other standard computer tools. Both of these tools are used as a means of communication/input between the user and the hardware and/or software. Its use can also be combined according to needs as in the following example ;

- Selection of the program menu with the mouse. This is done by hovering the mouse pointer over the desired menu and then pressing the left mouse button (click).

2.1. Screen Layout

The screen is the interface between the user and the program. The form of the application program screen arrangement basically has similarities between one interface and another.

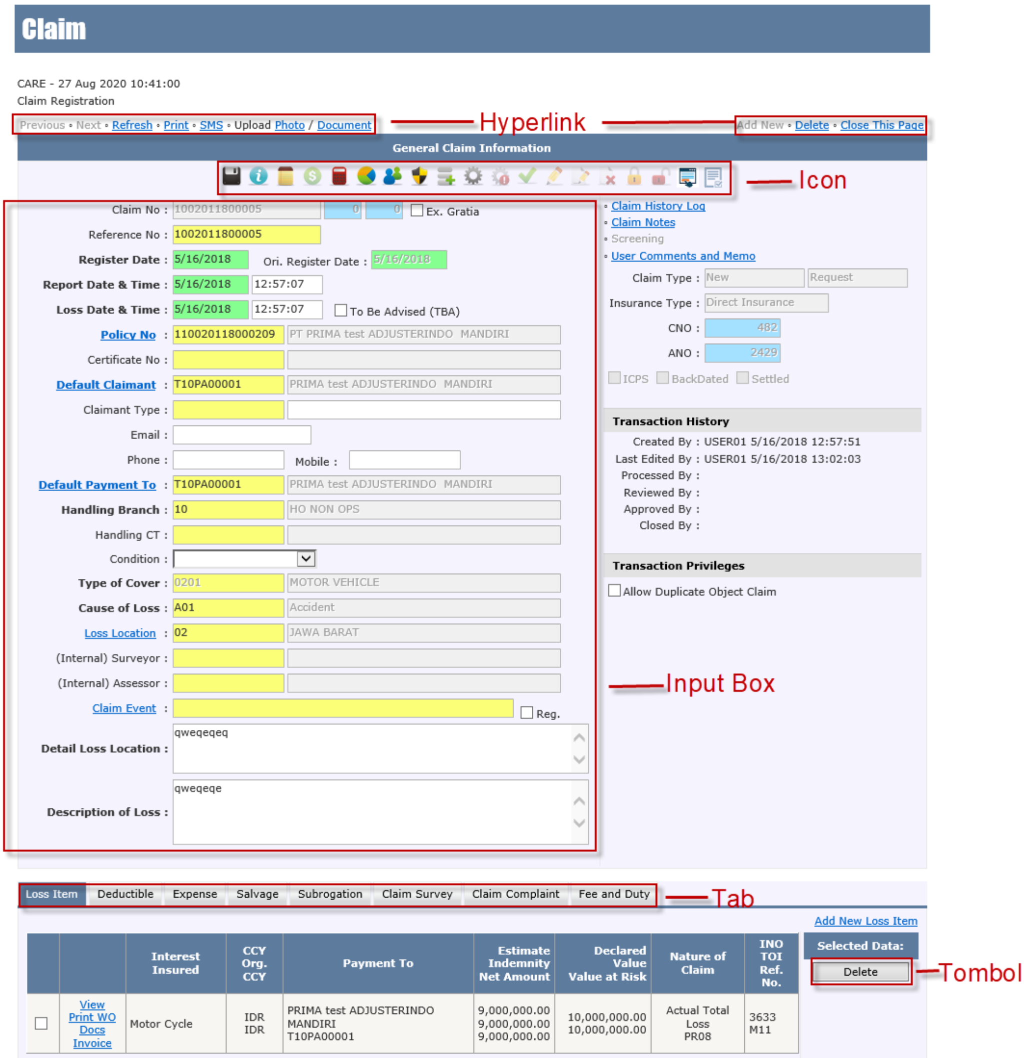


Figure 2.1. Claim Registration Page

notes :

Title Bar	:	The name of the page, which tells where the user is working.
Hyperlink	:	Used to open to another page or perform processes on the page that contains the hyperlink.
Icon	:	Used to enter data or carry out the process according to the icon description. The information contained in it is

detailed, can be reviewed, added, deleted or changed.

Input Box : Column to enter data that will be used later in the transaction. The data entered depends on the column name.

Tab : Used to view other information according to the tab name on the same page.

Button : Used to enter data or perform the process according to the name of the button. The information contained in it is detailed, can be reviewed, added, deleted or changed.

Description of the color of the input box :

 : Column whose data is fixed, it means that it is already available in the system. This data can be retrieved by pressing the [F2] key

 : Column whose data is Numeric (number)

 : Column whose data is a String (a combination of letters and numbers)

 : Column whose data is Date (date)

 : Column whose data cannot be input

Text color description :

Hyperlink : The text is blue and underlined; indicates the text can be clicked to open another page according to the name of the hyperlink.

Error Message : The text is red and usually appears at the top of the page; shows a message / information on the results of the process that has been carried out, for example :

Data is saved successfully, this means that the data has been successfully saved on the system. To view the details of this message, click on the text and the "Detail Message(s)" dialog box will appear.

Compulsory : Writing in black and bold; indicates that the field in the text is a compulsory field (required).

2.2. Sign-On

The first time through Internet Explorer browser version 7 minimum, enter it in the address field of the CGISS Enterprise Application Sign-On Page. This page shows the user to enter the User ID (user name), Password (keyword) and captcha . Filling in the User ID and Password must be correct according to the user name, password and captcha that was previously registered in the database of the application program.

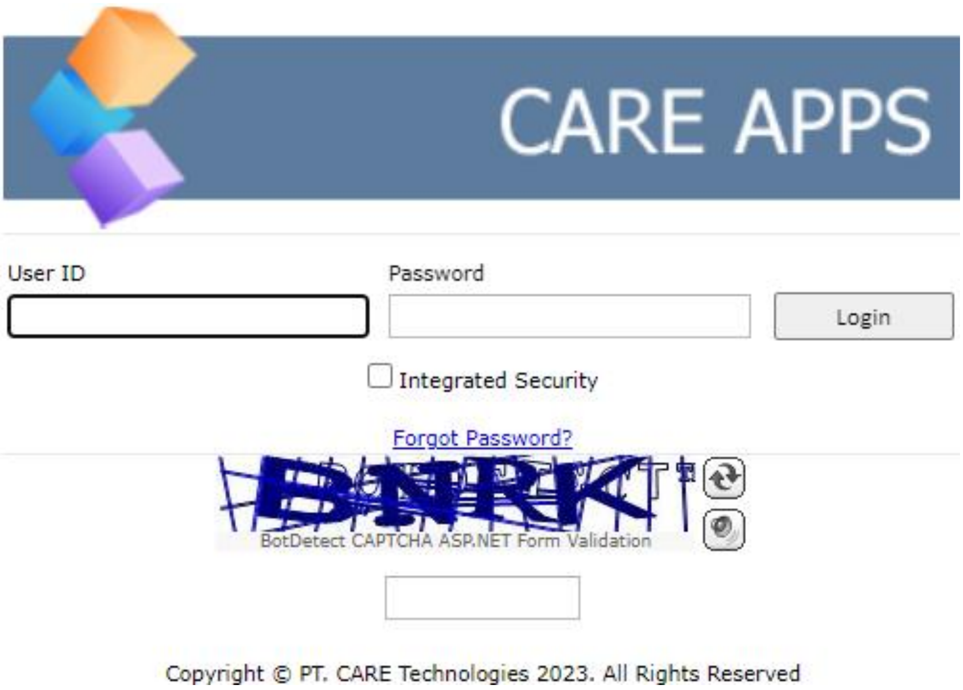


Figure 2.2. Sign On Page

2.3. Main Menu Care Web Application

If the User ID and password are entered correctly , the application will display the Care Web Application Main Menu.

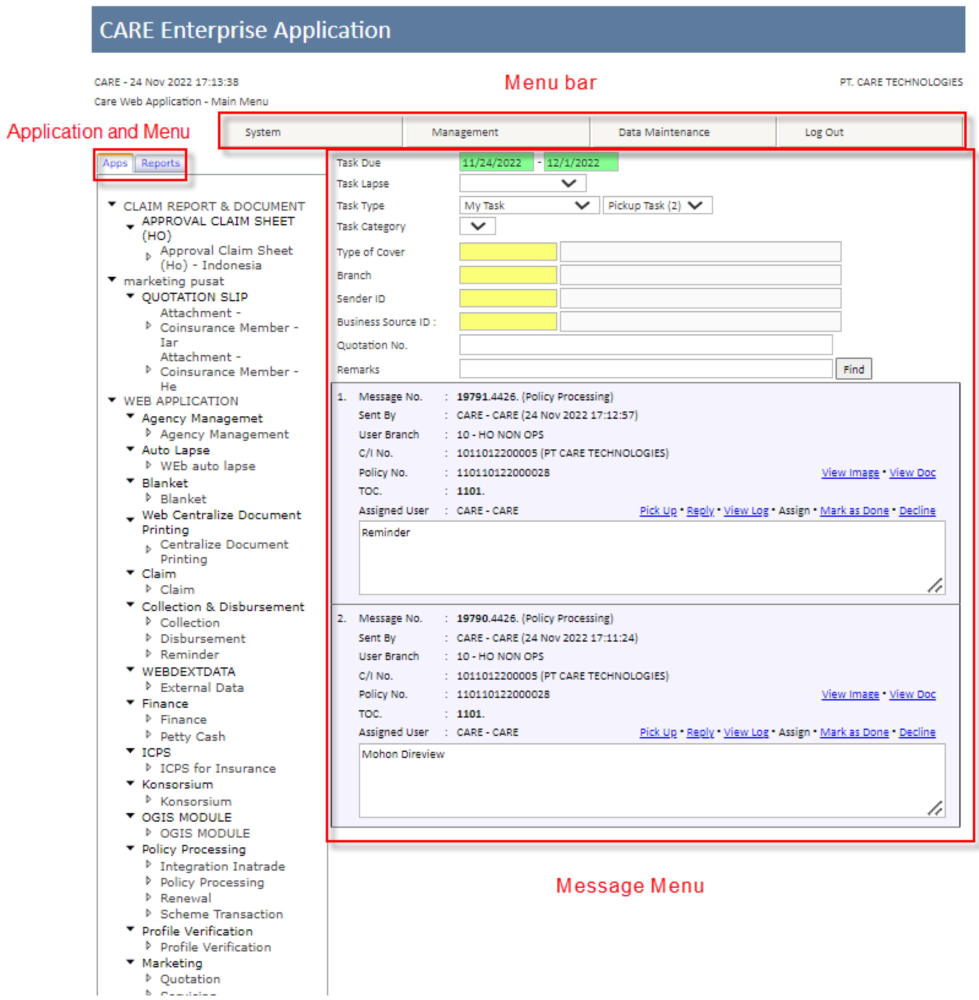


Figure 2.3. Care Web Application Page – Main Menu

2.3.1. Application and Report Menu

The Applications and Reports menu contains the modules and reports listed in the application.

2.3.2. Menu Bar

The menu bar contains the program menu, which is the organization of some data, transactions or general processes in the application.

The menu bar consists of:

- System menu
- Menu Management
- Menu Data Maintenance
- Sign Out Menu

2.3.2.1. System

The System menu relates to activities that regulate the parameters of using application programs such as Change Password , General Parameters and User Maintenance .

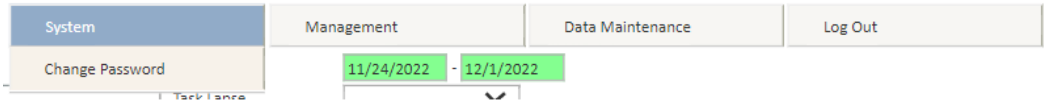


Figure 2.4. Menu and Submenu System

The System menu has a choice of submenus consisting of:

- Change Password

2.3.2.1.1. Change Password

Change password is used to change the password of the currently logged in user.

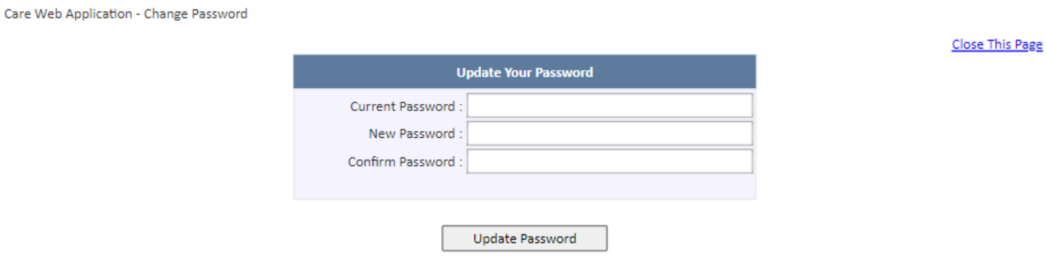


Figure 2.5. Change Password page

The information on the Change Password page are :

Field		**Description**
Current Password	:	Filled with old password that currently used.
New Password	:	Filled with new password that will be updated.
Confirm Password	:	Filled with new password that will be updated.

The button on the Change Password page is :

Button		**Description**
Update Password	:	Used to update/replace old password with new password .

The hyperlink on the Change Password page is:

Hyperlink		**Description**
Close This Page	:	Used to exit the Change Password Page.

2.3.2.2. Management

Menu Management relates to activities that manage data management, transactions or processes.

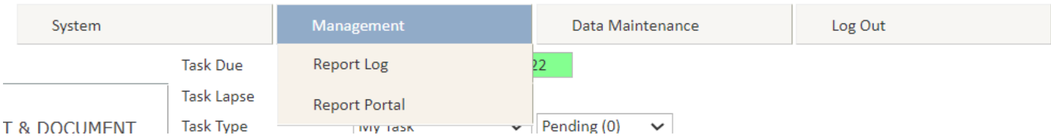


Figure 2.6. Menu and Submenu Management

The Management menu has a choice of submenus consisting of:

- Process Management
- Report Log
- Report Portal

2.3.2.2. 1 . Report Log

Report Log is used to view reports that have been printed.

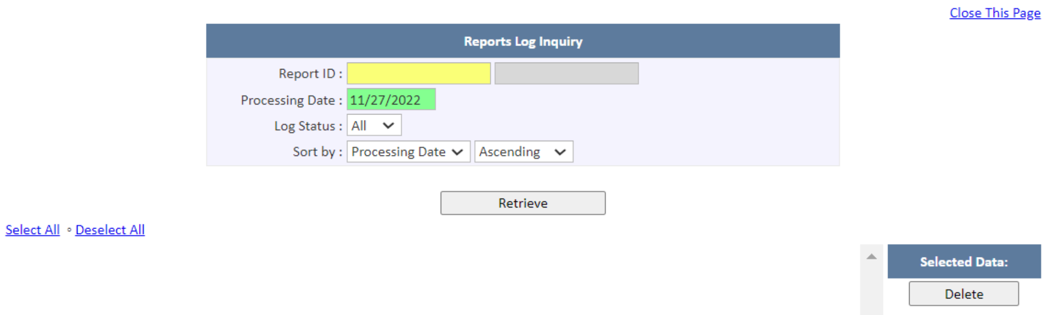


Figure 2.7. Report Log Management page

The information on the Report Log Management page are :

Field		Description
Report ID	:	The report ID registered to the system.
Processing Date	:	The date of the report printing process.
Status Logs	:	Report log status. There are options, among others: All/New/Old.
Sort By	:	Sorting report log data based on Processing Date/Log Report ID and Ascending/Descending.

The buttons on the Report Log Management page are:

Button		Description
Retrieve	:	Used to display data according to the parameters entered.

Delete	:	Used to clear the report logs that have been checked.

The hyperlinks on the Report Log Management page are:

Hyperlink		**Description**
Select All	:	Used to select all data in the Report Log Inquiry list.
Deselect All	:	Used to deselect all data in the Report Log Inquiry list.
Close This Page	:	Used to exit the Report Log Management Page .

2.3.2.2. 2 . Report Portal

Report Portal is used to view reports that can be used on the web portal

2.3.2.2. 2 . 1 Report Portal Inquiry

Report Portal Inquiry is used to view reports on the web portal

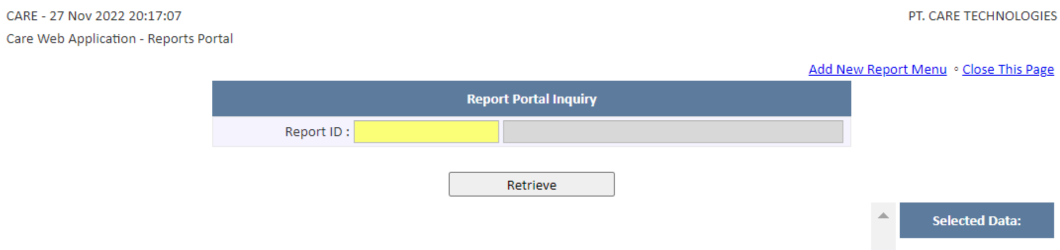


Figure 2.8. Inquiry Portal Report page

The information on the Report Log Management page is:

Field		**Description**
Report ID	:	The report ID registered to the system.

The buttons on the Report Log Management page are:

Button		**Description**
Retrieve	:	Used to display data according to the parameters entered.
Delete	:	Used to clear the report logs that have been checked.

The hyperlinks on the Report Log Management page are:

Hyperlink		**Description**
Add New report Menu	:	Used to register a new report so that it can be used on the web portal
Close This Page	:	Used to exit the Report Log Management Page.

2.3.2.2. 2 . 2 Report Portal Registration

Report Portal Registration is used to register new reports into the web portal

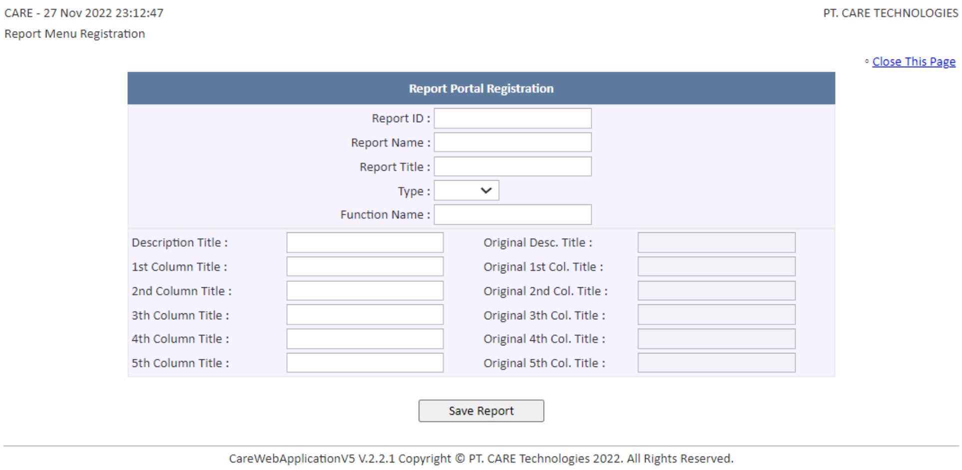


Figure 2.9. Report Portal Registration Page

Field		**Description**
Report ID	:	ID Report
Report Name	:	Report Name
Report Title	:	Report Title
Type	:	Report type based on time parameter (Period/AsAt)
Function Name	:	Function Name
Description Title	:	Header Name from description field
1st/2nd/3rd/4th/5th Column Title	:	Header Name of Column 1/2/3/4/5
Original Desc Title	:	Original Header name
Original 1st/2nd/3rd/4th/5th Col Title	:	Original Header Name of Column 1/2/3/4/5

The hyperlinks contained on the Registration Menu Report Page are:

Hyperlink		Description
Add New Report Menu	:	Used to add a new menu report.
Close this page	:	Used to close the Registration Menu Report Page .

The buttons on the Registration Menu Report Page are:

Button		Description
Save Report	:	Used to store report data.

2.3.2.3. Data Maintenance

The Data Maintenance menu is used to maintain data that supports the process of recording transactions to be carried out.

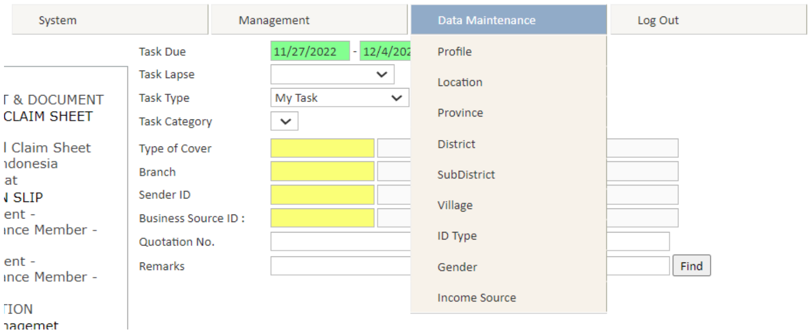


Figure 2.10. Menu and Submenu Data Maintenance

The Data Maintenance menu has a choice of submenus consisting of:

- Profile
- Location
- Province
- District
- Subdistrict
- Village
- ID Type
- Gender
- Income Source

2.3.2.3.1. Profile

Profile is a list of individuals or entities involved in company activities.

2.3.2.3.1.1. Profile Inquiry

Profile Inquiry is a page to find profile data that has been registered in the system.

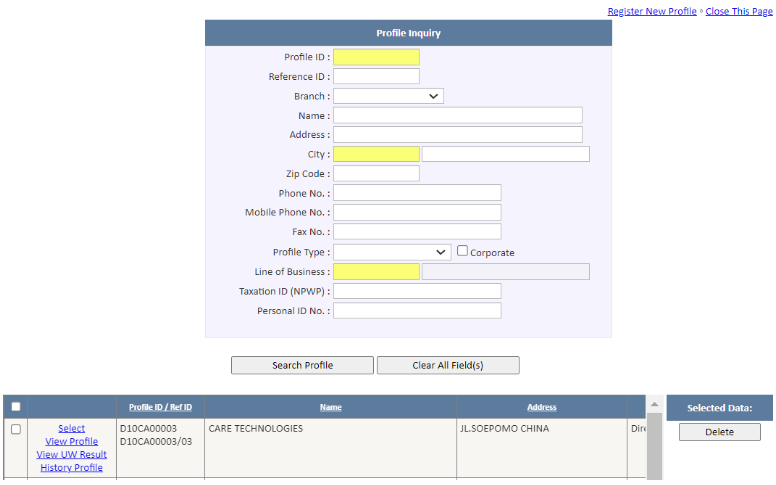


Figure 2.11. Inquiry Profile Page

The information on the Inquiry Profile Page is:

Field		**Description**
Profile ID	:	Profile identity
Reference ID	:	ID Reference Profile, is a profile identity based on references from the old system.
Name	:	Profile name.
Branch	:	Filled with Branch Name
Address	:	Filled with profile address.
City	:	Filled with City
Zip Code	:	Filled with Postal Code
Phone No	:	Filled with profile phone number.
Mobile Phone No	:	To be filled with profile mobile number.
Fax No	:	To be inputted with the fax profile number.
Profile Type	:	Profile type. There are 6 choices of profile types, namely: - Captive: a profile that is a captive of the company (for example a parent company, subsidiaries, etc.). - Direct: the profile of the insured directly. - Intermediaries: profiles that act as intermediaries (for example agents, brokers, leasing companies, and others).

Field		**Description**
		- Indirect : profile that acts as Inward Insurance (or other insurance company). - Outward : profile that acts as Outward Insurance. - Other: a profile that acts as a supporter of the company's business (for example adjusters, surveyors, investigators, and others).
Corporate Flags	:	If checked, then the profile is a company or foundation. If unchecked, then the profile is not a company or foundation (Individual)
Line of Business	:	business classifications in the insurance industry, for example agents, brokers, insurance, reinsurance, consultants and others.
Taxation ID (NPWP)	:	Filled with ID tax (NPWP)
Personal ID No.	:	Filled with Personal ID No

The buttons on the Inquiry Profile Page are:

Button		**Description**
Search Profile	:	Used to display profile data according to the parameters that are filled in.
Clear All Field(s)	:	Used to delete parameters that have been filled in.
Delete	:	Used to delete profile data that has been ticked.

The hyperlinks on the Inquiry Profile Page are:

Hyperlink		**Description**
Register New Profile	:	Used to add profile data.
Close This Page	:	Used to exit the Profile Inquiry Page.
Select	:	Used to select the profile data as the profile to be used.
View Profile	:	Used to view detailed profile data.
View Underwriting Result	:	Used to view detailed data of Undewriting Results
History Profile	:	Used to view History Profile

2.3.2.3.1.2. Profile Registration

Profile Registration is a page to view, change, or add profile data.

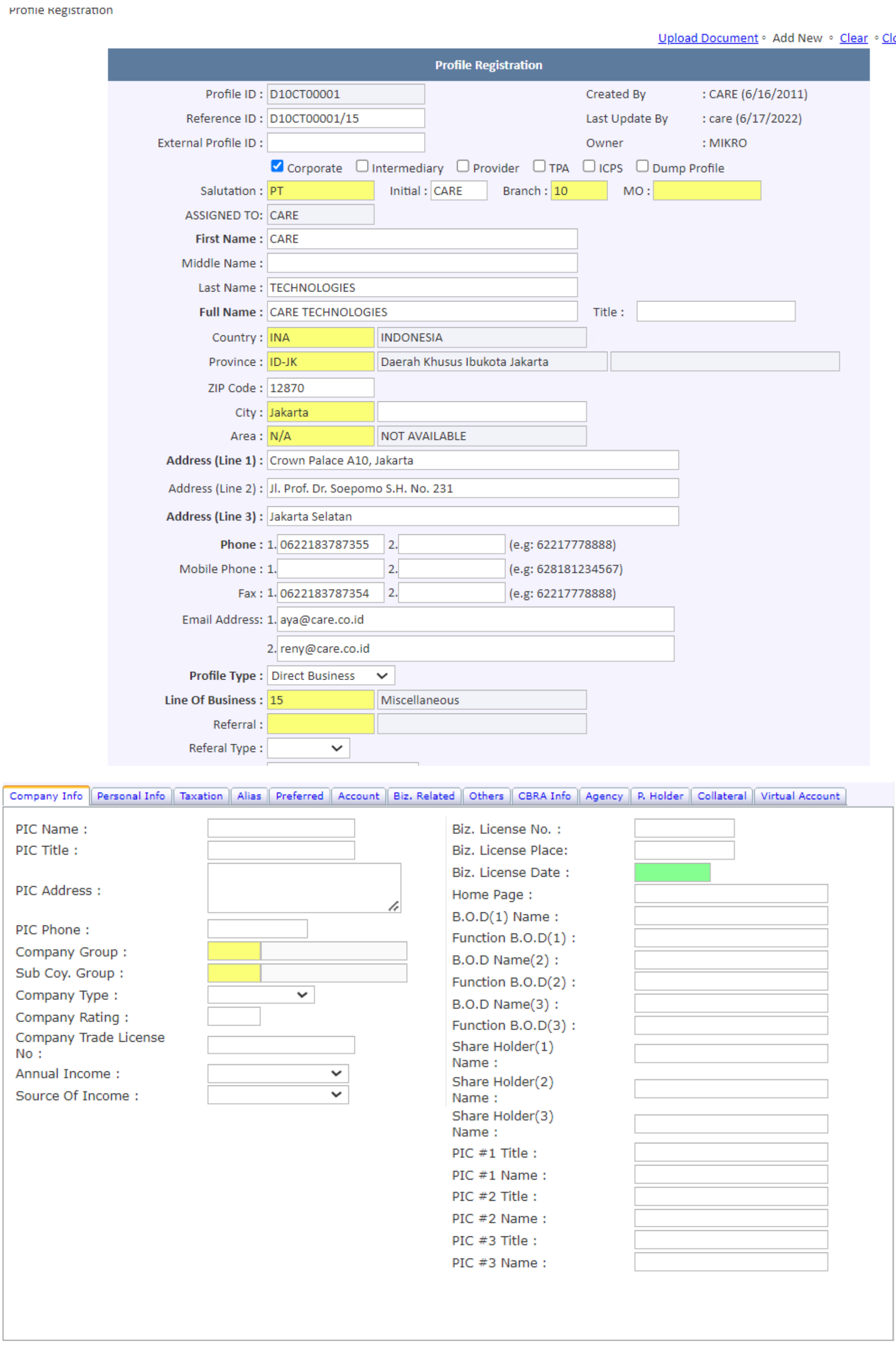


Figure 2.12. Profile Registration Page

The information on the Profile Registration Page are:

Field		**Description**
Profile ID	:	Profile identity (filled automatically by the system).

Field		Description
Created By	:	The user who created the profile.
Last Update By	:	The last user to change the profile.
Reference ID	:	ID Reference Profile, is a profile identity based on references from the old system.
External Profile ID	:	External Profile Identity associated with the profile ID.
Corporate Flag	:	If checked, then the profile is a company or foundation. If unchecked, then the profile is not a company or foundation (Individual)
Intermediary Flag	:	If checked, the profile acts as an intermediary (for example agents, brokers, leasing companies and others).
Provider Flag	:	If checked, the profile is valid as a policy provider (used for Health Insurance purposes).
TPA Flag	:	If checked, the profile acts as a TPA (used for Health Insurance purposes).
ICPS Flag	:	If checked, the profile is used in the ICPS Module
Dump Profile Flag		If checked, the profile is a profile that is only stored but cannot be used. This profile is used for scheme transactions.
Salutation	:	Regards. There are options including: PT/CV/Mr/Mrs/Miss/Tn/Mrs/Nn/PD
Initial	:	Initials of the profile name
Branch	:	The branch of the user who create the profile
MO	:	Information of Marketing Officer ID that create the profile
First Name	:	First name of the profile
Middle Name	:	Middle name of the profile
Last Name	:	Last name of the profile
Full Name	:	Full name of the profile
Title	:	Title Profile
Address (line 1)	:	The full address of the profile (line 1).
Address (line 2)	:	The full address of the profile (line 2).

Field		Description
Address (line 3)	:	The full address of the profile (line 3).
Area	:	Area code of the profile’s residence
Province	:	Province code of the profile’s residence
City	:	City code of the profile’s residence
Country	:	Country code of the profile’s residence
Zip Code	:	Zip code of the profile’s residence
Phones (1)	:	Profile’s telephone number (1)
Phones (2)	:	Profile’s telephone number (2)
Mobile Phones (1)	:	Profile’s mobile phone number (1)
Mobile Phones (2)	:	Profile’s mobile phone number (2)
Email Address (1)	:	Email Address of the profile (1)
Email Address (2)	:	Email Address of the profile (2)
Fax (1)	:	Fax number of the profile 1 (if any)
Fax (2)	:	Fax number of the profile 2 (if any)
Profile Type	:	Profile type. There are 6 choices of profile types, namely: - Captive: a profile that is a captive of the company (for example a parent company, subsidiaries, etc.). - Direct: the profile of the insured directly. - Intermediaries: profiles that act as intermediaries (for example agents, brokers, leasing companies, and others). - Indirect : profile that acts as Inward Insurance (or other insurance company). - Outward: profile that acts as Outward Insurance. - Other: a profile that acts as a supporter of the company's business (for example adjusters, surveyors, investigators, and others).
Line Of Business	:	Filled with occupation of the profile (agent, brokerage, etc)
Referral	:	The referral ID of the profile (if any)
Referral Type	:	Refferal Type ('N/A', 'Business', 'Relative',

Field		Description
		'Family','Spouse')
Privilege Type	:	To distinguish the profile based on the priority : VIP or NON VIP (information only)
HS Code	:	Harmonized System Code (Numerical language in Classification of products or product materials as an international standard for reporting goods at customs and government agencies)
BI Type	:	Information about the type of BI Industry

The buttons on the Profile Registration Page are:

Button		Description
Save Profile	:	Used to store profile data.

The hyperlinks on the Profile Registration Page are:

Hyperlink		Description
Add New	:	Used to add profile data.
Close This Page	:	Used to exit the Profile Registration Page.
Document	:	Used to upload Profile documents

2.3.2.3.1.2.1. Company Info

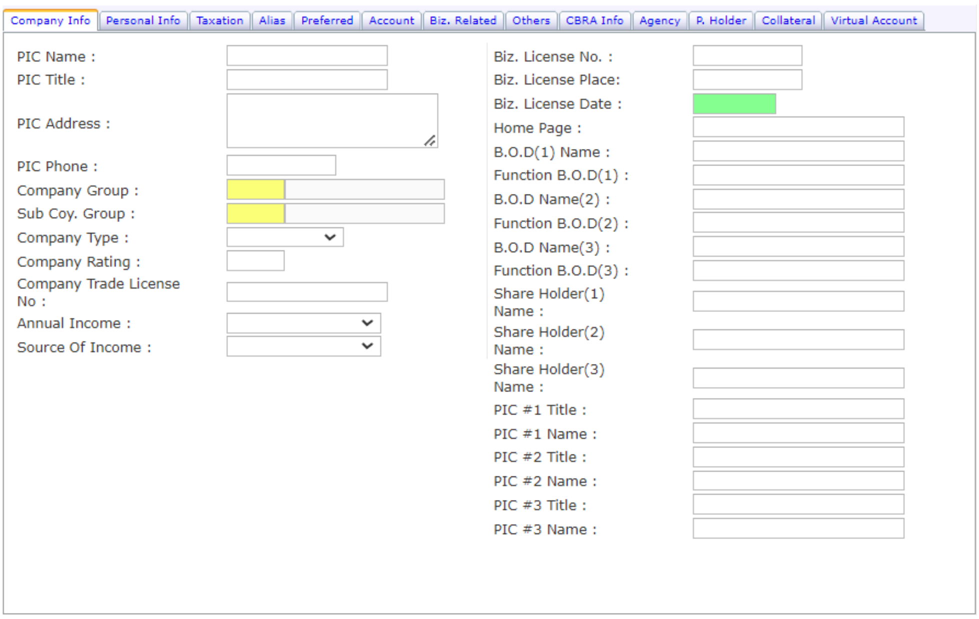


Figure 2.13. Company Info Tab tab

The information on the [Company Info] tab are :

Field		Description
PIC Name	:	Person In Charge is inputted with the name of the person who can be contacted or used as a contact person.
PIC Title	:	Position of Person In Charge .
PIC Address	:	Address of Person In Charge .
PIC Phone	:	Phone Number of Person In Charge
Company Group	:	The name of the holding company (Holding Company).
Sub Coy. Group	:	Branch company name.
Company Type	:	The type of company (BUMD, BUMN, COMPANY, GOVERNMENT, INDIVIDUAL, JOINT VENTURE, OVERSEAS, PNS, PRIVATE)
Company Rating	:	Rating information of the company
Company Trade License No	:	Trade license number of the company
Annual Income	:	Range of profile’s annual income
Source Of Income	:	Source of income of the profile
Biz. License No	:	Business license number of the company
Biz. License Place	:	Address of the company’s business license
Biz. License Date	:	Date of business license from the company
Home Page	:	Website profile
BOD (1) Name	:	Name of the Board of Directors (1).
Functions BOD (1)	:	Position of the Board of Directors (1).
BOD (2) Name	:	Name of the Board of Directors (2).
Functions BOD (2)	:	Position of the Board of Directors (2).
BOD (3) Name	:	Name of the Board of Directors (3).
Functions BOD (3)	:	Position of the Board of Directors (3).
Share Holder (1) Name	:	Name of shareholder (1).
Share Holder (2) Name	:	Name of shareholder (2).
Share Holder (3) Name	:	Name of shareholder (3).
PIC #1 Title	:	Title of PIC (1)
PIC #1 Name	:	Name of PIC (1)
PIC #2 Title	:	Title of PIC (2)

PIC #2 Name : Name of PIC (2)

PIC #3 Title : Title of PIC (3)

PIC #3 Name : Name of PIC (3)

2.3.2.3.1.2.2. Personal Info

Figure 2.14. Personal Info tab

The information on the [Personal Info] tab are :

Field		**Description**
Gender	:	Gender profile (Male, Female).
Birth Date	:	Profile’s birth date
Birth Place	:	Profile’s birth place
Marital Status	:	Profile’s marital status (Single, Married, Life Divorce, Divorce to Death, etc)
Religion	:	Profile’s Religion (Buddha, Catolic, Christian, Moslem, Hindhu, etc)
ID Card Type	:	Type of identity card (KTP/SIM/Passport,KITAS)
Personal ID No	:	ID card number
Personal ID Name	:	ID card holder's name
Personal ID Date	:	ID card validity date
Nickname	:	Profile’s nickname
PIC Name	:	Person In Charge is inputted with the name of the person who can be contacted or used as a contact person.
Mother’s Name	:	Mother’s Name
Citizenship	:	Nationality profile
Local Flags	:	Flag to show Nationality Profile locally or abroad
Passport No	:	Passport Number

Field		Description
Employment	:	Profile job status. There are 5 choices of employment status, namely Civil Servant, TNI / Police, Entrepreneur, Private Employee, Others.
Annual Income	:	Profile's annual income
Source Of Income	:	Profile's source of income
Coy. Working Name	:	Company's name where the profile's work.
Coy. Working Address	:	Company's address where the profile's work.
Coy. Working Phone	:	Company's phone number where the profile's work.
Job Title	:	Job title of the profile

2.3.2.3.1.2.3. Taxation

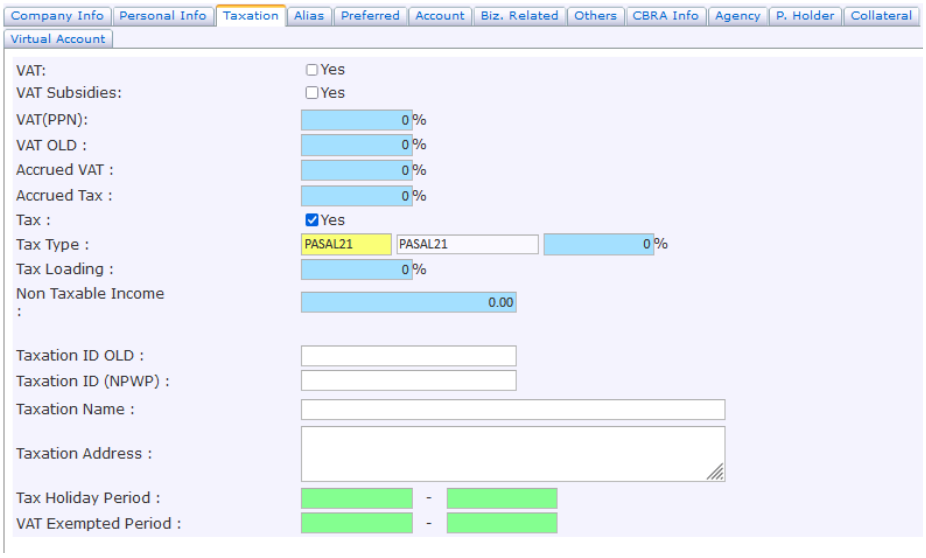


Figure 2.15. Taxation tab

The information on the [Taxation] Tab are :

Field		Description
VAT	:	If checked, then the profile will have VAT amount calculated.
VAT Subsidies	:	If checked, then the profile will have VAT Subsidies amount calculated.
Value Added Tax (VAT)	:	Percentage of VAT amount applied in the profile
VAT(OLD)	:	Percentage of old VAT amount (information only)
Accrued Tax	:	Tax to overwrite the existing tax in the tax parameter

		setting. If it's filled, then system will use the % tax in this column instead.
Tax	:	If checked, then the profile will have Tax amount calculated.
Tax Type	:	Types of taxes imposed, for example: PPh Article 21, PPh Article 23, PPh Article 26.
Tax Loading	:	Tax Percentage based on NPWP ownership (to be filled in automatically by the system), for example: -If the profile have NPWP filled, the value of the tax percentage will be filled 100%. - Otherwise, the tax percentage value will be filled with 120% (if the tax type is Article 21) or 200% (if the tax type is Article 23)
Non-Taxable Income	:	To be inputted with the nominal value of non-taxable income
Taxation ID OLD	:	Filled with Profile's TaxPayor Identification Number (Old)
Taxation ID (NPWP)	:	Filled with Profile's TaxPayor Identification Number (New)
Taxation Name	:	To be inputted with the name of the NPWP holder.
Tax Address	:	Filled with complete address of NPWP.
Tax holiday period	:	Filled with tax holiday period, where if the effective date or booking date of the policy (depends on the setup) is within the tax holiday period range, then there will be no tax amount created once the policy is already approved.
VAT Exempted period	:	Filled with vat exempted period, where if the effective date or booking date of the policy (depends on the setup) is within the vat exempted period range, then there will be no vat amount created once the policy is already approved.

