Functional Specification

**Project Symphony Drop 2:**

**Paid Commission and Report Modules**

**Version 0.2**

# Revision Summary

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version No. | Date | Revision Description | Author(s) | Approver(s) |
| 0.1 | 05/08/2019 | Initial document. | Nurul Iman |  |
| 0.2 | 10/09/2019 | Updated document with comments from FSD Walkthrough with IT teams (ESB, G400, Imaging DB, and Email Service). | Nurul Iman |  |

# Approval / Signoff

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# Objective

This document outlines the functional specifications of the intermediate systems for Project Symphony Drop 2 Paid Commission and Outstanding Aging Report modules on the My AIA Corporate portal.

My AIA Corporate portal is a self-service portal that allows user to perform employee benefit related task without having to contact the call center for information.

This document does not include any details of processes, validations or data mapping that happens on portal and source systems. The details on portal and source system are covered in separate documents.

# Scope

## In Scope

|  |  |  |
| --- | --- | --- |
| No. | Sub-Modules | Features |
| 1 | Paid Commission Statement overview | * Retrieve paid commission statement file from the shared folder. * Read the record in the paid commission statement file and save in database. * Search and view paid commission statement records. * Generate paid commission statement records in excel format. * Download the generated excel. |
| 2 | Outstanding Aging Report overview | * Retrieve monthly outstanding aging report file from a shared folder. * Read the record in the report and save in database. * Search and view outstanding aging report records. * Generate outstanding aging report records in excel format. * Download the generated excel. |
| 3 | E-notification | Paid Commission Statement   * Send e-notification to intermediaries once Paid Commission Statement file is successfully uploaded to database. * Send e-notification to CCU if the Paid Commission Statement file failed to be read or uploaded to database.   Outstanding Aging Report   * Send e-notification to intermediaries once the outstanding aging report data is successfully saved to database. There will be no failure case. |

## Out Scope

|  |  |  |
| --- | --- | --- |
| No. | Sub-Modules | Remarks |
|  |  |  |

# Current processing

Paid Commission Statement current process

Currently the process is handled manually as below.

1. User extract the data from G400 and put into excel file.
2. One debtor will have one excel file.
3. The file is generated twice a month; one in the beginning of the month (e.g. 8th day of the month) and the other in the middle of the month (e.g. 16th day of the month).
4. User attach the excel file in the email and send to intermediaries.

There is no current process for outstanding aging report.

# Business Flow Diagram

The flow diagrams are separated by sections and are shown in each section before the functional descriptions.

# Assumptions, dependencies and constraints

## Assumptions

|  |  |
| --- | --- |
| **No.** | **Assumptions Description** |
| 1 | One Paid Commission Statement file uploaded contains one debtor code only. |

## Dependencies

|  |  |  |
| --- | --- | --- |
| **No.** | **Dependencies Description** | **PIC/System** |
| 1 | UR for Paid Commission Statement | Hwei Jen/CCU |
| 2 | Monthly outstanding aging report shared folder link. | Madhan/G400 |

## Constraints

|  |  |
| --- | --- |
| **No.** | **Constraints Description** |
| 1 |  |

# Requirement trace index

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Business requirement (BR) number | Functional requirement (FR) number | Description | Online change | Batch change | Screen design | New process flow |
| Pending UR for Paid Commission Statement | FR-001 | * Retrieve and read paid commission statement file. * Search and view paid commission statement record. * Download paid commission statement record in excel. | No | No | No | Yes |
| **Correspondence UR**  4.5 E-notification | FR-002 | * Retrieve and read monthly outstanding aging report file. * Search and view outstanding aging report records. * Download outstanding aging report records in excel. | No | No | Yes | Yes |
| Pending UR for Paid Commission Statement | FR-003 | * E-notification to intermediaries for successful paid commission statement file uploaded to database. * E-notification to CCU for failed to read or upload the paid commission statement file. | Yes | No | No | Yes |

