



# **EESSI – CDM 4.4**

## **S - Sickness**

### **S\_BUC\_23 - v4.4.0**

#### **Refund of Overpayment**

#### ***BUC Specifications***

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<b>Authors</b>	European Commission, DG EMPL A4, EESSI BA
<b>Revised by</b>	European Commission, DG EMPL A4, EESSI BA
<b>Approved by</b>	European Commission, DG EMPL A4, EESSI PMO

## Document history

Version	Date	Short Description of Changes
v0.1	18/11/2015	First draft of the document
v0.2.0	01/02/2016	Version number of the document has been changed to be in line with the convention M.m.p where: - M = Major Version (e.g. Approved by AC) - m = Minor Version (e.g. changes in the process) - p = Patch Version (e.g. wording...any changes without any impact on the process itself)
v0.2.1	09/02/2016	Remarks and comments received from DE have been integrated in the document in "track and changes".
v0.3.0	01/07/2016	Alignment to the standard description and layout of the BUC Remarks, answers and improvements received during the AHG meeting have been implemented in the document Section 2.1 Business Scenario is updated (see issues 1 and 11) Section 2.2 Legal Base Articles from Basic and Implementing Regulation have been added (see issue 2) Section 3: Actors and Roles has been updated (see issues 3 and 13) Section 4.1 RUP Table Description Post-conditions have been updated (see issue 5)
v0.3.1	19/09/2016 09/11/2016 28/11/2016	Suggestion is added from EESSI Team regarding issue 17. We suggest adding in the "Individual part" of S054 additional codes in order to "Accept" or "Refuse" the Request for Overpayment AC comments received have been implemented in the document
v0.4.0	06/01/2017	Removal of SED S052 from BUC, to align with the AW_BUC_23 as agreed with Rapporteur.
v0.99.0	20/02/2017	Submitted for AC approval.
v0.99.1	14/03/2017	Modification to align with AW-BUC-23: the request for Refund can be initiated by the Debtor OR the Creditor
v0.99.2	12/6/2017	Section 3: Correction of the definition of Case Owner and Counterparty Section 4.2: Special rules: suppress the reference to H_BUC_01
v1.0.0	06/07/2017	Version AC approved
v1.0.1	28/08/2017	-Included version of the BPMN Diagram in section 5

		- removed Use Case diagram
v1.1.0	10/11/2017	Implementation of Contestation Loop to align with other reimbursement BUCs: Updated: - List of SEDs (DA073 is split in DA073A, DA073C and DA073 R) - Update the main process - Create the Contestation Loop.
v1.1.1	14/11/2017	Comments from AHG Rapporteur integrated: Update of BPMN diagram And in Branch 1: In the contestation Loop, replace 'Claim' by 'Overpayments'
v1.1.2	28/11/2017	Comments from AHG integrated: - Update of main process: Payment loop - Align with AW_BUC_23: Update of Section 2.1, Section 3 (Case Owner and Counterparty definitions) - Update of BPMN diagram
v1.1.3	30/11/2017	Comments from AHG integrated: - Replace Payment loop by 'decision' loop - make explicit the choice between Step 9 or 10 of the main process at the end of the contestation loop - update BPMN Diagram
v4.1.0	09/08/2018	- Section 4.4 merged 2 tables (for SED & for Subprocesses) into 1 BUC Artefact table." - Version adaptations to release 4.1.0.
v4.2.0	15/06/2019	Implementation of Change Request EESSI-5134: improving the Contestation loop: - Section 4.1: Branch 1: at the end of the contestation loop, return to Step 6 of Main process. - Section 4.2: table of request /replies SED updated - section 5.1: BPMN graph updated
v4.3.0	31/08/2021	- Implementation of Change Request EESSI-6438: update section 4.4 Special requirements: SR3 contestation loop - Implementation of Change Request EESSI-6383: update section 4.4 Special requirements: SR4: Rules for selecting individual claims - Version adaptations to release 4.3.0.
v4.4.0	06/12/2024	Update the <i>Special Requirements</i> section in RUP Table by adding SR5 to accommodate the rules required through EESSI-10377 CR.

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## 1. Introduction

### 1.1. Purpose

The purpose of this document is to construct an external view of the 'EESSI business system' as described in EC Regulations 883/2004 [R1] and 987/2009 [R2]. The 'EESSI Business System' describes the business and expected business processes without consideration as to which part(s) may be realised by an IT System (i.e. the proposed EESSI IT System).

