

Business Process Document

Document 1	Title: Suspense Maintenance Document	
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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:

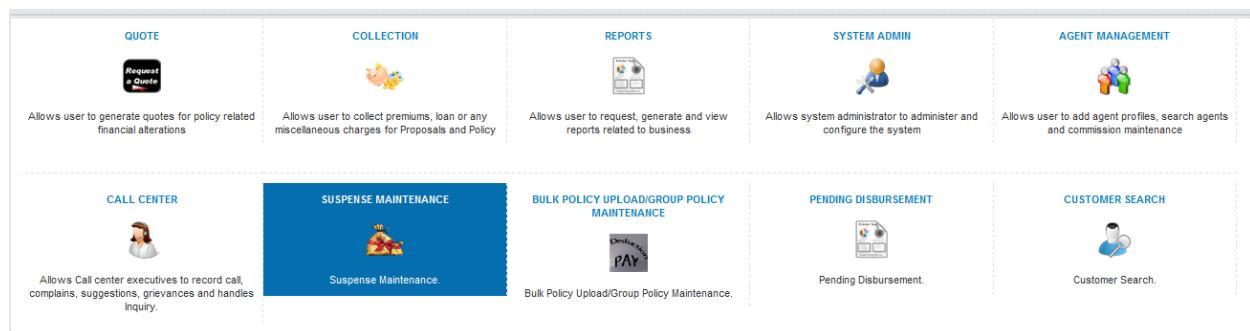
All the users having access to Suspense Maintenance Icon.

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

Suspense Report

<input checked="" type="radio"/> Policy Number <input type="radio"/> Special Group	
Policy Number <input type="text"/> 	Plan Name <input type="text"/> Select 
<input type="checkbox"/> Show Unapplied Items Only <input type="checkbox"/> Show Reversed Items	<input type="button" value="Search"/> <input type="button" value="Reset"/>

Suspense Report

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<table border="1"> <thead> <tr> <th colspan="9">Suspense Entries</th> </tr> <tr> <th>Select</th> <th>Policy Number</th> <th>Transaction ID</th> <th>Transaction Date</th> <th>Suspense Type</th> <th>Status</th> <th>Payment Mode</th> <th>Amount Received</th> <th>Amount in Suspense</th> </tr> </thead> <tbody> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2605</td><td>01/03/2014</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2604</td><td>01/02/2014</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2603</td><td>01/01/2014</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2602</td><td>01/12/2013</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2601</td><td>01/11/2013</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2600</td><td>01/10/2013</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2599</td><td>01/09/2013</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2598</td><td>01/08/2013</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2597</td><td>01/07/2013</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2596</td><td>01/06/2013</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> <tr><td><input type="radio"/></td><td>DL-151-C</td><td>2595</td><td>01/05/2013</td><td>Premium</td><td>Applied</td><td>Cash</td><td>59.00</td><td>0.00</td></tr> </tbody> </table>		Suspense Entries									Select	Policy Number	Transaction ID	Transaction Date	Suspense Type	Status	Payment Mode	Amount Received	Amount in Suspense	<input type="radio"/>	DL-151-C	2605	01/03/2014	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2604	01/02/2014	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2603	01/01/2014	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2602	01/12/2013	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2601	01/11/2013	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2600	01/10/2013	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2599	01/09/2013	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2598	01/08/2013	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2597	01/07/2013	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2596	01/06/2013	Premium	Applied	Cash	59.00	0.00	<input type="radio"/>	DL-151-C	2595	01/05/2013	Premium	Applied	Cash	59.00	0.00
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<input checked="" type="radio"/> Reversal <input type="radio"/> Transfer	Effective Date: <input type="text"/> 	Reason: <input type="text"/>	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>																																																																																																																			

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

Suspense Report

Reversal - Suspense submission Successful.

