

**DEFINITIONS AND USE CASES SCENARIOS**

AccRec 2.0

VERSION: PRELIMINARY

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Subrina Elgin- Khan

Shelly Alphonso

John Zaandam

Deanna Persaud

 NAGICO Insurances N.V.

 C.A. Cannegieter St. P.O. Box 87

 Philipsburg, St. Maarten

 Project Manager E-mail: subrina.elgin@nagico.com

 Project Management URL: <https://tracker.nagico.com/Default.aspx?INSPRO>

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**Use Case Template Definitions:**

**Use Case ID**: An alphanumeric number sequence used to identify each Use case. Example INS0001 or AR0001. The INS stands for Insurance Pro and AR stands for AccRec.

**Title**: A brief one liner of the subject of the Use case.

**Description**: Brief Description of the title

**Primary Actors**: Intended Users

**Preconditions**: Description of what had to be done before attempting the Use case

**Main Success Scenario**: Reflects details of a successful entry of a Use case. The steps taken to complete this process must be listed in this section. Exceptions to the rules will be recorded in the Extensions category.

 **Note**: **This category must always reflect a successful entry.**

**Post conditions**: Reflects the end results of the Main success Scenario

**Extensions:** Exceptions to one or multiple steps in the Main success scenario are recorded in this section. The steps taken to complete each exception to the rule must be listed as well.

**Frequency of Use**: How many times per day on average is a particular scenario used.

**Owner**: This reflects the departments involved in the process.

**Priority**: The importance of the stated Use cases.

**Field Affected**: This must reflect the database fields that will be affected for each use case.

**Transaction Code Type**: As the label suggests this reflects the type of transaction code that will be used for each use case.

**Guidelines to creating Use cases:**

1. Define Use case process for each type of Transaction Code.
2. When using actual scenarios you can refer to the case numbers in number 1 to state how a particular transaction process is done.
3. Outline of Use case should be from:
	1. Accessing AccRec
	2. Processing different transactions with each transaction being a Use case
	3. Printing various reports , again each report type has to be a Use case

#

# Definition of transaction codes:

|  |  |  |  |
| --- | --- | --- | --- |
| **Trans. Code** | **Trans. Name** | **AR** | **Definition** |
| ACP | Add Commission Paid | 0010 | A credit transaction that gives the commission to be paid on a payment where no commission to pay was generated |
| ADM | Administration Cost | 0026 | A debit transaction that is used to record administrative charges  |
| APR | Additional Premium | 0016 | A debit transaction that is used to record an additional charge on a premium |
| BCQ | Bounce Check  | 0025 | A debit transaction that is used to record a bounce check to a policy |
| BFW | Balance Forward | - | No longer used/relevant  |
| CCD | Credit Currency Difference | 0019 | A credit transaction that is used to reduce a currency difference from a policy |
| CCR | Correction (credit) | 0015 | A credit transaction that is used to correct the amount debited |
| CDD | Refund deductible | 0021 | A credit transaction that is used when a deductible charge has to be refunded to the policy holder or on a claim that has not been claimed |
| CFC | Correction Finance Charge | 0028 | A credit transaction that is used to reverse a finance charge to a policy |
| COM | Commission | 0027 | A credit transaction that is used to adjust the commission field |
| COR | Correction (Debit) | 0014 | A debit transaction that is used to correct the amount credited  |
| CPD | Commission Paid | 0005 | A credit transaction that is used to pay the commission, Nagico cuts the check  |
| CTR | Transfer (Credit) | 0024 | A credit transaction that is used to transfer a credit amount to another or same policy with a different agent  |
| CUR | Currency Difference | 0018 | A debit transaction that is used to add a currency difference charge to a policy |
| DED | Deductible | 0020 | A debit transaction that is used to record a deductible charge to a policy |
| DTR | Transfer (debit) | 0023 | A debit transaction that is used to transfer a debit charge to another or same policy with a different agent  |
| EXP | Expenses |  | No longer applicable  |
| FIN | Financial Charges | 0022 | A debit transaction that is used to record finance charges to a policy  |
| GCO | Give Commission | 0013 | A debit transaction that is used to give commission based on management decision |
| INT | Interest on OAR | - | A debit transaction that is used to record an interest charge to other accounts receivables charged on balance not related to premiums |
| NCD | Net commission Deduct | 0004 | A credit transaction that is used to show commission paid via agent deductions from payment submitted  |
| NEW | New Policy | 0001 | A debit transaction that is used to record a new business  |
| OAR | Other Accounts Receivables | - | A debit transaction that is used to record other accounts receivables charges to a policy |
| OTH | Miscellaneous | - | A debit transaction that is used to record miscellaneous charges to a policy |
| OVE | Over Payment | 0006 | A credit transaction that is used to record an over payment  |
| PBC | Paid by Commission |  | A credit transaction that is used to record premiums that are paid using commissions  |
| PDD | Paid Deductible Deducted from Claims Settlement | 0029 | A credit transaction that is used to record a deductible charge that has been subtracted from a claim settlement  |
| PFC | Payment Finance Charges | 0030 | A credit transaction that is used to record payment on finance charges  |
| POA | Payment on Account | 0003 | A credit transaction that is used to record payment  |
| POD | Payment on Deductible | 0032 | A credit transaction that is used to record deductibles  |
| POR | Payment on OAR | - | A credit transaction that is used for payment on other account receivables  |
| PPP | Portfolio Purchase Payment | - | To record portfolio purchases/ no longer applicable  |
| PSW | Payment Sale of Wreck | 0041 | A credit transaction that is used for payment to a sale of wreck debited to a policy  |
| PTS | Parts | - | A debit transaction that is used to record other receivables/ no longer applicable  |
| RADM | Rent ADM Charges | 0046 | A debit transaction that is used to record rent administrative charges to a policy. |
| RBCQ | Rent Bounce Check | 0045 | A debit transaction that is used to record a bounce check charge to a rent  |
| RCL | Repayment Claim | 0038 | A credit transaction that is used to record payment received for subrogation’s |
| RCP | Refund Commission Paid | 0031 | A credit transaction that is used to record/reverse the amount of commission paid in error  |
| REN | Renewal | 0002 | A debit transaction that is used to record a renewal charge to a policy  |
| RENT | Rent Due | 0043 | A debit transaction that is used to record a rent due charge  |
|  |  |  |  |
| **Trans. Code** | **Trans. Name** |  | **Definition** |
| RFP | Refund Premium | 0008 | A credit transaction that is used to record a premium amount  |
| RIN | Reverse Interest on OAR | - | A credit transaction that is used to record a reversal of interest on other accounts receivables  |
| RPOA | Payment of Rent | 0044 | A credit transaction that is used to record the payment of rent |
| RPP | Refund Premium Paid | 0009 | A debit transaction that is used to record that refund amount has been returned to client  |
| RWOF | Rent Write Off | 0047 | A credit transaction that is used to write off a rent due balance on a policy  |
| SHO | Short Payment | 0007 | A debit transaction that is used to record short payment |
| SOW | Sale of Wreck | 0040 | A credit transaction that is used to record a payment received on a sale of wreck  |
| SUB | Subrogation Claim | 0037 | A debit transaction that is used to record subrogation charges  |
| TBC | Take Back Commission | 0011 | A debit transaction that is used to take back commission |
| TCP | Take Back Commission Paid | 0012 | A credit transaction that is used to take back commission paid  |
| TRB | Reversal Premium | 0017 | A credit transaction that is used to reverse a premium booked from the inception  |
| TXC | Tax Credit | - | Not applicable/ to be deleted  |
| TXD | Tax Debit | - | Not applicable/ to be deleted |
| VDC | Void Cheque | 0034 | A credit transaction that is used to record the voiding of a RPP check or record voiding of a SHO  |
| VPY | Void Payment (Corr) | 0035 | A credit transaction that is used when payment was applied incorrectly or period was closed |
| VPD | Void Payment on Deductible | 0036 | A debit transaction that is used to Void Payments on deductible when a PDD record is used. |
| WOF | Write Off | 0033 | A credit transaction that is used to record an authorized write off to a balance due on a policy  |
| WOR | Write Off (Credit) OAR | - | A credit transaction that is used to write off a balance due on other accounts receivables  |
| WSB | Write Off Subrogation | 0039 | A credit transaction that is used to write off a balance due on a subrogation claim |

