

Open Market Schedules Formatting Service

This document describes the purpose, scope and the operation of the DDM (DA SATS) Open Market Schedules Formatting Service. The final versions of these articles will be published on the LIMOSS Website and in the DDM (DA SATS) DDM Knowledge Base when the service is launched.

Schedule Processing Service Overview

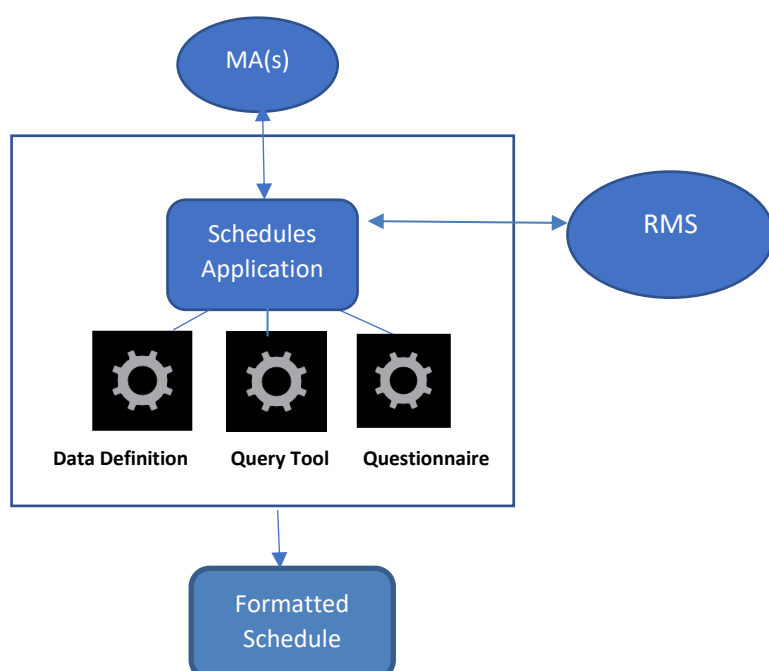
Background and Description of the Services

The **Open Market Property Schedules Formatting Service** allows MAs to upload excel or CSV format risk schedules into the DDM (DA SATS) DDM Schedule application and commence a workflow with RMS as service provider to undertake and manage the schedules formatting process using the DDM Schedule application. The MAs involved in quoting for Open Market risks can join contracts by uploading their versions of the schedules. The DDM Schedule application can recognise whether it is the same schedule and ensure that RMS process the schedule once for all involved MAs. The processing by RMS using DDM Schedule application produces an exportable file for MAs to download and continue their own cleansing and modelling process. The in-built query and workflow in the DDM schedule application, allows all parties involved in the processing to monitor the progress and status of any risk schedule uploaded into the DDM Schedule application

The service provides the following to the MAs:

- Initially Open Market Property Schedules across all territories including any Terrorism coverage for property;
- Data formatting service for property schedules imported into DDM Schedule application by MAs;
- Service provider process management of schedules transformation;
- Workflow management of schedules process;
- Service support and issue resolution managed by LIMOSS;
- Charging and billing managed by LIMOSS.

The diagram below indicates the service structure:



The schedule formatting process is undertaken by RMS as the service provider. Processing is performed using a questionnaire and standardised data expectation for fields contained within a risk schedule. The data set and definition used to format the source schedules is defined and maintained in the DDM (DA SATS) DDM Schedule application. The data set will not remain static for any risk class, it will update as the number of schedules grows in the application.

Where there are exceptions to the expected formats or new fields that the questionnaire set is unable to allocate or format, an exceptions process is in place by which RMS would return the schedule to the MAs.

The service operates within DDM (DA SATS). The same multi-section contract structure operates for the Open Market Schedules Processing Service, but with a Contract Folder type of Open Market, rather than Binder or Lineslip. Schedule files are processed using a similar process to Bordereaux files.

Service Scope

The primary scope of the service is to reformat the data in sheet(s) in the Schedule, mapping variously named columns to a standardised set of data fields. In addition, the service will complete the following:

- Modifying the Risk country values of erroneous records using DDM Schedule application features
- Modifying the Risk currency values of erroneous records using DDM Schedule application features
- Address value separation. Where a single value is provided for the Risk Address, an algorithm will be applied automatically by the DDM Schedule application, which will attempt to separate the value into its component fields. For example, separating '3 Oxford Street' into '3' for the Street Number, and 'Oxford Street' into the Street Name.

