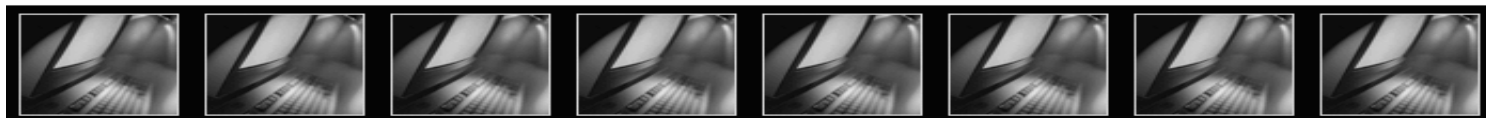


Suspense User's Guide

Oracle® Insurance Policy Administration - Life
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Introduction

A suspense account is an account that is used to temporarily store money until a decision is made about where the money will be allocated. It identifies where the money came from and allows for the money to be used as payment to various policies. It also allows for the identification of errors found via double entry accounting by the debiting and crediting of the suspense account. Ultimately, a suspense account should have a zero balance after all money is properly attached to the correct policies.

Double Entry Example

Debit	Credit	Explanation
Bank account 12,000	Suspense account 12,000	The initial creation of a suspense account for the unidentifiable money.
Suspense account 12,000	Customer X's policy account 12,000	Reversing this suspense account:

Example of Suspense Accounting

The accounting department sees a bank receipt of \$12,000 in the company's bank statement, but because of insufficient information does not know whether this money is from a customer who paid up their outstanding account or whether it is the receipt for the sale of fixed assets. Hence, the accounting department can temporarily post this transaction into a suspense account until the true nature of the transaction is discovered.

Suspense Records

A unique suspense number is generated with each suspense record for identification purposes. Suspense records are written to the suspense account(s) for a company's general ledger. These records temporarily hold money until an activity generates a process to disperse or apply the money. Once the respective activities are processed, the company's actual general ledger is updated. These transactions are specific to the inbound and outbound tracking of pieces of money received and disbursed by the insurance company. A Suspense Record is used as a 'holding' account until the money is applied to a policy or refunded.

OIPA Example of Suspense

A customer submits an initial premium or other applicable premium payment along with a completed policy application. In OIPA, the payment is first entered in the suspense account and a suspense record is generated. Then a CSR would process an InitialPremium or AdditionalPayment activity for that policy. The activity would then apply the money from the suspense account to the client's respective account.

Suspense Refund

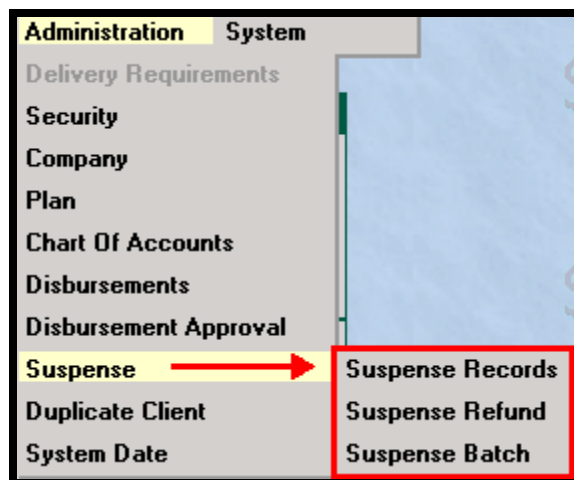
Suspense is also used to disburse money back to customers. When the money is disbursed it is called a suspense refund. Assume an individual submitted payment for a policy that does not exist for the company. The money can be disbursed back to the individual via a suspense refund.

Because suspense refund can be configured differently for every company, see [Suspense Refund](#) for an example of how OIPA handles this functionality.

Suspense in OIPA

There are three suspense screens used for suspense activities. They can be accessed through the Administration menu.

1. **Suspense Records** – Used to enter money in
2. **Suspense Refund** – Used to send money out.
3. **Suspense Batch** – Used to enter multiple transactions. Keeps a running tally of checks and total amount.



Suspense Records

The Suspense Record(s) screen is where a user inputs suspense information for individual money entries. The New button allows a user to create a new suspense record. After selecting the Save button, the information is saved, the status is in open and a suspense number is automatically generated that will be used in activities to apply money to a policy.

Suspense Buttons

- **New** – Creates a new suspense record.
- **Find** – Searches for suspense records.
- **History** – Displays a history of events on the suspense record.
- **Save** – Saves the suspense record.
- **Close** – Closes the Suspense Screen.

When adding an activity such as Additional Payment, you will need to enter a suspense number for the funds. This is the automatically generated Suspense Number in the applicable suspense record. By entering a suspense number in an activity, the OIPA system verifies the record is still open, and adds that activity amount to whatever is in the attached amount. Once the attached amount reaches the Suspense Amount the system closes the suspense record.

Fund	Percent
ACME - Equity Income	70.00
ACME - High Income	30.00
	100.00

Suspense Batch

The Suspense Batch screen is where multiple suspense records can be added in OIPA. Each suspense record entered through the Suspense Batch screen has a unique SuspenseNumber. Each suspense record in a batch is in pending status until the batch is complete. Then each suspense record is open until applied to a policy. Once all suspense money is applied, the status changes to closed. See the [Configuring the Suspense Batch Screen](#) for details on screen functionality. After a batch is entered, activities can be used to apply money to the policy to each suspense record individually.

Batch Suspense Record(s)

Batch Identification

Company: Acme Life

Servicer: alyssam

Batch Effective Date: 05/12/2017

Batch Number: 051220170000001

Amount	Check #	Last Name	Policy	Account	Bank	Suspense #	Status
\$150.00	101	Doe	957452	2154-5421562	36545135	5812	Pending

Suspense record information

Amount:

Last Name:

Account Number:

Bank Name:

Type: AOC - Direct

From Contract No:

Attached Amount: 0.00

Suspense Number:

Effective Date: 05/12/2017

First Name:

Check Number:

Bank Number:

Status: Pending

Running Check Count: 1

ReCount: 0

Running Tally

Running Total: \$150.00

ReCalculate:

New

Add

Find

History

Save

Close

Batch Buttons

Configuring Suspense

Suspense Overrides

Suspense Screens are normally configured at the Company Level. You may create overrides of the Suspense Screen rules for different company needs.

The screenshot displays the Oracle Insurance Business Rule configuration interface. The top section, titled "Business Rule", shows the configuration for the "SuspenseScreen" rule. The "Rule" dropdown is set to "SuspenseScreen", and the "Plan Group", "Plan", and "Type Code" dropdowns are all set to "(All Plan Groups)", "(All Plans)", and "(All Types)" respectively. The "Global/Override(s)" section shows a table with columns "Company", "Plan", "Fund", "Transaction", and "State". The table has two rows: "(Global)" and "ACME Holding Corporation". The "ACME Holding Corporation" row is highlighted with a red border. The "Rule Detail" section shows the "Rule Name" as "SuspenseScreen" and the "Rule Type" as "System". The "XML Data" section displays the XML structure for the rule, including the "Fields" and "Field" elements.

Company	Plan	Fund	Transaction	State
(Global)				
ACME Holding Corporation				

Rule Detail

Rule Name: SuspenseScreen **Rule Type:** System

XML Data:

```
<SuspenseScreen>
  <Fields>
    <Field>
      <Name>StatutoryCompany</Name>
      <Display>Statutory Company</Display>
      <DataType>Combo</DataType>
      <DefaultValue></DefaultValue>
      <Query TYPE="FIXED">

```

Suspense Records

The Suspense Record(s) screen is where an individual suspense record can be added. This screen is comprised of fixed fields and configurable fields. The SuspenseScreen rule is the screen rule that can be configured to modify this screen. Data entered into this screen is stored in AsSuspense and AsSuspenseField.

The OIPA system automatically displays the Attached Amount, which is the total amount of money attached to that suspense record. The Status field is the status of the suspense record. It is found in AsCodeSuspenseStatus and is an auto generated suspense number.

The screenshot shows the 'Suspense Record(s)' window. It contains several input fields and buttons. Annotations highlight specific areas:

- Fixed Fields:** A purple box highlights the top section containing 'Company' (Acme Life), 'Policy Number', 'Effective Date' (03/05/2008), 'Amount' (\$0.00), 'Last Name', 'First Name', 'Account Number', 'Check Number', 'Bank Name', 'Bank Number', 'User', and 'Type' (ADC - Direct).
- Configurable Fields:** An orange box highlights the bottom section containing 'Statutory Company' (ACME Life), 'From Contract No', 'UniquelD', and 'NBCIndicator' (Yes).
- Field data generated by the system after selecting the save button:** A blue box highlights the bottom section containing 'Attached Amount' (\$0.00), 'Suspense Number', and 'Status'.

On the right side, there are two data structures:

- AsSuspense:** A list of fields including SuspenseGUID, SuspenseNumber, TypeCode, StatusCode, Amount, AttachedAmount, CompanyGUID, PolicyNumber, EffectiveDate, EffectiveFromDate, EffectiveToDate, ClientNumber, FirstName, LastName, AccountNumber, BankName, BankNumber, CheckNumber, XMLData, and BatchNumber.
- AsSuspenseField:** A list of fields including SuspenseGUID, FieldName, FieldTypeCode, DateValue, TextValue, IntValue, and FloatValue.

Arrows point from the 'Fixed Fields' and 'Configurable Fields' boxes to the 'AsSuspense' and 'AsSuspenseField' lists. An arrow points from the 'Field data generated by the system after selecting the save button' box to the 'SuspenseGUID' field in the 'AsSuspenseField' list.

Configuring the Suspense Screen

The SuspenseScreen Business Rule is used to configure the Suspense Record(s) Screen.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<SuspenseScreen>	The opening and closing tag of the SuspenseScreen Business Rule.		

XML Example

```
<SuspenseScreen>
```

Prefixing the Suspense Number

When configuring Suspense you may want to prefix the suspense numbers. This may aid in identifying the company that the suspense record is associated with. This is done with the PREFIX attribute in the <SuspenseNumber> element.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<SuspenseNumber>	Required Root Element; This tag indicates the opening and closing tag of the SuspenseScreen Business Rule.	PREFIX	Required attribute value; = "[String]" The value with which the Suspense Number should be prefixed.

