CWT (Claims Workflow Triggers)

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Name	
ECF2 User Group	
ECF 2 Users	

Contents

1   WHAT ARE CLAIMS WORKFLOW TRIGGERS?

As part of an integrated system of applications to process claims, ICOS offers an embedded workflow application, called the Claims Workflow Service (CWS). This application enables carriers to monitor the progress of a transaction through the entire claims process, as various actions are taken on a claim transaction.

When a carrier prefers to use their own workflow system outside of ICOS, notification is required from ICOS to these workflow systems of actions taken on a claim transaction.

Prior to ICOS, functionality for triggering action by carriers consisted of the application Awaiting Action list and/or an overnight .CSV file extract of new transactions created that day. As part of the new ICOS offering, Velonetic can, in addition to a new daily .CSV file, now provide a more detailed feed for carriers to load into their own workflow system. This alternative feed is known as Claims Workflow Triggers, or CWT.

CWT feeds are based upon events that occur within ICOS and create a data extract to any ICOS carrier who has registered for this service. Whilst these feeds are primarily designed for those carriers using their own workflow application, the same data will also be used to drive CWS within ICOS. The CWT feeds are also designed for the VCS Service

Providers (i.e. XCS (Xchanging Claims Services) and Crawford) to notify the events on their VCS claims.

The principal data requirement for workflow applications is the receipt of a record for each event or action taken relating to a claim transaction in ICOS.

The file has a standard layout and will contain the same fields regardless of the bureau of the recipient, although the data content of each field will vary. Carriers registered for CWT have the option to select the frequency of file receipt from a number of options (for more details, please refer to section 3.1.3, *Frequency of File Delivery*)

Carriers registered for CWT will receive the CWT 1.0 file version.

3   WHAT INFORMATION CAN BE RECEIVED?

3.1.1   Types of Files

There are two types of feed available for subscription:

1. **A new Daily .CSV file**: this feed type is a file in .CSV format which contains the information which was previously provided in the Lloyd's and Company Daily .CSV files, together with the additional field of bureau on each record. The fields available in this format are listed in section 4.1.3, *Output File Data Mapping* in the new CSV column.

2. **Claims Workflow Triggers file**: this feed type is also in the .CSV format, and includes additional fields to those included in the new Daily .CSV file as described in section 4.1.3, *Output File Data Mapping* in the CWT column. This file is available in a variety of frequencies, and a carrier can specify the frequency they require (for more details, please refer to section 3.1.3, *Frequency of File Delivery*).

3.1.2 Creation/Transmission of Files

The Daily .CSV file is created at the end of each day at the same time as the current production batch runs. Delivery method is via FTP. Delivery via FTP is placed in a secure location for collection; the creation mechanism for this file is the same as that of the CWT files.

Where this has not previously been done, registered organisations for the CWT service also need to register with the Xchanging Data Hub separately to receive the output files generated by the CWT system.

The data in the CWT file is the result of regular data extracts (from the ICOS system) of records created/updated when each event occurs on a claim; the file is created and distributed at a customer level. These files are created in XML format r for collection via

FTP. For details of the FTP requirements and process, please refer to section 5, *Xchanging Distribution Hub (XDH) – FTP Process*.

If more than one event has occurred since the last CWT output, all such events will be included on the same file and will be represented in different rows. If there are no events to report to an organisation, no file will be provided, i.e., no blank file will be provided.

The data fields available in the CWT and .CSV files are defined in section 4.1.3, *Output File Data Mapping*. The rest of section 4 details the possible values for carrier response, transaction status and business class to be included in the file (where applicable).

3.1.3 File Frequency

The .CSV file is produced at the end of the working day and will be available to customers each morning.

For CWT, the file is produced every hour, where transactions exist.

3.1.4 Organisations with Multiple Carriers

Where an organisation registers to receive output for more than one entity, individual output files will be created for each entity.

3.1.7 CWS Extract

Claims Workflow Services (CWS) is an integrated workflow application provided within the ICOS offering. In addition to the customer CWT and Daily .CSV files, a feed will be provided to CWS of all events for all carriers subscribing to ICOS. Organisations deciding to use CWS, rather than an external workflow system, will not require the CWT or .CSV feed, as the data required for workflow is automatically fed into CWS.

The CWS feed will be created in XML and passed to CWS immediately. This means the time lag between action in ICOS and update in CWS will be no more than the 15 minute delay in extracting the CWT data from the mainframe, where 15 minutes is the minimum frequency at which the CWT file for CWS is produced.

3.2 Trigger Actions on ICOS and Notifications

The following table lists the actions that will trigger creation of an entry on the CWT database table, as well as the recipients of notifications triggered by the specific action:

Action	Action Code	Response Code	Notification	Recipients
Broker creation of new claims transaction	A	blank	Yes – new entry	All registered carriers in the bureau participating in that claim transaction **NB:** please note that participating carriers. include nonagreement parties on a claim, as well as agreement parties.
Broker cancels a transaction and creates a corrected claim transaction and resubmission	E (optional, online deletion), D, A	blank	Yes – deletion of original and new/add entry	All registered carriers in the bureau participating in that claim transaction. **NB:** if market is changed, the E and D action items go to original market, A action item goes to new market
Broker updates a transaction	E (optional, online update), U	blank	Yes – update entry	All registered carriers in the bureau participating in that claim transaction
Carrier Delegates Lead responsibilities to XCS (or a reversal of this)	U	blank	Yes – update entry	All registered carriers in the bureau participating in that claim transaction

On-line response by agreement party (including lead response of Circulate by LIRMA lead)	R	Response code	Yes – response entry	All registered carriers in the bureau participating in that claim transaction
Changes to agreement parties and changes to data that an agreement party is permitted to change	R	Response code	Yes – update entry	All registered carriers in the bureau participating in that claim transaction

Action	Action Code	Response Code	Notification	Recipients
LIRMA user responds with > 1 company line on the claim	R	Response code	Yes – response entry	All registered carriers in the bureau participating in that claim transaction, with each line included separately in file
Deletion of the transaction by the broker or lead	E (optional, online deletion), D	blank	Yes – deletion entry	All registered carriers in the bureau participating in that claim transaction
Completion of the transaction within ICOS	U	blank	Yes – update entry	All registered carriers in the bureau participating in that claim transaction
Market check on claim loaded by broker	Not reported	N/A	No	Managed outside of CWT; manual. notification

| Release of claim after market check | A | blank | Yes – new/add transaction | All registered carriers in the bureau participating in that claim transaction |