# Detailed functional descriptions

## FR-001: Paid Commission Statement Overview





|  |  |  |
| --- | --- | --- |
| Business Process | Functional Descriptions | Systems |
| Upload & read the paid commission statement file on a shared folder  * CCU staff can upload the paid commission statement file on a shared folder. * ESB will read the record in the file and store in database. | 1. CCU staff will upload the paid commission statement file on a shared folder.    * This activity will be done twice a month; once in the beginning of the month (e.g. 8th day) and another in the middle of the month (e.g. 16th day).    * The file name will be unique using format <Debtor Code>\_PaidCommStmt\_<Cycle A or B>\_<Date MMYYYY>.csv    * Refer to sample file [here](#_Sample_Uploaded_Paid). 2. Assumption on the file are as below.    * The paid commission statement file will be in CSV format.    * One file is for one debtor code only.    * Each debtor code can either be for Conventional or Takaful but not both which will be in the file under COMPCODE column. (Company 3 = Conventional; Company 4 = Takaful)    * All the columns in the file should be populated.    * All the data in each column should be populated. There should not be any empty columns.    * All date columns (TRAN\_DATE, EXTRACTION\_DATE, and PAYMENT\_DATE) will have the same format as YYYYMMDD.    * There should not be any empty row.    * The total record row should not be populated in the file. 3. ESB will:    * Have a scheduler which will check the shared folder whenever there is any new paid commission statement file.    * If there is a new file, then read each record in the file and save the records in a new table in Imaging DB.    * Each column in the file would be created as one column in the database table to ensure each data is saved. 4. If all the records are successfully stored in database, then ESB will trigger email notification to the authorized intermediaries. Refer to further details [here](#_Email_Notification_for). 5. If there are any failures happens during reading of the data, then ESB will trigger a different email notification to CCU staff. Refer to further details [here](#_Email_notification_for_1). | ESB,  Imaging DB |
| Retrieve Authorized Debtor List  * Portal will populate the authorized debtor list as one of the search criteria for paid commission statement. * The list consists of debtor code and debtor name. * For example:   + Debtor code: BJNHW 00   + Debtor name: Marsh Insurance Brokers (M) Sdn Bhd | 1. When portal loads the paid commission statement search page, *RetrieveDebtorList* API will be called to populate the debtor code & debtor name drop down. 2. Once the API is called, ESB will:    * Retrieve the list of debtor code and debtor name from G400 Datamart per rules below.      1. For CA, BR and Banca PD role: retrieve the debtor list which is authorized by the user based on the PIC debtor code which is also in http header.      2. For AIA staff, retrieve the all the debtor code and debtor name in G400 Datamart.    * The list will be sorted by debtor code in ascending order.    * If failed to retrieve, then pass error message to portal.    * If no data found, then pass no record found to portal.    * If data found, then pass the list to portal to be displayed. | ESB,  SP,  Datamart |
| Retrieve Authorized Company List  * Portal will populate the authorized company list as one of the search criteria for paid commission statement. * The list is populated based on user’s accessibility. * For AIA Staff, the company list will not be populated, except for Banca PD. | 1. When portal loads the paid commission statement search page, *RetrieveAuthorizedCompany* API will be called to populate the company name drop down. 2. Once the API is called, ESB will:    * Retrieve all the authorized company from G400 Datamart based on the PIC’s debtor code in http header.    * The list will be sorted by company name in ascending order.    * If failed to retrieve, then pass error message to portal.    * If no data found, then pass no record found to portal.    * If data found, then pass the list to portal to be displayed. | ESB,  SP,  Datamart |