2.3.2.3.1.2.4. Alias

Figure 2.16. Alias Tab

The hyperlinks on the Profile Alias Registration Page are:

Hyperlink		**Description**
Select All	:	Used to select all profile alias
Deselect All	:	Used to de-select all profile alias
Clean Up	:	Used to do a clean up profile.
Add New Alias	:	Create a new alias profile data

2.3.2.3.1.2.4.1. Profile Alias Registration

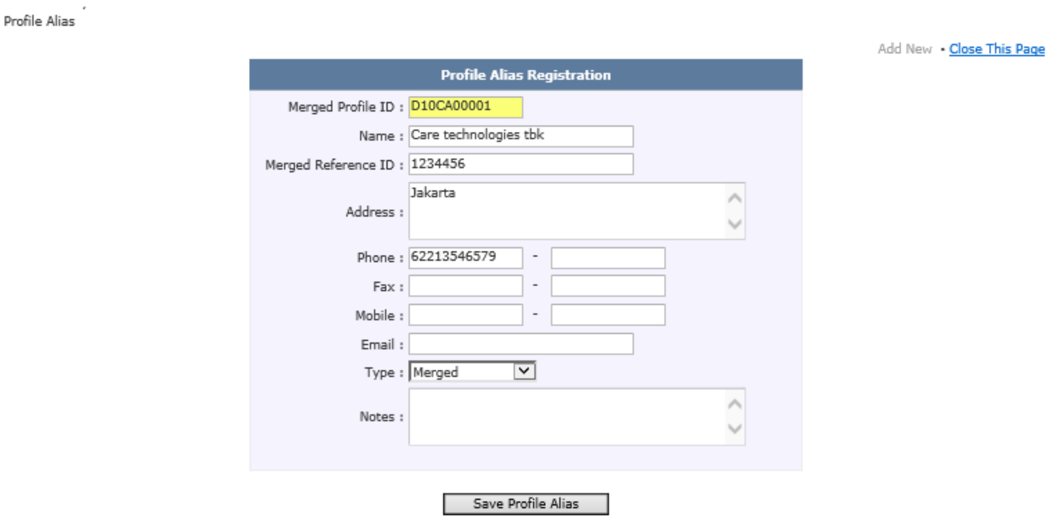


Figure 2.17. Alias Registration Profile Page

The information on the Profile Alias Registration Page are :

Field		**Description**
Merged Profile ID	:	Filled with another profile id that will be merged
Name	:	Name of the selected merged profile id
Merged Reference ID	:	Filled with reference of the merge profile id
Address	:	Another profile address (if the profile address data is the same but has a different address writing) with the name of the person related to the policy, insurance company and profile.

Field		Description
Phone	:	Another phone number from the profile that related to the policy, insurance company and profile.
Fax	:	Another fax number from the profile that related to the policy, insurance company and profile.
Mobile	:	Another mobile number from the profile that related to the policy, insurance company and profile.
E-mail	:	Another email address from the profile that related to the policy, insurance company and profile.
Type	:	a. To be inputted with ***Delivery type*** if the Name and Address entered are not Name and Address Profile and the data entered will relate to the Delivery Address. b. To be inputted with the ***Correspondence type*** if the Name and Address entered are not Name and Address Profile and the data entered will be related to the Correspondence Address. c. Filled with ***Merge type*** if the profile on the Alias will be merged.
Notes	:	Contains notes.

The buttons on the Profile Alias Registration Page are:

Button		Description
Save Profile Alias	:	Used to store alias profile data.

The hyperlinks on the Profile Alias Registration Page are:

Hyperlink		Description
Add New	:	Used to add alias profile data.
Close This Page	:	Used to exit the Alias Registration Profile Page.

2.3.2.3.1.2.5. Restrictions and Red flags

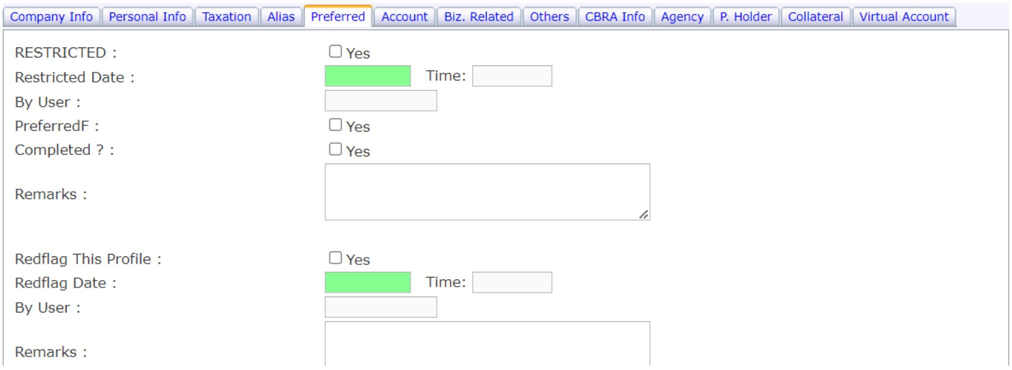


Figure 2.18. Tab Restrictions and Redflags

The information on the [Restriction and Redflag] Tab are :

Field		**Description**
Restricted	:	If checked, then the profile is a restricted profile (whether have issue or black listed by the company). To use the restricted profile, user need to have privilege named "RESTRICTEDPROFILE" that could be setup in the User Maintenance in Web Setup module.
Restricted Date	:	The date when the profile indicated as restricted profile
Time	:	The time of date when the profile indicated as restricted profile
By User	:	The name of the user who did the Restricted.
PreferredF	:	If it is checked, it indicates that the profile is the preferred profile (Priority Profile)
Completed ?	:	To indicate if the profile’s data is completely registered (information only)
Remarks	:	Information or notes regarding problematic profiles (blacklists).
Redflag This Profile	:	If it is checked, then the profile has bad indications, for example due to premium payment problems, or having made a fraudulent claim, or something else, but it is still for information only. In application, the color of the profile that is checked "Red Flag" will be distinguished so that the user is aware that this

		profile has this indication .
Red flag Date	:	The date when the profile indicated as red flag.
Time	:	The time of date when the profile indicated as red flag.
By User	:	The name of the user who did the Redflag.
Remarks	:	Information about Redflag.

2.3.2.3.1.2.6. Account Profile

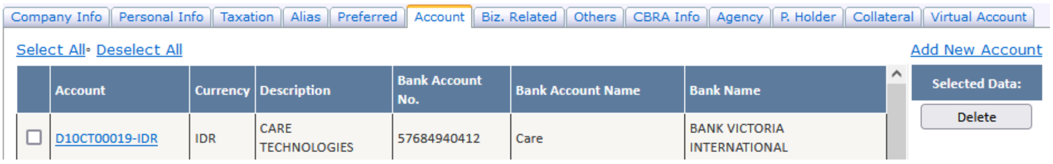


Figure 2.19. Profile Account Tab

Button		**Description**
Delete	:	Used to delete profile account data

The hyperlinks on the Profile Account Registration Page are:

Hyperlink		**Description**
Select All	:	Used to select the profile account
Deselect All	:	Used to de-select the profile account
Add New Account	:	Used to add profile account data.

2.3.2.3.1.2.6.1. Profile Account Registration

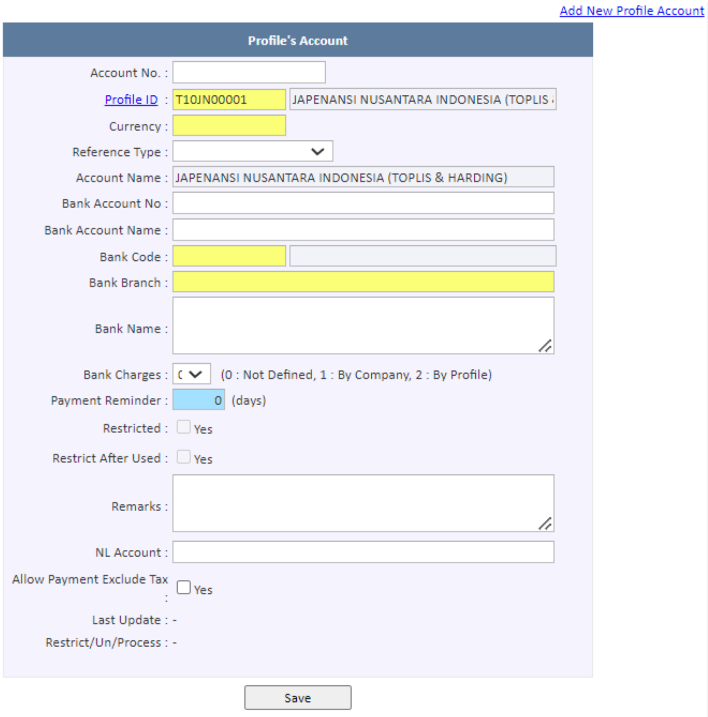


Figure 2.20. Profile Account Registration Page

The information on the [Profile Account] Tab are :

Field		**Description**
Account No	:	Account No of the profile.
Profile ID	:	Profile Name (Filled Automatically by System)
Currency	:	The currency used in the books of account.
Reference Type	:	Choose between Bank and Virtual
Account Name	:	Account Name of the profile account
Bank Account No	:	Bank account number of the profile account
Bank Account Name	:	Name of bank account holder.
Bank Code	:	Bank code
Bank Branch	:	Branch
Bank Name	:	Bank name
Bank Charges	:	Fees charged by the bank
Restricted	:	If checked, then the profile is a restricted profile (the profile in question has a problem / black list).
Restricted After Use	:	If checked, then the profile has been used then the profile is a restricted profile (the profile in question has a problem / black list) and

Remarks : Information about Accounts .

User Info : User Description Login

2.3.2.3.1.2.7. Business Related

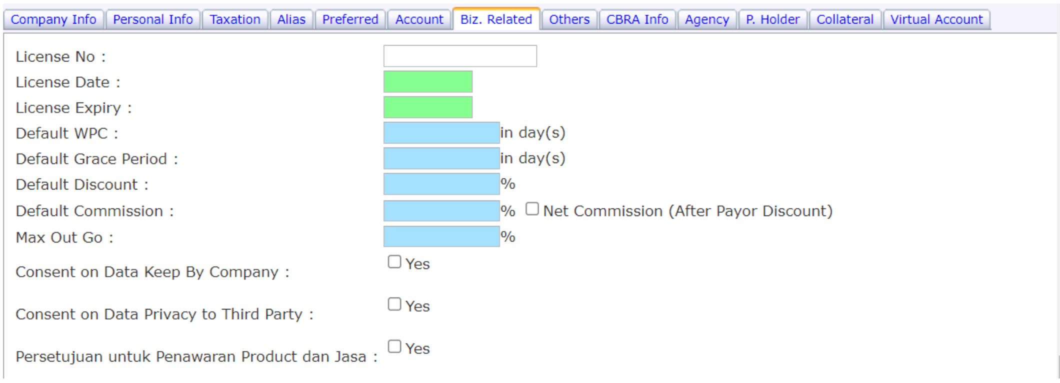


Figure 2.21. Tab Biz. Related

The information on the [Business Related] Tab are :

Field **Description**

License no : License number

License Date : The date the license number was assigned

License Expiry : The expiry date of the license

Defaults WPC : The default number of days for premium payment does not affect the voucher due date.

Default Grace Period : The default number of days that affect the voucher due date which can shift the due date.

Default Discount : Default discount percentage of the profile

Default Commission : Default commission percentage of the profile

Flag Net Commission (After Payor Discount) : If checked, when this profile is used as a business source in the policy, then the [Net Commision] flag will be ticked automatically. Meaning the commission is calculated after the premium is deducted by the payor discount.

Max Out Go : Percentage of maximum out go of the profile. Out Go will be the total of the commission, discount, handling fee and upping fee (if any)

Consent on Data Keep By Company : If checked, meaning the customer agrees to have their data stored by the insurance company

		(information only)
Consent on Data Privacy By Third Party	:	If checked, meaning the customer consents to having their data used by the insurance company for analysis for future sell and/or upsell needs (information only)
Persetujuan untuk Penawaran Product dan Jasa	:	If checked, meaning the customer agrees to share their data with third parties for further processing and analysis with the insurance company's approval (information only)

2.3.2.3.1.2.8. Others

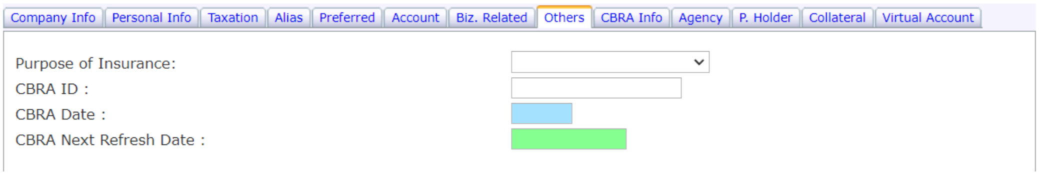


Figure 2.22. Others tab

The information in the [Others] tab is:

Field		**Description**
Purpose of Insurance	:	The purpose of the insured profile. There are 4 choices of objectives, namely protection of insurance objects, credit terms, security and convenience, and others.
CBRA ID	:	Filled with CBRA ID
CBRA Date	:	Filled with CBRA Date
CBRA Next Refresh Date	:	Fillded with Next Refresh Date

2.3.2.3.1.2.9. CBRA Info

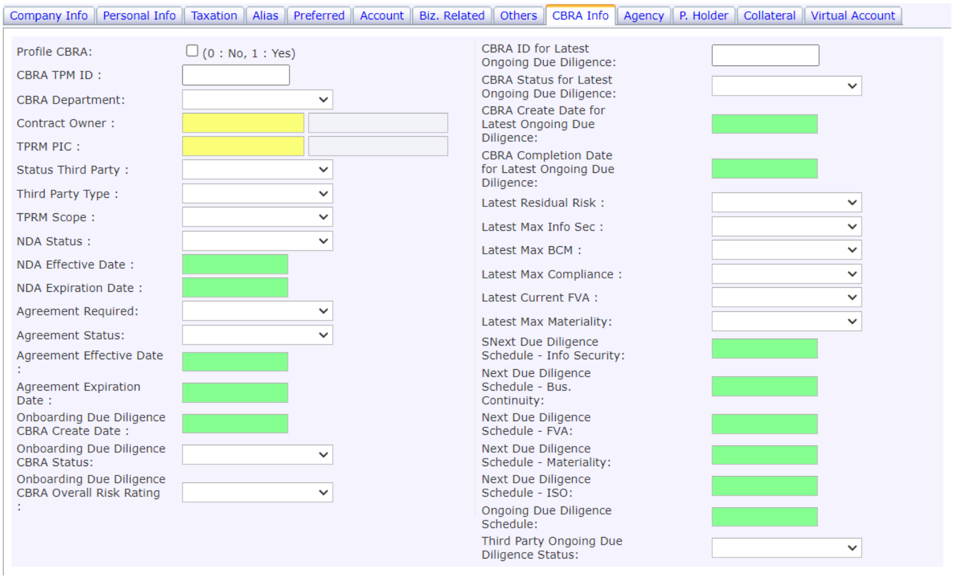


Figure 2.23. Others tab

Category-Based Risk Assessment (CBRA) is a tab that contains information about additional risks. It is typically used by third-party underwriters who specifically require risk assessment based on categories (CBRA).

2.3.2.3.1.2. 10 . Agency

Figure 2.24. Agency tab

Button		Description
Delete	:	Used to delete agency data

The hyperlinks on the Agency Registration Profile Page are:

Hyperlink		Description
Select All	:	Used to select the agency data
Deselect All	:	Used to de-select the agency data
Add New Agency	:	Used to add new agency data

2.3.2.3.1.2.10.1. Agency Registration

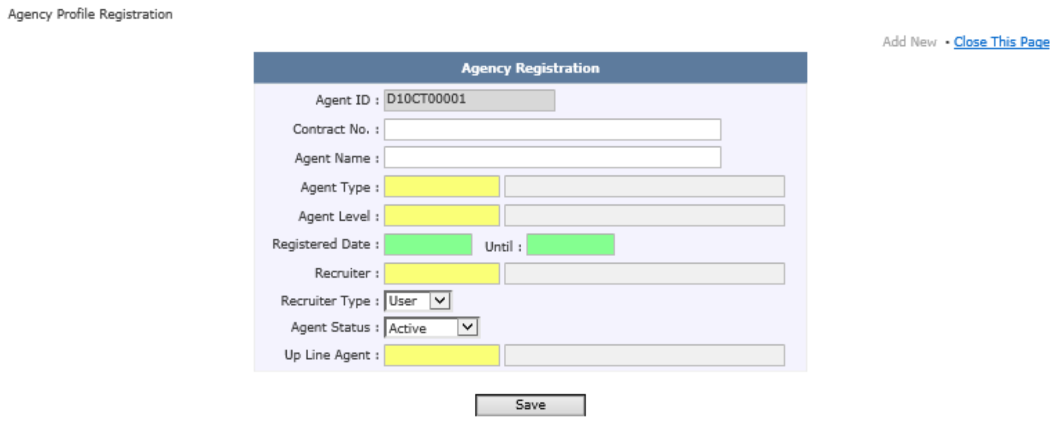


Figure 2. 25. Agency Registration Form

The information on the [Agency] Tab are :

Field		**Description**
Agent ID	:	Agent Id (Automatically generated by the system)
Contract No	:	Agent Contract Number
Agent Name	:	Agent Name
Agent Type	:	Agent Type
Agent Level	:	Agent Level
Registered Date	:	Agent registration date
Until	:	Agent's active period ends
Recruiter	:	User Profile who recruited the Agent
Recruiter Type	:	Type of recruiter profile Agent
Agent Status	:	Status of Agent (Active / Non Active)
Up line Agent	:	Profile of the agent's boss/upline

2.3.2.3.1.2. 11 . Policy Holder

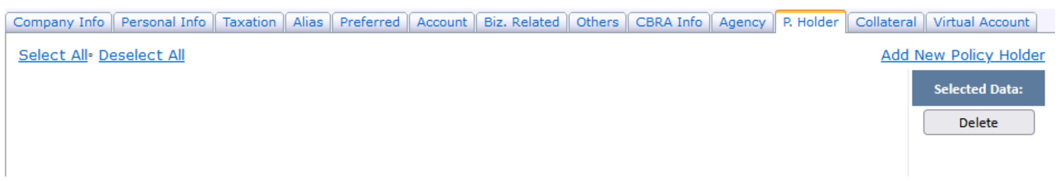


Figure 2.26. Policy Holder Registration Form

Button		**Description**
Delete	:	Used to delete profile’s policy holder data.

Hyperlinks on the Policy Holders Page are:

Hyperlink		**Description**
Select All	:	Used to select the policy holder data
Deselect All	:	Used to de-select the policy holder data
Add New Policy Holder	:	Used to add new policy holder data

2.3.2.3.1.2.11.1. Policy Holder Registration

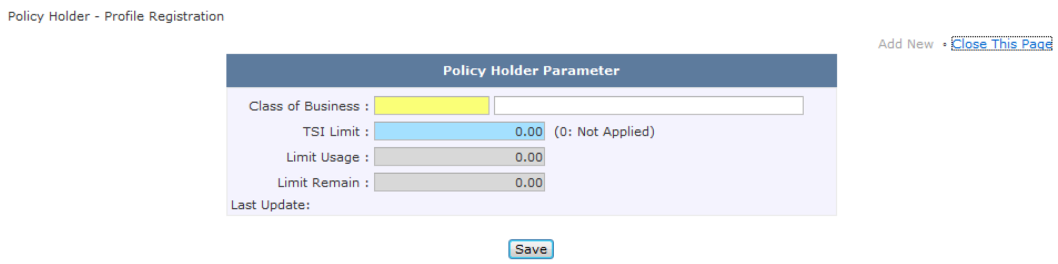


Figure 2.26. Policy Holder Registration Form

Information on the [Policy Holder] tab is:

Field		**Description**
Class of Business	:	Business class code
TSI Limit	:	TSI limit declared for certain business classes.
Limit Usage	:	TSI limit that has been used
Limit Remain	:	TSI limit that still remain

2.3.2.3.1.2. 12 . Collateral

Figure 2.27. Collateral Registration Form

Hyperlink / Button		**Description**
Add New Collateral	:	Used to add new Profile's Collateral data
Delete	:	Used to delete Profile's Collateral data
Select All	:	Used to select Profile's Collateral data
Deselect All	:	Used to de-select Profile's Collateral data

2.3.2.3.1.2.12.1. Collateral Registration

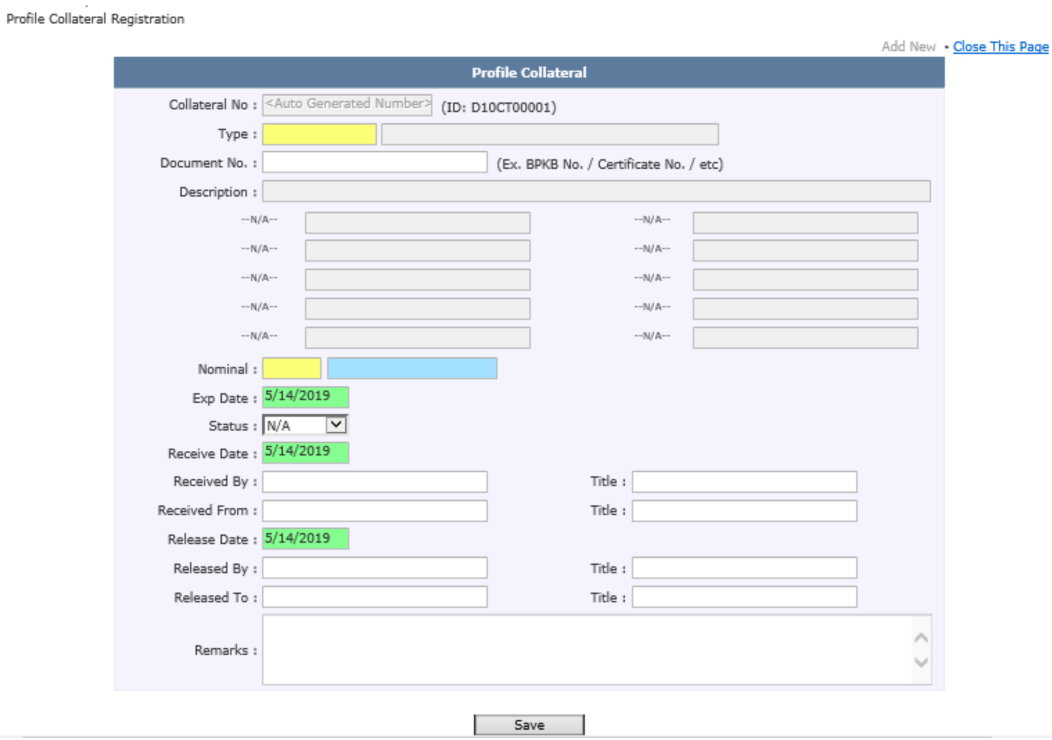


Figure 2.28. Collateral Registration Form

Information on the [Collateral Registration] Tab are :

Field		**Description**
No	:	Collateral Number – will be generated by system
Type	:	Collateral Type based on Collateral Type menu setup in Web Setup module
Document No	:	No. Documents from the Collateral Example: No. BPKB if the collateral is a motor vehicle
Description	:	Description of the Collateral inputted
Nominal	:	Deposit value of the collateral
Exp Date	:	Expiry date of the collateral
Status	:	Status of the collateral (N/A, Received, Release, Recovery)
Received Date	:	Collateral's received date
Received By	:	Collateral's Recipient Name
Title	:	Title of collateral's recipient name
Received From	:	Collateral's provider Name
Title	:	Title of Collateral's provider Name

Release Date	:	Collateral’s released date
Release By	:	Name of the person that release the collateral
Title	:	Title of the person that release the collateral
Released To	:	Name of the person that receive the released collateral
Title	:	Title of the person that receive the released collateral
Remarks	:	Description of the Collateral

2.3.2.3.1.2.13. Virtual Account

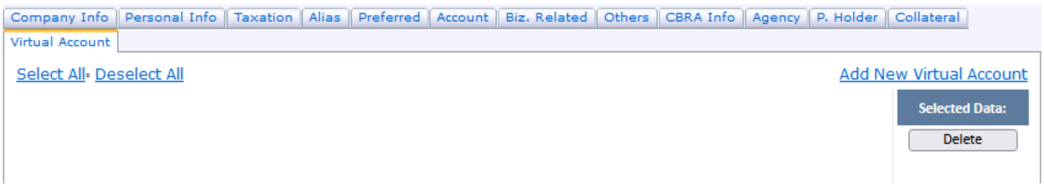


Figure 2.29. Virtual Account tab

Button		Description
Add New Virtual Account	:	Used to add Virtual Account data
Delete	:	Used to delete Virtual Account data
Select All	:	Used to select all Virtual Account data
Deselect All	:	Used to de-select all Virtual Account data

2.3.2.3.1.2.13.1 Virtual Account Registration

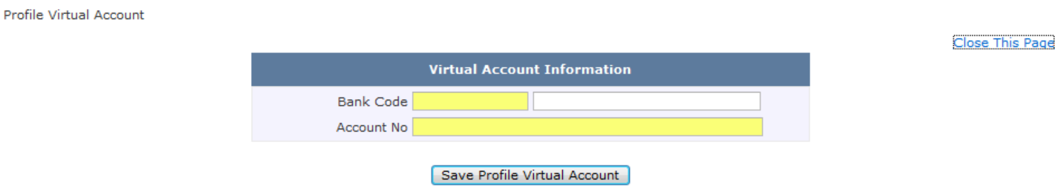


Figure 2.30. Virtual Account tab

The information on the Virtual Account Information Tab are:

Bank Code	:	Bank name
Account No	:	No. Bank account

2.3.2.3. 2 . Location

Location is the location data of events in the claim module.

2.3.2.3. 2 .1. Location Inquiry

Location Inquiry is a page to find location data that has been registered in the system.

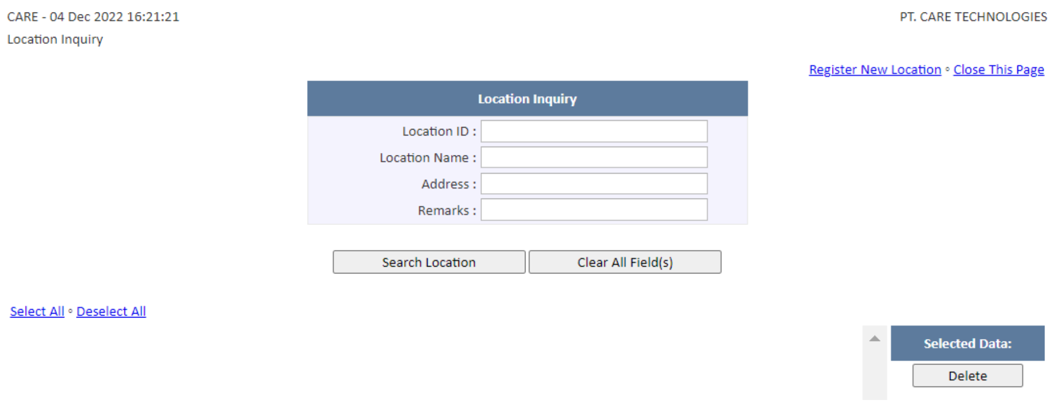


Figure 2.31. Location Inquiry Page

The information on the Location Inquiry Page is:

Field		Description
Location ID	:	Location ID.
Location Name	:	Location name.
Address	:	Full address of the location.
Remarks	:	More information about the location.

The buttons on the Location Inquiry page are:

Button		Description
Search location	:	Used to display location data according to the parameters filled in.
Clear All Field(s)	:	Used to delete parameters that have been filled in.
Delete	:	Used to delete location data that has been ticked.

The hyperlinks on the Location Inquiry page are:

Hyperlink		Description
Register New Location	:	Used to add location data.
Close This Page	:	Used to exit the Location Inquiry Page.
Select All	:	Used to select all data in the Location Inquiry list.
Deselect All	:	Used to deselect all data in the Location Inquiry list.

Select	:	Used to select location data as the profile to be used.
View	:	Used to view detailed location data.

2.3.2.3.2.2. Location Registration

Location Registration is a page to view, change, or add location data.

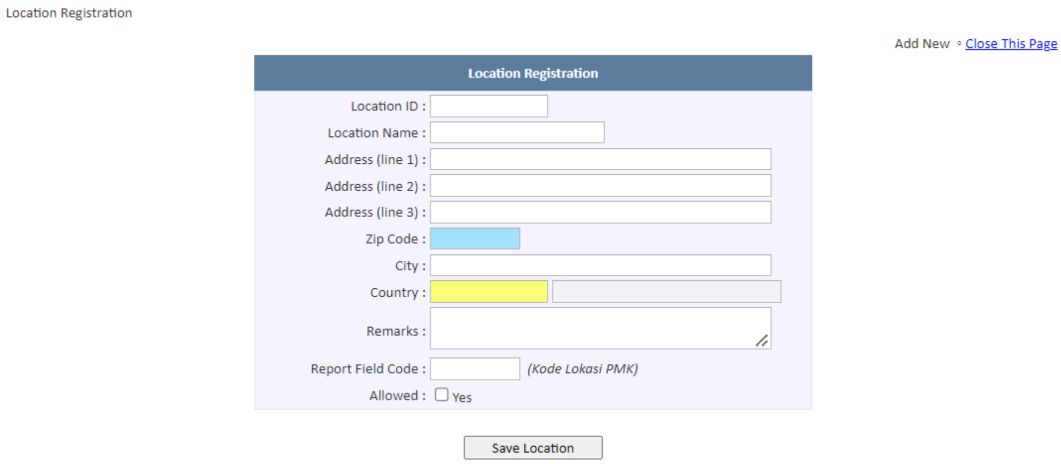


Figure 2.32. Location Registration Page

The information contained on the Location Registration Page is:

Field		**Description**
Location ID	:	Filled with location ID.
Location Name	:	Fill in the name of the location.
Address (line 1)	:	Filled with the complete address of the location (1).
Address (line 2)	:	Filled with the complete address of the location (2).
Address (line 1)	:	Filled with the complete address of the location (3).
Zip code	:	Filled with the postal code of the location.
City	:	Filled with City of the location.
Country	:	Filled with the country code of the location.
Remarks	:	Filled with other information regarding the location.
Report Field Code	:	Filled with the location code of the PMK report.
Flags Allowed	:	If checked, then this registered location will appear when searching (press **F2**) for the [Location] field.

The buttons on the Location Registration Page are:

Button		Description
Save Location	:	Used to store location.

The hyperlinks on the Location Registration Page are:

Hyperlink		Description
Add New	:	Used to add location data.
Close This Page	:	Used to exit the Location Registration Page.

2.3.2.3.3 . Province

Province is a menu for registering or monitoring a list of provincial codes that can be used for policy input needs

2.3.2.3.3.1 Province Inquiry

Figure 2.33. Province Inquiry Page

The information on the Province Inquiry Page is:

Field		Description
ID	:	ID Province .
Description(local)	:	Description of Province in the local language
Description(English)	:	Description of Province in English

The buttons on the Province Inquiry Page are:

Button		Description
Search	:	Used to display Province data according to the parameters filled in.
Clear All Field(s)	:	Used to delete parameters that have been filled in.

Delete	:	Used to delete location data that has been ticked.

The hyperlinks on the Province Inquiry Page are:

Hyperlink		**Description**
Register New Province	:	Used to add Province data .
Close This Page	:	Used to exit the Province Inquiry Page.
Select All	:	Used to select all data in the Province Inquiry list.
Deselect All	:	Used to de-select all data in the Province Inquiry list.

2.3.2.3.3.2. Province Registration

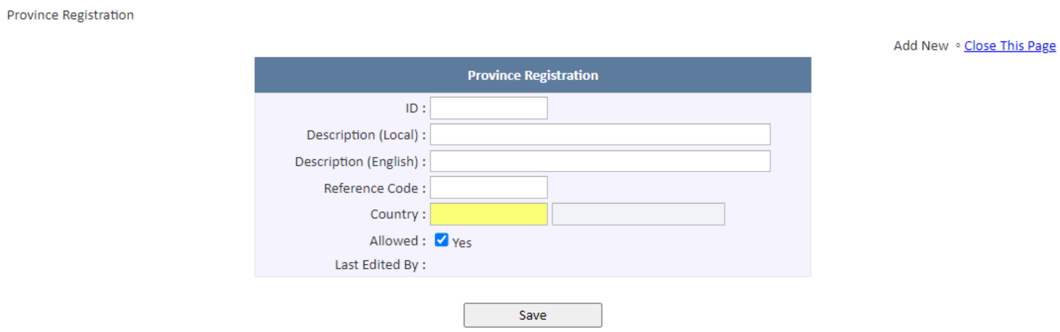


Figure 2.34. Province Registration Page

The information on the Province Registration Page are :

Field		**Description**
ID	:	ID Province .
Description(local)	:	Description of Province in the local language
Description(English)	:	Description of Province in English
Reference Code	:	Reference Number for province
Country	:	Filled with the country code of the location.
Flags Allowed	:	If checked, then this registered province will appear when searching (press **F2)** for the **[**province] field .

The buttons on the Location Registration Page are:

Button		**Description**
Save	:	Used to store Province .

The hyperlinks on the Location Registration Page are:

Hyperlink		Description
Add New	:	Used to add Province data .
Close This Page	:	Used to exit the Province Registration Page.

2.3.2.4. District

Distric is a menu for registering or monitoring a list of district codes that can be used to complete the data registration (such as risk location, etc)

2.3.2.4.1 District Inquiry

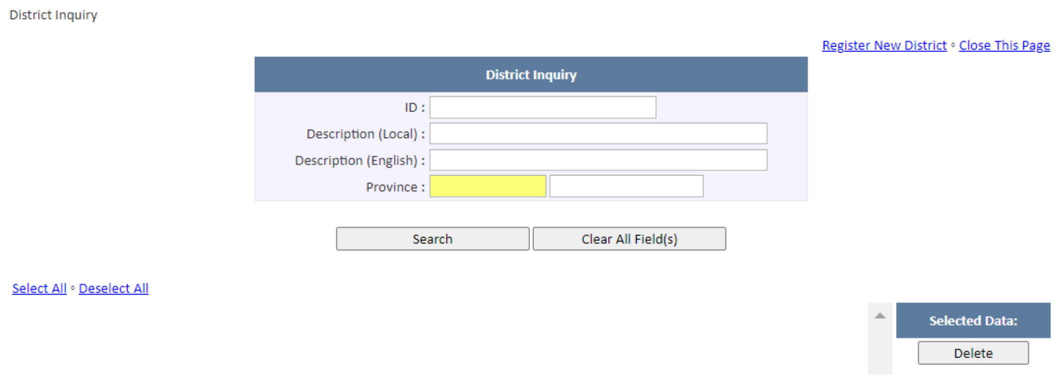


Figure 2.35 . District Inquiry Page

The information on the District Inquiry Page are :

Field		Description
ID	:	District ID .
Description(local)	:	Description of District in local language
Description(English)	:	Description of District in English
Province	:	Province of the district

The buttons on the District Inquiry Page are:

Button		Description
Search	:	Used to display Province data according to the parameters filled in.
Clear All Field(s)	:	Used to delete parameters that have been filled in.
Delete	:	Used to delete location data that has been ticked.

The hyperlinks on the District Inquiry Page are:

Hyperlink		**Description**
Register New District	:	Used to add District data .
Close This Page	:	Used to exit the District Inquiry Page.
Select All	:	Used to select all data in the District Inquiry list.
Deselect All	:	Used to de-select all data in the District Inquiry list.

2.3.2.4.2 District Registration

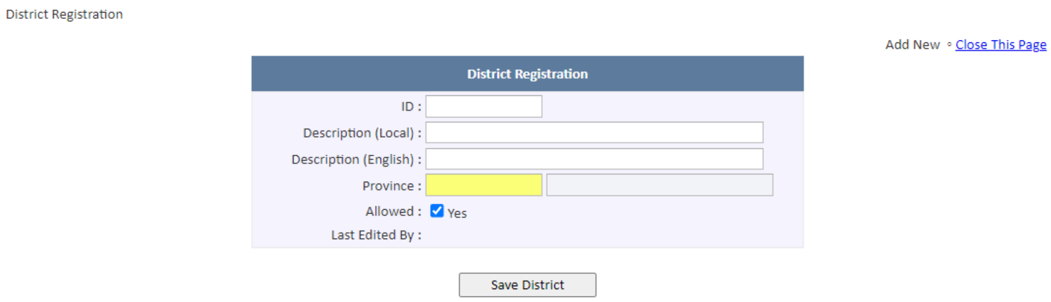


Figure 2.36. District Registration Page

Information on the District Registration Page are:

Field		**Description**
ID	:	District ID .
Description(local)	:	Description of District in local language
Description(English)	:	Description of District in English
Province	:	Province of the district
Flags Allowed	:	If checked, then this registered province will appear when searching (press **F2)** for the **[** District] field .

The buttons on the District Registration Page is :

Button		**Description**
Save District	:	Used to save the district registered.

The hyperlinks on the District Registration Page are :

Hyperlink		**Description**
Add New	:	Used to add district data .
Close This Page	:	Used to exit the District Registration Page.

2.3.2.5. Sub District

Sub Distric is a menu for registering or monitoring a list of sub district codes that can be used to complete the data registration (such as risk location, district, etc)

2.3.2.5.1 Sub District Inquiry

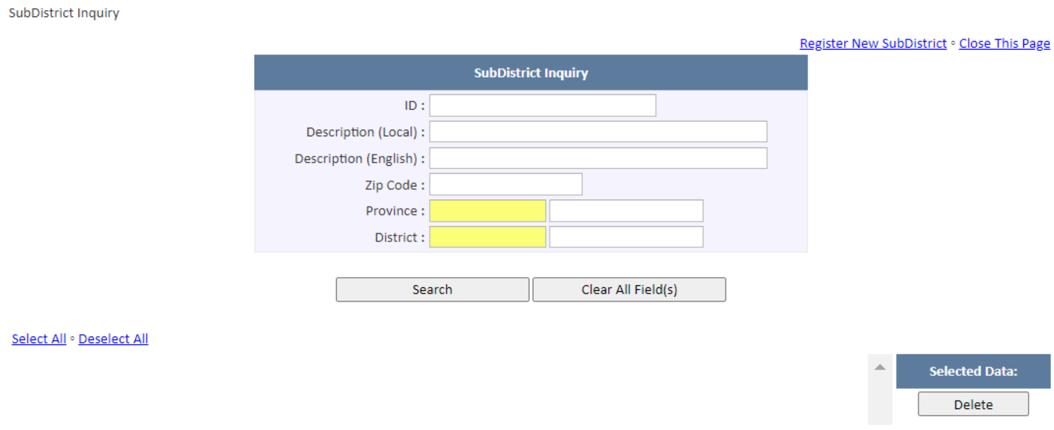


Figure 2.37. Sub District Inquiry Page

The information on the Sub District Inquiry Page is:

Field		**Description**
ID	:	Sub-District ID .
Description(local)	:	Description of Sub District in local language
Description(English)	:	Description of Sub District in English
Zip Code	:	Postal code
Province	:	Province of the Sub-district
District	:	District of the Sub-district

The buttons on the Sub District Inquiry Page are:

Button		**Description**
Search	:	Used to display Sub District data according to the parameters filled in.
Clear All Field(s)	:	Used to delete parameters that have been filled in.
Delete	:	Used to delete sub district data that has been ticked.