		N/A	No	No recipients
Market check and claim not released to market	Not reported			
Carrier declares individual/organisation conflict of interest (without change of lead)	Not reported	N/A	No	No recipients
Carrier declares individual/organisation conflict of interest (change of lead)	E (optional, online deletion), D (original) A (resubmit)	blank	Yes – deletion of original and new entry for resubmission	All registered carriers in the bureau participating in that claim transaction
Broker action taken resulting in transaction status < 10 (in error)	E	blank	Yes – update entry. No further advice until status becomes > 10	All registered carriers participating on the claim.
Action	**Action Code**	**Response Code**	**Notification**	**Recipients**
Purge of claim	E	blank	Yes	All participants on a claim. **NB**: the action participant type = X and the action participant = System

Lead un-purges a claim	U	blank	Yes	All participants on a claim. **NB**: the action participant type = 'C' and the action participant = Lead Underwriter Stamp Code

3.2.1   Constraints

There are constraints within the CWT file production process; these have been introduced by several factors, including those systems comprising either the ICOS or current functionality and include:

- CWT will not provide notification of documents which have been loaded or amended in the IMR; it only advises of changes to an ICOS record.

- The Daily .CSV file (not CWT), as it has always done, shows new claim transaction advice loaded by the broker that day on which the carrier is a participant in the relevant market; it is not designed to prompt workflow and does not contain the status or details of actions taken on a claim.

- The data for the CWT feeds will be extracted during the hours that ICOS is online. The files will be generated at the selected interval while ICOS is online.

- Any end of day processing, e.g., transaction signings and capture of claims loaded by batch after hours, will be provided in the first file of the next working day.

- Responsibility for filtering the data contained within the Daily .CSV file or the CWT file to meet a specific customer requirement will remain with the registered CWT organisation.

- The sweep of the ICOS database will be done asynchronously at approximately 5-minute intervals. If multiple events occur between 2 sequential runs, the data held on ICOS will be as at the latest event, except for certain fields that are updated synchronously (refer Output Data Mapping in 4.1.3); this means that some data copied for earlier events might be superseded by the latest update. If a transaction is created and then deleted within the same cycle, the transaction will not be sent within any feed.

  Additionally, if a transaction is added and then subsequently updated within the 5-minute interval, the updated data will supersede the data in the original instance of the transaction; in this instance, CWT will provide an update for a transaction that, as far as the organisation is concerned, has not yet been created.

4   WHAT WILL MY FILE CONTAIN?

4.1 Output File

4.1.1 Filename

The file naming convention of the CWT files is:

PF.CWTJOBFrequency. **+** REPORTCODE +.CWT. **+** (sysdate ( ),'yymmdd.') **+** REPORT_NUM

E.g.:PF.CWTJOB15MIN.8520.CWT.100225.0000269

1) "PF.CWTJOB15Frequency." changes with the frequency of the job. It will be

   "PF.CWTJOB30MIN." in case of a 30 min frequency, similarly for the rest of the jobs.

2) REPORTCODE: a code used to group carriers within an organisation for report distribution (this is held within Xchanging and is called the Print Sort Code).

3) (sysdate ( ),'yymmdd.'): date on which the file was generated in the format 'yymmdd' 4)

   REPORT_NUM: report sequence number.

5) The file will be in CSV or XML format depending on the chosen Output preference specified on the

   carrier registration

4.1.2 Header and Trailer

Each report header will contain the following (**NB:** for definitions of the acronyms below, please refer to section 6, Glossary).

Identifier – will be set to 'HDR'
Recipient Identification – BBN group of the carrier
Report Name – will be set as in the Report Number section below.
Report Number – will be set to CWTnnn, where nnn is set as one of: 010 – DAILY CSV 020 – STANDARD TRIGGER
Date/Time. This will be set to the date / time the report is generated
Interchange Number: this is a unique and sequential identifier specific to each organisation; as such, this can be used to identify if a feed is missing. Please note that this number is only incremented when a file is produced, so if a file is not produced because there are no events to report, the interchange number will not be incremented.

Run date and run time

Each report trailer will contain the following;

Trailer Row –will be set to: 'End of Report – 999 detail lines', where 999 = the number of detail lines present.

4.1.3　　　　Output File Data Mapping

The following table sets out the data to be output for the Notify services i.e., the CWT file and the new Daily CSV file.

The fields "Lloyd's csv" and "Coy csv" are provided for comparison to indicate whether this data is provided in the existing csv files. "M/O/C" indicates if the data item is mandatory, optional or conditional on the output file. The field "Synchronous" indicates which data items will be updated with event reported for CWT. For all other items, if more than one event occurs on the same transaction within a very short period of time, the data content will be that of the final event in the group.

Where the data is to be provided in the extract for CWS this is denoted in the CWS column.

Output											
Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Event reference number	The reference that uniquely identifies the event	Y	N	Y	N	N	CHAR	9		M	Y
Bureau	The bureau that the recipient syndicate or company code exists in.	Y	Y	Y	N	N	CHAR	2	**SY** = Lloyd's **IL** = ILU **LR** = LIRMA	M	Y
UCR	The reference created by the broker who creates the first transaction on this claim. Prefixed by the originating broker number	Y	Y	Y	Y	Y	CHAR	17		M	Y

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Transaction Reference	The reference issued by the broker originating the transaction. Must be unique within the UCR. Prefixed by the broker number of the broker creating this transaction	Y	Y	Y	Y	Y	CHAR	17		M	Y
Log file	Which log file the data has come from	N	N	Y	N	N	CHAR	4		M	N

Output											
Data Item	**Description**	**CWT**	**New daily csv**	**CWS file**	**Lloyd' s csv?**	**Coy csv?**	**Data Type**	**Size**	**Valid Values**	**M/O/C**	**Synchro nous**
Action Participant Type	Code identifying whether the organisation taking the current action is a broker or a carrier	Y	N	Y	N	N	CHAR	1	B = Broker C = Carrier X = System	M	Y
Action Participant	Code identifying syndicate or company or broker on the claim market who takes the action	Y	N	Y	N	N	CHAR	6	Carrier/broker code or 'SYSTEM' when Action Participant Type = X	M	Y
Action Datetime	Date/time action occurred (transaction created or updated or response made)	Y	N	Y	N	N	CHAR	26		M	Y
Date Added	Date transaction was created or updated (Not the date the claim was created)	Y	Y	Y	Y	Y	CHAR	10		M	N
Time added	Time which transaction was created or updated	Y	Y	Y	Y	Y	CHAR	8		M	N
Company/Syndicate Identification	Code identifying syndicate or company on the claim market who is the recipient of this data.	Y	Y	Y	Y	Y	CHAR	6		M	N