<input checked="" type="radio"/> Policy Number <input type="radio"/> Special Group	
Policy Number * <input type="text"/> 	Plan Name <input type="text"/> Select 
<input type="checkbox"/> Show Unapplied Items Only <input type="checkbox"/> Show Reversed Items	<input type="button" value="Search"/> <input type="button" value="Reset"/>

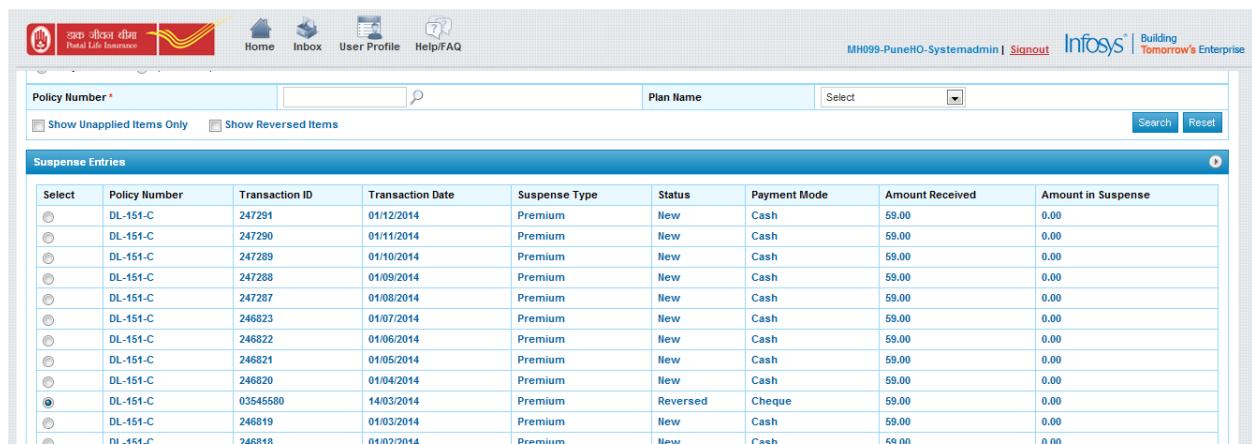
- Post reversal the status of the entry will be reversed and changes to “Pending” and amount in suspense will reflect a negative amount.



A screenshot of the India Post Postal Life Insurance system interface. At the top, there's a header with the India Post logo, a 'Postal Life Insurance' link, and navigation links for Home, Inbox, User Profile, and Help/FAQ. On the right, it shows the user 'MH099-PuneHO-Systemadmin' is signed in, with a 'Signout' link and the Infosys logo. The main area is a table titled 'Suspense Entries' showing a list of transactions:

	Policy Number	Transaction ID	Transaction Date	Suspense Type	Status	Payment Mode	Amount Received	Amount in Suspense
(radio)	DL-151-C	247291	01/12/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	247290	01/11/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	247289	01/10/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	247288	01/09/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	247287	01/08/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246823	01/07/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246822	01/06/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246821	01/05/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246820	01/04/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	03545580	14/03/2014	Premium	Pending	Cheque	59.00	-59.00
(radio)	DL-151-C	246819	01/03/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246818	01/02/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246817	01/01/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246816	01/12/2013	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246815	01/11/2013	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246814	01/10/2013	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246813	01/09/2013	Premium	New	Cash	59.00	0.00
(radio)	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.



