

CommPay: Suspense

The following topics will be created or updated:

Suspense ToC

- Current
- Proposed

Suspense

- To open the Suspense function
 - From the navigation menu
 - From the Statements function
- Suspense screen
 - Filter list
 - Find function
- To customise the records grid

Suspense Actions

- 2 Col 2x4 Actions menu
 - *Edit
 - *Matching Options
 - *Auto Create Options
 - *Auto-create Estimate
 - *Net Revenue/Clawback Amount Exceeded
 - Account Code mismatch on linked Policy Options
 - *Adviser mismatch on linked Client Options
 - *Multiple Clients Exist with the same name
 - *Missing Revenue Type on Record
 - *Account Is Not Active Options
 - Does not Match Estimate Record
 - Failed to Find Client
 - Mapped Product is Unknown
 - Product mismatch on Linked Policy options
 - Potential Share Arrangement
 - Incorrect Supplier on Product
 - Client Opt-Out
 - Unauthorised Revenue
 - Refund to Supplier new

Client Review Incomplete

Reset

Suspense Reasons and Rules Explained

Suspense Rules

Account Code does not exist
Account Code mismatch on linked Policy
Account Is Not Active
Account is On Hold - All policies
Adviser mismatch on linked Client
Auto-create Estimate Prohibited
Case Manager Required
Clawback revenue requires lapsed user prompt
Client mismatch on linked policy
Client Opt-Out
Client Review Incomplete
Does not match Estimate record
Failed to Find Client
First Revenue Must Be a Positive
First Revenue Must Be New Business
Inception date different to suppliers settlement date
*Incorrect Supplier on Product
Incorrect Tax Percentage
Invalid Policy Status
*Keep on Suspense
Lodgement Required
Mapped Product on Statement Record is Unknown
Match on Account Code if no matching Supplier Reference Code found
Match on CommPay Contact
Match on Linked Policy Numbers
Match on name if no matching policy number found
Match on Pending Policy Status
*Match Supplier on Supplier Group if different to the one on Policy
*Missing account code on statement record
*Missing Policy Number on Statement Record
Missing Revenue Type on Record
*Missing Supplier on Product
Multiple Clients Exist with same name

Multiple policies exist with same policy number

*Multiple policies have been linked to blank policy number

Net Revenue/Clawback Amount Exceeded

No suitable estimate

*No Valid Policy exists with specified Policy Number

Non-Xplan Product

Payment Withheld at Policy

***Policy Has Been Edited (Needs rematching)**

Policy Market Value Equals Zero

Policy Market Value Non Zero With Zero Payment Received

Potential share arrangement

Premium Equals Zero

Product mismatch on linked Policy

Revenue not paid to Primary Account

Revenue writeback is greater than 100% of original amount

Scientific Policy Number

Supplier different to the one on Policy

*Suspense Record Needs Rematching

Unauthorised Revenue

[NEW] Manage Suspense Records

[NEW] Resolve Suspense Records

View the Suspense Balance

To view the suspense balance

Manage Phased Revenue

To set a phasing schedule

View a statements progress

Policy Takeover on Suspense Records

Policy Takeover - Account Code Mismatch

To perform a policy takeover - account code mismatch

Policy Takeover - Account Is Not Active

To perform a policy takeover - account is not active

Analyse Suspense Data

To open the Suspense Analysis function

New Business

Ongoing

Supplier Trend

Administration Tools

Document Management

- Topic list
- CSHID Links
- Microcontent
- Keywords & Concepts
 - Concepts
- Links

Suspense ToC

[Miro: Mapping Suspense help topics to Suspense Actions menu](#)

Current

Suspense

Suspense

Suspense Actions

View the Suspense Balance

View Policies or Client Fees

View Actual Links

Assign Suspense Records

Match Suspense Records

Override Auto-create Estimate Prohibited from

Override Net Revenue/Clawback Amount Excess

Create Clients from Suspense

Create Policies or Client Fees from Suspense

Create Products from Suspense

Policy Takeover on Suspense Records

Update Statement Record from Suspense

Update Products in Policies from Suspense

Proposed

New help menu structure

Suspense

- Suspense
- Suspense Reasons and Rules Explained (**From Fixed Info. Duplicate**)
- Suspense Actions
- Manage Suspense Records (**NEW**)
 - View the Suspense Balance
 - Assign Suspense Records
 - Match Suspense Records
 - Keep Records on Suspense
 - View Policies or Client Fees
 - Analyse Suspense Data
- Resolve Suspense Records (**NEW**)
 - View Actual Links
 - Update Statement Record from Suspense
 - Policy Takeover on Suspense Records
 - Create Clients from Suspense
 - Create Policies or Client Fees from Suspense
 - Update Revenue Type from Suspense
 - Create Products from Suspense

Topic info:	
Source	Content/Suspense/Suspense.htm
ToC	CommPay Help > Core Help > Suspense > Suspense
Concept terms	Suspense - Manage CP;Suspense CP
Keyword terms	suspense
Concept links (see also)	Suspense Rules CP;Statements CP;Process Pd Paymt CP
Alias ID (for new topics)	
Conditions	

Suspense

When ~~statements revenue records~~ are loaded into CommPay, they are matched with ~~existing corresponding~~ CommPay information in the Policies / Client Fees screen and active suspense rules. Records that fail to match ~~are listed display~~ in the Suspense screen ~~with the reason they did not match displayed in the Status column~~.

Suspense records must be matched before statements can be processed.

