Business Process Document	
Document 1	Title: Suspense Maintenance Document

Revision 0.1	Prepared By: Neelam Singh	Date Prepared: **23/4/2014**
Effective Date:	Reviewed By:	Date Reviewed:

1. INTRODUCTION

1.1 Purpose of the functionality

To explain the process of Suspense Maintenance in the system.

Suspense maintenance contains

1. Reversal of Applied amount – Cash policies and Special Group policies
    a. Collection made by cash
    b. Cheque reversal
2. Transfer of premium (in suspense)
    a. From one policy to another policy
    b. From a group to a policy

1.2 Responsibilities:

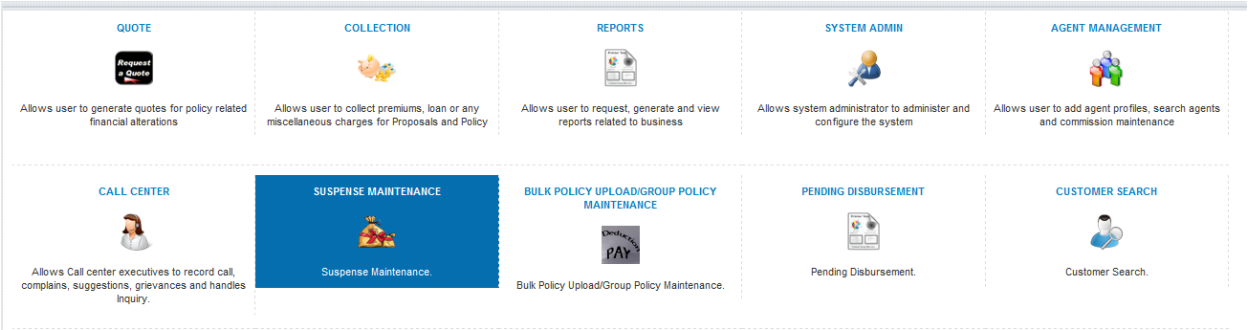
All the users having access to Suspense Maintenance Icon.