The external view comprises of models and descriptions of business use cases, the services of a business system offered to business actors: customers, business partners, or other business systems.

A business use case is described from an actor's perspective; it describes the interaction between an actor and the business system, meaning it describes the behaviours of the business system that the actor utilises. The Business Use Case includes Use Case Diagrams and Business Process Models.

Use case diagrams show actors, business use cases, and their relationships. Use case diagrams do not describe procedures. Alternative scenarios also remain hidden. These diagrams give a good overview of the behaviours of the EESSI business system which will direct and govern part of the expected behaviours and functionality delivered by the EESSI IT System.

### 1.2. Scope

This document is limited to the external view of the Sickness' sector process concerning Refund of Overpayment.

The different elements like use case description, business actors, and business process as well as supporting UML diagrams and BPMN models pertaining to the Refund of Overpayment.

### 1.3. Definitions, Acronyms and Abbreviations

Please see the EESSI Project Glossary [here](#).

### 1.4. References

#	Document Type	Document Name
R1	Basic Regulations EC (883/04)	<a href="#">Regulation EC No. 883/2004.pdf</a>
R2	Implementing Regulations EC (987/09)	<a href="#">Regulation EC No. 987/2009.pdf</a>

## 1.5. Overview

Chapter 1 introduces the external view on the business system under review and lists the elements of this specification.

Chapter 2 introduces the Refund of Overpayment business process. This chapter gives a short and detailed description as well as a reference to the business process' legal base.

Chapter 3 lists the actors involved in the Refund of Overpayment business process.

Chapter 4 describes in detail the Refund of Overpayment business process based on the RUP use case template, as well as the relationship to other use cases.

Chapter 5 describes the Refund of Overpayment business process using business process modelling notation (BPMN).

## 2. Description

### 2.1. Business Scenario

This particular case deals with situation when after the claim based on actual costs have been settled by a Debtor Liaison Body and a change in circumstances occurred (credit note or contestation has been issued after claim was paid) and it has to be decided to offset or not the overpaid amount. The BUC is only applicable if the refund of the costs cannot be reached within the ongoing settlement.

If certain matter has changed from one institution to another within the debtor state, a refund must be demanded and received on the basis on the national law, and not via this BUC.

### 2.2. Legal Base

This Business Use Case document's legal base is described in the following Regulations

1. basic Regulation (EC) No 883/2004 [R1]
2. implementing Regulation (EC) No 987/2009 [R2]

The following matrix specifies the SEDs that are used in this Business Use Case and documents the articles that provide the legal basis for each SED.

SED	Basic Reg (883/04)		Implementing Reg (987/09)							
	35 (2)	41	62	63	64	65	66	67	68	69
S051	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
S053A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
S053C	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
S053R	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
S054	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Table 1: SED – Legal base relationship matrix



### 3. Actors & Roles

This chapter captures details of the actors which are important to understand the different types of system users. An actor is anyone or anything that exchanges data with the business system. An actor can be a user, external hardware or another system.

The overarching description of each actor described in this Business Use Case can be found in the Glossary. Below you will find a short description which provides further clarity of this actor within the context of this Business Use Case.

Actor name	Description
<b>Case Owner</b>	In this BUC the Case Owner is the Liaison Body which has paid claims or received payments for claims based on actual costs, fixed amounts or for interest on late payment, and a change in circumstance occurred (credit note or contestation has been issued after claim was paid) and it has to be decided how to offset or not the overpaid amount.
<b>Counterparty</b>	In this BUC the Counterparty is the Liaison Body which receives a request for refund overpayment from the liaison body of a former competent Member State.