XML Example

```
<SuspenseNumber PREFIX="R"></SuspenseNumber>
```

Fixed Fields

As with other screen rules, you may change the display name of the fixed fields or chose to hide them. The data saved in these fields are saved to the AsSuspense table.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<Substitutions>	Optional Element; This tag is used to change the display name of the Fixed and Dynamic fields within the Suspense Screen.		
<Substitution>	Optional Element; This tag is used to configure the Prefix with which the automatic SuspenseNumber should be generated, upon clicking the SAVE button on the SuspenseScreen. Note: This tag is valid only in .NET.	NAME DISPLAY	Required attribute; Name of the Fixed or Dynamic Fields for which the Display name should be changed Required attribute; The Display name with which the Fixed or Dynamic Fields should be displayed in the Suspense Screen
<FixedFields>	Optional Element; Allows configuration of fixed fields on a j2ee platform.		

XML Example

```

<Substitutions>
  <Substitution NAME="EffectiveDate" DISPLAY="Effective Date"></Substitution>
</Substitutions>
<FixedFields>
  <Field>
    <Name>TypeCode</Name>
    <Display>Type</Display>
  </Field>
</FixedFields>

```

Configurable Fields

You can configure dynamic fields that are required by the business requirements. The standard field elements are applicable. The data saved in these fields is saved in the AsSuspenseField table.

If the MultiField Business Rule is configured, you may use the <MultiField> element to display a set of fields. Please see the MultiField Business Rule in the Technical Manual for more information.

You may also configure standard validation on onload/onchange configuration for fields on this screen.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<Fields>	Required Element; Allows configuration of dynamic fields.		
<Field>	Required/Repeatable Element; The opening and closing tag for each Field being configured. <Name>, <Display>, <DataType>, <Disabled> and <Query> are the allowed elements for dynamic fields.		
<MultiFields>	Optional element; Allows configuration of MultiFields in the SuspenseScreen. Additional Information: MultiFields enables and allows screen transaction configuration with multiple sets of dynamic field values on various screens.	RULE	Required Element Value; MultiFields enables and allows screen transaction configuration with multiple sets of dynamic field values on various screens. The yes/No element values can be used to turn On/Off the multifields section on ChildFundScreen. This statement can occur in any in any part of the Transaction XML. Yes - Enables the MultiField Business Rule (turns on) and if set to "Yes" Multi Fields should be generated on the ChildFundScreen No - Defaults and disables the Multifield Business Rule (turns off)

			<p>and if set to "No" Multi Fields should not be generated on the ChildFundScreen.</p> <p>Required attribute; Rule= "[MultiField-BusinessRuleName]" For eg: <MultiFields RULE="MultiFields-TestWithdrawal">Yes</MultiFields></p>
<Validation>	<p>Required Element; Allows an activity to validate data in the associated suspense record. Refer to Appendix 2 - Transaction Element document for <Validation> element details and available options.</p>		
<OnLoad>	<p>Optional Element; Indicates the start of field definition and values applying to math calculation to enable this functionality. Refer to the OnLoad and OnChange sections of the Transaction Element document.</p>		
<OnChange>	<p>Optional Element; Container for OnChange configuration. Indicates the start of field element values to facilitate processing when the field change affects the content of another field. This allows change to one or more fields based on the value of a trigger field. OnChange is only stated and applied within a defined multifield section.</p>		

	Refer to Appendix 2 - Transaction Element document for the <OnChange> details.		
--	--	--	--

XML Example

```

<Fields>
  <Field>
    <Name>DepositoryBusinessUnit</Name>
    <Display>Depository Business Unit</Display>
    <DataType>Combo</DataType>
    <Query TYPE="SQL">SELECT Criteria1 FROM AsMapNameLarge WHERE
      RateDescription = 'DepositoryBusinessUnit'</Query>
  </Field>
</Fields>
<MultiFields RULE="MultiFields-SuspenseScreen">Yes</MultiFields>
  <Validation>
    <Required>
      <Field>Amount</Field>
    </Required>
  </Validation>
<OnLoad>
  <Field>DepositoryBusinessUnit</Field>
</OnLoad>
<OnChange>
  <Change>
    <Name>cmbDepositoryBusinessUnit</Name>
    <Type>Combo</Type>
    <Items>
      <Item INDEX="*">
        <Calculated TYPE="EVAL"><![CDATA[if( document.frmSuspense.cmbSWBBusinessUnit.options[
document.frmSuspense.cmbSWBBusinessUnit.selectedIndex ].value !=
document.frmSuspense.cmbDepositoryBusinessUnit.options.value == 'SWB')></Calculated>
      </Item>
    </Items>
  </Change>
</OnChange>

```

Setting Searchable Suspense Fields

You can specify the fields on the suspense record screen that can be searched. These fields are the filter criteria on the Suspense Search Screen. Identifying Searchable Suspense Fields for the Suspense Search Screen is discussed in the [Configuring the Suspense Search](#) section of this guide.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<SearchFields>	Required Element; Specifies the Fields using which specific Suspense records can be searched. These Fields act as the Filter criteria in SuspenseSearchScreen.		
<Field>	Required/Repeatable Element; Specifies the Field Name that needs to be available in the SuspenseSearchScreen as a Search Field.		Required Element Value; [Field Name] Note: Both Dynamic and Fixed fields can be used as the Search Fields.

XML Example

```
<SearchFields>
  <Field>SuspenseNumber</Field>
  <Field>PolicyNumber</Field>
  <Field>EffectiveDate</Field>
  <Field>LastName</Field>
  <Field>Amount</Field>
</SearchFields>
```


Disable Suspense Fields Depending on Suspense Status

You can disable certain suspense fields according to the status of the suspense record. For example, if the suspense record is pending, you may not want the effective date to be populated, as the suspense should not be applied and isn't effective yet.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<DisableSuspenseFields>	Optional Element; Disable the Fields in the SuspenseScreen based on the status of the Suspense Record.		
<DisableFields>	Required/Repeatable Element; To specify the name of the Fields that needs to be disabled for the Status mentioned in the <DisabledFields> tag.	STATUS	Required attribute; Status of the Suspense records populated from AsCodeSuspenseStatus table. Depending on the status the configured fields can be disabled.
<DisableField>	Required/Repeatable Element; To specify the Name of the Fields that needs to be disabled in the Suspense Screen for the Status mentioned in the <DisabledFields> tag.		
<Name>	Required Element; Name of the Field to be disabled in SuspenseScreen.		Required Element value; [Field Name]
<DataType>	Optional Element; DataType of the Field to be disabled.		Required Element value for version 8; [DataType of the Field]

XML Example

```
<DisableSuspenseFields>
  <DisableFields STATUS="02">
    <DisableField>
      <Name>EffectiveDate</Name>
    </DisableField>
  </DisableFields>
</DisableSuspenseFields>
```

AsSuspense Table

The AsSuspense table captures fixed field data entered into the Suspense Record or Suspense Batch screens.

AsSuspense
SuspenseGUID
SuspenseNumber
TypeCode
StatusCode
Amount
AttachedAmount
CompanyGUID
PolicyNumber
EffectiveDate
EffectiveFromDate
EffectiveToDate
ClientNumber
FirstName
LastName
AccountNumber
BankName
BankNumber
CheckNumber
XMLData
BatchNumber

SuspenseGUID – The unique GUID for a suspense record.

SuspenseNumber – A number that is generated by the system for end users to identify the suspense record. This number can be configured to have a prefix per company suspense account.

TypeCode – The suspense code from AsCodeSuspenseType. This indicates how the suspense record was generated.

StatusCode – The status code of the suspense record from AsCodeSuspenseStatus.

Amount – The amount inputted for the suspense record.

AttachedAmount – An amount that is the difference between the initial Amount entered and the amount that has been applied to this suspense record.

CompanyGUID – The GUID of the company that the suspense record is associated with.

PolicyNumber – The policy number that the suspense record is associated with.

EffectiveDate – The date the suspense is available for use. This date may be pulled from the system date located in the SystemInformation.PROPERTIES document.

EffectiveFromDate – When you create a suspense record this is the system date.

EffectiveToDate – If suspense record is shadowed the system date is recorded.

ClientNumber – This is the username of the individual that created the suspense record.

FirstName – Inputted first name of the policy owner or client that sent in the money.

LastName – Inputted last name of the policy owner or client that sent in the money.

AccountNumber – The account number that the money should be applied to. In OIPA this is the policy number. Depending on a client's numbering scheme this may be different.

BankName – The name of the bank that the funds will be exchanged through.

BankNumber – The bank's identification number that the funds will be exchanged through.

CheckNumber – The number of the check remitted.

XMLData – Only populated for backwards compatibility for versions less than 7.

BatchNumber – The number of the batch entry that generated the suspense record.

AsSuspenseField Table

The AsSuspenseField table captures the configured field data entered into the Suspense Record or Suspense Batch screens.

AsSuspenseField
SuspenseGUID FieldName FieldTypeCode DateValue TextValue IntValue FloatValue

SuspenseGUID – The unique GUID for a suspense record.

FieldName – The name of the field that captured the data. The field is configured for the screen via the SuspenseScreen rule.

FieldTypeCode – This is the code associated with the type of field that data is in and is found at AsCodeField. Only one value will be populated according to the code found here.

DateValue – If the associated field is a date type, the value entered will be saved in this column.

TextValue – If the associated field is a text type, the value entered will be saved in this column.

IntValue – If the associated field is an integer type, the value entered will be saved in this column.

FloatValue – If the associated field is a float type, the value entered will be saved in this column.

Configuring the Suspense Batch Screen

Overview

An insurance company may have a special department that receives all checks and/or EFTs and is responsible for entering their suspense information into OIPA. Some insurance companies combine money-in by some type of organization scheme like bank or client and this forms a batch of suspense records that can be entered in all at one time. The Suspense Batch screen is where multiple suspense records can be added in OIPA. Each suspense record entered through the Suspense Batch screen has a unique SuspenseGUID and SuspenseNumber. Each suspense record in a batch is in pending status until the batch is complete. Then each suspense record is open until applied to a policy. Once applied, the status changes to closed.