There are certain schedules that cannot operate through the service, some examples are described in the embedded document. The document will be updated as the service team process more schedules. Other than country and currency values, RMS will not amend source data and so it is important that individual MA users understand that the source Schedule may need to be amended to allow the service to operate.

video description of the service operation is available from the link below. This will help demonstrate the end to end process. Select the link below by pressing Ctrl as you hover over the link.

- Schedules Formatting Demo Part 1 - <https://vimeo.com/437059733/271967ca29>
- Schedules Formatting Demo Part 2 - <https://vimeo.com/437084304/5a7f0bb901>

On-Boarding

- MAs wishing to take the service can obtain a copy of the Market User Agreement (MUA) from LIMOSS - to obtain a copy please contact LIMOSS Service Desk: SchedulesFormattingRegistration@limoss.london
- MAs who are currently customers of RMS need to ensure that they have a commercial discussion with their RMS Sales and Client Development representative before signing the MUA and adopting the centralised Open Market Schedules Processing service. RMS are aware that this is required before MAs are on-boarded onto the service;
- Once the MUA is reviewed and signed and returned to LIMOSS, the service will be activated for MAs;
- For MAs who are existing DDM subscribers, local company admins can add them to the open market application;
- LIMOSS have a list of current local company admins.

Note: the 'Open Market Property Schedules Formatting Service' app will be visible to onboarded users of DDM regardless of whether they are enrolled or intend to use the service. There are however permissions in place to ensure the correct (and only onboarded users) have access to the 'Open Market Property Schedules Formatting Service'.

Process Overview

There are 3 main steps that the service follows:

- Submission: MAs submit their Schedule by uploading a spreadsheet into the service (note the schedule can be structured into multiple worksheets)
- Transformation: The service completes processing of the Schedule
- Use: Users extract the standardised data for downstream use

For more details of the process, visit LIMOSS Website

Schedule Processing Service Process

Understand the steps in the process of the Open Market Schedule Processing Service

Schedule files are submitted to the service by MAs that have activated use of the service. When a Schedule is first submitted it has a status of Uploaded. Once the service team start work on the Schedule (questionnaire), it has a status of In Progress. Whilst In Progress, the service team may raise a query with the Schedule, which will change its Query Status to Service Team Query. When the Schedule is complete and ready for use, it has a status of Complete. Post-completion, a user may raise a query via Service Now which will be directed to the service team.

Please note although the functionality to raise a query at the 'complete' stage is present in the application, any queries submitted in this way will not be processed by RMS. Service Now should be used in this instance until advised otherwise.

The diagram below sets out the different statuses that a Schedule entry moves through.



Schedules Screen

Understand how to use the Schedules screen

The Schedules screen can be accessed from the top menu, to view all Schedules across all Contracts, or within an individual Contract. The screen displays a grid containing Schedule entries (one Schedule file may result in the creation of multiple Schedule entries).

There are two statuses on the far left of the screen. The first is the Transformation Status, which indicates the status of the Schedule, either Uploaded, In Progress, or Complete. The second is the query status, which is displayed if there is either a Service Team Query or User Query which has not been responded to.

The Type of Business column states the Schema that has been used, for example the Property Schema has a collection of DDM fields appropriate to property business and is used for all Classes of Business that relate to Property.

The Class(es) of Business that the Schedule entry relates to is then next displayed. This will generally be the single Class of Business selected for a single sheet of the Schedule, but there may be more than one if more than one sheet was selected for processing with a Class of Business that related to a single Schema, and the column headers were the same for each sheet.

The Sheets column states the Sheet Names of the sheet(s) processed in this Schedule entry.

The Summary Sheet column states the Sheet Names of the sheet(s) selected as Summary Sheets.

Further to the right of the grid is the Original File column; you can select the filename to download the file. Next to this is the Questionnaire, you can select the Questionnaire name to view how the column headers were mapped to DDM fields by the service team when processing the Schedule.

Schedule Submission

Understand how to submit a Schedule file to the Schedule Processing Service

Schedule files are submitted to the service by MA users that are activated to use of the service. When a Schedule is submitted, DDM reviews it against all existing submitted Schedules. If it has been submitted previously by another MA, then the user is invited to join the existing Contract that it is contained within. If it has not been previously submitted, then the user is asked some additional questions before it is transferred to the service for processing.

