Customer testing
## Description of services

February 2024

Velonetic

Three customer testing models: coordinated and enhanced testing available to all customers

Vanguard

Early connectivity, functionality, and end-to end business scenario testing with a representative group of broker and carrier customers to test new digital processing services (DPS)*.

More information about Vanguard, including scope of testing and reports is available on our Testing webpage.
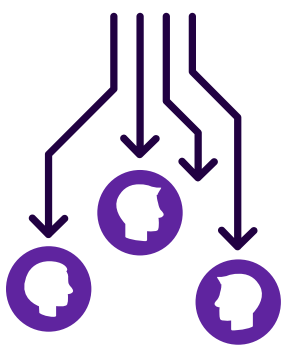
Coordinated

Enables market participants to test Velonetic and LIMOSS defined E2E processes through scenarios that provide agreed scope coverage to support market firms to accept and be ready for DPS by 1 July 2024.

To be agreed by LIMOSS, Velonetic and Market Associations
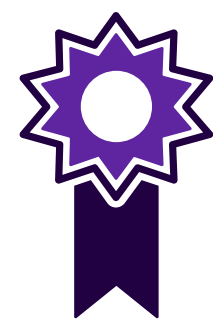
Enhanced

- Testing of scenarios tailored to customer requirements.
- Supported by Velonetic.
- Supplements coordinated testing.
- Self-service is available for selected scenarios

Available to all customers

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Enhanced customer testing service
Supporting customer readiness for DPS

Testing Essentials

The following are provided for all Customer Testing services

Onboarding support
- Technical configuration and connectivity testing
- Organisation and admin user setup

Environments and support
- Access to a dedicated test environment
- Dedicated environment support
- Environment preparation and smoke testing
- Defect management process

Documentation
- Catalogue of customer testing scenarios
- Release documentation

Enhanced Service

Enhanced testing service allows customers to assure themselves that they are ready to use the DPS in their organisation

Test planning and preparation support
- Customer test planning support
- Test data preparation support

Test execution support
- Development of test scripts to customer requirements
- Test execution for Velonetic back-office actions
- Test execution for Broker/Carrier actions
- Ongoing test execution and defect status reporting
- Test exit reports (Velonetic actions only)

Self Service

- Customers can test their connectivity to the DPS on a self-service basis
- This is available for selected scenarios

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Register your interest by 29 February

Why should I test my systems against the new DPS?

- Customers typically test their systems against Velonetic B2B messaging channels to provide assurance within their own organisation
- Individual customers can register their interest to participate in testing their systems against the new DPS
- Velonetic will validate the DPS by Vanguard testing, coordinated customer testing, and a robust QAA and governance process ahead of cutover on 1 July 2024

What do I need to do to register my interest in the enhanced customer testing service?

- Please register your interest by Thursday 29 February latest by contacting your:
  - Velonetic Customer Relationship Manager to register your interest in the customer testing services: email ServiceTeamCore@dxc.com
  - Blueprint Two Engagement Partner – click here for information and details
- Further information about the coordinated testing service will follow in February

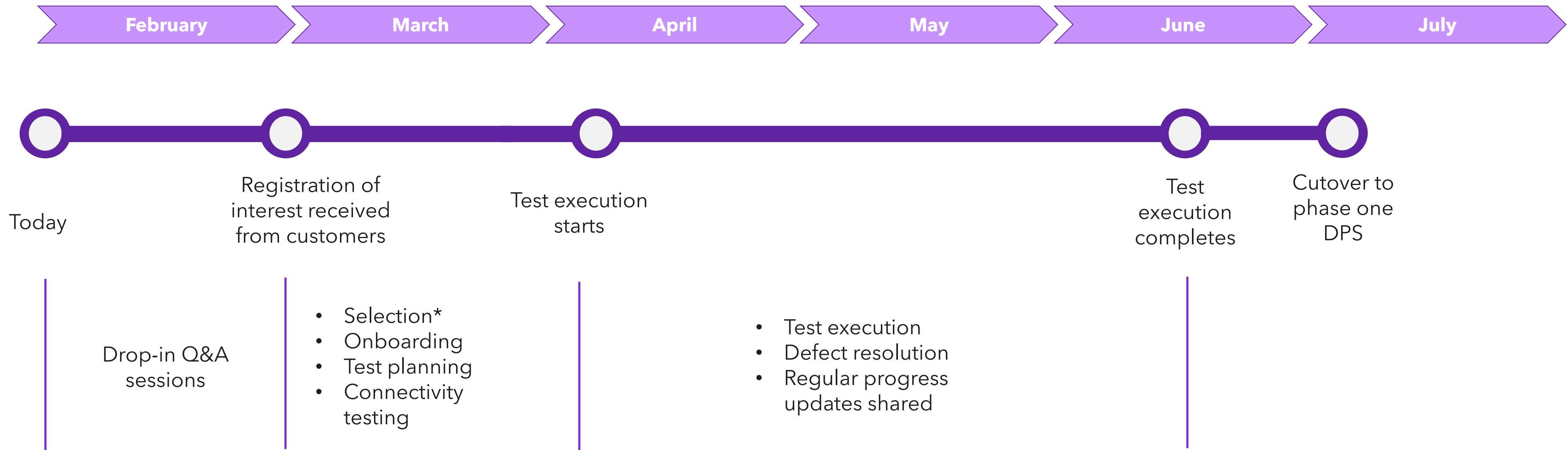## What will the customer testing services cost?