Table 2: Actors & Roles

## 4. Use Case

### 4.1. RUP Table Representation

<b>Use Case ID:</b>	<b>S_BUC_23</b>		
<b>Use Case Name:</b>	Refund of overpayment		
<b>Created By:</b>	EESSI BA Team	<b>Last Updated By:</b>	EESSI BA Team
<b>Date Created:</b>	18/11/2015	<b>Publication Date:</b>	06/12/2024
<b>Actors:</b>	Case Owner Counterparty		
<b>Description:</b>	<p>This particular case deals with situation when after the claim based on actual costs have been settled by a Debtor Liaison Body and a change in circumstances occurred (credit note or contestation has been issued after claim was paid) and it has to be decided to offset or not the overpaid amount. The BUC is only applicable if the refund of the costs cannot be reached within the ongoing settlement.</p> <p>This particular case cannot be used if the responsibility for a certain matter has changed from one institution to another within a debtor state. In this case, the refund must be requested and received on the basis of national law.</p>		
<b>Trigger:</b>	<p>A debtor institution in the Competent Member State realises that its responsibility for cases has ceased, either partly or entirely. In this kind of situation, the Liaison Body sends a request for a refund of an overpayment.</p> <p>Due to deadlines to be respected for contestations it is not possible to find a solution within BUC S019/S021.</p>		
<b>Preconditions:</b>	A claim for reimbursement based on actual costs, fixed amounts or claim for interest on late payment has been sent to the Liaison Body of the Competent Member State (Debtor).		
<b>Postconditions:</b>	Decision about how to proceed with the overpaid money is taken (offset or not).		
<b>Main Scenario:</b>	<p><b>Identify Participants</b></p> <ol style="list-style-type: none"> <li>The Case Owner is the EU Member State which received the overpayment (Creditor Liaison Body) or is the EU Member State which has overpaid (Debtor Liaison Body). The Case Owner identifies the EU Member State which received the overpayment (Creditor Liaison Body) or identifies the EU Member State which has overpaid (Debtor Liaison Body);</li> <li>The Case Owner then identifies the correct institution (Institution in the Member State of Residence / Stay) (Counterparty). There will be only one counterparty. The Case Owner and the Counterparty are herein collectively referred to as the Participants.</li> </ol> <p><b>Process to Request for Refund of Overpayment</b></p> <ol style="list-style-type: none"> <li>The Case Owner creates the "Request for Refund of Overpayment" (S051) by entering the required information; The Case Owner has to clarify if he has overpaid - in this case, he will be the "Debtor Liaison Body"- or if he received the overpayment - in this case he will be the "Creditor Liaison Body"; Section 2 contains global information for the Request for Refund of Overpayment; Section 3 contains individual information. This part of the SED should be completed with the reference to the original claim that</li> </ol>		

	<p>has already been paid; The Request for Refund of Overpayment SED (S051) can be used for a refund based on actual cost claims, fixed amount claims and even for default interest on late payment claims; A separate request for Refund of an Overpayment has to be submitted for each batch claims of S080, S100 and S026;</p> <ol style="list-style-type: none"> <li>The Case Owner sends the S051 to the Counterparty.</li> <li>The Counterparty receives the S051;</li> </ol> <p><b>Process Acceptance of the Refund of the Overpayment</b></p> <ol style="list-style-type: none"> <li>The Counterparty creates the "Acceptance of Request for refund of overpayment" (S053A) by entering required information in order to accept the identified overpayments;</li> <li>The Counterparty sends the S053A to the Case Owner;</li> <li>The Case Owner receives the S053A.</li> </ol> <p><b>Process Decision about the Refund of Overpayment</b></p> <ol style="list-style-type: none"> <li>If Case Owner is the "Debtor Liaison Body", the use case continues with Branch 2;</li> <li>If Case Owner is the "Creditor Liaison Body", the use case continues with Branch 3;</li> <li>The use case ends here.</li> </ol>
<p><b>Alternative Scenarios:</b></p>	<p><b><u>Branch 1: At [step 6], the Counterparty may optionally choose to contest the Refund of overpayment and start a contestation loop</u></b></p> <p><b>Loop for Contestation of Individual Overpayment</b></p> <ol style="list-style-type: none"> <li>The Counterparty creates a "Contestation of Request for refund of overpayment" (S053C) SED where one or more individual overpayments of the S051 SED are not accepted. The Counterparty notifies the amount to be contested and the reason for contestation;</li> <li>The Counterparty sends the "Contestation of Request for refund of overpayment" (S053C) "to the Case Owner;</li> <li>The Counterparty receives the "Contestation of Request for refund of overpayment" (S053C) ";</li> <li>The Case Owner creates a "Reply to Contestation of Request for refund of overpayment" (S053R) SED specifying whether to accept or dispute the contestation;</li> <li>The Case Owner sends the "Reply to Contestation of Request for refund of overpayment" (S053R) to the Counterparty;</li> <li>The Counterparty receives the "Reply to Contestation of Request for refund of overpayment" (S053R);</li> </ol> <p><b>Loop for Contestation of Individual overpayments ends here.</b></p> <p><b><i>If all overpayments are contested and all contestations are accepted, [This Branch] Ends, and the BUC ends here.</i></b></p> <p><b><i>If some individual overpayments are upheld and decision is required, [This Branch] Ends and the BUC continues at Step 6 of the main process.</i></b></p>