This screen is comprised of fixed fields and configurable fields. The SuspenseBatchScreen rule is the screen rule that can be configured to modify this screen. Data entered into this screen is stored in AsSuspense and AsSuspenseField. There is no AsSuspenseBatch table, since this screen is just capturing multiple suspense records. There is a BatchNumber column in the table that identifies that a suspense record was captured via batch entry.

AsSuspense
SuspenseGUID
SuspenseNumber
TypeCode
StatusCode
Amount
AttachedAmount
CompanyGUID
PolicyNumber
EffectiveDate
EffectiveFromDate
EffectiveToDate
ClientNumber
FirstName
LastName
AccountNumber
BankName
BankNumber
CheckNumber
XMLData
BatchNumber

Note: This screen is driven by the code and is usable even if the SuspenseBatchScreen rule is not configured. The rule's fixed fields will be displayed and able to capture data.

Batch Suspense Record(\$)

Batch identification Company: Acme Life Servicer: alyssam
Batch Effective Date: 05/12/2017
Batch Number: 051220170000001

Amount	Check #	Last Name	Policy	Account	Bank	Suspense #	Status
\$150.00	101	Doe	957452	2154-5421562	36545135	5812	Pending

Suspense record information

Effective Date: 05/12/2017

Amount:

Last Name: First Name:

Account Number: Check Number:

Bank Name: Bank Number:

Type: AOC - Direct

From Contract No:

Attached Amount: 0.00 Status: Pending

Suspense Number:

Running Check Count: 1 Running Tally Running Total: \$150.00
ReCount: 0 ReCalculate:

Batch Buttons New Add Find History Save Close

Batch Identification

Selecting the appropriate Company field in the Batch Identification section will store the associated CompanyGUID with all the suspense records saved. The Servicer field automatically displays the username of the user entering the suspense records. The username is also saved in the ClientNumber column in the AsSuspense database. The BatchEffective date is the date the suspense is available for use. This date may be pulled from the system date located in the SystemInformation.PROPERTIES file. The batch number is a unique system generated number associated with the batch entry for identification purposes.

Note: The batch number here is not related to AsBatch table's Batch Number.

Each Suspense Record Entered in the Batch

The table with yellow column headings shown on the image above displays each suspense record entered in the batch. The records are stored in pending status until the batch is complete. Additional records can be deleted. You can also attach comments and images and view any associated accounting detail.

Suspense Record Information

For more information about what is stored in the suspense record information area refer to the [Suspense Record](#) section of this guide.

Running Tally

The running tally section assists users when entering suspense records in batches by displaying a check count and a running total. The user can enter the number of checks they are entering in the recount and the total amount in the recalculate field. The system will cross reference what was actually entered and what was desired to be entered. You will not be able to save the batch until the counts and totals are equal.

Batch Buttons

- **New** – Creates a new batch.
- **Add** – Adds a new suspense record to a batch.
- **Find** – Search for suspense records.
- **History** – Displays a history of events to the batch.
- **Save** – Saves the batch.
- **Close** – Close the BatchScreen.

Suspense Batch Screen Elements

Configuring the Suspense Batch Screen is very similar to configuring the Suspense Screen.

Additionally with this screen rule you can adjust the layout.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<SuspenseBatchScreen>	The opening and closing tag.		
<FixedFields>	Optional element; This element allows the fixed fields to have the same configuration capabilities as dynamic (below the line) fields, the only exception being the ability to change the fixed field data types. These fields are stored in AsSuspense table.		
<Fields>	Required element; Allows configuration of dynamic fields that are stored in AsSuspenseField table. These fields are displayed in the Suspense details portion of the SuspenseBatchScreen		
<MultiFields>	Optional element; Allows configuration of MultiFields.	RULE	<p>Required element value; Yes/No MultiFields enables and allows SuspenseBatchScreen with multiple sets of dynamic field values. Yes - Enables the MultiField Business Rule (turns on) and if set to "Yes" Multi Fields should be generated on the SuspenseBatchScreen No - Defaults and disables the Multifield Business Rule (turns off) and if set to "No" Multi Fields should not be generated on the SuspenseBatchScreen. Note: If this element is not present default is "No".</p> <p>Required attribute; Rule= "MultiFieldBusinessRule" For e.g.: <MultiFields RULE="MultiFields- TestSuspenseFields">Yes</Multi Fields></p>
<Validation>	Optional element; Allows configuration of edits and validations.		
<OnLoad>	Optional element;		

	<p>Indicates the start of field definition and values applying to math calculation to enable this functionality.</p> <p>Refer to the OnLoad and OnChange sections of the Transaction Element in Appendix 2 -</p>		
<OnChange>	<p>Optional element;</p> <p>Container for OnChange configuration.</p> <p>Indicates the start of field element values to facilitate processing when the field change affects the content of another field. This allows change to one or more fields based on the value of a trigger field. OnChange is only stated and applied within a defined multifield section.</p> <p>Refer to Appendix 2 - Transaction Element document</p>		
<Field>	<p>Required / Repeatable element;</p> <p>This element is used to specify the Field Name that needs to be available in the SuspenseSearchScreen as a Search Field.</p>		<p>Required element value;</p> <p>Field Name</p> <p>Note:</p> <p>Both Dynamic and Fixed fields can be used as the Search Fields.</p>
<Table>	<p>Required element;</p> <p>This element is used to configure the portion of the Screen that displays the summary information in columnar form for the newly added suspense items of a batch.</p>		
<Column>	<p>Required element;</p> <p>This element is used to configure the required Columns with which the selected Suspense records details should be displayed. Some of the Elements that can be displayed are Suspense Number, Policy Number, Statutory Company, Amount, Last Name, Effective Date ,Attached Amount, Status.</p>	<p>WIDTH</p> <p>ALIGN</p> <p>FORMAT</p>	<p>Optional attribute;</p> <p>="Integer"</p> <p>To define the Column Width.</p> <p>Optional attribute;</p> <p>="LEFT / CENTER / RIGHT"</p> <p>To define the alignment with which the values should be displayed in the Columns.</p> <p>Optional attribute;</p> <p>="TEXT / DATE / CURRENCY"</p> <p>To define the format with which the values should be displayed in the Columns.</p>
<Display>	<p>Required element;</p> <p>Label or display Name of the Column on the SuspenseBatchScreen, indicates how the field name will be displayed on the screen.</p>		
<Name>	<p>Required element;</p> <p>Exact name of the Column that will be displayed on the SuspenseBatchScreen.</p>		
<Group>	<p>Required element;</p> <p>This element identifies the table where the specified Field (Field is indicated by the <Name> element) is</p>		

	<p>stored.</p> <p>Note: The name of the table in which a particular Field is stored should be mentioned without the prefix As. For e.g the Fixed field, SuspenseNumber,</p> <p><Group> tag is defined as</p> <p><Group>Suspense</Group></p>		
--	--	--	--

Configuring the Suspense Search Screen

The Suspense Search Screen is used to locate suspense records when the Find button is selected from either the Suspense or Batch Suspense screens. The Suspense Search screen consists of two sections; the Search Criteria and the Search Results. The **SuspenseSearchScreen** rule is used to configure the Suspense Search Criteria and Suspense Results sections.

For the Search Criteria section, fields configured in the SuspenseScreen and/or SuspenseBatchScreen rule that are stored in AsSuspense and AsSuspenseField tables can be used as criteria to filter a suspense search. You may configure the Suspense Results section to list and order desired fields that were configured in the SuspenseScreen or BatchSuspenseScreen rule.

This rule automatically includes the Find and Close buttons and suspense status selections of Open, Closed, Pending and Shadowing that allow the end user to filter search results.

The screenshot displays the 'Suspense Search Screen' interface. It is divided into two main sections: 'Search Criteria' and 'Search Results'.

Search Criteria Section: This section contains various input fields for filtering search results. The fields are arranged in two columns:

- Left Column:** Suspense Number, First Name, BankName, AttachedAmount, Effective To Date, and a checkbox for 'Pending or Attached'.
- Right Column:** Amount, Last Name, Batch Number, Effective From Date, and Client Number.

Below these fields are four checkboxes for status selection: 'Open' (checked), 'Closed', 'Pending', and 'Shadowed'. At the bottom of this section are two buttons: 'Find' and 'Close'.

Search Results Section: This section displays the search results in a table format. Above the table is a pagination bar showing 'Page 1' and a range of page numbers from 2 to 41. The table has the following columns: Number, Effective Date, Amount, AttachedAmount, FirstName, LastName, and a set of action icons (represented by '>>').

Number	Effective Date	Amount	AttachedAmount	FirstName	LastName	>>
5805	05/12/2000	\$20,000.00	\$0.00			[Icons]
5804	05/12/2001	\$150,000.00	\$0.00			[Icons]
5803	05/12/2000	\$600,000.00	\$0.00			[Icons]

Element/Tag	Definition	Element/Attribute Value and Description
<SuspenseSearchScreen>	The opening and closing tag.	
<FixedFields>	Specifies the configuration of the fixed fields from AsSuspense table in the SuspenseSeach Criteria section.	
<Field>	The opening and closing tag for each Field being configured.	
<Name>	The exact name of the Field in the database.	
<Display>	The Display Name of the field that the end users will see.	
<Hidden>	Indicates if the field should be hidden.	Yes/No
<Disabled>	Indicates the field should be disabled.	Yes/No
<DefaultValue>	Defines a default value of the field.	
<Fields>	Specifies the configuration of the dynamic fields from AsSuspenseField table in the SuspenseSeach Criteria section.	
<Field>	The opening and closing tag for each Field being configured.	
<Result>	Required Element; The result section specifies what needs to be displayed as a result of the search. It follows the standard <Table> structure.	
<Section>	Required, Repeatable element; Defines a section of the result. Group of fields constitutes a Section. Sections are scrollable from a left/right perspective. This element is repeatable and can have more than one <Section> tags.	
<Field>	Result field description.	
<Name>	Name of the result field. The Fixed and/or Dynamic Fields that are to be displayed in the Result grid.	
<Display>	The Display Name of the Field, indicates how the name will display on the field.	