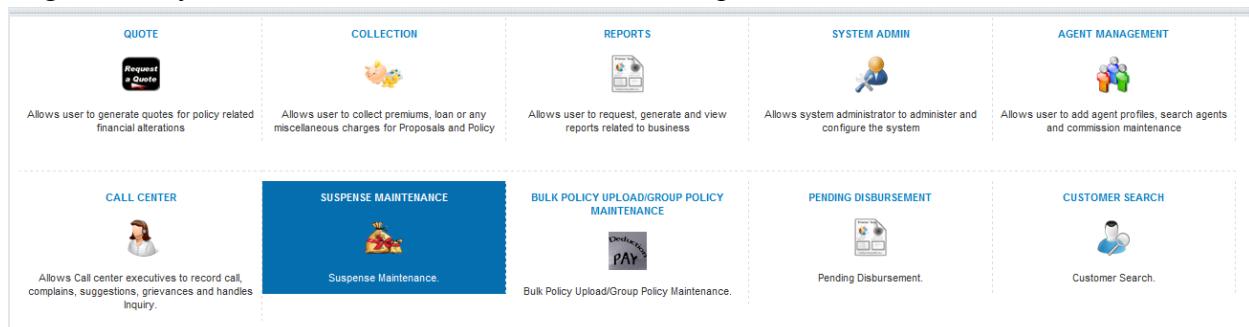
A screenshot of the India Post Postal Life Insurance system interface. At the top, there's a header with the India Post logo, a search bar, and navigation links for Home, Inbox, User Profile, and Help/FAQ. On the right, it shows the user 'MH099-PuneHO-Systemadmin' is signed in, with a 'Signout' link and the Infosys logo. The main area has a search form with fields for 'Policy Number', 'Plan Name', and a dropdown for 'Select'. Below it is a table titled 'Suspense Entries' showing a list of transactions:

Select	Policy Number	Transaction ID	Transaction Date	Suspense Type	Status	Payment Mode	Amount Received	Amount in Suspense
(radio)	DL-151-C	247291	01/12/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	247290	01/11/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	247289	01/10/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	247288	01/09/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	247287	01/08/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246823	01/07/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246822	01/06/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246821	01/05/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246820	01/04/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	03545580	14/03/2014	Premium	Reversed	Cheque	59.00	0.00
(radio)	DL-151-C	246819	01/03/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246818	01/02/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246817	01/01/2014	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246816	01/12/2013	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246815	01/11/2013	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246814	01/10/2013	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246813	01/09/2013	Premium	New	Cash	59.00	0.00
(radio)	DL-151-C	246812	01/08/2013	Premium	New	Cash	59.00	0.00

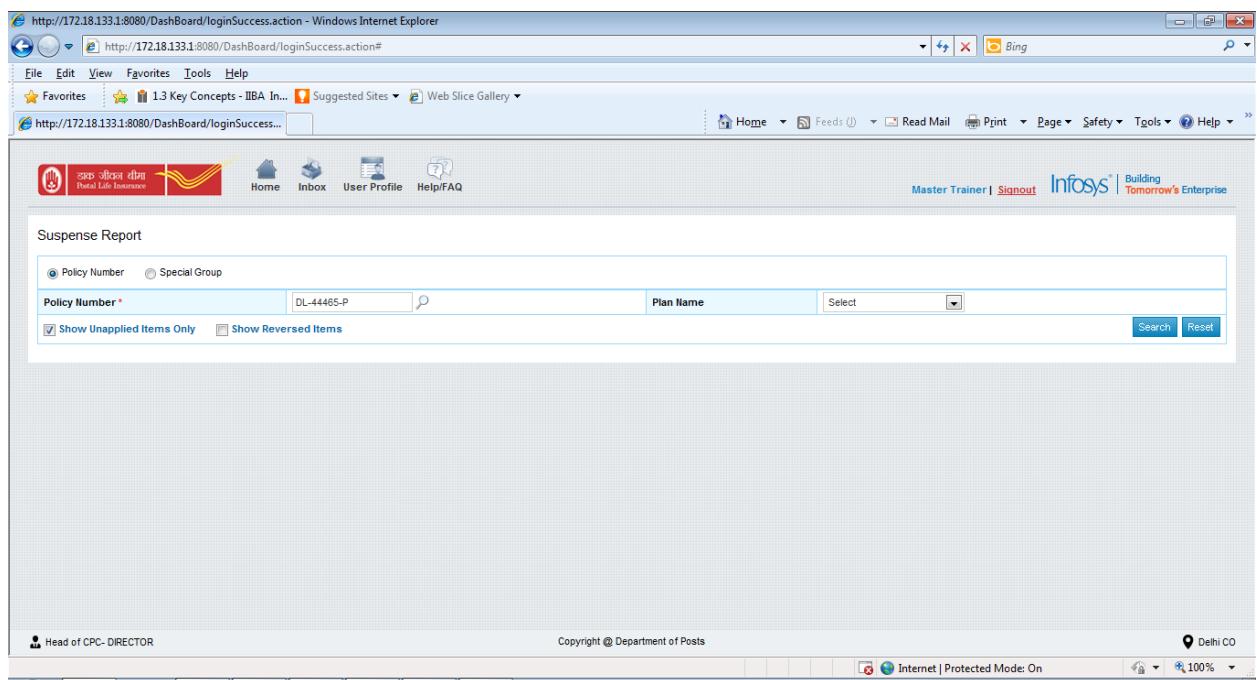
** would be conducted in same manner for special groups as well.