2. PROCESS DESCRIPTION

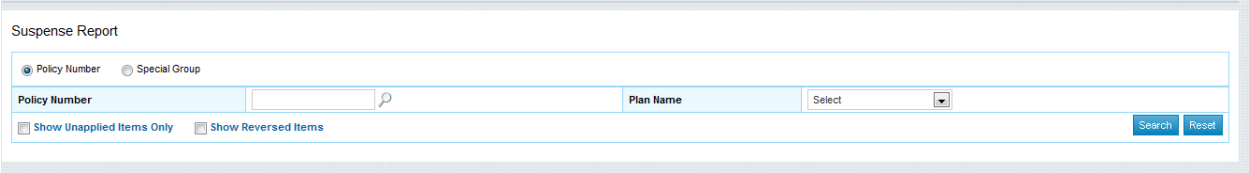
2.1 Process Detail

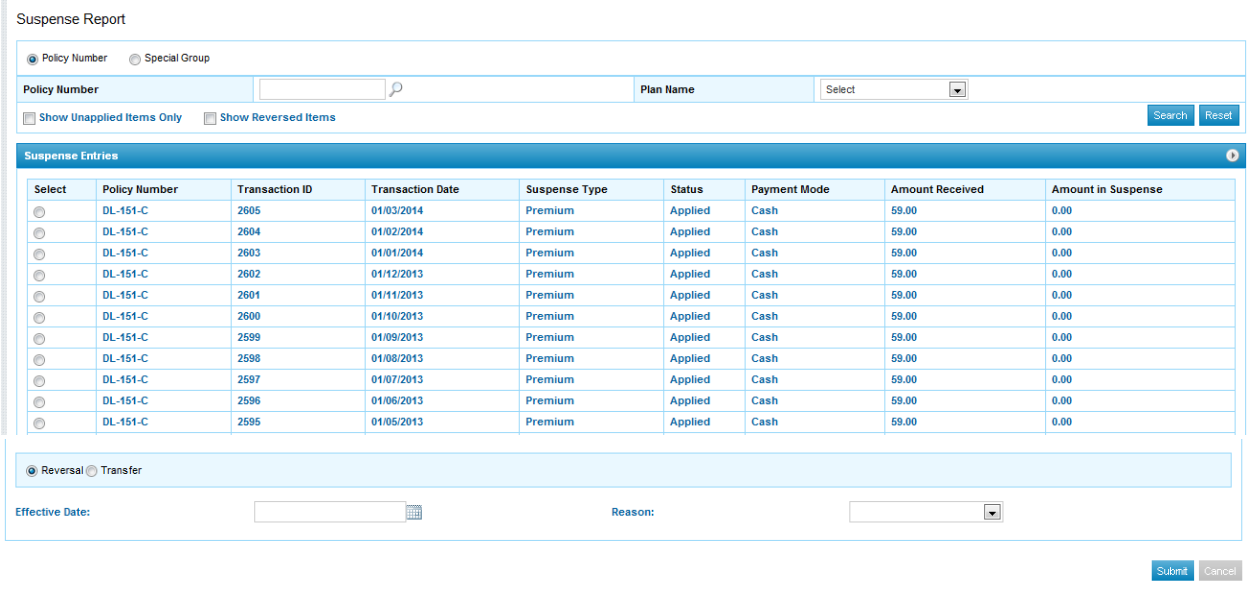
2.1.1 Reversal of the amount already applied through suspense maintenance.

- Log in with system admin credentials and click on 'Suspense Maintenance' icon.



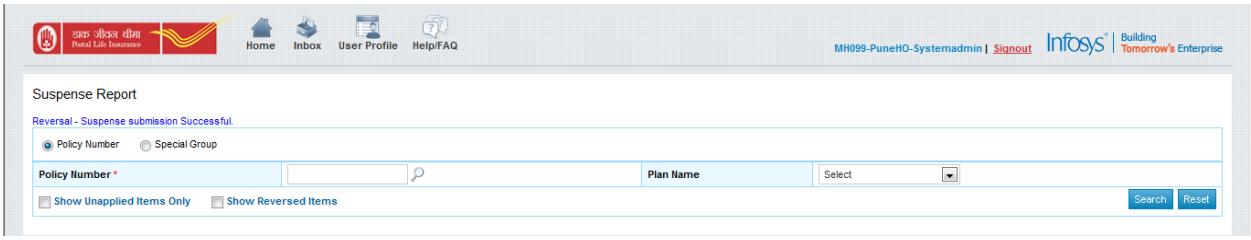
- Search the Policy number for which reversal needs to be done and select the policy. Enter the 'Effective date' and 'Reason' for reversal. Click on submit





Select	Policy Number	Transaction ID	Transaction Date	Suspense Type	Status	Payment Mode	Amount Received	Amount in Suspense
	DL-151-C	2605	01/03/2014	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2604	01/02/2014	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2603	01/01/2014	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2602	01/12/2013	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2601	01/11/2013	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2600	01/10/2013	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2599	01/09/2013	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2598	01/08/2013	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2597	01/07/2013	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2596	01/06/2013	Premium	Applied	Cash	59.00	0.00
	DL-151-C	2595	01/05/2013	Premium	Applied	Cash	59.00	0.00