	<p><b><i>Branch 2: At [Step 9], if the Case Owner is the "Debtor Liaison Body", the Case Owner will send the Information on refund of overpayment.</i></b></p> <ol style="list-style-type: none"> <li>1. The Case Owner creates the "Information on refund of overpayment" (S054) to inform the Counterparty against which sending the refund of the overpayment will be offset;</li> <li>2. The Case Owner sends the S054 to the Counterparty;</li> <li>3. The Counterparty receives the S054.</li> </ol> <p><b><i>Branch 3: At [Step 10], if the Case Owner is the "Creditor Liaison Body", the Counterparty will send the Information on refund of overpayment</i></b></p> <ol style="list-style-type: none"> <li>1. The Counterparty creates the "Information on refund of overpayment" (S054) to inform the Case Owner against which sending the refund of the overpayment will be offset;</li> <li>2. The Counterparty sends the S054 to the Case Owner;</li> <li>3. The Case Owner receives the S054.</li> </ol>
<b>Exceptions:</b>	None
<b>Includes:</b>	See diagram at part 4.4
<b>Special Requirements:</b>	<p><b>SR0: General Rule</b> The Refund of Overpayment concerns only one type of claim: based on actual costs, based on fixed amounts or for interest on late payment.</p> <p><b>SR1: Rules about the invoking of Branches:</b> [Branch 1] – May be invoked more than once [Branch 2] – May be invoked more than once [Branch 3] – May be invoked more than once</p> <p><b>SR2: Rules about the SEDs:</b> S051 cannot be altered.</p> <p><b>SR3: Contestation of Individual Claim / Contestation of Credit Note</b> - For both partial and full contestations, a new contestation for the same individual claim can be submitted only after having received an answer for the first one.; - after sending a contestation only one reply can be received for that contestation; - after a contestation was sent, no payment of the individual claim is allowed until the contestation has been settled by both parties.</p> <p><b>SR4: Rules for selecting individual claims</b> For the following couple of SEDs, only the individual Claims that have been selected in the first SED can be selected in the second SED: - S053C – S053R: only the Individual Claims that have been selected to create a 'S053C Contestation of Request for Refund of Overpayment' can be selected for the creation of a 'S053R Reply to Contestation of Request for Refund of Overpayment'</p> <p><b>SR5: Rules for referencing the claims or inventory of months for which the claim for refund of overpayment (S051) is introduced</b> - The claim for refund of overpayment (S051) in S_BUC_23 sent in EESSI can be used only for those claims sent with S_BUC_19 (S080) or with S_BUC_22 (S026) or for those inventories of months sent with S_BUC_21 (S100) where cases were exchanged in EESSI;</p>

	- Within one claim for refund of overpayment (S051) sent in EESSI with S_BUC_23 only one claim within the S080 (S_BUC_19) or S026 (S_BUC_22) or alternatively one inventory of months within the S100 (S_BUC_21) sent in EESSI can be referenced.
<b>Assumptions:</b>	N/A
<b>Notes and Issues:</b>	N/A

## 4.2. Request – Reply SEDs

The following table specifies the SEDs that have a logical pairing to one another, usually this is known as a request-reply pair.

REQUEST SED	REPLY SED(s)
<b>S051</b>	S053A S053C
<b>S053C</b>	S053R
<b>S053R</b>	S053A

## 4.3. Attachments Allowed

The following table specifies whether attachments are permitted to be included when sending a SED type.

SED	Attachments
<b>S051</b>	Allowed
<b>S053A</b>	Not Allowed
<b>S053C</b>	Allowed
<b>S053R</b>	Allowed
<b>S054</b>	Not Allowed

## 4.4 Artefacts used

The following table specifies the artefacts that are used in this Business Use Case.

