QUICK REFERENCE – INQUIRY PROCESSING
08/25/05

Search Report Types

CLUE AUTOMOBILE	CLUE	WITH CURRENT CARRIER
Current Carrier/CLUE – Subject and VIN	A	G
Current Carrier/CLUE – Subject Only	B	H
Current Carrier/CLUE – Subject & VIN with ADD	D	I
Current Carrier/CLUE – Subject only with ADD	E	J
ADD only	F	N/A
Consumer Disclosure	N/A	L
CLUE PROPERTY	**CLUP**	**WITH CURRENT CARRIER**
Current Carrier/CLUE Property & Real Property	A,B	D
Current Carrier/CLUE Property Only	C or blank	E
Consumer Disclosure	N/A	F
NCF – AUTOMOBILE	**NCF**	**WITH CURRENT CARRIER**
Current Carrier Auto with NCF Individual	I	A
Current Carrier Auto with NCF Joint	J	B
NCF – PROPERTY	**NCF**	**WITH CURRENT CARRIER**
Current Carrier Property with NCF Individual	I	P
Current Carrier Property with NCF Joint	J	Q
SOLUTIONS AT QUOTE	**SAQ**	**WITH CURRENT CARRIER**
Current Carrier with Solutions at Quote	M	N
VIN ONLY		**WITH CURRENT CARRIER**
Current Carrier only search	S	**Not available**
Current Carrier primary search, switch to VIN Services	U	**Not available**
VIN Services primary search, switch to Current Carrier	V	**Not available**
CURRENT CARRIER STANDALONE		**WITH CURRENT CARRIER**
Automobile	**Not applicable**	C
Property	**Not applicable**	R

Result – Type of Report

AA= Auto Agent	PA = Property Agent
AU = Auto Underwriter	PU = Property Underwriter

Result – Processing Status – Good Results

Hits		No Hits	
C = Records Found		R = No Record Found	
S = Records Found, Secondary Report		T = No Record Found, Secondary Report	

Result – Processing Status - Errors

A = Invalid Account	I = Insufficient Data	X = Access not permitted per set up on masterfile.
E = Current Carrier Unavailable	N = State not available for this account per set up on the masterfile.	F = Inquiry subject with security freeze in effect

Subject Level Results

Subject Level	Policies Found	Current Policy Reported	Prior Policies Reported	Possible Policy Lapse	Possible Coverage Lapse
L0	N	N	N	N	N/A
L1	Y	Y	Y	Y	N/A
L2	Y	Y	Y	N	N/A
Subject Level	Policies Found	Current Policy Reported	Prior Policies Reported	Possible Policy Lapse	Possible Coverage Lapse
L3	Y	Y	N	N	N/A
L4	Y	N	Y	Y	N/A
L5	Y	Y	N	Y	N/A
L6	Y	N	N	Y	N/A
LA	Y	Y	Y	Y	Y
LB	Y	Y	Y	Y	N
LC	Y	Y	Y	N	Y
LD	Y	Y	Y	N	N
LE	Y	Y	N	N	Y
LF	Y	Y	N	N	N
LG	Y	N	Y	Y	Y
LH	Y	N	Y	Y	N
LI	Y	Y	N	Y	Y
LJ	Y	Y	N	Y	N
LK	Y	N	N	Y	Y
LL	Y	N	N	Y	N

Subject Level	Description
FS	No search done, subject has security freeze in effect.
FM	Security freeze message.
FO	No search done, subject is part of an inquiry where another subject has a security freeze.
AM	Security alert message.