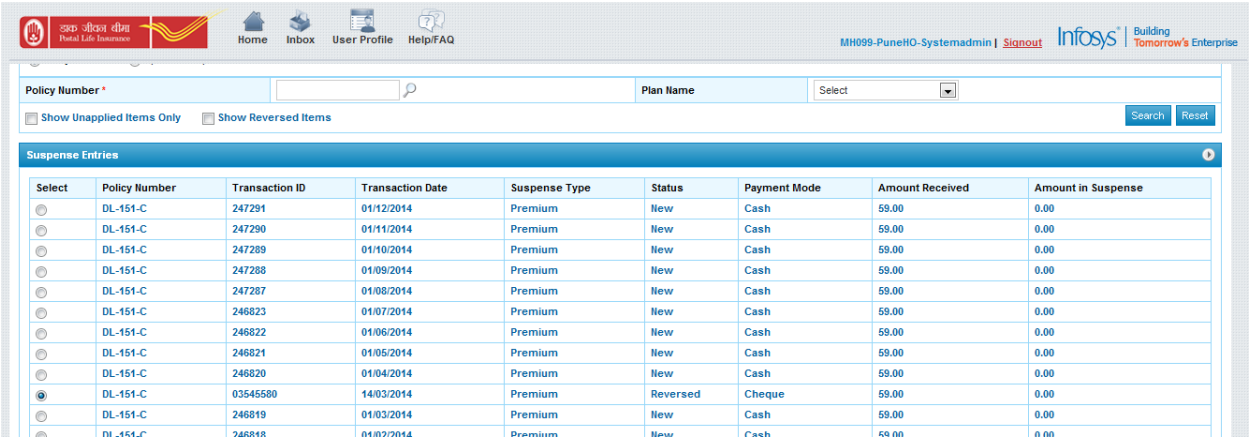
- Once an entry is reversed a success message will be displayed on the screen



- Post reversal the status of the entry will be reversed and changes to “Pending” and amount in suspense will reflect a negative amount.

DL-151-C	247291	01/12/2014	Premium	New	Cash	59.00	0.00
DL-151-C	247290	01/11/2014	Premium	New	Cash	59.00	0.00
DL-151-C	247289	01/10/2014	Premium	New	Cash	59.00	0.00
DL-151-C	247288	01/09/2014	Premium	New	Cash	59.00	0.00
DL-151-C	247287	01/08/2014	Premium	New	Cash	59.00	0.00
DL-151-C	246823	01/07/2014	Premium	New	Cash	59.00	0.00
DL-151-C	246822	01/06/2014	Premium	New	Cash	59.00	0.00
DL-151-C	246821	01/05/2014	Premium	New	Cash	59.00	0.00
DL-151-C	246820	01/04/2014	Premium	New	Cash	59.00	0.00
DL-151-C	03545580	14/03/2014	Premium	Pending	Cheque	59.00	-59.00
DL-151-C	246819	01/03/2014	Premium	New	Cash	59.00	0.00
DL-151-C	246818	01/02/2014	Premium	New	Cash	59.00	0.00
DL-151-C	246817	01/01/2014	Premium	New	Cash	59.00	0.00
DL-151-C	246816	01/12/2013	Premium	New	Cash	59.00	0.00
DL-151-C	246815	01/11/2013	Premium	New	Cash	59.00	0.00
DL-151-C	246814	01/10/2013	Premium	New	Cash	59.00	0.00
DL-151-C	246813	01/09/2013	Premium	New	Cash	59.00	0.00
DL-151-C	246812	01/08/2013	Premium	New	Cash	59.00	0.00

- Once batch is processed successfully the entry will be reversed and amount in suspense will reflect as zero.

