



G E M I N I

Release note – GEMINI Change Release Notes 1.0 2023



Contents

Document History 3

Introduction..... 3

Change Notes..... 3

Document History

Version	Date	Changes	Author
V0.1	21/08/2023	Document Creation	Tom McArthur
V0.2	22/08/2023	Document Update	Barry Lodge
V0.3	22/08/2023	Document Update	Tom McArthur
V1.0	23/08/2023	Final	Tom McArthur

Introduction

The next release of GEMINI incorporates a number of changes that will take the coverage of the service forward against core market requirements and improve robustness of processing for existing manual procedures.

This change note covers the detail for [9] changes to the ECLIPTIC application/service. these are:

- CR028 - Billing Vendor API - a new 3rd party Invoice API available for ECLIPTIC integration for 3rd party billing vendors
- CR036 - Automate Batch Extract
- CR046 - Additional Expert Fields
- CR054 - Exportable Reports Additional Fields
- CR056 - Expert Change Market Breakdown
- CR057 – Inactive Expert User accounts
- CR062 - API Versioning
- CR063 - PDF Invoice Ingestion
- CR064 - ECLIPTIC Improvements

For any additional information then please contact the LIMOSS Service Desk servicedesk@limoss.london

Change Notes

CR028 Billing Vendor

Impacted: Carriers and Experts

There are several carriers within the market that outsource expert invoice review and negotiation of legal fees to 3rd parties. The main two companies identified as 3rd parties are Bottomline and Brightflag (but there are others). In the case of 3rd parties such as Bottomline experts submit their invoices into the bill review vendors system where the negotiation takes place between the bill review provider and the expert. Once this has been agreed between the delegated 3rd parties and expert, the approved invoice is settled by various means including an 'Off GEMINI Service', Fees Direct etc.

For the carriers who outsource expert review to 3rd parties, there is no current process to settle approved invoices via the GEMINI platform. Currently, this would cause a duplication of submission for the legal expert to submit their first invoice into the bill review vendors system and their second (approved) invoice into GEMINI. To avoid duplicating the process for experts, ECLIPTIC currently provide an 'Off GEMINI Service' where ECLIPTIC is sent a file of approved invoices from the bill review provider to process to ECF and collect on behalf of the lead and their follow market. This information is currently not captured on GEMINI and the Carriers do not have the benefit of reporting of the expert values and volumes managed by 3rd parties via the GEMINI platform.

This change on the GEMINI service provides an API extension to allow billing vendor systems to integrate the approved expert invoices onto the GEMINI platform for onward approval and settlement via GEMINI. This change removes manual steps and fully automates and mirrors market use cases for integration.

In order to make use of the new API, a new API endpoint is required for implementation with Writeback vendor systems. The change for Bottomline integration has already been tested and implemented for Charle Taylor writeback system implementation.

CR036 - Automate Batch Extract

Impacted: Carriers

ECLIPTIC currently provide a service to manually upload claim information onto GEMINI for those carrier companies that cannot onboard onto the API. This process currently requires ECLIPTIC to manually logon to GEMINI and enter the claim and instruction onto the system received from carriers via spreadsheet.

This change allows ECLIPTIC to semi-automate and increase the level of process automation when the data is received from a Carrier or Writeback vendor. The import spreadsheet includes [4] new fields referenced in CR028 (1 field) & CR046 (3 fields). This version can be imported into GEMINI directly by the carrier or sent to ECLIPTIC for them to import on the carrier's behalf.

The carrier can extract the import template from the GEMINI system or request this from the LIMOSS Service Desk: servicedesk@limoss.london.



CR046 - Additional Expert Fields

Impacted: Carriers and Experts

The Expert firms do not currently have enough information on the instruction message sent by GEMINI from the data provided by the lead Carrier. This is causing delays in Experts submitting their fees as they need to attempt to locate the reference data from their own records.