Suspense Refund

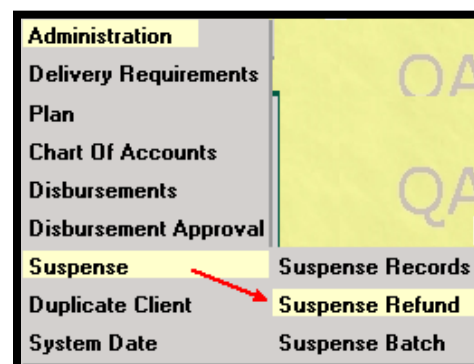
Overview

Processing suspense refunds in OIPA is done via multiple screens and usually includes processing an activity. Because of the multiple steps to process a refund, multiple rules need to be configured.

In the OIPA Acme environment the steps to process a suspense refund begin by navigating to the Suspense Refund screen in the Administration Menu.

The Suspense Refund screen is comprised of two sections, the Suspense Refund and Suspense Refund Roles, which need to be filled out, as follows:

1. Select the appropriate company and plan, which are fixed fields, as well as any other required dynamic fields.
2. Select the **Save** button, which generates a Refund Number.
3. Select an individual(s) that will receive the refund. This individual may be known as a Payee role on the suspense refund. You will notice that another role saved on the suspense refund is the role of the individual processing the refund. Select the  Maintain Suspense Refund Roles button.



Suspense Refund

Company: Acme Life

Plan: ACME Account Refund

Refund Number: SYS0000016

Status: Pending

Statutory Company: MLLIC

Save

Activity

Find

New

Close

Suspense Refund Roles

Maintain: Payee

Role

Name

Tax ID

Percent

Edit

CSR

Login, Tripod

888-88-8888

4. Select the **Find** button to locate a Payee.

Maintain Roles for

☒ Payee

Clear Refresh

Role	Name	Tax ID	Percent
------	------	--------	---------

Find **4** New Save History Close

Current Roles on

Name	Tax ID	Role
------	--------	------

5. Enter in any search criteria. The % is a wildcard.
6. Select the **Find** button.
7. Select the ☐ selection button next to the name you want to assign as the Payee role for the suspense refund.

Client Search Criteria

Client Type: Individual

Last Name: %Doe% **5** First Name:

Date of Birth: SSN:

City: EFT Acct Number:

Find **6** Close

Search Results

Name	Tax ID	Address	Phone
Login, Tripod	888-88-8888		7
<u>Last Name</u>	<u>First Name</u>	<u>SSN</u>	<u>City</u>
Doe	Jane	124-56-7676	
Doe	John		Oreland
Doe	Johnathon	123-56-7890	Sydney

8. Repeat Step 4 through 7 until all Payees have been selected.
9. Enter the correct percentages of the suspense refund that each Payee should receive.
10. Select the **Save** button.

11. Select the **Close** button.

Maintain Roles

☒ Payee

Clear Refresh

☐ Equal Percent

Role	Name	Tax ID	Percent
Payee	Doe, Jane		100.0

Find 8 New Save 10 History Close

Current Roles

Name	Tax ID	Role
Doe, Jane		Payee

12. Select the **Activity** button.

Suspense Refund

Company: Acme Life Plan: ACME Account Refund

Refund Number: SYS0000016 Status: Pending

Statutory Company: MLLIC

Save Activity 12 Find New Close

Suspense Refund Roles

Maintain: Payee

Role	Name	Tax ID	Percent	Edit
CSR	Login, Tripod	888-88-8888		
Payee	Doe, Jane		100%	

13. Select the correct suspense refund activity.

14. Select the **Add** button.

Suspense Refund

Search Name: Policy Number: SYS0000016 Policy Status: Pending

Entry Date: 05/16/2031 Company: Acme Life Plan: ACME Account Refund

Display: ☐ Shadows ☐ Reversals ☐ Futures ☒ Documents ☒ Financial ☐ Delete


From Date: To Date: 05/16/2031 Filters: (All Activities)

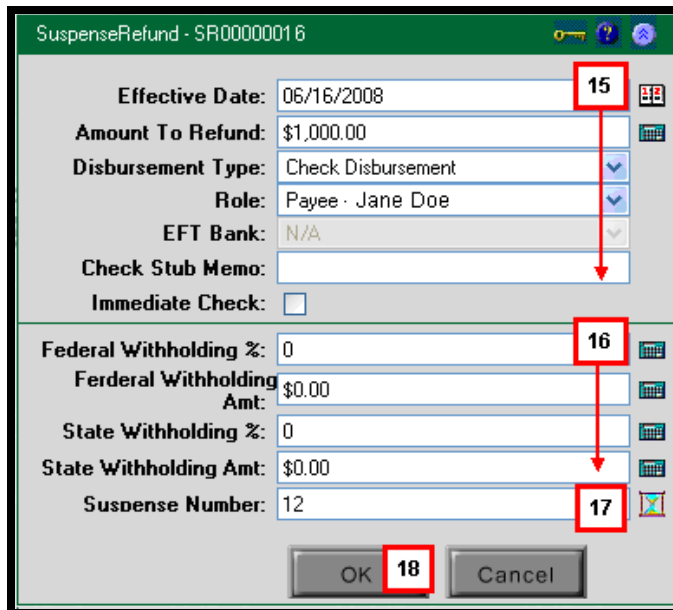
Refresh Close

Activity

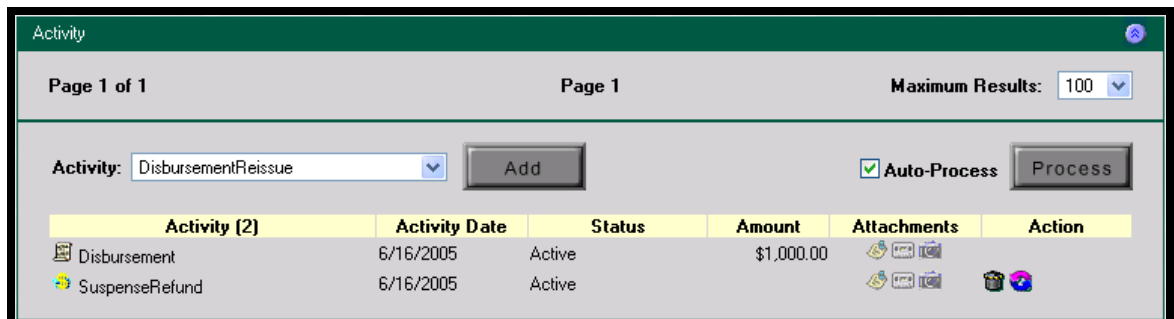
Activity: Suspense Refund 13 Add 14 ☐ Auto-Process Process















Activity	Activity Date	Status	Amount	Attachments	Action
----------	---------------	--------	--------	-------------	--------

15. Enter refund activity detail information.
16. Enter the Suspense Number. You may use the  hourglass button to locate the suspense number.
17. Select **OK**.



A Disbursement activity will be spawned. The Suspense Refund activity is also moved from Pending to Active status and the suspense refund has been processed.



Activity [2]	Activity Date	Status	Amount	Attachments	Action
 Disbursement	6/16/2005	Active	\$1,000.00	  	  
 SuspenseRefund	6/16/2005	Active		  	  

Configuring Suspense Refund

There are six separate configuration tasks that need to be performed in order for OIPA Suspense Refund to function. These steps are in chronological order and include the initial steps for configuring suspense refund if the functionality doesn't exist in your system. If Suspense Refund is already configured, you may skip Steps 1 and 2.

Here is an overview of the steps that are necessary to configure Suspense Refund.

1. Create a system plan for refunds.
2. Configuring the SystemPlan Business Rule to exclude the system plan for refunds from search screens.
3. Configure the SuspenseRefundScreen.
4. Configure the SuspenseRefundSearchScreen
5. Configure the Suspense Refund number.
6. Configure Suspense transactions.

Step 1: Configuring a System Plan

Since suspense is not associated with any marketed plans, you must create one in order to track money out. Tracking money-out via the Suspense Refund screen will write records to AsPolicy and AsPolicyField. You will identify Suspense Refund records by their refund number, which is stored in the PolicyNumber column and can be prefixed as required for identification purposes.

AsPolicy	
POLICYGUID	
POLICYNUMBER	
POLICYNAME	
CREATIONDATE	
ISSUESTATECODES	
PLANDATE	
STATUSCODE	
COMPANYGUID	
PLANGUID	
XMLDATA	
UPDATEDGMT	

AsPolicyField	
POLICYGUID	
FIELDNAME	
FIELDTYPECODE	
DATEVALUE	
TEXTVALUE	
INTVALUE	
FLOATVALUE	


```
3 select * from aspolicy
```

	PolicyGUID	PolicyNumber ^1	PolicyName	CreationDate	IssueStateCodes	Plandate	StatusCode	CompanyGUID	PLANGUID	XMLDATA	UPDATEDGMT
1538	20E391E2-92AA-323E-2BE3-9F4BF5B2ADB9	SY\$00000026	(null)								
1539	836F8DC4-DF73-D523-60E7-FB06AAA1392C	SY\$00000027	(null)								
1540	8EE8DA2A-8DE0-50DA-7E5E-DE266FC3AEC3	SY\$00000028	(null)								
1548	F2413D88-A44B-DA7B-31EC-098EAC94EC9A	TERM07011592	TERM TEST CA	10/19/2007	11:						
1549	96FACD8E-703B-97B0-847E-1DE5617402E8	TERM07011593	TERM TEST CA	10/19/2007	11:						

Specific plan for suspense refunds is tracked here.

Important: Because of the impact when creating plans in the database you may have to contact your project lead to request that this be done for you.