- Enhanced testing service pricing is show below. Indicative pricing
  - Small customer £15K-£30K (25 transactions over 1 cycle)
  - Large customer £30K-£60K (100 transactions over 3 cycles)
- Self-service testing requires onboarding only.

See the appendix for a list of business scenarios available for the enhanced and self-service testing services.

Item	Description	Price
Onboarding fee	A one-off fee for onboarding, and connecting to the test environment	£2,500
Cost per test cycle	Charged for each test cycle that the customer wants to participate in	£5,000 - £10,000
Cost per test transaction	Charged for each Test Transaction that is executed by Velonetic to complete the testing	£150 - £300

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Timeline for enhanced customer testing service
From today to the cutover to phase one digital services on 1 July 2024

February	March	April	May	June	July

Today

Registration of interest received from customers

Test execution starts

Test execution completes

Cutover to phase one DPS

Drop-in Q&A sessions

- Selection*
- Onboarding
- Test planning
- Connectivity testing

- Test execution
- Defect resolution
- Regular progress updates shared

* Customers will be selected on the nature, scale, and complexity of their business to ensure the relevant support is available, and that all necessary arrangements (including any agreements to access test environments and materials) are in place

To note: The timeline for coordinated customer testing will be shared by LIMOSS subject to agreement with Velonetic and Market Associations.

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Further information and support

Get in touch with your:
Velonetic Customer Relationship Manager (CRM)
Blueprint Two Engagement Partner (EP)

Email our CRM team
Contact the EPs

Visit our dedicated webpage on testing for information about the three testing models and our approach to quality assessment, assurance (QAA), and governance

Testing webpage

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Appendix: Menu of business scenarios for each customer testing service

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Velonetic will provide support for the execution of core scenarios for premiums and claims across bureaus

Premium scenarios

Ref No.	Bureau	Submission Type
P01	◆	First Submission - Original Premium
P02	◆	Additional Premium Endorsement
P03	◆	Return Premium
P04	◆	Original Premium with Multiple LPAN
P05	◆	Original Premium with Query & Edit
P06	◆	Original Premium Resubmission
P07	◆	Withdrawal & Replacement Submission - Original Premium
P08	◆	Original Premium with deferred instalments as delinked
P09	◆	For Declaration Only (FDO)
P10	◆	Return Premium Correction
P11	◆	Original Premium with Deferred instalments
P12	◆	Original Premium, Multiple instalments

General claim scenarios

Ref No.	Bureau	Submission Type
GC01	◆	First Advice
GC02	◆	Subsequent Advice
GC03	◆	Subsequent Advice with Settlement; Settled Centrally (STFO)
GC04	◆	First Advice; Single Currency
GC05	◆	Subsequent Advice; Single Currency
GC06	◆	Subsequent Advice with Settlement; Single Currency; Settled Outside
GC07	◆	First Advice; Multi Currency
GC08	◆	Subsequent Advice; Multi Currency
GC09	◆	Subsequent Advice with Settlement; ; Multi Currency; Settled Outside
GC10	◆	First Advice with Settlement; Settled Outside
GC11	◆	First Advice with Settlement; Settled Outside
GC12	◆	First Advice with Settlement; Direct Settlement (Vitesse)
GC13	◆	First Advice; Carrier Queries the Claim; Claim is Denied
GC14	◆	First Advice with subsequent Reversal
GC15	◆	First Advice with subsequent Cancellation and Replacement [1]
GC16	◆	First Advice; Binding Authority/Block Claim [1]
GC17	◆	First Advice; Single Claims Agreement Parties [1]
GC18	◆	First Advice with Settlement Facultative Policy Type ;Settled Centrally [1]
GC19	◆	First Advice; Treaty Policy Type [1]
GC20	◆	First Advice; Proportional Treaty Policy Type (Cash Loss) [1]

Carrier claim scenarios

Ref No.	Bureau	Submission Type
CC01	◆	First Advice
CC02	◆	Subsequent Advice
CC03	◆	Settlement
CC04	◆	Refund
CC05	◆	Closure
CC06	◆	First Advice + Settlement
CC07	◆	First Advice
CC08	◆	First Advice
CC09	◆	First Advice
CC10	◆	First Advice & Subsequent Advice

