Activity Notes Overview

THREE CATEGORIES OF ACTIVITY NOTES COMMONLY SENT FROM CARRIER TO AGENCY:

1. Policy documents
2. Billing information
3. General memos

ACTIVITY NOTES DOWNLOAD is a new ACORD XML data standard designed to allow carriers to generate a variety of messages and documents, which can be sent to their agencies using the existing download services. This will offer a secure and managed alternative to email, mail and faxes. Activity Notes download allows insurance carriers to send information to an agency. That information is then directly attached to a client and/or policy. It is an auditable, secure, system-based method of handling essential communications between carriers and their agents.

In general, there are three categories of Activity Notes commonly sent from a carrier to an agency: policy documents, billing information and general memos. Policy documents are generally declaration pages or other documents related to events on the carrier's policywriting system. Billing information is triggered by the carrier's billing system and can include cancellation notices sent to an agent to notify them of a policy that will be cancelled in the near future for reasons such as payment not yet received or general billing information. General memos allow a carrier to send a variety of information from underwriting requests/notes to email or other information related to a customer.

POLICY DOCUMENTS DOWNLOAD

SUMMARY: Build a process to send policy documents, such as declaration pages, from a company to an agent via standard download.

DESCRIPTION: After any type of event that occurs on a carrier's policy writing system, all policies that have activity should generate policy documents that can be formatted into XML messages with the document imbedded and delivered to those agents that opt in to the process. Some events are triggered by entry, such as policy change, and others may be triggered automatically, such as renewal or non-pay. Any type of policy related event that triggers policy download (AL3) can also trigger an Activity Notes message (XML). The Cycle/Business Purpose codes are the same as

IVANS
Insurance Solutions
A DIVISION OF APPLIED

those sent in the AL3 Transaction Header and the Activity Notes in the Business Purpose Code aggregate, and should match for like transactions. The codes that apply to sending policy documents are as follows:

> **NBQ** — New Business Quote — this may not generate a new dec page
> **NBS** — New Business
> **PCH** — Policy Change
> **PCQ** — Policy Change Quote — this may not generate a new dec page
> **PNQ** — Policy Inquiry — Out — this is not expected to generate a new dec page
> **POL** — Policy (Unspecified)
> **REI** — Reinstatement
> **REW** — Rewrite
> **RIX** — Re-issue
> **RNR** — Reversal of Non-renewal
> **RRQ** — Renewal Re-quote — this may not generate a new dec page
> **RWL** — Renewal Image
> **RWQ** — Renewal Quote — this may not generate a new dec page
> **RWR** — Renewal Request
> **RWX** — Non-Renewal (Sent to Policyholder Copy Agency)
> **XLC** — Cancellation Confirmation

Of these, the most common are NBS (New Business), RWL (Renewal), PCH (Policy Change), XLC (Cancellation Confirmation), REI (Reinstatement) and REW (Rewrite). XLC is also shown under Cancellation Codes, and for policy documents, it would typically be a cancellation notification document for the agent and insured. Workflow at a company would generate a Cancellation policy download (AL3) to trigger the change in status on the management system and follow with a Cancellation Activity Notes message to deliver any documents to the agent. Other uses include a confirmation of a policy change, with information sent to the agent or directly to the insured.

While there is a code for a generic policy (POL), it is recommended the code used for Activity Notes matches the code in the download (assuming the company both downloads the policy in AL3 and also sends the dec via Activity Notes).

OUTCOME: After an Activity Notes message is received by an agency, depending on the transaction and how the agent configures their system, it could update their system and optionally create an activity. With any of the codes related to generation of a declaration page, after download the document would be available under the client/policy.

BILLING INFORMATION

SUMMARY: Build a process to send information via Activity Notes based on events that occur within a carrier's billing system and deliver to an agent via standard download.

DESCRIPTION: Various actions on a carrier billing system can be used to trigger sending information to an agent via Activity Notes. Purpose codes for Billing are as follows:

> **ACR** — Account Current Reconciliation
> **COM** — Direct Bill Commission Detail
> **DBR** — Direct Bill Reconciliation
> **DBS** — Direct Bill Status
> **PMT** — Payment (could also be Claims)
> **XLP** — Cancellation Pending

Of these, the most common are XLP to show a cancellation is pending due to payment not yet received or DBS to show Direct Bill Status. Other common messages include direct bill reconciliation information (DBR) and include a spreadsheet with details, or direct bill commission information (COM) for special or highly complicated accounts. The remaining transactions can be used based on carrier capabilities and what agents would like to receive.

OUTCOME: After an Activity Notes message is received by an agency, depending on the transaction and how the agent configures their system, it could update their system and optionally create an activity to drive a pre-defined workflow.

GENERAL MEMOS

SUMMARY: Build a process to send generic memos and other information from a company to an agent via standard download.

DESCRIPTION: The MEM message is a generic method that allows a carrier to send any type of information to agent via a secure connection. It can include anything from standard email to specific notifications based on underwriting information or claims activity. By configuring their management system for the MEM code, information can be directed to a specific destination based on how activities are setup.

The code for Memos is as follows:

> **MEM** — Electronic Memo(s)

Some common items to send via Memos would be any type of communications, such as email or underwriting notes, that requires a secure connection. For example, if a company wanted to send an agent an offer to reinstate a policy, they could send in a MEM and include a short description of the offer. While many of the codes are targeted to a particular business event, the MEM message can be used to send anything the company has for the agent.

OUTCOME: After an Activity Notes message is received by an agency, depending on the transaction and how the agent configures their system, it could update their system and optionally create an activity to drive a pre-defined workflow.

IMPLEMENTATION INFORMATION

Presently, there are 45 types of Activity Notes defined in the ACORD standards, many of which work together. For example, there are 15 various policy-related purpose codes where sending a policy document would be the expected transaction. The code used to identify each type of Activity Note is the Cycle/BusinessPurpose code and is used with XML tag <BusinessPurposeTypeCd>. This list of codes is part of both the ACORD AL3 and XML Standards and was designed to indicate the purpose of the current message. By examining the value in this field, implementers can create custom workflows to handle the various types of messages. Activity Notes implementation information:

> Messages follow the ACORD v1.23 or later specifications. Companies should work with each vendor during their implementation to include any vendor specific requirements typically found in the vendor's specifications

> External documents, including .pdf, .doc and .xls formats, are supported at this time

> Within an Applied solution, documents received can be attached to a client/policy within the agents system, creating an Activity to optionally trigger a workflow event

> Multiple setup options are available for an agent to customize how various types of Activity Notes will be handled within their agency management system

> Through configuration, an agent can choose to bypass certain types of Activity Notes, and if this is selected, data will be sent to the agent, but bypassed when the download is processed

The Cycle/Business Purpose codes are designed to route messages into intended business workflows within the agency. Using codes for something other than what they are defined to address can affect how agents respond to the information. For example, an agent can configure NBS messages to trigger a letter be sent to the insured thanking them for their business. If all dec pages are sent using the generic POL code, the agent would not have the same options for communicating with the insured.

IVANS
Insurance Solutions
A DIVISION OF APPLIED