| Retrieve Authorized Policy List  * Portal will populate the authorized policy list as one of the search criteria for paid commission statement. * The list is populated based on user’s accessibility. * For AIA Staff, the policy list will not be populated, except for Banca PD. * The list is excluding corrupted, declined and PN policy. | 1. When portal loads the paid commission statement search page, *RetrieveAuthorizedPolicy* API will be called to populate the policy no. drop down. 2. Once the API is called, ESB will:    * Retrieve all the authorized policy from G400 Datamart based on the PIC’s debtor code in http header.    * The list is excluding corrupted policy (Policy Corrupted = Y), declined policy (status = DC) and policy with PN status.    * The list will be sorted by policy no in ascending order.    * If failed to retrieve, then pass error message to portal.    * If no data found, then pass no record found to portal. | ESB,  SP,  Datamart |
| Search & View Paid Commission Statement  * User can search and view paid commission statement via portal. * This features only allowed for user roles below.   + CA   + BR   + Banca PD   + AIA Staff * Refer to the wireframes [here](#_Paid_Commission_Wireframes).   Basic search criteria:   * Cycle month & year (default to current year) * Debtor code & debtor name   Advanced search criteria:   * Company name * Policy No. * Bill No.   Search result:   * Cycle month & year * Debtor code & debtor name * Policy no. & policy name * Company name * Bill No. * Payment amount * Payment date | 1. The search rules for paid commission statement are as below.    * Mandatory search field: cycle year.    * For AIA staff, debtor code is mandatory as well. 2. Once user clicks on search button, portal will call *RetrievePaidCommissionStatementListing* API to get the paid commission statement listing. 3. Once the API is called, ESB will:    * Retrieve the paid commission statement listing from Imaging DB based on the search criteria with pagination per rules below.      1. Retrieve record by AND condition of all search criteria      2. Use wildcard with at least 3 characters when search by Company Name.      3. Use exact value when search by:         + Policy No.         + Bill No.      4. If no cycle month selected, retrieve record for the whole cycle year selected.    * The listing will be sorted by default per below criteria (in sequence).      1. Company name ascending      2. Policy No. ascending      3. Payment date descending    * If failed to retrieve, then pass error message to portal.    * If no data found, then pass no record found to portal.    * If data found, then pass the listing to portal to be displayed. 4. If user select another sorting criteria, then ESB will repeat step (3) above, following the new sort criteria as below.    * Company name ascending or descending    * Policy No. ascending or descending    * Payment date ascending or descending  |  |  |  |  | | --- | --- | --- | --- | | **Sort Option** | **Company Name** | **Policy Number** | **Payment Date** | | Secondary Sort #1 | Policy Number ascending | Company Name ascending | Company Name ascending | | Secondary Sort #2 | Payment Date descending | Payment Date descending | Policy Number ascending |  1. If user select another page on the search result, then ESB will repeat step (3) above. | ESB,  Imaging DB |
| Generate & Download Paid Commission Statement  * User can download the paid commission statement by:   + Select single or multiple record from the search result.   + Bulk download for all search result * The selected record will be populated and generated in a report (Excel). | 1. Once user clicks on download button, portal will call *DownloadPaidCommissionStatement* API to start the file generation process of the paid commission statement report. 2. Once the API is called, ESB will:    * Retrieve the paid commission statement listing from Imaging DB based on the search criteria.    * The listing will be sorted per below criteria (in sequence).      1. Payment date descending      2. Company name ascending      3. Policy No. ascending    * Store the download request into request table in Staging DB with status as Requested.    * Notify Staging Service to proceed with the file generation. 3. Once notified, Staging Service will:    * Check the type of request.    * Retrieve the download request data from Staging DB.    * If data not found, then update the request status as Failed in Staging DB.    * If data found, then populate the data into Excel file.    * The name format for the generated excel is PAIDCOMMISSIONSTATEMENT\_<date timestamp YYYYMMDD hhmmsss>.xlsx.    * If the file generation failed, then update the request status in Staging DB as Failed.    * If the file generation successful, then update the request status in Staging DB as Success and store the generated file into notification table in Staging DB with file status as unread (this is for download count purposes). | ESB,  Imaging DB,  Staging Service |