The hyperlinks on the Sub District Inquiry Page are:

Hyperlink		**Description**
Register New Sub District	:	Used to add Sub District data .

Close This Page	:	Used to exit the Sub District Inquiry Page.
Select All	:	Used to select all data in the Sub District Inquiry list.
Deselect All	:	Used to de-select all data in the Sub District Inquiry list.

2.3.2.5.2 Sub-District Registration

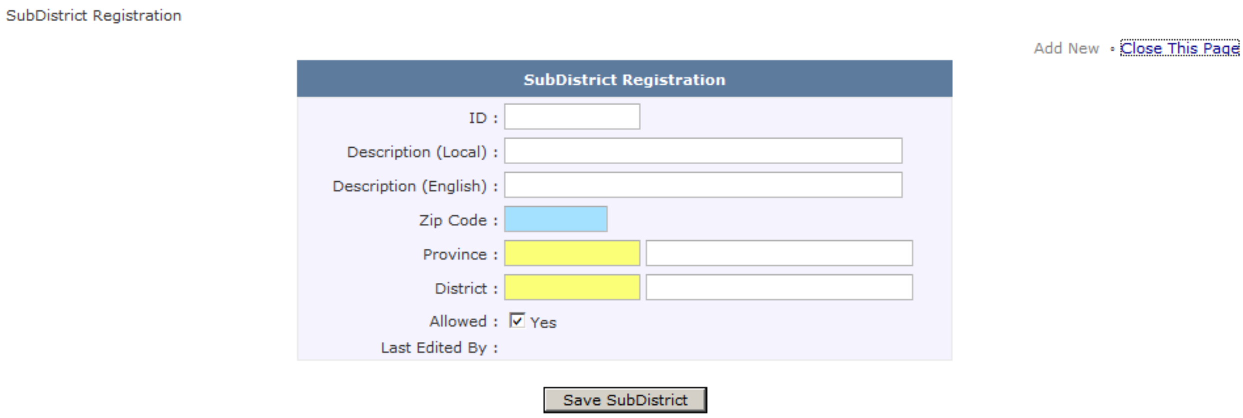


Figure 2.38. Sub District Registration Page

Information on the Sub District Registration page are:

Field		**Description**
ID	:	Sub-District ID .
Description(local)	:	Description of Sub District in local language
Description(English)	:	Description of Sub District in English
Zip Code	:	Postal code of Sub District
Province	:	Province of Sub District
District	:	District of Sub District
Flags Allowed	:	If checked, then this registered sub district will appear when searching (press **F2)** for the **[**Sub District] field .

The buttons on the Sub District Registration Page are:

Button		**Description**
Save Sub District	:	Used to save the registered Sub District .

The hyperlinks on the Sub District Registration Page are:

Hyperlink		**Description**
Add New	:	Used to add Sub District data .
Close This Page	:	Used to exit the Sub District Registration Page.

2.3.2.6 . Village

Village is a menu for registering or monitoring a list of villages codes that can be used to complete the data registration (such as risk location, district, sub district, etc)

2.3.2.6.1 Village Inquiry

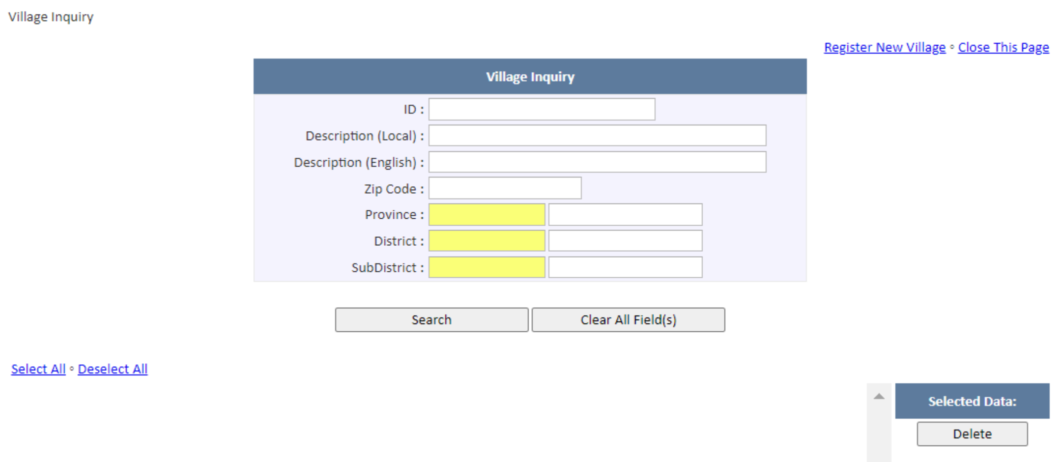


Figure 2.39. Village Inquiry

The information on the Village Inquiry Page are :

Field		**Description**
ID Type	:	Village ID.
Description (Local)	:	Description of Village in local language
Description (English)	:	Description of Village in English
Zip Code	:	Postal code of Village
Province	:	Province of Village
District	:	District of Village
Sub District	:	Sub District of Village

The buttons on the Village Inquiry Page are:

Button		**Description**
Search	:	Used to display Village data according to the parameters filled in.
Clear All Field(s)	:	Used to delete parameters that have been filled in.

Delete	:	Used to delete Village data that has been ticked.

The hyperlinks on the ID Type Inquiry page are:

Hyperlink		**Description**
Register New Village	:	Used to add Village data .
Close This Page	:	Used to exit the Village Inquiry Page.

2.3.2.6.2 Village Registration

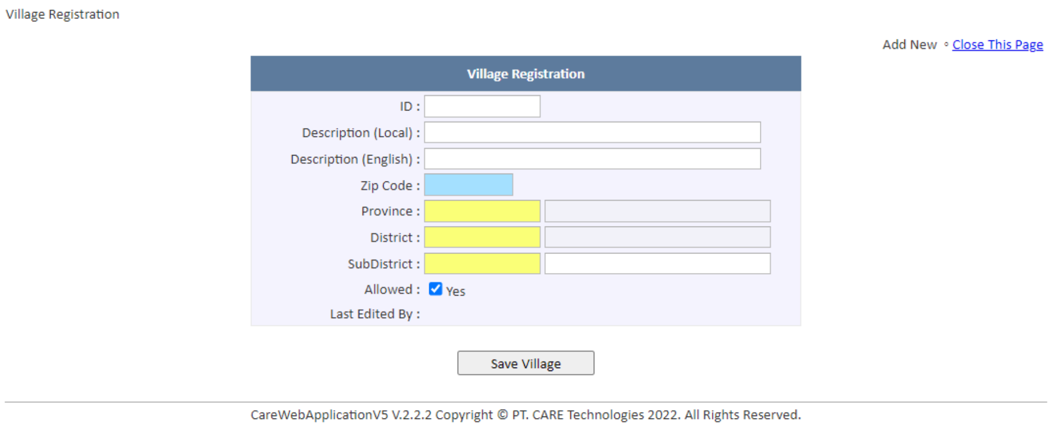


Figure 2.40. Village Registration Page

Information on the Village Page Registrations are:

Field		**Description**
ID Type	:	Village ID
Description (Local)	:	Description of Village in local language
Description (English)	:	Description of Village in English
Zip Code	:	Postal code of Village
Province	:	Province of Village
District	:	District of Village
Sub District	:	Sub District of Village
Allowed	:	If checked, then this registered Village could be chosen in [Village] field when do policy or profile registration.

The buttons on the Village Registration page are:

Button		**Description**
Save Village	:	Used to save inputted village.

The hyperlinks on the Village Registration page are:

Hyperlink		Description
Add New	:	Used to add Village data .
Close This Page	:	Used to exit the Village Registration Page.

2.3.2.7. ID Type

ID Type menu is used to register options that can be selected in the [ID Type] field when completing data in the profile menu

2.3.2.7.1 ID Type Inquiry

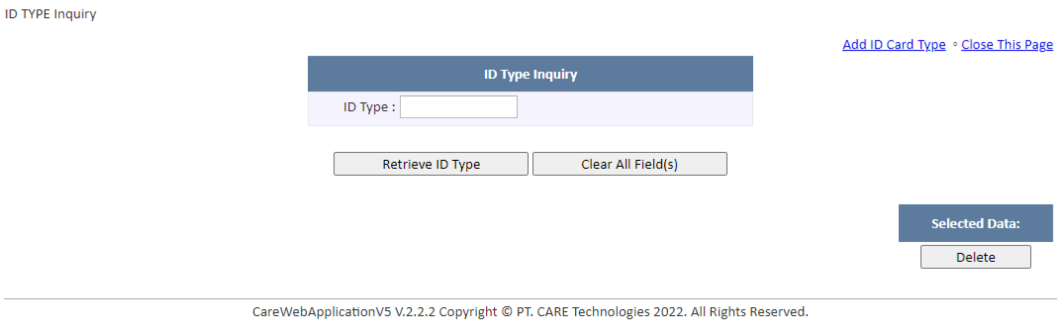


Figure 2.41. ID Type Inquiry

The information on the ID Type Inquiry page is:

Field		Description
ID Type	:	ID Type .

The buttons on the ID Type Inquiry page are:

Button		Description
Retrieve ID Type	:	Used to display ID Type data according to the parameters filled in.
Clear All Field(s)	:	Used to delete parameters that have been filled in.
Delete	:	Used to delete ID Type data that has been ticked.

The hyperlinks on the ID Type Inquiry page are:

Hyperlink		Description
Add ID Card Type	:	Used to add new ID Type data .
Close This Page	:	Used to exit the ID Type Inquiry Page.

2.3.2.7.2 ID Type Registration

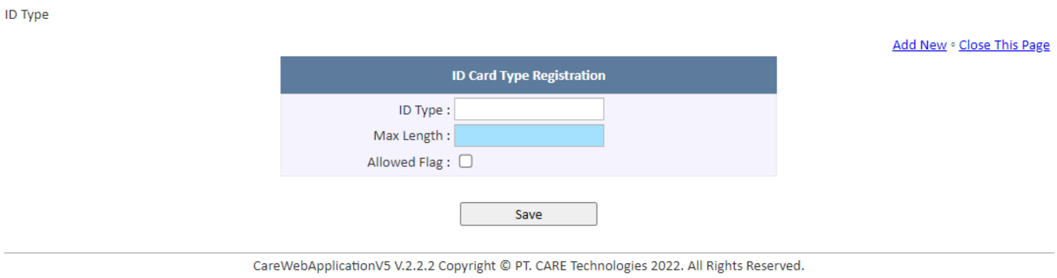


Figure 2.42. Page ID Type Registration

Information on the ID Type Registrations Page are:

Field		**Description**
ID Type	:	ID Type .
Max Length	:	The maximum number of characters of allowed ID No that could be inputted.
Allowed Flags	:	If it is checked, then the registered ID Type will appear at the time of registration Profile for the [ID Type] field .

The buttons on the ID Type Registration page are:

Button		**Description**
Save	:	Used to save ID Type .

The hyperlinks on the ID Type Registration page are:

Hyperlink		**Description**
Add New	:	Used to add ID Type data .
Close This Page	:	Used to exit the ID Type Registration Page.

2.3.2.8 . Gender

Gender menu is used to register options that can be selected in the [Gender] field when completing data in the profile menu

2.3.2.8.1 Gender Inquiry

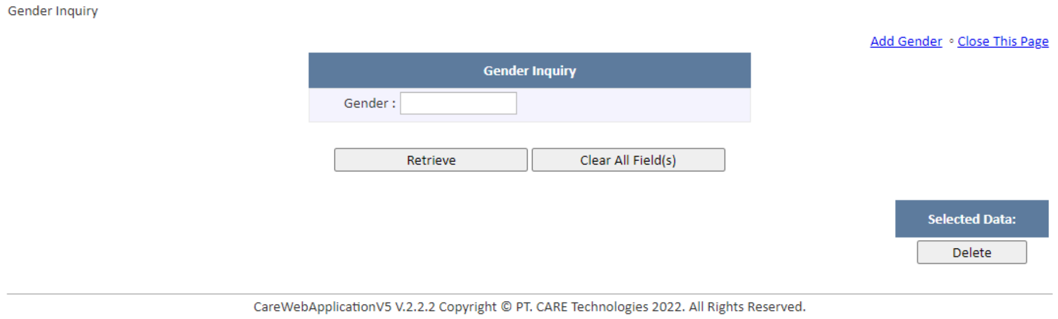


Figure 2.43. Gender Inquiry Page

The information on the Gender Inquiry Page is:

Field		**Description**
Gender	:	Code of Gender.

The buttons on the Gender Inquiry Page are:

Button		**Description**
Retrieve	:	Used to display Gender data according to the parameters filled in.
Clear All Field(s)	:	Used to delete parameters that have been filled in.
Delete	:	Used to delete Gender data that has been ticked.

The hyperlinks on the Gender Inquiry Page are:

Hyperlink		**Description**
Add Gender	:	Used to add Gender data .
Close This Page	:	Used to exit the Gender Inquiry Page.

2.3.2.8.2 Gender Registration

Figure 2.44. Gender Registration Page

Information on the Gender Registration Page are:

Field		Description
Gender	:	Gender .
Active Flag	:	If it is checked, then the registered Gender code will appear at the time of registration Profile for the [Gender] field .

The buttons on the Gender Registration Page are:

Button		Description
Save	:	Used to save Gender data.

The hyperlinks on the Gender Registration Page are:

Hyperlink		Description
Add New	:	Used to add Gender data .
Close This Page	:	Used to exit the Gender Registration Page.

2.3.2.9. Income Source

Income Source is a menu to register options that can be selected in the [Income Source] field when completing data in the profile menu

2.3.2.9.1 Income Source Inquiry

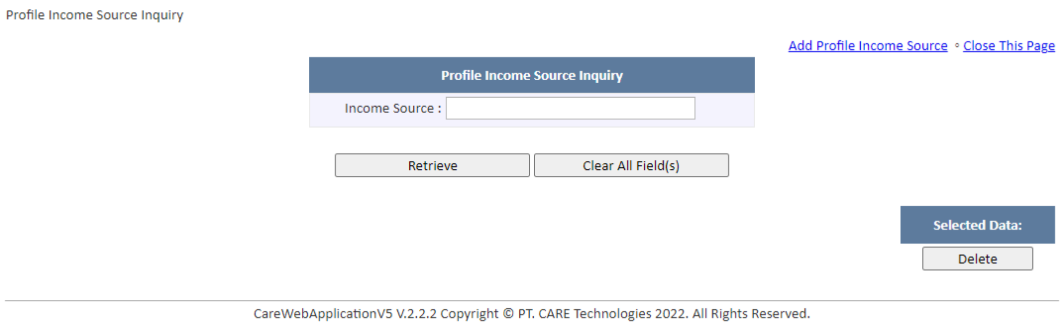


Figure 2.45. Profile Income Source Inquiry

The information on the Income Source Inquiry page is:

Field		Description
Income Source	:	Income Source .

The buttons on the Income Source Inquiry page are:

Button	Description
Retrieve	: Used to display Income Source data according to the parameters filled in.
Clear All Field(s)	: Used to delete parameters that have been filled in.
Delete	: Used to delete Income Source data that has been ticked.

The hyperlinks on the Income Source Inquiry Page are:

Hyperlink	Description
Add Profile Income Source	: Used to add data to Income Source .
Close This Page	: Used to exit the Income Source Inquiry Page.

2.3.2.9.2 Income Source Registration

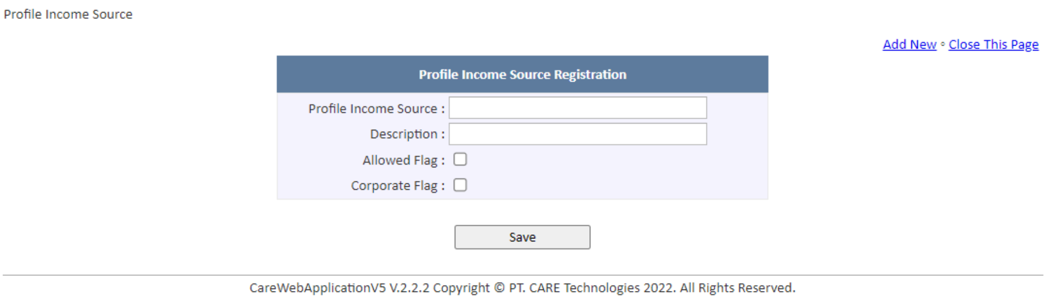


Figure 2.46. Income Source Registration Page

The information on the Income Source Registration Page are :

Field	Description
Profile Income Source	: Income Source Code
Description	: Description of Income Source
Allowed Flags	: If checked, then this registered Income Source will appear at the time of registration Profile for the [Source Of Income] field .
Corporate Flag	: If checked, then Income Source will only appear in the Tab [Company Info]. If unchecked, then Income Source will only appear in the Tab [Personal Info].

The buttons on the Income Source Registration Page are:

Button		Description
Save	:	Used to save Income Source data

The hyperlinks on the Income Source Registration Page are:

Hyperlink		Description
Add New	:	Used to add data to Income Source .
Close This Page	:	Used to exit the Income Source Registration Page.

2.3.2. 10 . Log Out

The Log Out menu is used to end the use of the CARE application and return to the Login Page.

2.3.3. Message Menu

Message Menu is related to activities that aim to retrieve tasks/jobs, view/reply messages, message delivery logs, and report logs from reports that have been printed.

2.3.3.1. My Task = Pickup Task / My Subordinate Task = Pickup Task

My Task = Pickup Task is used to view messages created and received by each user. My Subordinate Task = Pickup Task is used to view messages made and received by subordinates from that user.

Its use is to remind the user about the work that must be continued at the next time.

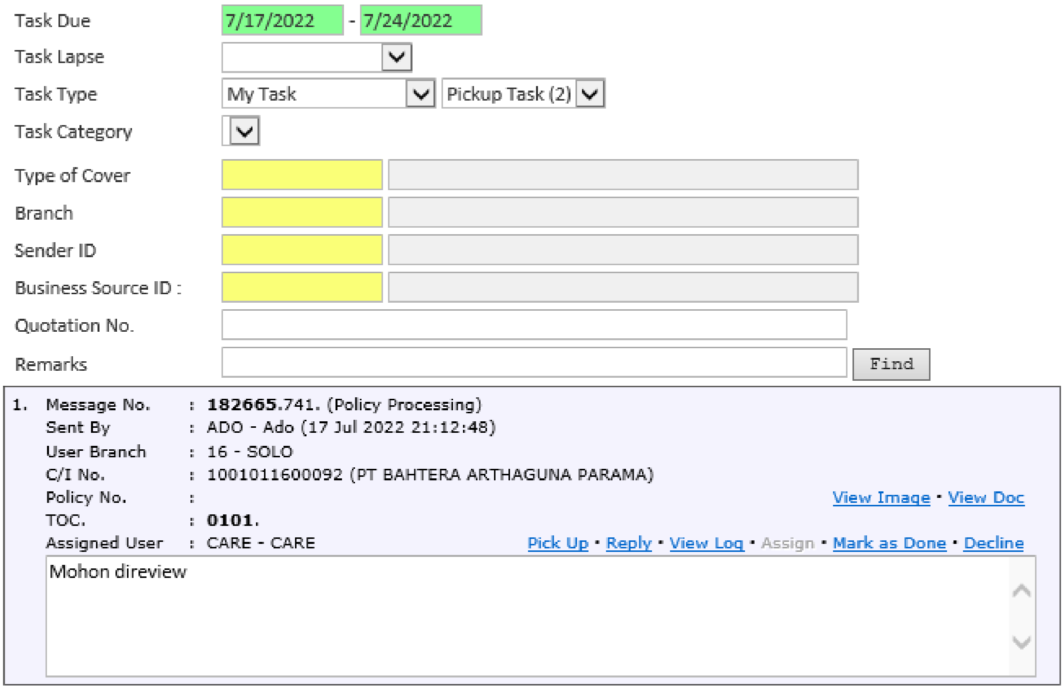


Figure 2. 47. Pickup Tasks Page

The hyperlinks on the My Task = Pickup Tasks Page are:

Hyperlink		**Description**
View Image	:	Used to view the image of the policy data
View Doc	:	Used to view documents from the policy data
Pick Up	:	Displays data related to the message sent.
Reply	:	Respond to messages that appear in the message list (to the sender user of the task)
View Log	:	To display sms log
Mark as Done	:	To send sms to other users (other than the sending user) or to indicate that the sms flow is finished (done)
Decline	:	For decline sms

2.3.3.2. My Task = Pending / My Subordinate Task = Pending

My Task = Pending contains a list of messages that have been sent.

My Subordinate Task = Pending contains a list of messages that have been sent by subordinates.

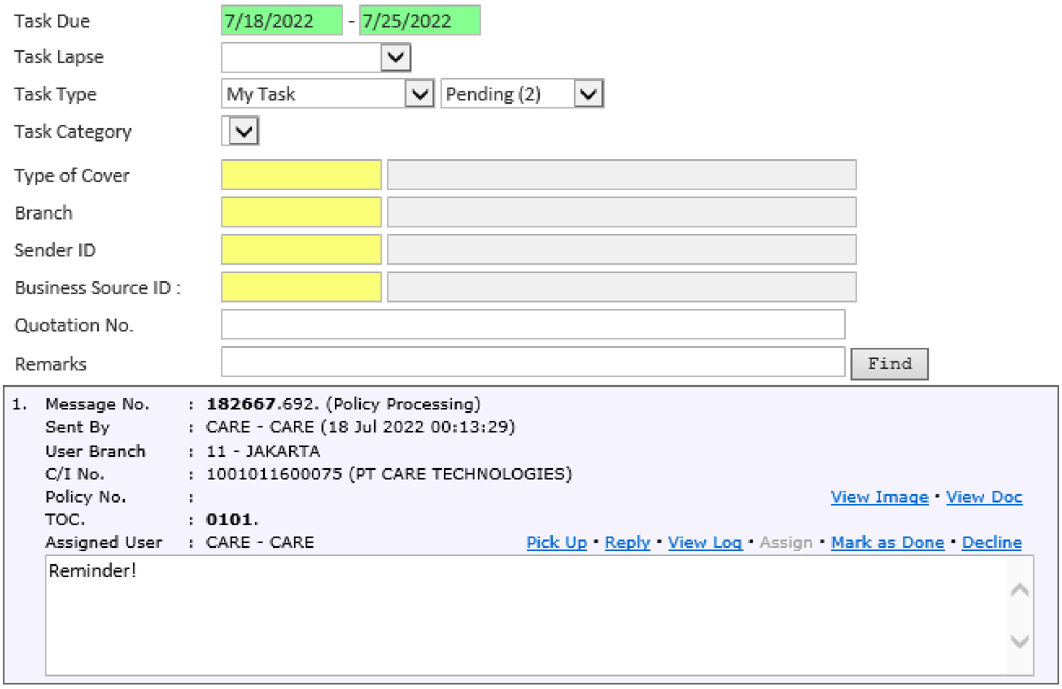


Figure 2. 48 . Sent Message Page

The hyperlinks on the My Task = Pending Tasks Page are:

Hyperlink		**Description**
View Image	:	Used to view the image of the policy data
View Doc	:	Used to view documents from the policy data
View Log	:	Show SMS log
Assign	:	To assign a task to another user
Decline	:	Decline SMS that have been sent

2.3.3.3. Task Lapse

Task Lapse = Contains tasks that have not been picked up by the user which are filtered based on the number of days how long the task has been in progress .

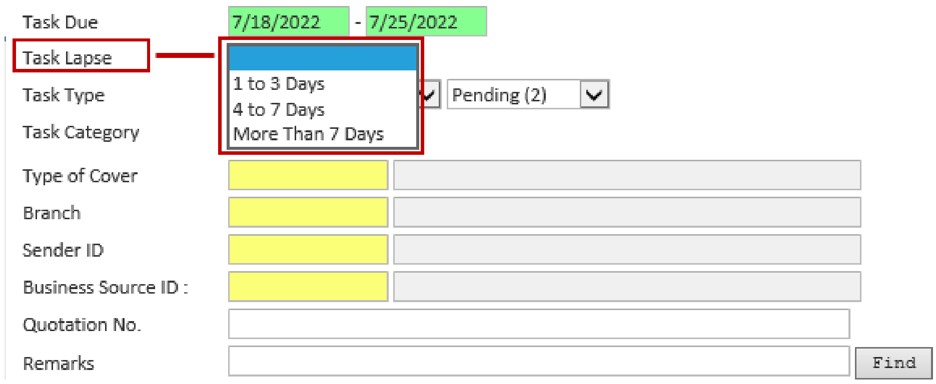


Figure 2.49. Task Lapse

2.3.3.4. Filter in Message Menu

In the Message Menu there are several filters as shown in Figure 2.50.

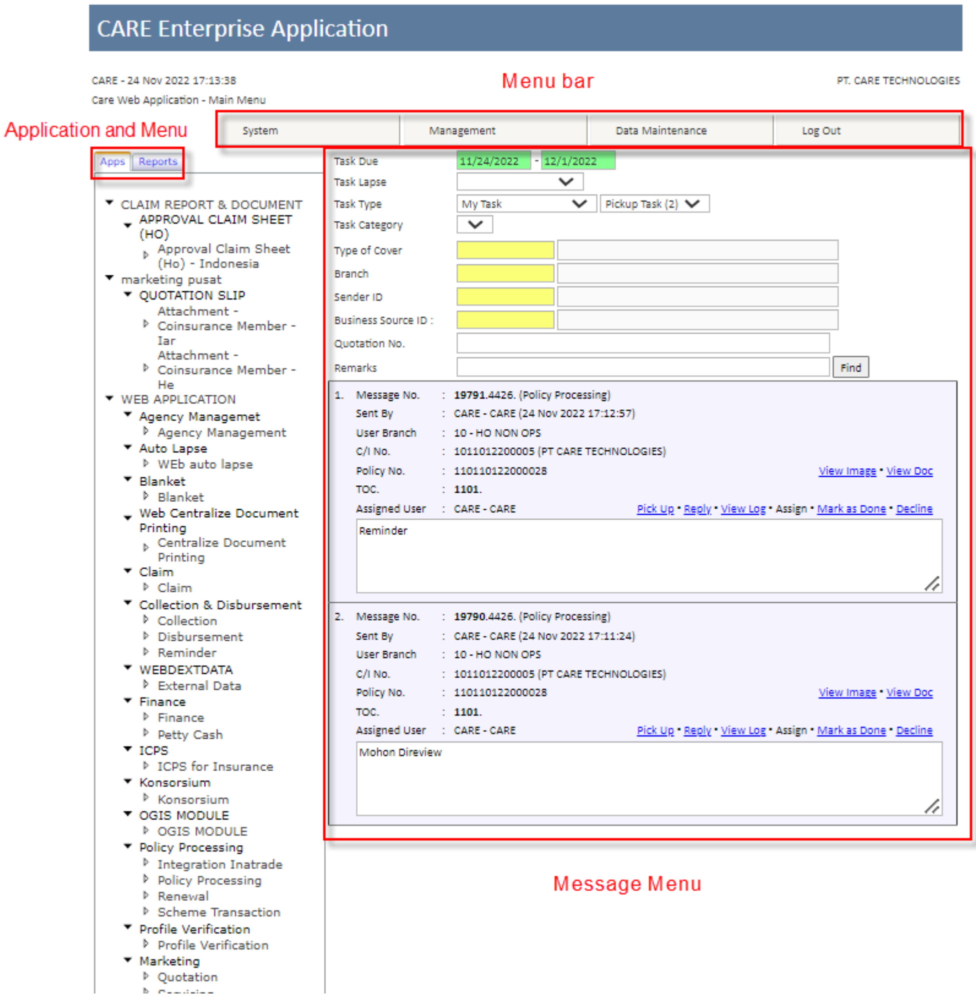


Figure 2.50 . Message Menu Page

The description of the filter is as follows:

Name		Description
Task Due	:	Used to select the desired date.
Task Lapse	:	Used to find out how many days the work has lapsed ('1 to 3 Days', '4 to 7 Days', 'More than 7 Days').
Task Type	:	Used to determine the type of task.
Task Category	:	Used to find out the category of the task.
Type of Cover	:	Used to search for tasks based on their cover type.
Branch	:	Used to search for tasks based on their branch type.
Sender ID	:	Used to search for tasks based on the sender ID
Business Source ID	:	Used to search for tasks by ID Business source
Quotation No	:	Used to search by Quotation No
Remarks	:	Used to search for a task based on its description.

CHAPTER III

PROGRAM USAGE

The Application Program can only be used by registered users. Each user has a level of authorization, so that the user can perform an activity on the application program, if and only if the user has access rights to its use.

Checks on registered users and their level of authorization are carried out when the user logs in to the Application.

If the login process is done correctly, a Care Web Application-Main Menu page will appear with the application menu and report options. On the application menu, click on the module that will be used, namely the "Claim" link.

After clicking the "Claim" link, the main menu will appear containing choices of activities that can be done.

Figure 3.1. Main Menu Modul Claim

In the main menu, the Claim module consists of:

- Transaction menu
- Inquiry menu

3.1. Transaction

The Transaction menu relates to the recording of claim transactions made by the Claims section.

Figure 3.2. Menu Transaction

3.1.1. New Servicing

New Servicing is a page to prepare initial transaction data for making claims made by the Servicing section to be followed up by the Claims section.

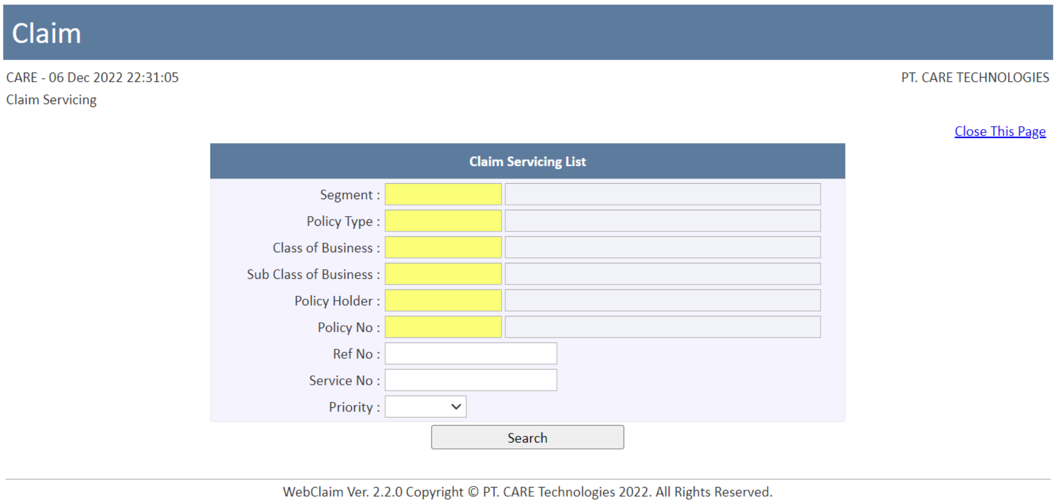


Figure 3.3. Claim Servicing List Page

The information contained on the Claim Servicing List page is as follows :

Field		**Description**
Segment	:	Segment code.
Policy Type	:	This is the type of policy to be issued, for example Individual Policy, Individual Policy (Multiple Location) Group Policy, Fleet Policy, Collective Policy, Open Cover and Scheme Policy.
Sub Class of Business	:	Is a Type of Cover or Sub Class of Business. The list of Sub Class of Business can be seen in the book Coding and Numbering System section Sub Class of Business.
Class Of Business	:	Business Class Code
Policy Holder	:	Name of Policy Holder
Policy No	:	Servicing Search by Policy Number

Field		Description
Service No	:	Servicing Search by No Service
Ref No	:	Servicing Search based on Reference No
Priority	:	Priority Type ('Low', 'Middle', 'High')

The buttons on the Servicing Page are :

Button		Description
Search	:	Used to display servicing data according to the parameters entered.

3.1.2. Claim Registration

Claim Registration is a facility / service to register claims. This page must be filled out completely before it can be processed further.

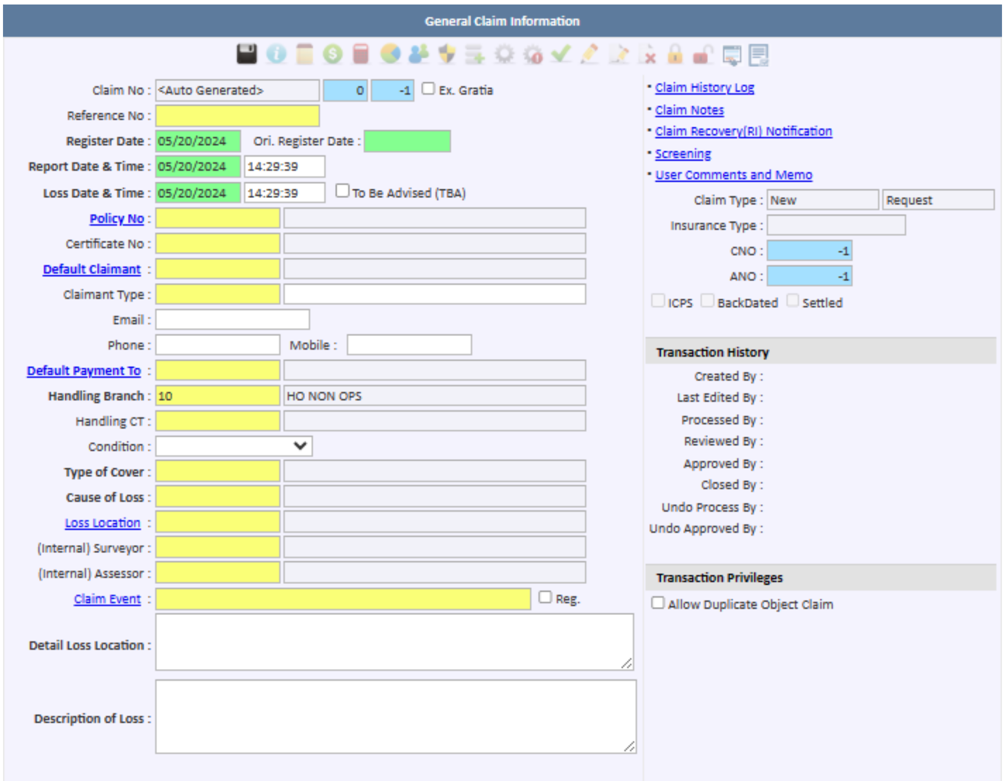


Figure 3.4. Claim Registration (before save) page

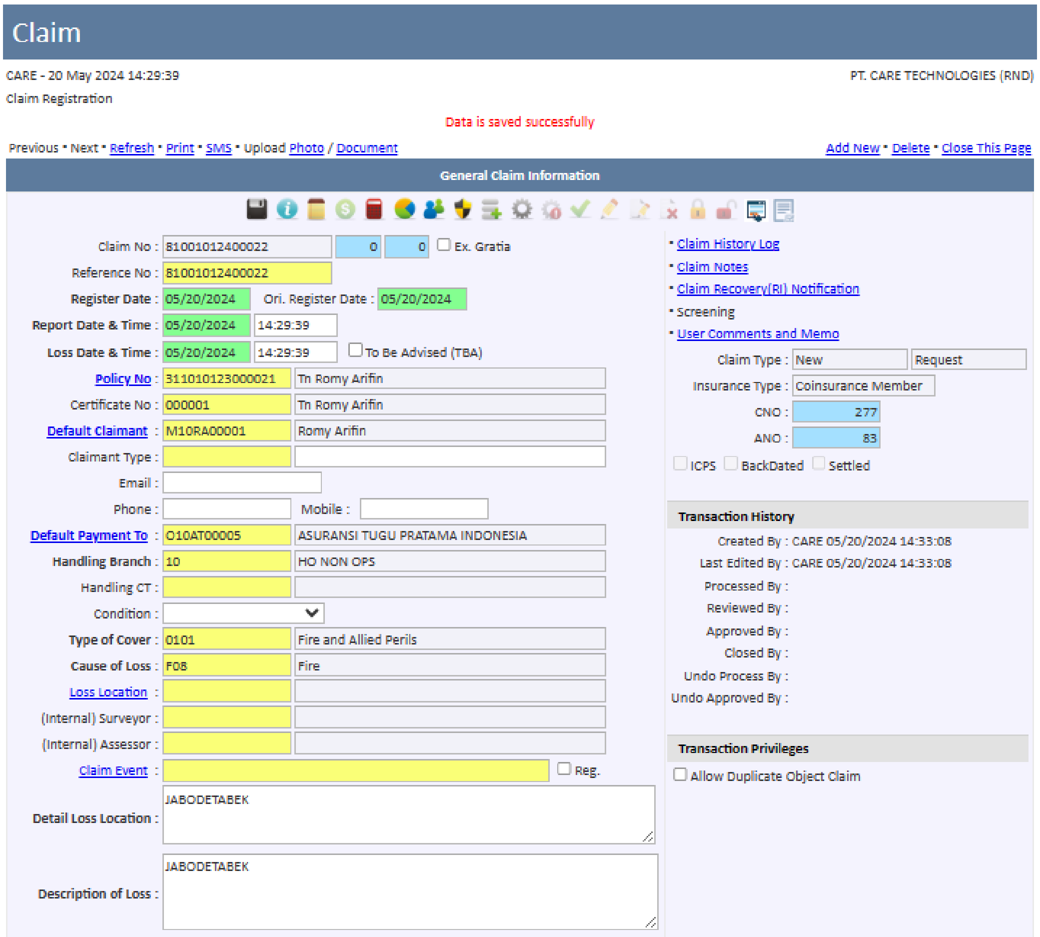


Figure 3.5. Claim Registration (after save) Page

The information on the Claim Registration Page is :

Field		**Description**
Claim No	:	Claim number (filled automatically by the system)
Claim Reference No	:	The reference document number associated with the claim number (if left blank, the first time it was created it will be filled with the same as the claim number)
Flag To Be Advised Claim	:	If checked, the claim is conditioned as an incomplete claim (To Be Advise) and cannot be processed.
Flag Ex. Gratia Claim	:	If checked, then the claim is conditioned as claim Ex. Gratia, namely claims that actually cannot be processed but for certain reasons are allowed to be processed, for example: building fire claims that do not meet one of the requirements provided by the insurance (e.g. the building does not have a fire extinguisher), but because the insured has a good relationship with the insurance

Field		Description
		owner, so the claim can be processed.
Claim Register Date	:	The date the claim was registered (entered the system)
Claim Ori Register Date	:	The date of the claim on the first registration
Claim Report Date	:	Date of claim reported (insured reporting to insurance)
Report Time	:	Time of claim reported (insured reporting to insurance)
Date of Loss	:	The date the loss/loss/damage occurred.
Time of Loss	:	Time of occurrence of loss/loss/damage.
Policy No	:	Policy number to be claimed.
Certificate No	:	Certificate number (to get a certificate number, the policy number must be filled in first)
Default Claimant	:	The name of the party making the claim (default is the Insured ID of the Policy).
Claimant Type	:	Categorization of type claimants
Email	:	Email from Claimant Type
Phone	:	Phone from Claimant Type
mobile	:	Mobile from Claimant Type
Default Payment To	:	The name of the party receiving payment for the claim (default is ID Insured).
Handling Branch	:	Filled with branch code. (default by UserID)
Handling CT	:	Filled with CT code (default by UserID)
Condition	:	Claim category or condition (mandatory if privilege is 'FORCEFILLCCONDITION')
Type Of Cover	:	Code sub business class (TOC)
Cause of Loss	:	The cause of the claim for loss/loss/damage.
Loss Location	:	The location where the loss / loss / damage occurred.
(Internal) Surveyor	:	Internal party who conducts the survey.
(Internal) Assessor	:	Internal party who evaluates the claim value.
Claim Event	:	The name of the event that indicates the occurrence of 1 or more claims. For example, the 2007 flash flood in Jakarta (event-based), fire in the new market in 2000 (risk-based).
Flag Reg.	:	Used to register an event claim (event). If checked, then

Field		Description
		the [Event] Field will be filled and this means that the claim will accumulate with other claims that have the same Event.
Detail Loss Location	:	Details where the loss / loss / damage occurred. Details of the location of this incident are filled with free text.
Description of Loss	:	Detailed description of the incident that caused the claim and filled in with free text.
Claim History Log	:	Information about Transaction history and Claim and Action Log
Claim Notes	:	Notes/notes a claimFunction
Claim R/I Notifications	:	Its function is to perform Logging of Document Submission, especially to Reinsurance that meets certain criteria. The Document Type in question is the Document.
Screening	:	Claimant and Payment To verification functions (requires additional system middleware) can be passed with 'ALLOWPASSSCREENING' privilege
User Comment and Memo	:	Its function is to make comments / memos / notes / reasons for pending claim data used in claims.
Claim Type	:	Type of claim (New / Correction / Cancellation, filled automatically by the system)
Claim Status	:	Claim status (Request / Processed / Review / Approved / Closed, filled automatically by the system)
Revision No	:	Revision number (auto-filled by the system)
Correction No	:	Correction number (auto-filled by the system)
Created By	:	The name of the user who made the claim and the date of making the claim (filled in automatically by the system)
Last Edited By	:	The name of the user who last changed the claim and the date of the change of the claim (filled in automatically by the system)

Field		Description
Processed By	:	The name of the user who processes the claim and the date of the claim process (filled in automatically by the system)
Approved By	:	The name of the user who approved the claim and the date of approval of the claim (filled automatically by the system)
Closed By	:	The name of the user who closed the claim and the date of closing the claim (filled in automatically by the system)
Insurance Type	:	Type of insurance (filled automatically by the system)
Flag ICPS	:	If it is checked, then claim is input from ICPS
Flag Backdated Transaction	:	If it is checked, then the claim is a backdated transaction, namely a claim whose approval date is before the closing / bookkeeping date, so the transaction does not form a note. (filled automatically by the system)
Flag Settled	:	If it is checked, then the claim has been fully settled.
Flag Allow Duplicate Object Claim	:	If checked, then the claim is allowed to be stored in the system, even though there are other claim numbers that use the same policy. (the time span allowed between 1 claim and another claim, which uses the same policy data is 1 month)

The icons/Hyperlinks on the screen above are :

Icon/ Hyperlink	**Name**		**Function**
	Save Claim Data	:	To save the data that has been entered by the user.
Close This Page	Close This Page	:	To close the Claim Registration Page.
	Claim Processing	:	To process the claim and change the claim status to "Processed". The icon will be active when the claim status is

Icon/ <u>Hyperlink</u>	**Name**		**Function**
			"Request". (Processed status also indicates that the claim has been included in the calculation of reserve claims/outstanding claims)
	Claim Review and Settlement	:	To display the details of the exact value of the claim and change the claim status to "Settled". The icon will be active when the claim status is "Processed".
	Claim Revision	:	To revise claims that are still in "Processed" status. The icon will be active when the claim type is "New" (not valid for Correction or Cancellation) with the status "Processed"
	Claim Correction	:	To make corrections to claims that have been "Settled". The icon will be active when the claim status is "Approved".
	Claim Cancellation	:	To cancel a claim that has been "Settled". The icon will be active when the claim status is "Approved", except for the type of claim "Cancellation".
	Close This Claim	:	To close a claim (indicating a claim has been completed and is no longer included in the reserve) or to reject a claim (rejection). This icon will be active when claiming "New Processed", "New Approved", and "Correction Approved".
	Undo Close This Claim	:	To return the claim status that has been closed to the previous status. Example: for a rejected claim, it will return to the Processed status, while for a claim that was previously Approved, it will return to the Approved status.

