* Policy numbers provided in the spreadsheet will often have the preceding 0 dropped – this must be re-added in order to be identified within RS.
* When adding an RID to a Policy, the Group name will have a proceeding **P** in the drop-down
* When adding an RID to a TFN, the Group name will have a proceeding **T** in the drop-down
* Where a HAS is to be added instead of RID, it is located in the drop-down as **HSACallsToHSAxxx\*\*\*\*\*** (Again, depending on whether this is being added for a Policy or TFN will determine whether a P or T proceeds the HAS string).

Creating a new Policy

1. Default drop-down > **Uniprise**
2. AcctMgePhoneNumber drop-down > **Policy ID**
3. **Create as Data Element**

Creating a new TFN

1. Updates are only required for existing TFNs. Therefore if the provided TFN cannot be identified, it has not been provided correctly by the business.

When the new RID to be added does not exist

1. **Menu > Routes**
2. Name & Description (**name of new group**)
3. Variable Map Address: **RoutingID**
4. Check **Create Groups?** checkbox
5. Dispatch App: **VETSSCE1**
6. Insert