CommPay Statements

- ~~The Manage Suspense Records section contains information about how to view the suspense balance, assign and match records, and keep records on suspense.~~
- ~~The Resolve Suspense Records section contains information about how to resolve various suspense reasons.~~

Actions

Assign selected	Assign selected suspense records to a user.
Assign all	Assign all displayed suspense records to a user.
Unassign selected	Unassign selected suspense records.
Unassign all	Unassign all displayed suspense records.
Edit	Options for modifying single or multiple suspense records.
Matching Options	Options for matching suspense records.
Auto Create Options	Options for automatically creating policies and client fees.
Auto-create Estimate	Options to override suspense records with a status of "Auto-create

	Estimate Prohibited".
Net Revenue/Clawback Amount Exceeded	Options for releasing suspense records with a status of "Net Revenue/Clawback Amount Exceeded".
View Policy/Client Fee (Policy/Invoice No.)	View the closest possible Policy or Client Fee match for a record in suspense.
Account Code mismatch on linked Policy Options	Options for suspense records with a status of "Account Code mismatch on linked Policy".
Adviser mismatch on linked Client Options	Options for suspense records with a status of "Adviser mismatch on linked Client".
Multiple Clients Exist with the Same Name	Options for suspense records with a status of "Multiple Clients Exist with the Same Name".
Missing Revenue Type on Record	Options for suspense records with a status of "Missing Revenue Type on Record".
Account Is Not Active Options	Options for suspense records with a status of "Account Is Not Active".
Does not Match Estimate Record	Options for suspense records with a status of "Does not match Estimate record".
Failed to Find Client	Options for suspense records with a status of "Failed to Find Client".
Mapped Product is Unknown	Options for suspense records with a status of "Mapped Product is Unknown".
Product mismatch on Linked Policy options	Options for suspense records with a status of "Product mismatch on Linked Policy".
View Suspense Balance	View the total amount of money for suspense records that have missing client information.
Reset	Reset records for matching.
Export to CSV	Export suspense records to a CSV file.

For the full list of actions that can be performed from the Suspense screen, see [Suspense Actions](#).

To open the Suspense function

There are two ways to access the Suspense screen:

From the navigation menu

- In the navigation menu, choose [Suspense](#).

From the Statements function

- In the navigation menu, choose [Statements > Suspense](#).

Suspense screen

See the [CommPay Basics](#) section for more information about:

- [CommPay screen elements](#)
- [how to display data using views, filters and the find function](#)
- [how to use the lookup function](#)

Comment [1]: Link to CommPay Basics

Comment [2]: Link to Screen Elements

Comment [3]: Link to Display Data

Comment [4]: Link to Use the Lookup Function

The following display options are specific to the Suspense screen:

Filter list ~~Display filters~~

You can use the suspense filters list to select which suspense records to display.

All	Display all suspense records.
Assigned to me	Display all suspense records assigned to the current user.
Suspense Override	Display suspense records where the suspense reason has been configured to allow Suspense Override. ? Suspense Override Currently, only Lodgement Required suspense reason has this enabled.
Unassigned	Display suspense records with no assignee.

~~Display views~~

Customise	View a custom selection of fields.
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Save	Save the current view.
Load Custom	Load the last saved custom data-grid view.
Load Default	Load the default data-grid view.

Find function ~~Statement number~~

In addition to the default find options, you can match on statement numbers and payment hierarchy on the [Suspense screen](#).

All	Display all suspense records.
Statement Number	Display <u>all</u> only suspense records related to the selected statement number. By default the most recent statement number is selected.
Hierarchies	Display all suspense records related to the selected payment hierarchy.

~~To open the Suspense function~~

There are two ways to access the Suspense screen:


~~From the navigation menu~~

- ~~In the navigation menu, choose **Suspense**.~~

~~From the Statements function~~

- ~~In the navigation menu, choose **Statements > Suspense**.~~

To customise the records grid

1. In the **Views** menu, select **Customise**.
The **Select Columns** screen opens.
2. Use the + or - to add or remove columns.
3. Click **OK**.
4. To save a customised view, click the  icon.

Topic info:	
Source	Content/Suspense/Suspense_Actions.htm
ToC	CommPay Help > Core Help > Suspense > Suspense Actions
Concept terms	Suspense - Manage CP; Suspense CP
Keyword terms	suspense
Concept links (see also)	Suspense Rules CP;Statements CP;Process Pd Paymt CP
Alias ID (for new topics)	
Conditions	

Suspense Actions

The Suspense Actions menu lists the various actions you can take on the entries displayed in the suspense records grid.



Note: Depending on your CommPay configuration, you may not see all actions.

Tip: To view all Action menu options, click <icon> (Expand all) at the top of this page.

This topic contains the following information:

- The Actions menu lists the first level entries displayed in the Actions drop-down list.
- The Actions sub-menu options list additional entries that are available from the Actions menu.

Actions menu

Assign selected	Assign selected suspense records to a user.
Assign all	Assign all displayed suspense records to a user.
Unassign selected	Unassign selected suspense records.
Unassign all	Unassign all displayed suspense records.

Actions sub-menu options

*Edit

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- Comment [5]:** Set each sub-menu option as an expandable/collapsible section
- Comment [6]:** Perhaps remove menu item link, and add link to named helped topic in description field.

Single Record	Modify a selected suspense record.
Update selected Records	Modify multiple selected suspense records.
Update all Records	Modify all suspense records in the grid.

Comment [7]: Move links from action to (i) in description

Comment [8]: Move links from action to (i) in description

Comment [9]: Move links from action to (i) in description

*Matching Options

Match Suspense Record	Match a single selected suspense record.
Match All For Statement	Match all records in suspense for a statement.
Match All for Multi Statements	Match all records in suspense for multiple statements.
Match All Filtered	
Match selected records	Match selected filtered records in the suspense records grid.
Match all records	Match all filtered records in the suspense records grid.

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*Auto Create Options

Create Policy/Client Fee	Create a Policy or Client Fee from a suspense record.
Create Multiple Policy/Client Fee	Create Policies or Client Fees from all or filtered suspense records.
Undo Auto Create Policies	Undo the auto-creation of policies from Suspense.
Create Policy/Client Fee on existing Client's Adviser	
Create Policy/Client Fee	Create a Policy or Client Fee on an existing client's account from a suspense record.
Create Multiple Policy/Client Fee	Create Policies or Client Fees on existing client's account from all or filtered suspense records.