## FR-002: Outstanding Aging Report Overview





|  |  |  |
| --- | --- | --- |
| Business Process | Functional Descriptions | Systems |
| Upload & read the monthly outstanding aging report on a shared folder  * G400 will generate the monthly outstanding aging report and store it in a shared folder. * ESB will read the record in the file and store in database. | 1. G400 will generate the monthly outstanding aging report and store it in a shared folder.    * This activity will be done once a month, at the last day of the month.    * The file name will be unique per below.      1. Format: OutstandingAgingReport\_<Report month MMYYYY>\_<Generated date YYYYMMDDhhmmsss>.csv      2. Example: OutstandingAgingReport\_082019\_201908211631001.csv    * Refer to sample file [here](#_Sample_Uploaded_Outstanding). 2. Assumption on the file are as below.    * The outstanding aging report file will be in CSV format.    * One file is for one month only and contains all debtor codes.    * Each debtor code can either be for Conventional or Takaful but not both which will be in the file under COMPCODE column. (Company 3 = Conventional; Company 4 = Takaful)    * All the columns in the file should be populated.    * There can be empty data in any column should be populated. ESB will store the empty ones as blank.    * Both date columns (Bill/OR/PV Issue Date and Aging Eff Date) will have the same format as YYYYMMDD. 3. ESB will:    * Have a scheduler which will check the shared folder whenever there is any new monthly outstanding aging report file.    * If there is a new file, then read each record in the file and save the records in a new table in Imaging DB.    * Each column in the file would be created as one column in the database table to ensure each data is saved. 4. If all the records are successfully stored in database, then ESB will trigger email notification to the authorized intermediaries. Refer to further details [here](#_Email_Notification_for_2). | ESB,  Imaging DB,  G400 |
| Retrieve Authorized Debtor List  * Portal will populate the authorized debtor list as one of the search criteria for outstanding aging report. * The list consists of debtor code and debtor name. * For example:   + Debtor code: BJNHW 00   + Debtor name: Marsh Insurance Brokers (M) Sdn Bhd | 1. When portal loads the outstanding aging report search page, *RetrieveDebtorList* API will be called to populate the debtor code & debtor name drop down. 2. Once the API is called, ESB will:    * Retrieve the list of debtor code and debtor name from G400 Datamart per rules below.      1. For TA, CA, BR and Banca PD role: retrieve the debtor list which is authorized by the user based on the PIC debtor code which is also in http header.      2. For AIA staff, retrieve the all the debtor code and debtor name in G400 Datamart.    * The list will be sorted by debtor code in ascending order.    * If failed to retrieve, then pass error message to portal.    * If no data found, then pass no record found to portal.    * If data found, then pass the list to portal to be displayed. | ESB,  SP,  Datamart |
| Search & View Outstanding Aging Report  * User can search and view outstanding aging report via portal. * This features only allowed for user roles below.   + TA   + CA   + BR   + Banca PD * Refer to the wireframes [here](#_Outstanding_Aging_Wireframes).   Search criteria:   * Cycle month & year (default to current month and year) * Debtor code & debtor name   Search result:   * Cycle month & year * Debtor code & debtor name | 1. The search rules for outstanding aging report are as below.    * Mandatory search field: cycle month and year. 2. Once user clicks on search button, portal will call *RetrieveOutstandingAgingReportListing* API to get the outstanding aging report listing. 3. Once the API is called, ESB will:    * Retrieve the outstanding aging report listing from Imaging DB based on the search criteria with pagination per rules below.      1. Retrieve record by AND condition of all search criteria      2. If no debtor code selected, retrieve record for all authorized debtor code.    * The listing will be sorted by default per debtor code in ascending order.    * If failed to retrieve, then pass error message to portal.    * If no data found, then pass no record found to portal.    * If data found, then pass the listing to portal to be displayed. 4. If user select another page on the search result, then ESB will repeat step (3) above. | ESB,  Imaging DB |
| Generate & Download Outstanding Aging Report  * User can download the outstanding aging report by:   + Select single or multiple record from the search result.   + Bulk download for all search result * The selected record will be populated and generated in a report (Excel). | 1. Once user clicks on download button, portal will call *DownloadOutstandingAgingReport* API to start the file generation process of the outstanding aging report. 2. Once the API is called, ESB will:    * Retrieve the outstanding aging report listing from Imaging DB based on the search criteria.    * The listing will be sorted per below criteria (in sequence).      1. Date descending      2. Debtor name ascending    * Store the download request into request table in Staging DB with status as Requested.    * Notify Staging Service to proceed with the file generation. 3. Once notified, Staging Service will:    * Check the type of request.    * Retrieve the download request data from Staging DB.    * If data not found, then update the request status as Failed in Staging DB.    * If data found, then populate the data into Excel file.    * The name format for the generated excel is as below.      1. Format: OUTSTANDINGAGINGREPORT\_<Report month MMYYYY>\_<Download time YYYYMMDDhhmmsss>.xlsx      2. Example: OUTSTANDINGAGINGREPORT\_082019\_201908211631001.xlsx    * If the file generation failed, then update the request status in Staging DB as Failed. 4. If the file generation successful, then update the request status in Staging DB as Success and store the generated file into notification table in Staging DB with file status as unread (this is for download count purposes). | ESB,  Imaging DB,  Staging Service |