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Claim Line Number	Claim line number in ICOS (needed for non-uniqueness of Company/Syndicate participation	Y	N	Y	N	N	INTEG			M	N
Action Type Qual	Type of action derived from underlying codes	N	N	Y	N	N	CHAR	3	**001** = Add **002** = Update **003** = Delete	M	Y
Action Type Sub Type	Type of action derived from underlying codes	N	N	Y	N	N	CHAR	3		M	Y
Action Type Response	Type of action derived from underlying codes	N	N	Y	N	N	CHAR	3		M	Y
Action Code	The action taken that has given rise to this event (Addition, Reset, Update, Deletion or Response)	Y	N	Y	N	N	CHAR	1	**A** = Create **U** = Update **D** = Delete **R** = Response **E** = Reset (see Appendix 2)	M	Y
Response Code	When the action taken, the nature of that response	Y	N	Y	N	N	CHAR	15	See section 4.2.1~~4.2.1~~,	C	Y

Output											
Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
									Response Codes		
Unique Market Reference	The reference issued by the broker that placed the risk. Prefixed by the originating broker number	Y	Y	Y	Y	Y	CHAR	17		M	N
Transaction Status	Identifies the status of the transaction.	Y	N	Y	N	N	CHAR	2	See section 4.2.2, Transaction Status Values	C	Y

Field	Description						Type	Length	Notes		
Transaction Type	Identifies whether the transaction is a settlement (S) or advice (A) transaction.	Y	Y	Y	Y	Y	CHAR	3		M	N
ECF Indicator	Indicates whether the claim is supported by an electronic claim file, a paper file or in transition from paper to electronic.	Y	Y	Y	N	Y	CHAR	1	**Y** = electronic claim file **N** = paper file **T** = in transition	M	N
Company/Syndicate Signed Line %	The syndicate or companies percentage share of the claim.	Y	Y	Y	N	Y	DECML	10	Percentage	M	N
Carrier Reference 1	Syndicate or company's risk reference.	Y	Y	Y	Y	Y	CHAR	15		M	N
Carrier Reference 2	Syndicate or company's risk reference.	Y	N	Y	N	N	CHAR	15		O	N
Role	Carrier role of the carrier who is the recipient of this file.	Y	Y	Y	Y	Y	CHAR	15	Lead, Agreement Party or Follower	M	N
Outstanding Indemnity 1	Amount of outstanding loss, in original currency.	Y	Y	Y	Y	Y	DECML	15		M	N
Previously Paid 1	Total of paid amounts on previous transactions, in original currency. This is the 100% amount	Y	Y	Y	Y	Y	DECML	15		C	N
Incurred 1	Latest incurred claim estimate, in original currency. This is the 100% of order	Y	Y	Y	Y	Y	DECML	15		M	N
Settlement 1	100% Amount to be paid in total for this transaction, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N

Output

Data Item	Description	CWT	New daily csv	CWS file	Lloyd' s csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchro nous
Original Currency 1	Original Currency Code (ISO codes used) on the claim	Y	Y	Y	Y	Y	CHAR	3	ISO Ccy Code	M	N
Rate Of Exchange 1	The prevailing rate of exchange for this currency. To be used to when allocating work based upon the size of the claim	Y	Y	Y	Y	Y	DECML	12	See section 04.2.3 , Multi Currency Risks	C	N
Outstanding Qualifier 1	The broker may select a qualifier to more fully define the outstanding position of the claim (e.g. subrogation)	Y	N	Y	N	N	CHAR	1	**C** = closed **D** = See loss details **F** = Fees expected **L** = Part of block claim **N** = Nil **P** = Precautionary **R** = Recovery expected **S** = Subrogation expected **T** = to be advised **V** = Salvage expected	O	N
Outstanding Indemnity 2	Amount of outstanding loss, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N
Previously Paid 2	Total of paid amounts on previous transactions, in original currency. This is the 100% amount	Y	Y	Y	Y	Y	DECML	15		C	N
Incurred 2	Latest incurred claim estimate, in original currency. This is the 100% of order	Y	Y	Y	Y	Y	DECML	15		C	N
Settlement 2	100% Amount to be paid in total for this transaction, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Original Currency 2	Original Currency Code (ISO codes used) on the claim	Y	Y	Y	Y	Y	CHAR	3	ISO Ccy Code	C	N
Rate Of Exchange 2	The prevailing rate of exchange for this currency. To be used to when allocating work based upon the size of the claim	Y	Y	Y	Y	Y	DECML	12	See section 04.2.3 , Multi Currency Risks	C	N

Output											
Data Item	**Description**	**CWT**	**New daily csv**	**CWS file**	**Lloyd' s csv?**	**Coy csv?**	**Data Type**	**Size**	**Valid Values**	**M/O/C**	**Synchro nous**
Outstanding Qualifier 2	The broker may select a qualifier to more fully define the outstanding position of the claim (e.g. subrogation)	Y	N	Y	N	N	CHAR	1	C,D,F,L,N,P,R ,S,T,V – mappings as per Outstanding Qualifier 1	O	N
Outstanding Indemnity 3	Amount of outstanding loss, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N
Previously Paid 3	Total of paid amounts on previous transactions, in original currency. This is the 100% amount	Y	Y	Y	Y	Y	DECML	15		C	N
Incurred 3	Latest incurred claim estimate, in original currency. This is the 100% of order"	Y	Y	Y	Y	Y	DECML	15		C	N
Settlement 3	100% Amount to be paid in total for this transaction, in original currency.	Y	Y	Y	Y	Y	DECML	15		C	N
Original Currency 3	Original Currency Code (ISO codes used) on the claim	Y	Y	Y	Y	Y	CHAR	3	ISO Ccy Code	C	N

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Rate Of Exchange 3	The prevailing rate of exchange for this currency. To be used to when allocating work based upon the size of the claim	Y	Y	Y	Y	Y	DECML	12	See section 04.2.3 , Multi Currency Risks	C	N
Outstanding Qualifier 3	The broker may select a qualifier to more fully define the outstanding position of the claim (e.g. subrogation)	Y	N	Y	N	N	CHAR	1	C,D,F,L,N,P,R,S,T, V – mappings as per Outstanding Qualifier 1	O	N
Risk Code (Lloyd's only)	A code allocated to the risk at the time of placement to provide an indication as to the type of business underwritten.	Y	Y	Y	Y		CHAR	2	Any value according to Risk code reference table	C	N
Lloyd's Cat Code	A catastrophe code allocated by Lloyd's Claims office to a loss event that is expected to give rise to losses in excess of an agreed amount.	Y	Y	Y	Y	Y	CHAR	4		O	N
PCS Code	A catastrophe code allocated by Property Claims Services to certain North American loss events that	Y	Y	Y	Y	Y	CHAR	4		O	N

