

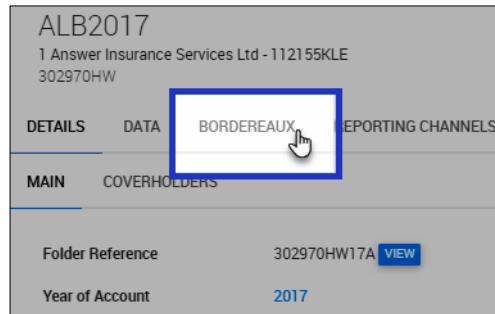


## Backing-out and deleting a bordereau

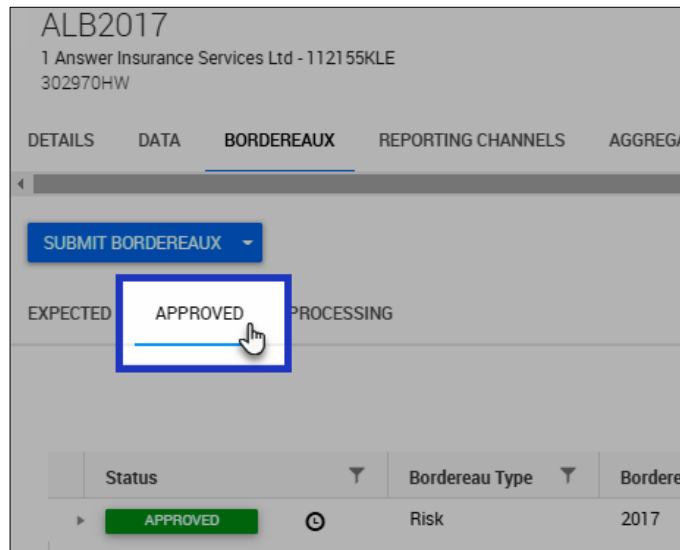
This quick reference guide runs through the steps for *backing out* and deleting a bordereau that has been processed in error.

## Contract Bordereaux Screen

1. Open the contract screen and click on the contract **BORDEREAUX** tab to display the list of bordereaux associated to the selected contract:

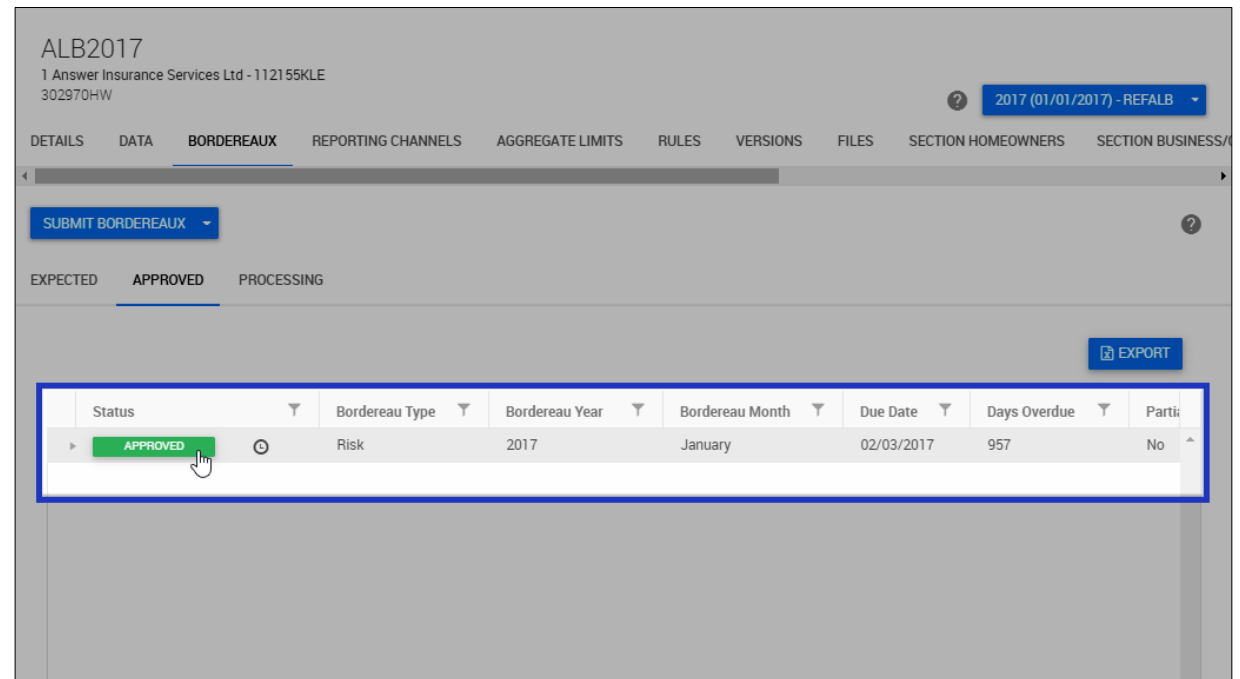


2. Click on the **APPROVED** tab to display the list of *approved* bordereaux associated to the selected contract:



3. Click on the **APPROVED** status for the bordereau that you would like to *back-out* or delete – refer to *Figure 1*.

**Figure 1:** Contract Bordereaux screen displaying the list of approved bordereaux



### Deleting Bordereaux

**Note that when a bordereau is deleted in Tide, it is permanently deleted, along with all of the associated data.**

Bordereaux can be deleted by the following groups:

- Individuals associated to the *Company Division* that uploaded the bordereau, if it is still in an *Uploaded* status.
- Individuals with the *Transformation* role on the contract can delete bordereaux with an *Uploaded*, *Processing*, *Review Errors* or *Review* status.
- *Contract Administrators* can delete bordereaux at any status other than *Approved*.

### Reporting sequence rules

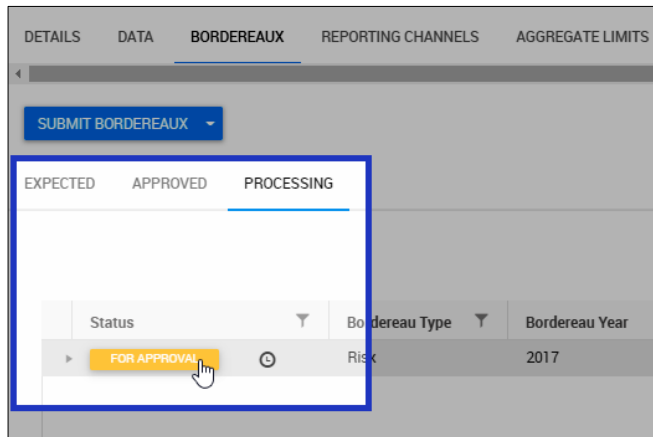
Tide applies sequential reporting rules when submitting and *backing-out* (or deleting) bordereaux against a contract. This means that bordereaux must be processed in correct chronological sequence order and where applicable, backed-out or deleted using this same principal.

The sequence of bordereaux submissions is defined and enforced through reporting channels that are created on the contract. Note that multiple reporting channels can be created to support the different types of bordereaux (i.e. risk, premium, claim, risk and premium) and the *expected* number of bordereaux on the contract.

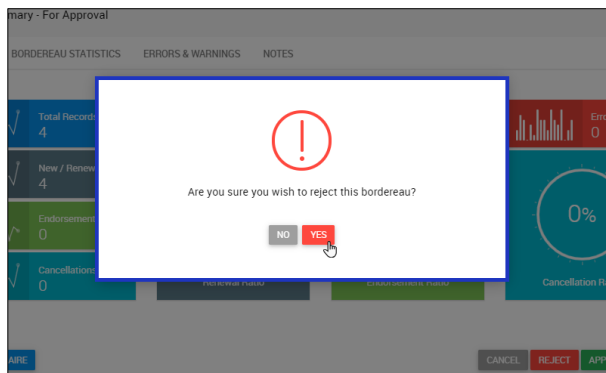
Note that Tide will display an error message when attempting to back-out a bordereaux out of sequence.