Override Matched Account	Create a Policy or Client Fee on an existing on existing client's adviser, overriding the account linked to the statement record.
Create Policy/Client Fee	Create a Policy or Client Fee on an existing client's adviser, overriding the account linked to the statement record.
Create Multiple Policy/Client Fee	Create Policies or Client Fees on an existing client's adviser from all or filtered suspense records, overriding the account linked to the statement record.
Create Policy/Client Fee on linked Policy details	
Create Policy/Client Fee	Create a Policy or Client Fee from a suspense record using criteria from existing linked policy record (including Optional Links), but using the product from the statement record.
Create Multiple Policy/Client Fee	Create Policies or Client Fees from all or filtered suspense records using criteria from existing linked policy records (including Optional Links), but using the product from the statement records.
*Auto-create Estimate	
Update selected Records	For the selected suspense records with a status of 'Auto-create Estimate Prohibited', override and continue the matching process. Override selected suspense records with a status of "Auto-create Estimate Prohibited" and continue the matching process.
Update all Records	For all suspense records with a status of 'Auto-create Estimate Prohibited', override and continue the matching process. Override all suspense records with a status of "Auto-create Estimate Prohibited" and continue the matching process.
*Net Revenue/Clawback Amount Exceeded	
Update selected Records	For selected suspense records with a status of "Net Revenue/Clawback Amount Exceeded", release the rule and continue the matching process. Release the rule and continue the matching process for selected suspense records with a status of "Net Revenue/Clawback Amount Exceeded".
Update all Records	For all suspense records with a status of "Net Revenue/Clawback Amount Exceeded", release the rule and continue the matching

	process. Release the rule and continue the matching process for all suspense records with a status of “Net Revenue/Clawback Amount Exceeded” .
Revenue Phasing	Set a period schedule to nominate how many CommPay periods revenue is scheduled and paid over.
*View Policy/Client Fee (Policy/Invoice No.)	View the closest possible Policy or Client Fee match for a record in suspense. View Policies or Client Fees

Comment [10]: Link to View Policies or Client Fees

Account Code mismatch on linked Policy Options

Policy Takeover	
Update selected Records	For the selected suspense records with a status of 'Account Code mismatch on linked Policy', perform a policy takeover. Perform a policy takeover on selected suspense records for account code mismatch.
Update all Records	For all suspense records with a status of 'Account Code mismatch on linked Policy', perform a policy takeover. Perform a policy takeover on all suspense records for account code mismatch.
Update Statement Record with Account Code	
Update selected Records	For the selected suspense records with a status of 'Account Code mismatch on linked Policy', update the account code. Update account code on selected statement records for account code mismatch.
Update all Records	For all suspense records with a status of 'Account code mismatch on linked Policy', update the account code. Update account code on all statement records for account code mismatch.
Create Policy/Client Fee on existing client	
Use Statement Record Adviser	
Create Policy/Client Fee	Create a Policy or Client Fee from a suspense record.
Create Multiple	Create Policies or Client Fees from all or filtered suspense records.

Policy/Client Fee	
Create new Client and Policy/Client Fee	
Create Policy/Client Fee	Create a Policy or Client Fee from a suspense record.
Create Multiple Policy/Client Fee	Create Policies or Client Fees from all or filtered suspense records.

*Adviser mismatch on linked Client Options

Create Policy/Client Fee on Existing Client	
Use Statement Record Adviser	
Create Policy/Client Fee	Create a new Policy or Client Fee on an existing linked client, for the same account as the linked client, using the adviser details from the statement record.
Create Multiple Policy/Client Fee	Create multiple new Policies or Client Fees on existing linked clients, for the same account as the linked client, using the adviser details from the statement record.
Use Client Adviser	
Create Policy/Client Fee	Create a new Policy or Client Fee on an existing linked client, for the same account as the linked client, using the adviser details from the existing client record.
Create Multiple Policy/Client Fee	Create multiple new Policies or Client Fees on existing linked client, for the same account as the linked client, using the adviser details from the existing client record.
Create new Client and Policy/Client Fee	
Create Policy/Client Fee	Create a new Client and Policy or Client Fee for adviser mismatch.
Create Multiple	Create multiple new Clients and Policies or Client Fees for adviser

Policy/Client Fee	mismatches.
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Analyse Suspense Data

Analyse Suspense Data	View analyses of suspense data.
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*Multiple Clients Exist with the same name-Options

Edit Suspense Record	Edit the suspense record where multiple clients exist with the same name.
Create New Client and Policy/Client Fee	Create a new Client and Policy or Client Fee where multiple clients exist with the same name.
Create Policy/Client Fee	Create a new Client and Policy or Client Fee where multiple clients exist with the same name.
Create Multiple Policy/Client Fee	Create multiple new Client and Policy or Client Fee where multiple clients exist with the same name.

*Missing Revenue Type on Record-Options

Update Revenue Type	
Update selected Records	For the selected suspense records with a status of 'Missing Revenue Type on Record', apply the selected revenue type.
Update all Records	For all suspense records with a status of 'Missing Revenue Type on Record', apply the selected revenue type.
?? Update Schema Revenue Mappings	

*Account Is Not Active Options

Policy Takeover	Perform a policy takeover on suspense records that have a status of 'Account Is Not Active'.
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Does not Match Estimate Record **Options**

View Actual Links	View the estimate details for suspense records with a status of 'Does not match Estimate record'.
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No Suitable Estimate	Open the 'No Suitable Estimate - Suspense' records grid.
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Failed to Find Client **Options**

Create New Client and Policy/Client Fee	
Create Policy/Client Fee	Create a new Client and Policy or Client Fee for a suspense record that has missing client information.
Create Multiple Policy/Client Fee	Create multiple new Clients and Policies or Client Fees for suspense records that have missing client information.
Update Blank Client	Update the client information for all records that have blank client information.

Mapped Product is Unknown **Options**

Autocreate Unknown Products	Creates the product as per the statement details for all suspense records with unknown products.
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Product mismatch on Linked Policy **Options**

Update Product on Statement Record	
Edit Suspense Record	Edit the suspense record where the statement record and policy have a product mismatch.
Update Product on Policy	
Update selected Policies	For the selected records, replace the product of the policy with the product of the statement record.

Update all Policies	For all records in 'Product mismatch on Linked Policy' status, replace the product of the policy with the product of the statement record.
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Reset Options

Reset Record	Reset records for matching.
Reset All Keep on Suspense records	Reset records in 'Keep on Suspense' status to be included for matching.

Potential Share Arrangement

Create Policy/Client Fee on existing Client	
Create Policy/Client Fee	Create a new Policy or Client Fee on an existing linked client, for the same account as the linked client, using the adviser details from the statement record.
Create Multiple Policy/Client Fee	Create multiple new Policies or Client Fees on existing linked clients, for the same account as the linked client, using the adviser details from the statement record.
Create new Client and Policy/Client Fee	
Create Policy/Client Fee	Create a new Client and Policy or Client Fee for a suspense record that has missing client information.
Create Multiple Policy/Client Fee	Create multiple new Clients and Policies or Client Fees for suspense records that have missing client information.