Output											
Data Item	Description	CWT	New daily csv	CWS file	Lloyd' s csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchro nous
	are expected to give rise to losses in excess of an agreed amount.										
Loss Date (from)	Either the date of loss or the first date of a period of loss	Y	Y	Y	Y	Y	CHAR	10	Can have partial dates. Where full date supplied, DDMMYYYY	O	N

Field	Description						Type	Len	Notes		
Loss Date (to)	Either the date of loss or the first date of a period of loss	Y	N	Y	N	N	DATE	10	Can have partial dates. Where full date supplied, DDMMYYYY	O	N
Claims ref 1	Carrier Reference allocated by Agreement party.	Y	Y	Y	Y	Y	CHAR	15		O	N
Claims ref 2	Carrier Reference allocated by Agreement party. (Blank on first advice)	Y	Y	Y	Y	Y	CHAR	15		O	N
Year of Account (Lloyd's only)	The year of account to which the risk has been assigned	Y	Y	Y	Y	Y	INTEG	4	YYYY	C	N
Insured	The policyholder name for direct business.	Y	Y	Y	Y	Y	CHAR	50		C	N
Reinsured	The policyholder name reinsurance business.	Y	Y	Y	Y	Y	CHAR	50		C	N
Loss Name	The name given to a loss / event that has given rise to this claim	Y	Y	Y	Y	Y	CHAR	20		O	N
User ID	The User ID of the previous claim handler for the organisation that is the recipient of this data	Y	Y	Y	Y	Y	CHAR	8		C	N
Slip lead	The syndicate or company that is the slip lead for the contract	Y	N	Y	N	N	CHAR	20	Name or code	O	N
Broker Identification	Code identifying the broker organisation that created this transaction	Y	N	Y	N	N	CHAR	4	Numeric characters	M	N
Broker Contact	Broker contact name	Y	N	Y	N	N	CHAR	15		O	N
IUA Lloss Code (also known as Business Class)	Codes added by bureau leader usually at first advice to define the business type that the claim relates to. May be blank when first transaction created by broker	Y	N	Y	N	N	CHAR	2	See section 4.2.44.2.4, Business Class (IUA Loss Codes)	O	N

Output										
Data Item	**Description**	**CWT**	**New daily csv**	**CWS file**	**Lloyd' s csv?**	**Coy csv?**	**Data Type**	**Size**	**Valid Values**	**M/O/C**	**Synchro nous**
Bureau Lead (Lloyd's)	The syndicate that is the lead for this bureau (may be the same as slip lead)	Y	N	Y	N	N	CHAR	6		C	N
Second Agreement Party (Lloyd's)	The syndicate that is the 2nd agreement party for this bureau	Y	N	Y	N	N	CHAR	6		C	N
Bureau Lead (ILU)	The company that is the lead for this bureau (may be the same as slip lead)	Y	N	Y	N	N	CHAR	6		C	N
Second agreement party (ILU)	The company that is the 2nd agreement party for this bureau	Y	N	Y	N	N	CHAR	6		C	N
Bureau Lead (LIRMA)	The company that is the lead for this bureau (may be the same as slip lead)	Y	N	Y	N	N	CHAR	6		C	N
Claims category	The LIRMA code applied to identify the business category of the claim	Y	N	Y	N	N	CHAR	1		C	N
Sequence number	Sequence number of each transaction within the claim	Y	N	Y	N	N	CHAR	3		M	N

Data Item	Description	CWT	New daily csv	CWS file	Lloyd's csv?	Coy csv?	Data Type	Size	Valid Values	M/O/C	Synchronous
Triage Category	The segmentation category into which the claim falls	Y	N	Y	N	N	CHAR	15	<u>2006 scheme</u>: "Standard", "Complex", "Not specified", VCS-XCS, VCS-Crawford <u>2010 scheme</u>: "CTP-Standard", "CTP-Complex", VCS-XCS, VCS-Crawford	M	Y
Query Id	Unique Query ID	Y	Y	Y	Y	Y	CHAR	32		O	Y
Transaction Status Code	Transaction status code reflecting a PbS event (Please Refer 4.2.2.1 for values)	Y	Y	Y	Y	Y	CHAR	3		O	Y
Transaction Status Description	Transaction status description providing a description of the PbS event that has occurred. This will be either:	Y	Y	Y	Y	Y	CHAR	50		O	Y

Output											
Data Item	**Description**	**CWT**	**New daily csv**	**CWS file**	**Lloyd' s csv?**	**Coy csv?**	**Data Type**	**Size**	**Valid Values**	**M/O/C**	**Synchro nous**
	'Query raised with Broker, now answered' or 'Query raised with Carrier by Central Services'										
Query URL	HTTP link to the PbS Query item within the PbS Query Online Portal	Y	Y	Y	Y	Y	CHAR	350		O	Y

Field	Description						Type	Size			
Issue Description 1	This field provides details about the issue raised like "INCORRECT CLAIM CURRENCY SUBMITTED" OR "DUPLICATE CLAIM ADVICE SUBMITTED". The field will hold the first issue description as there would be more than one issue under a query.	Y	Y	Y	Y	Y	CHAR	350		O	Y
Issue Description 2	This field provides details about the issue raised like "INCORRECT CLAIM CURRENCY SUBMITTED" OR "DUPLICATE CLAIM ADVICE SUBMITTED". The field will hold the second issue description (if available) as there would be more than one issue under a query.	Y	Y	Y	Y	Y	CHAR	350		O	Y
Issue Description 3	This field provides details about the issue raised like "INCORRECT CLAIM CURRENCY SUBMITTED" OR "DUPLICATE CLAIM ADVICE SUBMITTED". The field will hold the third issue description (if available) as there would be more than one issue under a query.	Y	Y	Y	Y	Y	CHAR	350		O	Y

4.2 Data Values in CWT File

4.2.1 Response Codes

The following table is a table of response codes that may appear in the file;

RESPONSE CODES	Comments
Seen / Action	Lloyd's
Agree Pay	Lloyd's
Query Return	Lloyd's
Service/Action	Lloyd's (Used for VCS Entry and Exit)
RESPONSE CODES	Comments
CIR	LIRMA lead response
REJ	LIRMA lead response
CAN	LIRMA lead response

CAA	LIRMA
INF	LIRMA
FIL	LIRMA
DIS	LIRMA
ACC	LIRMA
No	LIRMA
MAN	LIRMA (applies when lead changes automated Yes response to a different response)
Yes	LIRMA (applies when response in ICOS is Yes or CES)
AUT	ILU
PEN	ILU