Artefact name	Artefact type
<b>S051</b>	SED
<b>S053A</b>	SED
<b>S053C</b>	SED
<b>S053R</b>	SED
<b>S054</b>	SED
<b>AD_BUC_11_Subprocess – Business Exception</b>	BUC
<b>AD_BUC_12_Subprocess – Change of Participant</b>	BUC

## 5. Business Processes

This chapter describes the Business Use Case 'Refund of Overpayment' using BPMN 2.0.

### 5.1. Case Owner and Counterparty

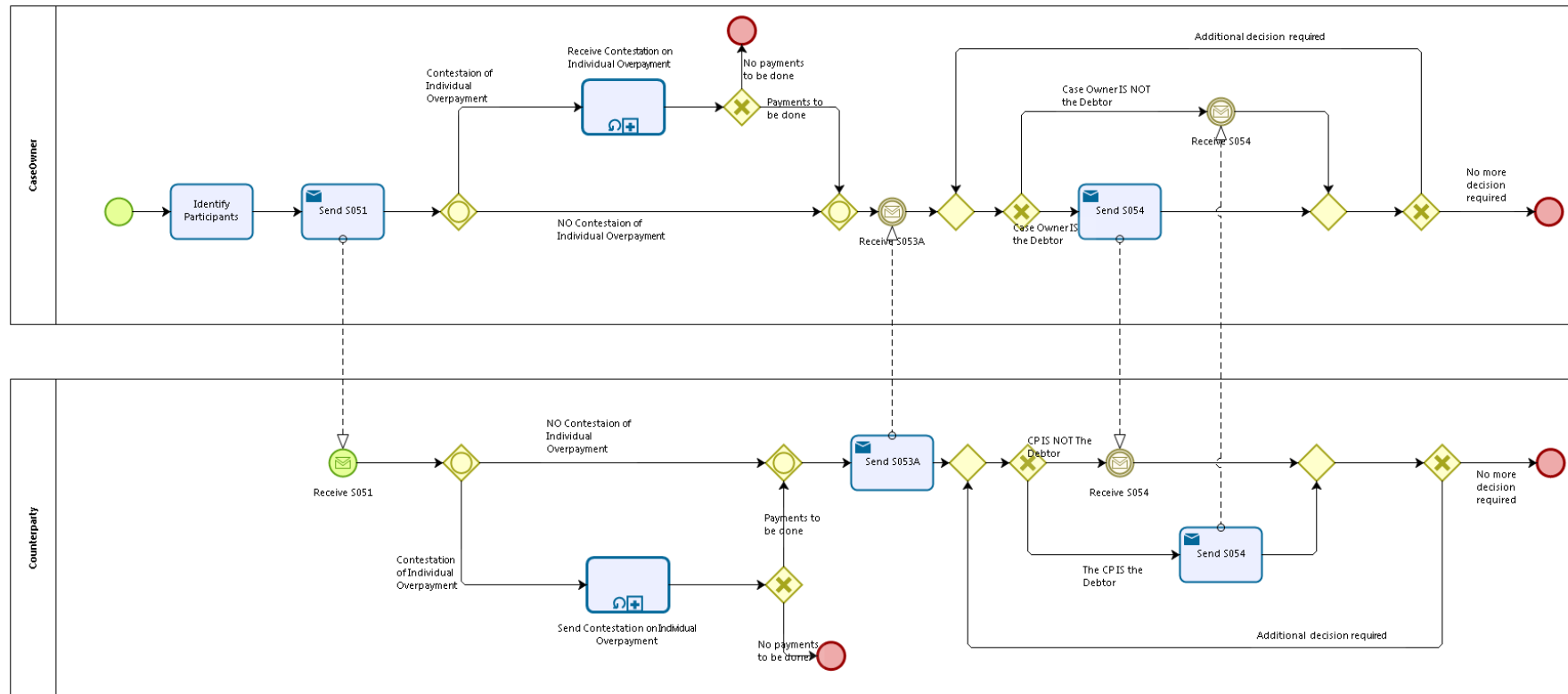


Figure 1: depicts the use case end-to-end from a high level, using the BPMN 2.0 collaboration diagram

