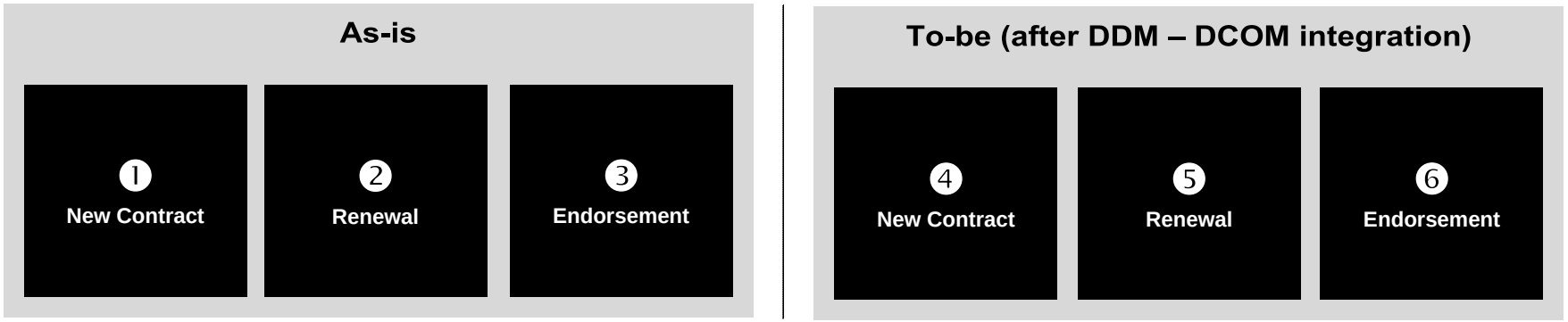
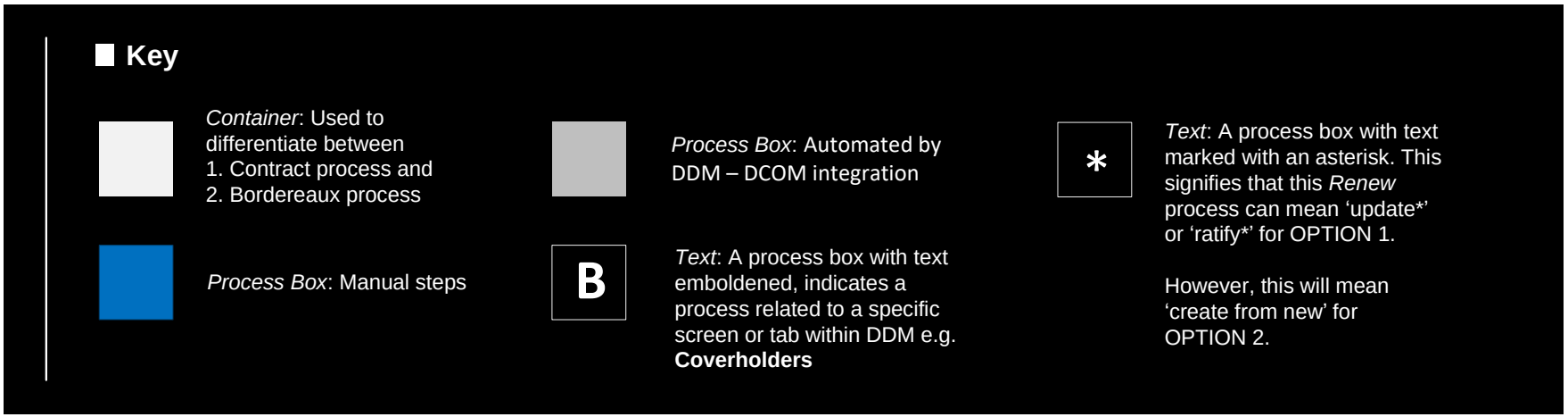
DDM/DCOM CTi Integration (As-is/To-be) Process Maps