The field may be blank in the case of an XCS Defer CTP Response

4.2.2   Transaction Status Values

The transaction status values that could be provided in this output are as follows:

Status	Description	Short Description
8	Purged	PURGED
10	Awaiting Action/Queried (Queried is just for Lloyd's) – when a transaction is just created, it will have this status.	AWAITING/QUERIED
12	Pended/Rejected by a Lead – ILU only	PENDED/ REJECTED
14	Part Authorised - authorised by the lead only – Lloyd's only	PART-AUT
15	Part Authorised - authorised by the lead and XCS - Lloyd's and ILU	PART-AUT
20	Circulated – LIRMA only	CIRCLED
24	Awaiting Reinstatement (fully authorised) – ILU only	RIP REQD
25	Awaiting Reinstatement on previous transaction (fully authorised) – ILU only	RIP PREV
26	Awaiting CPA Release – ILU only	HELD CPA
27	Awaiting CPA Release on previous transaction – ILU only	HELD-CPA
30	Fully Authorised – Awaiting Signing - ILU only	AUTHORSD
31	Fully Authorised Lloyds advising transaction – Awaiting processing by Xchanging technician – Lloyd's only	ADV BDWN
32	Fully Authorised Lloyds settlement transaction – Awaiting processing by Xchanging technician – Lloyd's	SET BDWN
33	Fully Authorised – Breakdown Incomplete – Lloyd's only	PROCESS
36	Fully Authorised – Breakdown Complete – Lloyd's only	RELEASED
40	Fully Authorised and Signed/Complete	COMPLETE

45	Cancelled - LIRMA only	CANCEL'D
12	Rejected – LIRMA only	REJ

Transaction Status may not be supplied on Delete or Reset events or may be less than 9.

4.2.2.1

4.2.3 Multi Currency Risks

When the risk is a multi currency risk, if the premium is received in a selection of specified currencies, claims may be received in those same currencies and a formula defines the way in which they are all applied to the same retentions and limits. ICOS currently restricts the claim to three such combinations.

4.2.4 Business Class (IUA Loss Codes)

The following values will appear in the Business Class (IUA Loss Codes) Field

Bureau	Business Class	Claim Business Classes
LIRMA	NM	NON,MARINE DIRECT FACULTATIVE INSURANCE
LIRMA	RI	NON MARINE FACULTATIVE REINSURANCE
LIRMA	BA	BINDING AUTHORITY
LIRMA	XL	NON MARINE EXCESS OF LOSS
LIRMA/ILU	AX	AVIATION EXCESS OF LOSS
LIRMA	MX	MARINE EXCESS OF LOSS
ILU	AH	AVIATION HULL
ILU	MH	MARINE HULL
ILU	AL	AVIATION LIABILITY
ILU	ML	MARINE LIABILITY