## Unapprove and Reject Bordereau

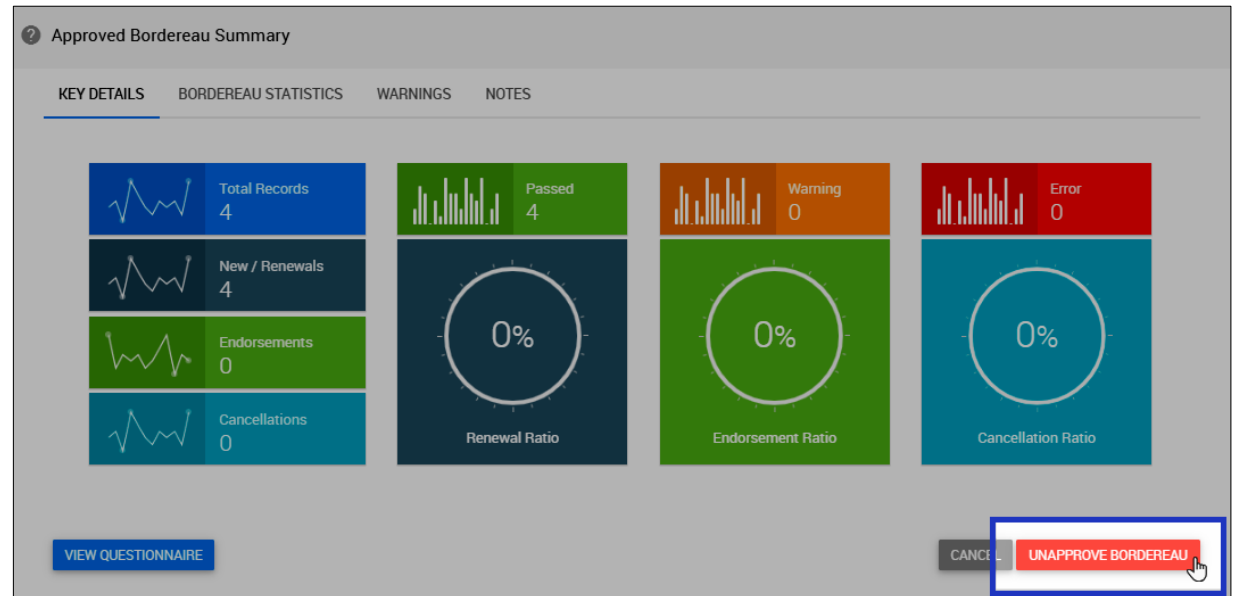
4. The *Approved Bordereau Summary* dashboard will be displayed. Click **UNAPPROVE BORDEREAU** – refer to *Figure 2*.
5. Note that the bordereau will move from the **APPROVED** screen to the **PROCESSING** screen and will revert back to a status of *FOR APPROVAL*. Click the **FOR APPROVAL** button:



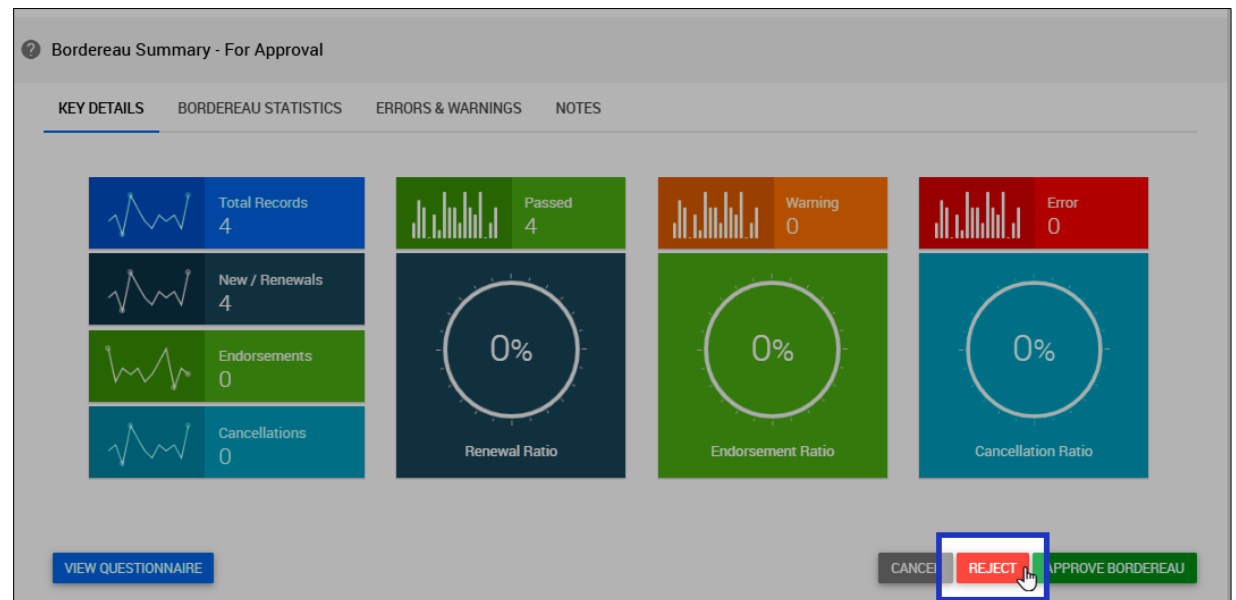
6. The *Bordereau Approval* dashboard will be displayed – click **REJECT** (refer to *Figure 3*).
  - A prompt will appear on screen asking you to confirm the *reject bordereau* action – click **YES**:




**Figure 2:** Dashboard – Unapprove bordereau displayed.

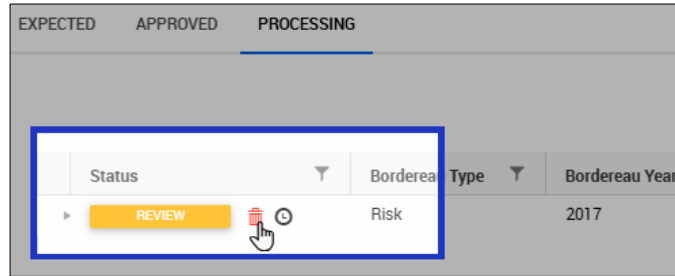


**Figure 3:** Dashboard – Reject bordereau

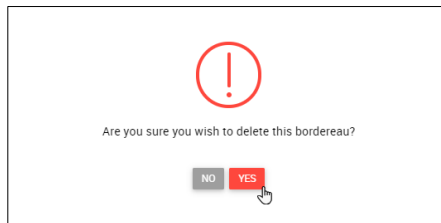


## Delete Bordereau / Revert to Uploaded

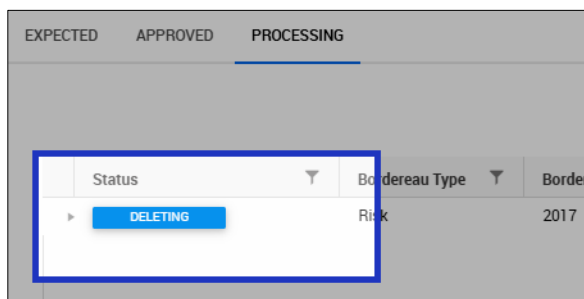
- The status of the bordereau will now revert to **REVIEW**. Bordereaux marked with a **REVIEW** status can be deleted at this point by clicking the  icon:



- When deleting a bordereau, a prompt will appear on screen asking you to confirm the deletion of the bordereau – click **YES**:



- A status of **DELETING** will appear as the bordereau is deleted from the contract:



- Alternatively, a bordereau can be taken back to an **UPLOADED** status by clicking on the **REVIEW** status (refer to *step 7* above) and then the **REVERT TO UPLOADED** button on the dashboard – refer to *Figure 4* and *Figure 5*.