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



The screenshot displays a web-based application titled 'Suspense Report'. At the top, there are search fields for 'Policy Number' (containing 'DL-44465-P') and 'Plan Name', with a dropdown menu for 'Select'. Below these fields are two checkboxes: 'Show Unapplied Items Only' and 'Show Reversed Items'. At the bottom of the search area, there are 'Search' and 'Reset' buttons. The page header includes the 'Post Life Insurance' logo, the 'India Post' name in English and Hindi, and the 'Infosys' logo. The footer contains copyright information for the Department of Posts and mentions 'Head of CPC- DIRECTOR' and 'Delhi CO'. The status bar at the bottom right shows 'Internet | Protected Mode: On' and a zoom level of '100%'. The URL in the address bar is 'http://172.18.133.1:8080/DashBoard/LoginSuccess.action'.

http://172.18.133.1:8080/DashBoard/loginSuccess.action - Windows Internet Explorer

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http://172.18.133.1:8080/DashBoard/loginSuccess...

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Suspense Entries

Select	Policy Number	Transaction ID	Transaction Date	Suspense Type	Status	Payment Mode	Amount Received	Amount in Suspense
<input checked="" type="radio"/>	DL-44465-P	146188	01/02/2014	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146187	01/01/2014	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146186	01/12/2013	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146185	01/11/2013	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146184	01/10/2013	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146183	01/09/2013	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146182	01/08/2013	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146181	01/07/2013	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146180	01/06/2013	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146179	01/05/2013	Premium	New	Cash	1,350.00	1,350.00
<input type="radio"/>	DL-44465-P	146178	01/04/2013	Premium	New	Cash	1,350.00	1,350.00

Reversal Transfer

Policy Number: KT-114995-CC Reason *: Customer Request

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Submit Cancel Internet | Protected Mode: On 100% Delhi CO

- Transaction gets successfully completed on Submit button.

http://172.18.132.113:9080/DashBoard/loginSuccess.action - Windows Internet Explorer

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http://172.18.132.113:9080/DashBoard/loginSuccess.action#

Home User Profile Help/FAQ Prema | Signout Infosys Building Tomorrow's Enterprise

Suspense Report

Reversal - Suspense submission Successful.

Policy Number Special Group

Policy Number * Plan Name

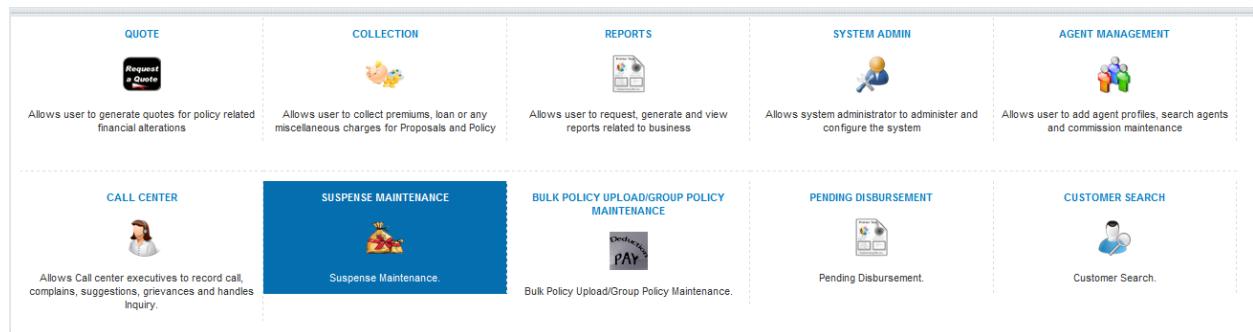
Show Unapplied Items Only Show Reversed Items