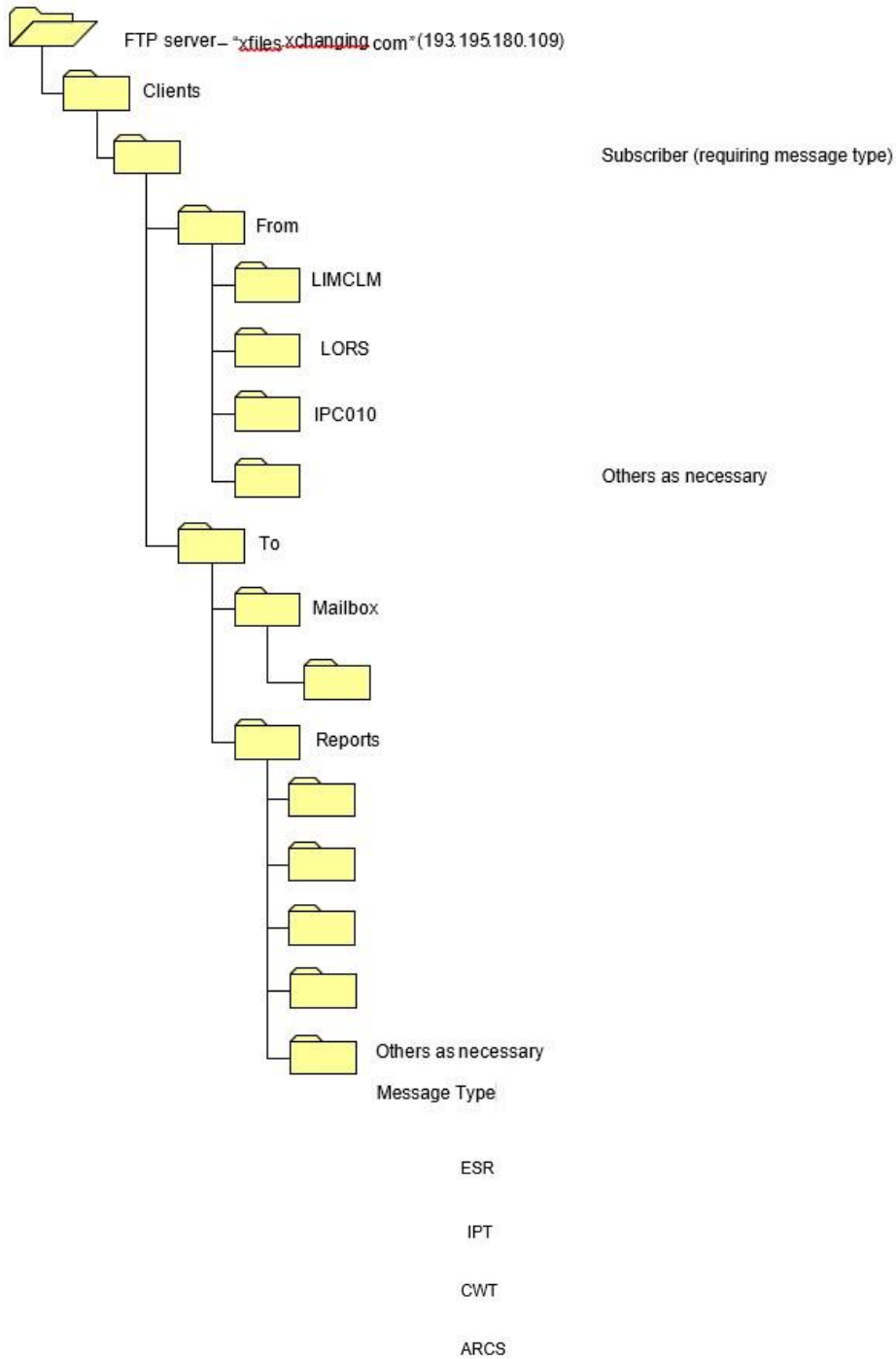|		
ILU	MC	MARINE CARGO
ILU	ME	MARINE ENERGY
ILU	MP	MARINE POLLUTION

5.3 Directory structure for FTP transfer:

5.3.1   Structure for Files
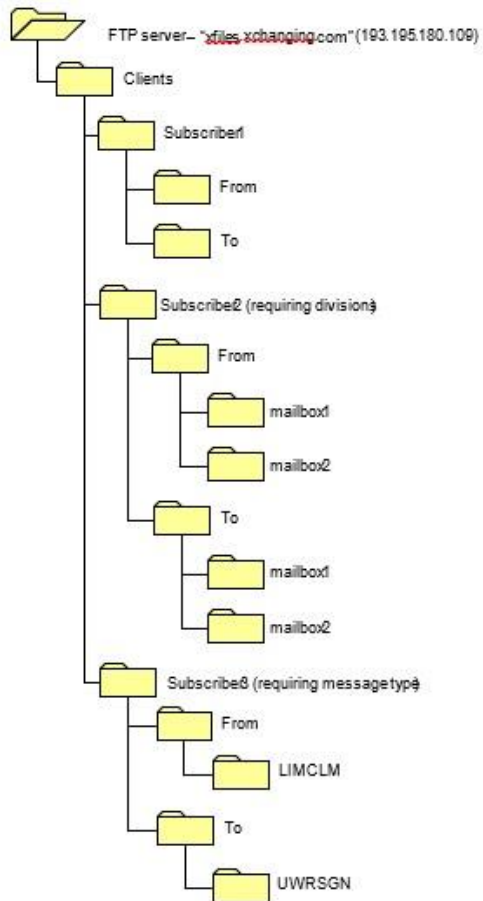
5.3.2 Structure for Standard Message and Reports

Structure for Standard Message and Reports

6   HOW TO INTERPRET THE FILES AND INTERFACE TO ICOS

6.1 Interpretation of Triggers

The following table provides additional information to users about how to interpret the CWT data in respect of all major business scenarios;

Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY		A = Create		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	
SY	10	U = Update		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	This transaction may have already been notified and in some conditions some responses may have already been made prior to the broker changing and rereleasing.

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	10	U = Update		Carrier	If now Lead (where undelegated by XCS1), transaction ready for review and response. XCS1 may now be Lead	Not available for response but may wish to review.	Not available for response but may wish to review. May have previously been Lead (now delegated)	Delegated lead option selected by the participant. The Bureau Lead will have changed to XCS1 or back to a carrier code if this is being reversed.

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY		D = Delete		Broker	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified no longer requires any action.	This transaction which may have previously been notified no longer requires any action.	

SY	14	R = Response	Seen/Action	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response.	Not available for response but may wish to review.	The leader may wish to continue to monitor agreement status of this transaction until all responses have been completed and SCM output has been received.
SY	14	R = Response	Agree pay	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response.	Not available for response but may wish to review.	Settlement only. The leader may wish to continue to monitor agreement status of this transaction until all responses have been completed and SCM / USM output has been received.
SY	10	R = Response	Query return	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Transaction ready for review and response.	Not available for response but may wish to review.	The subsequent agreement parties may also respond "query". The resolution of the query is not always reflected in ICOS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.

Conditions (Blank cells mean any value can apply)	Actions According to Role	

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	10	U = Update		Carrier	Leader Triages a claim transaction to VCS	Not available for response but may wish to review.	Not available for response but may wish to review. May have previously been Lead	Once a claim is triaged as VCS then the Service Provider will be notified with a **Response Code =** **'VCS Entry'** and Carriers will receive a blank response.
SY	10	U=Update		VCS Service Provider	The VCS service provider un-triages a VCS claim i.e. exit from VCS.	Not available for response but may wish to review.	Not available for response but may wish to review. May have previously been Lead	Once a claim is removed from VCS then the Service Provider will be notified with a **Response Code =** **'VCS Exit XCS' or 'VCS Exit CFORD'** and Carriers will receive a blank response.
SY	14 / 10	R		XCS	Depending on previous response (Query 14 / Agree10) Action may/may not be required	If now become an Agreement Party, ready for review and response	Not available for response but may wish to review.	This represents an XCS Response of Defer, without a formal Response Code. Usually deferring to other Followers for acknowledgement

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	14	R = Response	Seen/Action	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	This represents confirmation that you have now performed your required action.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction. Applies to advices only.

		Conditions **(Blank cells mean any value can apply)**			**Actions According to Role**			
Bureau	**Trans status**	**Action code** **Response code**		**Action part.**	**Leader**	**Agreement party**	**Non-Agreement Party**	**Comments**
SY	14	R = Response	Agree pay	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	This represents confirmation that you have now performed your required action.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction. Applies to settlements only.

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	15	R = Response	Seen/Action	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	Transaction ready for review and response (if additional agreement party identified).	Not available for response but may wish to review.	This status is reached once the lead and XCS have responded or when no XCS response is required – the lead only. Apples to advice only.
SY	15	R = Response	Agree pay	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	N/A	Not available for response but may wish to review.	This status is reached once the lead and XCS have responded. Applies to settlement only.

		Conditions (Blank cells mean any value can apply)			Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments

SY	10	R = Response	Query return	Agreement party	Explicit action is not likely to be required.	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction.
SY	14 or 15	R = Response	Query return	Agreement party	If the leader responded seen/action or agree pay the leader may wish to review the claim again.	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction.
SY	31 or 32	R = Response	Seen/Action or Agree Pay	XCS	Explicit action is not likely to be required.			Applies to a "coupled" claim that has been agreed by XCS. Carriers would subsequently expect to receive a status 40.
SY	10	R = Response	Query return	XCS	Explicit action is not likely to be required.	Explicit action is not likely to be required.	Not available for response but may wish to review.	

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY		E = Reset to "In Error"		Broker	This transaction which may have previously been notified for action no longer requires action.	This transaction which may have previously been notified for action no longer requires action.	This transaction which may have previously been notified for action no longer requires action.	This indicates either that the broker has reset the transaction to "In Error". The broker may subsequently amend and/or rerelease the claim transaction – in which case, a subsequent event with an Action Code of "U" (Update) will be received. In such cases, an Update event will not be preceded by the corresponding Add event. Alternatively they may delete it – in which case an event with an action code of "D" (Delete) will be received. Note: If the recipient has been removed from the market – which may happen on first advices – then no further events will be received.