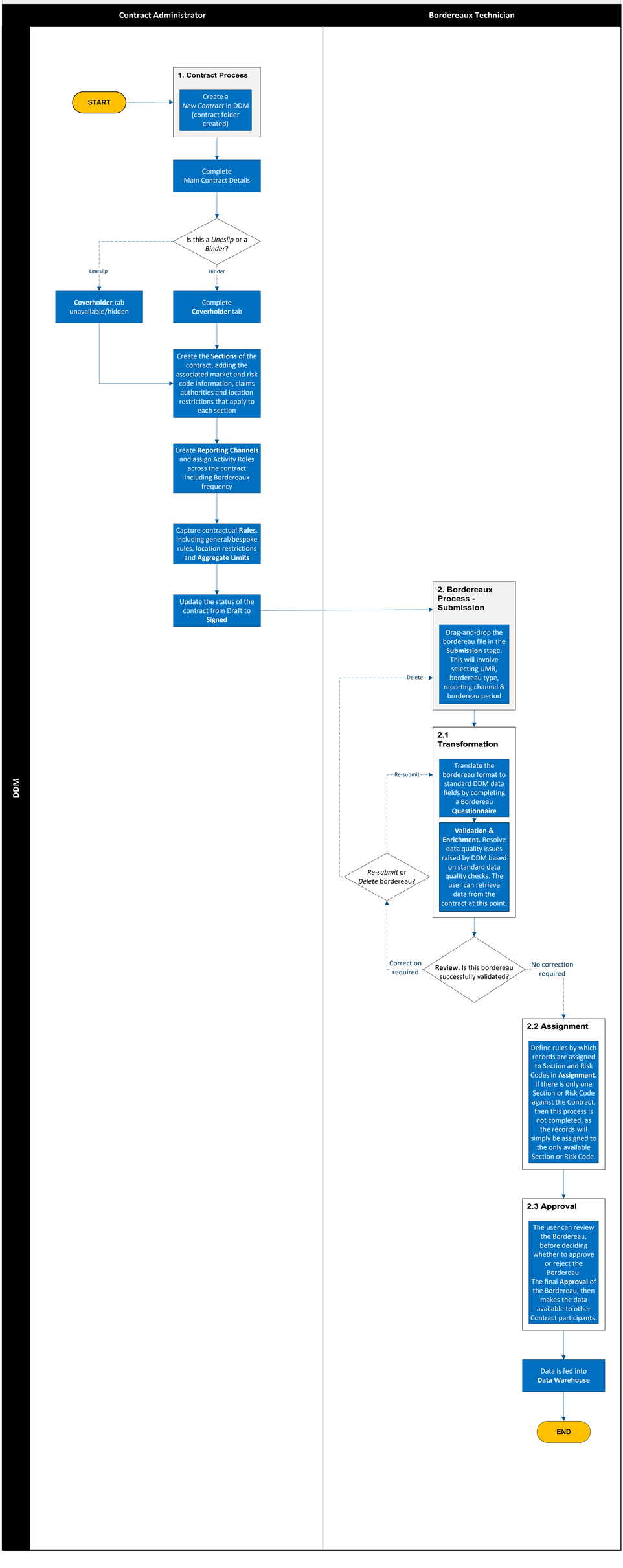
Contents Page

The process maps within this document aim to illustrate the current contract and bordereaux data submission processes within DDM (as-is), and to show the high-level to-be processes after the DDM - DCOM integration goes live.





New Contract (As-is)



Contract – Renewal (As-is)

DDM

Contract Administrator

START

1. Contract Process

OPTION 1
Main Contract Details.
Create Renewal Contract in Contract Folder. Selecting this option will create a copy of the Contract, which incepts the day following the expiry of the existing Contract (permitted it has a *signed* status)

OPTION 2
Main Contract Details.
Create Blank Contract in Contract Folder
This option can be selected from within any of the contracts that are in the existing contract folder that have a *Draft* or *Signed* status. Selecting this option will launch the *Edit Contract Details.*

The renewal contract will now be presented on screen. Most details from the previous contract will be copied across into the renewal contract. The renewal contract will inherit a status of *Draft*

Complete
Main Contract Details

Populate *UMR* as the Unique Reference in the **Main Contract Details** tab is not copied and will be blank. In addition, *Signed Line* in the Insurer tab is not copied (the Written and Estimated Signed Lines are copied)

Changes to *contract*?