Incorrect Supplier on Product

Update Product	
Update selected Records	For the selected suspense records with a status of 'Incorrect Supplier on Product', apply the selected product.
Update all Records	For all suspense records with a status of 'Incorrect Supplier on Product', apply the selected product.

Client Opt-Out

<u>Refund to Supplier</u>	
<u>Update Selected Statement</u>	<u>For the selected suspense records with a status of 'Client Opt-Out', refund the supplier.</u>
<u>Update All Statement</u>	<u>For all suspense records with a status of 'Client Opt-Out', refund the supplier.</u>

Unauthorised Revenue

<u>Refund to Supplier</u>	
<u>Update Selected Statement</u>	<u>For the selected suspense records with a status of 'Unauthorised Revenue', refund the supplier.</u>
<u>Update All Statement</u>	<u>For all suspense records with a status of 'Unauthorised Revenue', refund the supplier.</u>

Refund to Supplier new

<u>Update selected Records</u>	<u>For the selected suspense records, refund the supplier.</u>
<u>Update all Records</u>	<u>For all suspense records, refund the supplier.</u>


Client Review Incomplete

Comment [11]: suspense reason and rules - client review incomplete

<u>Dealer Payment</u>	
<u>View Suspense Balance</u>	<u>View the total amount of money for suspense records that have missing client information.</u>

Reset

<u>Reset Record</u>	<u>Reset selected record for matching.</u>
<u>Reset All Keep on Suspense records</u>	<u>Reset records in 'Keep on Suspense' status to be included for matching.</u>

Export to CSV	Export suspense records to a CSV file.  Export to CSV
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Comment [12]: Link to Export to CSV

Topic info:	
Source	Content/Fixed_Information/Suspense_Rules/Suspense_Reasons_and_Rules_Explained.htm
ToC	CommPay Help > CommPay Administration > Fixed Information > Suspense Reasons and Rules > Suspense Reasons and Rules Explained CommPay Help > Core Help > Suspense > Suspense Reasons and Rules Explained
Concept terms	FixedInfo CP;Suspense Rules - Manage CP;Suspense Rules CP
Keyword terms	suspense rules
Concept links (see also)	Suspense Rules - Manage CP;Suspense CP;Suspense - Matching CP
Alias ID (for new topics)	
Conditions	

Suspense Reasons and Rules Explained

All suspense rules, excluding system suspense rules, can be activated for either or both statement types: Policy and Client Fee. [Change Statement Types linked to a Suspense Rule](#)

A list of all suspense rules and an explanation of each rule is below.

Suspense Rules

Mandatory system suspense rules are marked with an asterisk ().*

Account Code does not exist

- Statement record will be sent to suspense if a supplier reference code on the statement record has not been mapped against an adviser account.

Account Code mismatch on linked Policy

- Statement record will be sent to suspense if the adviser on the statement record is different to the adviser on the matched lodgement/policy in CommPay.
[Policy Takeover on Suspense Records](#) [Update Statement Record from Suspense](#)

Account Is Not Active

- Statement record will be sent to suspense if the matched adviser account is not active.
[Policy Takeover on Suspense Records](#)

Account is On Hold - All policies

- Statement record will be sent to suspense if the statement item is matched to a policy where the primary account has the status of "On hold - all policies".

Adviser mismatch on linked Client

- Statement record will be sent to suspense if the adviser on the statement record is different to the adviser on the matched client in CommPay. This is for new policies only, existing policies will continue to match.
[Create Policies or Client Fees from Suspense](#)

Auto-create Estimate Prohibited

- Statement record will be sent to suspense if the statement item is matched to a policy without an estimate and meets the restrictions defined in this rule. The behaviour of this rule is dependent on the [Auto-Create Estimate](#) general config option being set to 'All' and the [Auto Create Policy](#) general config option being set to 'False'.
[Manage Auto-create Estimate Prohibited Suspense Rule](#) [Over-ride Auto-Create Estimate Prohibited from Suspense](#)

Case Manager Required

- Statement record will be sent to suspense if the matched lodgement/policy has no Case Manager Benchmark.

Clawback revenue requires lapsed user prompt

- Statement record will be sent to suspense if the matched statement item where the revenue type is 'Clawback' and there is no recorded answer to the clawback prompt.

Client mismatch on linked policy

- Statement record will be sent to suspense if the client on the statement record is different to the client on the matched lodgement/policy.

Client Opt-Out

- Statement record will be sent to suspense if the statement item is matched to a client with an Xplan Opt-In status of 'Opt-Out' or 'Opt-Out - No Client Response' and has not been excluded by supplier or revenue type conditions in the suspense rule.

Client Review Incomplete

- Statement record will be sent to suspense if the review date of the linked client record is outside the review period set in the rule.

Does not match Estimate record

- Statement record will be sent to suspense if the net value on statement record does not match the estimated net value for the matched lodgement/policy. A tolerance level percentage can be added for the suspense rule. [Specify Tolerance for Does Not Match Estimate Record Suspense Rule](#)
[View Actual Links](#)

Failed to Find Client

- Statement record will be sent to suspense if the client on the statement record does not exist in Xplan (for mandatory Xplan client), or the client is blank on the statement record.
[Create Clients from Suspense](#) [Update Statement Record from Suspense](#)

First Revenue Must Be a Positive

- Revenue on statement record must be positive if matched against a lodgement/policy with no processed transactions.

First Revenue Must Be New Business

- Main revenue type on statement record must be mapped to New Business if matched against a lodgement/policy with no processed transactions.

Inception date different to suppliers settlement date

- Statement record will be sent to suspense if the inception date on the statement record is different to the settlement date on the matched lodgement/policy.

*Incorrect Supplier on Product

- Statement record will be sent to suspense if the supplier on the statement record is different to the supplier on the mapped product.

Incorrect Tax Percentage

- Statement record will be sent to suspense if it has not been paid the correct tax amount. An acceptable tax percentage range, a minimum net amount, and applicable statement types, suppliers, revenue types and contact categories can be nominated within the suspense rule.