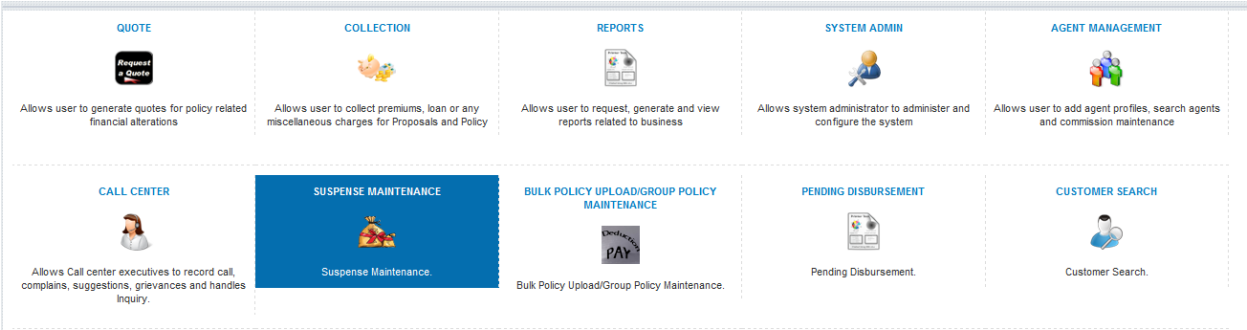


Select	Policy Number	Transaction ID	Transaction Date	Suspense Type	Status	Payment Mode	Amount Received	Amount in Suspense
	DL-151-C	247291	01/12/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	247290	01/11/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	247289	01/10/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	247288	01/09/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	247287	01/08/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	246823	01/07/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	246822	01/06/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	246821	01/05/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	246820	01/04/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	03545580	14/03/2014	Premium	Reversed	Cheque	59.00	0.00
	DL-151-C	246819	01/03/2014	Premium	New	Cash	59.00	0.00
	DL-151-C	246818	01/02/2014	Premium	New	Cash	59.00	0.00

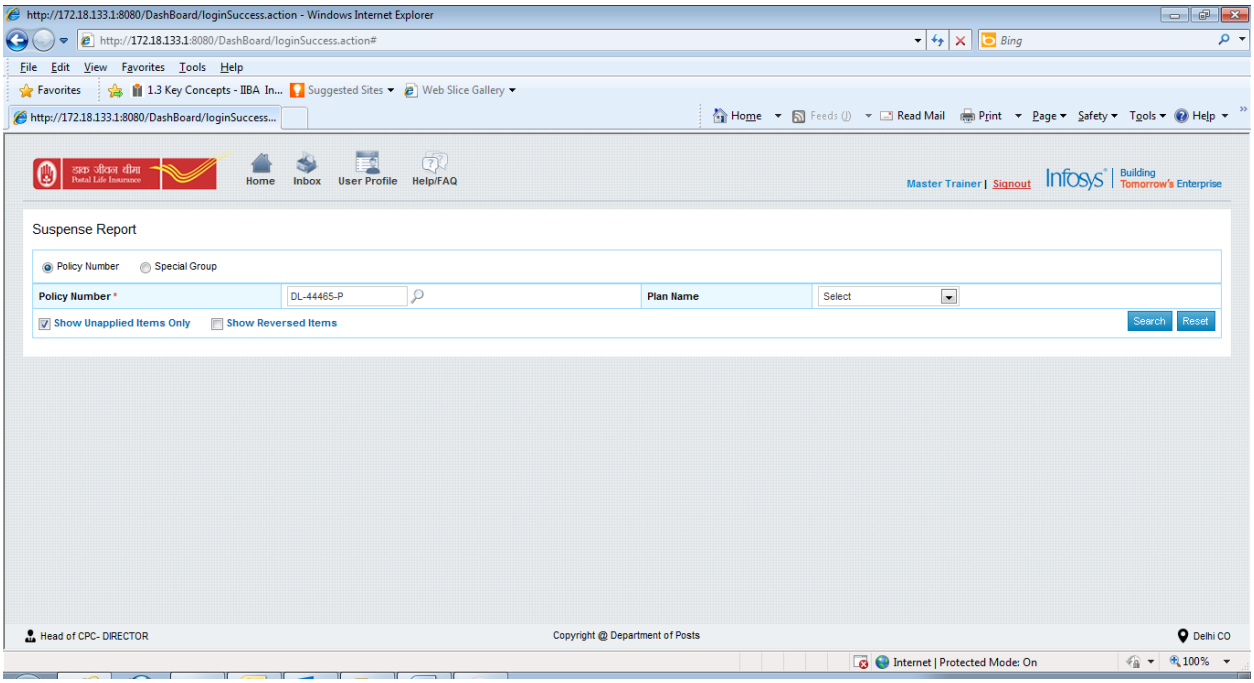
** would be conducted in same manner for special groups as well.