Yes

Update* **Contract / Sections.** Sections are to be selected based on their linkage to the previous Contract Sections

No

Ratify* **Reporting Channels** and Activity Roles across the contract.

Ratify* **Rules & Aggregate Limits**

No

Update the status of the contract from *Draft* to *Signed*

Bordereaux Technician

2. Bordereaux Process

Please refer to '2. Bordereaux Process' in New Contract

END

Endorsement (As-is)

Contract Administrator | **Bordereaux Technician**

DDM

START

1. Contract Process

Edit the **Main Contract Details** screen

Is this a *Contractual change*?

No

Updates made to a contract that *do not* trigger the endorsement process will still be recorded in the **Versions** screen. This includes: *Rules*, *Reporting Channels* or *Aggregate Limits*

Are there *one* or *many* changes?

One

Many

Yes

A *Contractual change*, such as editing *Section Details*, *Inception Date* etc. this is recorded as a change in the **Versions** screen as a *Change Type of Contract.* Each time the status of a contract is updated (or if endorsements are made to a *Signed* contract), a *new version* of that contract is created.

No

Is this an *admin* error?

Yes

User needs to populate:
- Effective Date of the Endorsement
- Notes and upload files (if applicable)

Changes will appear as a *Change Type of Setting* but these will not generate a new version number for the contract.

The contract will now inherit a status of *Draft Endorsement.*

Contract remains *Signed*

Is this a Cancellation?

Cancellation

Clicking the *Signed* status button on the contract screen will launch the *Cancel Contract* dialogue box

No

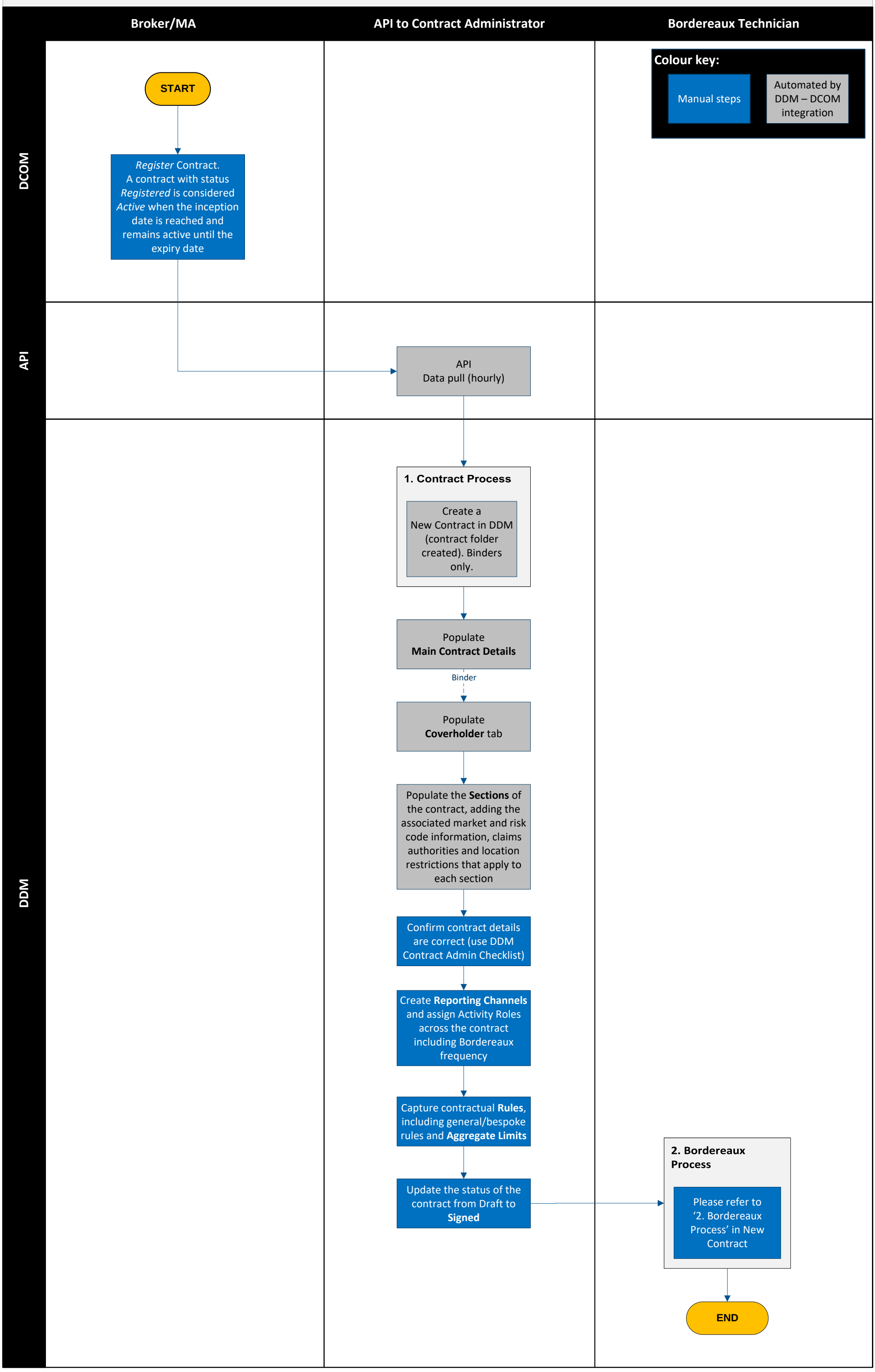
<u>Contractual amendments can vary, this will include:</u>
- *Adding* or *updating* section(s) or adding or removing participant(s) and change the role
- *Coverholder*(s), in the **Coverholders** tab at Contract level
- *Insurer*, in the **Markets** tab at Section level
- *Claims Authority* (TPA), in the Claims Authority tab at **Section** level