To make the processes simpler and quicker additional information has been added via [3] free text optional fields created against the instruction detail that is submitted to GEMINI and then extracted to the email sent to the Expert. These are :

- Expert claim reference
- Fee Earner
- Exact loss location

ECLIPTIC will add the [3] new fields to both the API and manual claim and instruction. These will also be searchable in GEMINI and will improve the settlement speed inside GEMINI.

Please note that if GEMINI is currently integrated with a Writeback Vendor then the V3 Experts API endpoint will need to be implemented for these fields to be available over the API.

CR054 Exportable Reports Additional Fields

Impacted: Carriers

GEMINI already includes exportable reports for carriers. This change is to include the four additional fields to the exportable reports which will allow the carrier to download of all claim & instruction data and maximise their reporting capabilities.

All [4] exports will be updated to include the [4] additional fields from CR028 & CR046:

- Expert claim reference
- Fee Earner
- Exact loss location
- Billing Vendor Used?



CR056 Expert Change Market Breakdown

Impacted: Experts

The Expert User group along with other Expert users have requested that all Experts using the system should have visibility over the Market breakdown to assist them with submitting their invoices onto the system. This functionality is already built within the GEMINI system but is currently only available to users who purchase the 'GEMINI Elective Services'. ECLIPTIC will be extending this existing functionality available to all experts within GEMINI. This will provide the expert with the full bureau split for the instruction, making the processes of settlement easier for experts and carriers.

CR057 Inactive Account Reminder

Impacted: Experts

ECLIPTIC is currently receiving a high number of queries via the LIMOSS helpdesk relating to inactive expert accounts. Accounts are automatically made inactive after [30] days if the account has not been logged into as agreed between LIMOSS and ECLIPTIC.

ECLIPTIC will introduce a reminder email to notify the expert users (when their account has been inactive for 25 days) that their account is going to be inactive 5 days before the status is changed. This will reduce the number of tickets received to the helpdesk.

CR062 API Versioning

Impacted: Writeback Vendors

ECLIPTIC have an API connection with Writeback vendors to send claims references and instructions into the GEMINI system. This is to allow for a fully automated process in creating claim and instruction entries which gives the instructed Experts the ability to upload invoices into GEMINI for automated approval and settlement.

GEMINI offers API Endpoints for Writeback Vendors to connect to and exchange data. In the early days of the service, there was only one API endpoint. In order to add further functionality and move the GEMINI system integration forward for additional use cases, the number of end points has to be increased. However, it has been noted that not all vendors can move to newer versions of APIs quickly, so API versioning has been introduced to ensure that the services remain stable for existing end points whilst new end points can be functionally accepted and made ready by writeback vendors under their own change processes.

CR063 - PDF Invoice Ingestion

Impacted: Billing Vendors

This change allows process and data integration and supports the Billing Vendor API implementation. This change follows on from CR028 Billing Vendor API, which documents a new API to GEMINI and allows for Billing Vendor Platforms to send GEMINI Invoices to be settled via GEMINI processes. However, for ECLIPTIC to process these invoices correctly they require a PDF copy of the invoice to submit to ECF for approval. In implementing the new billing API solution, Bottomline (3rd party billing vendor) had raised concerns that there would be an impact on their processing timelines if they are required to send the invoice files over to GEMINI via the Billing Vendor API. To ensure there are no impacts to the processing timelines, ECLIPTIC have built a provision to allow an alternative option to send the invoice as a PDF to GEMINI. This change allows vendors to send invoice PDF securely using an automated email containing the invoice as a PDF attachment. This will then be matched back to the API invoice data and be available to the ECLIPTIC Processing Team

CR064 ECLIPTIC Improvements

Impacted: No market users

ECLIPTIC have been running the GEMINI Invoicing service since October 2020 and during this time we have found there could be process improvements made to provide a more efficient workflow for the ECLIPTIC Service Management team.

These changes will only impact the ECLIPTIC Service Management team and there will be no impact to the Carrier or Expert user interface. All features and functionality to end clients will remain untouched by these proposed changes., but the changes will make internal procedures more robust and ensure SLAs for the service are managed pro-actively.