## 5.2. Sub Processes

### Send contestation on Individual Overpayment



### Receive contestation on Individual Overpayment



## 6. Business Processes

### 6.1. Issues

#	Issue date	Description	Replies	Action/Resolution	Close date
1	18/11/2015	Is the BUC initiated by the debtor institution or the liaison body?  If it is the liaison body, does the debtor institution have a role in the BUC?  Or is the debtor institution just mentioned for information?	<b><u>Answer received from FI:</u></b> <i>"It is always liaison body"</i>  <b><u>Answer received from DE:</u></b> <i>I suggest using simply "debtor Member State"</i>	Section 2.1 Business Scenario is updated according to the remark	01/07/2016
2	18/11/2015	There is no reference for this BUC in the regulation.  Does it mean that the articles to be referred are ones from S_BUC_19, S_BUC_21 and S_BUC_22?  If yes, which articles?	<b><u>Remark received from FI</u></b> <i>"There should be S051, S052, S053 and S054. S050 is not part of this BUC."</i>  <b><u>Remark received from DE</u></b> <i>We could mention Article 35 Reg. (EC) 883/2004 and Title IV Chapter 1 Reg. (EC) 987/2009.</i> <i>SED S050 is not part of this BUC</i> <i>Articles to be referred are ones from S_BUC_19, S_BUC_21 and S_BUC_22?</i>	Section 2.2 Legal base has been updated.  Articles from the Basic and Implementing Regulation have been added according to the remark received from DE.  Remark received from FI and DE about the SEDs has been implemented in the document.	01/07/2016
3	18/11/2015	<b>Section 3 : Actors and Roles</b>  <i>"In this BUC, the Case Owner is the Debtor Institution"</i>  <i>"In this Buc, the Counterparty is the</i>	<b><u>Answer received from FI</u></b> <i>"liaison body"</i>  <b><u>Proposal received from DE for Case Owner</u></b>	Section 3 is updated according to the proposal received for Case Owner and Counterparty definition	01/07/2016



#	Issue date	Description	Replies	Action/Resolution	Close date
		<p><i>Creditor Institution"</i></p> <p><b><u>Question from EESSI Team</u></b></p> <p><i>"Could we replace Debtor Institution / Creditor Institution by Liaison Body"</i></p>	<p><i>"the liaison body of the former Competent Member State..."</i></p> <p><b><u>Proposal received from DE for Counterparty</u></b></p> <p><i>"...the liaison body of the (former) Member State of residence or stay which receives a request for refund of overpayment from the liaison body of a former competent Member State"</i></p>		
4	18/11/2015	<p><b>Section 4: RUP Table Description (Trigger)</b></p> <p><b><i>"A debtor institution in the Competent Member State..., the Competent institution sends a request for a refund of an overpayment"</i></b></p> <p><b><u>Question from EESSI Team</u></b></p> <p><i>"Could we replace Competent Institution by Liaison Body"?</i></p>	Replacement is approved	Document is updated according to the approved proposition	01/07/2016

#	Issue date	Description	Replies	Action/Resolution	Close date
5	18/11/2015	<p><b>Section 4.1: RUP Table Description (Postconditions)</b></p> <p><i>« The Member State of Residence or Stay is informed by the Competent Member State against which sending he will offset the refund of overpayment».</i></p> <p><b><u>Proposition received from DE</u></b></p> <p><i>"The Counterparty liaison body registers the amount that was offset accordingly in its accounting system."</i></p>		<p>Section 4.1 RUP Table Description</p> <p>Post-conditions are updated according to the proposition received from DE.</p>	01/07/2016
		<p>What I understand is the following situation.</p> <p>The Debtor Institution has paid more than he should do.</p> <p>When he remarks that he has paid more, he sends a request to have an overpayment from the Creditor Institution.</p> <p>BUT the refund is done by a compensation on future payments. The amount of the refund will be deduced from the amount to be paid.</p> <p>What about if there is no other claim to pay in the future for the Debtor? Must this kind of situation</p>	<p><b><u>Answer received from FI</u></b></p> <p><i>"Compensation on future payments is not the only option. The other option is to pay in cash, and it should be modelled in this BUC as well. There are no SEDs to this process either".</i></p> <p><b><u>Comment received from DE</u></b></p> <p><i>"The overpayment doesn't necessarily be offset within the same claim. It can also be offset with payments of another claim. However, this is not a postcondition as this information is provided in SED S054 within this BUC."</i></p> <p><i>"It can be deduced from another</i></p>		