## FR-003: E-Notification

|  |  |  |
| --- | --- | --- |
| Business Process | Functional Descriptions | Systems |
| Email Notification for Success case [Paid Commission Statement]  * E-notification will be sent to Intermediaries who are authorized for debtor code when the paid commission statement file successfully uploaded and read into the database. * The e-notification for Paid Commission Statement is sent separately from the billing e-notification as the Paid Commission Statement e-notification is per debtor code, while the other is per policy. | 1. If all the records are successfully stored in database, then ESB will:    * Retrieve the authorized intermediaries name and email address from G400 ZPICPF based on the debtor code.    * Trigger email notification to the intermediaries which is authorized for the debtor code.    * One debtor code can be authorized to multiple PIC; hence the e-notification could possibly be sent to multiple email addresses.    * Refer to the email template [here](#_Email_Template_for). 2. ESB will trigger the email notification once a day (at 4pm every day). 3. Once the email is triggered from ESB, email gateway will send the e-notification out to the specified email address. | ESB,  Imaging DB, Email Gateway |
| Email notification for Failed case [Paid Commission Statement]  * E-notification will be sent to CCU staff when the paid commission statement file failed to be uploaded or read into the database. * For one failed case, only one e-notification will be sent. | 1. If there are any failures happens during reading of the data, then ESB will:    * Trigger email notification to the specified CCU staff email address.    * Refer to the email template [here](#_Email_Template_for_1). 2. Example of failure scenarios are as below.    * Any of the column is missing (number of expected columns are not as per expected).    * Any data is missing from column (there are empty column).    * Date column or amount column is populating in wrong format.    * CSV file is corrupted / cannot be read.    * Empty row exists (this could be at the end of the record). 3. ESB will trigger the email notification once a day (at 4pm every day). 4. Once the email is triggered from ESB, email gateway will send the e-notification out to the specified email address. | ESB,  Email Gateway |
| Email Notification for Success case [Outstanding Aging Report]  * E-notification will be sent to Intermediaries who are authorized for debtor code when the outstanding aging report file successfully uploaded and read into the database. * The e-notification for outstanding aging report is sent separately from the billing e-notification as the outstanding aging report e-notification is per debtor code, while the other is per policy. | 1. If all the records are successfully stored in database, then ESB will:    * Retrieve the authorized intermediaries name and email address from G400 ZPICPF based on the debtor code.    * Trigger email notification to the intermediaries which is authorized for the debtor code.    * One debtor code can be authorized to multiple PIC; hence the e-notification could possibly be sent to multiple email addresses.    * Refer to the email template [here](#_Email_Template_for_2). 2. ESB will trigger the email notification once a day (at 4pm every day). 3. Once the email is triggered from ESB, email gateway will send the e-notification out to the specified email address. | ESB,  Imaging DB, Email Gateway |

# Data requirements

Data mapping will be in a separate excel file which covers mapping between portal to ESB and ESB to G400 and Imaging DB.

# Other requirements

Not applicable.

# Testing consideration

Test cases will be created by the Business User after the requirements’ freeze period, which will be later than this FSD completion. Hence it will not be included in this document.

However, the test cases are necessary during the technical design to ensure that the development covers all test scenarios.

# Interface consideration

Not applicable.

# Conversion consideration

Not applicable.

# Reference

## Reference Documents

|  |  |  |
| --- | --- | --- |
| **No.** | **File Name** | **File Description** |
| 1 | User Access Matrix\_V6 10\_20181221.xlsx | User Access Matrix. |
| 2 | MyAIA Corporate Portal - Integration Data Mapping v5.1.xlsx | Integration Data Mapping between portal and ESB. |
| 3 | AIA - MyAIA Corporate Portal - Functional\_Design - 04 Bill and Statement v1.3.docx | Portal FD containing design for Paid Commission Statement from portal view. |
| 4 | UR for Project Symphony\_Correspondence Letter\_V2 10.docx | Requirement for Outstanding Aging Report. |