Invalid Policy Status

- Statement record will be sent to suspense if there is a non-approved policy status on the matched lodgement/policy. The invalid policy statuses are nominated within the suspense rule.

[🔗 Link Policy Statuses to Invalid Policy Status Suspense Rule](#)

*Keep on Suspense

- Retain statement record on suspense so no match can occur.

[🔗 Keep Records on Suspense](#)

Lodgement Required

- Statement record will be sent to suspense if the contact category of the account on the statement record has been added to this rule. This rule allows contact categories to be flagged as requiring a lodgement in order for revenue to be paid. If statement record enters suspense for this reason, a policy cannot be automatically created. Once a record enters suspense due to this suspense reason, the user is required to create a lodgement in either Xplan or CommPay before it can be processed.

The contact categories are nominated within the suspense rule.

Mapped Product on Statement Record is Unknown

- Statement record will be sent to suspense if the product on the statement record does not exist in CommPay or has not been mapped, and is therefore unknown.

[🔗 Create Products from Suspense](#)

Match on Account Code if no matching Supplier Reference Code found

- Perform matching on supplier reference codes for the supplier/supplier group, and if no match is found then check account codes for a match.

Match on CommPay Contact

- If matched adviser has multiple accounts under their contact then perform matching on all underlying accounts, not just the adviser account the statement record is matched to.

Match on Linked Policy Numbers

- Perform matching on linked policy numbers under existing lodgements and policies, for example, members linked to a corporate super.

Match on name if no matching policy number found

- For statement records mapped to selected main revenue type (or all statement records if all main revenue types are selected), match on client name if policy number does not exist. The main revenue types can be nominated within the suspense rule.

Match on Pending Policy Status

- Perform matching on existing lodgements and policies that have a Pending status.

*Match Supplier on Supplier Group if different to the one on Policy

- Perform matching on all suppliers under the supplier group, not just the supplier the statement record is matched to.

*Missing account code on statement record

- Statement record will be sent to suspense if the account code is not mapped under the supplier schema used to load the statement record.

*Missing Policy Number on Statement Record

- Statement record will be sent to suspense if the policy number is not mapped under the supplier schema used to load the statement record.

Missing Revenue Type on Record

- Statement record will be sent to suspense if the revenue type on statement record is not mapped to an existing revenue type in CommPay.
[🔗 Update Revenue Type from Suspense](#)

*Missing Supplier on Product

- Statement record will be sent to suspense if product on statement record has an unmapped supplier.

Multiple Clients Exist with same name

- Statement record will be sent to suspense if multiple clients in CommPay exist with the same client name on the statement record.
[🔗 Create Clients from Suspense](#) [🔗 Create Policies or Client Fees from Suspense](#)

Multiple policies exist with same policy number

- Statement record will be sent to suspense if multiple lodgements and policies in CommPay exist with the same policy number on the statement record.

*Multiple policies have been linked to blank policy number

- Statement record will be sent to suspense if there is no policy number on multiple potential lodgement or policy matches. This rule is generally used if matching on client name (see [Match on name if no matching policy number found](#)).

Net Revenue/Clawback Amount Exceeded

- Revenue/clawback on statement record must be below/above specified fixed net amounts. The fixed net amounts can be nominated within the suspense rule.
[Over-ride Net Revenue/Clawback Amount Exceeded](#) [Managed Phase Revenue](#)

No suitable estimate

- Statement record will be sent to suspense if no estimate could be found to the matched statement item and auto-creation is not permitted.

*No Valid Policy exists with specified Policy Number

- Statement record will be sent to suspense if the policy number on the statement record does not match any policy number on existing lodgements or policies.
[Create Policies or Client Fees from Suspense](#)

Non-Xplan Product

- Statement record will be sent to suspense if a mapped product on the statement record is not a product created in Xplan.

Payment Withheld at Policy

- Statement record will be sent to suspense if the policy has been flagged as 'Payment Hold'.

*Policy Has Been Edited (Needs rematching)

- CommPay has updated the statement record or original matched lodgement/policy, and it therefore needs re-matching.

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Policy Market Value Equals Zero

- Statement record will be sent to suspense if the FUM/PMV on statement record is zero.

Policy Market Value Non Zero With Zero Payment Received

- Statement record will be sent to suspense if the FUM/PMV on statement record is non-zero and revenue amount on statement record is zero.

Potential share arrangement

- Statement record will be sent to suspense if the statement contains more than one statement record with the same Client Name, Policy Number, Supplier and Revenue Type.

Premium Equals Zero

- Statement record will be sent to suspense if the Premium Value on the statement record is zero.

Product mismatch on linked Policy

- Statement record will be sent to suspense if the product on the statement record is different to the product on the matched lodgement/policy.
[🔗 Update Products in Policies from Suspense](#)

Revenue not paid to Primary Account

- Statement record will be sent to suspense if the supplier reference code on the statement record is not mapped to the adviser's primary account.

Revenue ~~w~~Writeback is greater than 100% of original amount

- Statement record will be sent to suspense if revenue writeback statement items are more than the original amount.

Scientific Policy Number

- Statement record will be sent to suspense if the policy number on the statement record is in a scientific format (e.g. $1.23E+10$).

Supplier different to the one on Policy

- Statement record will be sent to suspense if the supplier of the mapped product on the statement record is different to the supplier on the matched lodgement/policy.

*Suspense Record Needs Rematching

- Statement record will be sent to suspense if a change has occurred to the statement record. This reason will also be returned if a policy that a statement record has been matched to, but not processed, is modified as it needs to be matched again to ensure the modified policy is still a match for the statement record.

Unauthorised ~~R~~Revenue

- Statement record will be sent to suspense if the adviser is not authorised to receive specific revenue, as determined by the Contact Category, Revenue Type and Product Type options.

Topic info:	
Source	Content/Suspense/Manage_Suspense_Records.htm
ToC	CommPay Help > Core Help > Suspense > Manage Suspense Records
Concept terms	
Keyword terms	
Concept links (see also)	
Alias ID (for new topics)	
Conditions	

[NEW] Manage Suspense Records

The Manage Suspense Records section contains information about how to view the suspense balance, assign and match records, and keep records on suspense.