Submit Schedule Screen – Submit File

Schedules are submitted by selecting the Submit Schedule button from the home screen of DDM.

Select a Division of your company that you are submitting on behalf of. If you are only associated with one Division, then it will be selected by default. Then drop or select your Schedule file.

DDM then attempts to match the submitted file against all submitted Schedules. This ensures that you have independently received the file and are therefore permitted to view the results from the service. It is therefore important that you do not edit or amend the file you have received from the broker (though you can change the filename). DDM matches based on the following:

- Those files that are within 10% of same file size
- The sheets and sheet names
- The values within the cells of the sheets

DDM will then either:

- Identify that this file has already been submitted to the service and enable you to join the relevant Contract.
- Identify that this file has not yet been submitted to the Contract and will in this case ask you some further questions. See the next section for further details.

Submit Schedule Screen – New Schedule Questions

In this screen, some core details are requested before the Schedule file is submitted to the service for processing.

You are asked to provide the name of the Insured. If you wish, you may enter an internal reference for Contract that will contain this Schedule; only you and users of your Company will be able to view this.

Next, the broker of the Contract must be selected. If you know the intended Inception Date of the Contract, this should also be entered. If it is not known, then it will be defaulted to today, and can be amended later if appropriate.

Below these questions, DDM will present a grid with each of the different sheets in the file presented. For those sheets that have data for processing, you should select the most appropriate Class of Business.

There may also be summary details or other information contained on separate sheet(s) or presented within the sheet(s) that have data for processing, that will be of relevance for any insurer considering the risk. For these sheet(s) tick the Summary Sheet column. These sheets will be highlighted for use and included in some outputs.

You can also enter guidance to the processing service, either for each sheet in the grid, or below the grid for overall guidance. Any queries the service have regarding Schedule will be directed to you as the first submitter, and so any necessary guidance may avoid this being required.

You can then select Create Contract. DDM will create a Contract containing the Schedule and the service can then start processing.

Submit Schedule

This Schedule has not yet been submitted to Tide.

This Schedule has not yet been submitted to the Service for processing, please enter the below details and select Create Contract. The Service will then initiate the transformation of the Schedule.

What is the name of the Insured? Demonstration

Do you have internal reference from your company that you would like to record against the Contract that will contain this schedule (you can do this later)? IR123

What is the Broker of this Contract/Schedule? 3 Dimensional Insurance Ltd - DIM 1278

If known, what is the Inception Date of this Contract? 01/04/2020

Please select the Class of Business against each of the Sheets that you wish to be processed by the Service. You can also provide any notes to guide the Service against each Sheet.

#	Sheet	Class of Business	Summary Sheet	Guidance Notes
1	Resume	Do Not Process	<input checked="" type="checkbox"/>	
2	USA SOV	Property D&F (US open market)	<input type="checkbox"/>	
3	USA Stats	Do Not Process	<input checked="" type="checkbox"/>	Please note the following...
4	Foreign SOV	Do Not Process	<input type="checkbox"/>	
5	Foreign Stats	Do Not Process	<input type="checkbox"/>	

Is there any general guidance you wish to provide to the Service? Please note the following in terms of general guidance...

CANCEL
CREATE CONTRACT

Schedule Entry Creation

Understand how DDM creates one or many Schedule Entries in the Schedules grid from one Schedule file

When DDM creates the Contract, the Schedule is presented in the Schedules tab in a grid. There may be one or many Schedule entries in this grid for each Schedule file.

Within DDM, there are different Schemas for Schedule Processing. Schemas contain different collections of fields. For example, there is a Schema for Property, and there will in future be Schemas for Aviation other types of business. Individual Schedules entries are created for each of the different Schemas, based on the Classes of Business selected. For example, if three Classes of Business are selected, two for Property and one for Aviation, then two Schedule Entries will be created, one for Property with two sheets, and one for Aviation with one sheet. The current service only covers Property, so for now, only one Property Schedule entry will be created.