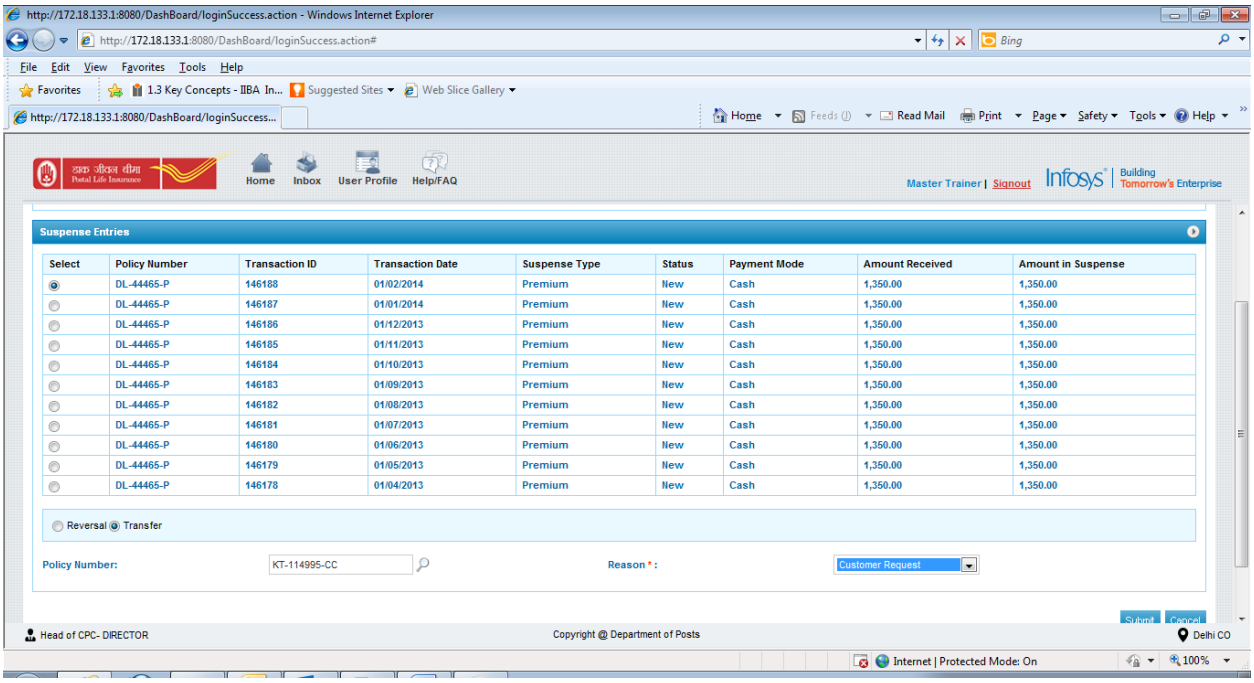
2.1.1 Transfer of the amount already applied through suspense maintenance.

- Log in with system admin credentials and click on 'Suspense Maintenance' icon.