The section contains the following topics:

- [View the Suspense Balance](#)
- [Assign Suspense Records](#)
- [Match Suspense Records](#)
- [Keep Records on Suspense](#)
- [View Policies or Client Fees](#)
- [Analyse Suspense Data](#)

Topic info:	
Source	Content/Suspense/Resolve_Suspense_Records.htm
ToC	CommPay Help > Core Help > Suspense > Resolve Suspense Records
Concept terms	
Keyword terms	
Concept links (see also)	
Alias ID (for new topics)	
Conditions	

[NEW] Resolve Suspense Records

The Resolve Suspense Records section contains information about how to resolve various suspense reasons.

The section contains the following topics:

- [View Actual Links](#)
- [Manage Phased Revenue](#)
- [Create Clients from Suspense](#)
- [Create Policies or Client Fees from Suspense](#)
- [Create Products from Suspense](#)
- [Policy Takeover on Suspense Records](#)
- [Update Statement Record from Suspense](#)
- [Update Products in Policies from Suspense](#)
- [Update Revenue Type from Suspense](#)
- [Override Auto-create Estimate Prohibited from Suspense](#)
- [Override Net Revenue/Clawback Amount Exceeded](#)



Topic info:	
Source	Content/Suspense/View_the_Suspense_Balance.htm
ToC	CommPay Help > Core Help > Suspense > Manage Suspense Records > View the Suspense Balance
Concept terms	Suspense - Balance CP; Suspense - Manage CP
Keyword terms	suspense; balance; viewing: suspense balance
Concept links (see also)	Suspense Rules - Manage CP; Suspense - Balance CP; Suppliers CP; Balance CP; Accounts CP
Alias ID (for new topics)	
Conditions	

View the Suspense Balance

View the suspense balance for individual accounts and/or suppliers. Access to the suspense balance is available from several different areas in CommPay, including:

- Suspense
- End-period processing
- CommPay Central.

To view the suspense balance

1. Open suspense balance. ~~Click **View Suspense Balance**.~~
 - In the Suspense > Actions menu, click **View Suspense Balance**.
 - In the Processing > Payment Period screen, click .
 - In CommPay Central, click .

The **Suspense Balance** dialog box opens, showing the total **Gross Amount**, **Net Amount** and **GST** for all items in suspense.

- 1.2. Select ~~an Account~~ **Account Name** and/or a **Supplier** to view specific suspense record amounts. You can click  to search for and select an account.

- 2.3. Click **Re-Calculate**.

The **Gross Amount**, **Net Amount** and **GST** update for the selected suspense records.

Tip: When you have viewed the suspense balance for one or more accounts, they are remembered in the **Account Name** list until you close the **Suspense Balance** dialog box.

4. Click **Close**.

Topic info:	
Source	Content/Suspense/Manage_Phased_Revenue.htm
ToC	CommPay Help > Core Help > Suspense > Manage Phased Revenue
Concept terms	Suspense CP;Phased Revenue - Manage CP
Keyword terms	accounts
Concept links (see also)	Stmnt Schemas CP;Rem Models CP;Revenue Links CP;Accounts CP
Alias ID (for new topics)	
Conditions	

Manage Phased Revenue

For suspense records with a status of "Net Revenue/Clawback Amount Exceeded" you can use the **Revenue Phasing** grid to set a period schedule.

Comment [13]: Where is this?

Note: To access revenue phasing and schedules, the general config setting, Phased Revenue, must be set to True.

Only one scheduled payment per statement record can be processed per period. This means payments will be processed and paid to an advisor at the end of the payment period, ~~except~~ however, if a scheduled payment has been processed as part of an interim payment.

To set a phasing schedule

1. Open the Suspense function.
2. Select the record you want to configure.
3. Open **Actions > Net Revenue/Clawback Amount Exceeded > Revenue Phasing**.
The **Revenue Phasing** grid opens.
4. Select the statement record.
5. Open **Actions > Set Period Schedule**.
The set period dialog opens.
6. Enter the number of periods over which to phase the net value.
7. Click **OK**.
8. The statement ~~will~~ disappears from the **Revenue Phasing** grid.

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Note: A statement with a status of "Net Revenue/Clawback Amount Exceeded" is not obligated to be scheduled. If a dealer agrees to pay the advisor for the full amount then the **Allow Match** option can be used. This will remove the record from suspense without setting a payment schedule.

View a statements progress

1. Open the Statements grid. **Statements**
2. Open **Actions > View Schedule**.
The period schedule grid opens.

The grid displays all scheduled payment amounts, per period. You can also see pending or processed payments.

Statements will show a status of "Partially Processed" until the final scheduled payment has been made, on the last outstanding statement record. Once the final payment has been made the statement status will revert to "Processed".

Scheduled revenue payments are subject to re-processing functions such as Account History, Revenue Links, and Policy Takeover. However, only statement records where the first scheduled payment aligns with the nominated re-processing period will be included.

Topic info:	
Source	Content/Suspense/Policy_Takeover_in_Suspense.htm
ToC	CommPay Help > Core Help > Suspense > Resolve Suspense Records > Policy Takeover on Suspense Records
Concept terms	Suspense - Manage CP
Keyword terms	
Concept links (see also)	Suspense CP;Suspense - Policy CP;Suspense - Balance CP;Policies CP;Pol Takeover CP
Alias ID (for new topics)	
Conditions	

Policy Takeover on Suspense Records

This topic explains how to perform a policy takeover for the following statuses:

- [Account Code Mismatch](#)
- [Account Is Not Active](#)

Policy Takeover - Account Code Mismatch

Perform a policy takeover on suspense records that have a status of "[Account Code mismatch on linked Policy](#)". This function automatically transfers policies based on compulsory links on the supplier account. CommPay checks the supplier code, then the account code on the record. If no match is found then the record stays in suspense.

You can perform manual policy takeovers in the Policies / Client Fees function. [Policy Takeover](#)

To perform a policy takeover - account code mismatch

1. [Open](#) the Suspense function.
2. Do one of the following:

Update selected records

1. Select the records you want to update.
2. Choose **Actions > Account Code mismatch on linked Policy Options > Policy Takeover > Update selected Records**.

Update all displayed records

- Choose **Actions > Account Code mismatch on linked Policy Options > Policy Takeover > Update all Records**.