## Systems Reference

|  |  |
| --- | --- |
| **Application** | **Scope of Work** |
| ESB | Average of 80~100 new APIs to be created, for transactions & pulling data |
| Staging Services | Creation of new ones to facilitate real-time transactions between portal & backend |
| CPF | Enhancements to manage account/profile creation & role management |
| G400 | Enhancements to process real-time transactions from Portal |
| G400 MIMIX | Real-time replication of G400 database which can fulfilled the real-time request for MY AIA Corporate |
| Medi-Connect | Enhancement to pulling the claims info for MY AIA Corporate |
| Case 360 | Enhancement to pulling the Policy info for MY AIA Corporate |
| Callidus | Enhancement to pulling the Agent Hierarchy for MY AIA Corporate |
| CRM | Enhancement to pulling the claims info for MY AIA Corporate |
| Bicor/Print Agent | Enhancement to pre-generate all the Claims, Policies and Billing Documents for My AIA Corporate |
| Email Gateway | An Email Gateway allowed the scheduled service to massage the data and send all email notifications |

## Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Descriptions** |
| ESB | Enterprise Service Bus |
| AMSC | AIA MyService Corporate |
| CPF | Core Portal Framework |
| CRM | Enhancements to process real-time transactions from Portal |
| API | Application Programming Interface |
| AEM | Adobe Experience Manager |
| Portal | MyAIA Corporate Portal |

# Appendix

## Sample Uploaded Paid Commission Statement File by CCU User



The fields in the paid commission statement file are as follows (all fields are mandatory):

1. TRAN\_DATE 🡪 Format YYYYMMDD
2. POLNUM 🡪 Policy No.
3. COMPCODE 🡪 Company Code (3 or 4 – Takaful/ Conventional)
4. DESCRIPTION 🡪 Payment Description
5. TOTAL AMOUNT (RM) 🡪 Payment Amount
6. DN/CN 🡪 Bill No.
7. A/C CODE 🡪 Debtor Code
8. CLTNUM 🡪 Company No.
9. CLIENT NAME 🡪 Company Name
10. EXTRACTION DATE 🡪 Cycle Date, Format YYYYMMDD
11. PAYMENT\_DATE 🡪 Payment Date, Format YYYYMMDD

## Email Template for Successful Upload of Paid Commission Statement Report

|  |
| --- |
| **Email recipients:** Intermediaries  **Email frequency:** Whenever file is uploaded successfully  **Email Subject:** [MyAIA Corporate] Paid Commission Statement Ready For Viewing  **Email Content:**  Dear <Recipient’s Name>,  Greetings from AIA!  A Paid Commission Statement for debtor code <debtor code> dated <document upload date – dd/mm/yyyyy> is now ready on My AIA Corporate for your further action.  Please click here and login to view/download the above document(s).  This is an automatically generated email. Please do not reply to this email. If you have any questions, please contact your respective Corporate Solutions Account Manager or e-mail us at [My.Assist@aia.com](mailto:My.Assist@aia.com)  Thank you.  Regards,  AIA Corporate Solutions Division  **This is a system-generated email; please do not reply to this message.** |

## Email Template for Failed Upload of Paid Commission Statement Report

The email template is as below.

|  |
| --- |
| **Email recipients:** [MY.EBCreditControl@aia.com](mailto:MY.EBCreditControl@aia.com)  **Email frequency:** Whenever file encounter failure scenario  **Email Subject:** Paid Commission Statement Record Failed to be read – Action Required  **Email Content:**  Dear All,  Please be informed that file (<file name>) was failed to be read by the system.  Kindly check the file including the records, fix it and uploaded it to the shared folder again.  Thank you.  **Note: Please do not reply to this email as this is an automatic system generated response.** |

## Sample Paid Commission Statement Generated by My AIA Corporate portal



The fields in the generated paid commission statement listing are as follows (all fields are mandatory):

1. TRAN\_DATE 🡪 Format YYYYMMDD
2. POLNUM 🡪 Policy No.
3. COMPCODE 🡪 Company Code (3 or 4 – Takaful/ Conventional)
4. DESCRIPTION 🡪 Payment Description
5. TOTAL AMOUNT (RM) 🡪 Payment Amount
6. DN/CN 🡪 Bill No.
7. A/C CODE 🡪 Debtor Code
8. CLTNUM 🡪 Company No.
9. CLIENT NAME 🡪 Company Name
10. EXTRACTION DATE 🡪 Cycle Date, Format YYYYMMDD
11. PAYMENT\_DATE 🡪 Payment Date, Format YYYYMMDD

The listing will be sorted by default per below criteria (in sequence).