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
SY	40	Response or Update		XCS or System	Confirmation that the transaction is fully completed. All carriers should now expect to receive corresponding SCM & USM advice and may wish to perform reconciliation actions.			
IL	10	A = Create		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments

IL	10	U = Update		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	This transaction may have already been notified and in some conditions some responses may have already been made prior to the broker changing and rereleasing.
IL		D = Delete		Broker	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified no longer requires any action.	This transaction which may have previously been notified no longer requires any action.	
IL	15	R = Response	AUT	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response.	Not available for response but may wish to review.	The leader may wish to continue to monitor agreement status of this transaction until all responses have been completed and LIMCLM output has been received.
IL	12	R = Response	PEN	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Not available for response but may wish to review.	Not available for response but may wish to review.	The resolution of the query is not always reflected in ICOS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
IL	15	R = Response	AUT	Agreement party	Explicit action is not required but this information is relevant to those organisations wishing to monitor progress of transaction response.	This represents confirmation that you have now performed your required action.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction. Applies to settlements only.
IL	12	R = Response	PEN	Agreement party	If the leader responded AUT the leader may wish to review the claim again.	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Not available for response but may wish to review.	An agreement party should refer to the "Action participant" to distinguish actions by any other agreement parties on the transaction. Applies to settlements only.

IL	24 OR 25	R = Response	AUT	Lead		Carriers may wish to trigger action to chase up examples that remain in this state for an extended period of time.	Awaiting reinstatement premium.
IL	24 OR 25	R = Response	AUT	Agreement party		Carriers may wish to trigger action to chase up examples that remain in this state for an extended period of time.	Awaiting reinstatement premium.

Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
IL	40	R = Response	AUT	Lead	All carriers should now expect to receive corresponding LIMCLM messages and may wish to perform reconciliation actions.			When claim requires only leader agreement.

IL	30	R = Response	AUT	Agreement party	All carriers should now expect to receive corresponding LIMCLM messages and may wish to perform reconciliation actions.	When claim requires agreement from additional agreement parties. Applies to settlement only.
IL	40	U = Update		System	All carriers should now expect to receive corresponding LIMCLM and settlement messages and may wish to perform reconciliation actions.	

Conditions (Blank cells mean any value can apply)					Actions According to Role			
Bureau	*Trans status*	*Action code*	*Response code*	*Action part.*	*Leader*	*Agreement party*	*Non-Agreement Party*	*Comments*

IL		E = Reset		Broker or System	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified for action no longer requires any action.	This indicates either that the broker has reset the transaction to "In Error". The broker may subsequently amend &/or rerelease the claim transaction – in which case, a subsequent event with an Action Code of "U" (Update) will be received. In such cases, an Update event will not be preceded by the corresponding Add event. Alternatively they may delete it – in which case an event with an action code of "D" (Delete) will be received. Note: If the recipient has been removed from the market – which may happen on first advices – then no further events will be received.
LR	10	A = Create		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	10	U = Update		Broker	Transaction ready for review and response.	Not available for response but may wish to review.	Not available for response but may wish to review.	This transaction may have already been notified and in some conditions some responses may have already been made prior to the broker changing and rereleasing.
LR	12	R = Response		Lead	Carriers may wish to diary when the nature of the rejection could result in follow on action.			Reject (Lead only).
LR	20	R = Response		Lead	Transaction ready for review and response (having only circulated so far).	Transaction ready for review and response.	N/A	The leader may wish to continue to monitor agreement status of this transaction until all responses have been completed and all LIMCLM updates received.

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	45	R = Response		Lead	Carriers may wish to diary when the nature of the cancellation could result in follow on action in the form of a subsequent advice.			Cancelled (Lead only).
LR		D = Delete		Broker	Carriers may wish to diary when the nature of the deletion could result in follow on action.			
LR	20	R = Response	CAA	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response if you have not previously responded to this transaction.	N/A	

		Conditions (Blank cells mean any value can apply)			Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments

LR	20	R = Response	INF	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Transaction ready for review and response.	N/A	The subsequent agreement parties may also respond "INF". The resolution of the query is not always reflected in ICOS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.
LR	20	R = Response	FIL	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Transaction ready for review and response.	N/A	The subsequent agreement parties may also respond "INF". The resolution of the query is not always reflected in ICOS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.
LR	20	R = Response	DIS	Lead	This represents confirmation that you have now taken action but you may wish to diary / monitor progress of query.	Transaction ready for review and response.	N/A	The subsequent agreement parties may also respond "INF". The resolution of the query is not always reflected in ICOS (e.g. when a new document is added) and consequently further action might be required without receipt of a further event via CWT.

	Conditions (Blank cells mean any value can apply)				Actions According to Role			
Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	20	R = Response	ACC	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response if you have not previously responded to this transaction.	N/A	
LR	20	R = Response	No	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response if you have not previously responded to this transaction.	N/A	
LR	20	R = Response	Yes	Lead	This represents confirmation that you have now performed your required action.	Transaction ready for review and response if you have not previously responded to this transaction.	N/A	

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	20	R = Response	CAA	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	

	Conditions				Actions According to Role			
	(Blank cells mean any value can apply)							
Bureau	*Trans status*	*Action code*	*Response code*	*Action part.*	*Leader*	*Agreement party*	*Non-Agreement Party*	*Comments*
LR	20	R = Response	INF	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	

LR	20	R = Response	FIL	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	
LR	20	R = Response	DIS	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	
LR	20	R = Response	ACC	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	

| Conditions

(Blank cells mean any value can apply)	Actions According to Role	

Burea u	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR	20	R = Response	No	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction &/or indicate that the response of another agreement party could hold up settlement for all.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	
LR	20	R = Response	Yes	Agreement party	Only relevant when you wish to monitor agreement status of other carriers on the transaction.	When you are the action participant this represents confirmation of the action recently taken by you.	NA	

Conditions (Blank cells mean any value can apply)	Actions According to Role	

Bureau	Trans status	Action code	Response code	Action part.	Leader	Agreement party	Non-Agreement Party	Comments
LR		E = Reset		Broker or System	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified for action no longer requires any action.	This transaction which may have previously been notified for action no longer requires any action.	This indicates either that the broker has reset the transaction to "In Error". The broker may subsequently amend &/or rerelease the claim transaction – in which case, a subsequent event with an Action Code of "U" (Update) will be received. In such cases, an Update event will not be preceded by the corresponding Add event. Alternatively they may delete it – in which case an event with an action code of "D" (Delete) will be received. Note: If the recipient has been removed from the market – which may happen on first advices – then no further events will be received.
LR	40	U = Update		System	Carriers may wish to reconcile with LIMCLM and/or settlement messages.			