**May 30th 2012: The above definitions per transaction code is approved by Shelly Alphonso and John**

 **Zaandam.**

**May 31st 2012: VPD Definition added to list.**

**Transactions that have been grandfathered: BFW, CUR, INT, OAR, OTH, POR, PPP, PTS, RIN, WOR**

# Use Cases per type of transactions

|  |  |
| --- | --- |
| **Use Case ID** | **AR0001** |
| Title | NEW- New Policy  |
| Description | Viewing a New Business Record |
| Primary Actors | Agency Department /Customer Service Dept/Medical Dept/Agent |
| Preconditions | 1. All relevant data is collected from the client
2. Agency/customer service/agent books the new business record
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder “A/R Entry”
3. Type in the policy number in the Policy No field
4. Enter to get Policy A information
 |
| Post condition | Access to NEW business record  |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | Various Departments  |
| Priority | High  |
| Fields Affected | Amount Debit, Comm, Pol. Cost, Tax, effdate, Rendate, logdate, logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0002** |
| Title | REN- Renewal  |
| Description | Viewing a Renewal on Policy A  |
| Primary Actors | Agency Department /Customer Service Dept/Medical Dept/Agent |
| Preconditions | 1. All relevant data is collected from the client
2. Agency/customer service/agent books the renewal record
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder “A/R Entry”
3. Type in the policy number in the Policy No field
4. Enter to get Policy A information
 |
| Post condition | Access to the REN of Policy A  |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | Various Departments |
| Priority | High  |
| Fields Affected | Amount Debit, Comm, Pol. Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0003** |
| Title | POA- Payment on Account |
| Description | Booking POA record on Policy A |
| Primary Actors | AR Accounting Clerks & Cashiers |
| Preconditions | 1. Agent Receipt generation
2. Cashier premium Booked
 |
| Main Success Scenario | 1. Log into Agent Receipts Folder
2. Enter the Cashier’s receipt number in the Receipt No box and Enter
3. The boxes will be filled automatically with the relevant information
4. Check if the information recorded in the boxes Total Acct Currency,

Agent Code and Payment Date match the information on the Cash Receipt1. Adjust Payment Type to Net (N) or Gross (G)
2. Enter Agent Receipt # from the payments list in Agent Rec. No box
3. Check Policy No, If information does not come available key in policy # from payments list in Policy No box and hit Enter
4. Click No on the notification asking if you want to add a Payment on Refund (RPP) or SHO record
5. The option appears for the user to select “Yes” for outstanding production records or “No” for commission records. In this case click Yes
6. Select the associated Debit record(s)
7. Enter to get the automatic calculation
8. Check Paid Amt , Trx Code , Premium Balance , Policy Cost, Tax, Premium Paid, and Comm boxes for accuracy
9. If the information is correct click Save Record
10. Start from 6) for the next Agent Receipt # from the payments list
11. Select options required (delete entry, view batch, view posted information etc.)
12. When all the receipts are entered correctly and there is no balance in the

 Amount left in box click the Print Receipt box1. If the printout is correct click the Post Batch box
 |
| Post condition | POA record booked successfully and receipt numbers linked. |
| Extension | Change payment type to Net. Proceed with remaining steps above.1) Agent Receipt: * Receipt numbers are not always available therefore other # numbers are generated by the user to book the transactions
* There may be cases where a receipt # doesn’t default to a policy the agent is paying of a balance on multiply policies.

2) The user locates the refund that is subtracted from a list and applies it to the Necessary transaction. |
| Frequency of Use | Daily |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Comm To Pay, Policy Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type. | Credit- (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0004** |
| Title | NCD- Net Commission Deduct  |
| Description | Booking NCD record on Policy A |
| Primary Actors | AR Department  |
| Preconditions | 1. Booking of NEW or REN
2. Policy should belong to a Net Agent
3. Agents already deduct commission on a New policy or Renewal
 |
| Main Success Scenario | 1. Log into Agent Receipts Folder
2. Enter the Cashier’s receipt number in the Receipt No box and Enter
3. The boxes will be filled automatically with the relevant information
4. Check if the information recorded in the boxes Total Acct Currency,