1. Company name ascending
2. Policy No. ascending
3. Payment date descending

## Sample Uploaded Outstanding Aging Report File by CCU User



## Email Template for Successful Upload of Outstanding Aging Report

|  |
| --- |
| **Email recipients:** Intermediaries (CA/ BRO/ AGT & AIA BNK staff)  **Email frequency:** Monthly – Early of the month  **Email Subject:** [MyAIA Corporate] Outstanding Aging Report Ready For Download – *<Month Year> (always refer to previous month end)*  **Email Content:**  Dear <Recipient’s Name>,  Greetings from AIA!  An Outstanding Aging Report dated *<document upload date – dd/mm/yyyyy>* is now ready on My AIA Corporate for your further action.  Please click here and login to view/download the above document(s).  This is an automatically generated email. Please do not reply to this email. If you have any questions, please contact your respective Corporate Solutions Account Manager or e-mail us at [My.Assist@aia.com](mailto:My.Assist@aia.com)  Thank you.  Regards,  AIA Corporate Solutions Division  **This is a system-generated email; please do not reply to this message.** |

## Sample Outstanding Aging Report Generated by My AIA Corporate portal



The fields in the generated paid commission statement listing are as follows (not all fields are mandatory):

1. Company 🡪 Company Code (Takaful/ Conventional)
2. Policy Number
3. Pol Status Code 🡪 Policy Status Code from G400
4. Pol Susp? 🡪 Policy Suspended flag (Y/N); Y if policy is suspended
5. Serv Staff 🡪 Servicing Staff
6. Inter Code 🡪 Debtor Code
7. Intermediary Name 🡪 Debtor Name
8. Client No 🡪 Company Client No.
9. Company Name
10. Bill/OR/PV NO
11. Bill/OR/PV Issue Date 🡪 Format YYYYMMDD
12. Aging Eff Date 🡪 Format YYYYMMDD
13. Ledger List
14. Ledger Desc
15. Gross Amt
16. BizMonth 🡪 Format YYYY-MM
17. Prm Class
18. Latest Inter Name 🡪 Latest Intermediary Name
19. Channel

The listing will be sorted by default per below criteria (in sequence).

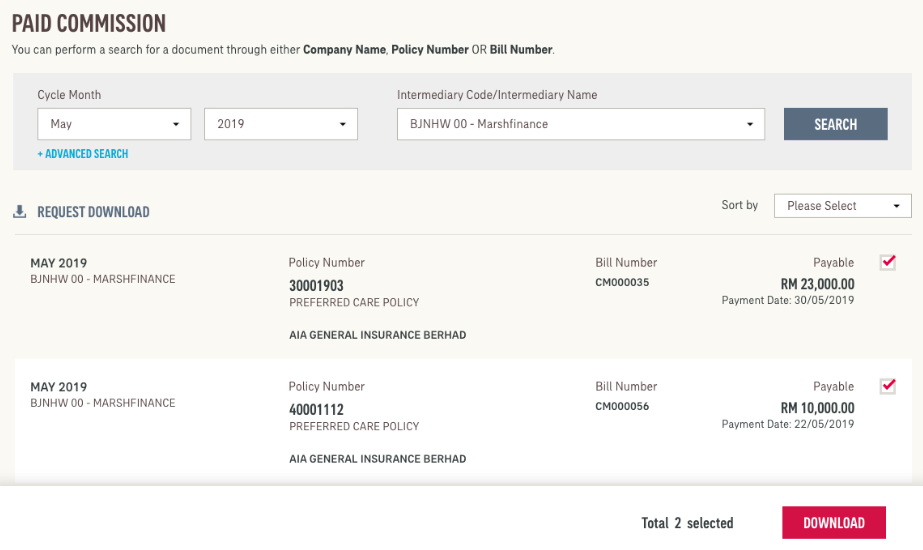
1. Debtor code ascending
2. Company name ascending
3. Aging Eff Date descending

## Wireframes

The wireframes can be accessed via the URL: <https://projects.invisionapp.com/share/3MSQPXN6GKA#/screens/371262849>

### Paid Commission Wireframes

The paid commission wireframes are as below.



### Outstanding Aging Wireframes

The outstanding aging wireframes are as below.