8 GLOSSARY

Term	Description
BBN	Barrier Box Number: a code that groups a number of carrier codes together, and is used to group CWT messages for transmission. Where this field is required, the equivalent is the Print Sort Code for the carrier.
.CSV	Comma separated values file. The Daily .CSV file shows new claim transaction advices loaded by the broker that day for which the customer is a carrier in the relevant market. Unlike CWT (which is also in .CSV format), this file is not designed to prompt workflow and does not include statuses or actions taken.
ICOS	International Claims Orchestration Service is the processing system within the London ILU and LIRMA markets, and Lloyd's. CLASS will provide the data for inclusion in the CWT data feed.

CWT	Claim Workflow Triggers. This is a data feed for ECF2 customers who are using their own standalone workflow system, as opposed to using the integrated CWS within ECF2. The customer-specific feed consists of records generated by events performed on relevant claims for that customer within CLASS/ECF.
HDR	Abbreviation for HEADER for the data feeds.
XDH	Xchanging Data Hub. This is a service offered by Xchanging for the conversion of distribution of various files; in this case the file is either the CWT feed or the Daily .CSV file

Velonetic

9 DOCUMENT CONTROL

9.1 Document Information

Prepared by:	Mandy Seabrook
Project Manager:	Marina Nola
Programme Manager:	Nicola Ross-Watt

9.2 Revision History

Version	Date	Author	Description
1.0	26/04/2010	Alicia Scott	Conversion of MAT User Guide to Production User Guide
1.1	26/04/2010	Alicia Scott	Addition of target times for Service Desk requests/issues
1.2	27/04/2010	Alicia Scott	Update of timings and registration form.

1.3	10/05/2010	Alicia Scott	Updates from review and updated registration from for inclusion of enhanced daily .CSV option
1.4	25/05/2010	Alicia Scott	Updates from final review
1.5	27/09/10	Linda Potts	Updated with changes to backload made during MAT of ECF2
1.6	30/09/10	Linda Potts	Clarification on backload – outstanding query on registration forms.
1.7	7/10/10	Mandy Seabrook	CWT and CSV registration forms
2.0	7/10/10	Mandy Seabrook	Accepted tracked change for final publication

2.1	08/10/10	Marina Nola	Minor changes following Paul Tuvey's comments

2.2	11/10/10	John Ticehurst Mandy Seabrook	Addition of section 6 - Interpretation Of Triggers Update of CWT registration form and wording to remove 6 hourly and replace with daily Removal of CLASS operating hours as these are due to change
2.3	18/10/10	Mandy Seabrook	Update of Output Data Item table Capitalisation of 'Pen' and 'Aut' throughout

2.4	25/10/10	Mandy Seabrook	Changed User ID within the Output File Data Mapping table to be Conditional
3.2	25/10/10	Mandy Seabrook	Updated for release as FINAL
3.3	2/11/10	Mandy Seabrook	Page 13, changed Action Code A = Create
3.4	22/02/11	Jay Mehta	Removed redundant reference to CORE001 in 4.1.3. Minor updates to sections 3.4, 5.1 and Appendix 1
3.5	3/03/11	Mandy Seabrook	Updated post Market Review. Changes accepted.

3.6	04/04/11	Jay Mehta	Correction to XDH IP address, Additional guidance on interfacing with ECF2 and reporting CWT issues. Highlight instances where Update events can precede Add events
3.6	13/04/11	Jay Mehta	Clarity on which fields will be reported synchronously for each CWT event. Purged (Status 8) added to list of statuses reported.
3.7	27/07/11	Jay Mehta	Changed Transaction Status within the Output File Data Mapping table to be Conditional. Emphasize

			strictness of URL format in section 6.2

3.8	21/11/11	Jay Mehta	Clarification on Transaction Status for Delete and Reset events. 15 and 30 minute CWT frequencies no longer available.
3.9	23/05/12	Jonathan Clapham	Inclusion of the XCS Defer CTP scenario and Carrier Updates (Delegated Lead) scenarios
3.10	21/11/13	Parminder Kaur	Updated with the VCS changes.
3.11	04/08/2017	Ben Huckel/George Cruickshanks/Ankit Jain	Updated with PbS Queries information
3.12	15/01/2024	Gary Withers	Updated content to reflect Velonetic change to CWT delivery: 1. Frequency change to 1 hour intervals. 2. Removal of email distribution. 3. removal of API/web-service distribution. 4. Version format 1.1 removed. 5. Removal of carrier code grouping functionality.

			See appendix 12 - ICOS Market Access Group – CWT changes update to market, for details consultation with the market,
3.13	24/04/2024	Jazci Sandhu	1. Removal of section 6.2 as URL link is not provided within ICOS 2. Removal of section 10.2 – onboarding registration form as current form not applicable and updated form handled by the onboarding team
3.14	24/04/2024	Massimo Picconi	Updated content to reflect ICOS platform changes and terminology.

11 APPENDIX 2 CWT ACTION CODES

In order to prevent a transaction being left in an error state in the mainframe system, an additional record with an action code of E (reset) is sometimes created, depending upon the type of access through which the claim transaction is updated / deleted. Receipt of a record with this E action code against a transaction indicates that the transaction is no longer awaiting action. As such, the transaction can effectively be removed from your workflow system until such time as a record for this transaction is received with a deletion, update/resubmission or creation action code.

Here is the use of the E code for scenarios

1. Scenario: Broker cancels a transaction and creates a corrected claim transaction and resubmission

   Response code on records created (in order of creation): E, D, A

   NB: if market is changed, the E and D action items go to the original market, the A action item goes to new market

   In this example, E is optional and will be generated where the transaction is deleted online. It will not be generated by batch – as it would only be generated for an update, not a batch deletion.

2. Scenario: Broker updates a transaction

   Response code on records created (in order of creation): E, U

   In this example, E is optional and will always be generated if the transaction is updated online. The record with a response code of E may be generated if updated in batch – but only where the broker is updating a transaction where it is possible for the market to change. The broker may not actually change the market, but as long as it is possible for them to do so, i.e., on a first advice or where they have reduced the incurred to zero on the previous transaction and closed the claim.

3. Scenario: Deletion of the transaction by the broker or lead Response code on records created (in order of creation): E, D

   In this example, E is optional and will be generated where the transaction is deleted online. It will not be generated by batch – as it would only be generated for an update, not a batch deletion.

4. Scenario: Carrier declares individual/organisation conflict of interest (change of lead)

   Response code on records created (in order of creation): E, D, A (for the resubmission)

In this example, E is optional and will be generated where the transaction is deleted online. It will not be generated by batch – as it would only be generated for an update, not a batch deletion.

12 ICOS Market Access Group – CWT changes update to market

ICOS CWT 2103
Outputs v1.0 1.pptx