Step 2: Configuring the SystemPlans Business Rule

In order to exclude the system plan for refunds from various search screens you should configure the SystemPlans Business Rule. End users may encounter errors, if they try to select a system plan that is not applicable to the type of search they are doing. It is a best practice to configure this business rule. You will need the planGUID of the suspense refund plan that was created in Step 1.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<SystemPlans>	The opening and closing tag		
<Plan>			String. PlanGUID

XML Example

```
<SystemPlans>
  <Plan>111946BB-A3F0-41F3-8863-76C1148831F4</Plan>
</SystemPlans>
```


Step 3: Configure the SuspenseRefundScreen

The Suspense Refund screen is comprised of two sections; the Suspense Refund and Suspense Refund Roles. The Suspense Refund section has fixed and dynamic fields that can be configured and will be stored to AsPolicy and AsPolicyField. The Suspense Refund Roles section lists the roles that a refund could be assigned to, which is configured from the listed roles in AsCodeRoles. The steps to configure are as follows:

1. Go to the AsCodeRoles table and make sure there are codes for the roles you want listed in the Suspense Refund Roles section.
2. Create an override of the SuspenseRefundScreen at the correct Company level. If you only have one company in OIPA you may just configure the global rule instead of creating an override.
3. Configure any Fixed Fields you want to change.
4. Configure any Dynamic Fields (below the line fields).

Note: Remember for step 3 and 4, the data saved in these fields are saved to AsPolicy and AsPolicyField, so you will need to set the <AutomaticSuspenseRefundNumber> element in this rule to **Yes**.

5. Configure the buttons you want on the screen.
6. Configure the roles that will be listed in the Maintain drop-down box. Include the allowed number of roles and percentages allowed.
7. If you want to track Suspense Refunds data in AsPolicy and AsPolicyField, configure the <AutomaticSuspenseRefundNumber> element to have a value of **Yes**.
8. Configure any OnLoad/OnChange and Validation on fields.

The screenshot shows the 'Suspense Refund' screen with the following fields and annotations:

- Company:** Acme Life
- Refund Number:** SYS0000016
- Statutory Company:** MLLIC
- Plan:** ACME Acc (Annotated with 'Above the line fields <Xtitle>')
- Status:** Pending
- <AutomaticSuspenseRefundNumber>** (Annotated with 'Below the line fields <Fields>')
- Buttons:** Activity, Find, New, Close (Annotated with '<Buttons>')
- Maintain:** Payee (Annotated with '<Roles>')

Role	Name	Tax ID	Percent	Edit
CSR	Login, Tripod	888-88-8888		

Use the following elements to configure this rule. The red text represents required elements.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<SuspenseRefundScreen>	Required element; The Opening and Closing tags.		
<CompanyTitle>	Required element; Used to configure the display name of the Company Fixed Field.		Required element value; The alternative display name.
<PlanTitle>	Required element; Used to configure the display name of the Plan Fixed Field.		Required element value; The alternative display name.
<SuspenseRefundStatusTitle>	Required element; Used to configure the display name of the Status Fixed Field.		Required element value; The alternative display name.
<SuspenseRefundNumberTitle>	Required element; Used to configure the display name of the Number Fixed Field.		Required element value; The alternative display name..
<Fields>	Optional element; Allows configuration of dynamic fields. Note: AutomaticSuspenseRefundNumber Business Rule is used to generate the Suspense Refund Number in J2EE. .This number is written to the AsPolicy table. The newly generated Refund Number is stored in the Policy Number column. When queried in AsPolicyField table using the corresponding PolicyGUID of the newly generated SuspenseRefund Number, the dynamic fields of the SuspenseRefundScreen can be seen.		
<FixedFields>	Optional element; This element allows the fixed fields to have the same configuration capabilities as dynamic (below the line) fields, the only exception being the ability to change the fixed field data types Note: Unlike other Business Rules, the display name of the Fixed Fields cannot be changed using the <FixedFields> element. Title elements should be used to do this.		
<Buttons>	Required element; This element is used to configure the required buttons for this screen.		String - Button Name
<Button>	Required element; Defines the display of function buttons on the SuspenseRefund screen.		Required element value: ButtonName Generally button names are SAVE, ACTIVITY, FIND, NEW, and CLOSE
<OnLoad>	Optional element; Indicates the start of field definition and values applying to math calculation to enable this functionality. Refer to the OnLoad and OnChange		

	sections of the Transaction Element document. Note: This element is applicable when OnChange element is present. It contains a list of field name(s) that triggers the Onchange when the page is loaded.		
<Field>	Name of the field to load for an OnLoad.		
<OnChange>	Optional Element; Container for OnChange configuration. Indicates the start of field element values to facilitate processing when the field change affects the content of another field. This allows change to one or more fields based on the value of a trigger field. OnChange is only stated and applied within a defined multifield section. Refer to Appendix 2 - Transaction Element document.		
<Validation>	Optional element; Allows configuration of edits and validations. Provides online page error message via JavaScript. Limited to the variables available on the page.		
<Roles>	Required element; Opening and closing element that is responsible for the display of Suspense Refund Roles section.		
<Role>	Required / Repeatable element; This element is used to define the Roles and their associated properties that should be listed in the Suspense Refund Roles section. Only those Roles can be assigned to receive a refund.		
<RoleCode>	Required element; To indicate the Role code of the Role that should be displayed in the Maintain Roles dropdown box.	NAME	Required element value: RoleCode which is listed in AsCodeRole table. Optional attribute; ="RoleName" The Role Name from AsCodeRole for readability purposes.
<RoleCount>	Optional element; Specifies the number of times a Role can be assigned to a Refund. If there can only be Two Payee's for a Policy who will receive a refund than it should not be possible to add more than TWO.		Required element value: (Integer / *) Integer - Allows the user to assign this type of Role only for the specified number of times.
<RolePercent>	Optional element; Defines the default Role percent to be assigned to the role.		Required element value: Integer 0-100 percent is a valid value. Allows the specified role percent will be assigned as default percent to the Role.
<AutomaticSuspenseRefundNumber>	Optional element; Allows the generation of Automatic Suspense Refund Number when a new Suspense Refund is saved. The generated Refund number should be as per the format specified in AutomaticSuspenseRefundNumber Business Rule.		Optional element value: Yes / No Yes - Allows the generation of Suspense Refund Number as per the format specified in the AutomaticSuspenseRefundNumber business rule. No - When "No", a Suspense Refund record will NOT be saved to AsPolicy.

Step 4: Configure the SuspenseRefundSearchScreen

You can configure search criteria and the layout of the results on the Suspense Refund Search Screen. The Suspense Refund Search Screen opens using the **Find** button from the Suspense Refund screen. This Find button must be configured in the SuspenseRefundScreen business rule. This allows the end user to locate a specific suspense refund and perform updates or modifications.

The Suspense Refund Search screen's Search Criteria should only include fields that are configured for the Suspense Refund. This is because the information stored for Suspense Refunds records is what can be used to search the suspense records, as it is what is stored. Remember the Suspense Refund Search Screen writes to AsPolicy and AsPolicyField, so the search criteria field information is pulled from them. The available fixed fields for searching are Company, SuspenseRefundNumber, Plan, SuspenseRefundStatus. Dynamic fields are dependent upon client requirements and what is configured on the Suspense and Suspense Batch screen.

Suspense Refund Screen

Suspense Refund

Company: Acme Life Plan: ACME Account Refund

Refund Number: Status: Pending

Statutory Company: MLLIC

Save Activity **Find** Close

Suspense Refund Roles

Maintain: Payee

Role	Name	Tax ID	Percent	Edit
------	------	--------	---------	------

Suspense Refund Search Screen

AdminServer.com - Suspen: Micro\$plorer provided by Ac

http://172.16.7.24:9080/AsComdSearch=\$\$\$NewSuspenseRefundSeenRuleGuid=40B2:

Search Criteria

Company: Refund Number:

Plan: Status:

Find Close

AdminServer.com - Suspenscrosoft Internet Explorer providServer

http://172.16.7.24:9080/AsComdSearch

Search Criteria

Company: Refund Number: %

Plan: Status:

<Table> element controls layout for search results.

Suspense Refund(s)

Refund Number	Company	Plan
SYS0000015	Acme Life	ACME Account Refund (01/01/2002)
SYS0000018	Acme Life	ACME Account Refund (01/01/2002)