Icon/ Hyperlink	Name		Function
	View Policy and Claim Info	:	To display information about the policy used in a claim transaction.
	Claim Additional Information	:	To display additional information from a claim transaction (survey date, survey hour, etc.)
	Claim Assignment	:	To display the details of the notes formed from the claim transaction.
	View Claim and Loss Calculation	:	To display information on the results of claim calculations both in terms of estimation (loss calculation) and exact value (claim calculation)
	View Claim Arrangement	:	To display information on the distribution of risks and losses on reinsurance, both proportional (BPPDAN, MAIPARK, Quota Share, Surplus, etc.) and non-proportional (Excess of Loss).
	View Coinsurance Members / Followers	:	To display member coinsurance information and share percentage of each member.
	View Facultative Participants	:	To record information on facultative participants along with the percentage share of each facultative.
	View Claim Event Accumulation	:	To display information on accumulated risk of an event (can only be seen if there are 2 or more claims having the same event)
	Submit Request For Claim Process	:	Can only be used with action lists. Used to find limit users who can make Approved Process Claims. Where the result is SMS.
	Submit Request For Claim Approval	:	Can only be used with action lists. Used to find limit users who can make

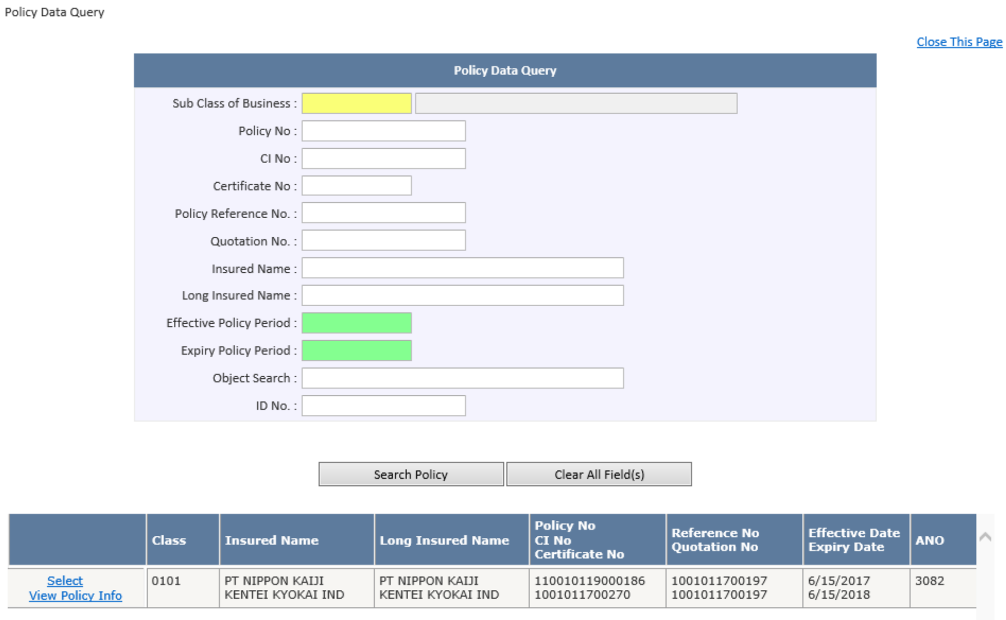
Icon/ Hyperlink	Name	Function
		Approved/ Settle Claims. Where the result is SMS.

The hyperlinks on the screen above are :

Hyperlink		Description
Previous	:	To display the previous transaction mutation from the displayed claim transaction.
Next	:	To display the subsequent transaction mutations from the displayed claim transaction.
Refresh	:	To refresh the claim registration page.
Print	:	To print claim documents, according to the type and status of the claim.
SMS	:	To send messages to other users regarding related claims.
Upload Photo/Document	:	To include pictures / photos of survey claim results by surveyors.
Add New	:	Used to add a new claim transaction.
Delete	:	Used to delete unwanted claim registration data.
Close This Page	:	Used to close the Claim Registration Page.
Policy No	:	Used to find and select policies to be claimed, see 3.1.2.1. Policy Data Query.
Claimant	:	Used to add/edit claimants' profile data, see 2.3.2.3.1.1. Profile Inquiry.
Payment To	:	Used to add / edit the profile data of claim payers, see 2.3.2.3.1.1. Profile Inquiry.
Loss Location	:	Used to add/edit location data, see 2.3.2.3.2.1. Location inquiries.
Event	:	Used to add/edit event data, see 3.1.2.2. events.

3.1.2.1. Policy Data Query

Policy Data Query is a form/page to help find policy data that will be used in claim transactions.



Policy Data Query

Close This Page

Policy Data Query

Sub Class of Business :
Policy No :
CI No :
Certificate No :
Policy Reference No. :
Quotation No. :
Insured Name :
Long Insured Name :
Effective Policy Period :
Expiry Policy Period :
Object Search :
ID No. :

Search Policy | Clear All Field(s)

	Class	Insured Name	Long Insured Name	Policy No CI No Certificate No	Reference No Quotation No	Effective Date Expiry Date	ANO
Select View Policy Info	0101	PT NIPPON KAIJI KENTEI KYOKAI IND	PT NIPPON KAIJI KENTEI KYOKAI IND	110010119000186 1001011700270	1001011700197 1001011700197	6/15/2017 6/15/2018	3082

Figure 3.6. Policy Data Query Page

The information on the Policy Data Query page is :

Field		**Description**
Sub Class of Business	:	Sub Class of Business code of the policy being sought.
Policy No.	:	Search by Policy number
Certificate No.	:	Search by Certificate number.
Policy Ref No.	:	Search by reference document number.
Quotation No.	:	Search by Quotation Number.
Long Insured Name	:	Full name of the insured (which is listed on the policy).
Insured Name	:	Insured name.
Effective Period	:	Policy effective period.
Object Search	:	Object to be searched (free entry). For example, fill in the vehicle's police license plate number, engine number, frame number, and so on.
ID No	:	Search by ID Number

The hyperlinks contained on the Policy Data Query Page are :

Hyperlink		**Description**
Close this page	:	Used to close the Policy Data Query Page.
Select	:	Used to select policy data.
View Policy Info	:	Used to view policy information.

The buttons on the Policy Data Query Page are :

Button		Description
Clear All Field(s)	:	Used to delete parameter values that have been filled in.
Search Policy	:	Used to display policies according to the parameters filled in.

3.1.2.2. Event

Event is a page to search for existing event data or to add new event data.

3.1.2.2.1. Event List

Claim Event List is a page to search for existing event data.

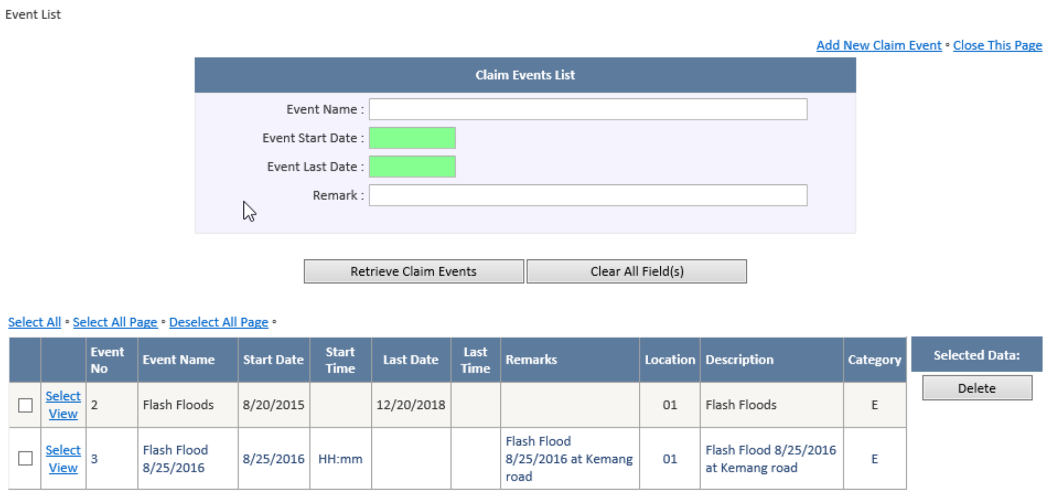


Figure 3.7. Claim Event List Page

The information on the Claim Event List page is :

Field		Description
Event Name	:	Search by event name.
Event Start Date	:	Search by Event Start Date.
Event Last Date	:	Search by Event Ending Date
Remark	:	Description of the event.

The hyperlinks on the Claim Event List page are :

Hyperlink		Description
Close This Page	:	Used to close the Event Page.

Hyperlink		Description
Add New Claim Event	:	Used to add event data.
Select	:	Used to select events
View	:	Used to view events

The button on the Claim Event List page is :

Button		Description
Delete	:	Used to delete event data.
Clear All Field(s)	:	Used to delete parameter values that have been filled in.
Retrieve Claim Event		Used to display event data according to the parameters that are filled in.

3.1.2.2.2. Claim Event Registration

Claim Event Registration is a page to register new event data.

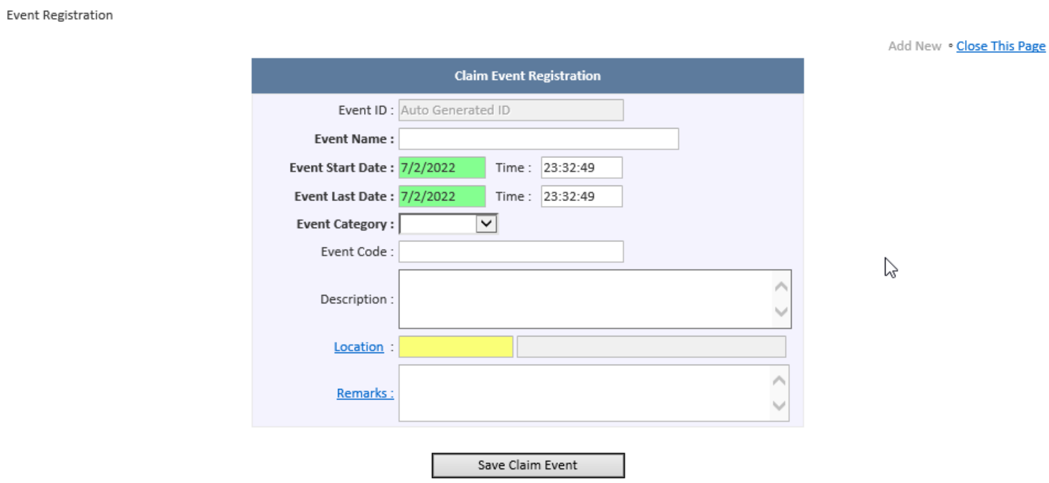


Figure 3.8. Claim Event Registration Page

The information on the Claim Event Registration Page is :

Field		Description
Event ID	:	Event ID (Generate from System)
Event Name	:	The name of the event.
Event Start – Last Date	:	The date the event occurs from start to finish.
Event Category	:	Category Event 'Risk Based', 'Event Based'
Event Code	:	Used for Reports.

Description	:	Explanation of events.
Location	:	Event location.
Remarks	:	Description of the event.

The hyperlink on the Claim Event Registration Page is :

Hyperlink		**Description**
Close This Page	:	Used to close the Event Page.
Add New	:	Used to add event data.
Location	:	Used to find location data, see 2.3.2.3.2.1. Location Inquiry.

The button on the Claim Event Registration Page is :

Button		**Description**
Save Claim Event	:	Used to store event data.

3.1.2.3. List of Duplicate Object

List of duplicate objects is a form/page that shows claim data using the same policy transaction within a span of 1 month. This form can be accessed by clicking on the 'Click here to view the list' link to the right of the 'Allow Duplicate Object Claim' check box.

CARE - 05 Jun 2014 10:40
List of Duplicate Claimed Object

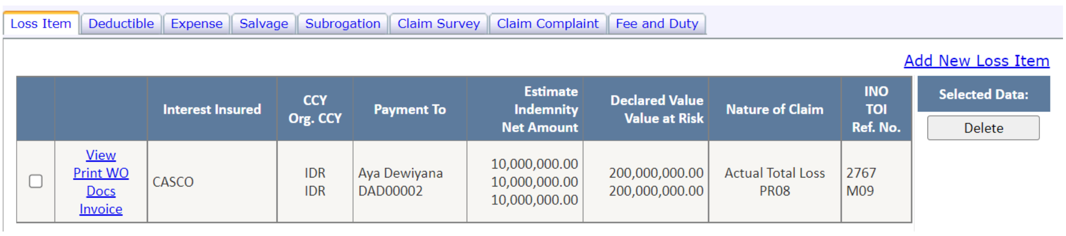
Close This Page

No.	Claim No	Policy No	Loss Date	Claimant	Cause of Loss Location	Status	CNO ANO
1.	1001011400043	11001011400001	6/5/2014	CARE TECHNOLOGIES	Fire 01	Request	122 12

Figure 3.9. List of Duplicate Claimed Object Page

3.1.2.4. Loss Item

Loss Item is a page that is used to accommodate loss information and is part of the object of coverage (Insurable Interest).



Loss Item | Deductible | Expense | Salvage | Subrogation | Claim Survey | Claim Complaint | Fee and Duty

Add New Loss Item

		Interest Insured	CCY Org. CCY	Payment To	Estimate Indemnity Net Amount	Declared Value Value at Risk	Nature of Claim	INO TOI Ref. No.	Selected Data: Delete
☐	View Print WO Docs Invoice	CASCO	IDR IDR	Aya Dewiyana DAD00002	10,000,000.00 10,000,000.00 10,000,000.00	200,000,000.00 200,000,000.00	Actual Total Loss PR08	2767 M09	

Figure 3.10. Tab Loss Item

The hyperlinks on the Loss Items tab are :

Hyperlink		**Description**
Add New Loss Item	:	Used to add Loss Item data.
View	:	Used to view / change details of Loss Item data.
Print WO	:	Used to print work order documents. This document can only be printed after the claim is processed
Docs	:	Used to check the completeness of the documents owned by the insured as a form of completeness so that a claim can be processed further.
Invoice	:	Used to enter invoice receipt

The buttons on the Loss Items tab are :

Button		**Description**
Delete	:	Used to delete Loss Item data that has been ticked.

3.1.2.4.1. Claim Loss Item Registration

Claim Loss Item Registration is a page to register a new loss item.

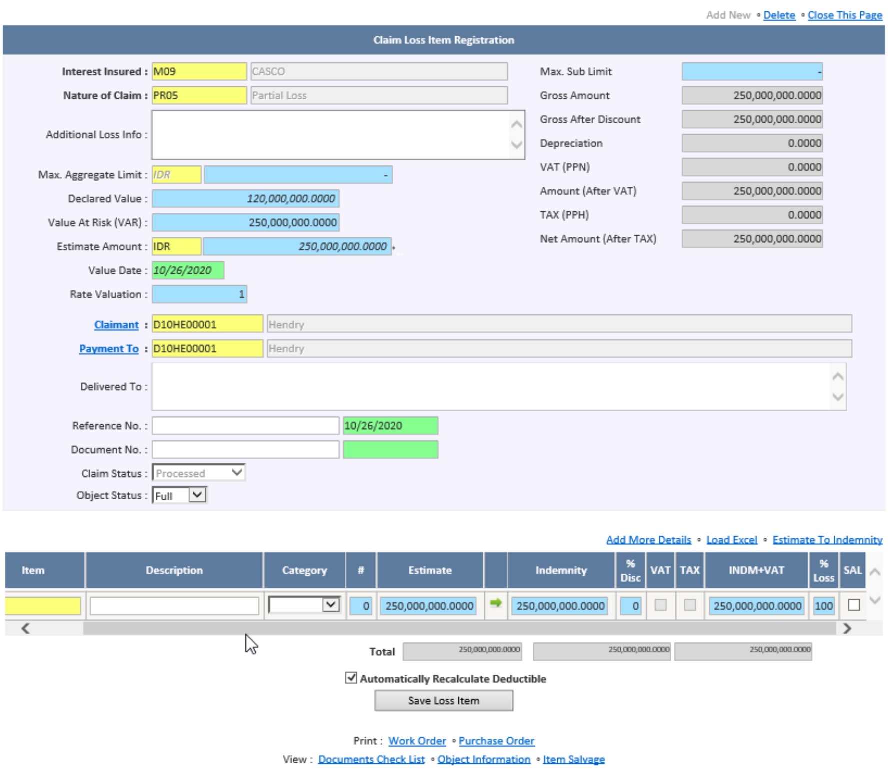


Figure 3.11. Claim Loss Item Registration Page

The information on the Claim Loss Item Registration Page is :

Field		**Description**
Interest Insured	:	The type of interest (insurance) that is claimed.
Nature of Claim	:	The nature of the claim.
Additional Info	:	Additional information regarding the coverage you wish to claim.
Max. Aggregate Limit	:	The maximum limit for compensation payments, which will be reduced if a claim has occurred previously.
Declared Value	:	Currency and initial value of coverage.
Value At Risk (VAR)	:	The sum insured at the time the risk occurs.
Estimate Amount	:	Currency and estimated value of the sum insured claimed. (automatically filled in by the system)
Value Date	:	The date on which the Claimant declared the value of the claim.
Rate Valuation	:	Estimated currency exchange rate against the base currency.
Claimant	:	ID of the claimant (default takes from general info)
Payment To	:	ID of the claim payee.
Max. Sub Limit	:	Taxation information from Payment To will affect the final tax calculation for the total loss.
Gross Amount	:	The maximum sub limit for each selected nature of claim. It is filled automatically by the system and if there is no maximum sub limit, it will be filled with "-".
Gross After Discount	:	Total claim value (gross) after discount. (filled automatically by the system)
Depreciation	:	Total claim depreciation value (filled automatically by the system)
VAT (PPN)	:	Value-added tax. (filled automatically by the system)
Amount (After VAT)	:	Total claim value after discount and value added tax.
TAX (PPH)	:	Income tax. (filled automatically by the system)
Net Amount (After TAX)	:	Total claim value after discount, added tax, and income tax. (filled automatically by the system)
Delivered To	:	Description sent to

Field		Description
Reference No	:	Additional information for Reference Number
Referense Date	:	Additional information for Reference Date
Document No	:	Additional information for document number
Document Date	:	Additional information for document date
Claim Status	:	Item Loss Status
Settlement Status	:	Information to find out if the Loss Item is Full or Partial

In the detail table there are fields that can be filled, namely :

Field		Description
Item	:	Item code; to be entered by pressing the [F2] key, or with free text if the user has the “ALLOWIGNOREKOL” privilege.
Category	:	Category loss item (Repair / Replacement / Sparepart / Accessories / Reinstatement).
Description	:	Explanation of item details.
Qty	:	The number of items claimed (only for information, not as a multiplier).
Estimate	:	Estimated value for item loss details.
Indemnity	:	The exact value of item loss details to be paid.
Disc(%)	:	Value of discount percentage on item loss detail.
Loss(%)	:	Loss percentage value against item loss detail (the difference for the amount will be included in the variable deductile)
Indemnity + VAT	:	The exact value of item loss details to be paid + VAT
Flag VAT	:	If checked, the item loss details are subject to VAT (the VAT percentage is the same as the VAT information in the Payment To Profile).
Flag TAX	:	If checked, then the item is subject to income tax. (the percentage of PPh is the same as the PPh information in the Payment To Profile).
Flag SAL	:	If checked, the item will be registered as “salvage items”, namely items that have the potential to be used as salvage.

The hyperlinks contained on the Loss Item page are :

Hyperlink		Description
Add New	:	Used to add a new data loss item.
Delete	:	Used to delete the data loss item that is currently being opened.
Close This Page	:	Used to close the Loss Item Page.
Claimant	:	Used to add/edit the claimant's profile data, see 2.3.2.3.1.1. Profile Inquiry.
Payment To	:	Used to add/edit the profile data of claim payment recipients, see 2.3.2.3.1.1. Profile Inquiry.
Add More Details	:	Used to add a detailed loss item (kind of loss) data line.
Load Excel	:	Used to upload excel data according to the item loss detail format.
Estimate to Indemnity	:	Used to fill in the indemnity value by copying the estimated detail loss item value.
Document Check List	:	Used to update information on the availability of documents related to claims.
Object Information	:	Used to update information related to the completeness of interest information when a claim occurs.
Item Salvage	:	Used to display registered salvage inventory (keep in mind, this form only registers salvage items, it will not reduce the loss value as recovery).
Print Work Order	:	Used to print work order documents. This document can only be printed after the claim is processed.
Print Purchase Order	:	Used to print purchase order documents. This document can only be printed after the claim is processed.

The buttons on the Loss Items page are :

Button		Description
Save Loss Item	:	Used to save item loss data.

3.1.2.4.2. Print Work Order

Print Work Order is a page to display the Working Order document (Work Order) for coverage, for example if the object of coverage is a car, then the information from the object can be in the form of vehicle brand, model, and so on.

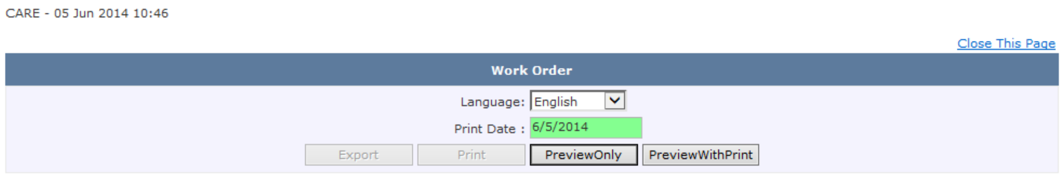


Figure 3.12. Print Work Order Page

The information on the Print Work Order page is :

Field		Description
Language	:	The language that will be displayed on the printed document
Print date	:	Print date

The buttons on the Print Work Order page are :

Button		Description
Export	:	Used to send documents in the form of files that have been formatted to Crystal Report (rpt), Excel Format (xls), Portable Document Format (PDF), Rich Text Format (RTF), or Word Document (Doc) to the destination email. This button can only work after we press the [PreviewWithPrint] button.
Print	:	Used to print the desired document. This button can only work after we press the [PreviewWithPrint] button.
Preview Only	:	Used only to display the results to be printed on the screen.
Preview With Print	:	Used to display the results to be printed on the screen and to be able to activate the [Export] button and the [Print] button.

3.1.2.4.3. Document Check List

Document Check List is a check list of the completeness of the documents owned by the insured as a form of completeness so that a claim can be processed further.

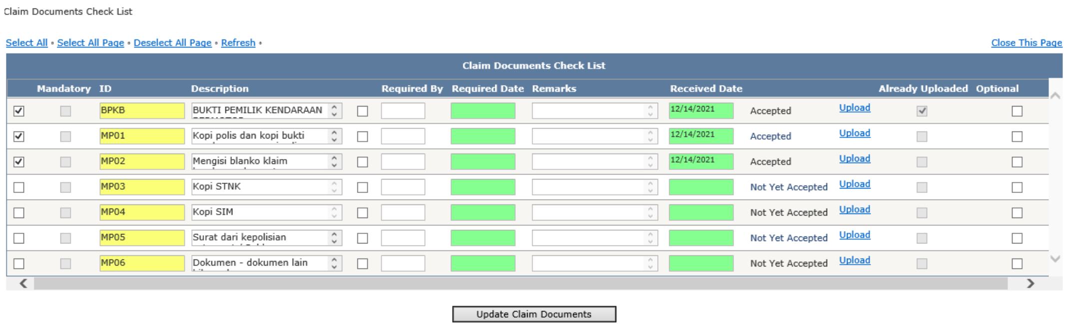


Figure 3.13. Claim Document List Page

The information on the Claim Document List page is :

Field		**Description**
Document ID	:	Document ID
Document Description	:	Explanation of the document
Received Date	:	The date the document was received If the status is "Not Yet Accepted", then the claim document has not been provided / provided by the Claimant to the insurance party and the claim cannot be approved.
Flag Optional	:	The flag that indicates this document is optional.

The hyperlinks on the Claim Document List page are :

Hyperlink		**Description**
Select All	:	Used to select all data on one page in the Claim Document list.
Select All Page	:	Used to select all data on all pages in the Claim Document list.
Deselect All Page	:	Used to deselect all data in the Claim Document list.
Close This Page	:	Used to close the Claim Document List page.
Upload	:	Used to upload Check List Document Data

If the **Flag Collection Ctrl** setting (in the Insurance Setup module Underwriting & Claim → Claim Document Type) is set to **True**, then when the claim is **processed**, the document monitoring module will display the documents that have been set to **True**.

The buttons on the Claim Document List page are :

Button		Description
Update Claim Documents	:	Used to save the results of the check list of documents. If a check is given to a document with the status of "Not Yet Accepted" and then saved, the status will change to "Accepted".

3.1.2.4.4. Object Information

Object Information is a page that serves to display information from the object of coverage, for example if the object of coverage is a car, then the information from the object can be in the form of vehicle brand, model, and so on. In the Object Information form, we can also fill in information about the object of coverage being claimed.

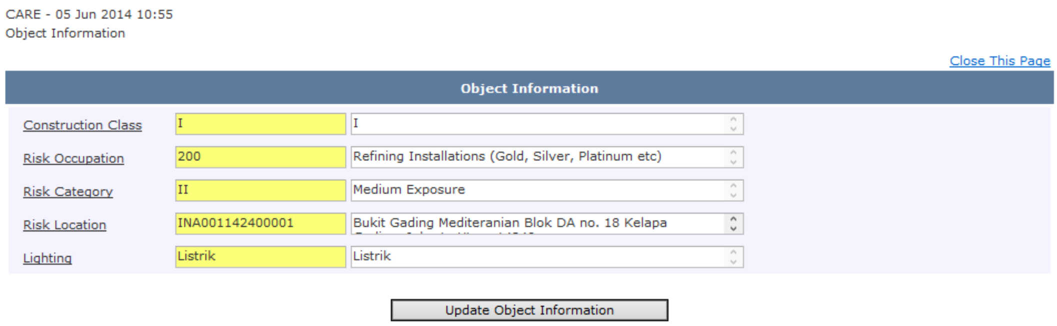


Figure 3.14. Object Information Page

The buttons on the Object Information page are :

Button		Description
Update Object Information	:	Used to store data object information that has been changed.

3.1.2.4.5. Claim Item Salvages List

Claim Item Salvage List is a page to register the remaining parts of the object of coverage that is claimed which can be resold by the insurance company, for example: the car frame of a car that was badly damaged in an accident.

Figure 3.15. Halaman Claim Item Salvage List

The hyperlinks on the Claim Item Salvage List page are :

Hyperlink		Description
Select All	:	Used to select all data in the Claim Item Salvage list in one Claim Item Salvage page.
Select All Page	:	Used to select all data in the Claim Item Salvage list.
Deselect All page	:	Used to deselect all data in the Claim Item Salvage list.
Refresh	:	Used to reload/Refresh the Claim Item Salvage page.
Add New Item Salvage	:	Used to add Claim Item Salvage data.
Close This Page	:	Used to close the Claim Item Salvage Page.

The buttons on the Claim Item Salvage List page are :

Button		Description
Delete	:	Used to delete salvage item data that has been ticked.

3.1.2.4.5.1. Item Salvage Registration

Item Salvage Registration m is a page for registering new salvage items.

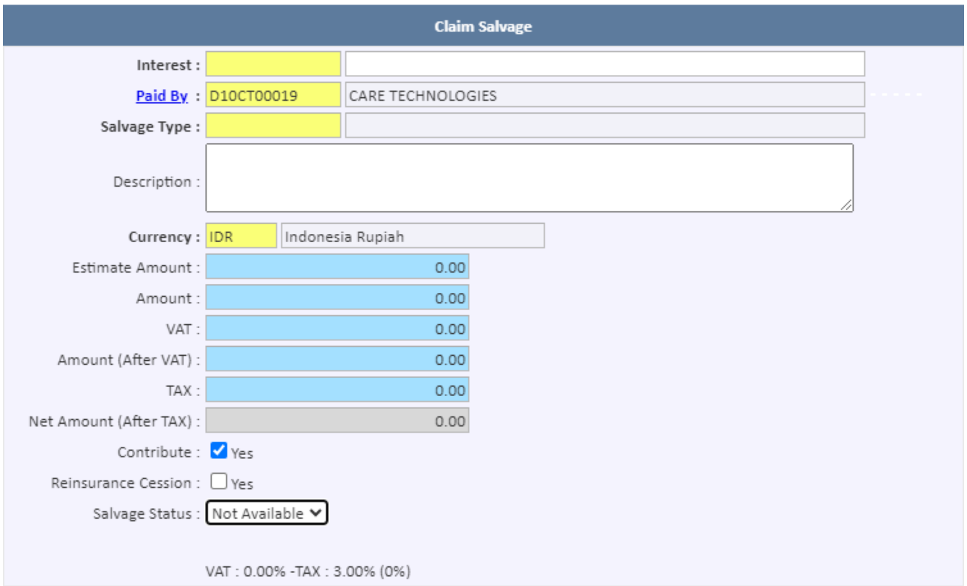


Figure 3.16. Claim Item Salvage Registration Page

The information on the Claim Item Salvage Registration Page is :

Field		**Description**
Item	:	Item Salvage
Description	:	Explanation of salvage items.
Quantity(To Be Sold)	:	The number of salvage items.
Currency	:	Currency code and name.
Amount	:	The total value of salvage items.
Location	:	Location code.
Remarks	:	Description of salvage items
Salvage Status	:	Status of salvage items; - Not Available : Salvage items are not yet available and/or do not have a definite selling value. - Available : Salvage items are already available and have a definite selling value.

The hyperlinks on the Claim Item Salvage List page are :

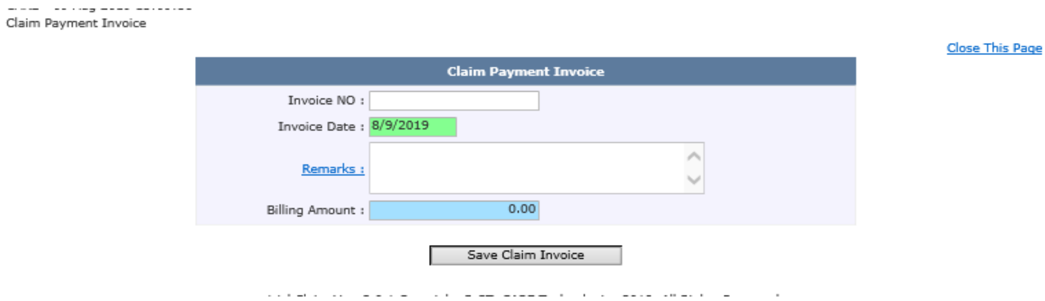
Hyperlink		**Description**
Add New	:	Used to add data item salvage.
Location	:	Used to add/edit location, see 2.3.2.3.2.1. Location Inquiry.
Close This Page	:	Used to close the Claim Item Salvage List page.

The buttons on the Claim Item Salvage List page are :

Button		Description
Save Item Salvage	:	Used to save item salvage data.

3.1.2.4.6. Invoice

Invoice is a page to input for Invoice Receipt



The information on the Claim Payment Invoice Page is :

Field		Description
Invoice No	:	Filled with Invoice number
Invoice Date	:	Filled with Invoice date
Remarks	:	Information regarding Claim Payment Invoice
Billing Amount	:	Filled with the value of the receipt

3.1.2.5. Deductible

Deductible is a page to record own retention (own risk) applied in a claim closing.

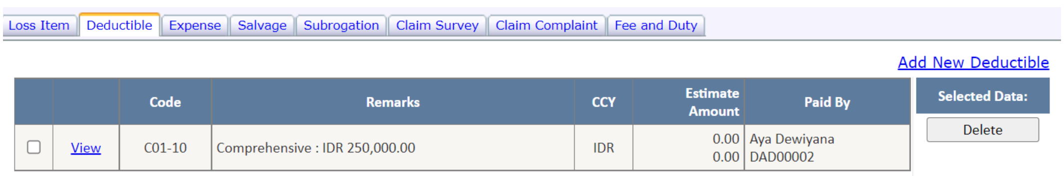


Figure 3.17. Tab Deductible

The hyperlinks on the Deductible Tab are :

Hyperlink		Description
Add New Deductible	:	Used to add Deductible data.
View	:	Used to view / change the details of the Deductible data.

The buttons on the Deductible Tab are :

Button		**Description**
Delete	:	Used to delete Deductible data that has been ticked.

3.1.2.5.1. Claim Deductible Registration

Claim Deductible Registration is a page to register a new deductible.

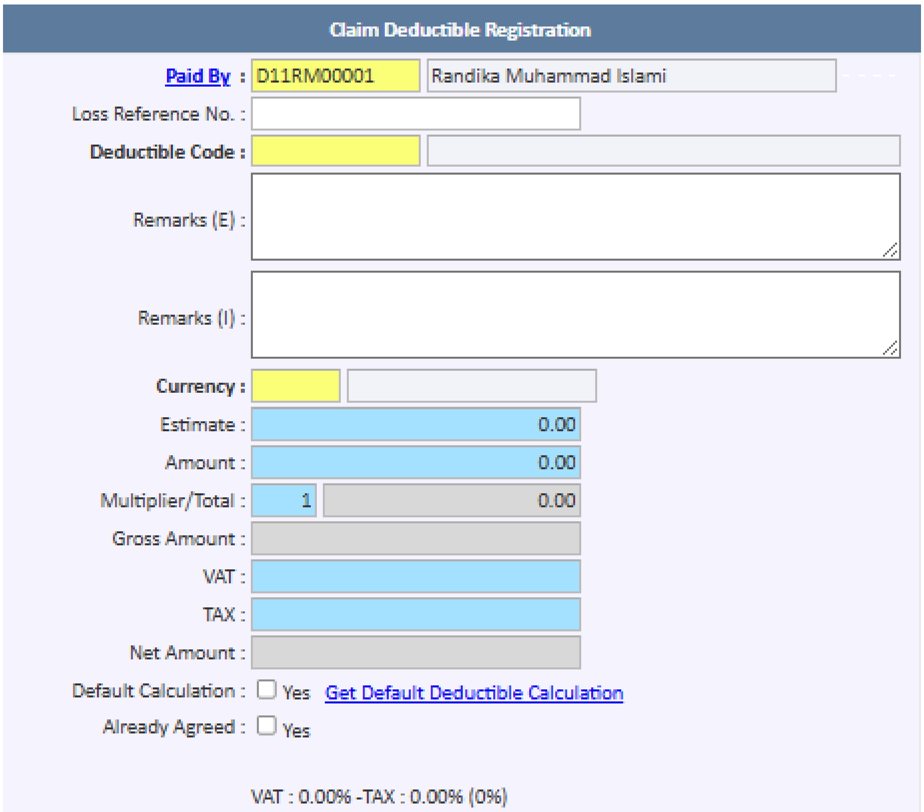


Figure 3.18. Claim Deductible Registration Page

The information on the Claim Deductible Registration Page is :

Field		**Description**
Paid By	:	Payer Deductible.
Loss Reference No.	:	Reference Number of loss (if any)
Deductible code	:	Deductible code.
Remark E /I	:	Explanation of the description of the deductible (English / Indonesia).
Currency	:	The code and name of the currency used.
Estimate	:	Total estimated sum insured claimed
Amount	:	The nominal amount of the deductible.
Multiplier	:	The number of occurrences (will multiply the Amount

		value).
Total	:	Total deductible value (filled automatically by the system, namely Amount x Multiplier).
Flag Default Calculation	:	To retrieve the value according to the system calculation. If unchecked, the user can change the value in the [Estimate] field and the [Amount] field.
Flag Already Agreed	:	Approval of deductible value If checked, the deductible value will not be affected by the loss item. If not checked, the deductible will adjust the calculation of the loss item.
VAT - TAX	:	VAT and TAX information of the profile

The hyperlinks on the Claim Deductible Registration Page are :

Hyperlink		**Description**
Add New	:	Used to add new deductible data.
Delete	:	Used to delete the currently opened deductible data.
Close This Page	:	Used to close the Claim Deductible Registration Page.
Paid By	:	Used to add/edit payer profile data
Get Default Deductible Calculation	:	Used to fill in the deductible value according to the default deductible calculation.

The buttons on the Claim Deductible Registration Page are :

Button		**Description**
Save Deductible	:	Used to save deductible data.

3.1.2.6. Expense

Expense is a page to display information on claim costs issued by Insurance. These costs include fees for Adjusters, external Surveyors, etc.