Agent Code and Payment Date match the information on the Cash Receipt1. Adjust Payment Type to Net (N)
2. Enter Agent Receipt # from the payments list in Agent Rec. No box
3. Check Policy No, If information does not come available key in policy # from payments list in Policy No box and hit Enter
4. Click No on the notification asking if you want to add a Payment on Refund (RPP) or SHO record
5. The option appears for the user to select “Yes” for outstanding production records or “No” for commission records. In this case click Yes
6. Select the associated Debit record(s)
7. Enter to get the automatic calculation
8. Check Paid Amt , Trx Code , Premium Balance , Policy Cost, Tax, Premium Paid, and Comm boxes for accuracy
9. If the information is correct click Save Record
10. Start from 6) for the next Agent Receipt # from the payments list
11. Select options required (delete entry, view batch, view posted information etc.)
12. When all the receipts are entered correctly and there is no balance in the

Amount left in box click the Print Receipt box1. If the printout is correct click the Post Batch box
 |
| Post condition | NCD record booked successfully  |
| Extension | NCD can also be entered via A/R entry folder if commission was not generated when entering batch:1. Log into AccRec
2. Click on folder A/R entry
3. Enter policy number in the Policy No field and hit Enter
4. The boxes will be filled automatically with the relevant information
5. Enter Transaction Date in the Trans Date field and hit Enter
6. Enter TRX (Transaction) Code NCD in TRX Code field and hit Enter
7. A notification box will appear asking you to select the associated record
8. Select the associated Debit record and hit Enter
9. Enter zero in Total Amt field and hit Enter
10. Hit Enter for fields Pol Cost, Tax, and Premium Amt, all should be zero
11. Enter commission amount in Comm field and hit Enter
12. Enter reason for NCD in Reference field
13. Click save
14. Under accounts receivable transactions Link NCD ID to NEW/REN Trans No
 |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Comm Paid, Tax,Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit-(C)  |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0005** |
| Title | CPD- Commission Paid  |
| Description | Booking CPD record on Policy A |
| Primary Actors | AR Department  |
| Preconditions | 1. A requisition for the commission amount is printed and signed off by management
2. A check for the commission amount is created in AccPac
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. On the menu toolbar select File
4. A drop list will appear, from there select Posting Commission
5. Click on Post CPD’s
6. In popup menu Type in user name and password
7. Click on Authorize
8. Select agent code from Agent Code menu and hit Enter
9. From the drop down boxes BookMonth select the relevant year and month
10. From the drop down boxes Posting Period select the relevant year and month
11. In Reference type in check # and bank being used
12. Click on Select records
13. Compare total commission on CPD report to the amount on the commission check to ensure they are the same
14. If amounts are equal select Post and Print
 |
| Post condition | CPD records will be successfully booked to the respective policy  |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Comm Paid,Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0006** |
| Title | OVE- Over Payment  |
| Description | Booking OVE record on Policy A |
| Primary Actors | AR Department  |
| Preconditions | 1. Booking of a OVE record
 |
| Main Success Scenario | 1. Log into Agent Receipts Folder
2. Enter the Cashier’s receipt number in the Receipt No box and Enter
3. The boxes will be filled automatically with the relevant information
4. Check if the information recorded in the boxes Total Acct Currency,

Agent Code and Payment Date match the information on the Cash Receipt1. Adjust Payment Type to Net (N) or Gross (G)
2. Enter Agent Receipt # from the payments list in Agent Rec. No box
3. Check Policy No, If information does not come available key in policy # from payments list in Policy No box and hit Enter
4. Click No on the notification asking if you want to add a Payment on Refund (RPP) or SHO record
5. The option appears for the user to select “Yes” for outstanding production records or “No” for commission records. In this case click Cancel
6. No associated Debit record(s)will be selected
7. Enter the amount overpaid in Paid Amt field
8. Enter Trx Code OVE
9. Enter to get the automatic calculation
10. Check Trx Code , Premium Balance , Policy Cost, Tax, Premium Paid, and Comm boxes for accuracy
11. In the Reference field enter policy number and client name if being saved to the ZZZ Intern, if being saved to the policy directly no reference is need
12. If the information is correct click Save Record
13. Repeat steps 1 through 16 if there is an overpayment on any other policy
 |
| Post condition | OVE record will be posted to the respective policy or to the ZZZ-Intern Account  |
| Extension | The overpayment amount can be used as a payment on a short if requested by the agent: 1. Follow steps 1 to 8
2. At step 9 select Yes for outstanding production records
3. Select the amount that will be paid off
4. Perform steps 12 through 16

An over payment can also be entered via the A/R entry folder to an individual policy: 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code OVE and hit enter
8. Select the associated Debit Record
9. Enter OVE amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for OVE in the Reference field
12. Click Save

Copy the NEW or REN ID and paste in the OVE transaction field |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0007** |
| Title | SHO- Short Payment  |
| Description | Booking SHO record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Booking of a SHO record to Policy A
 |
| Main Success Scenario | 1. Log into Agent Receipts Folder
2. Enter the Cashier’s receipt number in the Receipt No box and Enter
3. The boxes will be filled automatically with the relevant information
4. Check if the information recorded in the boxes Total Acct Currency,

Agent Code and Payment Date match the information on the Cash Receipt1. Adjust Payment Type to Net (N) or Gross (G)
2. Enter Agent Receipt # from the payments list in Agent Rec. No box
3. Check Policy No, If information does not come available key in policy # from payments list in Policy No box and hit Enter
4. Click No on the notification asking if you want to add a Payment on Refund (RPP) or SHO record
5. The option appears for the user to select “Yes” for outstanding production records or “No” for commission records. In this case click Cancel
6. Enter the amount short paid in Paid Amt field
7. Enter Trx Code SHO
8. Enter to get the automatic calculation
9. Check Trx Code , Premium Balance , Policy Cost, Tax, Premium Paid, and Comm boxes for accuracy
10. In the Reference field enter policy number and client name if being saved to the ZZZ Intern, if being saved to the policy directly no reference is need
11. If the information is correct click Save Record
12. Repeat steps 1 through 16 if there is a short payment on any other policy
 |
| Post condition | SHO record will be posted to the respective policy or to the ZZZ-Intern  |
| Extension | The short payment amount can be cleared by any over’s on a specific policy if requested by the agent: 1. Follow steps 1 to 7
2. At step 8 select Yes for payment on a SHO record
3. Select the over amount that will pay the short
4. Perform steps 12 through 17