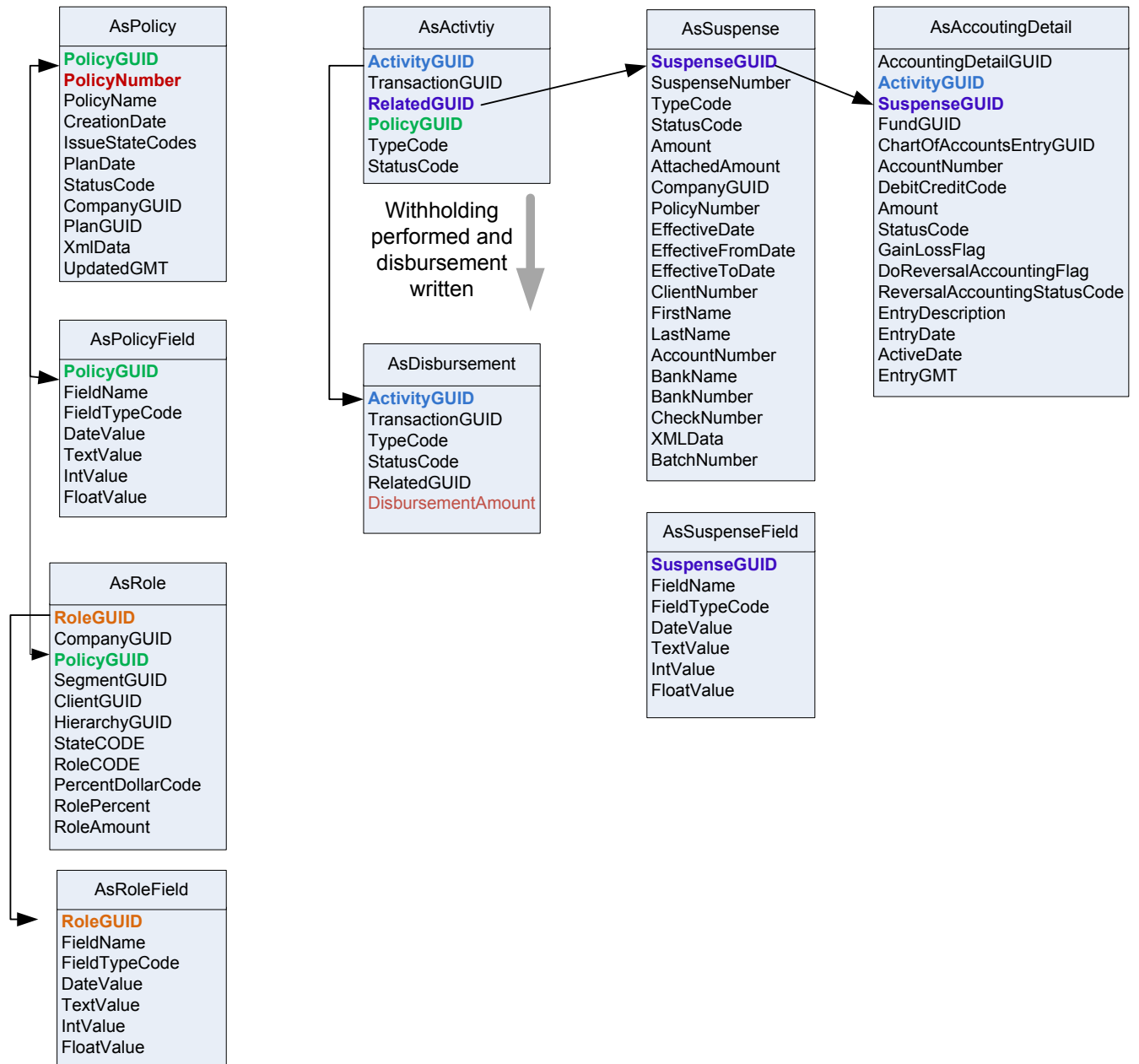
Use the following elements to configure this rule.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<SuspenseRefundSearchScreen>	The opening and closing tag.		
<FixedFields>	Use to configure the Suspense Refund 'above the line' fields to be search criteria fields.		
<Field>			
<Name>	The exact name of the Field which is the database name,		Company, SuspenseRefundNumber, Plan, SuspenseRefundStatus
<Display>	The Display Name of the Field, indicates how the field will display on the field.		
<DataType>	DataType of the Field; Text, Money, Date, etc.		
<Hidden>	Indicates if the field should be hidden.		Value is either Yes or No
<u><Table></u>	Controls the display of results, formats results in a table.		
<Column>		WIDTH ALIGN FORMAT	Number. Defines the column width of the table and the number of characters that can be displayed in the specified column. String. LEFT, RIGHT, CENTER. Defines the data alignment of the column. String. TEXT, CURRENCY, DATE. Allows formatting of data.
<Display>	Display Name of the Field, indicates how the field will display on the screen.		String
<Group>	Indicates the Screen that stores the Fixed Field being referenced. The value used should be appropriate for the screen being		String Value is SuspenseRefund

	configured.		
<Name>	Exact name of the Field which is the database name.		<i>String</i>
<DataType>	Defines the datatype of the field.		<i>String</i>

Suspense Refund Database Tables

Saving Information on Suspense Refund Screen → Process Suspense Transactions → Suspense and Accounting Performed



Step 5: Configure the Suspense Refund number

There are two different ways to configure the Suspense Refund number that generates when the Save button is invoked on the Suspense Refund screen. If using a J2EE platform you may configure the AutomaticSuspenseRefundNumber System Rule. If this rule doesn't suit your needs, you may use the AsSequence table to set a numbering sequence.

PolicyGUID	PolicyNumber	Suspense Refund Number
20E391E2-92AA-323E-2BE3-9F4BF5B2ADB9	SYS0000026	(null)
836F8DC4-DF73-D523-60E7-FB06AAA1392C	SYS0000027	(null)
8EE8DA2A-8DE0-50DA-7E5E-DE266FC3AEC3	SYS0000028	(null)
F2413D88-A44B-DA7B-31EC-098EAC94EC9A	TERM07011592	TERM TEST CA10/19
96FACD8E-703B-97B0-847E-1DE5617402E8	TERM07011593	TERM TEST CA10/19

J2EE Platform: Configure the AutomaticSuspenseRefundNumber

The Suspense Refund Number is automatically generated upon selecting the **Save** button on Suspense Refund screen. The Refund Number format is configured via this rule. You can configure a set prefix, suffix and their length. You may override this business rule at the Company or Plan Level if you need varying Suspense Number formats.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<AutomaticSuspenseRefundNumber>	Required element Opening and closing tag.		Value is the Suspense Refund Number format For example: SYS0000001.
		PREFIXLEN	Optional attribute; Integer; "###" - Used to control the prefix length.
		SUFFIXLEN	Optional attribute; Integer; "###" - Used to control the suffix length.

XML Example

```
<AutomaticSuspenseRefundNumber PREFIXLEN="03"
SUFFIXLEN="07">SYS0000022</AutomaticSuspenseRefundNumber>
```


Step 6: Configure Suspense Refund Transactions.

On the Activity Screen for Suspense Refunds clients may choose to create activities that collect further information regarding the refund and then perform required calculations. After the information is collected and calculations are performed a Disbursement activity can be spawned with the actual amount for the Suspense Refund.

Transaction configuration for Suspense Refund transactions is done exactly as other transactions.

Key points when Configuring Suspense Refund Transactions:

- The transaction would be a Policy Financial Transaction.
- Override the EligibleTransactionBYPolicyStatus Business Rule for the Acme Refund plan.
- For Suspense Refunds transactions the Amount of Refund, Effective Dates and originating Suspense Number are common fields that capture data.
- On the Activity Details Entry Fields tab, the Suspense Detail is also listed.
- Override TransactionRulePacket and the TransactionCosmetics rules at the transaction level.

The screenshot shows the 'Suspense Refund' configuration screen in the AdminServer.com application. The main form includes fields for Search Name, Policy Number (SYS0000016), Policy Status (Pending), Entry Date, Company, and Plan. There are also checkboxes for Display options (Shadows, Reversals, Futures, Documents, Financials) and date ranges (From Date, To Date: 05/16/2031). A red box highlights the 'Add' button at the bottom. A modal dialog is open, titled 'SuspenseRefund - SYS0000065', with fields for Effective Date (09/25/2008), Amount To Refund, Work#, and Suspense Number. The dialog has OK and Cancel buttons.

GenerateSuspenseAccounting Rule

Suspense accounting is automatically processed by the system. The GenerateSuspenseAccounting Business Rule does not produce suspense accounting and should not be configured.

Suspense in Transaction Processing

Transactions can contain configuration that apply money-in to policies from a suspense account. For example, premium transactions normally would reference a suspense record to apply the premium amount to a policy. Using available suspense elements, OIPA can capture the suspense number and amount in an activity and apply it to the associated suspense record. The suspense record's Attached Amount is updated, by adding the amount entered in the activity to the Attached Amount. The Attached Amount starts at zero, once the Attached Amount equals the initial Suspense Amount; the suspense record's status is closed.

The screenshot displays two side-by-side windows from the AdminServer.com Premium application. The left window, titled 'Policy: TE...', shows the 'Entry Fields' tab. It contains a table with the following data:

Name	Type	Value
Effective Date	Date	08/10/2005
Premium Amount	Money	422.43
Expected Premium Amount	Money	422.43

Below this table is the 'Suspense Details' section, which contains another table:

Field	Value
SuspenseNumber	5762
TypeCode	EFT
StatusCode	Open
Amount	\$422.43


The right window, titled 'Suspense Record(s)', shows a form for a suspense record. It includes fields for 'Acme Life', 'ERM31013846', 'Effective Date: 07/10/2005', 'Amount: \$200,000.00', and various personal and account details. At the bottom, it shows 'Attached Amount: \$422.43' and 'Suspense Number: 5762'. Red boxes and arrows highlight the 'Amount' field in the transaction entry, the 'SuspenseNumber' field in the 'Suspense Details' table, and the 'Attached Amount' and 'Suspense Number' fields in the 'Suspense Record(s)' form, illustrating how the transaction data is mapped to the suspense record.

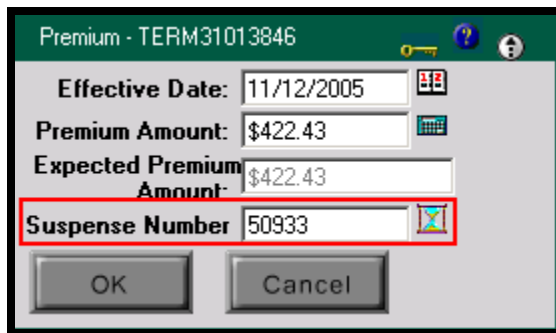
There are two different suspense elements that can be configured, either <Suspense> or <MultiSuspense>.

1. **<Suspense>** should be used when you only need on Suspense Number field for processing.
2. **<MultiSuspense>** should be used when you need to capture more than one Suspense Number and associated amounts.

If a Suspense element is present in the Transaction, a suspense record will be written in AsSuspense when the activity processes.

<Suspense> Element

The <Suspense> Element creates a field that displays and controls the Suspense Record used for the Activity. The suspense element not only creates the field, but also displays an icon  that when selected navigates the user to the Suspense Search screen in case they need to look up the suspense number. The [Suspense Search Screen](#) Business Rule needs to be configured for the button to work.



Premium - TERM31013846

Effective Date: 11/12/2005

Premium Amount: \$422.43

Expected Premium Amount: \$422.43

Suspense Number: 50933

OK Cancel

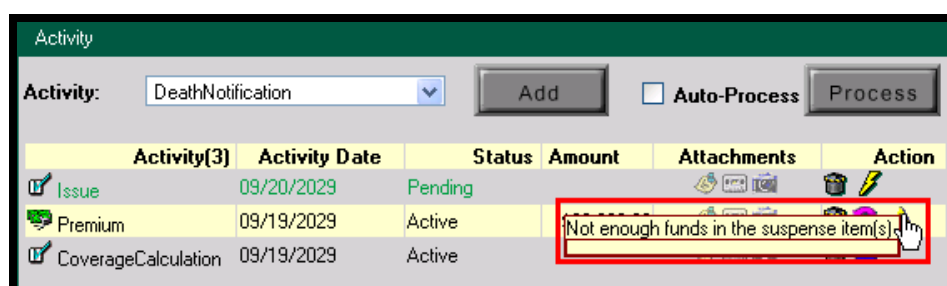
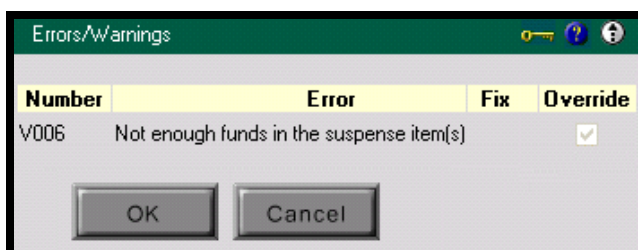
Remember that the Suspense Number was created when the Suspense Record was saved. It is used to track an amount of money that was received by the insurance company. The Suspense Record will remain open until all of the money within the record has been either applied or disbursed.