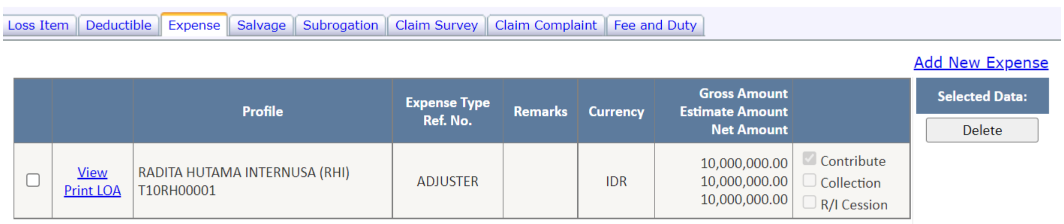


Figure 3.19. Tab Expense

The hyperlinks on the Expense tab are :

Hyperlink		Description
Add New Expense	:	Used to add Expense data.
View	:	Used to view / change details of Expense data.

The buttons on the Expense tab are :

Button		Description
Delete	:	Used to delete Expense data that has been ticked.

3.1.2.6.1. Claim Expense Registration

Claim Expense Registration is a page to register a new claim expense.

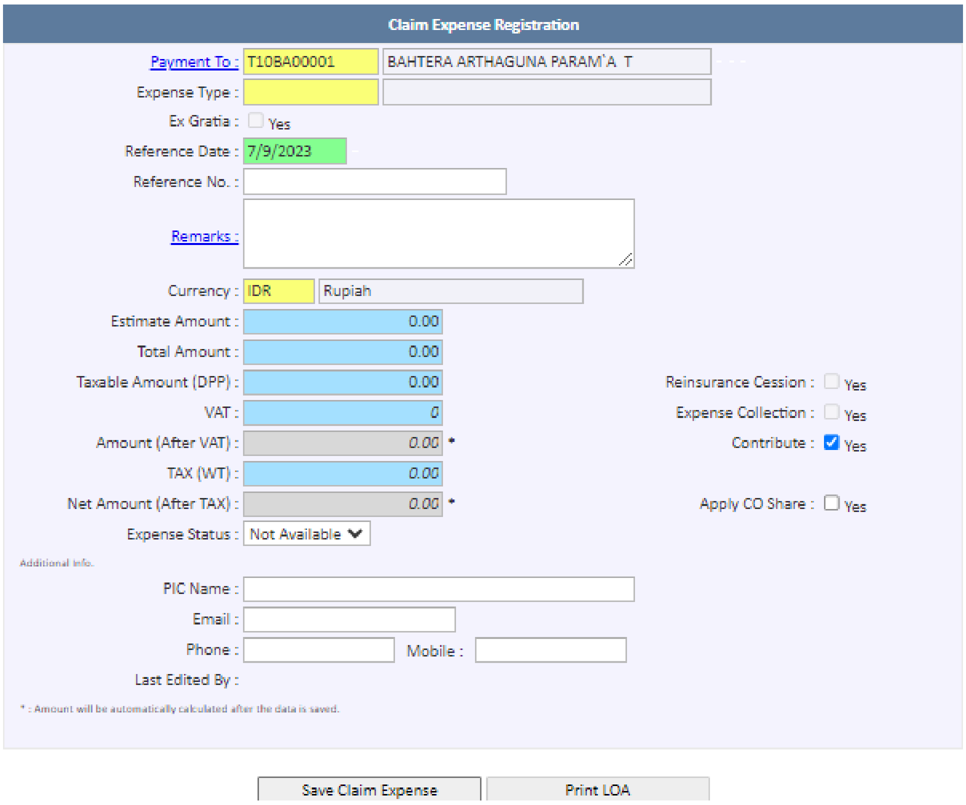


Figure 3.20. Claim Expense Registration Page

The information on the Claim Expense Registration Page is :

Field		Description
Profile ID	:	Profile ID of Claim Expense.
Expense Type	:	The type of expense e.g., Adjuster/Surveyor
Reference Date	:	Contract date (if expense type is adjuster / surveyor) – not required.
Reference No	:	Contract number (if the type of expense is adjuster /

Field		Description
		surveyor) – not required.
Remarks	:	Detailed information regarding claim expense.
Currency	:	The currency used
Estimate Amount	:	Value of estimated expense (calculated without TAX), which is the same as Amount After VAT.
Total Amount	:	Value of expense in amount (before tax and VAT).
Taxable Amount (DPP)	:	The value of the expense that is subject to tax (should not be greater than the Total Amount).
VAT	:	Value of VAT (filled automatically by the system and will be taken into account if the Profile used has tax information).
Amount (After VAT)	:	Total expense after VAT.
TAX (WT)	:	Value of Income Tax (filled automatically by the system and will be calculated if the Profile used has tax information).
Net Amount (After TAX)	:	Total expense after VAT and TAX
Flag Reinsurance Cession	:	This checkbox will be 'live' (can be used) only for claims from Coinsurance Member type policies. If checked, then expense is a cost incurred by the insurance itself (not from the leader) and will be adjusted to the reinsurance participant.
Flag Expense Collection	:	This checkbox will be 'live' (can be used) only for claims from Coinsurance Leader type policies. - If checked, the expense will be paid by the Leader first and then billed to the members. For notes that are formed (CN) are from 100% (including the tax), and there are inverting notes (DN) from Co-Members according to their Shares. - If it is unchecked, then the notes formed are from Our Share only (including the tax).
Flag Contribute	:	• If checked, it will be divided into 2 conditions : • If the type of policy: Coinsurance Member, then the expense is an expense incurred by the Leader

Field		Description
		and the value of the expense will be prorated according to our share percentage and other members. Then, this expense will also be shared with reinsurance participants. • If the type of policy is other than Coinsurance Member, then the total expense will be allocated to reinsurance. • If unchecked, then the inputted expense value is the value of Our Share only (including the tax), there is no session to Reinsurance (own expenses) and taxes are also taken care of by themselves.
Expense Status	:	Expense Status ('Not available', 'Available' or 'Processed'). **Only processed status will be counted as an additional claim expense.**
Apply CO Share	:	If checked, then the expense will be borne by the insured

The hyperlinks on the Claim Expense Registration Page are :

Hyperlink		Description
Add New	:	Used to add claim expense data.
Delete	:	Used to delete the currently opened claim expense data.
Close This Page	:	Used to close the Claim Expense Registration Page.
Profile ID	:	Used to add/edit profile data, see 2.3.2.3.1.1. Profile Inquiry.

The buttons on the Claim Expense Registration Page are :

Button		Description
Save Claim Expense	:	Used to save claim expense data.
Print LOA	:	Used to print Letter of Appointment documents.

3.1.2.6.2. Print Letter of Appointment

Print Letter of Appointment is a page for printing Letter Of Appointment documents.

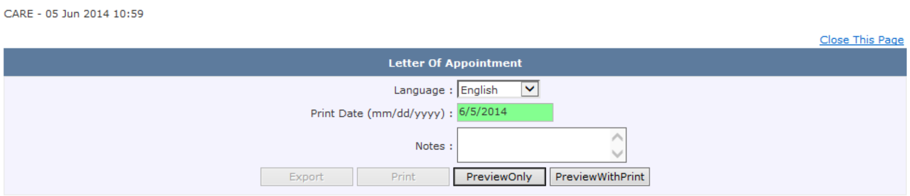


Figure 3.21. Letter of Appointment Page

The information on the Letter of Appointment Page is :

Field		**Description**
Language	:	The language used
Print Date	:	The date the document was printed
Notes	:	Notes for document printing

The buttons on the Letter of Appointment page are :

Button		**Description**
Export	:	Used to send documents in the form of files that have been formatted to Crystal Report (rpt), Excel Format (xls), Portable Document Format (PDF), Rich Text Format (RTF), or Word Document (Doc) to the destination email. This button can only work after we press the [PreviewWithPrint] button.
Print	:	Used to print the desired document. This button can only work after we press the [PreviewWithPrint] button.
Preview Only	:	Used only to display the results to be printed on the screen.
Preview With Print	:	Used to display the results to be printed on the screen and to be able to activate the [Export] button and the [Print] button.

3.1.2.7. Salvage

Salvage is a page to display information on insurable interest that has been sold (salvage).

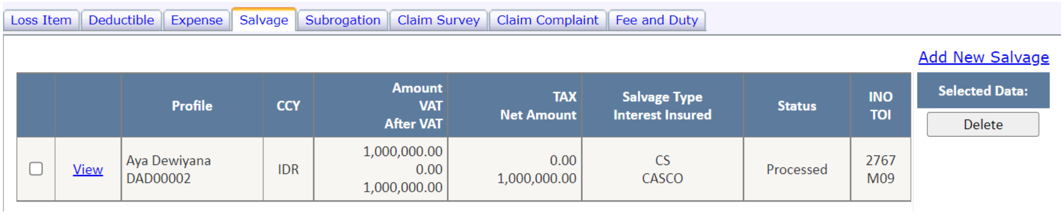


Figure 3.22. Tab Salvage

The hyperlinks on the Salvage tab are :

Hyperlink		**Description**
Add New Salvage	:	Used to add Salvage data.
View	:	Used to view / change the details of Salvage data.

The buttons on the Salvage tab are :

Button		**Description**
Delete	:	Used to delete Salvage data that has been ticked.

3.1.2.7.1. Claim Salvage Registration

Claim Salvage Registration is a page to register a new claim salvage.

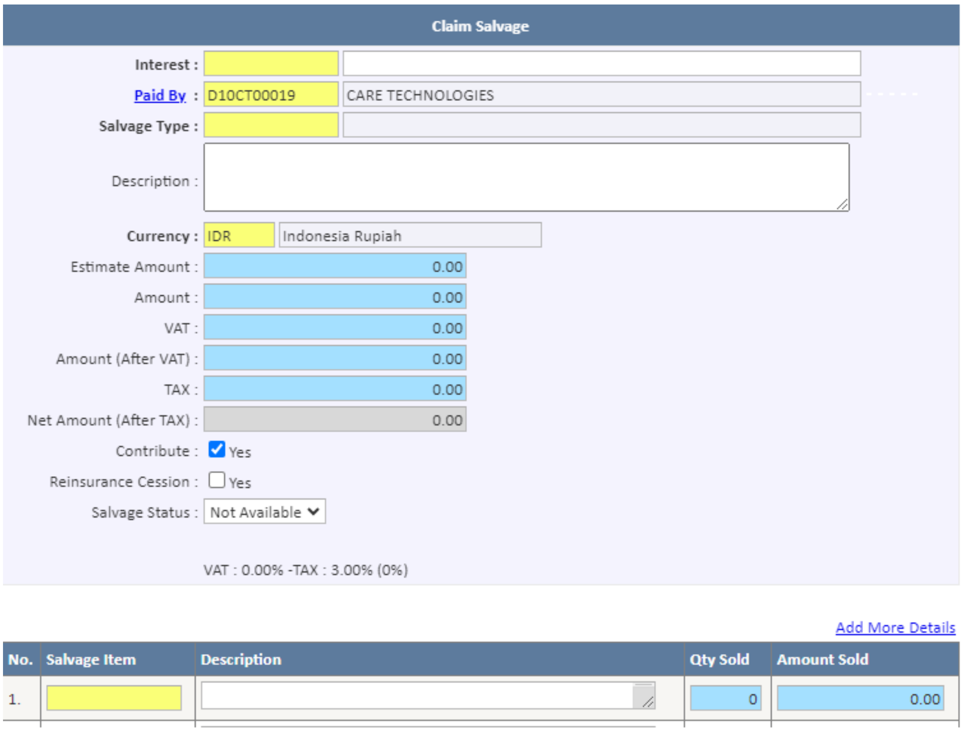


Figure 3.23. Claim Salvage Registration Page

The information on the Claim Salvage Registration Page is :

Field		Description
Interest	:	Interest Code
Paid By	:	This is the identity code of the profile that made the payment.
Salvage Type	:	The type of Salvage.
Description	:	Description of the Salvage.
Currency	:	Currency code and name.
Amount	:	The amount of Salvage value.
VAT	:	Value of VAT (filled automatically by the system and will be taken into account if the Profile used has tax information).
Amount (After VAT)	:	Total expense after VAT.
TAX (WT)	:	Value of Tax
Net Amount (After TAX)	:	Total expense after VAT and TAX
Salvage Status	:	Salvage Status ('Not available', 'Available' or 'Processed'). Only processed status will be counted as a deduction for claim expense.
VAT – TAX	:	VAT and TAX information
Contribute	:	The flag indicating salvage will also be assigned to treaty + Facultative
Reinsurance Cession	:	The flag indicating salvage will also be included in the treaty

Salvage can also be input based on details, namely by inputting Salvage Item details at the bottom. Salvage Details This item can be obtained from the Salvage Item information created through Item Loss.

The hyperlinks on the Claim Salvage Registration Page are :

Hyperlink		Description
Add New	:	Used to add claim salvage data.
Delete	:	Used to delete the currently opened salvage data.

Hyperlink		Description
Close This Page	:	Used to close the Claim Salvage Registration Page.
Profile ID	:	Used to add/edit profile data, see 2.3.2.3.1.1. Profile Inquiry.
Add More Detail	:	Used to add a row of detail claim salvage.

The buttons on the Claim Salvage Registration Page are :

Button		Description
Save Claim Salvage	:	Used to save claim salvage data.

3.1.2.8. Subrogation

Subrogation is a page to display information where the insurance party asks for liability to third parties that cause loss to the insured or damage to property.

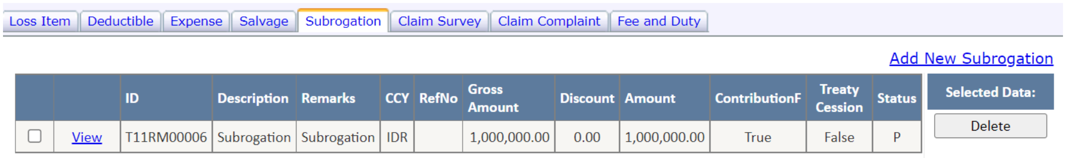


Figure 3.24. Tab Subrogation

The hyperlinks on the Subrogation tab are :

Hyperlink		Description
Add New Subrogation	:	Used to add Subrogation data.
View	:	Used to view / change the details of Subrogation data.

The buttons on the Subrogation tab are :

Button		Description
Delete	:	Used to delete Subrogation data that has been ticked.

3.1.2.8.1. Claim Subrogation Registration

Claim Subrogation is a page to register a new claim subrogation.

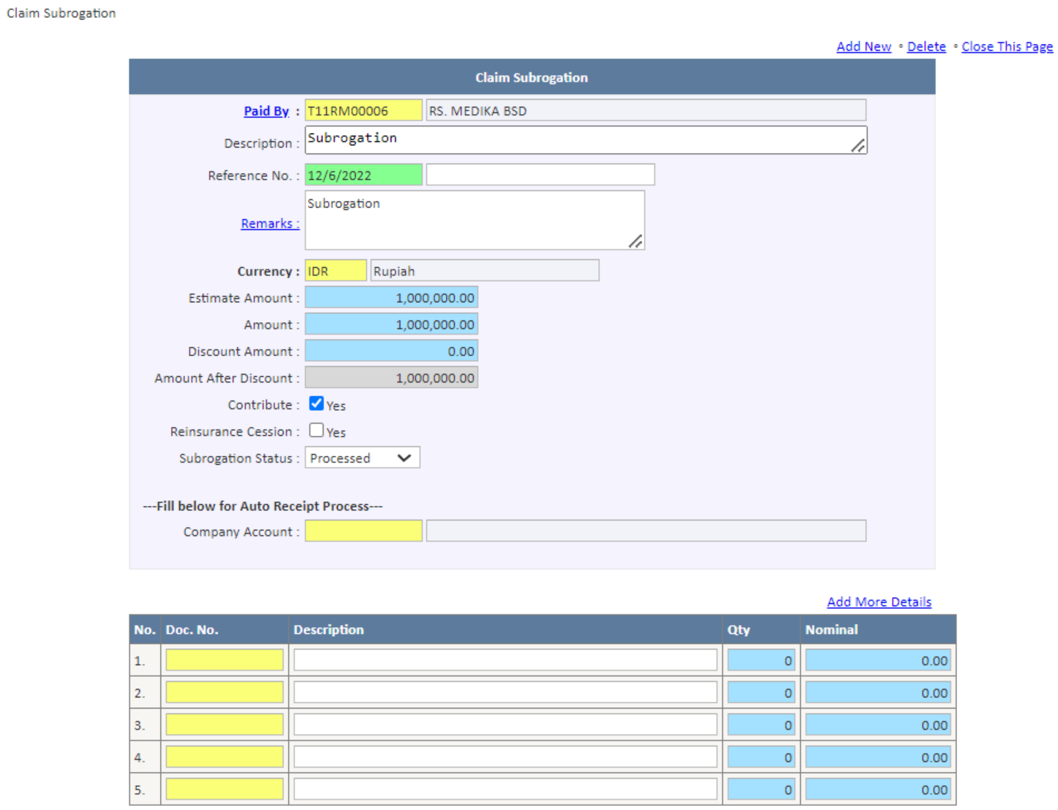


Figure 3.25. Claim Subrogation Registration Page

The information on the Claim Subrogation Registration Page is :

Field		**Description**
Paid By	:	This is the ID and Profile Name of the party paying the subrogation.
Description	:	Filled with brief information regarding subrogation.
Remarks	:	Filled with notes related to subrogation.
Currency	:	Currency code and name.
Subrogation Amount	:	Filled with subrogation value.
Discount Amount	:	Filled with discount value for Subrogation
Subrogation Amount after Discount	:	Total value of Subrogation Amount after deducting Discount Amount
Contribute	:	If checked, it will be adjusted to Reinsurance / Co-insurance and to Members
Reinsurance Cession	:	If checked, it will be selected to Reinsurance / Coinsurance
Subrogation Status	:	Filled with subrogation status, namely N (Not Available), A (Available) or P (Processed). **Only Subrogation with Processed status will be taken into account as a**

		deduction from the claim burden.
Company Account	:	Company Account Information for Auto Receipt Process

The hyperlinks on the Claim Subrogation Registration Page are :

Hyperlink		**Description**
Add New	:	Used to add subrogation claim data.
Delete	:	Used to delete the currently opened claim subrogation data.
Close This Page	:	Used to close the Claim Subrogation Registration Page.
Paid By	:	Used to add/edit profile data, see 2.3.2.3.1.1. Profile Inquiry.

The buttons on the Claim Subrogation Registration Page are :

Button		**Description**
Save Claim Subrogation	:	Used to save claim subrogation data.

3.1.2.9. Claim Survey

Claim Survey is a page to display information from surveys conducted by the company's internal division on claims submitted by the insured. Data information from surveys conducted on claims (Claim Survey).

Figure 3.26. Tab Claim Survey

The hyperlinks on the Claim Survey Tab are :

Hyperlink		**Description**
Add New Claim Survey	:	Used to add Claim Survey data.
View	:	Used to view / change the details of Claim Survey data.

The buttons on the Claim Survey Tab are :

Button		**Description**
Delete	:	Used to delete Claim Survey data that has been ticked.

3.1.2.9.1. Claim Survey Registration

Claim Survey Registration is a page to register a new claim survey.

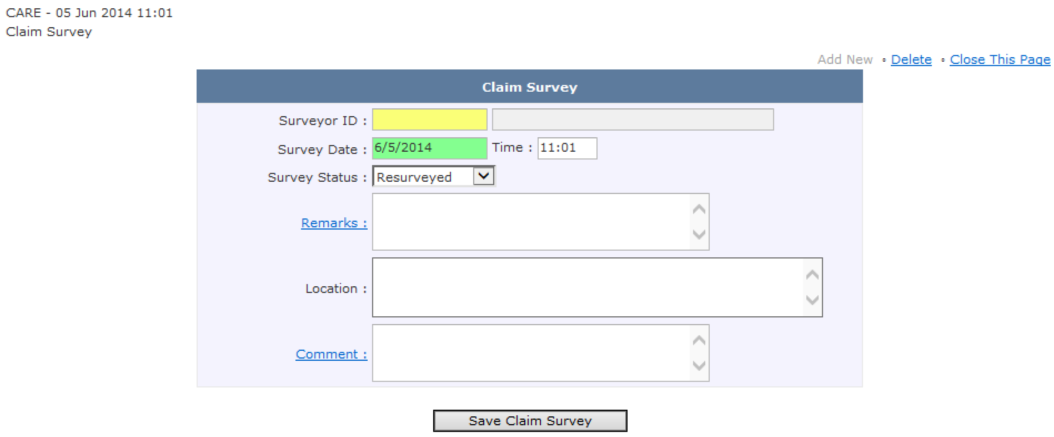


Figure 3.27. Claim Survey Registration Page

The information on the Claim Survey Registration Page is :

Field		Description
Surveyor ID	:	ID of the internal user who conducted the survey.
Survey Date	:	The planned survey date will be conducted.
Time	:	The time the survey plan will be conducted.
Survey Status	:	Survey Status - Not-Completed: survey is not complete - Approved: the results of the claim survey are approved - Rejected: the results of the claim survey are rejected - Re-Surveyed: re-survey required
Remarks	:	Information about survey claims.
Location	:	Filled with survey location.
Comment	:	Filled with survey results.

The hyperlinks on the Claim Survey Registration Page are :

Hyperlink		Description
Add New	:	Used to add survey claim data.
Delete	:	Used to delete the survey claim data.
Close This Page	:	Used to close the Claim Survey Registration Page.

The buttons on the Claim Survey Registration Page are :

Button		**Description**
Save Claim Survey	:	Used to save survey claim data.

3.1.2.10. Claim Complaint

Claim Complaint is a page to accommodate customer complaints regarding claims that occur.

Figure 3.28. Tab Claim Complaint

The hyperlinks on the Claim Complaint Tab are :

Hyperlink		**Description**
Add New Claim Complaint	:	Used to add Claim Complaint data.
View	:	Used to view / change the details of Claim Complaint data.

The buttons on the Claim Complaint Tab are :

Button		**Description**
Delete	:	Used to delete Claim Complaint data that has been ticked.

3.1.2.10.1. Claim Complaint Registration

Claim Complaint Registration is a page to register a new claim complaint.

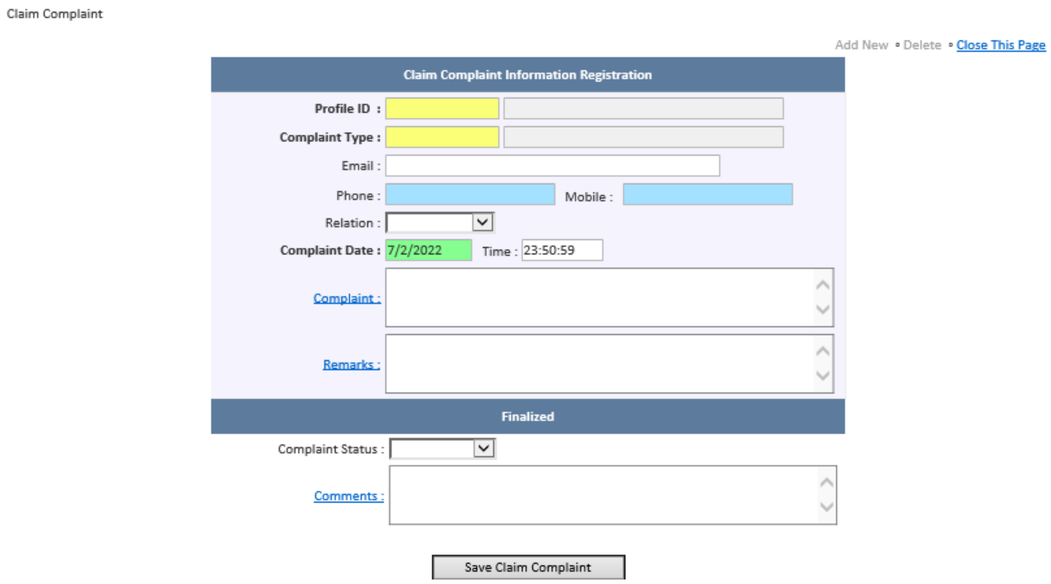


Figure 3.29. Claim Complaint Registration Page

The information on the Claim Complaint Registration Page is :

Field		**Description**
Profile ID	:	ID profile of the complaint on the claim.
Complaint Type	:	Type of complaint claim.
Email	:	Email the reporter for the complaint claim
Phone	:	Telephone number of the complainant for the complaint claim
Mobile	:	Mobile number of the complainant for the complaint claim
Relation	:	The relationship between the complainant on the complaint claim
Complaint Date	:	The date of filing a complaint on the claim.
Time	:	Time for filing a complaint on the claim.
Complaint	:	A complaint on a claim.
Remarks	:	General information regarding complaints on claims.
(Finalized) Complaint Status	:	Status of the complaint on the claim (InProgress/Rejected/Finalized). If it is not filled in, then when Complaint is saved, the status is InProgress
(Finalized) Comments	:	Comments / complaints on claims.

The hyperlinks on the Claim Complaint Registration Page are :

Hyperlink		Description
Add New	:	Used to add claim complaint data.
Delete	:	Used to delete the currently opened claim complaint data.
Close This Page	:	Used to close the Claim Complaint Registration Page.

The buttons on the Claim Complaint Registration page are :

Button		Description
Save Claim Complaint	:	Used to save claim complaint data.

3.1.2.11.1. Fee And Duty

Its function is to input the value of Fee & Duty in making a claim.

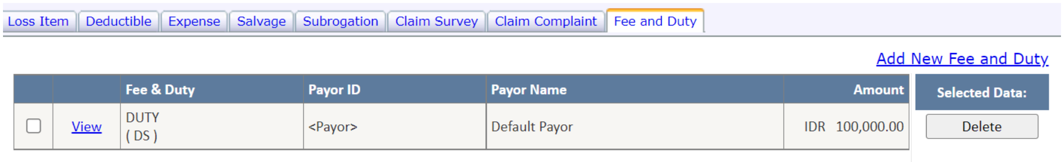


Figure 3.30. Fee & Duty Page

The hyperlinks on the Fee and Duty tab are :

Hyperlink		Description
Add New Fee & Duty	:	Used to add new fee & duty.
View	:	Used to view/change details of fee & duty data.

The buttons on the Fee and Duty tab are :

Button		Description
Delete	:	Used to delete all checked fees & duties.

3.1.2.1.11.1. Fee and Duty Registration

Fee and Duty is a page to display or enter the value of Fee & Duty in making a policy.

Figure 3.31. Fee & Duty Registration Page

The fields contained on the Fee & Duty page are:

Field		Description
Profile ID	:	Profile code used to collect Fee & Duty.
Fee and Duty Code	:	Allowed Fee & Duty Code
Remarks	:	Information regarding administrative costs.
Amount	:	Unit of currency and amount of cost.
VAT	:	Value of VAT (filled automatically by the system and will be taken into account if the Profile used has tax information).
Amount (After VAT)	:	Total Fee and Duty after VAT.
TAX (WT)	:	Value of Income Tax
Net Amount (After TAX)	:	Total Fee and Duty after VAT and TAX

The hyperlinks on the Fee & Duty page are :

Hyperlink		Description
Add New	:	Used to add a new fee & duty.
Close this page	:	Used to close the Fee & Duty page.
Profile ID		Profile ID Used to add/edit profile data, see 2.3.2.3.1.1. Profile Inquiry.

The buttons on the Fee & Duty page are :

Button		Description
Save Fee & Duty	:	Used to save fee & duty.

3.1.2.11. Policy Information

Policy and Claim Info is a page to provide information about policy claims that occur. This page is accessed by pressing the button on the Claim Registration Page.

Figure 3.32. General Policy Information Page

The information on the General Policy Information page is :

Field		**Description**
Policy No	:	Policy number.
Certificate Number	:	Certificate number.
Prev Policy No	:	Previous Policy number.
Prev Certificate No	:	Previous Certificate number.
Endorse/Renewal #	:	Number of endorsements and renewals of the policy.
Booking Date	:	Inforce / policy production date
Effective Date	:	Effective Date
Expiry Date	:	Expiry Date

Field		Description
Segment	:	Policy segmentation
Policy Holder	:	Full name of the policy holder & ID of the policy holder.
Insured Name	:	Full name of the insured & ID of the insured.
Business Source	:	The name of the business source and the ID of the business source.
Address	:	Full address of the policyholder.
E-mail	:	Policyholder's email address.
Phone	:	Telephone number of the policyholder.
Fax	:	Policyholder's fax number.
Sent To (Policy)	:	Will be filled with Sent To ID profile if the policy uses the SMS feature on the policy
Sent To (Claim)	:	Sent To ID profile will be filled if the policy uses the SMS feature to claim
Batch No	:	Batchno Number (Will be filled if the policy is uploaded)
Ano	:	Ano's number from the Police
Premium Amount Due	:	The amount of premium due to be paid
Premium Amount	:	Premium amount
Premium Paid	:	The amount of premium that has been paid.
Date	:	The date when the premium is paid.
Premium Outstanding	:	The amount of premium that has not been paid (outstanding).
Payment Lapse	:	The number of days remaining before the premium payment due date.
WPC	:	The number of days in the payment guarantee period in accordance with the WPC (Warranty Payment Clause).
Payment Due	:	Payment due date.
Grace	:	The number of days that affect the due date which can shift the due date (in days).
Insurance Periode	:	Contains the insurance period.
Risk Coverage	:	The risk borne by the insurance company.

Field		Description
Memo	:	Police records.
Comment	:	Police comments.
Remarks	:	Additional police notes.
Original Document No.	:	Initial document number.
Reference Date	:	Policy reference date.
Reference No.	:	Policy reference number.
Bulk Inforce	:	A flag that indicates whether the policy is being enforced in bulk or not
STNC Date	:	The subject to not claim is the date on which this policy cannot be claimed until the STNC date.
Treaty Arrangement	:	Hyperlink used to direct to the Treaty Arrangement page in the policy
Facultative Participant List	:	Hyperlink used to direct to the Facultative Participant List page

Policy Information Details :

Object Information	:	Additional information on the object of coverage such as occupation code, risk location.
Risk Coverage	:	Information on the risks borne by the insurance company.
Interest Insured	:	Insured information and the sum insured.
Interest Calculation	:	Calculation information of the insured object.
Deductible	:	Information at own risk.
General Clauses	:	Clause information.
General Condition	:	Condition information.
General Exclusion	:	Exclusion information.
Claim History	:	Information on claims that have occurred on the policy. (including Movement)
O/S Premium	:	Information on the amount of premium that has not been paid by the Insured.
O/S Claim Payable	:	Information on the number of claims that have not been paid by the insurance company.
Business Source	:	Business source information.

Field		Description
Premium Paid	:	Information about the amount of premium that has been paid
Claim Paid	:	Information regarding the number of claims that have been paid to the insured.
Installments	:	Information about installments.
CN/DN List	:	Information about CN/DN list.
Policy Conjunction	:	Information about conjunction policy.
Policy Estamp	:	Policy Estamp Information about Electronic Stamp
Interest Party	:	Interest Party Information about interest parties.
Beneficiaries	:	Information about the heirs
Policy Limit	:	Information regarding the policy limit, remaining policy limit and sum insured that have been used (Also applies to decrease/outstanding for business credit)
Credit limit	:	Information regarding the credit limit, remaining credit limit and sum insured that have been used (Applies to credit/outstanding business)
Master limit liability	:	Information on the sum insured (main) of the master policy and the sum insured(main) value used in the certificate. And only applies to the open cover policy
SI Accumulation Register	:	Information related to other policies or certificates that have the same Accumulation Register in accordance with the policy or certificate

The hyperlinks contained on the General Policy Information page are :

Hyperlink		Description
Underwriting Result by Profile	:	Used to display underwriting results by profile.
Renewal Rights	:	Used to display policy renewal rights.
Doc. Status	:	Used to check the completeness of policy documents
Export to Excel	:	Used to export policy information data into Excel form
Print	:	Used to print policy information documents.
Certificate Of No Claim	:	Used to accommodate the policy can be claimed or not
Close this page	:	Used to close the Policy Information Page.
Previous	:	Used to display one previous data from the displayed

Hyperlink		Description
		data.
Next	:	Used to display one data after the data displayed.

3.1.2.11.1. Underwriting Profile Selections

Underwriting Profile Selections is a page for selecting an underwriting profile.

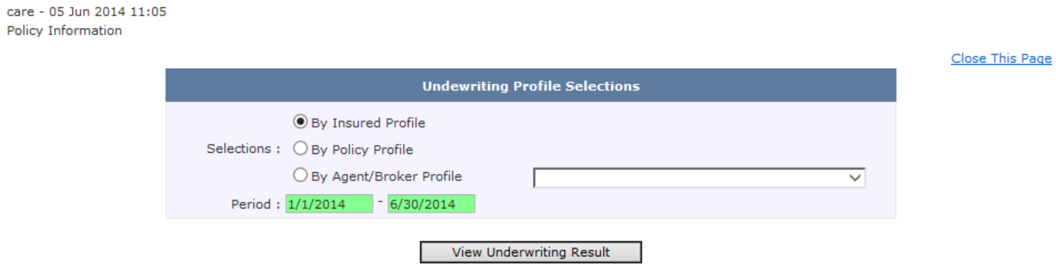


Figure 3.33. Underwriting Profile Selections Page

The fields contained on the Underwriting Profile Selections page are :

Field		Description
Selections	:	Options to display the underwriting profile.
Period	:	Policy period.

The hyperlinks on the Underwriting Profile Selections page are :

Hyperlink		Description
Close this page	:	Used to close the Underwriting Profile Selections Page.

The buttons on the Underwriting Profile Selections page are :

Button		Description
View Underwriting Result	:	Used to display underwriting results

3.1.2.11.2. Renewal Rights Information

Renewal Rights Information is a page to display information about renewal rights.

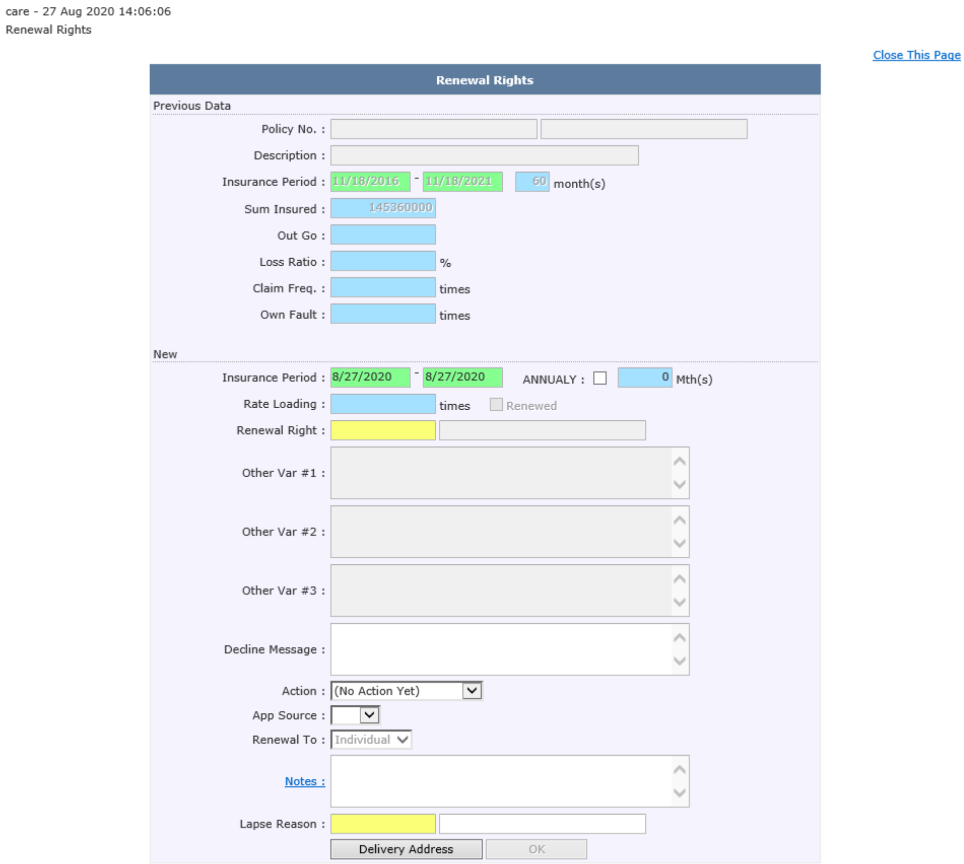


Figure 3.34. Renewal Rights Information Page

The information on the Renewal Rights Information Page is :

Field		**Description**
Policy No	:	Policy number
Description	:	Explanation of the police
Insurance Period	:	Policy period
Annualy	:	If it ticked, then the renewed policy will extend to 1 year ahead.
Month	:	Number of months from the insurance period
Loss Ratio	:	The ratio of losses calculated by dividing the gross claim with the premium paid.
Claim Frequency	:	Number of claim frequency
Own Fault	:	Number of own faults
Rate Loading	:	Number of loading rates
Renewal Right	:	The right of renewal
Other Var #1 ..#3	:	Another variable to #1 .. #3

Field		Description
Decline Message	:	Rejection Message Description
Notes	:	Notes of renewal right
Lapse Reason	:	Lapse Reason

The hyperlinks contained on the Renewal Rights Information Page are :

Hyperlink		Description
Close this page	:	Used to close the Renewal Rights Information Page

3.1.2.11.3. Doc.Status

Doc.Status is used as underwriting information equipped with status, user and update date.

The information on the Doc.Status Page is as follows :

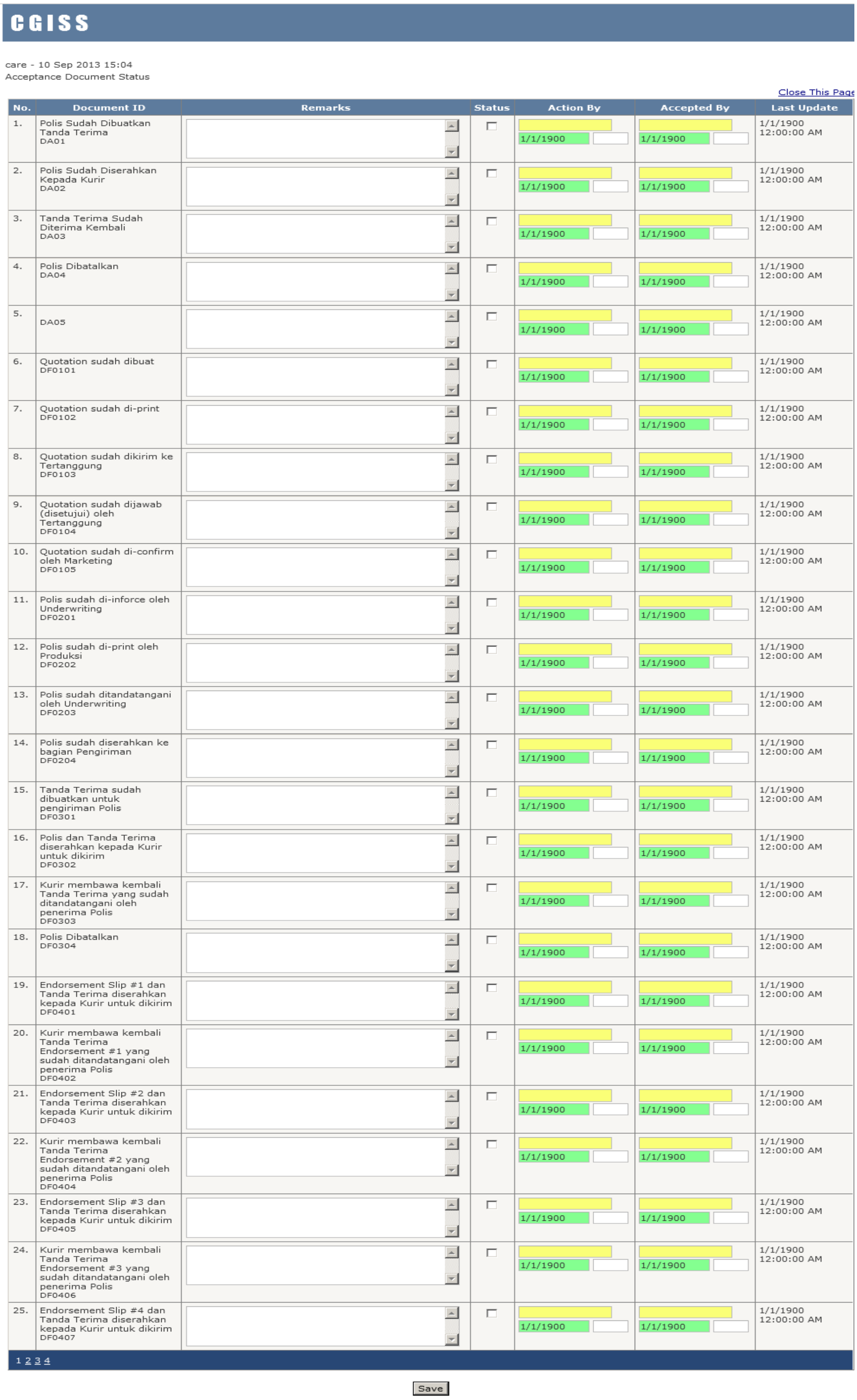
Document Id	: Document Identity
Remarks	: Description
Status	: Status of the document, with the action checked.
Action By	: User who did and what date.
Accepted By	: User who received the document and what date
Last Update	: The last update was done by whom

The hyperlinks contained on the Renewal Rights Information Page are:

Hyperlink		Description
Close this page	:	Used to close the Renewal Rights Information Page

The buttons on the Underwriting Profile Selections page are :

Button		Description
Save	:	Used to save Document Status data.