Further Schedule entries, of the same Schema, may be created if they contain different column headers. For those Schedules that are to be created for a single Schema, DDM identifies the header row of sheet(s) that relate to the same Schema, and if

- The headers are identical, then a single Schedule entry is created for all sheets
- The headers are not identical, then separate Schedule entries are created for each sheet

Schedule Transformation

Understand what the Schedule Processing Service does to submitted Schedules and how this is completed

Schedule Restructuring

The primary activity of the service is to restructure the sheet(s) in the Schedule, mapping variously named columns to a standardised set of DDM data fields. The service team complete this by completing a Schedule Questionnaire, in a similar manner to how Bordereaux Questionnaires are completed in DDM to map the columns in a Bordereau to DDM fields. You can view how the service team mapped the columns in a Schedule by clicking on the Questionnaire name in the Questionnaire column of the Schedules screen, either from the top menu, or within a Contract.

Cleansing

It is intended that a future further phase of the Schedule Processing Service will involve the full data cleansing of the values in the Schedule. In the current formatting service, there are a few data items that are subject to data modification.

All Risk Currency and Risk Country values are modified. If a value is not supplied, then the service will apply a default value based on a review of the Schedule.

DDM also applies an Address value separation algorithm to Risk Address fields. Where a single value, from a single column, is provided for the Risk Address, the algorithm will be applied, attempting to separate the value into its component fields. For example, separating '3 Oxford Street' into '3' for the Street Number, and 'Oxford Street' into the Street Name.

If a value has been subject to data cleansing, then it is shaded in green in the Schedule Data screen. You can click on the field to view the audit trail of how the original value changed to the cleansed value. You can also view full details of all changes in the Change Log, accessed in the Change Log tab of the Schedule Summary Screen.

Schedule Upload Notification

Understand the notification process for uploaded schedules

This will not utilize the generic DDM notification functionality as the notification for Uploaded Schedules will be sent to a single post box email address. The email will be triggered each time a schedule reaches a status of 'Uploaded'. The RMS email address that upload schedule notifications are to be sent to is:

limossrmsprocessing@rms.com

The email content will be:

A new schedule has been submitted to the Schedule Service.

Folder Reference:

File Name:

UMR:

Submitted By:

Schedule Tracking

Understand how to extract standardised outputs of the Schedule Processing Service from DDM

The Schedule Tracking screen provides a single view on the progress of a Schedule entry through each stage of the process. This is also where any queries are managed, both from the service team to the user that first submitted the Schedule, and from users to the service team.

The screen can be accessed by selecting the clock icon next to the Transformation Status of a Schedule entry, or by selecting a Query status. The modal window contains a grid, with an entry for each step the Schedule entry has moved through during the process.

The left-hand column displays the Status at the step in the process the Schedule was at.

The notes column displays any recorded notes relevant to the that step. For example, any guidance notes when submitting the Schedule, or the text of a query or response.

Next displayed is the Update Date/Time and the name of the user who made the update.

Finally, the duration of time from the previous step to the current step is presented. This is in green if it has met the SLA, and red if it has not.

Schedule Queries

Understand how queries are raised and responded to within the Schedule Processing Service

Queries are raised, recorded, and tracked during the service process. Whilst the service team are processing the Schedule, they can raise a Service Team Query to be responded to by the Division of the user that first submitted the Schedule. After the RMS service team have completed processing a Schedule, Users can raise a User Query through the ServiceNow system this is the only way post formatting Schedule issues can be tracked and responded to by the RMS service team.

Queries are raised within the Schedule Tracking screen, accessed by clicking on the clock icon next to the Transformation Status of a Schedule entry, or by selecting a Query status. The text of any queries and their responses are recorded in the Notes column.

Service Team Query

If a Schedule is in an In Progress Status, then the Service Team can select the Raise Query button in the Schedule Tracking screen. The User who submitted the Schedule will automatically get a notification regarding the query, even if they have not set up the relevant event in their Notifications

Centre settings. They, or other Users of their Division, can then respond to the query in the Schedule Tracking screen, by selecting Respond to Query.

When a Schedule has the Query Status of Service Team Query, then the time recording of the Schedule moving from In Progress to Complete is paused.

User Query

Any User with access to the Schedule can select the Raise Query button in the Schedule Tracking screen. The RMS service team can then respond to the query in the Schedule Tracking screen, by selecting Respond to Query. However, if a Schedule is completed and/or closed, any issue concerning the Schedule processed by RMS around the Schedule must be raised by users in the ServiceNow ITSM ticketing system”

Schedule Outputs

Understand how to extract standardised outputs of the Schedule Processing Service from DDMDDM

Once the status of a Schedule entry or entries are Complete, you can now download and use this data. There are two options for doing this.