Change DDM Status from *Draft Endorsement* back to *Signed*

2. Bordereaux Process

Please refer to '2. Bordereaux Process' in New Contract

New Contract (After DDM – DCOM integration)



Renewal (After DDM – DCOM integration)

Broker/MA | **API to Contract Administrator** | **Bordereaux Technician**

DCOM

Colour key:
- Manual steps
- Automated by DDM – DCOM integration

START

Register Contract Renewal. A contract with status *Registered* is considered *Active* when the inception date is reached and remains active until the expiry date

API

API
Data pull (hourly)

DDM

1. Contract Process

Identify *Contract folder* for renewal

Create Contract Renewal under the existing folder - this follows the same process for New Contract and will be automatically populated

Confirm renewal contract details are correct (use DDM Contract Admin Checklist)

Extend existing or create new **Reporting Channels** and Activity Roles across the contracts

Copy / amend Bespoke Rules & Aggregates

Update the status of the contract from *Draft* to *Signed*

2. Bordereaux Process

Please refer to '2. Bordereaux Process' in New Contract

END

Endorsement (After DDM – DCOM integration – NO CHANGE)

Broker/MA | **API to Contract Administrator** | **Bordereaux Technician**

DCOM

START

Register Contract Endorsement

API

N.B. There is no API data pull for endorsements – endorsements must be processed manually by the DDM Contract Administrator.

DDM

1. Contract Process

Edit the **Main Contract Details** screen

Is this a *Contractual change*?

No

Updates made to a contract that *do not* trigger the endorsement process will still be recorded in the **Versions** screen. This includes: *Rules*, *Reporting Channels* or *Aggregate Limits*

Are there *one* or *many* changes?

One

Many

Yes

Is this an *admin* error?

No

A *Contractual change*, such as editing *Section Details*, *Inception Date* etc. this is recorded as a change in the **Versions** screen as a *Change Type of Contract*. Each time the status of a contract is updated (or if endorsements are made to a *Signed* contract), a *new version* of that contract is created.