A short payment can also be entered via the A/R entry folder to an individual policy: 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code SHO and hit enter
8. Enter SHO amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reason for SHO in the Reference field
11. Click Save
12. Copy the SHO ID record and paste in the OVE ID transaction no field
 |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit - (D)  |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0008** |
| Title | RFP- Refund Premium  |
| Description | Booking a RFP record on Policy A  |
| Primary Actors | Agency Department /Customer Service Dept/Agent/Accounts Dept  |
| Preconditions | Client is requesting a check for the overpaid amount due to:1. A policy was canceled
2. Vehicle was sold
3. Client is leaving the island
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the policy number field
4. Enter to get Policy A information
 |
| Post condition | A RFP is recorded on Policy A  |
| Extension | If booked by the Accounts Dept: 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code RFP and hit enter
8. Select the associated Debit Record
9. Enter refund amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for RFP in the Reference field
12. Click Save
13. Copy the NEW or REN ID and paste in the RFP transaction field
 |
| Frequency of Use | Daily  |
| Status |  |
| Owner | Various Departments  |
| Priority | High  |
| Fields Affected | Amount Credit, Comm, Policy Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit – (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0009** |
| Title | RPP- Refund Premium Paid |
| Description | Booking RPP record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. RFP record booked in the system by Agent/ Customer Service or Agency Department
2. Approval of requisition for payment
3. Access Accounts Receivables
4. Log into AccRec
5. Type in the name of policy holder in the policy number field
6. Check that all policy balances for the policy holder is zero except the one that has the requisition amount
7. Verification of the amount on the requisition and amount booked in the system
8. Sign off on requisition
9. Cheque is then created via AccPac
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code RPP and hit enter
8. Enter amount on the check in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter check number and bank in Reference field
11. Click Save
12. Copy the RPP ID and paste in the RFP transaction field
 |
| Post condition | RPP record booked successfully and linked. |
| Extension | In cases where a policy other than the one with the requisition amount has a balance: 1)The requisition is voided In cases where it is NET:1) Perform actions from numbers (1) to (8) above and then place tick in the Net  Premium Box2) Proceed with steps 9 and 13 above. |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Comm to pay, Policy Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit – (D)  |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0010** |
| Title | ACP- Add Commission Paid  |
| Description | Booking ACP record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. No commission to be paid was generated when POA was booked
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code ACP and hit enter
8. Select the associated Debit Record
9. Enter gross amount to be paid or zero in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter ACP amount in Comm field
12. Enter the reason for ACP booking in Reference field
13. Click Save
14. Copy the NEW or REN ID and paste in the ACP transaction field
 |
| Post condition | ACP record booked successfully and linked. |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority |  |
| Fields Affected | Comm to pay, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Used Case ID** | **AR0011** |
| Title | TBC- Take Back Commission  |
| Description | Booking TBC record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Booking of a POA record
2. Booking of a NCD or CPD record
3. Too much commission given when commission was run
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code TBC and hit enter
8. Enter zero in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter TBC amount in Comm field
11. Enter the reason for TBC booking in Reference field
12. Click Save
13. Copy the TBC ID and paste in the POA transaction field
 |
| Post condition | TBC record booked successfully  |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority |  |
| Fields Affected | Comm, Comm to pay, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit – (D)  |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0012** |
| Title | TCP- Take Back Commission Paid  |
| Description | Booking TCP record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Booking of a POA record
2. Booking of a NCD or CPD record
3. Too much commission was paid
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code TCP and hit enter
8. Select the associated Debit Record
9. Enter zero in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter TCP amount in Comm field
12. Enter the reason for TCP booking in Reference field
13. Click Save
14. Copy the NEW or REN ID and paste in the TCP Transaction field
 |
| Post condition | TCP record booked successfully and linked. |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority |  |
| Fields Affected | Comm, Comm to pay, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit – (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0013** |
| Title | GCO- Give Commission  |
| Description | Booking GCO record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Booking of a POA record
2. Booking of a NCD or CPD record
3. Commission will be given based on management decision
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code GCO and hit enter
8. Enter zero in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter GCO amount in Comm field
11. Enter the reason for GCO booking in Reference field
12. Click Save
13. Copy the GCO and paste in the POA Transaction field
 |
| Post condition | GCO record booked successfully and linked. |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority |  |
| Fields Affected | Comm, Comm to pay, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit- (D)  |
| Remarks |  |

|  |  |
| --- | --- |
| **Used Case ID** | **AR0014** |
| Title | COR- Correction (Debit)  |
| Description | Booking COR record on an existing credit record |
| Primary Actors | AR Dept. |
| Preconditions | 1. A credit record must exist
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code COR and hit enter
8. Enter COR amount in Total Amt field and hit enter
9. Enter Policy cost and hit enter
10. Hit Enter again for Calculation (Lookup commission rate for transaction type for the Agent
11. Enter reason for COR in Reference field
12. Click Save
 |
| Post condition | COR record booked successfully and linked. |
| Extension | The user is then prompted to link the record to an existing credit record |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority |  |
| Fields Affected | Amount Debit, Comm, Pol. Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0015** |
| Title | CCR- Correction (Credit)  |
| Description | Booking CCR record on  |
| Primary Actors | AR Dept. |
| Preconditions | 1. A debit record must be booked
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code CCR and hit enter
8. Select the associated Debit Record
9. Enter CCR amount in Total Amt field and hit enter
10. Enter Policy Cost and hit enter
11. Hit Enter again for Calculation (Lookup commission rate for transaction type for the Agent)
12. Enter reason for CCR in Reference field
13. Click Save
 |
| Post condition | CCR record booked successfully and linked.  |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority |  |
| Fields Affected | Amount Credit, Comm, Policy Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks | EFFDate and RENdate are derived from the associated debit record |

|  |  |
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| **Used Case ID** | **AR0016** |
| Title | APR- Additional Premium  |
| Description | Booking APR record on Policy A |
| Primary Actors | Agency Department /Customer Service Dept/Medical Dept/Agent |
| Preconditions | 1. Premium booked on account
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code APR and hit enter
8. Enter APR amount in Total Amt field and hit enter
9. Enter Policy cost and hit enter
10. Hit Enter again for Calculation (Lookup commission rate (REN) for the Agent
11. Enter reason for APR in Reference field
12. Click Save
 |
| Post condition | APR is added to Policy A |
| Extension |  |
| Frequency of Use | Occasionally |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Comm, Pol. Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0017** |
| Title | TRB- Reversal Premium  |
| Description | Booking TRB record on Policy A |
| Primary Actors | Accounting Manager  |
| Preconditions | 1. Premium booked on account from the inception
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code TRB and hit enter
8. Select the associated Debit Record
9. Enter TRB amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for TRB in Reference field
12. Click Save
 |
| Post condition | TRB is added to Policy A |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Comm, Pol. Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0018** |
| Title | CUR- CURRENCY DIFFERENCE  |
| Description | Booking CUR record on Policy A  |
| Primary Actors | AR Dept.  |
| Preconditions | 1)Premium booked on account  |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code CUR and hit enter
8. Enter CUR amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reason for CUR in Reference field
11. Click Save
12. Link to CUR ID to the relevant credit record
 |
| Post condition | CUR is added to Policy A |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