#	Issue date	Description	Replies	Action/Resolution	Close date
		be modelled in the BUC?	<i>claim. There is no need for an additional modelling</i> <b>What is the final decision?</b>		
6	18/11/2015	Page 68 of the Guidelines it is mentioned that it is via the liaison body.  Who are the participants: "Liaison Body" or "Institutions"?	Liaison body is the answer	Section 3 Actors and Roles is updated.  Liaison Body is referenced for the Case Owner and Counterparty instead of Institution	01/07/2016
7	18/11/2015	<b>Section 4.2 Request – Reply SEDS</b> <b><u>Question from EESSI team</u></b> "What about S052"?	<b>Answer received from FI</b> <i>"Compensation on future payments is not the only option. The other option is to pay in cash, and it should be modelled in this BUC as well. There are no SEDs to this process either".</i>  <b>Answer received from DE</b> <i>Only S052 and S053, because S054 is sent by the Case Owner that initially sent S051.</i>	Section 4.2 Request Reply SEDs has been completed during the AHG meeting.	01/07/2016
8	18/11/2015	<b>Section 4.3 Attachments Allowed</b>		Section 4.3 Attachments Allowed table has been completed during the AHG meeting	01/07/2016
9	28.01.2016	<b>Section 4.5 SED and Sub-process versioning</b>	<b>Answer from EESSI Team</b> Currently this version 4.0 is not yet available, but when the	No action required	01.02.2016

#	Issue date	Description	Replies	Action/Resolution	Close date
		<b>Question received from FI</b> <i>"Is the version 4.0 published yet?"</i>	application will be used in production, the version of SED that will be used is the version 4.0		
10	28.01.2016	<b>Section 5.3 Call Sub-processes</b> <b>Comment received from FI</b> <i>"Only liaison body is possible"</i>	<b>Answer from EESSI Team</b>  This BPMN diagram is common to all the BUCs. "List of Competent Institutions" should be seen as "List of all Institutions", competent ones and liaison bodies  Nevertheless, in order to be more general, a description has been added to check in the "Competent Institutions" can be found in the MD.	The BPMN diagram for the "Identify Participants" sub-process has been removed due to new description of the BUC.	01/07/2016
		<b>Comment received from DE (about Identify Participants)</b> <i>I wonder if this step is necessary as the participants have already been determined in the cost settlement process S019/S021)</i>	<b>Participants should be identified by the help and by consulting the S BUC 19 or S BUC 21 or S BUC 22</b>		
11	09.02.2016	<b>Section 2.1 Business Scenario</b> <i>"This particular case is started by a debtor institution which received the claim for reimbursement in previous flows (S_BUC_19, S_BUC_21 and S_BUC_22) and remarks that its responsibility in</i>	<b>Comment received from DE:</b> <i>Maybe this paragraph is superfluous because it contains the same content as the paragraph before.</i>	Section 2.1 Business Scenario is updated according to this remark	01/07/2016

#	Issue date	Description	Replies	Action/Resolution	Close date
		<i>that case has ceased, either partly or entirely</i>			
12	09.02.2016	<p><b>Section 2.1 Business Scenario</b></p> <p><i>This is only possible to refund mistakenly paid claims, if an institution in the creditor state can be made responsible for paying at least a part of the claim</i></p> <p><b><u>Comment received from DE:</u></b></p> <p><i>There are several possibilities that can trigger this BUC. There is no need to give further explanations over here. Therefore, this sentence should be deleted.</i></p>		Document has been updated based on the remark received.	01/07/2016
13	09.02.2016	<p><b>Section 3: Actors and Roles (Counterparty)</b></p> <p><i>The Creditor Institution has previously received payment for claims and can be made responsible for paying at least a part of a mistakenly paid claim.</i></p> <p><b><u>Remark received from DE</u></b></p> <p><i>See above. It is not necessary to specify the reason (that could be another one)</i></p>		<p>Section 3 Actors and Roles is updated</p> <p>The sentence "The Creditor institution has previously... paid claim" has been removed from the Counterparty definition.</p>	01/07/2016
14	09.02.2016	<p><b><u>Section 4.1 RUP Table Description – Main Scenario step 3</u></b></p>		<p>The document has not been updated.</p> <p>A Jira Ticket (EESSIDRY-</p>	01/07/2016