System Administrator Copyright © Department of Posts

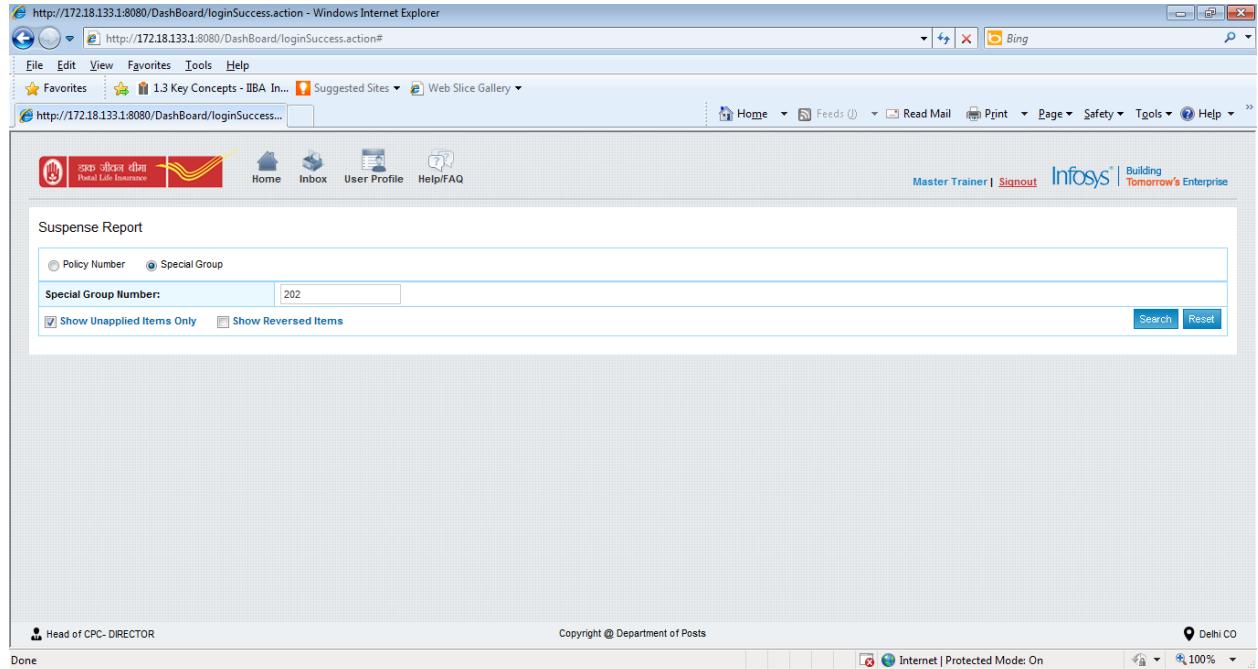
Done Internet | Protected Mode: On 100% 3:36 PM 3/31/2014 Delhi CO

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.



Suspense Report

(Policy Number Special Group)

Special Group Number:

Show Unapplied Items Only Show Reversed Items

Search Reset

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

http://172.18.133.1:8080/DashBoard/loginSuccess.action - Windows Internet Explorer

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Suspense Report

(Policy Number Special Group)

Special Group Number:

Show Unapplied Items Only Show Reversed Items

Search Reset

Suspense Entries

Select	Special Group Number	Transaction ID	Transaction Date	Suspense Type	Status	Payment Mode	Amount Received	Amount in Suspense
<input checked="" type="radio"/>	202	01576717	03/03/2014	Premium	New	Book Adjustment	680,625.00	680,625.00