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| --- | --- |
| **Used Case ID** | **AR0019** |
| Title | CCD- CREDIT CURRENCY DIFFERENCE  |
| Description | Booking CCD record on Policy A  |
| Primary Actors | AR Dept.  |
| Preconditions | 1)Premium booked on account  |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code CCD and hit enter
8. Select the associated Debit Record
9. Enter CCD amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for CCD in Reference field
12. Click Save
13. Link to relevant debit record to CCD ID field
 |
| Post condition | CCD is added to Policy A |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0020** |
| Title | DED- DEDUCTIBLE  |
| Description | Booking Deductible  |
| Primary Actors | Claims Dept/Medical Dept.  |
| Preconditions | 1. All relevant data is collected from the client
2. Claims dept books the deductible
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder “A/R Entry”
3. Type in the policy number in the Policy No field
4. Enter to get Policy A information
 |
| Post condition | Access to DED record  |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | Various Departments  |
| Priority | High  |
| Fields Affected | Amount Debit, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks | This should be purely an Ins. Pro function.  |

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| **Used Case ID** | **AR0021** |
| Title | CDD- REFUND DEDUCTIBLE  |
| Description | Booking CDD record on Policy A |
| Primary Actors | AR Dept./Claims Dept/ Medical Dept. |
| Preconditions | 1. Deductible booked on Policy A
2. Write off Deductible
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code CDD and hit enter
8. Select the associated Debit Record (DED)
9. Enter CDD amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for CDD in Reference field
12. Click Save
 |
| Post condition | CDD is added to Policy A |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Logdate, Logtime |
| Trans. Code Type | Credit – (C) |
| Remarks | In the future another code may be used to write off deductibles. |

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| **Use Case ID** | **AR0022** |
| Title | FIN- FINANCIAL CHARGES  |
| Description | Booking FIN record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. An outstanding premium amount on policy for a period of more than 90 days
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. On the menu toolbar select File
4. A drop list will appear, from there select Post FIN Charges
5. Enter Posting Date from drop down list
6. Enter Interest Perc in box
7. Enter Balance Older than in box
8. Enter Agent Code
9. Click on OK
 |
| Post condition | FIN is added to Policy A |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit- (D)  |
| Remarks |  |

|  |  |
| --- | --- |
| **Used Case ID** | **AR0023** |
| Title | DTR- TRANSFER DEBIT  |
| Description | Booking DTR record on Policy A |
| Primary Actors | AR Dept..  |
| Preconditions | 1. RFP amount booked on policy
2. Authorization to transfer amount
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code DTR and hit enter
8. Enter CDD amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reason for transfer to policy # and the amount being transferred and who authorized the transfer in Reference field
11. Click Save
12. Copy and Paste the DTR ID to the RFP ID field under accounts receivables transactions.
 |
| Post condition | CTR is added to Policy B and records are linked successfully  |
| Extension | Debit transfer to same account with a payment split: 1. Perform steps 1 through 8
2. At step 9 split amount to clear CTR/RPP/PDD
3. Reference split for REN/NEW
4. Click Save
5. Link DTR to CTR record
6. Proceed with booking another DTR for the amount left over from the payment split
 |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Comm, Policy Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit – (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0024** |
| Title | CTR- TRANSFER CREDIT  |
| Description | Booking CTR record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. A DTR is booked on prior policy #
2. Go to new policy # in order to book a CTR
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code CTR and hit enter
8. Enter CTR amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter transfer from policy #, the amount being transferred and the name of the person who authorized the transfer in Reference field
11. Click Save
12. Copy and Paste the REN/NEW ID to the CTR ID field under accounts receivables transactions.
 |
| Post condition | CTR is added to Policy A and records are linked successfully  |
| Extension |  |
| Frequency of Use | Daily  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Comm, Policy Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Credit – (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0025** |
| Title | BCQ- Bounce Check  |
| Description | Booking BCQ record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Photo copy of the check and bank receipt
2. Bad check letter is created and sent out to agent or client
3. Return check is recorded on excel spreadsheet S:\Cash-copy(3)Return Checks file
4. Return check is recorded in Accpac
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code BCQ and hit enter
8. Enter BCQ amount in Total Amt field and hit enter
9. Consider policy cost and tax
10. Hit Enter again for Calculation
11. Enter return check and the check # in Reference field
12. Click Save
 |
| Post condition | BCQ charge is added to Policy A’s premium  |
| Extension | Bounce Cheque created automatically upon creation of this procedure. |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Comm To Pay, Policy Cost, Tax, Effdate, Rendate, Logdate, Logtime |
| Trans. Code Type | Debit – (D) |
| Remarks | Create follow up report to ensure that the client pays within the required time etc. Include also payment plan procedure follow up. |

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| **Use Case ID** | **AR0026** |
| Title | ADM- Administration Cost  |
| Description | Booking ADM record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. A bounce check transaction is entered on Policy A
2. Medical: used for lost medical card and changes
3. See used case ID (AR0025)
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code ADM and hit enter
8. Enter ADM amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reference bounce check charges in Reference field
11. Click Save
 |
| Post condition | ADM charge is added to Policy A’s premium  |
| Extension | In cases where there is more than one bounce check for a policy holder: 1. Perform steps 1 to 11 to book an ADM ( administrative cost) of US$35.50 per check
 |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Logdate, Logtime |
| Trans. Code Type | Debit – (D) |
| Remarks |  |

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| --- | --- |
| **Used Case ID** | **AR0027** |
| Title | COM- COMMISSION  |
| Description | Booking COM record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Commission has been paid on policy
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code COM and hit enter
8. Select the associated Debit Record
9. Enter zero in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter COM amount in Comm field
12. Enter the reason for COM booking in Reference field
13. Click Save
14. Copy REN/NEW ID to the COM ID field
 |
| Post condition | COM is added to policy A and all records are linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Comm, Effdate, Rendate ,Logdate, Logtime |
| Trans. Code Type | Credit – (C) |
| Remarks |  |