XML Elements

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<Suspense>	This is the Start and End tag.	OVERRIDABLE VALUE AUTOENTRY* ALTERNATE	Yes, No or Ignore Yes - Allows you to override the system generated error messages such as "Not enough funds in the suspense item(s)" or "suspense detail missing". No - An error message will open and the user will not be able to process the activity until the condition is satisfied. Ignore - User can process the activity without getting any error messages even when the condition is not satisfied. Equals - The Suspense record attached to the activity must match the Activity Field exactly. Sufficient - The suspense record must be as least the value of the Activity Field (can be greater). Yes or No - If "Yes", a suspense record will be created if the entry field is left blank. If "No", the field must be entered or a validation will prohibit activity processing. String - Allows for a link to other suspense systems if no valid suspense number is given.

Overridable XML Example

```
<Suspense OVERRIDABLE="Yes" AUTOENTRY="Yes" VALUE="Sufficient"
>GrossAmount</Suspense>
```

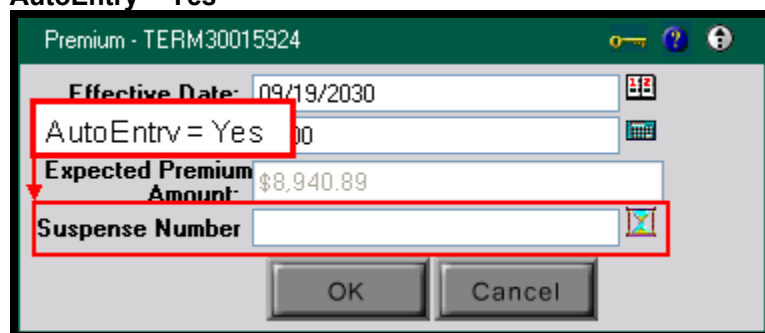


Autoentry XML Example*

```
<Suspense OVERRIDABLE="No" AUTOENTRY="Yes"
VALUE="Sufficient">Amount</Suspense>
```

Note: If you configure Autoentry = Yes, you may use the GenerateSuspense business rule to populate the Suspense record with specified information. Review the [Generate Suspense Rule for Transaction Processing](#) for more detail.

AutoEntry = Yes



AutoEntry = No

Suspense Record(s)

Company: Acme Life

Policy Number: TERM30015924 Effective Date: 09/19/2030

Amount: 12000.00

First Name:

Check Number:

Bank Number:

Attached Amount: \$0.00 Status:

Suspense Number:

New Find History Save Delete Close

AutoEntry = No.
You are opening up a
suspense record.

Generate Suspense Rule for Transaction Processing

The GenerateSuspense business rule is used to create a Suspense record when the transaction in which the rule is attached is processed. The rule populates a value to the Fixed Fields in the AsSuspense table (SuspenseScreen) as well as to the dynamic fields in the AsSuspenseFields table. Examples of these fixed fields are: Policy Number, Effective Date, Amount, Type Code, Status. Some of these fields can be populated based on the configuration defined in this business rule. Suspense records and Accounting to those Suspense records can be conditionally created.

Note: This business rule should work in conjunction with the [<Suspense>](#) element in the Transaction. If the GenerateSuspense business rule exists and AutoEntry attribute for the <Suspense> element is defined as YES or not defined at all, then the GenerateSuspense business rule should be used. If the <Suspense> element's attribute AutoEntry= "NO" then GenerateSuspense will not be used, even if it exists and the normal validation for AutoEntry= "NO" should be followed.

Element/Tag	Definition	Attribute	Element/Attribute Value and Description
<GenerateSuspense>	The opening and closing tag.	RULE	<p>Optional attribute; = "SuspenseScreen / SuspenseBatchScreen" This indicates whether the SuspenseScreen or SuspenseBatchScreen business rule will be used in conjunction with the fields of GenerateSuspense. Depending on which screen rule is used with GenerateSuspense, dynamic fields of that rule's xmldata (which get values from the rule's fields), along with the GenerateSuspense fields (which will get their datatypes by looking through the rule's fields), will be saved to AsSuspenseField.</p> <p>Note: The value of this attribute is either SuspenseScreen or SuspenseBatchScreen. If no screen rule is used with GenerateSuspense, no fields are saved in the AsSuspenseField.</p>
<Tests>	<p>Optional element; Allows configuration of Test(s) to see if section of rule should be invoked.</p>		
<Test>	<p>Required / Repeatable element; Condition to add Role to a Policy or a Segment. If this condition is satisfied, the specified role will be added to the Policy or a Segment, otherwise the specified role will not be added.</p>	TYPE	<p>Required element value; Expression An expression to specify a condition</p> <p>Optional attribute = "Expression" To indicate the type of the condition Example: <Test</p>

			TYPE="Expression">SomeMathVariable=27</Test>
<Suspense>	<p>Optional element; The opening and closing tag of the Suspense section of the Business Rule.</p> <p>Note: This element is logically required. If this is omitted, then this business rule has no effect</p>		
<Column>	<p>Optional / Repeatable element; Processing the Transaction attached to this business rule generates the Suspense record. This element is used to specify the values with which the records should be created</p> <p>Note (Applicable only for Dot Net): Values can be applied to the Fields either by using the <Column> element or by using the <FieldNames> elements directly. (<FieldsNames> element are defined outside of the <Suspense> element.)</p> <p>If the Fields names are listed in both of them, then the Column takes the precedence.</p> <p>If the field names are not listed in the Column or the values of the Fields listed in the Columns are empty, then it looks for the value is the corresponding <FieldName> element and takes it from there.</p>	NAME	<p>Required attribute; = "Field Names in SuspenseScreen or SuspenseBatchScreen" Name of the Columns like TypeCode, Prefix, Amount in SuspenseScreen or SuspenseBatchScreen for which a value should be populated from the Transaction to which GenerateSuspense business rule is attached to.</p>
<Fields>	<p>Optional element; Used to specify the MathVariables in Transactions from which the values should be copied from and Fields in SuspenseScreen/SuspenseBatchScreen (AsSuspenseField) to which values should be copied to.</p>		
<Field>	<p>Required / Repeatable element; The opening and closing tag that encompasses <From> and <To> elements</p>		
<From>	<p>Required element; The <From> element will contain the name of Field or MathVariable in the Transaction</p> <p>Note: <FromCollection> is not implemented in both J2EE and Dot Net</p>		<p>Required element value; String The Field Name or MathVariable in the Transaction from which the values should be copied from.</p>
<To>	<p>Required element; The <To> element will contain the name of a dynamic field in SuspenseScreen/SuspenseBatchScreen to which the value should be copied to.</p>		<p>Required element value; String The Field Name or MathVariable in the SuspenseScreen/SuspenseBatchScreen to which the values should be copied to.</p>

<CloseSuspense>	Optional element; Suspense Records created with this rule defaults to Open status ('15) and AttachedAmount=0. This can be overridden by using the <CloseSuspense> element.		
<Tests>	Optional element; Allows configuration of Test(s) to see if section of rule should be invoked.		
<Test>	Required / Repeatable element; Condition to add Role to a Policy or Segment. If this condition is satisfied, the specified role will be added to the Policy or a Segment, otherwise the specified role will not be added.	TYPE	Required element value; Expression An expression to specify a condition Optional attribute; = "Expression" To indicate the type of the condition Example: <Test TYPE="Expression">SomeMathVariable=27</Test>
<GenerateAccounting>	Optional element; This element is used to indicate whether the accounting should be performed to the newly generated records		
<Tests>	Optional element; Allows configuration of Test(s) to see if section of rule should be invoked.		
<Test>	Required / Repeatable element; Condition to add Role to a Policy or a Segment. If this condition is satisfied, the specified role will be added to the Policy or a Segment, otherwise the specified role will not be added.	TYPE	Required element value; Expression An expression to specify a condition Optional attribute; = "Expression" To indicate the type of the condition Example: <Test TYPE="Expression">SomeMathVariable=27</Test>
<ShadowSuspenseOnReversal>	Optional element; This element is used to indicate whether the Suspense should be shadowed upon the reversal of the Transaction. This will prevent the Suspense record to be usable anymore.		
<Tests>	Optional element; Allows configuration of Test(s) to see if section of rule should be invoked.		
<Test>	Required / Repeatable element; Condition to add Role to a Policy or a Segment. If this condition is satisfied, the specified role will be added to the Policy or a Segment, otherwise the specified role will not be added.	TYPE	Required element value; Expression An expression to specify a condition Optional attribute; = "Expression"

			To indicate the type of the condition Example: <Test TYPE="Expression">SomeMathVariable=27</Test>
<OpenSuspenseOnReversal>	Optional element; This element is used to indicate whether a Closed Suspense should be put back to the Open Status upon reversing the Transaction		
<Tests>	Optional element; Allows configuration of Test(s) to see if section of rule should be invoked.		
<Test>	Required / Repeatable element; Condition to add Role to a Policy or Segment. If this condition is satisfied, the specified role will be added to the Policy or a Segment, otherwise the specified role will not be added.	TYPE	Required element value; Expression An expression to specify a condition Optional attribute; ="Expression" To indicate the type of the condition Example: <Test TYPE="Expression">SomeMathVariable=27</Test>
<GenerateAccountingOnReversal>	Optional element; This element is used to indicate whether the accounting should be performed when the corresponding Transaction is recycled or reversed		
<Tests>	Optional element; Allows configuration of Test(s) to see if section of rule should be invoked.		
<Test>	Required / Repeatable element; Condition to add Role to a Policy or a Segment. If this condition is satisfied, the specified role will be added to the Policy or a Segment, otherwise the specified role will not be added.	TYPE	Required element value; Expression An expression to specify a condition Optional attribute; ="Expression" To indicate the type of the condition Example: <Test TYPE="Expression">SomeMathVariable=27</Test>
<CloseSuspenseOnReversal>	Optional element; This element is used to indicate whether a Suspense record should be Closed upon reversing the Transaction		
<Tests>	Optional element; Allows configuration of Test(s) to see if section of rule should be invoked.		
<Test>	Required / Repeatable element; Condition to add Role to a Policy or a		Required element value; Expression