Firstly, you can download all the processed data across all Schedule entries in a single Excel output, alongside any Summary sheets, by selecting Export All from the Export button in the Schedule Data screen.

Secondly you can download a wider set of information regarding a single Schedule entry by selecting the download icon, to the right of Transformation Status in the Schedules screen. This Excel output includes the following sheets:

- Transformation Summary, containing summary details of the Schedule and Contract
- Transformed Data, containing all the processed data, but only for this individual Schedule entry
- Change Log, containing details of any changes or defaults applied to the original data provided
- Questionnaire Mapping, setting out how each of the columns in the Schedule was mapped to the standardised DDM fields
- Schedule Tracking, which displays the tracking grid for this individual Schedule entry, showing how it has progressed through all stages of the process
- Summary Sheets, which are all the summary sheets from the Schedule file presented in their original form

Notifications Centre

Understand how to amend your notification settings

Notifications are maintained within the grid. Each entry will result in separate notifications being sent to you. To add a new notification, select Add Notification.

You then need to enter details in the following fields:

- Name – you can give the notification a name if you wish, which will appear in the email notification you receive.
- Event – select the event that will trigger you receiving a notification (further details on each Event are set out below).
- Class of Business – you will only receive notifications relating to Contracts/Sections that contain the Classes of Business you select.
- Frequency – select when you should receive notifications (further details on the Frequency options by Event are set out below).

Notification Events

The table below sets out the different Notification Events you can select, their definition, and the scope of the Schedule that are included depending on the Frequency of the notification.

Event	Event Definition	Event Notification Text	Conditions
Schedule Processing Complete	When a Schedule reaches a Completed Status	<p>A Schedule you are associated with has been processed by the Service Team and now has a Status of Complete.</p> <p>Folder Reference:</p> <p>Filename:</p> <p>UMR:</p> <p>[The Division Name of the Division of the user associated with the Schedule]:</p>	Where Users Division is added to the Contract as either Broker or Insurer
Schedule Rejected	When a Schedule is Rejected	<p>The below Schedule has been rejected by the Central Service Team</p> <p>Rejection Reason:</p> <p>Folder Reference:</p> <p>Filename:</p> <p>UMR:</p>	Schedule Rejected
Service Team Query Raised	When a Query is raised by the Service Team.	<p>A Schedule you are associated with has had a Query raised by the Service Team. This Query is to be responded to by [Submitted By Division Name – Division Reference], who submitted the Schedule.</p> <p>Query: [Query Text]</p> <p>Folder Reference:</p> <p>Filename:</p>	Where Users Division is added to the Contract as either Broker or Insurer

Event	Event Definition	Event Notification Text	Conditions
		UMR:[The Division Name of the Division of the user associated with the Schedule]:	
Service Team Query Responded To	When the User respond to a Query.	<p>A Schedule you are associated with has had a Query raised by the Service Team responded to. This Query is was responded to by [Submitted By Division Name – Division Reference], who submitted the Schedule.</p> <p>Query: [Query Text]</p> <p>Query Response: [Query Response Text]</p> <p>Folder Reference:</p> <p>Filename:</p> <p>UMR:</p> <p>[The Division Name of the Division of the user associated with the Schedule]:</p>	Where Users Division is added to the Contract as either Broker or Insurer
User Query Raised	When a Query is raised by a User.	<p>A Schedule you are associated with has had a Query raised by a User. This Query is to be responded to by the Service Team.</p> <p>Query: [Query Text]</p> <p>Folder Reference:</p> <p>Filename:</p> <p>UMR:</p> <p>[The Division Name of the Division of the user associated with the Schedule]:</p>	Where Users Division is added to the Contract as either Broker or Insurer
User Query Responded To	When the Service Team respond to a Query.	<p>A Schedule you are associated with has had a Query raised by a User responded to. This Query is was responded to by the Service Team.</p> <p>Query: [Query Text]</p> <p>Query Response: [Query Response Text]</p> <p>Folder Reference:</p> <p>Filename:</p> <p>UMR:</p> <p>[The Division Name of the Division of the user associated with the Schedule]:</p>	Where Users Division is added to the Contract as either Broker or Insurer