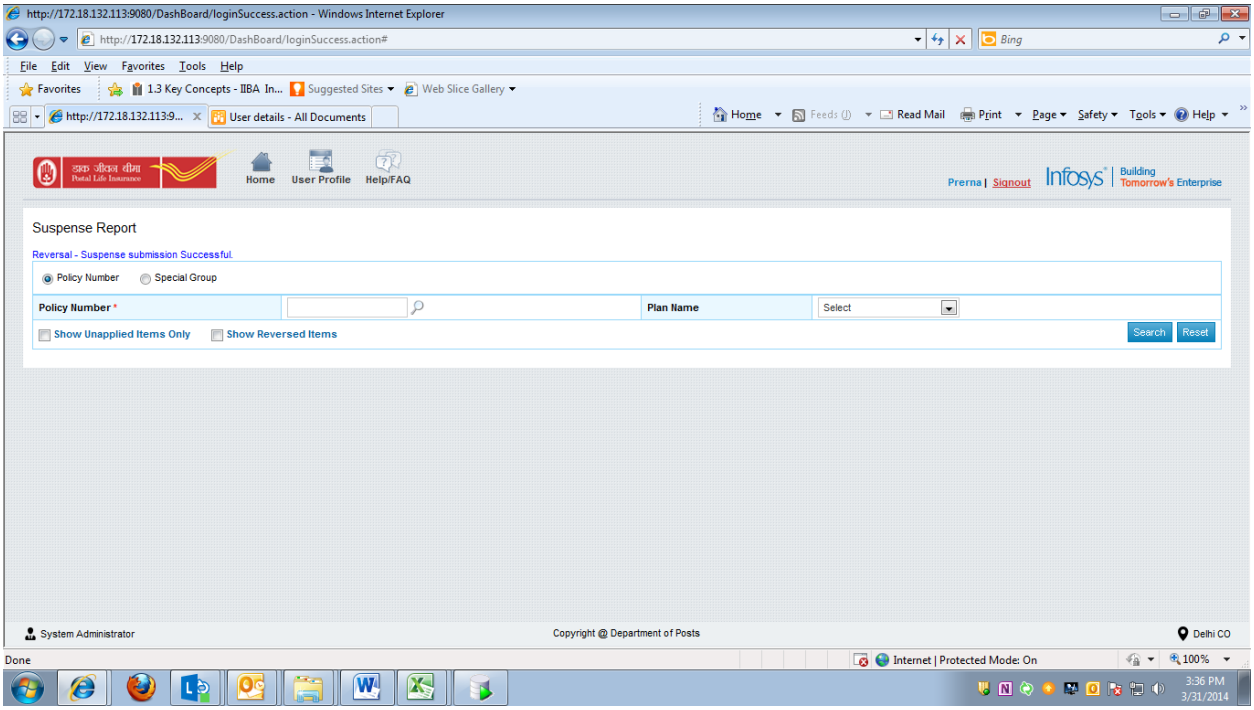


- Search the Policy number for which transfer needs to be done and select the policy. Enter the 'Policy number and 'Reason' for transfer. Click on submit



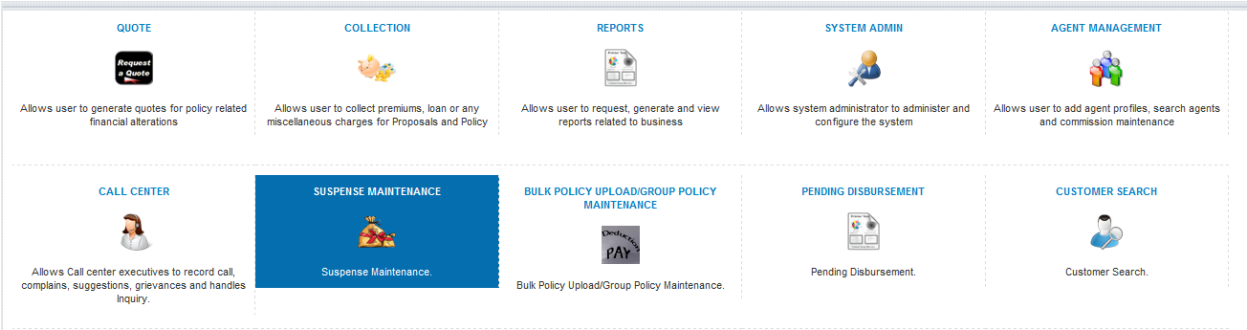


- Transaction gets successfully completed on Submit button.