CGISS

care - 10 Sep 2013 15:04
Acceptance Document Status

Close This Page

No.	Document ID	Remarks	Status	Action By	Accepted By	Last Update
1.	Polis Sudah Dibuatkan Tanda Terima DA01			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
2.	Polis Sudah Diserahkan Kepada Kurir DA02			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
3.	Tanda Terima Sudah Diterima Kembali DA03			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
4.	Polis Dibatalkan DA04			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
5.	DA05			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
6.	Quotation sudah dibuat DF0101			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
7.	Quotation sudah di-print DF0102			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
8.	Quotation sudah dikirim ke Tertanggung DF0103			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
9.	Quotation sudah dijawab (disetujui) oleh Tertanggung DF0104			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
10.	Quotation sudah di-confirm oleh Marketing DF0105			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
11.	Polis sudah di-inforce oleh Underwriting DF0201			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
12.	Polis sudah di-print oleh Produksi DF0202			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
13.	Polis sudah ditandatangani oleh Underwriting DF0203			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
14.	Polis sudah diserahkan ke bagian Pengiriman DF0204			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
15.	Tanda Terima sudah dibuatkan untuk pengiriman Polis DF0301			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
16.	Polis dan Tanda Terima diserahkan kepada Kurir untuk dikirim DF0302			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
17.	Kurir membawa kembali Tanda Terima yang sudah ditandatangani oleh penerima Polis DF0303			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
18.	Polis Dibatalkan DF0304			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
19.	Endorsement Slip #1 dan Tanda Terima diserahkan kepada Kurir untuk dikirim DF0401			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
20.	Kurir membawa kembali Tanda Terima Endorsement #1 yang sudah ditandatangani oleh penerima Polis DF0402			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
21.	Endorsement Slip #2 dan Tanda Terima diserahkan kepada Kurir untuk dikirim DF0403			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
22.	Kurir membawa kembali Tanda Terima Endorsement #2 yang sudah ditandatangani oleh penerima Polis DF0404			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
23.	Endorsement Slip #3 dan Tanda Terima diserahkan kepada Kurir untuk dikirim DF0405			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
24.	Kurir membawa kembali Tanda Terima Endorsement #3 yang sudah ditandatangani oleh penerima Polis DF0406			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM
25.	Endorsement Slip #4 dan Tanda Terima diserahkan kepada Kurir untuk dikirim DF0407			1/1/1900	1/1/1900	1/1/1900 12:00:00 AM

1 2 3 4

Save

Figure 3.35. Claim Images List Page

3.1.2.11.4. Export To Excel

Export to Excel is used to export data into an excel file and then save it.

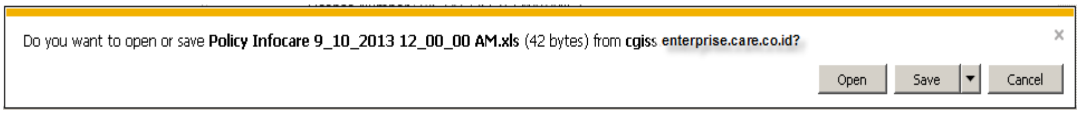


Figure 3.36. Export To Excel

The information on this page is as follows :

Open	: To open the page of the file that has been exported to excel.
Save	: To save data to the computer.
Cancel	: Does not open or save the file.

3.1.2.12. View or Upload Claim Photo List

Claim Photo List is used to view or upload photo claim surveys.

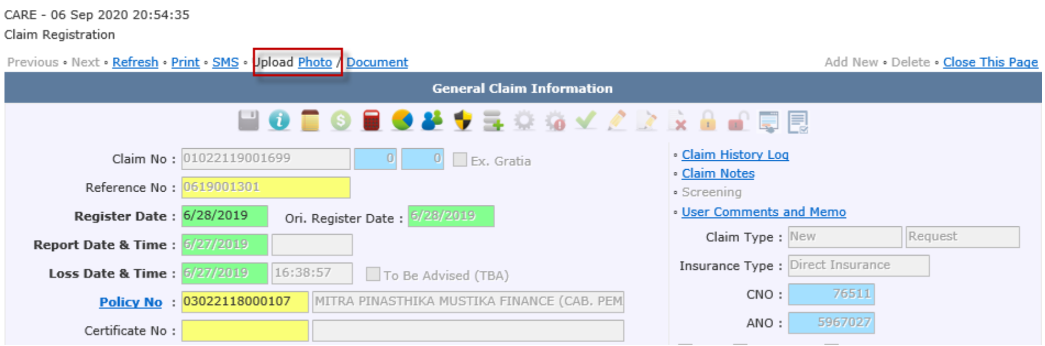


Figure 3.37. Claim Upload

3.1.2.12.1. Claim Photo List

Claim Photo List is a page to enter pictures / photos from survey claim results.

Figure 3.38. Claim Images List Page

The information on the Claim Images List page is :

Field		Description
Claim No.	:	Claim number. Filled automatically.
Claimant	:	The name of the party making the claim. Filled automatically.

The hyperlinks on the Claim Images List page are :

Hyperlink		Description
Upload Claim Photo	:	Used to upload claim survey images.
Close this page	:	Used to close the Claim Image List page.

The buttons on the Claim Images List page are :

Button		Description
Retrieve Claim Photos	:	Used to display all claim survey images according to the claim number.
Update	:	Used to update the claim survey image.
Delete	:	Used to delete the claim survey image.

3.1.2.12.2. Upload Claim Photo

Upload Claim Photo is a page for uploading photos related to a claim transaction, for example photos of survey results from surveyors. The maximum size per photo that can be uploaded is 300 KB.

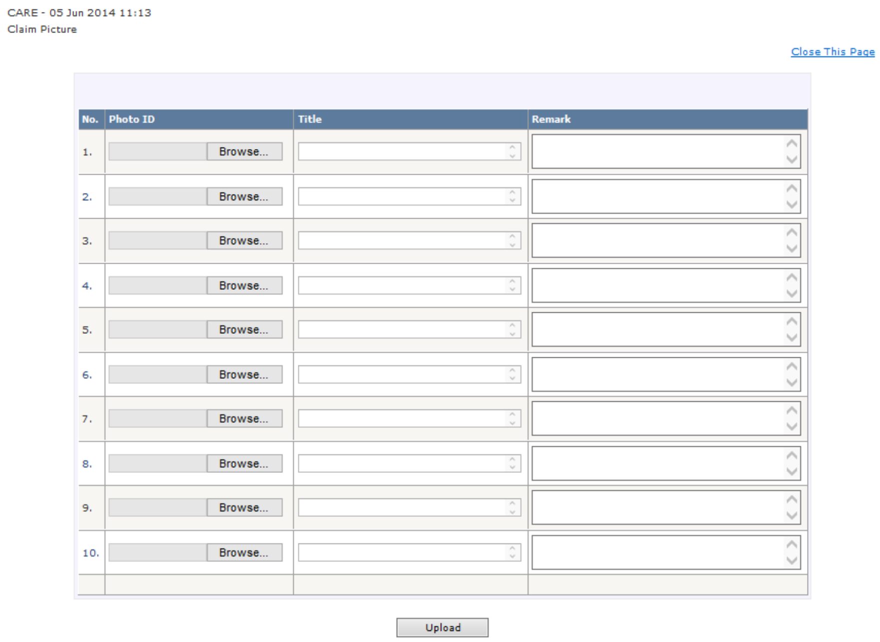


Figure 3.39. Upload Claim Photo Page

The information on the Claim Photo Upload Page is :

Field		Description
Select Photo	:	The physical location where the photos are stored on the computer (eg C:\Documents\Pictures\foto.jpg) to make searching easier, press the [Browse] button
Title	:	Title/name of the uploaded photo (filled with free text)
Remark	:	Description of the uploaded photo (filled with free text)

The buttons on the Claim Photo Upload Page are :

Button		Description
Browse	:	Used to find the physical location of photos stored on the computer.
Upload	:	Used to upload survey photos.

3.1.2.12.3. Upload Claim Photo Multiple

Upload Multiple Photo is a page for uploading multiple image files of the insured object to enter and be saved into the system.

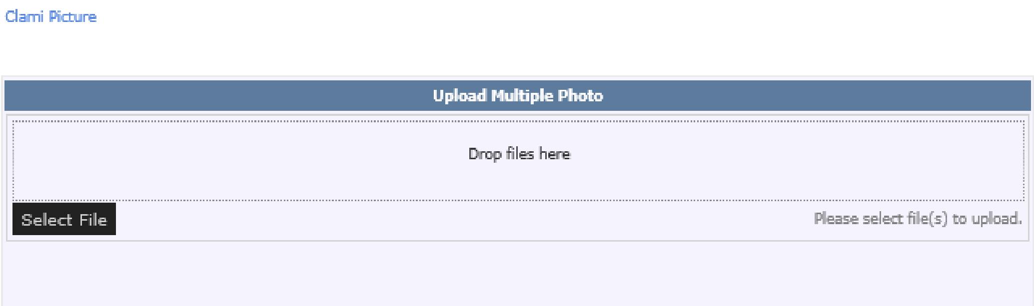


Figure 3.40. Upload Claim Photo Page

The fields contained on the Policy Photos List page are :

Field		Description
Select File	:	Used to select photos to be uploaded.

The hyperlinks on the Policy Photos List page are :

Hyperlink		Description
Close this page	:	Used to close the Policy Photos List page.

3.1.2.13. View or Upload Claim Attachments

View or Upload Claim Attachments are used to view or upload survey claim documents.

3.1.2.13.1. Claim Attachment List

Claim Attachment List is a page to enter attachments.

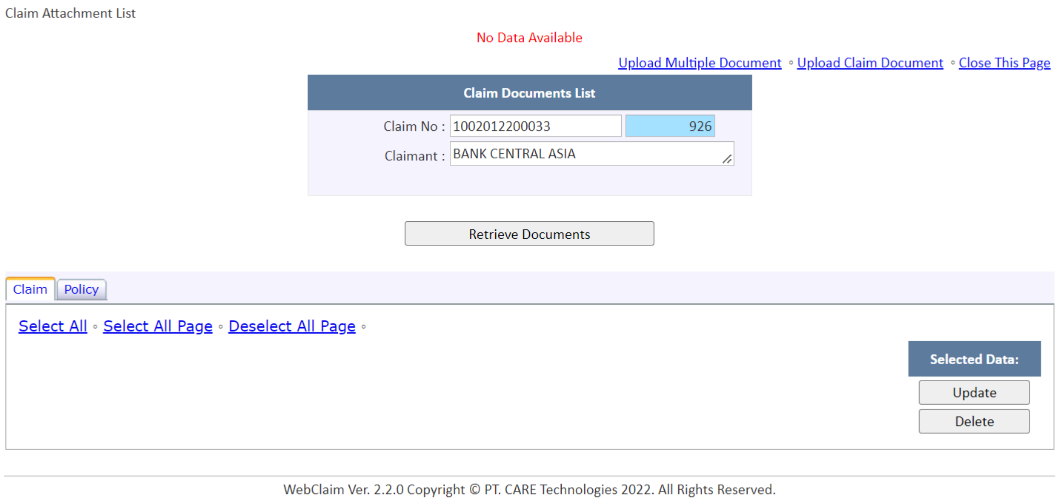


Figure 3.41. Claim Attachment List Page

The information on the Claim Attachment List page is :

Field		**Description**
Claim No.	:	Claim number. Filled automatically.
Claimant	:	The name of the party making the claim. Filled automatically.

The hyperlinks on the Claim Attachment List page are :

Hyperlink		**Description**
Upload Claim Document	:	Used to upload claim survey documents.
Close this page	:	Used to close the Claim Attachment List page.

The buttons on the Claim Attachment List page are :

Button		**Description**
Retrieve Claim Documents	:	Used to display all claim survey documents according to the claim number.
Update	:	Used to update the claim survey image.
Delete	:	Used to delete the claim survey image.

3.1.2.13.2. Upload Claim Document

Upload Claim Document is a page for uploading external claim documents, in the form of Microsoft Word, Excel, or PDF. The maximum size per file that can be uploaded is 300 KB.

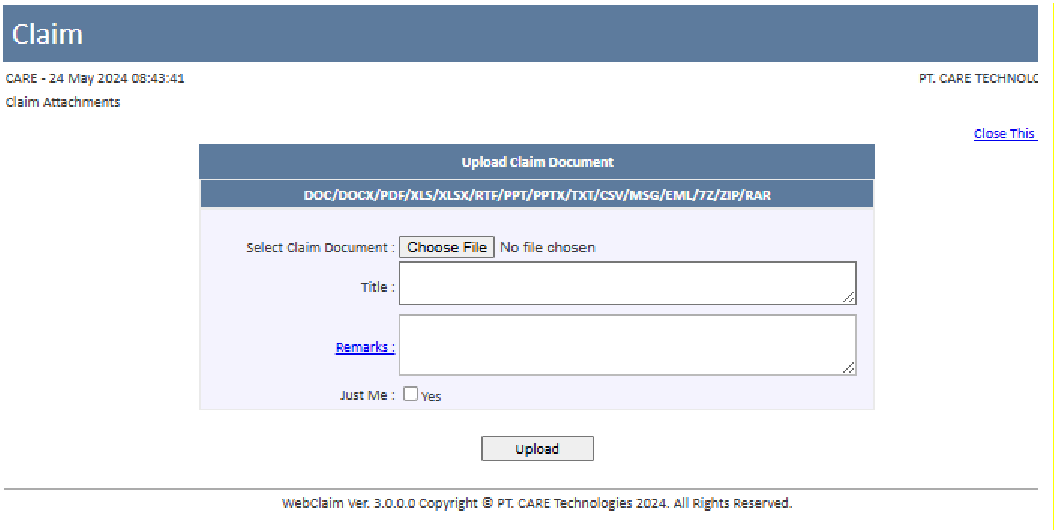


Figure 3.42. Upload Claim Document Page

The information on the Claim Document Upload Page is :

Field		Description
Select Claim Document	:	Filled with the location of the document you want to include (e.g. C:\Documents\detail_loss_item.xls) to make searching easier, press the [Browse] button
Title	:	The title/name of the uploaded document and filled with free text.
Remark	:	Description of the uploaded document and filled with free text.

The hyperlinks on the Claim Document Upload Page are :

Hyperlink		Description
Close this page	:	Used to close the Claim Attachment List page.

The buttons on the Claim Document Upload Page are :

Button		Description
Browse	:	Used to find the physical location of documents stored

Button		Description
		on the computer.
Upload	:	Used to upload survey documents.

3.1.2.13.3. Upload Claim Document Multiple

Upload Policy Document is a page for uploading several document files related to policies to be entered and stored in the system.

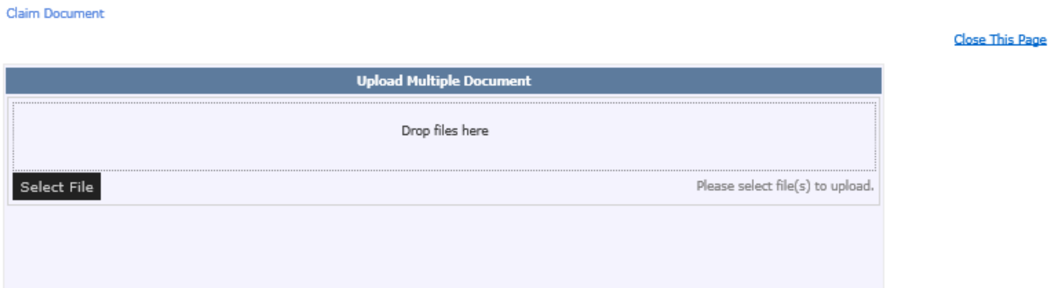


Figure 3.43. Upload Multiple Document Page

The fields contained in the Document Policy Page are :

Field		Description
Select File	:	Used to select photos to be uploaded.

The hyperlinks on the Policy Photos List page are :

Hyperlink		Description
Close this page	:	Used to close the Policy Photos List page.

3.1.2.14. Additional Claim Information

Additional Claim Information is a page to enter additional information regarding claims, and is accessed by pressing the icon  on the Claim Registration Page.

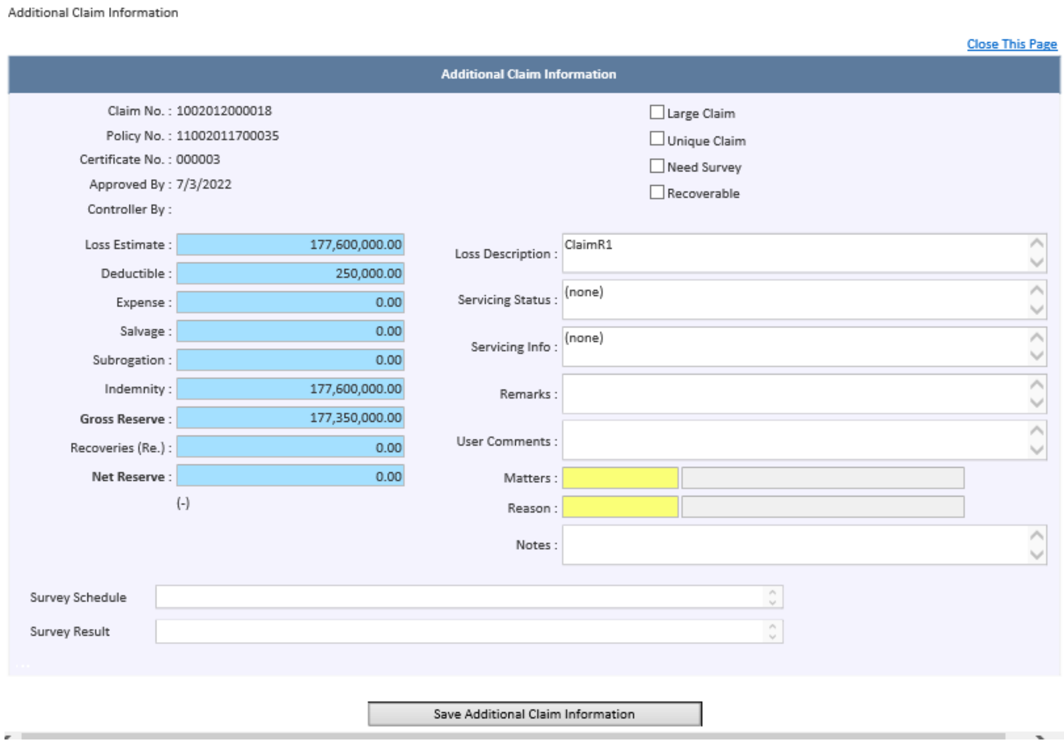


Figure 3.44. Additional Claim Information Page

The information on the Additional Claim Information page is :

Field		**Description**
Claim No	:	Claim number (filled automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Approved By	:	Approved user, Approved date and Approved time
Controller By	:	Filled with user name that is filled as controller
Loss Estimate	:	The total value of the estimated claim.
Deductible	:	The amount of deductible value.
Expense	:	Total expense value.
Salvage	:	Total salvage value.
Subrogation	:	The number of subrogation values.
Indemnity	:	The amount of claim value to be paid by Insurance.
Gross Reserve	:	Total value of Gross Reserved claim.
Recoveries (Re.)	:	Total claim value paid by reinsurers as a deduction from claims expense.
Net Reserve	:	The amount of claim value that is reserved.

Field		Description
Flag Large Claim	:	Information that shows whether a claim includes a claim with a large cost or not. This determination is made subjectively and may vary between the perceptions of one claim officer and another. But the measure is to look at the burden of the claim.
Flag Unique Claim	:	Information that indicates whether a claim is “Unique” or not, and is also based on the subjectivity of the Claim Officer.
Flag Need Survey	:	Information that indicates whether a claim requires a survey or not.
Flag Recoverable	:	Information indicating the claim is a recoverable claim.
Loss Description	:	Explanation of the damage / loss / loss (to be filled automatically with the Description of Loss previously input on the Claim Registration Page).
Servicing Status	:	Servicing status (if the claim comes from servicing claim, servicing status will be filled) (filled automatically by the system).
Servicing Info	:	Servicing information (if the claim comes from servicing claim, servicing info will be filled in) (filled automatically by the system).
Remarks	:	Description of the claim status process (filled automatically by the system), according to the remarks entered in the Claim Registration (can be overwritten).
User Comment	:	Comments from the claim status process (automatically filled in by the system and can be overwritten).
Reason	:	List of reasons from Claim
Survey Schedule	:	Schedule of surveys conducted by the company's internal parties. (in settings in COB settings)
Survey Result	:	Survey results. (in settings in COB settings)

The buttons on the Additional Claim Information page are :

Button		Description
Save Additional Claim Information	:	Used to store additional claim information.

The hyperlinks on the Additional Claim Information page are :

Hyperlink		Description
Close this page	:	Used to close Additional Claim Information Pages

3.1.2.15. Claim Assignment

Claim Assignment is a page to display information on notes formed from a claim transaction (for example: claim fees to be paid, recoveries from reinsurance participants, expense adjuster fees, etc.). This page is accessed by pressing the icon  on the Claim Registration Page.

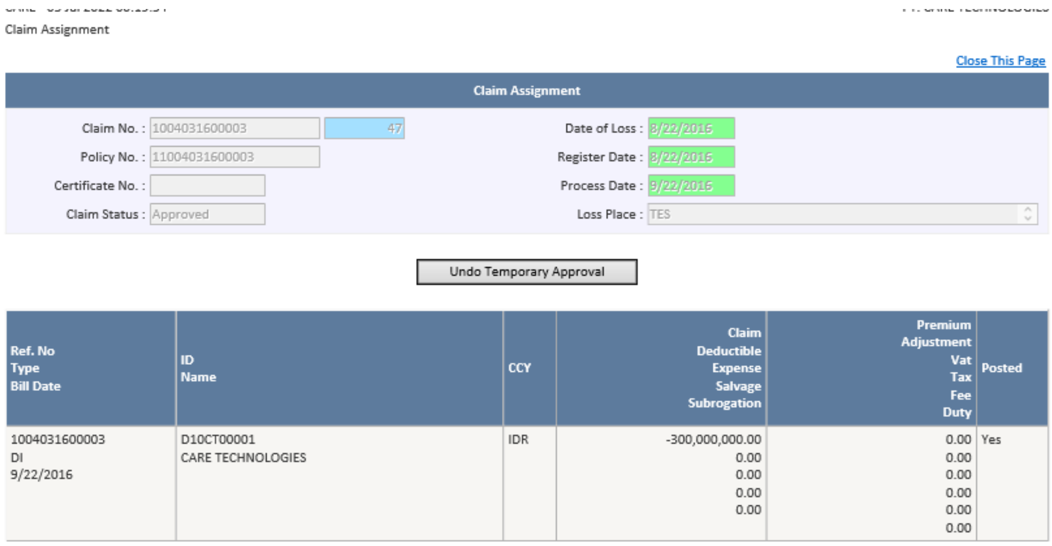


Figure 3.45. Claim Assignment Page

The information on the Claim Assignment Page is :

Field		Description
Claim No	:	Claim number. (filled automatically by the system)
Policy No	:	Policy number. (filled automatically by the system)
Certificate No	:	Certificate number. (filled automatically by the system)
Claim Status	:	Claim status. (filled automatically by the system)
Date of Loss	:	Date of occurrence of loss / damage / loss.
Register Date	:	The date the claim was registered.

Field		Description
Process Date	:	The date the claim was processed.
Loss Place	:	The place where the loss / damage / loss occurred.

The buttons on the Claim Assignment Page are :

Button		Description
Undo Temporary Approval	:	Used to restore claim status to before approval. This button can only be used on the claim status "review" (not yet formed).

The hyperlinks on the Claim Assignment Page are :

Hyperlink		Description
Close this page	:	Used to close the Claim Assignment Page

3.1.2.16. View Claim and Loss Calculation

View Claim and Loss Calculation is a page to display the results of claim calculations, both for certain (indemnity) or estimates. This page is accessed by pressing the icon on the Claim Registration Page.

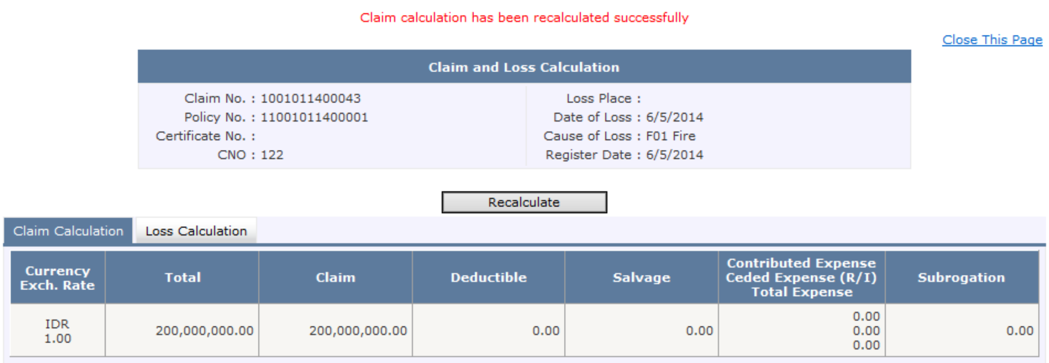


Figure 3.46. Claim and Loss Calculation Page

The information on the Claim and Loss Calculation Page is :

Field		Description
Claim No	:	Claim number. (filled automatically by the system)
Policy No	:	Policy number. (filled automatically by the system)
Certificate No	:	Certificate number. (filled automatically by the system)
CNO	:	CNO number (filled automatically by the system)

Field		Description
Loss Place	:	The place where the loss / loss / damage occurred. (filled automatically by the system)
Date of Loss	:	Date of occurrence of loss / loss / damage. (filled automatically by the system)
Cause of Loss	:	The cause of the loss / loss / damage. (filled automatically by the system)
Register Date	:	The date the claim was registered. (filled automatically by the system)

The buttons on the Claim and Loss Calculation page are :

Button		Description
Recalculate	:	Used to calculate the claim calculation.

The hyperlinks on the Claim and Loss Calculation Page are :

Hyperlink		Description
Close this page	:	Used to close the Claim and Loss Calculation Page

3.1.2.17. View Claim Arrangement

View Claim Arrangement is a page to display risk sharing information with other insurances (including coinsurance member, facultative, proportional and non-proportional treaty). This page is accessed by pressing the icon  on the Claim Registration Page.

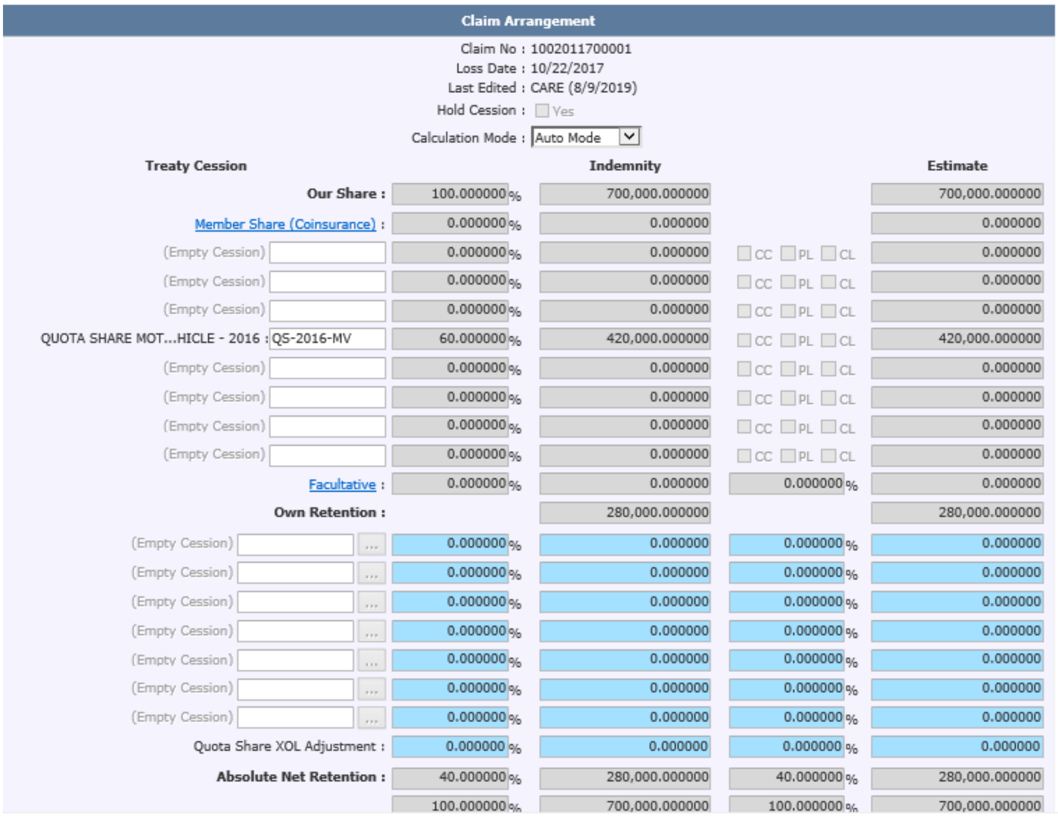


Figure 3.47. Claim Arrangement Page

The buttons on the Claim Arrangement Page are :

Button		**Description**
Update Claim Arrangement	:	Used to store risk sharing data from the claim.
Hold Cession	:	To provide early warning, that the claim includes Recovery Reinsurance of the Facultative, Auto Facultative, Cash Loss (Claim XOL) and Cash Call (Reinsurance Proportional) types that exceed the Cash Call Limit.

The hyperlinks on the Claim Arrangement Page are :

Hyperlink		**Description**
Member Share (Coinsurance)	:	Used to display information on members registered in the claimed policy, see 3.1.2.18. View Coinsurance Members/Followers.
Facultative	:	Used to display facultative information that is registered in the claimed policy, see 3.1.2.19. View Facultative Participant.

Hyperlink		Description
Remove Hold Flag	:	Used to uncheck the hold cession.
View Hold Message	:	Used to view and display hold cession messages.
Close This Page	:	Used to close the Claim Arrangement Page.

3.1.2.18. View Coinsurance Members/Followers

View Coinsurance Members/Followers is a page to display brief information about the members of the policy used by a claim transaction. This page is accessed by pressing the icon on the Claim Registration Page.

Figure 3.48. Coinsurance Member List Page

The information on the Coinsurance Member List page is :

Field		Description
Quotation No	:	Quotation number (filled automatically by the system).
C/I No	:	C/I number (to be filled in automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Excess Amount	:	Total sum insured not covered by insurance and proportional treaty.
% Excess	:	Percentage of sum insured not covered by insurance and proportional treaty.
Placed Amount	:	The amount of excess sum insured (excess amount) that is allocated to the facultative.
% Placed	:	Percentage of excess coverage (excess amount) that is allocated to the facultative.

The hyperlinks contained on the Coinsurance Member List page are :

Hyperlink		Description
Close this page	:	Used to close the Coinsurance Member List

3.1.2.19. View Facultative Participant

View Facultative Participant is a page to display information on facultative reinsurance participants in summary (share, placed amount). This page is accessed by pressing the icon on the Claim Registration Page.

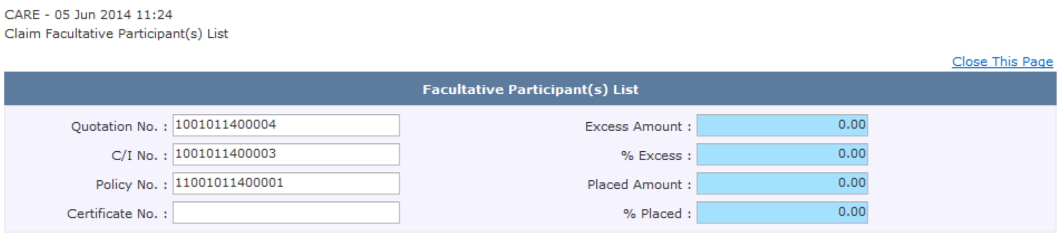


Figure 3.49. Facultative Participants List Page

The information on the Facultative Participants List page is :

Field		**Description**
Quotation No	:	Quotation number (filled automatically by the system).
C/I No	:	C/I number (to be filled in automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Excess Amount	:	The amount of excess sum insured (excess amount) that is allocated to the facultative.
% Excess	:	Percentage of excess amount covered by facultative.
Placed Amount	:	The amount of excess sum insured (excess amount) that is allocated to the facultative.
% Placed	:	Percentage of excess coverage (excess amount) that is allocated to the facultative.

The hyperlinks on the Facultative Participants List page are :

Hyperlink		**Description**
Close this page	:	Used to close the Facultative Participants List

3.1.2.20. View Claim Event Accumulation

View Claim Event Accumulation is a page to display information on accumulated claims related to certain claim events, and serves to reallocate costs to all claims that have the same 1 claim event, or to reset (to 0) all claims that have a claim event. the same one.

Figure 3.50. Claim Event Accumulation Page

The information on the Claim Event Accumulation Page is :

Field		**Description**
Claim No	:	Claim number (filled automatically by the system).
Reinsurance Year	:	The year of reinsurance (to be filled in automatically by the system).

The buttons on the Claim Event Accumulation page are :

Button		**Description**
ReAllocate Claim Arrangement	:	Used to reallocate the spread value of claim coverage.
Reset Accumulation	:	Used to delete the accumulated value of claims in certain events.
Reset and ReAllocate	:	Used to delete the accumulated value of claims in certain events and then reallocate the spread value of claim coverage.

The hyperlinks on the Claim Event Accumulation Page are :

Hyperlink		**Description**
Claim Data	:	Used to display claim data.
Detail Claim Event	:	Used to display the Event Registration Page.
Close This Page	:	Used to close the Claim Event Accumulation Page.

3.1.2.21. Print Document

Print Document is a page to print the required claim documents and is accessed by pressing the icon on the Claim Registration page or by clicking the 'print' link on the claim list page.

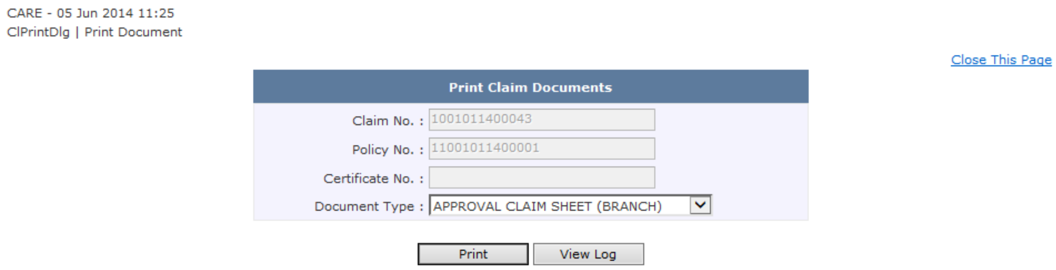


Figure 3.51. Print Claim Documents Page

The information on the Print Claim Documents page is :

Field		**Description**
Claim No.	:	Claim number (filled automatically by the system).
Policy No.	:	Policy number (filled automatically by the system).
Certificate No.	:	Certificate number (auto-filled by the system).
Document Type	:	The type of document you want to print.

The buttons on the Print Claim Documents page are :

Button		**Description**
Print	:	Used to print claim documents.
View Log	:	Used to view print logs of claim documents that have been printed.

The hyperlinks on the Print Claim Documents page are :

Hyperlink		**Description**
Close this page	:	Used to close Print Claim Documents

3.1.2.21.1. Document Claim

Document Claim is a page for printing documents related to Claim transactions.

Figure 3.52. Document Claim Page

The information on the Document Claim Page is :

Field		Description
Language	:	The language used in the claim document.

The buttons on the Document Claim page are :

Button		Description
Export	:	Used to send documents in the form of files that have been formatted to Crystal Report (rpt), Excel Format (xls), Portable Document Format (PDF), Rich Text Format (RTF), or Word Document (Doc) to the destination email. This button can only work after we press the [PreviewWithPrint] button.
Print	:	Used to print the desired document. This button can only work after we press the [PreviewWithPrint] button.
Preview Only	:	Used only to display the results to be printed on the screen.
Preview With Print	:	Used to display the results to be printed on the screen and to be able to activate the [Export] button and the [Print] button.

The hyperlinks on the Document Claim Page are :

Hyperlink		Description
Close this page	:	Used to close the Document Claim Page

3.1.2.22. Claim Processing

Claim Processing is a page for processing a claim transaction so that the cost of the claim is included in the claim reserve. This page is accessed by pressing the icon  on the Claim Registration Page.

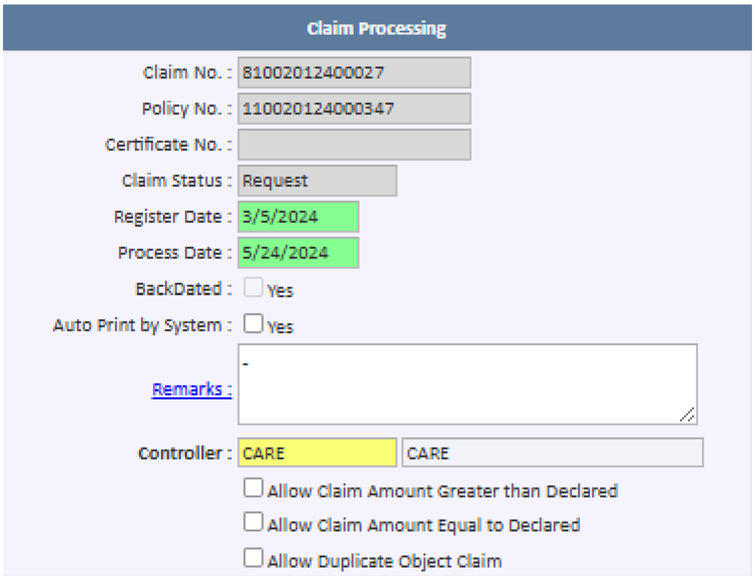


Figure 3.53. Claim Processing Page

The information on the Claim Processing Page is :

Field	Description
Claim No	Claim number (filled automatically by the system).
Policy No	Policy number (filled automatically by the system).
Certificate No	Certificate number (filled automatically by the system).
Claim Status	Claim status (filled automatically by the system).
Register Date	Claim registration date
Process Date	Process date (automatically filled in by the system with the date and time the user did this process)
BackDated Transaction	Information that indicates whether the claim transaction is a backdate transaction or not. It should be noted that the backdate transaction is the transaction will not issue a note.
Remarks	Information regarding the processing of the claim (filled in free text), and can be in the form of information such as the PLA number or the work order number.
Controller	User who has access controller
Allow Claim Amount Greater Than Declared	Flag so that the claim can be processed even though the Estimation and Indemnity values are greater than the declare value / Sum Insured. The permissions used are "ALLOWCLAIMGREATERTHANDECLARED" so that the user

	can check this flag.
Allow Claim Amount Equal to Declared	Flag so that the claim can be processed even though the Estimation and Indemnity values are the same as the declared value / Sum Insured. The permissions used are “ALLOWCLAIMEQUALTODECLARED” so that the user can check this flag.
Auto Print by System	If checked, this claim processing document will be printed

The buttons on the Claim Processing Page are :

Button		Description
Process This Claim	:	Used to process claim transactions.