A confirmation message displays.

If a record selected for policy takeover has had a previous takeover involving the same two accounts, a further confirmation message ~~will~~ displays.

3. Click **Yes**.
A confirmation message displays the number of policies that were transferred.
4. Click **OK** to match the records.
A confirmation message displays.
5. Click **OK**.

Policy Takeover - Account Is Not Active

Perform a policy takeover based on suspense records that have a status of **"Account Is Not Active"**. This function transfers policies linked to a selected inactive **account that** appears on the statement record. Once a policy takeover has completed, the status on the suspense record changes to 'Policy has been edited (Needs re-matching)'. You can then select the new account code on the suspense item to perform a match.

To perform a policy takeover - account is not active

1. **Open** the Suspense function.
2. Choose **Actions > Account Is Not Active Options > Policy Takeover**.
The **Policy Takeover** dialog box opens.
3. Click the **To Account** box ellipsis and search for and select a new account.
4. Tick the **Select** checkbox for policies to take over.
5. Click **OK**.
A confirmation message displays.
6. Click **OK** to perform the takeover.
A Matching Statement message displays.
7. Click **OK**.

Topic info:	
Source	Content/Suspense/Analyse_Suspense_Data.htm
ToC	CommPay Help > Core Help > Suspense > Manage Suspense Records > Analyse Suspense Data
Concept terms	Suspense - Analytics CP
Keyword terms	Suspense CP;Suspense - Policy CP;Suspense - Balance CP;Policies CP;Pol Takeover CP;suspense:analytics
Concept links (see also)	Suspense Rules - Manage CP;Suspense CP;Map - Clients CP;Revenue Links CP
Alias ID (for new topics)	
Conditions	

Analyse Suspense Data

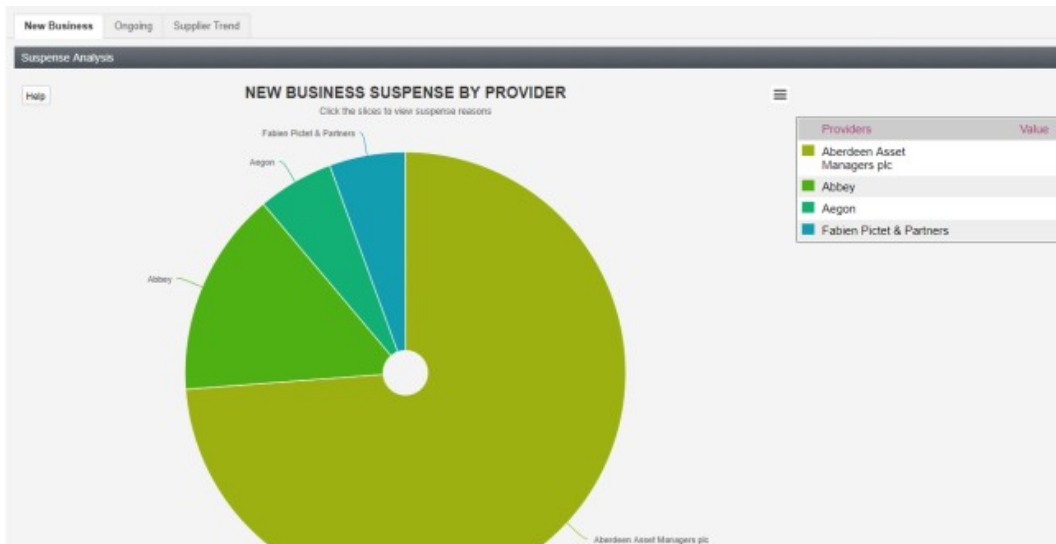
You can use the pie charts and graphs on this page to display various analyses of suspense data. Use these analyses to identify problem providers and time periods, in terms of suspense volumes. These charts are based purely on transactions posted to suspense during the last 12 months. They are not representative of what is currently in suspense or posted out of suspense. Note that data for the full 12 months is not available immediately and must accumulate before it is reportable.

To open the Suspense Analysis function

- [On the CommPay menu, choose Administration Tools > Suspense Analysis.](#)
The Suspense Analysis screen opens, displaying three data analysis tabs.

New Business

The New Business pie chart starts by analysing postings of new business transactions to suspense in terms of the top five providers. Hover the mouse over each segment to see the value of items and the number of items posted to suspense for each displayed provider. The table on the right shows provider data in order of value.



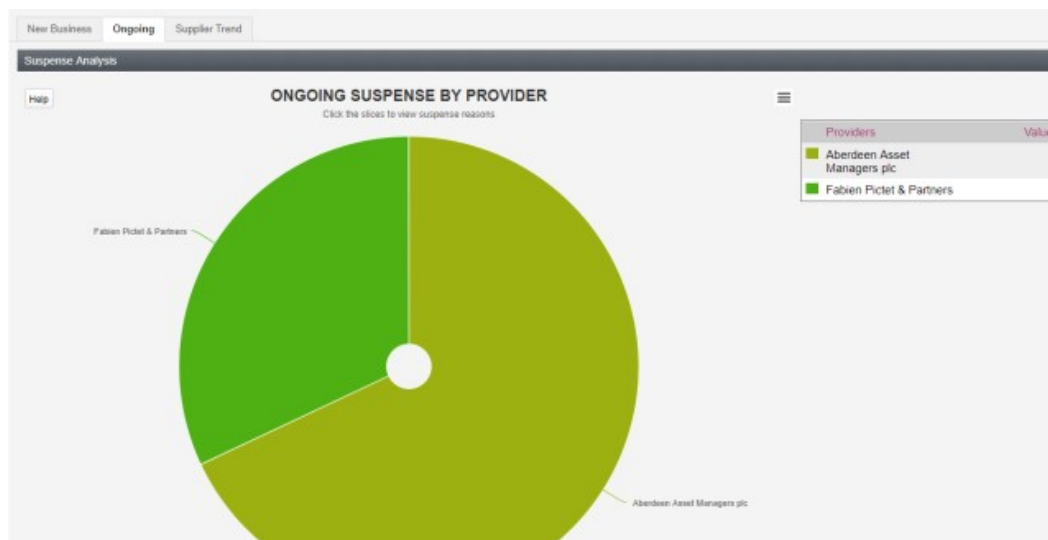
Click on a provider segment to drill down into the top five reasons for suspense postings for that provider. Hover the mouse pointer over each segment to see provider value and volume information.