#	Issue date	Description	Replies	Action/Resolution	Close date
		<p><i>The Case Owner creates the "Request for Refund of Overpayment" (S051) by entering the required information.</i></p> <p><b><u>Comment received from DE:</u></b></p> <p><i>It is not considered necessary to repeat the details of the S080. Instead, only main references should be stated, e.g. Global Claim Reference, Individual Claim Reference and perhaps Amount of the Individual Claim.</i></p> <p><i>This comment refers to all SEDs within this flow.</i></p>		<p>1266) is declared in order to improve all the SEDs part of the flow as suggested in the comment received.</p> <p>This improvement will be handled with the version 4 of the SED and should be discussed within the AHG.</p>	
15	09.02.2016	<p><b><u>Section 4.1 RUP Table Description – Main Scenario step 3</u></b></p> <p><i>The Request for Refund of Overpayment SED (S051) can be used for a refund based on actual claims, fixed amount claims and even for default interest on late payment claims.</i></p> <p><b><u>Comment received from DE</u></b></p> <p><i>The institution that requests the refund of overpayment sometimes doesn't know the correct amount to be refunded. What is the expected behavior of this situation.</i></p>	<p><u>Example: if cost have been paid for a certain period of time (01.03 till 31.05) and if the competent MS changes on 01.05. It means that the debtor Member State does not know the amount of cost occurred in May. Therefore, before starting S BUC 23, it needs to obtaining information from the Creditor Member State (by using H BUC 01).</u></p>		

#	Issue date	Description	Replies	Action/Resolution	Close date
		<i>General important question: Shouldn't it be possible for the institution that received the overpayment to initiate the flow?</i>			
16	09.02.2016	<p><b><u>Section 4.1 RUP Table Description – Main Scenario step 9</u></b></p> <p><i>Section 3.7 of the SED is mandatory and contains for each individual payment the reply code.</i></p> <p><b>Comment received from DE</b></p> <p><i>In the German version of S053 section 3.7, the third reason is grammatically incorrect.</i></p>		<p>A Jira Ticket (EESSIDRY-1267) has been created and will be handled with the version 4 of the SED.</p> <p>BUT correct reason has to be provided by Germany</p>	01/07/2016
17	09.02.2016	<p><b><u>Section 4.1 RUP Table Description – Main Scenario step 12</u></b></p> <p><b>Comment received from DE</b></p> <p><i>What happens if the Counterparty refuses to refund the requested overpayment and the Case Owner accepts it. Does the BUC end without sending S054?</i></p> <p><i>Or do we need to</i></p> <ul style="list-style-type: none"> <li><i>Add the possibility to confirm the acceptance of the refusal in SED S054?</i></li> </ul>	<p><b>Suggestion from EESSI Team:</b></p> <p><u>Special codes for "Acceptance" or "Refusal" could be added on the Individual part of the S054.</u></p> <p><u>We suggest also if the Counterparty did not agree with the previous request to create a new case while technically currently it is not possible to send a new S051 within the same case.</u></p>	<p>There is no obligation to send any SED. It is not necessary to end the BUC with the S054.</p>	28/11/2016

#	Issue date	Description	Replies	Action/Resolution	Close date
		- Create a new sub-BUC?			
18	09.02.2016	<p><b><u>Section 4.5 SED and sub-process versioning</u></b></p> <p><b><u>AD BUC 11 SubProcess – Business Exception</u></b></p> <p><b><u>Comment received from DE</u></b></p> <p><i>I couldn't find a description of this BUC. As a general rule, we don't want to use administrative SEDs within the cost settlement BUCs.</i></p>	<p><b><u>Answer from EESSI Team</u></b></p> <p><i>This BUC is a special one which will be used in order to detect "abnormal" behavior within BUCs (e.g. an additional SED is exchanged while all the SEDS foreseen in the BUC have already been exchanged)</i></p>	No action required	01/07/2016
19	25.07.2016	<p><b><u>Comment received from UK:</u></b></p> <p><i>Within this BUC it has been noted that the alternative to offsetting the refund against a future bill is to pay in cash, but this isn't modelled in the BUC and there is no SED for this which in itself is fine. However, if this offline process is done, how do you finish the BUC and indicate that you are happy to pay the refund.?</i></p> <p><i>The case owner will have an open case in EESSI awaiting SED S053, but this cannot be sent when paying in cash as the fields for which bill you are offsetting against are mandatory.</i></p>			