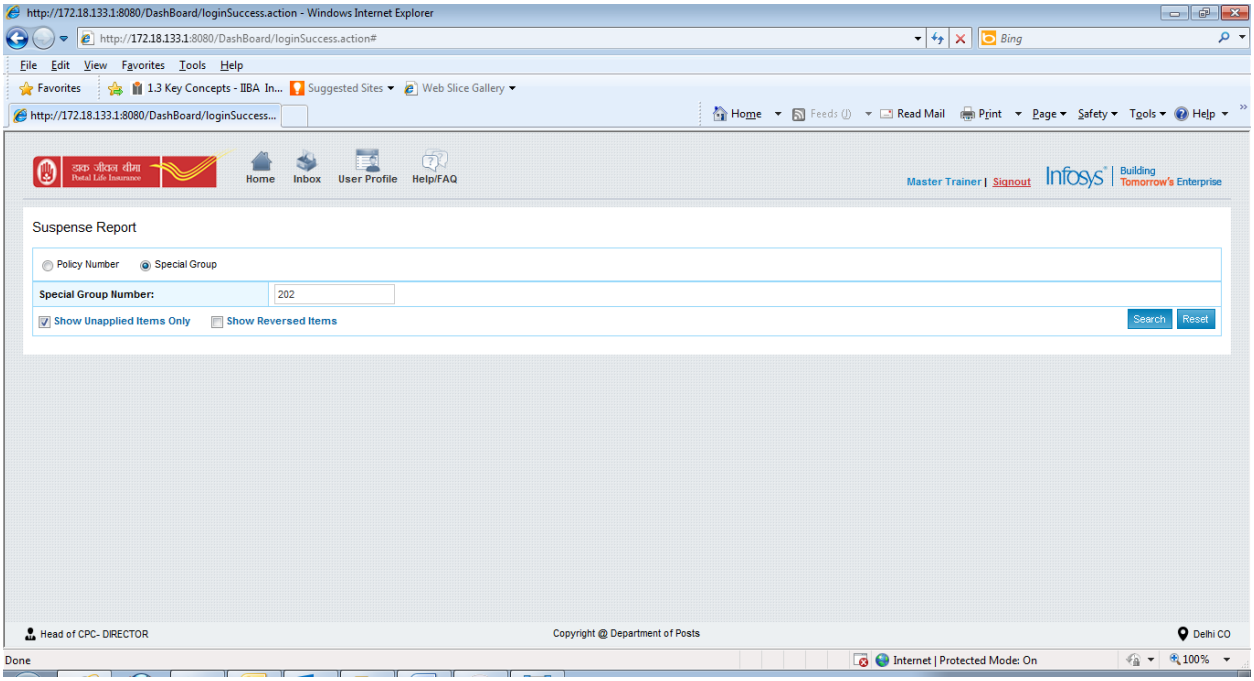


2.1.3 Transfer of premium (in suspense) from a group to a policy

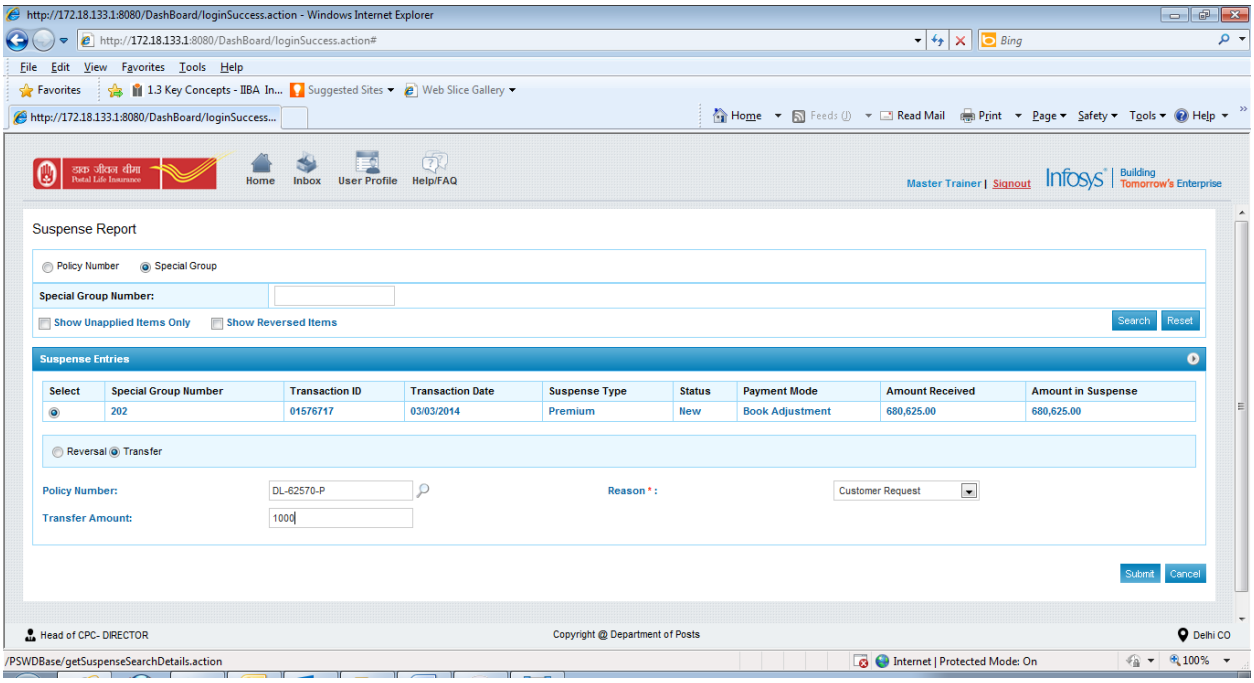
- Log in with system admin credentials and click on 'Suspense Maintenance' icon.