1. Scope does not include Writeback

Bureau

◆ Lloyd's, ILU, LIRMA	◆ Lloyd's singleton	◆ ILU singleton	◆ LIRMA singleton
◆ Lloyd's multi-carrier	◆ Lloyd's only	◇ LIRMA only	

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Velonetic will also provide support for the execution of extended scenarios

Extended Premium scenarios

Ref No.	Bureau	Submission Type
EP01	◆	Original Premium with EEA Section
EP02	◆	Premium BDX submission (premiums bulked together via a bordereaux)
EP03	◆	Original Premium - RoE
EP04	◆	Additional Premium instalments as delinked

Extended Claims scenarios

Ref No.	Bureau	Submission Type
EC01	◆	First Advice Carrier indicates SCM (No Velonetic Interaction required)
EC02	◆	First Advice; Lloyd's Catastrophe Codes
EC03	◆	First Advice ; FIL Codes
EC04	◆	First Advice ; Organisational Conflict of Interest
EC05	◆	First Advice with Settlement Loss Fund Policy Type Settled by any preferred payment means
EC06	◆	First Advice ; Salvage and Recovery
EC07	◆	First Advice with Settlement; Auto RI Settled Centrally
EC08	◆	First Advice Auto RI and Settlement Reversal Settled Centrally (STFO with Currency Conversion Service)
EC09	◆	First Advice Carrier initiates a Manual Claim
EC10	◆	First Advice Lead triages Claim as CTP Complex 2nd AP not appointed Velonetic defer to 2nd AP
EC11	◆	First Advice Lead triages Claim as CTP Complex 2nd AP appointed

Ref No.	Bureau	Submission Type
EC12	◆	First Advice with Settlement Velonetic appointed as Delegated Lead; Settled Centrally
EC13	◆	Subsequent Advice with Settlement Velonetic appointed as Delegated Lead; Settled Centrally
EC14	◆	First Advice with Settlement Claim on an Unsigned Risk Settled Centrally
EC15	◆	First Advice; Bloodstock /Livestock Variant
EC16	◆	First Advice; Aviation FNOL Variant
EC17	◆	First Advice; Scheme Canada Variant
EC18	◆	First Advice; 2nd AP appointed
EC19	◆	Subsequent Advice with Settlement Lloyd's Lead Queries and appoints a 2nd AP; Settled Centrally
EC20	◆	First Advice with Settlement; Cross Market Comments; Settled Centrally
EC21	◆	First Advice Broker document exclusion (Advice)
EC22	◆	First Advice and Subsequent Advice (VCS test)
EC23	◆	First Advice; Parallel UCR Test (Advice)
EC24	◆	First Advice + Subsequent Advice *Specific Uber test - 'U' is carried forward (Advice & Subsequent Advice)*
EC25	◆	First Advice; *Specific Uber test - 'U' cannot be allocated (Advice)*

Ref No.	Bureau	Submission Type
EC26	◇	First Advice & Subsequent Advice *Notify and Respond - LIRMA No Further Response*
EC27	◇	First Advice with Settlement *Notify and Respond - LIRMA INF FIL NO responses*
EC28	◇	First Advice with Settlement *Notify and Respond - LIRMA Immediate Part Collection Indicator*
EC29	◇	First Advice with Settlement *Notify and Respond - LIRMA Trigger Automatic agreement (Advice & Subsequent Advice)*
EC30	◇	First Advice *Notify and Respond - LIRMA Multiple Response Indicator*
EC31	◇	First Advice & Subsequent Advice *Notify and Respond - Responding to TR's out of sequence*
EC32	◆	First Advice Single Currency
EC33	◆	Subsequent Advice Single Currency
EC34	◆	Subsequent Advice with Settlement Single Currency; Settled by any preferred payment means
EC35	◆	First Advice Multi-Currency
EC36	◆	Subsequent Advice Multi-Currency
EC37	◆	Subsequent Advice with Settlement Multi-Currency Settled Centrally (STFO with Currency Conversion Service)

Bureau

◆ Lloyd's, ILU, LIRMA	◆ Lloyd's singleton	◆ ILU singleton	◆ LIRMA singleton
◆ Lloyd's multi-carrier	◆ Lloyd's only	◇ LIRMA only	

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The self-service model includes selected scenarios

Premium scenarios

Ref No.	Bureau	Submission Type
SS01	◆	Premium settlement review and release

Claims scenarios

Ref No.	Bureau	Submission Type
SS02	◆	First Advice
SS03	◆	Settlement
SS04	◆	Lloyd's Outwards Reinsurance

Bureau

◆ Lloyd's, ILU, LIRMA   ◆ ILU, LIRMA   ◆ Lloyd's only

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