Reversal Transfer

Policy Number: DL-62570-P Reason*: Customer Request

Transfer Amount: 1000

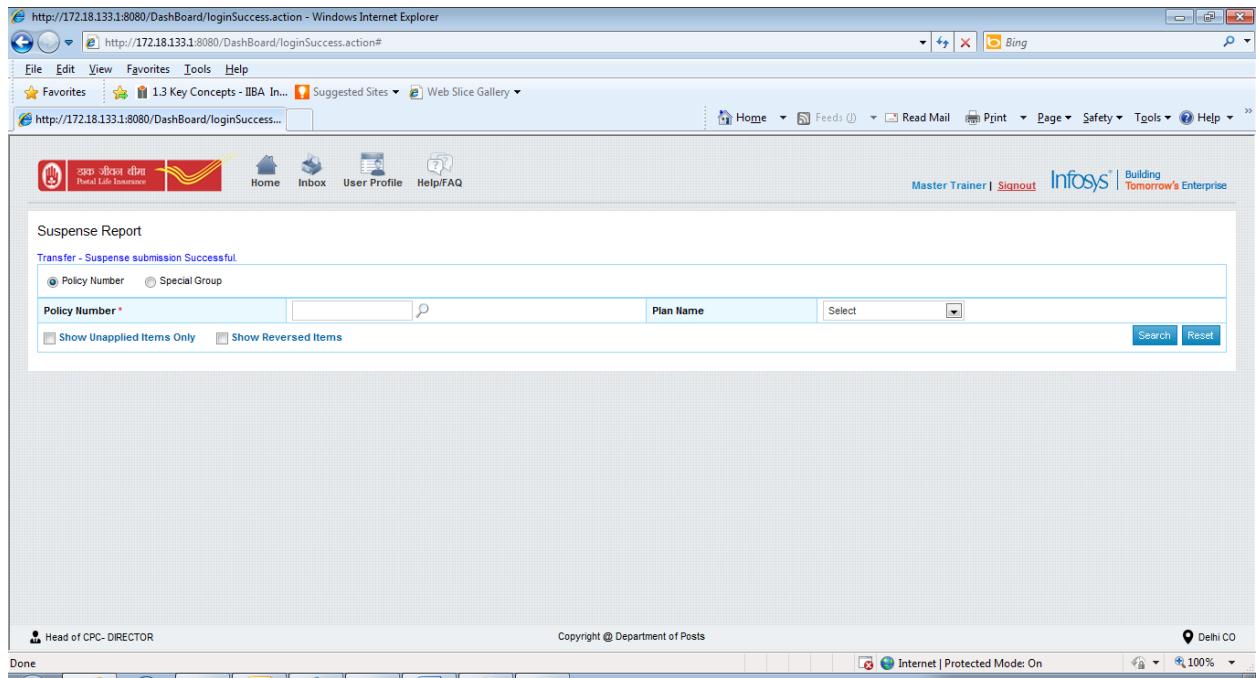
Submit Cancel

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/PSWDBase/getSuspenseSearchDetails.action

Internet | Protected Mode: On

- Transaction gets successfully completed on Submit button.



The screenshot shows a Windows Internet Explorer window displaying a web application for the India Post Postal Life Insurance (PLI) system. The URL is <http://172.18.133.1:8080/DashBoard/loginSuccess.action>. The page title is "Suspense Report". A message box displays "Transfer - Suspense submission Successful." Below this, there are two radio buttons: "Policy Number" (selected) and "Special Group". A search bar for "Policy Number" contains a placeholder "P". To the right of the search bar are fields for "Plan Name" and "Select". At the bottom of the search area are two checkboxes: "Show Unapplied Items Only" and "Show Reversed Items", followed by "Search" and "Reset" buttons. The top navigation bar includes links for Home, Inbox, User Profile, Help/FAQ, and a signout link. The bottom of the page shows copyright information: "Copyright © Department of Posts" and "Head of CPC-DIRECTOR". On the far right, it says "Delhi CO". The status bar at the bottom indicates "Internet | Protected Mode: On" and shows the zoom level as "100%".

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