The hyperlinks on the Claim Processing Page are :

Hyperlink		Description
Calculate This Claim	:	Used to view and recalculate claim calculation
Get Authorization	:	Used to get authorization from other users.
Close This Page	:	Used to close the Claim Processing Page.

3.1.2.23. Claim Review and Settlement

Claim Review and Settlement is a page to carry out further processing of a claim, and on this page information will be displayed regarding the notes that will be formed from the claim even though from a financial perspective there is no actual (such as shadow notes). This page is accessed by pressing the icon  on the Claim Registration Page.

Figure 3.54. Claim Review Page

The information on the Claim Review Page is :

Field		Description
Claim No	:	Claim number (filled automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Claim Status	:	Claim status (filled automatically by the system).
Date of Loss	:	Date of occurrence of loss/damage
Register Date	:	Claim register date
Process Date	:	Date of Claim in Process
Loss Place	:	The place where the loss/damage occurs

The buttons on the Claim Review Page are :

Button		Description
Review This Claim	:	Used to display a list of notes that are formed when the claim is settled.
Proceed To Settlement	:	Used to carry out the settlement process.
Undo Temporary Approval	:	Used to restore claim status to before approval. This button can only be used on claim status "review" (not yet formed).

The hyperlinks on the Claim Review Page are :

Hyperlink		Description
Close this page	:	Used to close the Claim Review Page

3.1.2.23.1. Review This Claim

If the [Review this Claim] button is pressed, a list will appear containing the notes that will be generated if this claim is continued in the Settlement process. Examples are as shown below :

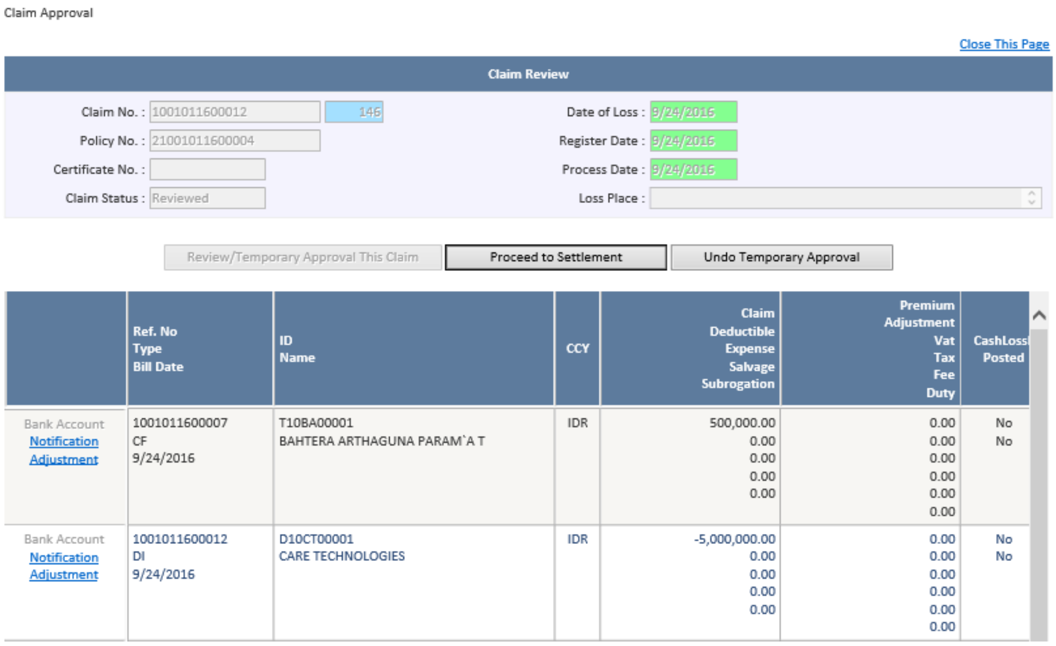


Figure 3.55. Review This Claim

The thing that must be considered is the amount of fees for each Profile ID. If an error occurs, the User can Undo Temporary Approval to delete the shadow notes – by pressing the [Undo Temporary Approval] button.

The hyperlinks on the Claim Review Page are :

Hyperlink		**Description**
Print Notification	:	Used to print Claim Notification documents.
Adjustment	:	Used to enter the adjustment value per profile of the claim transaction.
Close This Page	:	Used to close the Claim Review Page.

3.1.2.23.2. Proceed to Settlement

Proceed to Settlement is a page to make settlement of a claim, and this page is accessed by pressing the [Proceed to Settlement] button on the Claim Review page.

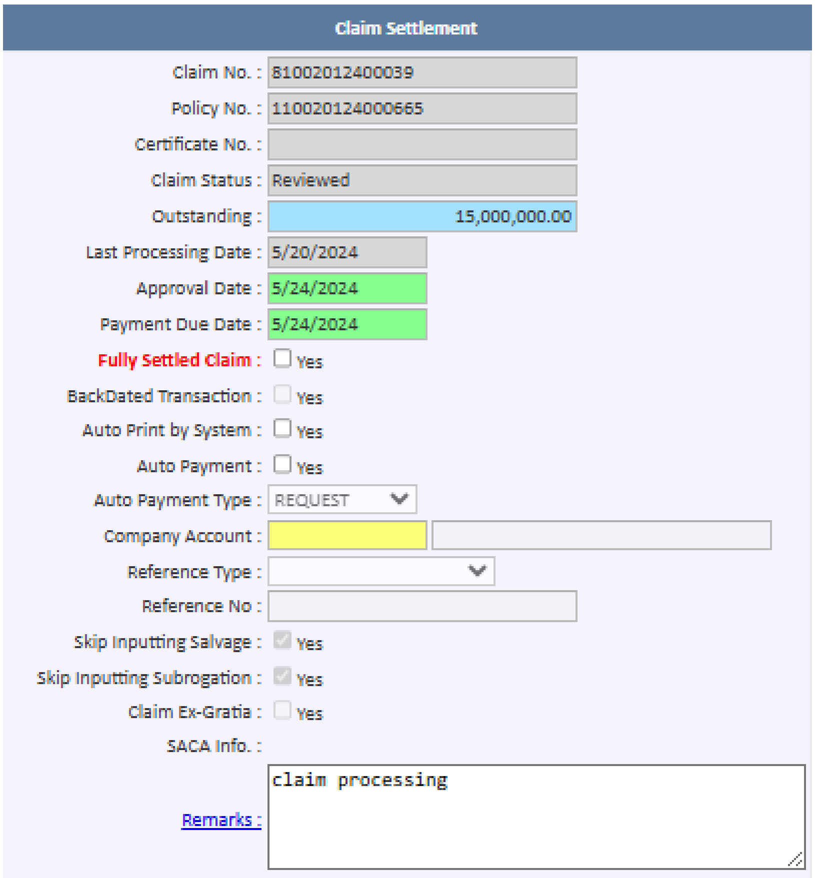


Figure 3.56. Claim Settlement page

The information on the Claim Settlement Page is :

Field		**Description**
Claim No	:	Claim number (filled automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Claim Status	:	Claim status (filled automatically by the system).
Outstanding	:	Information about the outstanding value on the claim
Last Processing Date	:	The last processing date.
Settlement Date	:	Date of approval (bookkeeping date).
Payment Due Date	:	The payment due date.
Fully Settled Claim	:	Information indicating whether the claim load will be fully settled (meaning there is no reserve) or partially (meaning there is still a reserve charge).
Auto Payment	:	Flag for making Automatic Payment Request (via ARBucket)

Field		Description
Auto Payment Type	:	The Auto payment Type option will be active if the Auto Payment Flag is checked. If "Default" is selected, a Payment Voucher will be formed. If "Request" is selected, a Payment Request will be formed.
Skip Inputting Salvage	:	Flag for if not input salvage
Skip Inputting Subrogation	:	Flag not to input subrogation
Remarks	:	Additional information from the claim officer regarding the claim approval process itself.
Claim Ex-Gratia	:	Information that shows the claim is an Ex-Gratia claim
SACA Info	:	Information about Suspension Action for Claim Approval. Where there are claims that randomly want to be held when settled. To enable the use of SACA, the EnableSACAF in the webconfig must be set to TRUE. And the hold probability can be set in the web config, namely the RandomSACAPCT column which is a Percentage such as 5 (5%). And the claim must be settled by another user.
Company Account	:	if filled, then the voucher created will have the company account code that inputted in the claim approval menu.
Reference Type	:	if filled, then the voucher created will have the reference type that inputted in the claim approval menu.
Reference No	:	if filled, then the voucher created will have the reference number that inputted in the claim approval menu.

The buttons on the Claim Settlement Page are :

Button		Description
Approve This Claim	:	Used to process claim transaction approval.

The hyperlinks on the Claim Settlement Page are :

Hyperlink		Description
Get Authorization	:	Used to get authorization from other users.
Close This Page	:	Used to close the Claim Settlement Page

3.1.2.24. Claim Revision

Claim Revision is a page to make corrections to information on a claim that has not been approved or settled. This page is accessed by pressing the icon on the Claim Registration Page.

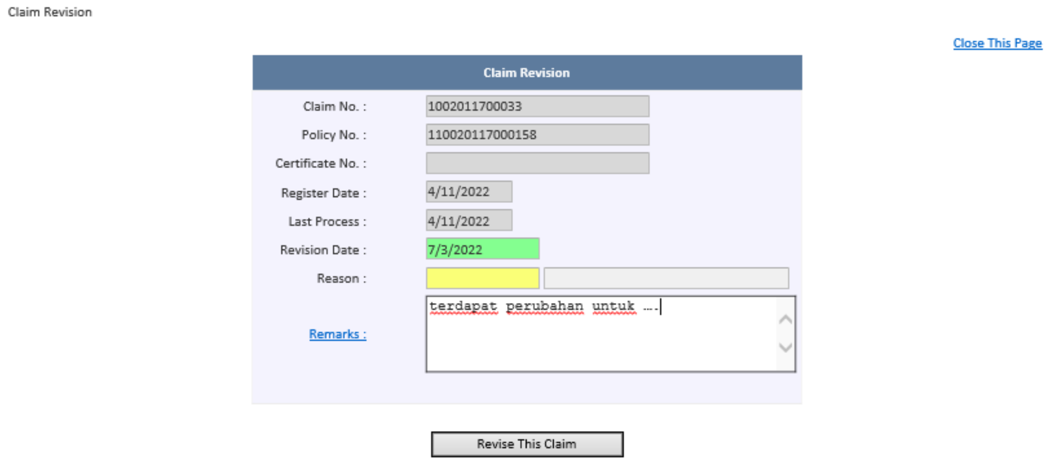


Figure 3.57. Claim Revision Page

The information on the Claim Revision Page is :

Field		**Description**
Claim No	:	Claim number (filled automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Register Date	:	Date of register claim (filled automatically by the system).
Last Process	:	The date the claim was processed (filled automatically by the system).
Revision Date	:	The date the claim revision was made. (automatically filled in by the system and cannot be changed)
Reason	:	The reason for revising the claim.
Remarks	:	Information regarding the revision of claims made.

The buttons on the Claim Revision Page are :

Button		**Description**
Revise This Claim	:	Used to revise the claim transaction.

The hyperlinks on the Claim Revision Page are :

Hyperlink		**Description**
Close This Page	:	Used to close the Claim Revision Page

3.1.2.25. Claim Correction

Claim Correction is a page to make corrections to previously approved claims. This page is accessed by pressing the icon on the Claim Registration Page.

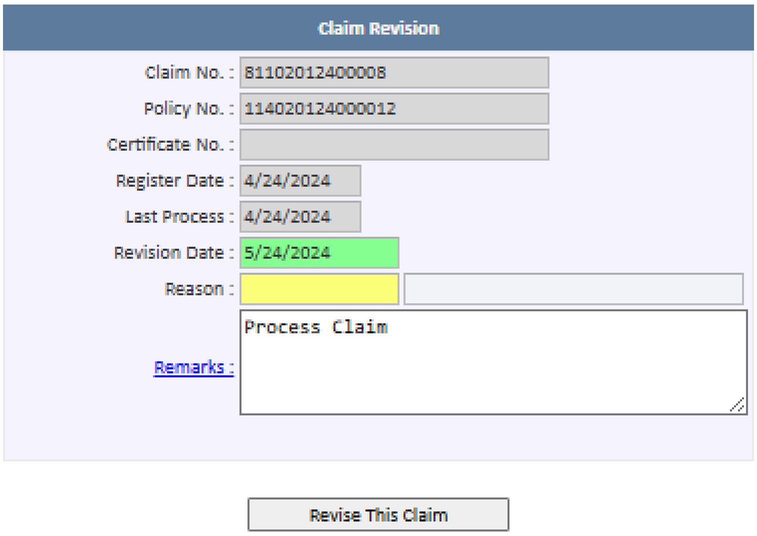


Figure 3.59. Claim Correction Page

Informasi yang ada pada Halaman Claim Correction adalah:

Field		**Description**
Claim No	:	Claim number (filled automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Last Process Date	:	The last processing date (automated by the system).
Correction Date	:	Date User made claim correction (automatically inputted by the system and cannot be changed)
Reason	:	Reason for making claim correction
Remarks	:	User information regarding the claim correction process
Register Date	:	Will be filled with last claim processing date
Revision Date	:	Will be filled with today’s system date as revision date.

The buttons on the Claim Correction page are :

Button		**Description**
Correct This Claim	:	Used to make corrections from claim transactions.

The hyperlinks on the Claim Correction Page are :

Hyperlink		**Description**
Close This Page	:	Used to close the Claim Correction Page

3.1.2.26. Claim Cancellation

Claim Cancellation is a page to cancel claims that have been previously approved. This page is accessed by pressing the icon  on the Claim Registration Page.

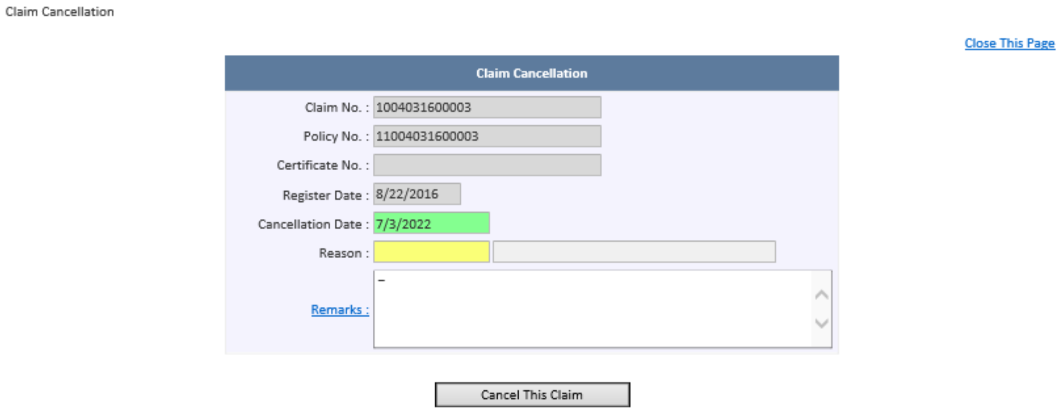


Figure 3.60. Claim Cancelation page

The information on the Claim Cancelation Page is :

Field		**Description**
Claim No	:	Claim number (filled automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Register Date	:	Register Date
Cancellation Date	:	Date of claim cancellation (automatically inputted by the system and cannot be changed)
Reason	:	Reason for canceling claim
Remarks	:	User information regarding the process of canceling the related claim.

The buttons on the Claim Cancelation page are :

Button		**Description**
Cancel This Claim	:	Used to cancel the claim transaction.

The hyperlinks on the Claim Cancelation Page are :

Hyperlink		**Description**
Close This Page	:	Used to close the Claim Cancelation Page

3.1.2.27. Close This Claim

Close This Claim is a page to close or reject a claim. If the claim status before being closed is Processed, then this process is called rejection. Meanwhile, if the status of the claim before it was closed was Approved, then this process is called closing. This closing process will automatically create 0 value for the claim reserve. This page is accessed by pressing the icon on the Claim Registration Page.

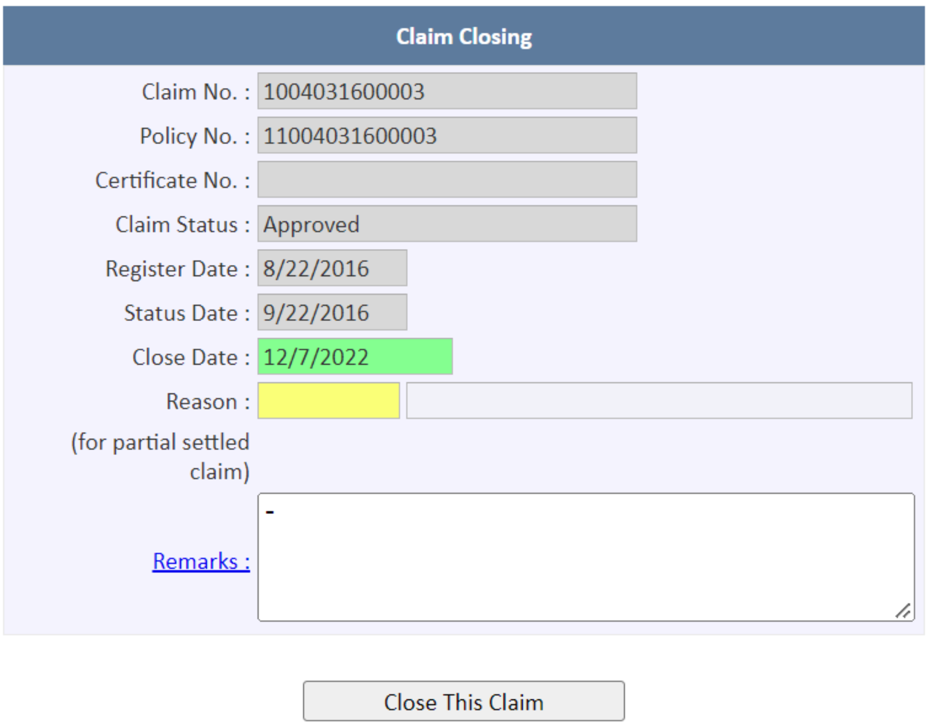


Figure 3.61. Claim Closing Page

The information on the Claim Closing Page is :

Field		**Description**
Claim No	:	Claim number (filled automatically by the system).

Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Claim Status	:	Claim status (filled automatically by the system).
Register Date	:	Date of register claim (filled automatically by the system).
Status Date	:	Date of last claim processing (automated by the system).
Close Date	:	The closing date of the claim. (filled by the system and can be changed)
Reason	:	Reason for closing for claims that have not been fully settled right.
Remarks	:	User information regarding the process of closing/rejecting related claims.

The buttons on the Claim Closing Page are :

Button		**Description**
Close This Claim	:	Used to close the claim transaction.

The hyperlinks on the Claim Closing Page are :

Hyperlink		**Description**
Close This Page	:	Used to close the Claim Closing Page

3.1.2.28. Undo Close This Claim

Undo Close This Claim is a page to cancel closing a claim. This page is accessed by pressing the icon  on the Claim Registration Page

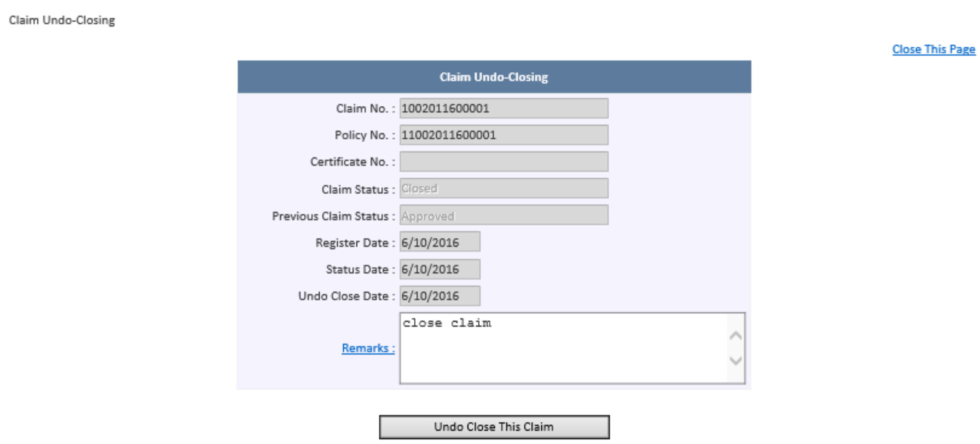


Figure 3.62. Claim Undo Closing Page

The information on the Claim Undo Closing Page is :

Field		Description
Claim No	:	Claim number (filled automatically by the system).
Policy No	:	Policy number (filled automatically by the system).
Certificate No	:	Certificate number (filled automatically by the system).
Claim Status	:	Claim status (filled automatically by the system).
Previous Claim Status	:	Status of the previous claim (filled automatically by the system).
Register Date	:	Date of register claim (filled automatically by the system).
Status Date	:	The date of claim status (filled automatically by the system).
Undo Close Date	:	Date of cancellation of closing (filled automatically by the system).
Remarks	:	User information regarding the cancellation of the closure.

The buttons on the Claim Undo Closing page are :

Button		Description
Undo Close This Claim	:	Used to return the status before the claim transaction is closed (closed).

The hyperlinks on the Undo Closing Claim Page are :

Hyperlink		Description
Close This Page	:	Used to close the Claim Undo Closing Page

3.1.2.29. Sent Message

Sent Message is a page to send messages to other users regarding related claims.

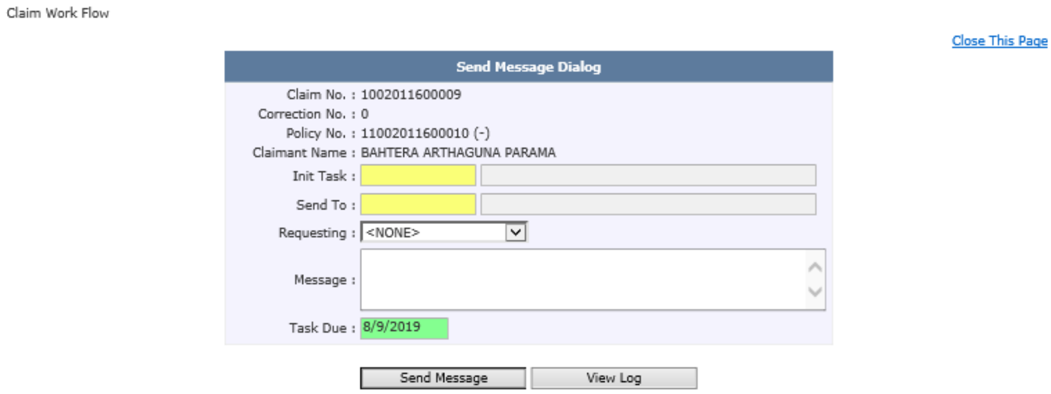


Figure 3.63. Send Message Dialog Page

The information on the Send Message Dialog page is :

Field		**Description**
Claim No.	:	Claim number (filled automatically by the system).
Correction No.	:	Correction number (automatically filled in by the system).
Policy No.	:	Policy number (filled automatically by the system).
Claimant Name	:	The name of the party submitting the claim (filled in automatically by the system).
Send To	:	Message recipient profile ID.
Requesting	:	To be filled if using flow message
Init Task	:	Action list set as Start Node
Message	:	The content of the message to be sent to the recipient of the message.
Task Due	:	Used to fill in the date when the task was completed

The buttons on the Send Message Dialog page are :

Button		**Description**
Sent Message	:	Used to send messages.
View Log	:	Used to view the history of claim messages that have been sent.

The hyperlinks on the Send Message Dialog page are :

Hyperlink		**Description**
Close This Page	:	Used to close the Send Message Dialog Page

Explanation of **pick up task** (only for Claim module) :

1. If the recipient's user role is: **"Assessor / Surveyor"**, then the data taken is in the form of a claim.

2. If the recipient's user role is: **"Common / Operation"**, then the data taken is in the form of a claim.

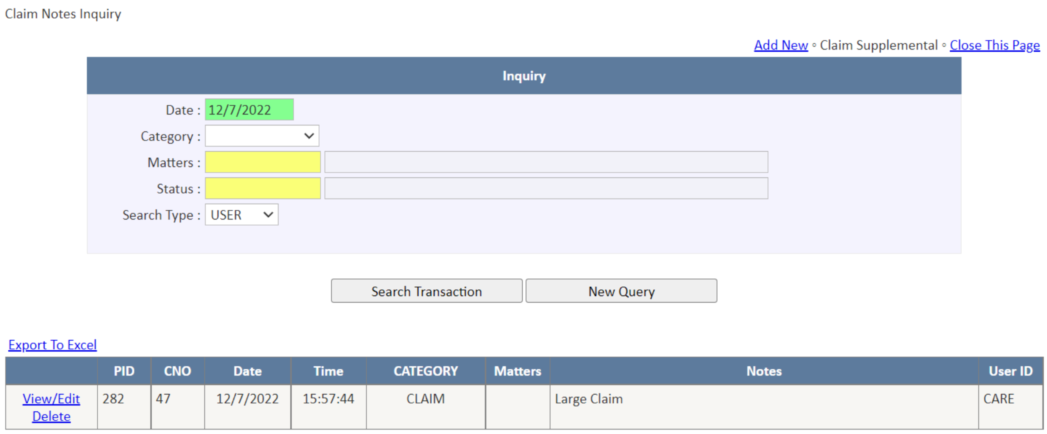
3. If the recipient's user role is: **"Marketing Officer"**, then the data taken is in the form of a policy.

4. If the recipient's user role is: **"Underwriter"**, then the data taken is in the form of a policy.

For example, the user "dwima" has a user role: **"Surveyor",** then the data taken is in the form of a claim.

3.1.2.31. Claim Notes

Claim Notes is a feature as notes / small notes for the claim itself. So that each user can check the progress of the claim.



	PID	CNO	Date	Time	CATEGORY	Matters	Notes	User ID
View/Edit Delete	282	47	12/7/2022	15:57:44	CLAIM		Large Claim	CARE

Figure 3.64. Inquiry Claim Notes Page

The information on the Inquiry Claim Notes page is :

Field		**Description**
Date	:	Claim Notes Search Date
Category	:	Category Claim Notes (Claim/Salvage/Subrogation/Others)
Matters	:	Grouping Problems
Status	:	Claim note Status
Search type	:	Used to search the type of claim notes.

If ALL is selected, the claim notes that appear are those automatically generated from the system and those created manually by the user.

If SYSTEM is selected, the claim notes that appear are those automatically generated from the system

If USER is selected, the claim notes that appear are those made manually by the user.

The buttons on the Inquiry Claim Notes page are :

Button		**Description**
Search Transaction	:	Used to search Notes
New Query	:	Used for new search

The hyperlinks on the Inquiry Claim Notes page are :

Hyperlink		**Description**
Add New	:	Used to add Claim Notes
Close This Page	:	Used to close the Claim Notes Page
Export To Excel	:	Used to export Claim Notes data to Excel
View/Edit	:	Used to view or edit Claim Notes. Claim notes can only be changed on the same day and not claim notes generated by the system.
Delete	:	Used to delete Claim Notes

Click the Add New button, to add Notes :

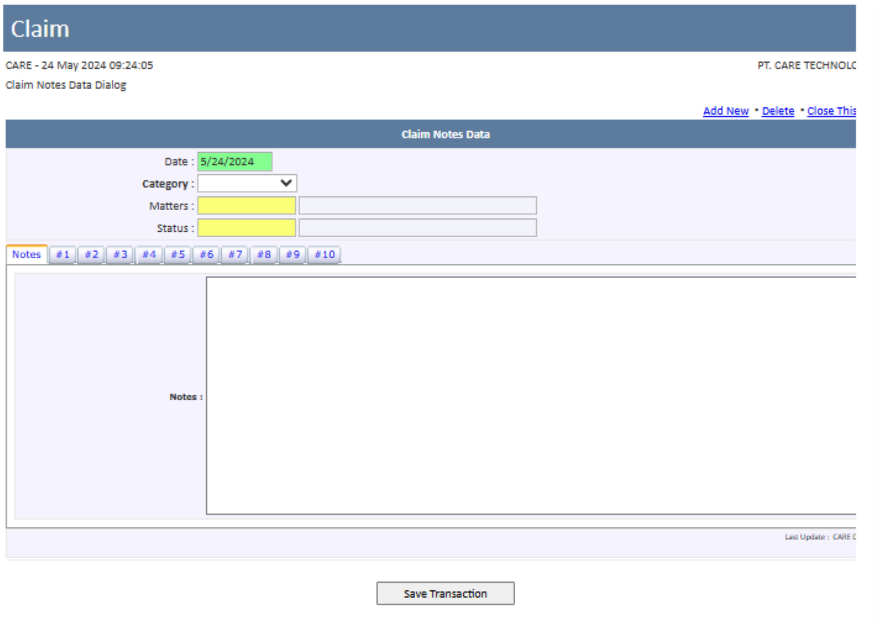


Figure 3.65. Claim Notes Page

The information on the Claim Notes Page is :

Field		Description
Date	:	Date of entry claim notes
Category	:	This is a category note (CLAIM, SALVAGE, SUBROGATION, OTHERS)
Matters	:	Grouping problems
Status	:	Claim note status
Notes	:	Remarks / notes (free text)
[#1-#7]	:	Could be filled with claim notes (if more than 1 claim note that need to be inputted related to the claim data)

The buttons on the Claim Notes page are :

Button		Description
Save Transaction	:	Save button to save the data that has been entered

The hyperlinks on the Claim Notes page are :

Hyperlink		Description
Add New	:	Used to add Claim Notes
Delete	:	Used to delete the Claim Notes Page
Close This Page	:	Used to close the Claim Notes Page

3.1.2.32. Claim History Log

Claim history Log is a record of the history of the Claim and the historical SMS that has been done for the claim data.

Figure 3.66. Claim History Log Page

The hyperlinks on the Claim History Log page are :

Hyperlink		**Description**
Close This Page	:	Used to close the Claim Notes Page

3.1.2.32. Claim R/I Notification

Claim R/I Notification is a page for Logging Document Delivery, especially for Reinsurers who meet certain criteria;

Certain criteria can be seen from the SP CLIEW20; such as

- Claim Recovery Cash Loss (Excess Of Loss)
- Claim Cash Call
- Claims that meet the conditions of Claim Cooperation (Claim Coop is set in the Treaty and also in the Facultative)
- Claims that meet the conditions of the PLA Limit

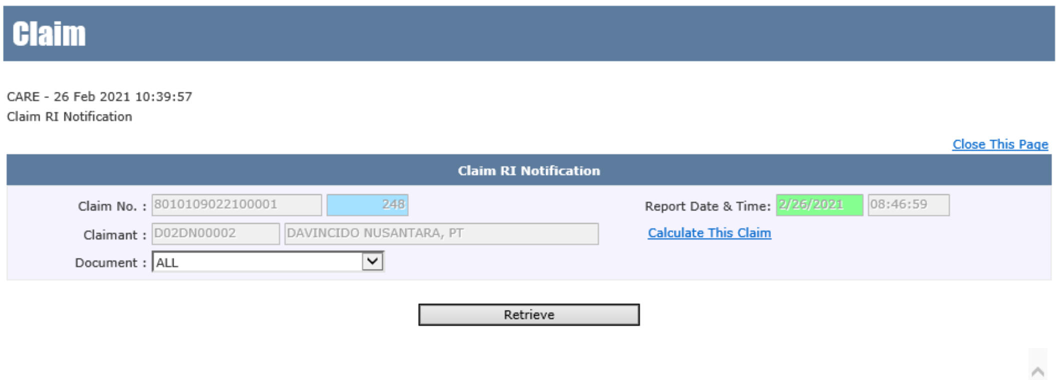


Figure 3.67. Claim R/I Notification Page

The buttons on the Claim R/I Notification Page are :

Button		**Description**
Retrieve	:	Used to view a list of Estimate Claim, Indemnity Claim, Claim Coop, PLA Limit of each Reinsurance that meets the criteria

3.1.2.33. Screening

Screening is a Claimant and Payment To verification process (requires additional system middleware). This page will be active if the claim status is 'Review'

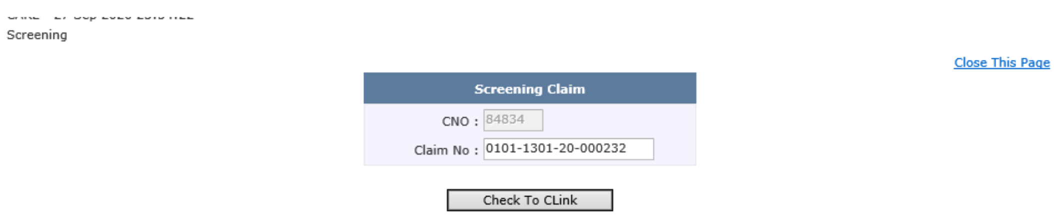


Figure 3.68. Claim History Log Page

The buttons on the Screening Page are :

Button		**Description**
Check to Clink	:	Used to check data

The hyperlinks contained on the Screening Page are :

Hyperlink		**Description**
Close This Page	:	Used to close the Claim Notes Page

3.1.2.34. User Comment and Memo

User Comment and Memo is a record for comments / memos / notes / reasons for pending claim data used in claims.

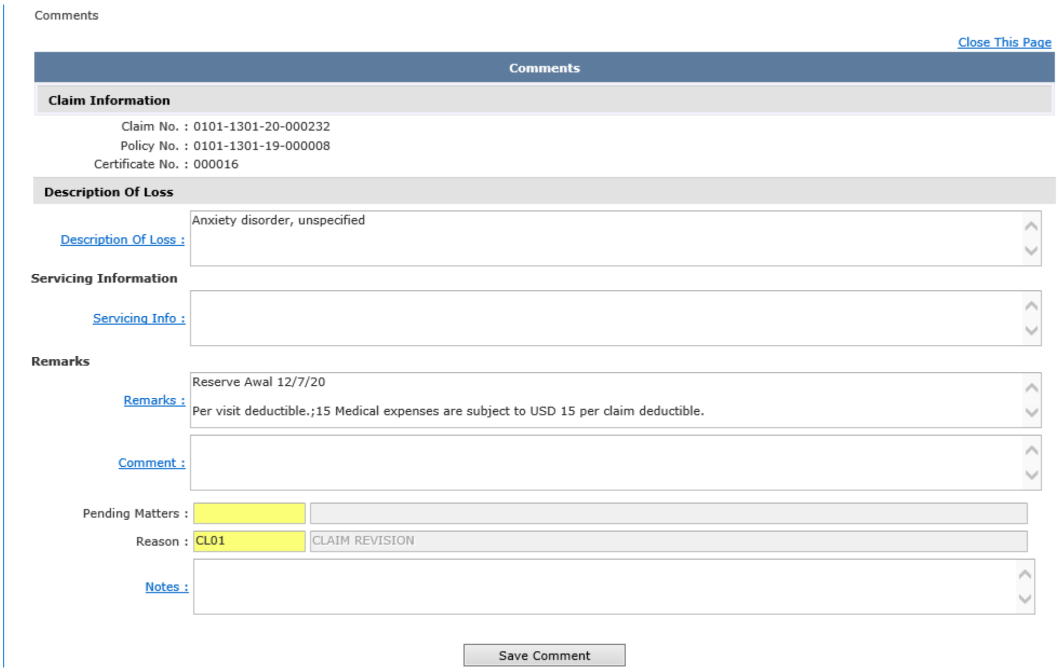


Figure 3.69. User Comment and Memo Page

The buttons on the User Comment and Memo page are :

Button		**Description**
Save Comment	:	Used to save data that has been entered

The hyperlinks on the User Comment and Memo page are :

Hyperlink		**Description**
Close This Page	:	Used to close the Claim Notes Page

3.2. Inquiry

The *Inquiry* page relates to activities that aim to review the processing results, in which the processing results are needed further for administrative purposes.

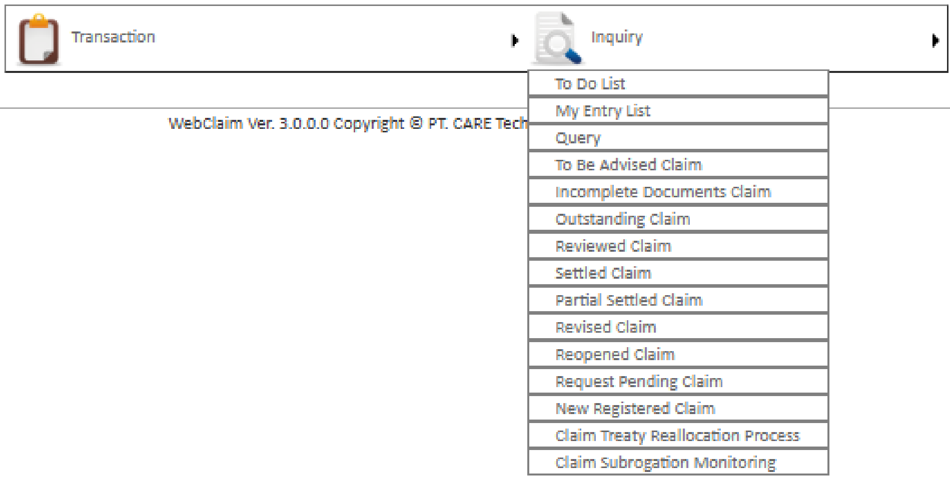


Figure 3.70. Menu Inquiry

3.2.1. To Do List

Displays a list of Claims waiting for further processing.

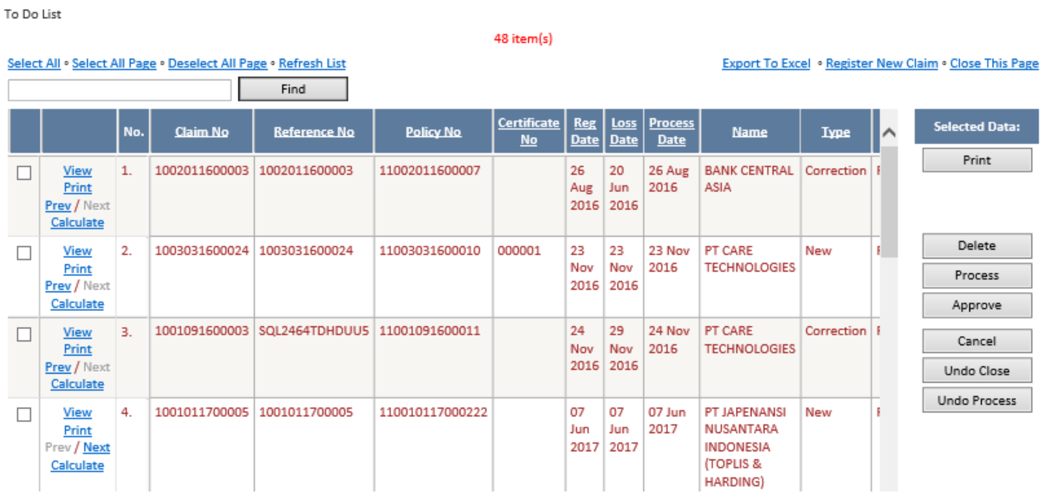


Figure 3.71 To Do List Page

The hyperlinks on the To Do List page are :

Hyperlink		**Description**
Refresh List	:	Used to refresh the data in the claim list.
View	:	Used to display detailed data on claim transactions.
Print	:	Used to print data on the selected data line.
Prev	:	Used to display one previous data from the displayed

Hyperlink		Description
		data.
Next	:	Used to display one data after the data displayed.
Calculate	:	Used to display the calculation of the claim transaction.
Export To Excel	:	Used to export the Claim list into an excel file (.xls).
Register New Claim	:	Used to enter a new claim transaction.
Close This Page	:	Used to close the List of Claim Page.
Select All	:	Used to select all data in the Claim list on one page
Select All PAge	:	Used to select all data in the Claim list on all pages
Deselect All PAge	:	Used to deselect all data in the Claim list.