Yes

User needs to populate:
- Effective Date of the Endorsement?
- Notes and upload files (if applicable)

Changes will appear as a *Change Type of Setting* but these will not generate a new version number for the contract.

The contract will now inherit a status of *Draft Endorsement*.

Contract remains *Signed*

Is this a Cancellation?

Cancellation

Clicking the *Signed* status button on the contract screen will launch the *Cancel Contract* dialogue box

No

Contractual amendments can vary, this will include:
- *Adding* or *updating* section(s) or adding or removing participant(s) and change the role
- *Coverholder*(s), in the **Coverholders** tab at Contract level
- *Insurer*, in the **Markets** tab at Section level
- *Claims Authority* (TPA), in the Claims Authority tab at **Section** level

Change DDM Status from *Draft Endorsement* back to *Signed*

2. Bordereaux Process

Please refer to '2. Bordereaux Process' in New Contract

Main Contract Details (As-is manual process)

Once the contract folder has been created, the user will need to complete the **Main Contract Details.**
These fields include:

- **Unique Reference (UMR):** Enter the unique market reference number for the contract.
- **Contract Currency:** Select a currency from the drop-down list provided. A primary currency is required for each contract in DDM, but a currency can also be selected for each *section* in the contract.
- **Contract Settlement Currency:** Select a currency from the drop-down list provided.
- **Company Reference:** Enter your internal company reference number. This will only be visible to individuals associated to your company division.
- **Contract Order:** This is the percentage of risks written that are allocated to the contract. If this varies by risk, this can be adjusted accordingly through the *Risk Order %* field on the questionnaire being used to process the bordereau. Financial fields will be adjusted by the *Risk Order %* where financials presented in the bordereau are 100% of the *Contract Order* captured on the contract.
- **Contract Status:** This will default to *Draft* in the first instance, but will need to be updated to *Signed* before bordereaux can submitted and processed against the contract.
- **Broker:** Select the broker that is responsible for the contract - use the drop-down list provided to perform a search for a broker. A Broker Contact can also be selected where applicable.
- **Inception Date:** Select the inception date of the contract using the date calendar provided.
- **Expiry Date:** Select the expiry date of the contract.
- **Regulatory Client Classification:** Select a classification from the drop-down list provided – *Commercial Customer*, *Consumer*, *Consumer Exempt*, *Group Risks*, *Large Risk*, *Reinsurance*.
- **Line of Business:** Select the primary line of business of the contract from the official list of Lloyd’s lines of business available.

DDM Contract Admin Checklist (after integration)

Once the contract has been automatically created in DDM, the Contract Admin should perform the following checks before moving the contract from “Draft” status to “Signed” status:

1. Check all Coverholders are on the contract (if all Coverholders on the contract in DCOM are not from the same organisation, they will not be added in DDM).
2. For each section, if Brokerage was provided as an amount rather than a percentage in DCOM, then set up Brokerage percentage.
3. Add Additional Deductions (default value is 0).
4. Check Class of Business on each section is correct (the first Generic Class of Business is taken from each section in DCOM).
5. Multi-section / multi-currency binder - update section currency where it is different to contract currency.
6. Confirm Maximum Limit of Liability is correct.
7. Add Settlement Due Days.
8. If an insurer is present on a section more than once, either set up the Consortium in DDM, or add the market share together. If the Consortium is not already available in the DDM reference data, it will be need to be added via DDM Service Now request.
9. If "Other" was selected for a Non-Lloyd's insurer (NLI) in DCOM, the NLI will need to be added via DDM Service Now request and then added manually to the contract.
10. Check Claims Authority is correct and set up currency and limit for DCAs.
11. Check Section General Rules fields and add Days Policy Issued Post Inception.
12. Confirm Section Order is correct for each section (as this value is provided once at contract level in DCOM and may vary per section).
13. Add / extend Reporting Channels.
14. Create / extend / amend Bespoke Rules and Aggregate Limits.