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| --- | --- |
| **Use Case ID** | **AR0028** |
| Title | CFC- CORRECTION FINANCE CHARGE  |
| Description | Booking CFC record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. FIN charge is booked in Policy A
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code CFC and hit enter
8. Enter CFC amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reason for correction in the Reference field
11. Click Save
12. Copy FIN ID to the CFC ID field under accounts receivable transactions
 |
| Post condition | CFC is added to policy A and all records are linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Effdate, Rendate ,Logdate, Logtime  |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

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| --- | --- |
| **Use Case ID** | **AR0029** |
| Title | PDD- PAID DEDUCTIBLE DEDUCTED FROM CLAIMS SETTLEMENT  |
| Description | Booking PDD record on Policy A |
| Primary Actors | AR Dept. / Claims Dept. |
| Preconditions | 1. A DED booked on Policy A
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code PDD and hit enter
8. Enter PDD amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reason for PDD in the Reference field
11. Click Save
12. Copy DED ID to the PDD ID field under accounts receivable transactions
 |
| Post condition | PDD is added to policy A and all records are linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks | PDD should automatically be linked to the existing DED record. |

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| **Use Case ID** | **AR0030** |
| Title | PFC- PAYMENT FINANCE CHARGES  |
| Description | Booking PFC record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. A FIN booked on Policy A
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code PFC and hit enter
8. Select the associated Debit Record
9. Enter PFC amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for PFC in the Reference field
12. Click Save
13. Copy FIN ID to the PFC ID field under accounts receivable transactions
 |
| Post condition | PFC is added to policy A and all records are linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Effdate, Rendate,Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

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| --- | --- |
| **Use Case ID** | **AR0031** |
| Title | RCP- REFUND COMMISSION PAID  |
| Description | Booking RCP record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. A CPD or NCD is booked on Policy A
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code RCP and hit enter
8. Enter zero in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter RCP amount in Comm field
11. Enter the reason for RCP booking in Reference field
12. Click Save
13. Copy the relevant debit record to RCP ID field under accounts receivable transactions
 |
| Post condition | RCP record booked successfully and linked. |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority |  |
| Fields Affected | Comm to pay, Effdate, Rendate,Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

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| --- | --- |
| **Use Case ID** | **AR0032** |
| Title | POD- PAYMENT ON DEDUCTIBLE  |
| Description | Booking POD record on Policy A |
| Primary Actors | AR Dept./Cashiers |
| Preconditions | 1. A DED is booked on Policy A
 |
| Main Success Scenario | 1. Log into Agent Receipts Folder
2. Enter the Cashier’s receipt number in the Receipt No box and Enter
3. The boxes will be filled automatically with the relevant information
4. Check if the information recorded in the boxes Total Acct Currency,

Agent Code and Payment Date match the information on the Cash Receipt1. Adjust Payment Type to Net (N) or Gross (G)
2. Enter Agent Receipt # from the payments list in Agent Rec. No box
3. Check Policy No, If information does not come available key in policy # from payments list in Policy No box and hit Enter
4. Click No on the notification asking if you want to add a Payment on Refund (RPP) or SHO record
5. The option appears for the user to select “Yes” for outstanding production records or “No” for commission records. In this case click Yes
6. Select the associated Debit record(s) for a deductible
7. Enter to get the automatic calculation
8. Check Paid Amt , Trx Code , Premium Balance , Policy Cost, Tax, Premium Paid, and Comm boxes for accuracy (Policy cost, Tax and commission should be zero)
9. If the information is correct click Save Record
10. Select options required (delete entry, view batch, view posted information etc.)
11. When all the receipts are entered correctly and there is no balance in the

Amount left in box click the Print Receipt box1. If the printout is correct click the Post Batch box
 |
| Post condition | POD is added to policy A and all records are linked successfully  |
| Extension |  |
| Frequency of Use | DAILY |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks | This is a batch processing function. |

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| **Use Case ID** | **AR0033** |
| Title | WOF- WRITE OFF  |
| Description | Booking WOF record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Authorization from management for a write off
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code WOF and hit enter
8. Select the associated Debit Record that will be written off
9. Enter WOF amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for WOF in the Reference field
12. Click Save
13. Copy NEW/REN ID TO WOF ID field under accounts receivable transactions
 |
| Post condition | WOF record booked successfully and linked. |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounting Department |
| Priority |  |
| Fields Affected | Amount Credit, Comm, Policy Cost, Tax, Effdate, Rendate,Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0034** |
| Title | VDC- VOID CHEQUE  |
| Description | Booking of a VDC record on Policy A to void a RPP check or void a SHO  |
| Primary Actors | AR Dept.  |
| Preconditions | 1. A RPP or SHO is booked on Policy A
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number or ZZZ-INTERN in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code VDC and hit enter
8. Enter check amount that will be voided in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reference check #, policy # and reason why check was voided in the Reference field ex.(check stale dated)
11. Click Save
12. Copy RPP or SHO ID to VDC ID field under accounts receivable transactions
 |
| Post condition | Check is voided and records are linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | Nagico Accounting Department  |
| Priority | High  |
| Fields Affected | Amount Credit, Comm, Effdate, Rendate,Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0035** |
| Title | VPY- VOID PAYMENT (corr)  |
| Description | Booking of a VPY record on Policy A  |
| Primary Actors | AR Dept. |
| Preconditions | 1. A payment was applied incorrectly
2. Booking period was closed
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code VPY and hit enter
8. Enter paid amount to be voided in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reason for void in the Reference field ex.(incorrect booking)
11. Click Save
12. Copy VPY ID to POA ID field under accounts receivable transactions
 |
| Post condition | Payment in voided and all records are linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | Nagico Accounting Department  |
| Priority | High  |
| Fields Affected | Amount Debit, Comm To Pay, Policy Cost, Tax, Effdate, Rendate,Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0036** |
| Title | VPD- CORR PDD RECORD  |
| Description | Booking of a VPD record on Policy A  |
| Primary Actors | AR Dept. |
| Preconditions | 1. A PDD booked on Policy A
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code VPD and hit enter
8. Enter correction amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reason for VPD in the Reference field
11. Click Save
12. Copy VPD ID to PDD ID field under accounts receivable transactions
 |
| Post condition | PDD is corrected and linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | Nagico Accounting Department  |
| Priority | High  |
| Fields Affected | Amount Debit, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0037** |
| Title | SUB- SUBROGATION CLAIM  |
| Description | Viewing a Subrogation claim  |
| Primary Actors | Claims Dept/Medical Dept.  |
| Preconditions | 1. All relevant information is collected from client
2. A SUB is booked on Policy A
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder “A/R Entry”
3. Type in the policy number in the Policy No field
4. Enter to get Policy A information
 |
| Post condition | Access to SUB record  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | Various Departments  |
| Priority | High  |
| Fields Affected | Amount Debit, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0038** |
| Title | RCL- REPAYMENT CLAIM  |
| Description | Booking a RCL on Policy A  |
| Primary Actors | AR Dept/Cashiers  |
| Preconditions | 1. A SUB is booked on Policy A
 |
| Main Success Scenario | 1. Log into Agent Receipts Folder
2. Enter the Cashier’s receipt number in the Receipt No box and Enter
3. The boxes will be filled automatically with the relevant information
4. Check if the information recorded in the boxes Total Acct Currency,