The buttons on the To Do List page are :

Button		Description
Delete	:	Used to delete claim data.
Process	:	Used to process claim data.
Approved	:	Used to settle claim
Cancel	:	Used to cancel claim data.
Undo Close	:	Used to reverse claim status to before 'Close' status.
Undo Process	:	Used to reverse claim status to before 'Process' status.
Print	:	Used to print claim data according to data marked with a check mark.

3.2.2. My entry List

Displays claim transaction data that has been inputted by the user on a certain date.

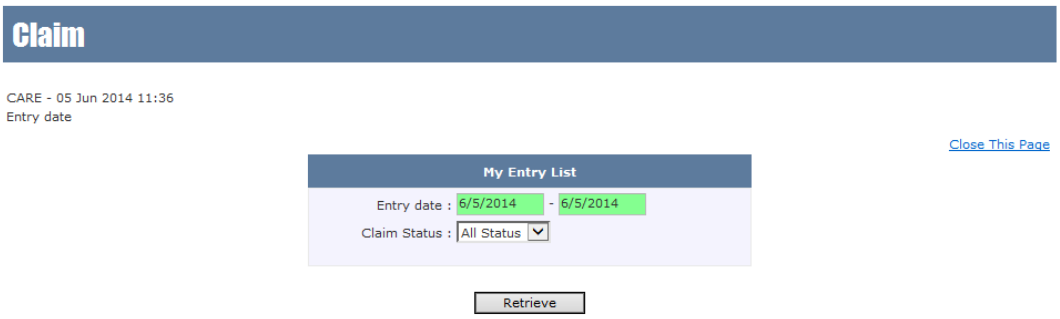


Figure 3.72. Entry Date Page

The information on the Entry date page is :

Field		Description
Entry Date	:	The date of entry of the claim transaction by the logged in user.
Claim Status	:	Claim Status 'All Status', 'Request', 'Reviewed', 'Processed', 'Approved', 'Closed'

The buttons on the Entry date page are :

Button		Description
Retrieve	:	Used to display data according to the date of entry of the claim transaction.

3.2.3. Query

Displays an inquiry form to search for claim data according to the query entered by the user.

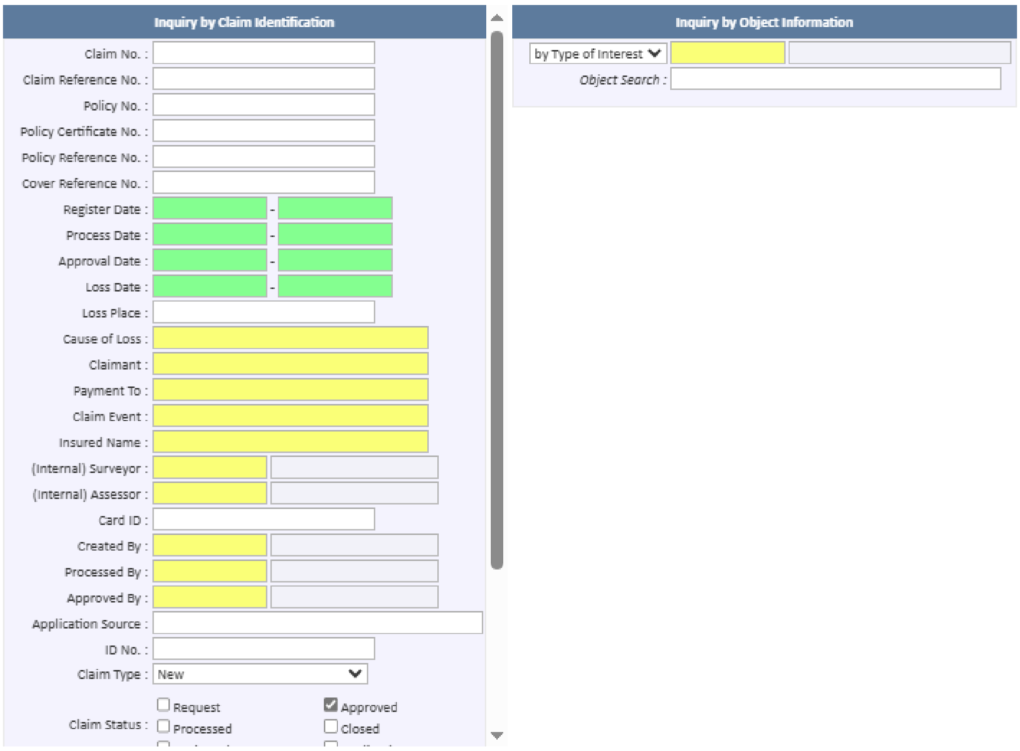


Figure 3.73. Claim Inquiry Page

The information on the Claim Inquiry Page is :

Field		Description
Claim No	:	Search by claim number.

Field		Description
Claim Ref. No	:	Search by claim reference number.
Policy No	:	Search by policy number.
Policy Certificate No	:	Search by policy certificate number.
Policy Ref. No	:	Search by policy reference number.
Cover Ref. No	:	Search by cover reference number (quotation).
Register Date	:	Search by Register Date
Process Date	:	Search by Process Date
Approval Date	:	Search by Approval Date
Loss Date	:	Search based on the date the loss/damage occurred.
Loss Place	:	Search based on the place where the loss/damage occurred.
Cause of Loss	:	Search based on the cause of the loss/damage.
Claimant	:	Search by Party making a claim.
Payment To	:	Search by party receiving payment for claims.
Claim Event	:	Search by name of the event that caused the claim.
Insured Name	:	Search based on the name of the insured.
(Internal) Surveyor	:	Search based on the name of the Internal Surveyor
(External) Surveyor	:	Search based on the name of the External Surveyor
Card ID	:	Search by card identity.
Created By	:	Search by User Who created
Processed By	:	Search by User Who did the process
Approved By	:	Search by User Who Approve
Application Source	:	Search based on ICPS or third party applications
ID No	:	Search by NPWP or ID(e.g. KTP) Profile
Claim Type	:	Search by claim type.
Claim Status	:	Search by claim status.
Other Informations	:	- Other Information's : Other claim options. - Large Claim - TBA Claim - Unique Claims - Need Survey Claim

Field		Description
		- Total Loss
		- Ex Gracia
By Type of Interest	:	Search by type of coverage.
By Type Of Cover	:	Search by Type Of Cover
Object Search	:	Search by object info

The buttons on the Claim Inquiry Page are :

Button		Description
Retrieve Claim Data	:	Used to display data according to the parameters entered.
Clear All Field(s)	:	Used to clear the parameter values that have been filled in.

The hyperlinks on the To Be Advised Claim Page are :

Hyperlink		Description
Close This Page	:	Used to close the Claim Inquiry Page.

3.2.4. To Be Advised Claim

Displays a list of Claims whose information is To Be Advised.

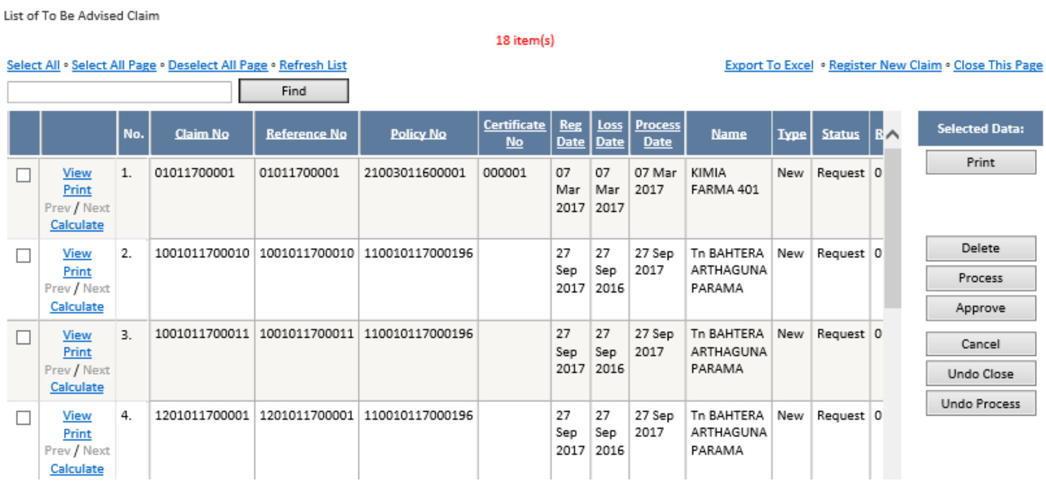


Figure 3.74. To Be Advised Claim

The hyperlinks on the To Be Advised Claim Page are :

Hyperlink		Description
Refresh List	:	Used to refresh the data in the claim list.
View	:	Used to display detailed data on claim transactions.
Print	:	Used to print data on the selected data line.
Prev	:	Used to display one previous data from the displayed data.
Next	:	Used to display one data after the data displayed.
Calculate	:	Used to display the calculation of the claim transaction.
Export To Excel	:	Used to export the Claim list into an excel file (.xls).
Register New Claim	:	Used to enter a new claim transaction.
Select All	:	Used to select all data in the Claim list on one page
Select All PAge	:	Used to select all data in the Claim list on all pages
Deselect All PAge	:	Used to deselect all data in the Claim list.
Close This Page	:	Used to close the List of Claim Page.

The buttons on the To Be Advised Claim Page are :

Button		Description
Delete	:	Used to delete claim data.
Process	:	Used to process claim data.
Approved	:	Used to settle claim
Cancel	:	Used to cancel claim data.
Undo Close	:	Used to reverse claim status to before 'Close' status.
Undo Process	:	Used to reverse claim status to before 'Process' status.
Print	:	Used to print claim data according to data marked with a check mark.

3.2.5. Incomplete Documents Claim

Displays a list of claims whose checklist documents are considered incomplete

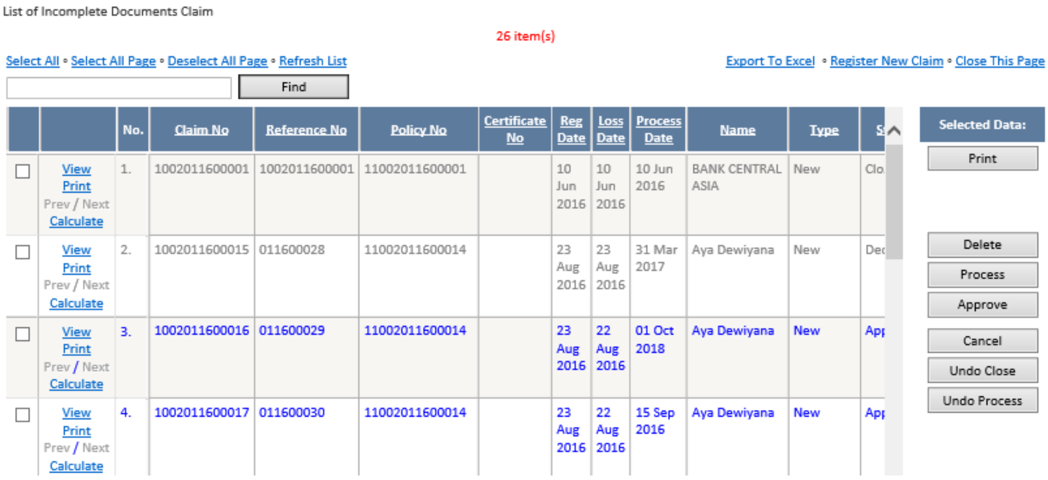


Figure 3.75. Incomplete Documents Claim

The hyperlinks on the Incomplete Documents Claim Page are :

Hyperlink		**Description**
Refresh List	:	Used to refresh the data in the claim list.
View	:	Used to display detailed data on claim transactions.
Print	:	Used to print data on the selected data line.
Prev	:	Used to display one previous data from the displayed data.
Next	:	Used to display one data after the data displayed.
Calculate	:	Used to display the calculation of the claim transaction.
Export To Excel	:	Used to export the Claim list into an excel file (.xls).
Register New Claim	:	Used to enter a new claim transaction.
Select All	:	Used to select all data in the Claim list on one page
Select All PAge	:	Used to select all data in the Claim list on all pages
Deselect All PAge	:	Used to deselect all data in the Claim list.
Close This Page	:	Used to close the List of Claim Page.

The button on the Incomplete Documents Claim page is :

Button		**Description**
Delete	:	Used to delete claim data.
Process	:	Used to process claim data.
Approved	:	Used to settle claim
Cancel	:	Used to cancel claim data.

Undo Close	:	Used to reverse claim status to before 'Close' status.
Undo Process	:	Used to reverse claim status to before 'Process' status.
Print	:	Used to print claim data according to data marked with a check mark.

3.2.6. Outstanding Claim

Displays a list of **outstanding** claims, namely the type of claim **New** / Correction that has not been approved **(claim status: Processed)** or claims that have a difference in Estimated and Indemnity Loss Item costs **(claim status: Approved Partial Settled)**

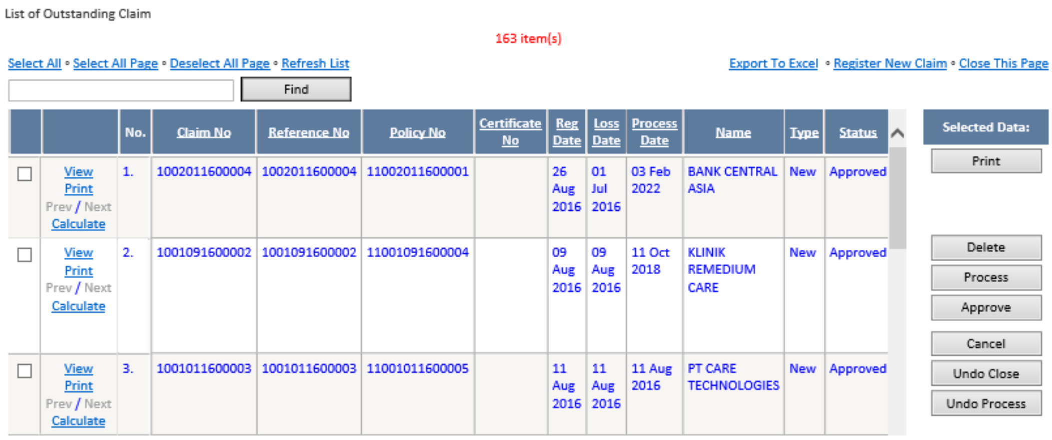


Figure 3.76. Outstanding Claim

The hyperlinks on the Outstanding Claims Page are :

Hyperlink		**Description**
Refresh List	:	Used to refresh the data in the claim list.
View	:	Used to display detailed data on claim transactions.
Print	:	Used to print data on the selected data line.
Prev	:	Used to display one previous data from the displayed data.
Next	:	Used to display one data after the data displayed.
Calculate	:	Used to display the calculation of the claim transaction.
Export To Excel	:	Used to export the Claim list into an excel file (.xls).
Register New Claim	:	Used to enter a new claim transaction.
Select All	:	Used to select all data in the Claim list on one page
Select All PAge	:	Used to select all data in the Claim list on all pages
Deselect All PAge	:	Used to deselect all data in the Claim list.
Close This Page	:	Used to close the List of Claim Page.

The buttons on the Outstanding Claim Page are :

Button		**Description**
Delete	:	Used to delete claim data.
Process	:	Used to process claim data.
Approved	:	Used to settle claim
Cancel	:	Used to cancel claim data.
Undo Close	:	Used to reverse claim status to before 'Close' status.
Undo Process	:	Used to reverse claim status to before 'Process' status.
Print	:	Used to print claim data according to data marked with a check mark.

3.2.7. Reviewed Claim

Displays a list of Claims that have been reviewed by the Insurance.

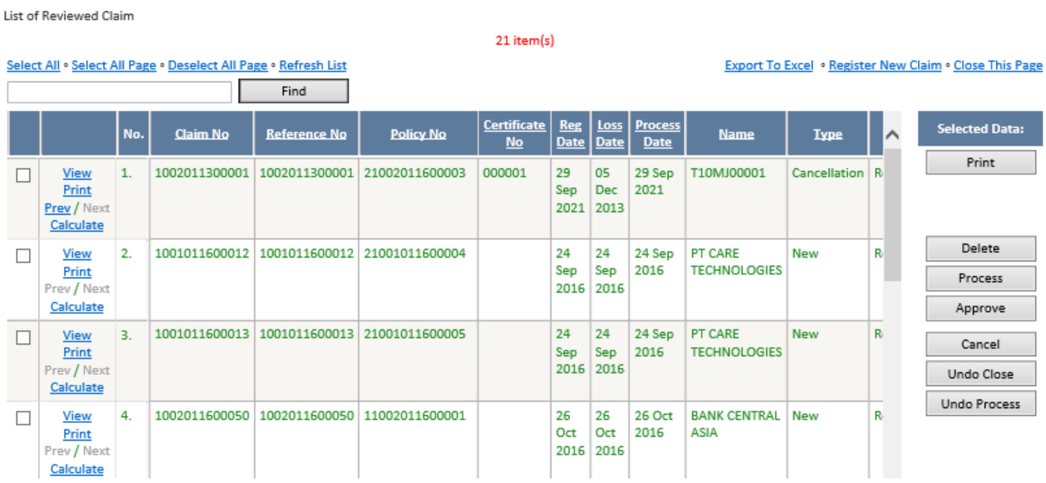


Figure 3.77 Reviewed Claim

The hyperlinks on the Reviewed Claims page are :

Hyperlink		**Description**
Refresh List	:	Used to refresh the data in the claim list.
View	:	Used to display detailed data on claim transactions.
Print	:	Used to print data on the selected data line.
Prev	:	Used to display one previous data from the displayed data.
Next	:	Used to display one data after the data displayed.
Calculate	:	Used to display the calculation of the claim transaction.
Export To Excel	:	Used to export the Claim list into an excel file (.xls).
Register New Claim	:	Used to enter a new claim transaction.

Hyperlink		Description
Select All	:	Used to select all data in the Claim list on one page
Select All PAge	:	Used to select all data in the Claim list on all pages
Deselect All PAge	:	Used to deselect all data in the Claim list.
Close This Page	:	Used to close the List of Claim Page.

The buttons on the Reviewed Claims page are :

Button		Description
Delete	:	Used to delete claim data.
Process	:	Used to process claim data.
Approved	:	Used to settle claim
Cancel	:	Used to cancel claim data.
Undo Close	:	Used to reverse claim status to before 'Close' status.
Undo Process	:	Used to reverse claim status to before 'Process' status.
Print	:	Used to print claim data according to data marked with a check mark.

3.2.8. Settled Claim

Displays a list of Claims that have been settled.

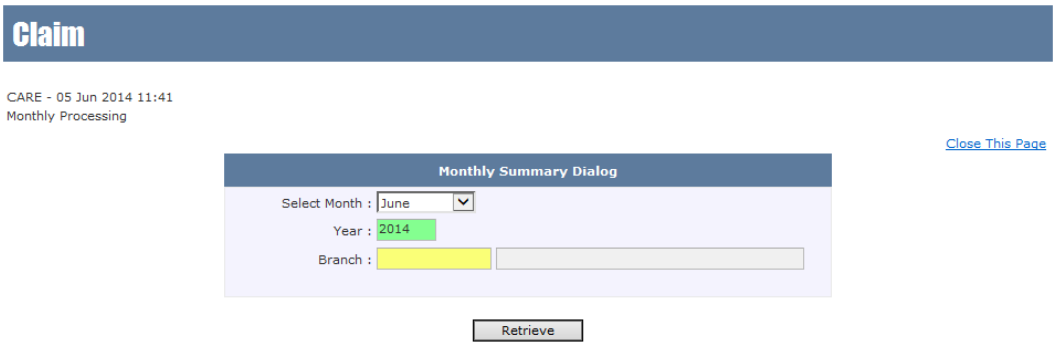


Figure 3.78. Monthly Processing Page

The information on the Monthly Processing Page is :

Field		Description
Select Month	:	Select the month from the claim transaction that has been processed.
Year	:	The year the claim transaction has been processed.
Branch	:	Branch claim transaction is made.

The buttons on the Monthly Processing Page are :

Button		Description
Retrieve	:	Used to display data in accordance with the parameters that are filled in.

The hyperlinks in Monthly Processing are :

Hyperlink		Description
Close This Page	:	Used to close the List of Claim Page.

3.2.9. Partial Settled Claim

Displays a list of partially settled Claims.

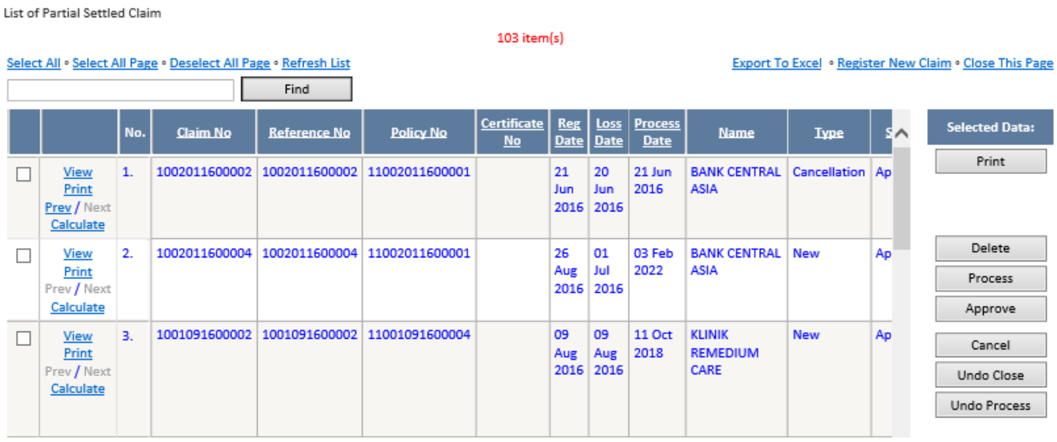


Figure 3.79 Partial Settled Claim

The hyperlinks on the Partial Settled Claim Page are :

Hyperlink		Description
Refresh List	:	Used to refresh the data in the claim list.
View	:	Used to display detailed data on claim transactions.
Print	:	Used to print data on the selected data line.
Prev	:	Used to display one previous data from the displayed data.
Next	:	Used to display one data after the data displayed.
Calculate	:	Used to display the calculation of the claim transaction.
Export To Excel	:	Used to export the Claim list into an excel file (.xls).
Register New Claim	:	Used to enter a new claim transaction.
Select All	:	Used to select all data in the Claim list on one page

Hyperlink		Description
Select All PAge	:	Used to select all data in the Claim list on all pages
Deselect All PAge	:	Used to deselect all data in the Claim list.
Close This Page	:	Used to close the List of Claim Page.

The buttons on the Partial Settled Claim Page are :

Button		Description
Delete	:	Used to delete claim data.
Process	:	Used to process claim data.
Approved	:	Used to settle claim
Cancel	:	Used to cancel claim data.
Undo Close	:	Used to reverse claim status to before 'Close' status.
Undo Process	:	Used to reverse claim status to before 'Process' status.
Print	:	Used to print claim data according to data marked with a check mark.

3.2.10. Revised Claim

Displays a list of Claims that have been revised.

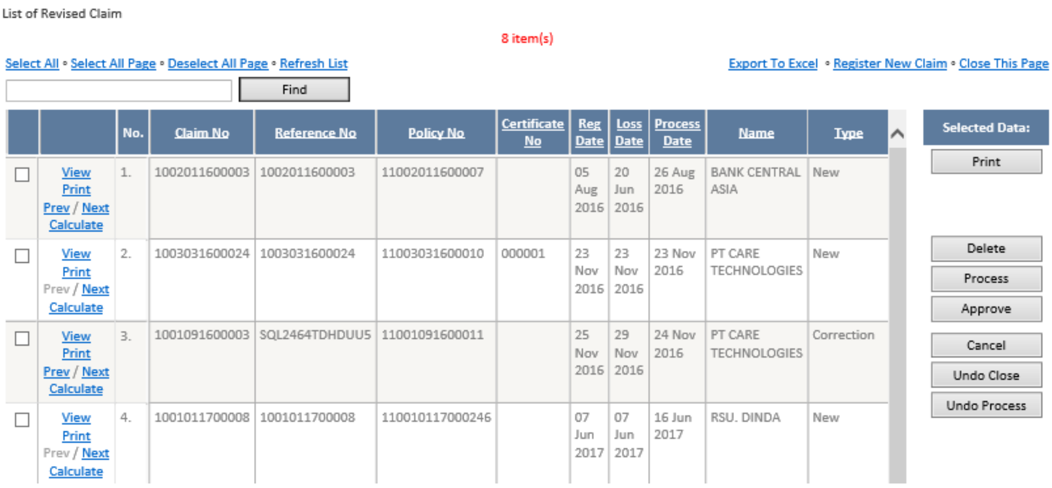


Figure 3.80 Revised Claim

The hyperlinks on the Revised Claim Page are :

Hyperlink		Description
Refresh List	:	Used to refresh the data in the claim list.
View	:	Used to display detailed data on claim transactions.
Print	:	Used to print data on the selected data line.
Prev	:	Used to display one previous data from the displayed

Hyperlink		Description
		data.
Next	:	Used to display one data after the data displayed.
Calculate	:	Used to display the calculation of the claim transaction.
Export To Excel	:	Used to export the Claim list into an excel file (.xls).
Register New Claim	:	Used to enter a new claim transaction.
Select All	:	Used to select all data in the Claim list on one page
Select All PAge	:	Used to select all data in the Claim list on all pages
Deselect All PAge	:	Used to deselect all data in the Claim list.
Close This Page	:	Used to close the List of Claim Page.

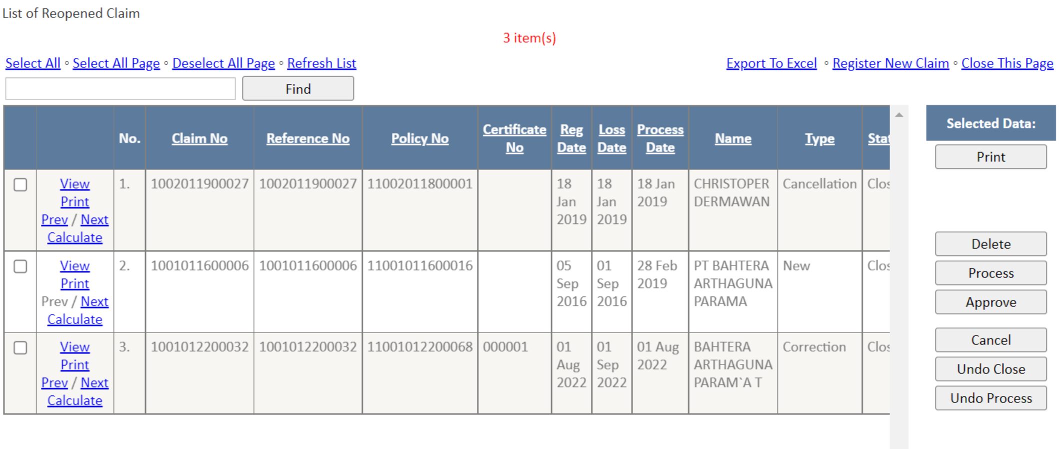
The buttons on the Revised Claim Page are :

Button		Description
Delete	:	Used to delete claim data.
Process	:	Used to process claim data.
Approve	:	Used to settle claim
Cancel	:	Used to cancel claim data.
Undo Close	:	Used to reverse claim status to before 'Close' status.
Undo Process	:	Used to reverse claim status to before 'Process' status.
Print	:	Used to print claim data according to data marked with a check mark.

3.2.11. Reopened Claim

Displays a list of claims that have been **reopened**, namely claims that have been considered completed / settled, but reopened **(claim status: Processed**). Example :

The last claim status was **"Processed"**, but previously the claim status was **"Approved".** When changing the type of claim (claim is reopened) and processing it, the status of the previous claim is **"Approved"** to **"Close".**



List of Reopened Claim

3 item(s)

Select All ◦ Select All Page ◦ Deselect All Page ◦ Refresh List — Export To Excel ◦ Register New Claim ◦ Close This Page

Find

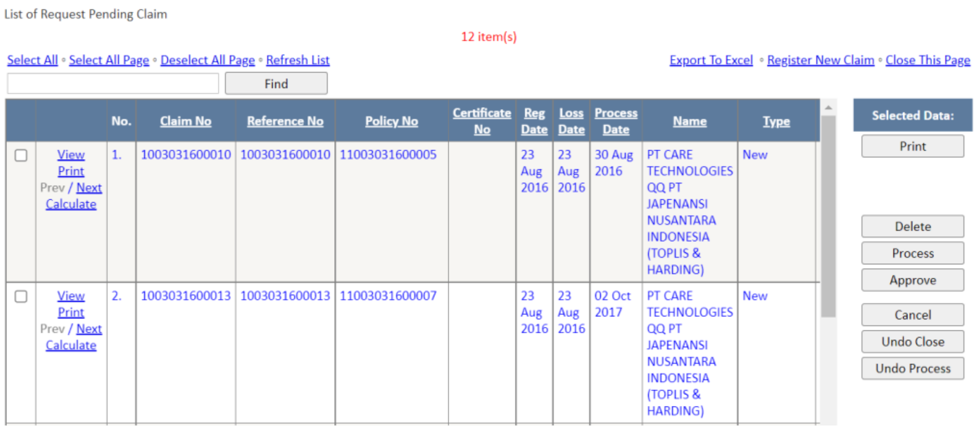
		No.	Claim No	Reference No	Policy No	Certificate No	Reg Date	Loss Date	Process Date	Name	Type	Sta
☐	View Print Prev / Next Calculate	1.	1002011900027	1002011900027	11002011800001		18 Jan 2019	18 Jan 2019	18 Jan 2019	CHRISTOPER DERMAWAN	Cancellation	Clos
☐	View Print Prev / Next Calculate	2.	1001011600006	1001011600006	11001011600016		05 Sep 2016	01 Sep 2016	28 Feb 2019	PT BAHTERA ARTHAGUNA PARAMA	New	Clos
☐	View Print Prev / Next Calculate	3.	1001012200032	1001012200032	11001012200068	000001	01 Aug 2022	01 Sep 2022	01 Aug 2022	BAHTERA ARTHAGUNA PARAM`A T	Correction	Clos

Selected Data: Print · Delete · Process · Approve · Cancel · Undo Close · Undo Process

Figure 3.81 Reopened Claim

3.2.12. Request Pending Claim

Displays a list of claims that have been sent message



List of Request Pending Claim

12 item(s)

Select All ◦ Select All Page ◦ Deselect All Page ◦ Refresh List — Export To Excel ◦ Register New Claim ◦ Close This Page

Find

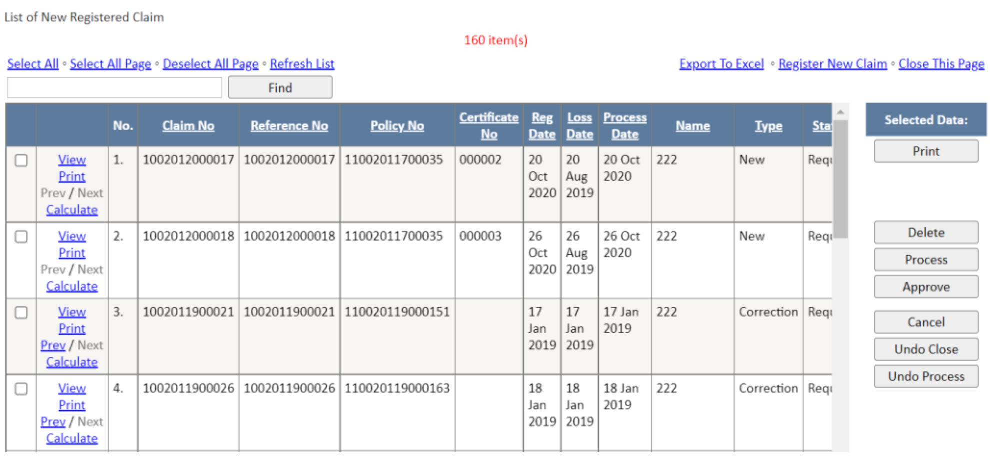
		No.	Claim No	Reference No	Policy No	Certificate No	Reg Date	Loss Date	Process Date	Name	Type
☐	View Print Prev / Next Calculate	1.	1003031600010	1003031600010	11003031600005		23 Aug 2016	23 Aug 2016	30 Aug 2016	PT CARE TECHNOLOGIES QQ PT JAPENANSI NUSANTARA INDONESIA (TOPLIS & HARDING)	New
☐	View Print Prev / Next Calculate	2.	1003031600013	1003031600013	11003031600007		23 Aug 2016	23 Aug 2016	02 Oct 2017	PT CARE TECHNOLOGIES QQ PT JAPENANSI NUSANTARA INDONESIA (TOPLIS & HARDING)	New

Selected Data: Print · Delete · Process · Approve · Cancel · Undo Close · Undo Process

Figure 3.81 Request Pending Claim

3.2.13. New Registered Claim

Displays a list of newly registered claims (claims have not yet been processed



List of New Registered Claim

160 item(s)

Select All ◦ Select All Page ◦ Deselect All Page ◦ Refresh List — Export To Excel ◦ Register New Claim ◦ Close This Page

Find

		No.	Claim No	Reference No	Policy No	Certificate No	Reg Date	Loss Date	Process Date	Name	Type	Sta
☐	View Print Prev / Next Calculate	1.	1002012000017	1002012000017	11002011700035	000002	20 Oct 2020	20 Aug 2019	20 Oct 2020	222	New	Requ
☐	View Print Prev / Next Calculate	2.	1002012000018	1002012000018	11002011700035	000003	26 Oct 2020	26 Aug 2019	26 Oct 2020	222	New	Requ
☐	View Print Prev / Next Calculate	3.	1002011900021	1002011900021	110020119000151		17 Jan 2019	17 Jan 2019	17 Jan 2019	222	Correction	Requ
☐	View Print Prev / Next Calculate	4.	1002011900026	1002011900026	110020119000163		18 Jan 2019	18 Jan 2019	18 Jan 2019	222	Correction	Requ

Selected Data: Print · Delete · Process · Approve · Cancel · Undo Close · Undo Process

Figure 3.82 New Registered Claim

3.2.14. Claim Treaty Reallocation Process

To perform Reallocation on claims that have been registered in Claim_Treaty_Reallocation

Figure 3.83 Claim Treaty Reallocation Process

3.2.15. Claim List

Claim List is a page to display a list of claim transactions.

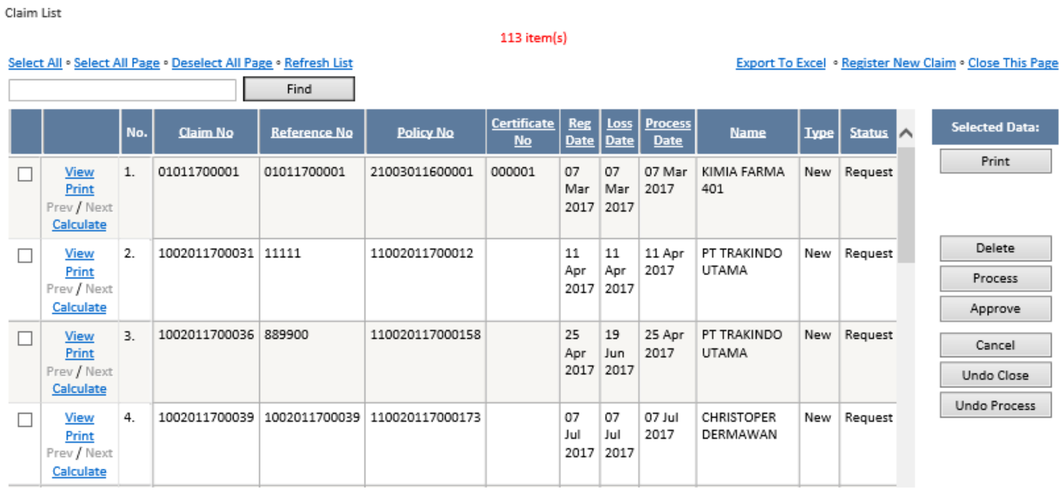


Figure 3.84. Claim List Page

The hyperlinks on the Claim List page are :

Hyperlink		**Description**
Select All	:	Used to select all data in the Claim list on one page
Select All PAge	:	Used to select all data in the Claim list on all pages
Deselect All PAge	:	Used to deselect all data in the Claim list.
Refresh List	:	Used to refresh the data in the claim list.
View	:	Used to display detailed data on claim transactions.
Print	:	Used to print data on the selected data line.
Prev	:	Used to display one previous data from the displayed data.

Hyperlink		Description
Next	:	Used to display one data after the data displayed.
Calculate	:	Used to display the calculation of the claim transaction.
Export To Excel	:	Used to export the Claim list into an excel file (.xls).
Register New Claim	:	Used to enter a new claim transaction.
Close This Page	:	Used to close the List of Claim Page.

The buttons on the Claim List page are :

Button		Description
Delete	:	Used to delete claim data.
Process	:	Used to process claim data.
Approve	:	Used to settle claim
Cancel	:	Used to cancel claim data.
Undo Close	:	Used to reverse claim status to before 'Close' status.
Print	:	Used to print claim data according to data marked with a check mark.

3.2.16. Claim Subrogation Monitoring

Claim Subrogation Monitoring is a page to display claim data to monitor subrogation data according to certain criteria. Certain criteria can be seen from the SP, namely Get_ClaimSubrogation_Monitoring;

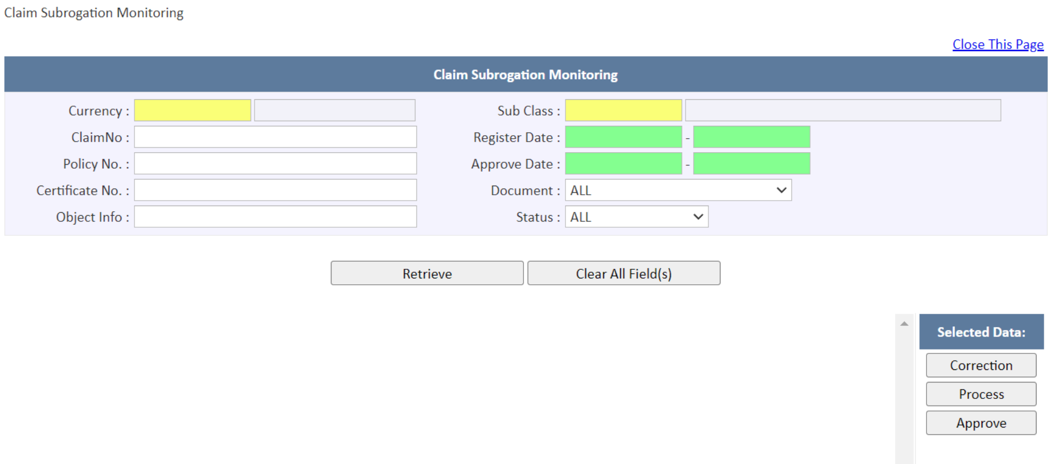


Figure 3.85. Inquiry Claim Subrogation Monitoring Page

The information on the Inquiry Claim Subrogation Monitoring page is :

Field		Description
Sub Class	:	Search by Sub Class Of business

Field		Description
Register date	:	Search by register date
Approve Date	:	Search by Approval Date
Document	:	Search based on whether the document has been uploaded or not
Status	:	Search by status.

The buttons on the Inquiry Claim Subrogation Monitoring page are :

Button		Description
Retrieve	:	Used to see a list of claims that meet the criteria
Correction	:	Used to correct Claim Subrogation
Process	:	Used to process Claim Subrogation
Approve	:	Used to Approve Claim Subrogation

The hyperlinks on the Inquiry Claim Subrogation Monitoring page are :

Hyperlink		Description
View/Edit	:	Used to display detailed data
Delete	:	Used to delete data
Close This Page	:	Used to close the List of Claim Page.