INQUIRY LOG STATUS CODES

CODE	DEFINITION	COMMENTS
05	Customer At Large paging (CAL)	
12	Critical internal error.	Status will change to a 13 when updated to inquiry history.
13	Critical internal error.	
15	Failure status.	Database error during inquiry history.
20	Production – Inquiry complete, ready for inquiry history update.	There is no intermediate (in-process) status code.
21	Production – Inquiry complete, pseudo ambest lookup failed, ready for inquiry history update	There is no intermediate (in-process) status code. The final status will be 30 or 32 depending on whether the report is original or secondary.
22	Production – Inquiry complete for Secondary report, ready for inquiry history update.	There is no intermediate (in-process) status code.
30	Production – Inquiry completed successfully.	This code will change to a 40 when billing is run.
31	Product – Inquiry complete, subject that was not requested on inquiry has security freeze in effect.	This code will change to a 41 when billing is run.
32	Production – Inquiry completed successfully for Secondary report	This code will change to a 42 when billing is run.
33	Production – Inquiry complete for Secondary report, subject that was not requested on inquiry has security freeze in effect.	This code will change to a 43 when billing is run.
40	Billing completed.	Billing will only pick up status 30.
41	Billing completed.	Billing will only pick up status 31.
42	Billing completed – Secondary report	Billing will only pick up status 32.
43	Billing completed – Secondary report	Billing will only pick up status 33.
70	Non Posting (N) for Current Carrier Practice inquiry in progress.	There is no intermediate (in-process) status code.
80	Non Posting (N) for Current Carrier. Practice inquiry completed.	These reports are not posting and not billing. Equivalent to 30, 40, 32 or 42 in production. Since no billing involved, the status doesn't change.

Detail History – Process Type

The following is the order of the Current Carrier process.

Process Type	Process	Definition
**	Begin inquire process	Start of inquire process
DT	Database Identification Table	Load database ids
BR	Restart	Check to see if this is an already in process inquire
MS	Masterfile Validation	Validate node id in Inquirer file and Acount Number in Account Requirements
OV	Inquiry Order Validation	Check order for sufficient data to perform inquire, Report Usage, RI01, AL01, etc.
DE	Data Enhancement	Send order to Comp ID. This process is skipped for CLUE Auto since 100% of the orders have already gone through the Comp ID data enhancement prior to coming to Current Carrier.
PS	Policy Search	Send order to UNIX
IS	Inquiry History Search	Secondary report check. If secondary reporting is set to 'N' for No for the account number on the inquiry, this process is skipped.
CB	Current Carrier Build	Formats Hit/No Hit response
OR	CC Order File Update	Save customer order
RS	Results File Update	Save results
PK	Package	Format policies
HU	History Update	Post to inquiry history

BILLING

CLUE AUTOMOBILE

Type of Report	Result of Household Search	Type of Order	Report Code
AU	C		1093
AU	C	Q	1195
AU	S		1096
AU	R		1093
AU	R	Q	1195
AU	T		1096
AU	A,I,E,X,N,F		Not Billed
AA	C		1127
AA	C	Q	1140
AA	S		1134
AA	R		1127
AA	R	Q	1140
AA	T		1134
AA	A,I,E,X,N,F		Not Billed

CLUE PROPERTY

Type of Report	Result of Household Search	Report Code
PU	C	1097
PU	S	1101
PU	R	1097
PU	T	1101
PU	A,I,E,X,N,F	Not Billed
PA	C	1136
PA	S	1144
PA	R	1136
PA	T	1144
PA	A,I,E,X,N,F	Not Billed

NCF AUTOMOBILE

Type of Report	Result of Household Search	Type of Order	Report Code
AU	C		1104
AU	C	Q	1196
AU	S		1107
AU	R		1104
AU	R	Q	1196
AU	T		1107
AU	A,I,E,X,N,F		Not Billed
AA	C		1148
AA	C	Q	1157
AA	S		1171
AA	R		1148
AA	R	Q	1157
AA	T		1171
AA	A,I,E,X,N,F		Not Billed

NCF PROPERTY

PU	C	1110
PU	S	1116
PU	R	1110
PU	T	1116
PU	A,I,E,X,N,F	Not Billed
PA	C	1173
PA	S	1177
PA	R	1173
PA	T	1177
PA	A,I,E,X,N,F	Not Billed

SOLUTIONS AT QUOTE

Type of Report	Result of Household Search	Report Code
AU	C	1118
AU	S	1122
AU	R	1118
AU	T	1122
AU	A,I,E,X,N,F	Not Billed
AA	C	1179
AA	S	1187
AA	R	1179
AA	T	1187
AA	A,I,E,X,N,F	Not Billed

VIN

Type of Report	Result of Household Search	Customer set up for special no-hit?	Report Code
AU	C	No	0618
AU	N	No	0618
AU	N	Yes	0684
AU	R,F		Not Billed
AA	C	No	0278
AA	N	No	0278
AA	N	Yes	0281
AA	R,F		Not Billed