Agent Code and Payment Date match the information on the Cash Receipt1. Adjust Payment Type to Net (N) or Gross (G)
2. Enter Agent Receipt # from the payments list in Agent Rec. No box
3. Check Policy No, If information does not come available key in policy # from payments list in Policy No box and hit Enter
4. Click No on the notification asking if you want to add a Payment on Refund (RPP) or SHO record
5. The option appears for the user to select “Yes” for outstanding production records or “No” for commission records. In this case click Yes
6. Select the associated Debit record(s) for a SUB
7. Enter to get the automatic calculation
8. Check Paid Amt , Trx Code , Premium Balance , Policy Cost, Tax, Premium Paid, and Comm boxes for accuracy (Policy cost, Tax and commission should be zero)
9. If the information is correct click Save Record
10. Select options required (delete entry, view batch, view posted information etc.)
11. When all the receipts are entered correctly and there is no balance in the

Amount left in box click the Print Receipt box1. If the printout is correct click the Post Batch box
 |
| Post condition | RCL is added to policy A and all records are linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks  | Links to SUB This is a batch process  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0039** |
| Title | WSB- WRITE OFF SUBROGATION  |
| Description | Booking WSB record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Authorization from management for a write off
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code WSB and hit enter
8. Select the associated Debit Record that will be written off (SUB RECORD)
9. Enter WSB amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for WSB in the Reference field
12. Click Save
 |
| Post condition | WSB record booked successfully and linked. |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounting Department |
| Priority |  |
| Fields Affected | Amount Credit, Comm, Policy Cost, Tax, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks | Links to SUB  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0040** |
| Title | SOW- SALE OF WRECK  |
| Description | Viewing a Sale of Wreck  |
| Primary Actors | Claims Dept  |
| Preconditions | 1. All relevant information is collected from client
2. A SOW is booked on Policy A
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder “A/R Entry”
3. Type in the policy number in the Policy No field
4. Enter to get Policy A information
 |
| Post condition | Access to SOW record  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | Various Departments  |
| Priority | High  |
| Fields Affected | Amount Debit, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0041** |
| Title | PSW- PAYMENT SALE OF WRECK  |
| Description | Booking a PSW on Policy A  |
| Primary Actors | AR Dept/Cashiers  |
| Preconditions | 1. A SOW is booked on Policy A
 |
| Main Success Scenario | 1. Log into Agent Receipts Folder
2. Enter the Cashier’s receipt number in the Receipt No box and Enter
3. The boxes will be filled automatically with the relevant information
4. Check if the information recorded in the boxes Total Acct Currency,

Agent Code and Payment Date match the information on the Cash Receipt1. Adjust Payment Type to Net (N) or Gross (G)
2. Enter Agent Receipt # from the payments list in Agent Rec. No box
3. Check Policy No, If information does not come available key in policy # from payments list in Policy No box and hit Enter
4. Click No on the notification asking if you want to add a Payment on Refund (RPP) or SHO record
5. The option appears for the user to select “Yes” for outstanding production records or “No” for commission records. In this case click Yes
6. Select the associated Debit record(s) for a SOW
7. Enter to get the automatic calculation
8. Check Paid Amt , Trx Code , Premium Balance , Policy Cost, Tax, Premium Paid, and Comm boxes for accuracy (Policy cost, Tax and commission should be zero)
9. If the information is correct click Save Record
10. Select options required (delete entry, view batch, view posted information etc.)
11. When all the receipts are entered correctly and there is no balance in the

Amount left in box click the Print Receipt box1. If the printout is correct click the Post Batch box
 |
| Post condition | PSW is added to policy A and all records are linked successfully  |
| Extension |  |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks  | Links to SOWThis is a batch process  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0042** |
| Title | PBC- PAID BY COMMISSION  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Fields Affected |  |
| Trans. Code Type |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0043** |
| Title | RENT- RENT DUE  |
| Description | Viewing a Rent Due record  |
| Primary Actors |   |
| Preconditions | 1. All relevant information is collected from client
2. A RENT record is booked
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder “A/R Entry”
3. Type in the policy number in the Policy No field
4. Enter to get Policy A information
 |
| Post condition | Access to RENT record  |
| Extension |  |
| Frequency of Use | Monthly  |
| Status |  |
| Owner |  |
| Priority | High  |
| Fields Affected | Amount Debit, Logdate, Logtime |
| Trans. Code Type | Debit- (D) |
| Remarks |  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0044** |
| Title | RPOA- PAYMENT OF RENT  |
| Description | Booking a RPOA  |
| Primary Actors | AR Dept/Cashiers  |
| Preconditions | 1. A RENT record is booked on Policy A
 |
| Main Success Scenario | 1. Log into Agent Receipts Folder
2. Enter the Cashier’s receipt number in the Receipt No box and Enter
3. The boxes will be filled automatically with the relevant information
4. Check if the information recorded in the boxes Total Acct Currency,