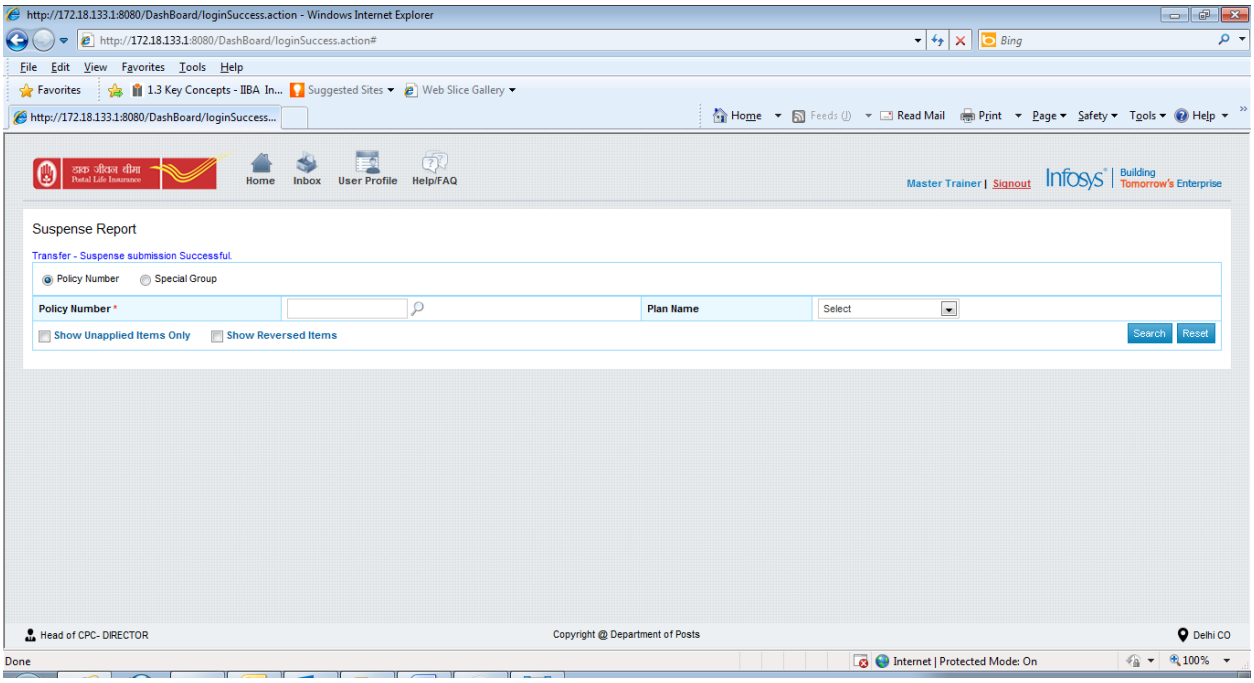
- Search the Special group number for which transfer needs to be done and select the policy.



- Enter the ‘Policy number’, transfer amount and ‘Reason’ for transfer. Click on submit



- Transaction gets successfully completed on Submit button.



.

3. INCIDENT HISTORY

Incident against which the document is shared (FDMS ticket no/ MeOps ticket no/Email attachment)	Brief description of the Incident	Document Shared date	Comments on the documented procedure from PLI users.

4. CHANGE HISTORY

Version	Date	Change Description
0.1	22/04/2014	Draft for review