	Segment. If this condition is satisfied, the specified role will be added to the Policy or a Segment, otherwise the specified role will not be added.	TYPE	An expression to specify a condition Optional attribute; = "Expression" To indicate the type of the condition Example: <Test TYPE="Expression">SomeMathVariable=27</Test>
<InsertIntoMath>	<p>Optional element; Used to indicate whether the SuspenseGUID of the newly generated Suspense item should be stored in the Math or not. The variable written back into the math can be a string or a collection with an amount.</p> <p>Note: This is only present in J2EE</p> <p>If this element is omitted then the math variable suspenseGUID will be written back to the math automatically.</p>	<p>NAME</p> <p>TYPE</p> <p>AMOUNT</p>	<p>Required attribute; = "String" The Name of the Math variable to which the results should be written to</p> <p>Required attribute; = "TEXT / COLLECTION" Used to define whether single or multiple entries should be written to the Math TEXT - To indicate that only the SuspenseGUID should be written to the Math COLLECTION - To indicate that multiple Suspense items should be written to the Math</p> <p>Required attribute only when TYPE="COLLECTION"; = "String / Integer" Attribute is used in conjunction with the collection attribute. Used to populate a value from a collection back into the math.</p>
<Amount>	<p>Optional element; The amount that should be applied to the Suspense item</p> <p>Note: This element is valid only in Dot Net. This was deprecated in J2EE</p>		<p>Required element value; String / Integer Amount to be applied</p>
<Prefix>	<p>Optional element; This element is used to specify the prefix for the Suspense Batch Number. This should be used only when the RULE="SuspenseBatchScreen"</p> <p>Note: This element is valid only in Dot Net. This was deprecated in J2EE</p>		<p>Required element value; String The value with which Suspense Batch Number should be generated upon processing the Transaction</p>
<TypeCode>	<p>Optional element; This element is used to specify the value that should be applied to the TypeCode field in SuspenseScreen/SuspenseBatchScreen</p> <p>Note: This element is valid only in Dot Net. This was deprecated in J2EE</p>		<p>Required element value; String / Code Used to specify the value from AsCodeSuspenseType is specified</p>

XML Example

```
<GenerateSuspense RULE="SuspenseBatchScreen">
  <Tests>
    <Test TYPE="EXPRESSION">1 = 1</Test>
  </Tests>
  <Suspense>
    <Column NAME="TypeCode">SuspenseType</Column>
    <Column NAME="Amount">AmountForSuspense</Column>
    <Column NAME="PolicyNumber">PolicyNumber</Column>
    <Column NAME="EffectiveDate">SuspenseActivityEffectiveDate</Column>
    <Fields>
      <From>TeamAssociateID</From>
      <To>TeamAssociateID</To>
    </Field>
  </Fields>
  <GenerateAccounting>
    <Tests>
      <Test>1=1</Test>
    </Tests>
  </GenerateAccounting>
  <GenerateAccountingOnReversal>
    <Tests>
      <Test>1=1</Test>
    </Tests>
  </GenerateAccountingOnReversal>
  <ShadowSuspenseOnReversal>
    <Tests>
      <Test>1=1</Test>
    </Tests>
  </ShadowSuspenseOnReversal>
</Suspense>
</GenerateSuspense>
```

<MultiSuspense>

This element is placed in a transaction to include multiple suspense items in an activity. This element overrides the <suspense> element. When included, this element adds a sub-window to the bottom of the activity screen.

Element/Tag	Definition	Attribute	Element Value, Attribute Value and Description
<MultiSuspense>	Opening and closing tag.		Element Value is either Yes or No. If Yes, MultiSuspense is enabled. If No, MultiSuspense is not enabled.
		START	<i>Integer</i> or a sql query that returns an integer - Minimum number of suspense items
		STOP	<i>Integer</i> or a sql query that returns an integer - Maximum number of suspense items
		FIELD	<i>String</i> - Name of the Activity Field that Suspense records must total

Record Implications with a Transaction that has Suspense

When an activity processes that has suspense configuration, it will take the amount specified in the activity and use the suspense number to locate the suspense record. It will compare the amount entered in the activity and compare it to the amount left in the associated suspense record.

- If the amount entered is less the suspense amount it will add the amount to the attached amount and leave the suspense records status as open.
- If the amount entered matches the suspense amount it will enter the amount to the attached amount and update the suspense record as closed.
- If the amount entered is more then the suspense amount an error will generate at the activity level indicating there is not enough funds in the suspense record to apply to the policy.

Only one record for suspense is used during the suspense records life, which is continuously updated with attached amounts until the record is in a closed status. Additions and reverses will happen to the one record according to the activity processing. You cannot delete a suspense record that already has premium attached.

There are constant hard code suspense statuses that can not be configured. However, additional statuses can be created and stored in the AsCodes table via AsCodeSuspenseStatus. Additional statuses may be needed if the GenerateSuspense rule is used to configure the creation of suspense records for transaction processing.

Hard Coded Suspense Statuses

- 01 - NotApplicable
- 02 - Pending
- 12 - Deleted
- 15 - Open
- 16 - Closed

Example Additional Suspense Statuses

- 03 – Processed
- 04 - Reversed

Suspense Record(s) **Enter suspense record**

Company: Acme Life

Policy Number: TERM31012272 Effective Date: 05/16/2008

Amount: \$500.00

Last Name: Doe First Name: Alyssa

Account Number: 1234654 Check Number: 101

Bank Name: World Bank Bank Number: 35454

User: alyssam

Attached Amount: \$0.00 Status: Open

Suspense Number: 63

Premium - TERM31012272 **Activity uses suspense by number.**

Effective Date: 05/16/2008

Premium Amount: \$320.00

Expected Premium Amount: \$320.00

Number of Suspenses: 1

Suspense Number: 63

Specified Amount: \$320.00

If there are more than enough funds the system updates the Attached Amount field and keeps the suspense record open.

You can see suspense details in the activity details via the entry field button.

Suspense Record(s)

Company: Acme Life

Policy Number: TERM31012272 Effective Date: 05/16/2008

Amount: \$500.00

Last Name: Doe First Name: Alyssa

Account Number: 1234654 Check Number: 101

Bank Name: World Bank Bank Number: 35454

User: alyssam

Attached Amount: \$320.00 Status: Open

Suspense Number: 63

New Find History Save Delete Close

AdminServer.com Explorer provided by AdminServer

TERM31012272 Account View The Original Entry

Entry Fields

Name	Type	Value
Effective Date	Date	05/16/2008
Premium Amount	Money	320.00
Expected Premium Amount	Money	320.00

Suspense Details

Field	Value
SuspenseNumber	63
TypeCode	AOC - Direct
Status Code	Open
Amount	\$500.00
AttachedAmount	\$320.00
EffectiveDate	05/16/2008
ClientNumber	alyssam

Viewing Suspense Changes

When you want to view the historical information regarding a suspense record in order to understand money applied or reversed, you may select the **Suspense history** button. This button opens the Suspense Records History with the individual changes to the suspense record that can be selected to see detailed information.

Suspense Record(s)

Company: Acme Life

Policy Number: TERM07011528

Amount: \$200,000.00

Last Name:

Account Number:

Bank Name:

User: tripod

Attached Amount: \$26,204.30

Suspense Number: 1606

New Find **History** Save D

Suspense Record History 1606

Changed By	Type	Operation	Changed Date	
joanneb	SuspenseHistory Update		Tuesday, August 21, 2007 2:36:45 PM	14
joanneb	SuspenseHistory Update		Tuesday, August 21, 2007 1:54:03 PM	
joanneb	SuspenseHistory Update		Tuesday, August 21, 2007 1:41:13 PM	
thomasv	SuspenseHistory Update		Monday, August 20, 2007 2:33:47 PM	
thomasv	SuspenseHistory Update		Monday, August 20, 2007 2:33:44 PM	
thomasv	SuspenseHistory Update		Monday, August 20, 2007 2:33:13 PM	
twf	SuspenseHistory Update		Monday, August 20, 2007 2:04:51 PM	
joanneb	SuspenseHistory Update		Monday, August 20, 2007 11:06:53 AM	

Field: AttachedAmount
 Changed From: 1740.17
 Changed To: 2437.01

Suspense in Activity Processing

You can also view suspense changes via the activity's record in the XML Column. Locate the activityGUID by opening the activity's Detail Screen, right click and view the source. Search for "activityGUID" until you find the instance with the activityGUID value. You may copy the activityGUID from there. You can then use the following SQL statement to locate the record. Then view the data in the XML column.

Example SQL Statement that locates the activity record:

```
select * from asactivity where ActivityGUID='E0B8EB85-F79D-D3EE-AC08-71C3D73C3186'
```


In the XML Column, the Changes section shows suspense amounts and suspense status changes:

```
<Activity>
  <Valuation>
    <EffectiveDateNUVMustExist>No</EffectiveDateNUVMustExist>
    <SystemDateNUVMustExist>N
  </Valuation>
  <Changes>
    <AsPolicyField FIELD="FloatValue"
      WHERE="PolicyGUID = 'D1D03F5F-60D3-D2E9-CA9F-A5641DB0E633' AND FieldName = 'PremiumAvailable'"
      TYPE="Float">
      <Old>0.0</Old>
      <New>320.0</New>
    </AsPolicyField>
    <AsPolicy FIELD="StatusCode" WHERE="PolicyGUID = 'D1D03F5F-60D3-D2E9-CA9F-A5641DB0E633'"
      TYPE="Text">
      <Old>09</Old>
      <New>09</New>
    </AsPolicy>
  </Changes>
</Definition>
```

Shows the Suspense information