Agent Code and Payment Date match the information on the Cash Receipt1. Adjust Payment Type to Net (N) or Gross (G)
2. Enter Agent Receipt # from the payments list in Agent Rec. No box
3. Check Policy No, If information does not come available key in policy # from payments list in Policy No box and hit Enter
4. Click No on the notification asking if you want to add a Payment on Refund (RPP) or SHO record
5. The option appears for the user to select “Yes” for outstanding production records or “No” for commission records. In this case click Yes
6. Select the associated Debit record(s) for a RENT record
7. Enter to get the automatic calculation
8. Check Paid Amt , Trx Code , Premium Balance , Policy Cost, Tax, Premium Paid, and Comm boxes for accuracy (Policy cost, Tax and commission should be zero)
9. If the information is correct click Save Record
10. Select options required (delete entry, view batch, view posted information etc.)
11. When all the receipts are entered correctly and there is no balance in the

Amount left in box click the Print Receipt box1. If the printout is correct click the Post Batch box
 |
| Post condition | RPOA is added to policy A and all records are linked successfully  |
| Extension |  |
| Frequency of Use | Monthly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Credit, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks  | Links to RENT This is a batch process  |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0045** |
| Title | RBCQ- RENT BOUNCE CHECK  |
| Description | Booking RBCQ record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions |   |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code RBCQ and hit enter
8. Enter RBCQ amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter return check and the check # in Reference field
11. Click Save
 |
| Post condition | RBCQ charge is added to Policy A |
| Extension | Bounce Cheque created automatically upon creation of this procedure. |
| Frequency of Use | Weekly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Logdate, Logtime |
| Trans. Code Type | Debit – (D) |
| Remarks | Create follow up report to ensure that the client pays within the required time etc. Include also payment plan procedure follow up. |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0046** |
| Title | RADM- RENT ADM CHARGES  |
| Description | Booking RADM record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. A RENT bounce check transaction is entered on Policy A
2. See used case ID (AR0045)
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code RADM and hit enter
8. Enter RADM amount in Total Amt field and hit enter
9. Hit Enter again for Calculation
10. Enter reference bounce check charges in Reference field
11. Click Save
 |
| Post condition | RADM charge is added to Policy A  |
| Extension | Links to RENT  |
| Frequency of Use | Monthly  |
| Status |  |
| Owner | NAGICO Accounts Department |
| Priority | High  |
| Fields Affected | Amount Debit, Logdate, Logtime |
| Trans. Code Type | Debit – (D) |

|  |  |
| --- | --- |
| **Use Case ID** | **AR0047** |
| Title | RWOF- RENT WRITE OFF  |
| Description | Booking RWOF record on Policy A |
| Primary Actors | AR Dept.  |
| Preconditions | 1. Authorization from management for a write off
 |
| Main Success Scenario | 1. Log into AccRec
2. Click on folder A/R entry
3. Type in the policy number in the Policy No field and hit enter
4. All relevant fields will be automatically filled in
5. Check Agent Code field to ensure that it is the correct agent
6. Enter Transaction Date in Trans Date field
7. Enter TRX Code RWOF and hit enter
8. Select the associated Debit Record that will be written off (RENT RECORD)
9. Enter RWOF amount in Total Amt field and hit enter
10. Hit Enter again for Calculation
11. Enter reason for RWOF in the Reference field
12. Click Save
 |
| Post condition | RWOF record booked successfully and linked. |
| Extension |  |
| Frequency of Use | Monthly  |
| Status |  |
| Owner | NAGICO Accounting Department |
| Priority |  |
| Fields Affected | Amount Credit, Comm, Policy Cost, Tax, Logdate, Logtime |
| Trans. Code Type | Credit- (C) |
| Remarks | Links to RENT  |

# Use Cases- Scenarios

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title | Transfer of credit  |
| Description | Customer A requested a Transfer of a credit from Policy A to Customer B’s, Policy B. Customer A policy is insured Direct. Customer B’s policy is insured with an agent. |
| Primary Actors | AccRec staff- Shelly, Tishawn, Rolinda or Deanna |
| Preconditions | 1. Agents/agency department books the following;
2. Renewal debit record booked on Blakes vehicle policy
3. Renewal debit record booked on Vincent’s HOC policy.
4. Agency Dept sends receipt and transaction history to ACCREC.
 |
| Main Success Scenario | 1. Log into AccRec
2. Book a RPP record according to Use Cased ID AR0001 on policy A for Customer A, making a debit entry to link credit.
3. Book a POA credit record according to AR0002. On Customer B’s, Policy B.
4. Commission is then booked on the POA record. Shelly please elaborate on the steps involved.
 |
| Post condition | Transfer is completed successfully |
| Extension | If Clients are completely Direct (NON):1. The users books a Debit transfer Record (DTR) on Policy A. Shelly refer to the Use Case ID number here to outline the process involved.
2. The user books a Credit transfer Record (CTR) on Policy B. Shelly refer to the Use Case ID number here to outline the process involved.

Resulting in a successful transfer of credit. |
| Frequency of Use | Once per day |
| Status |  |
| Owner | NAGICO- Accounts Departments |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title | Application of payments to the wrong policy |
| Description | Payments applied to Policy A belonged to Policy B |
| Primary Actors | AccRec staff- Shelly Alphonso, Tishawn, Rolinda or Deanna |
| Preconditions | Add Preconditions |
| Main Success Scenario | Shelly Add successful Process flow here. |
| Post condition | Payments applied successfully to Policy B |
| Extension | Add extension to any step in the Main success Scenario |
| Frequency of Use | Once per day |
| Status |  |
| Owner | NAGICO- Accounts Departments |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title | Check bounced one month later |
| Description | Customer A renewed Policy A and paid with a postdated cheque, which bounced upon cashing the cheque at the said date of the cheque. |
| Primary Actors | AccRec staff- Shelly Alphonso, Tishawn, Rolinda or Deanna |
| Preconditions | Add Preconditions |
| Main Success Scenario | Shelly Add successful Process flow here. |
| Post condition | Add Post condition |
| Extension | Add extension to any step in the Main success Scenario |
| Frequency of Use | Once per day |
| Status |  |
| Owner | NAGICO- Accounts Departments |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title |  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title |  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title |  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title |  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title |  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR000 |
| Title |  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR00 |
| Title |  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

|  |  |
| --- | --- |
| Use Case ID | AR00 |
| Title |  |
| Description |  |
| Primary Actors |  |
| Preconditions |  |
| Main Success Scenario |  |
| Post condition |  |
| Extension |  |
| Frequency of Use |  |
| Status |  |
| Owner |  |
| Priority |  |
| Field Affected |  |
| Trans. Code Type. |  |

# Appendix I

Diagram of Agent Payment



# Appendix II

Links to transaction codes