Figure 4: Dashboard – Revert bordereau to Uploaded

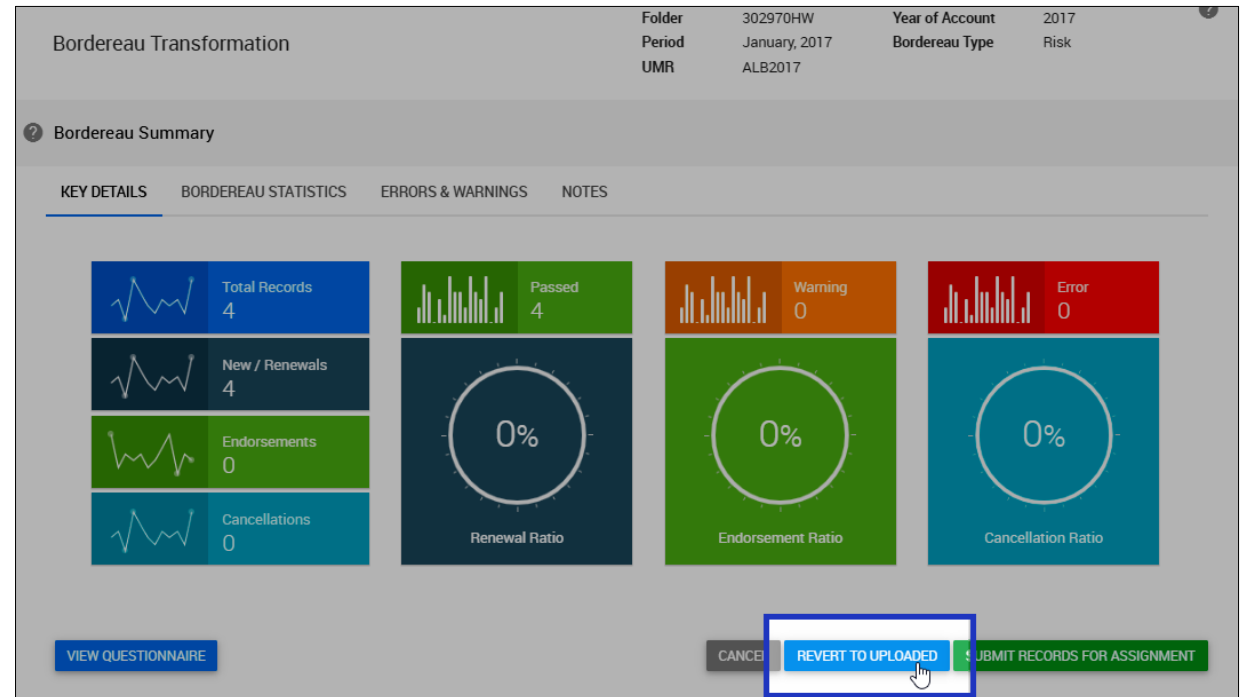
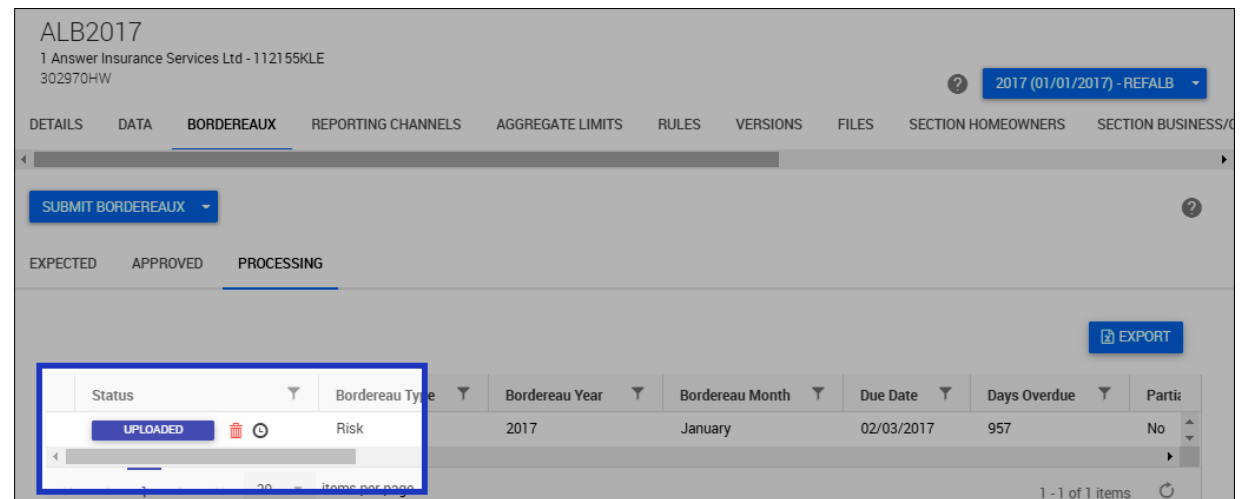



Figure 5: Bordereau with an Uploaded status



The following training aids are also available for you to access on-demand:

### Tide Knowledge Base

A knowledge base containing a library of *help* articles:

- Accessible via the *Help* icon in the main navigation in Tide
- Articles are grouped by category
- Context-driven help is also available by clicking  on the various system screens

### Useful Contacts

For technical support contact the *Service Desk*:

- **UK:** + 44 (0) 800 024 6089
- **Belgium:** + 32 (0) 800 16246
- **USA:** +1 8333 457 984
- **Service Desk Portal** – accessible via the *Knowledge Base*

For more information on *self-service reporting* and *data extraction* from Tide, contact [dasats.servicedesk@limoss.london](mailto:dasats.servicedesk@limoss.london)

### LIMOSS Website

- Slide decks running through the background to the Delegated Data Manager initiative
- Quick reference guides, covering steps in the delegated authority process in Tide
- Self-led video tutorials, focussing on each of the system elements
- Frequently asked questions
- Adoption tools