- Click **Return to Provider Chart** to go back to the pie chart displaying provider data.
- Use the context menu to access print and download options for the chart.

Ongoing

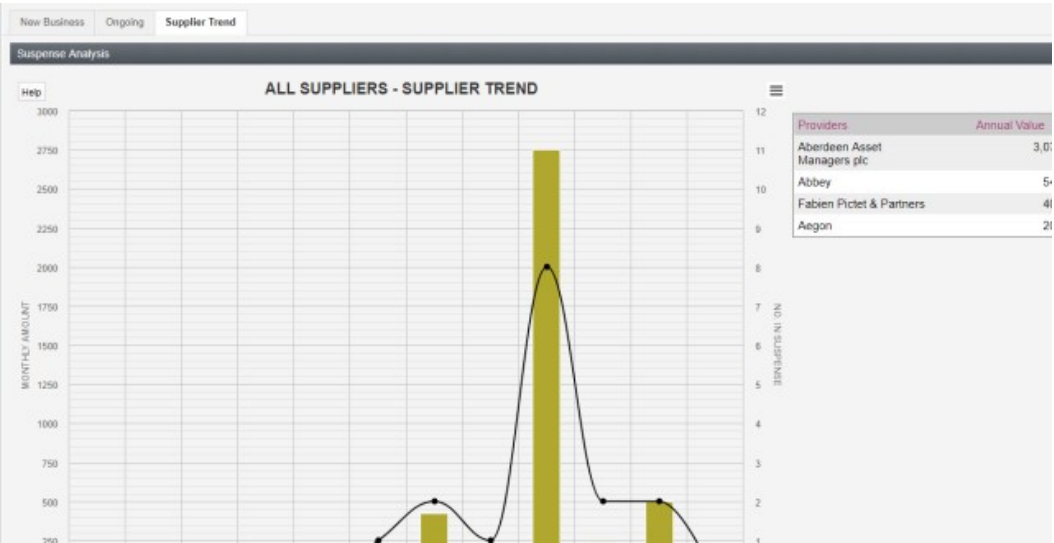
The Ongoing pie chart starts by analysing the ongoing revenue type transactions posted to suspense in terms of the top five providers. Hover the mouse over each segment to see the value of items and the number of items posted to suspense for each displayed provider. The table on the right shows provider data in order of value.



Click on a provider segment to drill down into the top five reasons for suspense postings for that provider.
Hover the mouse pointer over each segment to see provider value and volume information.

Supplier Trend

The Supplier Trend chart analyses postings to suspense during the last twelve months in terms of both value (bar chart) and volume (line chart). The table breaks down the total the figures for the entire period by provider.



- Click a provider in the table to update the chart to display data for the selected provider.
- Click a bar or line to display a reason code breakdown for that month.
- Click **Return to Provider Chart** to reset the table.

Topic info:	
Source	Content/Admin_Tools/Admin_Tools.htm
ToC	CommPay Help > CommPay Administration > Administration Tools > Administration Tools
Concept terms	Admin Tools CP;Admin CP
Keyword terms	administration
Concept links (see also)	
Alias ID (for new topics)	
Conditions	

Administration Tools

From the Administration Tools menu you can perform the following actions:

- [Configure CommPay users](#)
- [Apply user permissions](#)
- [Configure permission groups](#)
- [View the audit trail](#)
- [Import files](#)
- [View the user log](#)
- [View active contacts and accounts](#)
- [Clean up policies and clients](#)
- [Configure revenue links](#)
- [Configure multiple site setup](#)
- [Manage interface themes](#)
- [Manage Estimates](#)
- [Configure Onboarding Templates](#)
- [Manage client/adviser/policy mismatches](#)
- [Analyse Suspense Data](#)

Document Management

Topic list

Topic	Reviewed	Edits	Flare Source
Suspense	Yes	Yes	Done
Suspense Reasons and Rules Explained	Yes	Yes	Done
Suspense Actions	Yes	Yes	Done
Manage Suspense Records	N/A	New topic	Done
View the Suspense Balance	Yes	Yes	Done
Assign Suspense Records	Yes	No	N/A
Match Suspense Records	Yes	No	N/A
Keep Records on Suspense	Yes	No	N/A
View Policies or Client Fees	Yes	No	N/A
Analyse Suspense Data	Yes	Yes	Done
Resolve Suspense Records	N/A	New topic	Done
View Actual Links	Yes	No	N/A
Manage Phased Revenue	Yes	Yes	Done
Create Clients form Suspense	Yes	No	N/A
Create Policies or Client Fees from Suspense	Yes	No	N/A
Create Products from Suspense	Yes	No	N/A
Policy Takeover on Suspense Records	Yes	Yes	Done
Update Statement Records from Suspense	Yes	No	N/A
Update Products in Policies from Suspense	Yes	No	Done
Update Revenue Type from Suspense	Yes	No	N/A
Override Auto-create Estimate Prohibited from Suspense	Yes	No	N/A
Override Net Revenue/Clawback Amount Exceeded	Yes	No	N/A
Administration Tools	Yes	Yes	Done
ToC	Yes	Yes	Done

CSHID Links

[CommPay CSHIDs](#)

CommPay Screen	ID	Topic Title
Suspense	33	Suspense
CommPay > Fixed Info > Suspense Reasons & Rules	72	Suspense Reasons and Rules
CommPay > Admin Tools > Suspense Analysis	125	Analyse Suspense Data

Microcontent

- Add content

Topic info:	
Source	Content/x/x.htm
ToC	CommPay Help > CommPay Administration > Administration Tools > Import Files
Concept terms	
Keyword terms	
Concept links (see also)	
Alias ID (for new topics)	
Conditions	

Keywords & Concepts

Topic					
Keywords					
Concept terms					
Concept links (See also)					

Concepts

Current	Create new
<ul style="list-style-type: none">	<ul style="list-style-type: none">

Links

- Update links in <x> topics to <x> topics

Topic	Linked from	Update link to:
	<ul style="list-style-type: none">	
	<ul style="list-style-type: none">	